

Request for Proposals (RFP)

for

**Innovative Cloud Transformation and Digital Content
Development: Proposals Invited for a Comprehensive Solution**

Issued:

February 7, 2024

Application Deadline:

March 8, 2024

Please submit electronic proposals to:

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NOTICE OF INTENT

To be clear, and notwithstanding any other term of this request for proposals that may be interpreted otherwise, it is not the intent of the issuer, nor the effect of this RFP, to initiate contractual relations by the provision of a proposal by any bidder in response to this RFP.

Notwithstanding any other term of this RFP, this RFP is merely a call for proposals and not a tender call intending to place legally binding obligations on the issuer or on any bidder to enter into an agreement or to be bound by any of the terms of its proposal. It is not the intention of the issuer to enter into an agreement for the deliverables described in this RFP or enter into any other legally binding obligations unless and until the issuer has completed the negotiation and finalization of an agreement satisfactory to both the issuer and the bidder, if any, that the issuer determines to negotiate with. A participant (as defined in this RFP) shall not be bound by any agreement entered into by the issuer and a bidder unless and until that participant also executes an agreement or acknowledgement with the bidder agreeing to be bound by the applicable terms of that agreement.

It is conceivable that these events will not occur due to the discretion of the issuer and/or any bidder to not proceed, as there is no legally binding obligation on the issuer or any bidder to proceed or on any participant to proceed.

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Overview of the Request for Proposal

01.01

RFP

The following is an overview of the structure of this Request for Proposals (RFP):

SECTION 1: OVERVIEW OF RFP

This section provides a brief overview on the structure and contents of this RFP.

SECTION 2: INTRODUCTION

This section provides a brief introduction to Participants in this RFP process as well as sets the base expectations of the project.

SECTION 3: BACKGROUND

This section provides background information of the key stakeholders of this project and subsequent results.

SECTION 4: PROJECT REQUIREMENTS

This section outlines the key components and services to be provided by the bidder in order to deliver a successful end solution.

SECTION 5: THE DELIVERABLES

This section provides an overview of the deliverables beyond Section 4 which relate directly to the RFP itself.

SECTION 6: EVALUATION PROCESS, CRITERIA AND WEIGHTINGS

This section describes the evaluation process for the SNAP YJ Indigenous App Solution which will be used to determine the Preferred Bidder.

SECTION 7: SUBMISSION REQUIREMENTS

This section describes the submission requirements of this RFP.

SECTION 8: TERMS AND CONDITIONS OF THE RFP PROCESS

This section describes the terms and conditions of the RFP Process including reserved rights of the Issuer and Preferred Bidder

01.02

Definitions

YOTIS	Youth Offender Tracking Information System, the unique 10-digit numeric identifier assigned to all youth involved in the youth justice system
Module	A self-contained component of the program (like a chapter in a book)
SNAP	Stop Now And Plan (a program)
ARS	Automated Response System
Justice-involved	Refers to any youth involved in any capacity with the Canadian youth justice system
YJSD	Youth Justice Services Division
Bidder	A development company bidding on the proposal opportunity
Proponent	A development company bidding on the proposal opportunity
Issuer	Child Development Institute
Client	Child Development Institute

01.03

List of Appendices

Appendix A	SNAP YJ Equipment Guide - Android
Appendix B	Module Session Flow
Appendix C	Notice of Intention
Appendix D	Form of Offer
Appendix E	Client Reference Form

Introduction

01.04

Invitation to Proponents

This Request for Proposals (“RFP”) is an invitation to prospective bidders (“Bidders”) to submit Proposals for the provision of a cloud-based solution and additional program content as further described in Section 4 – Project Requirements.

The ideal and preferred Bidder will bring their own ideas and vision based on industry expertise, technical capability, and client relations, guiding us to incorporate our goals into that vision.

01.05

Type of Agreement for Deliverables

It is expected that Child Development Institute (“CDI” or the “Issuer”) and the contracted Bidder, if any, will negotiate and execute a comprehensive form of agreement setting out the terms and conditions that will apply to the provision of the Solution under this RFP (the “Agreement”).

Each Bidder is requested to include in their Proposal, an agreement or agreements that they wish to have the Issuer consider for negotiation purposes of the Agreement. The Issuer will consider whether the form of those agreements is appropriate for the basis of negotiations.

It is the Issuer's intention to enter into the Agreement with only one (1) legal entity. The term of the Agreement will be for five (5) year term with an option in favour of the Issuer to extend the Agreement for additional terms of maintenance and support.

01.06

No Guarantee of Volume of Work; Non Exclusivity of Agreement

There is no guarantee of the value or volume of work to be assigned to the successful Bidder pursuant to this RFP. The Agreement executed with the successful Bidder will be a non-exclusive contract for the provision of the Solution or any part thereof. The Issuer may contract with others for the same or similar deliverables, by way of a further procurement or otherwise, or may obtain the same or similar deliverables internally.

01.07

Accessibility Obligations

CDI is committed to the highest possible standard for accessibility. Preferred Bidders are responsible for complying with the requirements under *the Ontario Human Rights Code* (HRC), the *Ontarians with Disabilities Act, 2001* (ODA) and *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations. In circumstances where Preferred Bidders are providing a service to the public on behalf of the Issuer, they may need to follow Issuer direction to ensure Issuer compliance with the AODA and its regulations (such as the Accessibility Standards for Customer Service, and the Integrated Accessibility Standards Regulation).

Background

01.08

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

01.09

SNAP Youth Justice (SNAP YJ) Program Overview

In 2012, CDI set out to adapt its award winning Stop Now And Plan (SNAP) Program – for younger children with behavioural challenges, emotion regulation difficulties, or antisocial decision-making processes – and adapt these well-established best practices to an older, justice-involved youth audience. SNAP YJ (SNAP YJ) was the resulting program.

Justice Canada and Ministry of Children, Community and Social Services-Youth Justice Services Division (MCCSS-YJSD) funded the development and implementation of SNAP YJ in custody, probation, and community justice settings. In 2015, we received additional funding to expand programming materials to meet the needs of diverse youth populations - female-identifying youth and Indigenous youth.

SNAP YJ is currently delivered in 32 sites in Ontario as well as 5 sites internationally across custody, community, and probation settings. Youth participate in the program either in groups (with a maximum of six participants), or individually.

The program currently comprises 15 digitally-based modules that address a range of topics linked to healthy decision making, like “Dealing with Anger”, or “Being Blamed and Taking Responsibility”. These topics are explored through discussion, modelling, behaviour rehearsal/role playing, practice exercises, and relaxation training, all of which are facilitated by the existing SNAP YJ modules.

So far, over 1500 youth have participated in the program. Initial evaluation results based on interviews, standardized assessment measures, and client satisfaction questionnaires are showing success. Post-treatment evaluations demonstrate youth are showing significant improvement with increased self-control, total social skills, and engagement skills, along with decreased physical aggression, anger, externalizing behaviour, and cognitive distortions.

01.10

Current Technical Functionality

The SNAP YJ Program is a digital program housed on an SD card and facilitated through a Raspberry Pi. The SD card currently houses 15 modules for the SNAP YJ male program, 8 modules for the SNAP YJ female program, and 2 modules for the

SNAP YJ for Indigenous youth. The Raspberry Pi generates a local Wifi network signal to host the program which facilitation and youth tablets connect to. Program applications are accessed from the Web Browser, through local URL addresses. Program applications are accessible through the Pi, without internet connection.

