



Request for Proposals (RFP)  
for  
**Information Security and Privacy Audit**

Issued: February 13, 2024

Application Deadline: March 8, 2024

Please submit electronic  
proposals to:

Imrankhan Ibrahim  
Manager, IT Services  
[bid@childdevelop.ca](mailto:bid@childdevelop.ca)



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### 1 Background

Child Development Institute (CDI) is seeking proposals from qualified and experienced experts in conducting information security and privacy audits for health information custodians. The consultant will undertake a systematic audit of all organizational systems to identify any gaps and vulnerabilities in privacy and threats to information security. The consultant will work with CDI to identify and recommend solutions to these challenges, including the development of a detailed solution implementation plan.

The RFP has been initiated as a standard procurement procedure to meet the requirements of the Government of Ontario's Broader Public Sector Accountability Act and its associated directives and in accordance with CDI's Procurement Policy.

### 2 Organizational Overview

The **Child Development Institute (CDI)** is a Canadian charity that has brought hope and built brighter futures for at-risk children and their families since 1909. CDI provides direct services to communities in Toronto and has scaled the delivery of its signature evidence-based programs across Canada and internationally through a growing network of affiliates. Built on a legacy of more than 100 years of helping children and families, CDI is an accredited mental health agency and child care provider that offers evidence-based programs across three primary service streams:

- Child and Youth Mental Health Services
- Family Violence Services
- Early Years and Child Care Services

We are proud to be accredited through the Canadian Centre for Accreditation, a third-party organization that accredits Canadian social service and health care providers based on accepted practices that promote ongoing quality improvement and responsive, effective community services.

CDI works with each child and family's unique strengths, needs and challenges, helping clients to uncover their abilities, giving them tools to succeed, and supporting them in overcoming significant challenges.

CDI's Child and Youth Mental Health Services provide a range of programs including targeted prevention, counselling and therapy, intensive in-home and milieu treatment programs to help children and youth struggling with social-emotional and behavioural issues, along with supporting their families. Specialty programs include:

- SNAP® (Stop Now and Plan), CDI's award-winning cognitive-behavioural model, equips children exhibiting behaviour issues with effective emotional regulation, self-control and problem-solving skills.



- Learning Disabilities and Mental Health (LDMH) consists of family-centred, evidence-informed clinical services for children and youth ages 8-18 with mental health issues and a diagnosed learning disability. Services include child/youth groups, parenting groups, individual and family therapy. Services also include therapeutic recreation programs.
- Our Community Education program provides training and public education, intensive in-home counselling and school-based Day Treatment programs, targeted prevention and early intervention school-based groups, Family and Community counselling for children 0 – 6 and their families, specialized parenting groups, individual and family counselling, and counselling to address child and adolescent abuse and trauma.

CDI's Family Violence Services offer group and shelter-based programs to help women and children who have experienced family violence or other trauma. Individual and family counselling, parenting support, family reconnection and healing services, and links to community supports are available.

CDI's Early Years and Child Care Services program includes four Early Learning Centres (child care centres) and the Parkdale-High Park EarlyON Child and Family Centre. The program provides young children with a healthy start in a child-focused, play-based early learning environment.

We are a highly collaborative organization, sharing our research, knowledge and expertise through partnerships and collaborations, training, consultation, and publications. Thanks to our organization's uniquely robust research capacity and proven track record of innovation, CDI is a trusted thought leader in children and youth services, with specialized experience in mental health, child care and addressing family violence.

For more information about CDI, please visit [www.childdevelop.ca](http://www.childdevelop.ca).

### **3 Scope of Services**

The selected firm will be expected to perform the following services:

#### **A. Information Security and Privacy Assessment (April - June 2024)**

- The consultant will work with CDI's IT Services, Operations and Services teams to analyze, inspect and test all technologies, systems and database applications which store or interact with private, confidential information, including but not limited to personal health information. This includes:
  - Perform tests and observations of system and process controls designed to ensure client data is processed, transmitted and stored in a secure manner, including security configurations and password settings, and procedures for



- monitoring security such as logging, log reviews and system alerts, and oversight and training activities.
  - Review, test, and assess CDI and its technology vendors' procedures for granting, modifying, and removing user access to systems and applications including reviewing access request and authorization documentation for user accounts, comparing lists of users to lists of current and terminated employees and contractors, and testing last login and last password change dates.
  - Review and observe physical and environmental controls, including walkthroughs during business hours and after normal business hours.
  - Perform internal and external scans of CDI's servers and network devices to identify critical, high, medium and low vulnerabilities.
  - Perform vulnerability scans of CDI's web applications.
  - Perform social engineering procedures, including email and phone phishing and planting USB devices.
  - Test physical security controls by attempting to gain unauthorized physical access.
  - Test security controls through a penetration test to attempt gaining unauthorized access.
  - Perform wireless security assessments to ensure wireless networks are secure.
  - Assess whether any payment transaction processes for clients adhere to Payment Card Industry Security Standards (PCI DSS0).
  - Review and assess the data management and disaster recovery process
- The consultant will review CDI information security and privacy policies and practices.