The Raspberry Pi stores all data from sessions being delivered and can be connected to an external display. The facilitator tablet is the primary tablet used for delivery of the program. Using a facilitation app, it connects to the Pi to host sessions, and allows the facilitator to navigate through that session. The youth tablet is a secondary tablet used for responding to questions throughout each module through its own app. An automated response system (ARS) connects the youth tablets to the Raspberry Pi local network via the YOTIS number. All youth responses are displayed (e.g., 60% said “yes” and 40% said “no”) and recorded by the SD card along with corresponding YOTIS number. All data collected throughout each module (e.g., responses, facilitator, site, facilitation time) for each module are then stored on SD card for subsequent uploading to an online database.

The SNAP for Youth Equipment Guide (Appendix A) is attached as a guide to detail the set-up of hardware components.

Project Requirements

01.11 SNAP YJ RFP Objective

The purpose of this RFP is two-fold: 1. To move the current SNAP YJ platform from SD card to cloud-based environment and 2. To develop 10 additional modules to the existing suite of program module content. The objective of the SNAP YJ program is to offer a stable digital environment for its facilitators with comprehensive access to controlled survey results, as well as an enjoyable and engaging experience for its users.

01.12 Core Deliverables and Time Frames

Fiscal Year	Deliverable	In Year Time Frame
April 2024 – March 2025	<ul style="list-style-type: none"> Solution to move the SNAP YJ digital program from Raspberry Pi to cloud-based environment 	April – September 2024
	<ul style="list-style-type: none"> Delivery of 4 modules* focusing on female-identifying youth content and atmosphere, operating within the primary app and delivering multimedia content, presenting scenarios, collecting feedback, and passing results to primary tablet 	
	<ul style="list-style-type: none"> Delivery of 3 modules focusing on Black youth content and atmosphere, operating within the primary app and delivering multimedia content, 	October 2024 – March 2025

	presenting scenarios, collecting feedback, and passing results to primary tablet	
	<ul style="list-style-type: none"> • Delivery of 3 modules focusing on 2SLGBTQAI youth content and atmosphere, operating within the primary app and delivery multimedia content, presenting scenarios, collecting feedback, and passing results to the primary tablet 	October 2024 – March 2025
April 2026 – March 2027	<ul style="list-style-type: none"> • Update modules based on feedback from program participants 	July – September 2026
April 2027 – March 2028	<ul style="list-style-type: none"> • Update modules based on feedback from program participants 	July – September 2027
April 2028 – March 2029	<ul style="list-style-type: none"> • Update modules based on feedback from program participants 	April – September 2028

Activity Modules include (all content and direction will be provided by CDI; suggestions from successful Bidder are welcome as they relate to usability and technical efficiency):

- 1 animated scenario of 2-3 minutes in length, cut variously throughout the session
- 100 content slides – displaying text and images to relay ideas and concepts
- 20 survey question screens

01.13 Product Considerations

01.13.01 Control

01.13.01.01 Security

The anonymity of participant responses to survey questions helps ensure individual safety in a group setting. Additionally, the cloud-based solution must contain a security feature to lock the program to prevent a participant from being able to access other apps on the tablet. Currently, Guided Access Mode (Apple) or Interaction Control Mode (Android), is used for such security measures on the facilitator and youth tablets.

01.13.01.02 Privacy

All data output by the Solution must contain minimal identifiers with the individual users' YOTIS numbers being the only visible ownership of data. Additionally, safe-guards must exist to ensure that only those with proper clearance are able to export the data. In accordance with the Youth Criminal Justice Act, the identification of young persons is prohibited.

01.13.01.03 Data Management

Data collected through the cloud-based solution must have a straightforward output path and be organized in such a way as to integrate seamlessly with data collected from past sessions. Submitted to the central depository, data will be

stored and can be retrieved using key indicators such as unique YOTIS numbers, facilitator IDs, dates, etc., to create reports; regardless of which session, group, etc.

01.13.02 Functionality

01.13.02.01 Tablet & Peripherals

Proposed solutions should show an awareness of the cost, transportability, and usability of any tablets and peripherals associated with the solution's delivery. Any solution must be compatible with laptops and desktop computers. To note, the program may be projected to TVs, SmartBoards, and/or projectors to display slides, videos, and sound. Offline Functionality must be taken into consideration, as well as also being compatible with equipment present in existing sites.

01.13.02.02 Stability & Functionality

Stability is a high priority in SNAP YJ program and minimizing the challenges associated with software crashes or tablet disconnection will be paramount to any proposed solution. The connection of and log-in process of both the solution should be straightforward and require minimal difficulty. In the event that there is an interruption in the session (such as a program crash), the facilitator must be able to resume the interrupted session at the last position without any loss of current session data. MFA must also be implemented for added security for logins.

01.13.02.03 Time Tracking

Solutions which can propose an innovative method to measure the length of a session's progress, and relay that information to the facilitator, will be favoured.

01.13.03 Content

01.13.03.01 User Interface

The user interface should include contextual information that will assist facilitators by including such details as the nature of the next slide (i.e. survey slide, discussion slide, video) and identifying the slide's overall section in the scenario. Navigation must be clear and it should be easily apparent what buttons need to be pressed in which sequence in order to progress from one slide to the next. The running time count for the session should be discreetly visible so as not to distract the users but available to the facilitator.

01.13.03.02 Gender and Cultural Sensitivity

Any proposed Solution must incorporate visual assets from our graphic design team. Any Bidder must be prepared to demonstrate acute sensitivity to the considerations diverse youth populations face in Canada.

01.13.03.03 Audience Appropriate Presentation

Solutions that incorporate awareness of the difficulties and variety of learning styles youth exhibit will be favoured. Text must be simple, sparse, and highly legible. Innovative alternatives to simple text-based delivery of concepts will be prized.

All background visuals must be aesthetically pleasing for an adult and youth audience alike, while creating a space that youth will feel to be their own (as mentioned above, Bidders should plan to incorporate graphics produced by CDI's partners). They should enhance rather than distract from any learning.

01.13.03.04 Multimedia & Content

Solutions must include pricing for the development of multimedia elements, particularly the production of new animated scenarios to be featured in each of the 10 modules. Each animated scenario will be between 2-3 minutes in length, based on a script and concept provided by CDI. All content – including slide copy – will be written by CDI.

The Deliverables

This Section details the goods and services to be provided under this RFP as well as the requirements of the Issuer (collectively, the “Deliverables”) in the context of the Solution.

01.14 Vision

The vision of the SNAP YJ model is to provide safe and engaging programming materials for all youth participating in the program. The goal is to use a coordinated and strategic system-design approach to fostering engagement and learning in order to help these youth, while simultaneously collecting the information necessary to better serve them.

01.15 Scope of Work

01.15.01 RFP Objectives

The Issuer is particularly interested in achieving the following objectives:

- a) Establishing a relationship with a contractor that can design, develop, implement, operate and maintain the solutions and services that meet the strategic, technical and business objectives described in this RFP.
- b) Implementing a solution and strategy that encourages and sustains innovation over the long term.

01.15.02 Bidder to be the Prime Contractor

It is a mandatory requirement of this RFP that the Bidder acknowledge that the Bidder will be the prime contractor and, as such, shall be wholly responsible for the Proposal and for all obligations and liabilities that flow from the Proposal, including through any agreement or agreements that may ultimately result from this procurement process.

01.15.03 Description of the Deliverables and Services in the context of the Solution

- a) Provision of an innovative cloud-based solution and digital modules for delivering SNAP YJ Program materials while incorporating and managing survey responses for use by CDI and its designated associates.

The Solution should:

- Enable a simple and easy survey response process for all stakeholders
 - Provide secure (with MFA) access to well-structured data outputs.
 - Ensure engaging delivery for participants
 - Be flexible to User's capabilities, gender, cultural background, & service setting
 - Provide a simple, cost-effective, user-friendly technology set up
 - Allow multiple, simultaneous program delivery.
 - Ensure that client sessions are secure for authorized session participants, and sensitive client information is secure as per PHIPA and PIPEDA requirements.
 - Ensure compliance with AODA.
 - Be compatible with offline program delivery needs.
 - All Development work must be completed in CDI Cloud platform.
 - Should there be a requirement for hosted tenant, it must be within CDI-provided scope.
- b) The SNAP YJ program will be supported by a single vendor for the purposes of maintaining the innovative technology application and providing support services and ongoing enhancements to constantly meet the evolving needs of the Solution and its Users. It is highly desirable if the Bidder can demonstrate its ability to maintain and support the Solution into the foreseeable future. Services in-scope for this procurement exercise include:
 - I. Design and validation of the cloud-based solution architecture that will enable end-to-end integration of information with a single aggregate database within CDI cloud-based environment.
 - II. Services to support the design, customization and implementation of the proposed Solution, such as process redesign, user interface design, development/configuration and testing, project management and change management services.

- III. Support and maintenance services, including end-user help desk support for the proposed Solution. Secured access to CDI cloud-based environment will be facilitated.

01.15.04 Documentation

All aspects of the Solution will be owned by CDI and will require complete source and user documentation.

The documentation should include:

- Comprehensive inline commenting in source code
- Source code reference manual and documentation
- Detailed User documentation in tutorial format walking through each step of accomplishing particular tasks, as clearly and succinctly as possible

01.15.05 Service, Maintenance and Support

The Bidder is expected to provide full application maintenance and support. The Issuer expects the successful Bidder to continue to provide support and maintenance for a prescribed period to be identified at that time, including support and maintenance for the Solution in full production and for the future state architecture, as well as end-user support for the full user community. The Bidder is asked to describe its capacity, experiences, resource model and approach for providing service, maintenance and support.

01.15.06 Training and Knowledge Transfer

The Issuer wants to ensure that all users of the proposed solution have sufficient information and training to use the Solution efficiently and effectively. As well, the Issuer wants to ensure that key stakeholders have a strong understanding of all key components of the application, its architecture, functionality, operations, and maintenance support mechanism. The Bidder is asked to describe its approach for documentation, training and knowledge transfer.

Evaluation

01.16 Overview

Proposals will be assessed in accordance with the entire requirements of the bid solicitation including evaluation criteria.

The Issuer will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following:

01.16.01.01 Mandatory Requirements

- Submitted by deadline
- Signed Form of Offer

01.16.02 Evaluation Criteria

All Proponents who meet the Mandatory Requirements will have their submissions evaluated on the following scoring scale:

Dimension	Description	Points
1. Vendor viability and stability	<ul style="list-style-type: none"> ▪ Vendor financial strength, and description of any corporate risks or concerns relating to solvency, merger or acquisition activity, executive stability, and clearness of vision. 	5
2. Software development roadmap	<ul style="list-style-type: none"> ▪ An assessment of R&D investment and product development roadmap. 	5
3. Functionality/ Features	<ul style="list-style-type: none"> ▪ An analysis of features and functional requirements. Include if integration with other systems is required to achieve specific functionality/features. ▪ ability to demonstrate their understanding of the RFP requirements. 	30
4. Technology	<ul style="list-style-type: none"> ▪ A description of applicable technical aspects relative to development, performance, privacy, security, integration, and infrastructure needs. ▪ Clarified system architecture and minimum system requirements 	10
5. Supportability	<ul style="list-style-type: none"> ▪ Describe the talent and team to support both internal staffing and implementation needs. 	10
6. User Experience	<ul style="list-style-type: none"> ▪ A description of user interface, navigation, help, personalization, search, and self-service capabilities. 	10
7. Total-cost-of-ownership (TCO) and return-on-investment (ROI)	<ul style="list-style-type: none"> ▪ A description of TCO and ROI. 	10
8. Implementation	<ul style="list-style-type: none"> ▪ Defined Implementation Strategy/Plan, and Timeline ▪ Required resources and effort from agency staff to support the implementation. ▪ Data migration approach and plan ▪ Training and change management plan ▪ Suggested governance framework ▪ Names and biographic data of all vendor staff who will be assigned to the implementation 	20

Submission Requirements

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

01.17

RFP Timetable

The following is a summary of the key dates for this RFP process:

Milestone	Date
RFP Notification	Wednesday, February 7, 2024
Deadline for submission of Notice of Intention to Respond	Tuesday, February 13, 2024
Deadline for Vendor Questions	Tuesday, February 27, 2024
Deadline for the Issuance of Addenda	Friday, March 1, 2024
RFP Submission Deadline	Friday, March 8, 2024
Anticipated Notification of Participation in Presentations	Friday, March 15, 2024
Anticipated Closing Date for Presentations	Wednesday, March 27, 2024
Anticipated Date Selection of Preferred Proponent	Friday, March 29, 2024
Anticipated Date for Completion of Preferred Proponent Negotiations	Friday, April 5, 2024

Note – all times specified in this RFP timetable are local times in Toronto, Ontario, Canada.

Issuer may change the RFP timetable in its sole and absolute discretion at any time.

The Issuer may amend any timeline, including the RFP Submission Deadline, without liability, cost, or penalty, and within its sole discretion.

01.18

General Overview

1. Proposals are expected to address the RFP content requirements as outlined herein. Clarity of language, adherence to the suggested structuring and adequate accessible documentation is essential to CDI's ability to conduct a thorough evaluation. CDI is interested in Proposals that demonstrate innovative thought, efficiency and value for money.
2. General marketing and promotional material will not be reviewed or considered.

3. CDI prefers that the assumptions used by a Bidder in preparing its Proposal are kept at a minimum and that Bidders will ask for clarification prior to the deadline for the Bidder questions rather than make assumptions to the extent possible. Bidders should also review all documents including all Appendices.
4. Proponents are asked to submit their Notice of Intention to respond to this RFP using the form in Appendix C by the date and time indicated in RFP Timetable.

01.19 Proposal Content

01.19.01 Overview

The following table describes the Proposal format and content each Bidder is asked to submit in response to this RFP. Where an item is referring to an Appendix, the Bidder should use the referenced Appendix for its response.

Item	Appendix to Complete	Description
Table of Contents	N/A	Please include page numbers and identify all included materials in the Proposal.
Form of Offer	Appendix D	Mandatory Form to be completed and submitted as part of the Proposal.
Proposal	N/A	Delivered in PDF format.
Client Reference Form	Appendix E	Please complete and submit as part of the Proposal.

01.20 Mandatory Submission Requirements

01.20.01 Deadline for Submission

Proposals must be submitted electronically as instructed by the Submission Deadline as stated in RFP Timetable.

01.20.02 Form of Offer (Appendix D)

Each Proposal must include a Form of Offer (Appendix D) completed and signed by an authorized representative of the Bidder. Other than inserting the information requested on the mandatory submission form set out in this RFP, a Bidder shall not make any changes to the form. Any Proposal containing any such changes to the Form of Offer shall be disqualified.