### **B. Recommendations and Implementation Plan (June - August 2024)**

- The consultant will align recommendations against a standard security and privacy risk framework such as NIST (National Institute of Standards and Technology) cybersecurity framework.
- The consultant will prepare a report for CDI senior leadership on the gaps, threats and vulnerabilities identified through the review stage.
- The consultant will develop recommendations for controls and systems improvements based on audit findings and conclusions. Recommendations could include, for example, improvements that CDI can make to its handling of private information, internal audit processes or threat detection systems.
- The consultant will review and make recommendations for EDR (end point detection and response).
- The consultant will develop and include a Business Impact Assessment (BIA) as part of the recommendations.



- The consultant will provide recommendations on the data management and disaster recovery process (business continuity process).
- The consultant will develop recommendations for notification in adherence to guidelines and responsibilities for cyber security events (e.g., notifications for insurance, police, Ministry of Health, etc.).
- In collaboration with CDI, the consultant will lead the development of a detailed solution implementation plan, including a budget, timeline and project plan, and relevant information such as contacts for specific solution providers who can further assist CDI with implementation where required.
- The consultant will prepare an executive summary report, including final recommendations, for review by the CDI senior team leadership team and Board of Directors.

#### **4 Deliverables**

Interested consultants should provide a proposal that includes the following:

- **Company Overview:** Provide an overview of your company, including its history, size, and experience in conducting information security and privacy audits for health information custodians.
- **Scope of Services:** Provide a detailed scope of services that your company will provide, including any additional services that you offer.
- **Approach:** Provide a detailed outline of your approach to conducting the Scope of Services outlined in this RFP.
- **Team:** Provide information on the team that will be working on our account, including their qualifications and experience.
- **Pricing:** Provide a detailed pricing structure that outlines the costs associated with your services and payment provisions.
- **References:** Provide at least three references from clients for whom you have provided information security and privacy audit services in the past.



### 5 Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Company experience and expertise in conducting information security and privacy audits for health information custodians.
- Clarity and comprehensiveness of the proposed scope of services.
- Quality and thoughtfulness of the proposed strategy and approach.
- Reasonableness of pricing and payment provisions.
- Current professional liability insurance.
- Quality of references provided, including references for projects of similar scope and size completed with the past 1-3 years.
- Qualifications and experience of the proposed team.
  - Certified Information Systems Auditor (CISA) Certification is preferred and a strong asset
  - ISO/IEC 27001 Certification is a strong asset
  - Certifications in Privacy in Technology (CIPT) and/or Privacy Program Management (CIPM) are strong assets
  - Certified Information Systems Security Professional (CISSP) Certification is required
  - Well-versed in the legal and regulatory requirements relevant to CDI's industry and geographic location.

### 6 Submission

Proposal should address evaluation criteria listed. Submissions that do not meet the evaluation criteria will be disqualified. To be fair to all applicants, late submissions and phone calls or emails to discuss application status after submission will not be accepted.

### 7 Terms and Conditions

#### 7.1 Delivery of Response to Request for Proposals

Please send an electronic copy via email to [bid@childdevelop.ca](mailto:bid@childdevelop.ca) by **March 8, 2024 at 5:00 PM (EST)**.

#### 7.2 Proposal Time Limit

Each bidding organization shall commit that the proposal is valid and accurate for one (1) year from the closing date of March 8, 2024.

#### 7.3 Selection Process

CDI will review all applications but reserves the right to accept or reject any proposals. The award of an organization will be based on a review of proposals against all evaluation criteria and will not necessarily be awarded based on the lowest price offered but rather the overall assessment of value for money.



Each applicant will be provided with fair access to information, as requested by email or in writing (see Key Dates). Additional written materials, to ascertain the qualification or suitability of an applicant may be requested.

### 7.4 Inquiries

Applicants should contact Imrankhan Ibrahim, Manager, IT Services [bid@childdevelop.ca](mailto:bid@childdevelop.ca), if there are any questions or concerns.

### 7.5 Conflict of Interest

Applicants responding to the RFP must not have any personal or business interests that would present an actual, potential, or apparent conflict of interest with the performance of the contract to be awarded. Should the potential perception of a conflict of interest exist, this must be explicitly declared in writing as soon as knowledge of such a conflict may arise.

### 7.6 Distribution of the Invitation for Proposals

This invitation has been released by:

- Publication on CDI's website and social media sites.
- By invitation to consultants who may be qualified or suitable based on CDI's knowledge and experience.

### 7.7 External Factors

CDI reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

### 7.8 RFP Challenge and Recourse Mechanisms

- The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.

### 7.9 RFP Debriefings

- Applicants may request a debriefing of the results during the bid solicitation process. Applicants should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.





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- o Unsuccessful applicants may request a debriefing within 60 calendar days following the date of the contract award notification. The request should be submitted to the defined Contract Authority. The Contract Authority will respond to the vendor and arrange an applicant debriefing within 10 business days of receiving the request.

### 7.10 Information Disclosure

Any confidential information supplied to CDI may be disclosed by the in-scope agencies where it is obliged to do so under the Freedom of Information and Protection of Privacy Act (FIPPA), by an order of a court or tribunal or otherwise required at law.

## 8 Key Dates and Contact Information

RFP Issue Date	February 13, 2024
Deadline for electronic proposal submissions	March 8, 2024, by 5:00 PM EST
Evaluation	March 11-28, 2024
Selection	April 2, 2024
Contact	Imrankhan Ibrahim Manager, IT Services <a href="mailto:bid@childdevelop.ca">bid@childdevelop.ca</a>