Where the Issuer discovers a Proponent's failure to disclose actual or potential unfair advantage or Conflict of Interest, the Issuer may disqualify the Proposal or terminate any Agreement awarded to that Bidder pursuant to this procurement

process. The Issuer shall determine, on a case-by-case basis, whether the actual unfair advantage/Conflict of Interest or potential unfair advantage/Conflict of Interest, disclosed pursuant to this RFP is material and whether it shall result in disqualification of the Proposal.

01.20.03 Client Reference Form (Appendix E)

The Bidder should provide a completed Client Reference Form (Appendix E).

The Issuer, in its sole discretion, will confirm the Bidder's experience and/or ability to provide the services required and described in its Proposal by checking the Bidder's references and the provision of the references by the Bidder is deemed to be consent to such confirmation/contact with the references.

The Issuer reserves the right to revisit the Bidder's scores in the rated requirements based on information learned during reference checks, should they reveal that there is inconsistency between the Bidder's answers to the rated requirements and the results of the reference check.

Terms and Conditions of the RFP Process

01.21 General Information and Instructions

01.21.01 Bidders to Follow Instructions

Bidders should structure their Bids in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a Proposal should reference the applicable section numbers of this RFP where that request was made.

01.21.02 Proposals in English

All Proposals are to be in English only. Any Proposals received by the Issuer that are not entirely in the English language may be disqualified.

01.21.03 Issuer's Information in RFP only an Estimate

The Issuer and its advisors make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of Addenda. Any quantities shown or data contained in this RFP or provided by way of Addenda are estimates only and are for the sole purpose of indicating to Bidder the general size of the work.

It is the Bidder's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

01.21.04 Bidder Shall Bear Their Own Costs

The Bidder shall bear all costs associated with or incurred in the preparation and presentation of its Proposal including, if applicable, costs incurred for interviews or demonstrations.

01.21.05 Conflict of Interest

The Bidder 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.

01.22 Communication after Issuance of RFP

01.22.01 Bidders to Review RFP

Bidders shall promptly examine all of the documents comprising this RFP and:

- a) shall report any errors, omissions or ambiguities; and
- b) may direct questions or seek additional information

in writing by e-mail on or before the Bidder's Deadline for Questions to the RFP Contact.. No such communication is to be directed to anyone other than the RFP Contact. The Issuer is under no obligation to provide additional information but may do so at its sole discretion.

It is the responsibility of the Bidder to seek clarification from the RFP Contact on any matter it considers to be unclear. The Issuer shall not be responsible for any misunderstanding on the part of the Bidder concerning this RFP or its process.

01.22.02 RFP Contact Information

All communications regarding any aspect of this RFP must be directed to the following RFP Contact:

Imrankhan Ibrahim
Manager, IT Services
bid@childdevelop.ca

Bidders that fail to comply with the requirement to direct all communications to the RFP Contact may be disqualified from RFP process. Without limiting the generality of this provision, Bidders shall not communicate with or attempt to communicate with the following:

- any employee or agent of the Issuer (other than the RFP Contact);

- any member of the Evaluation Team;
- any expert or advisor assisting the Evaluation Team;
- any member of the Issuer's governing body;

01.22.03 All New Information to Proponents by Way of Addenda

This RFP may only be amended by an Addendum in accordance with this subsection. If the Issuer, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Bidders by Addenda. Each Addendum shall form an integral part of this RFP.

Such Addenda may contain important information including significant changes to this RFP. Bidders are responsible for obtaining all Addenda issued by the Issuer.

In the event that a Proponent fails to confirm the receipt of Addenda or Amendments, its Proposal may be rejected.

01.22.04 Post-Deadline Addenda and Extension of Proposal Submission Deadline

If any Addendum is issued after the Deadline for Issuing Addenda, the Issuer may at its discretion extend the Proposal Submission Deadline for a reasonable amount of time.

01.23 Submission of Proposals

01.23.01 Proposals Submitted only in Subscribed Manner

Proposals must be submitted in PDF format electronically via email. Proposals submitted in any other manner may be disqualified.

01.23.02 Submission Format

In responding to any aspect of the RFP, Bidders are encouraged to directly respond to each of the requirements in the format requested.

The following describes the format and content of each Bidder's Proposal to be submitted in response to this RFP. Proponents are encouraged to follow the specific format.

1. Proposals should be clearly marked on the face of the Proposal document with the following:
 - Request for Proposals name
 - Closing date and time

- Bidder name and address
2. Proposals should contain concise written material and illustrations that enable a clear understanding and evaluation of the Bidder's capabilities and the qualities of its Proposal. Legibility, clarity and completeness of a Bidder's Proposal are encouraged.
 3. Proposals should include relevant examples in the responses to the appropriate appendices, in order to enhance and strengthen the Bidder's response.
 4. Bidders should include their company name in the header of all appendices (in the space provided) submitted as part of their Proposal.
 5. Bidder responses to each individual requirement should be as concise as possible.
 6. Proposals should be submitted using a font size no smaller than 11 point font and standard margins.
 7. Completed Forms should be submitted in PDF.

01.23.03

Proposals Must Be Submitted On Time at Prescribed Location

Proposals must be submitted in their entirety electronically via email on or before the Proposal Submission Deadline. Proposals not completely submitted by the Proposal Submission Deadline will be deemed late, disqualified and rejected.

01.23.04

Amending or Withdrawing Proposals Prior to Proposal Submission Deadline

At any time prior to the Proposal Submission Deadline, a Bidder may amend or withdraw a submitted Proposal. The right of Bidders to amend or withdraw includes amendments or withdrawals wholly initiated by Bidders and amendments or withdrawals in response to subsequent information provided by addenda.

Any amendment should clearly indicate what part of the Proposal the amendment is intending to replace.

A notice of amendment or withdrawal must be submitted electronically via email prior to the Proposal Submission Deadline and must be signed by an authorized representative of the Bidder. The Issuer is under no obligation to return amended or withdrawn Proposals.

01.23.05

Issuer May Verify Information or Seek Clarification and Incorporate Response into Proposal

The Issuer reserves the right, but is not obliged, to verify or seek clarification and supplementary information relating to the verification or clarification from Bidders after the Proposal Submission Deadline including those related to an ambiguity in a Proposal or in any statement made subsequently during the evaluation process. The response received by the Issuer from a Bidder shall, if accepted by the Issuer form an integral part of that Bidder's Proposal. However, Bidders are cautioned that any verifications or clarifications sought will not be an opportunity either to correct errors or change their Proposals in any substantive manner.

Verifications or clarifications under this subsection may be made by whatever means the Issuer deems appropriate and may include contacting,

- a) any person identified in the Proposal; and
- b) persons or entities other than those identified by any Proponent.

In submitting a Proposal, a Bidder is deemed to consent to the Issuer's verification or clarification rights.

In the event that the Issuer receives information at any stage of the evaluation process which results in earlier information provided by the Bidder being deemed by the Issuer to be inaccurate, incomplete or misleading, the Issuer reserves the right to revisit the Bidder's compliance with the mandatory requirements and/or adjust the scoring of rated requirements.

01.23.06

RFP Incorporated Into Proposal

All of the provisions of this RFP are deemed to be accepted by each Bidder and incorporated into each Bidder's Proposal.

01.23.07

No Incorporation by Reference by Bidder

The entire content of the Bidder's Proposal should be submitted in a fixed form. The content of web sites or other external documents referred to in the Bidder's Proposal will not be considered to form part of its Proposal.

01.23.08

Proposal to be Retained by the Issuer

Unless received after the RFP Submission Deadline, the Issuer will not return the Proposal or any accompanying documentation submitted by a Bidder.

01.24 Preferred Bidder

01.24.01 Negotiations/Best and Final Offer/Identification of Preferred Proponent

Based on the scoring of the above-noted stages, the Issuer may at its sole discretion,

- a) at any time, identify the highest ranked Bidder as the Preferred Bidder and accept the Preferred Bidder's Proposal as submitted; or
- b) identify the two highest ranked Bidders as the First Negotiations Bidder (highest ranked) and the Second Negotiations Bidder (second highest ranked) (together the "Negotiations Bidders") and enter into negotiations with the First Negotiations Bidder and, failing successful negotiations, at the Issuer's discretion, enter into negotiations with the Second Negotiations Bidder and identify the Bidder with whom the Issuer concludes successful negotiations as the Preferred Bidder.

01.24.02 Discussions with Preferred Bidder

After identifying the Preferred Bidder, if any, the Issuer may attempt to finalize the terms and conditions of the Agreement with the Preferred Bidder, or it may, in its sole discretion,

- a) prior to making the award, enter into a letter of intent with the Preferred Bidder, on terms satisfactory to the Issuer, as an interim measure; and
- b) negotiate changes, amendments, or modifications to the Preferred Bidder's Proposal.

The Issuer shall at all times be entitled to exercise its rights under Section 08 of the RFP.

For certainty, the Issuer makes no commitment to the Preferred Bidder that the Agreement will be executed. The Preferred Bidder acknowledges that the commencement of any discussions does not obligate the Purchaser to execute the Agreement.

01.25 Prohibited Communications, Confidential Information

01.25.01 Prohibited Bidder Communications

Bidders shall address all questions and requests for clarification with respect to their Proposals, or the RFP documents or the RFP process only to the RFP Contact.

Bidders shall not contact or make any attempt to contact,

- a) any CDI employee or representative, other than the RFP Contact; or,
- b) any other Bidder

with respect to a Proposal, the RFP documents, or the RFP process, at any time during the RFP process.

Without limiting the generality of the above, Bidders, shall not contact or attempt to contact,

- a) any member of the Issuer evaluation team for the RFP;
- b) any expert or advisor assisting the Issuer evaluation team;
- c) any employee or agent of the Issuer (other than the RFP Contact); or,
- d) any member of the Issuer's governing body

on matters related to their Proposals, the RFP documents, or the RFP process at any time during the RFP process.

01.25.02 Bidder Not to Communicate With Media

A Bidder may not at any time directly or indirectly communicate with the media in relation to this RFP or any Agreement awarded pursuant to this RFP without first obtaining the written permission of the RFP Contact.

01.25.03 Confidential Information of Issuer

All information provided by or obtained from the Issuer in any form in connection with this RFP either before or after the issuance of this RFP:

- a) is the sole property of the Issuer and must be treated as confidential;
- b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Agreement;
- c) must not be disclosed without prior written authorization from the Issuer; and
- d) shall be returned by the Bidder to the Issuer immediately upon the request of the Issuer.

01.25.04 Freedom of Information and Protection of Privacy Act (FIPPA)

The Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, as amended, applies to information provided to the Purchaser by a Bidder. A Bidder should identify any information in its Proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Bidder. The confidentiality of such information will be maintained by the Issuer, except as otherwise required by law or by order of a

court or tribunal. Bidders are advised that their Proposals will, as necessary, be disclosed on a confidential basis, to the Issuer's advisors retained for the purpose of evaluating or participating in the evaluation of their Proposals.

By submitting any Personal Information requested in this RFP, Bidders are agreeing to the use of such information as part of the evaluation process, for any audit of this procurement process and for contract management purposes. Where the Personal Information relates to an individual assigned by the Preferred Bidder to provide the Deliverables, such information may be used by the Issuer to compare the qualifications of such individual with any proposed substitute or replacement in accordance with the Performance by Specified Individuals Only. If a Bidder has any questions about the collection and use of Personal Information pursuant to this RFP, questions are to be submitted to the RFP Contact.

01.26 Reserved Rights and Governing Law

01.26.01 Reserved Rights of the Issuer

The Issuer reserves the right to:

- a) make public the names of any or all Bidders and the name of the successful Bidder(s) and the total price for the contract awarded;
- b) request written clarification or the submission of supplementary written information in relation to the clarification request from any Bidder and incorporate a Bidder's response to that request for clarification into the Bidder's Proposal;
- c) assess a Bidder's Proposal on the basis of:
 - I. a financial analysis determining the actual cost of the Proposal when considering factors including transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established);
 - II. information provided by references;
 - III. the Bidder's past performance on previous contracts awarded by the Issuer;
 - IV. the information provided by a Bidder pursuant to the Issuer exercising its verification or clarification rights under this RFP process; or
 - V. other relevant information that arises during this RFP process;
- d) waive non-compliance where, in the Issuer's sole and absolute discretion, such non-compliance is minor and not of a material nature, or to accept or

reject in whole or in part any or all Proposal, with or without giving notice. Such minor non-compliance will be deemed substantial compliance and capable of acceptance. The Issuer will be the sole judge of whether a Proposal is accepted or rejected;

- e) verify with any Bidder or with a third party any information set out in a Proposal;
- f) check references other than those provided by any Bidder;
- g) disqualify any Bidder whose Proposal contains misrepresentations or any other inaccurate or misleading information;
- h) disqualify any Bidder or the Proposal of any Bidder who has engaged in conduct prohibited by this RFP;
- i) make changes, including substantial changes, to this RFP provided that those changes are issued by way of Addenda in the manner set out in this RFP;
- j) select any Bidder other than the Bidder whose Proposal reflects the lowest cost to the Issuer or the highest score;
- k) accept or reject a Proposal if only one (1) Proposal is submitted.
- l) cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including where
 - I. the Issuer determines it would be in the best interest of the Issuer not to award an Agreement;
 - II. the Proposal prices exceed the bid prices received by the Issuer for goods acquired of a similar nature and previously done work;
 - III. the Proposal prices exceed the costs the Issuer would incur by doing the work, or most of the work, with its own resources;
 - IV. the Proposal prices exceed the funds available for the Goods; Or
 - V. the funding for the acquisition of the proposed Goods has been revoked, modified, or has not been approved.
- m) accept any Proposal in whole or in part; or
- n) reject any or all Proposals;

and these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and the Issuer shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or

suffered by any Bidder or any third party resulting from the Issuer exercising any of its express or implied rights under this RFP.

By submitting its Proposal, the Bidder authorizes the collection by the Issuer of the information set out under (e) and (f) in the manner contemplated in those paragraphs.

01.27

Governing Law of RFP Process

This RFP process shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

SNAP[®] for Youth Equipment Guide - Android

Important Notice

This manual contains trademarked methods and procedures to be used only with permission granted by Child Development Institute.

CHILD DEVELOPMENT INSTITUTE

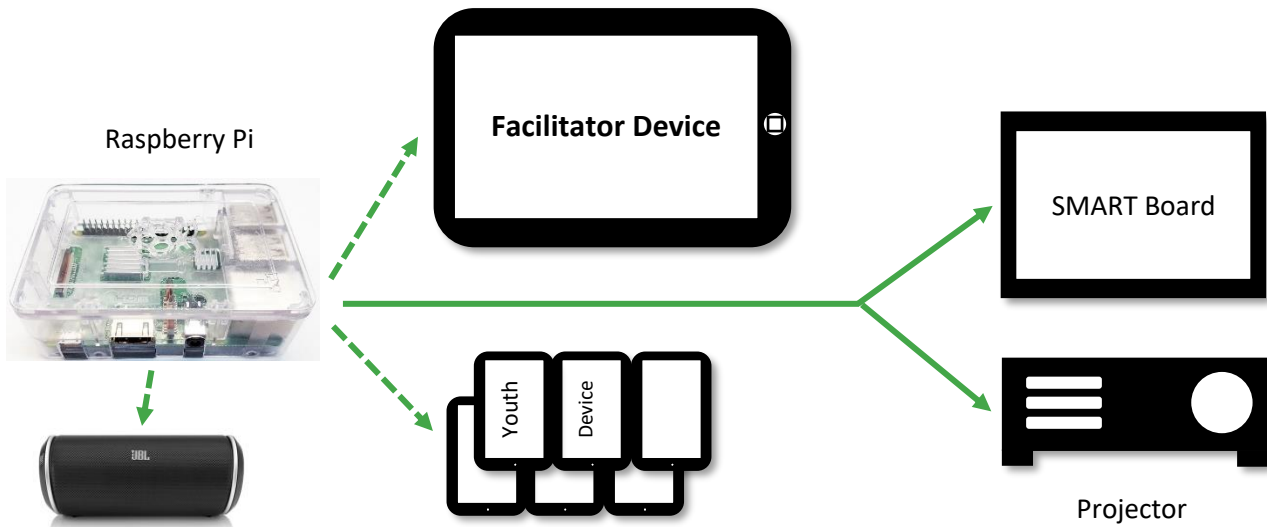
www.stopnowandplan.com



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New Hardware – Overview



Overview:

- **Simplicity:** The simpler the hardware set-up – with fewer devices and cords – the more time you save, letting you focus on the youth you work with.
- **Future-proofing:** The new hardware has a longer life-cycle and is built on universal code (HTML5), meaning it should require less updating or replacing, and will work with current hardware as well as almost any other new device.
- **Time and cost savings:** The price for a set of equipment is significantly reduced by using fewer, more cost-efficient devices, making it easier for an existing site to purchase more sets of equipment and enabling even more organizations to get on board.

What is a Raspberry Pi? Simply put, it's a very small computer, and it also works as a router/WiFi hotspot (internal only – does not connect to the internet). It contains all of your program materials on the SD card it uses as storage, and sends these to other devices like Galaxy Tablets when they are connected to it. It also connects to external displays like TVs, SmartBoards, or projectors.

Key features?

- **Fewer Apps:** Newer Galaxy Tab A tablets no longer need to have 3rd party apps downloaded in order to modulate user access.

- **Simpler set-up:** The new tablets allow Interaction Control mode to keep participants focused on the session with a simple button combination to activate and deactivate.
- **No more down time:** Our materials will no longer have annual expiry dates – you’ll be able to deliver programming without interruptions year-round.
- **Easier updates:** You will no longer need to send your equipment to CDI to receive updates. Updating modules will be as easy as changing the SD card in the device.

New Hardware – Components



Raspberry Pi: Small computer that will –

- Generate a local Wifi network signal (with no internet connection).
- Host the program session which Facilitation and Youth Devices connect to.
- Store all data from sessions being delivered.
- Connect sessions to an external display.



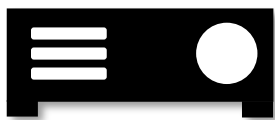
Power Supply for Pi: This provides the Pi with power using a Micro-USB connection.



HDMI Cable: Connects the Pi to any external displays (TV, SmartBoard, projector) used for programming.



Speaker & Speaker Cable: Plugs into the Pi to play audio in program sessions.

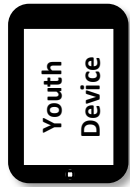


External Display: This can vary depending on your site – TVs, SmartBoards, projectors, monitors can all connect to the Pi to display the program in a room.

Facilitator Device (Larger Tablet or Galaxy Tab A): Primary device used by the facilitator for delivery of program sessions. Connects to the Pi to select and



configure a program session, allowing the facilitator to navigate through it.



Youth Device (Smaller Tablet or Galaxy Tab A7 Lite): Secondary device used by youth for responding to questions throughout a program session.

New Hardware – Set-Up

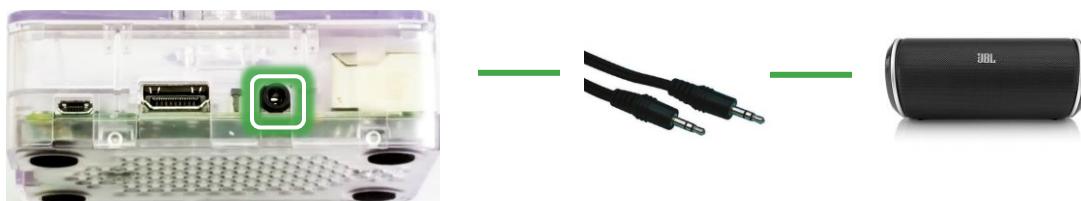
*The following steps allow you to prepare your hardware to be used in program delivery. These instructions **stop just short of powering up the Pi** and starting to connect devices to a group program session.*

*To set-up for an **individual session** (run off the Facilitator Device without an external display), **skip to Step C.***

Step A – Connect Pi to External Display: Using the HDMI cable, connect your Pi to your external display (TV, SmartBoard, projector).



Step B – Connect Speaker to Pi: Using the speaker cable, connect the speaker to the Pi.



If you're delivering a program session to an individual off the Facilitator Device alone, start here.



Step C – Prepare Pi's Power Supply: Plug the Pi's power supply into an outlet, and **wait to plug it into the Pi until you're ready to deliver program** (plugging it into the Pi turns the Pi on, and this should only be done immediately before programming).



To finish setting up for program, continue to follow the instructions on the next page.

New Software – Set-Up a New Session

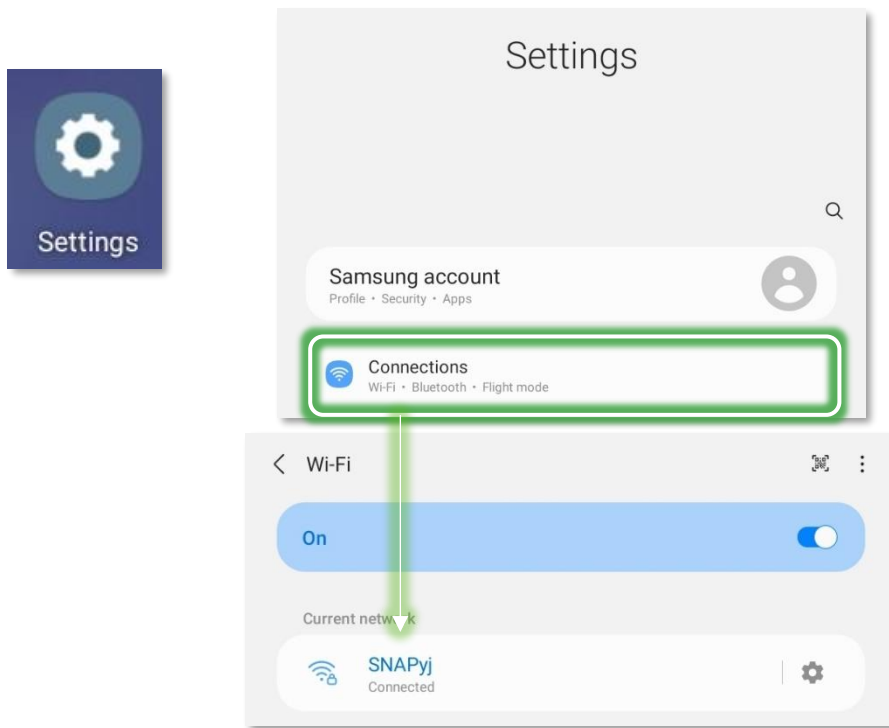
Step 1 – Plug in Your Pi to Turn It ON: After connecting your Pi to a speaker and external display and turning these devices on, plug the Pi into its power supply to turn it on (see previous page for more information). If plugged into an external display, the screen should show the Raspberry Pi logo, followed by the SNAP logo, before ending on a blank white screen waiting for you to connect an iPad.

If you have done Step 2 once, you can skip it moving forwards as long as no one connects the devices to another Network in between program sessions.

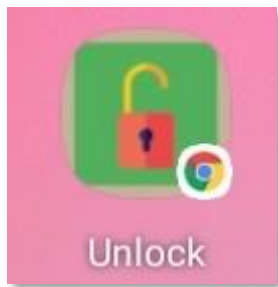
Step 2 – Connect All Devices to Pi's Wifi: The Pi emits a secure Wifi signal (creating a local network without connection to the wider internet). Connect any devices for programming (both Facilitator Devices [larger tablets] and Youth Devices [smaller tablets]) to this Wifi network in the device's Settings.

- **Wifi Network:** SNAPyj
- **Wifi Password:** SNAPyj123

Facil and Youth Devices:



Step 3 – Unlock App: For security reasons, the app needs to be unlocked on the Facilitator Device (larger tablet) before each session. Simply touch on the Unlock icon (on the home screen) and wait for it to complete.



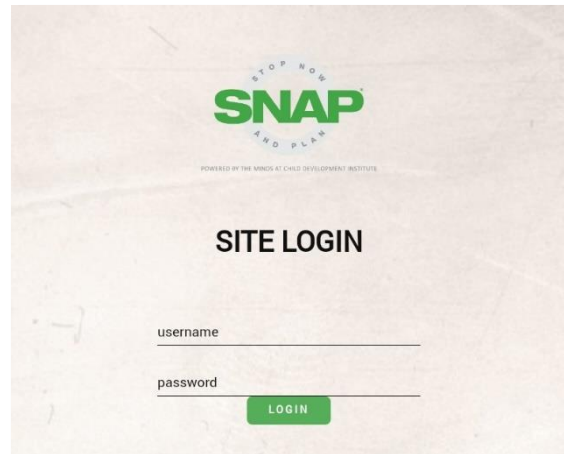
Step 4 – Open the App: Once the database has been unlocked, open the Facilitator App on the home screen. This is the app named **SNAP YJ** and is where you will login to find the modules for program delivery.



Step 5 – Login with Your Site Credentials: Use your site’s credentials to login to the Pi (**please note** – this is the same login for all staff at your site)

Site Username: _____

Site Password: _____



Step 6 – Add Session Identifiers: Complete the New Session page to add important identifiers to the session you’re about to run.

- **Session Date:** This will autopopulate with today’s date.
- **Choose a Session Type:** Select “SNAP Modules”.
- **Choose a Module:** Select the module number and title you’re intending to deliver.
- **Facilitator Username:** Enter your personal Facilitator Username. **Please Note:** This field is case sensitive, so please ensure your Facilitator Username is correctly entered (your first initial and last name)
- **Use Youth Devices:** Check this if you are delivering in a group setting with each youth using their own response device, and proceed to **Step 7A-Group**. Leave unchecked to deliver the program session to an individual youth and proceed to **Step 7B-Individual**.
- **Continued Session:** Checking this will give you the opportunity to select a starting point mid-way through the session (in case you were interrupted the first time; see right).

This next step assumes you **checked “Use Youth Devices”** when setting up the program session and are delivering it to a group. If you left that unchecked and are delivering to an individual, skip to **Step 7B-Individual**.

Step 7A Group – Connect Youth Devices: If you checked “Use Youth Devices”, after hitting “Start Session” on your Facilitator Device, you will see the device assignment screen:



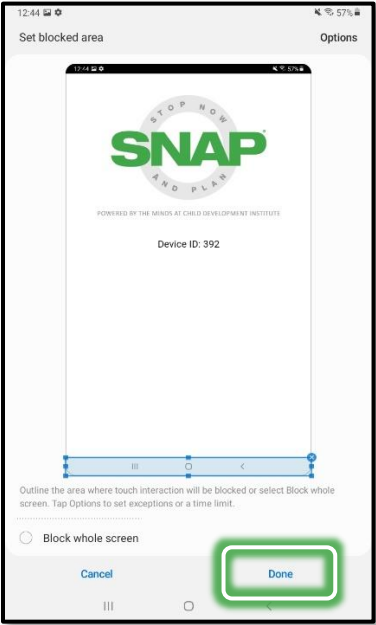
Open the SNAP+ App on the Youth Device(s): Once the Facilitator App prompts you to Assign a Device to Youth, open up the SNAP+ app on the Youth Device. The Youth Device should display its Device ID on screen.



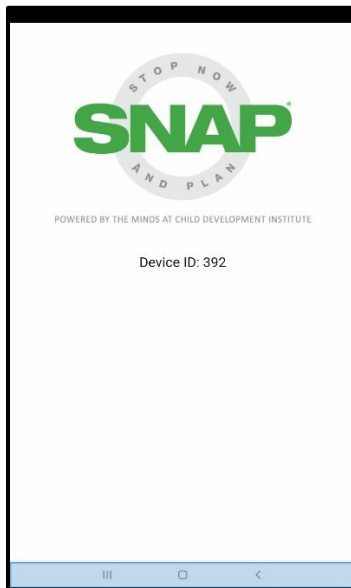
Lock Down the Youth Device (Interaction Control): In order to prevent the Youth Participant from leaving the SNAP App and using the tablet for extraneous purposes, activate the Interaction Control setting in order to limit the device to only on-screen activities. Interaction Control Mode can be activated by pressing the Volume Up button, and the Side Key at the *same time*.



The device should ask you for confirmation about setting the Blocked Area of the screen. The area at the bottom containing the Menu, Home, and Back Button should be pre-specified, as shown below.



Ensure that this correct area is selected, and then press **Done** to confirm. The Youth Device screen should then appear with the Navigation Bar buttons in Blue as shown below.



The Navigation Bar, as well as the side buttons, and any further screen-action controls should be disabled.

Note: To exit Interaction Control Mode, press the Volume Up + Side Key buttons at the same time again. This will Lock the tablet, and require the Passcode to be entered in order to gain access to the tablet's regular features.

The Facilitator Device should update to display the Device IDs of any connected Youth Devices:

A screenshot of a tablet interface showing a form for entering youth information. The form has three columns: "Device ID", "YOTIS #", and "Youth Name". The "Device ID" column contains the number "429". The "YOTIS #" and "Youth Name" columns are empty. Below the form are two green buttons labeled "BACK" and "NEXT".

Device ID	YOTIS #	Youth Name
429		

Simply add the youth's YOTIS and first name for each participating youth to register them in the session.

Device ID	YOTIS #	Youth Name
429	1234567890	Test McYouth

BACK NEXT

Please note: The youths' names are not stored in our database. They are only used for the purposes of device assignment here, and then are immediately wiped from the Pi. Additionally, the YOTIS # (or Youth ID#) registration screen only appears on the Facilitator Device's screen (and not on the projector) so there is no risk of youth seeing each other's information.

Hit Next to See Assigned Devices: After you've input the YOTIS# (or Youth ID#) and name for all youth in the session, hit Next to see the screen below listing all device assignments.

DEVICE ASSIGNMENTS

Device ID	Name
429	Test McYouth

FINISH

WAIT **When setting up for a program session, stopping on this screen is the ideal spot to wait for youth to arrive.** The device IDs are on the youth devices, and the list of IDs with associated names is on the Facilitator Device, making it easy to hand out the right devices to youth as they show up.

Hit Finish: This will start the session and bring you to your selected module's title screen (Module 1's Title Screen included below).

**INTRODUCTION
TO SNAP®**



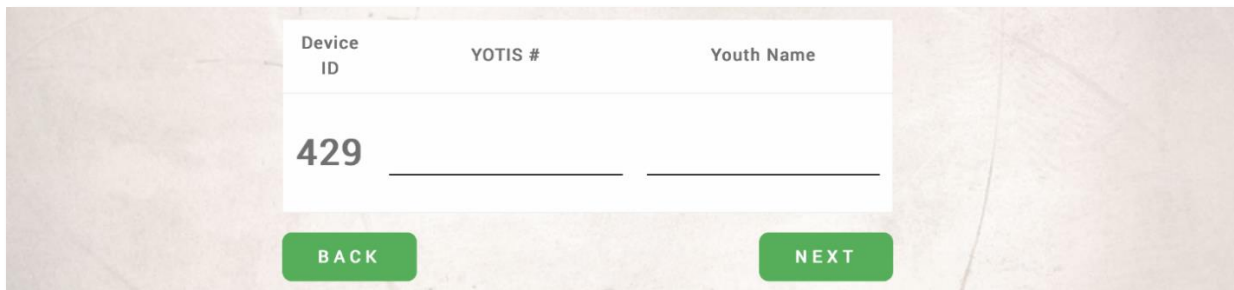
POWERED BY THE MINDS AT CHILD DEVELOPMENT INSTITUTE



Individual Session

This next step is if you left “Use Youth Devices” unchecked when setting up the program session and are delivering it to an individual. If you left checked that box and are delivering to a group, turn back to **Step 7A-Group**.

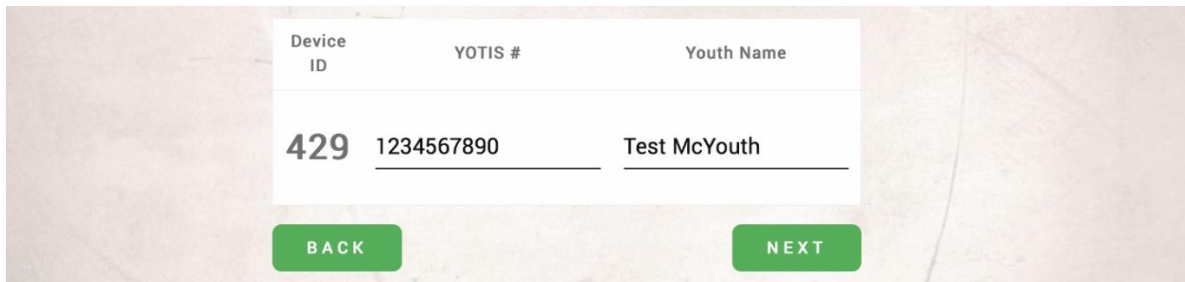
Step 7A Group – Register the Individual Youth: If you left “Use Youth Devices” unchecked, after hitting “Start Session”, you will see the device assignment screen already populated with a single Device ID:



Device ID	YOTIS #	Youth Name
429		

BACK NEXT

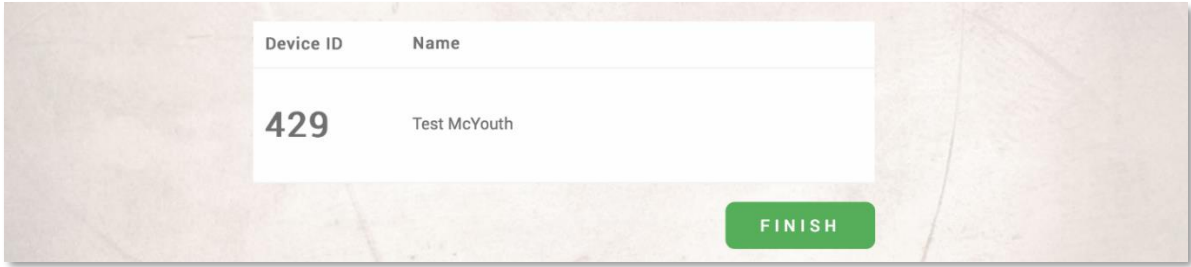
This is randomly generated by the system and represents the Facilitator Device (iPad), which the youth will use to respond with directly. Simply input the youth’s YOTIS # (or Youth ID #) and Name (**Please note:** as with group delivery, the youth’s name is not preserved by our database).



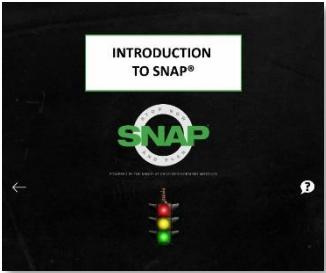
Device ID	YOTIS #	Youth Name
429	1234567890	Test McYouth

BACK NEXT

As with Group delivery, the module will confirm and display the youth’s name:



Hit Finish: This will start the session and bring you to your selected module's title screen (Module 1's Title Screen included on right).



Software – Overview



- 1 Hamburger Menu & Slide Name** – The ‘hamburger menu’ (three horizontal lines) allows you to view a list of all slides. The slide name is listed, with the section in bold. This only appears on the Facilitator Device (iPad), and not on the screen (projector or TV) used in programming.
- 2 Clock** – A clock is included to help you keep track of the time. This also appears only on the Facilitator Device (iPad), and not on the screen (projector or TV) used in programming.
- 3 Clean Look** – The backgrounds of slides have been greatly simplified to bring focus onto the content being delivered, reducing distractions for visual learners, and making text easier to read for youth with literacy concerns. The most common complaint from youth was that the old slides looked too childish; this new minimalist look is more in line with apps used today.
- 4 Same Content** – While the look has changed, the vast majority of text and graphics remain untouched, so you will still be delivering the same content in each session. A few images that youth found unrelatable have been replaced, but otherwise when edits were made, it was to clarify, remove redundancy, or streamline content.
- 5 New User Interface** – By removing the navigation panel that used to be in the bottom quarter of the screen, we’ve made more room for content to breathe on each slide. Replacing the panel with navigation icons on the left and right sides of the screen now always lets you know what your next button press will do.

Software – Nav. Icons

The following navigation icons are used to inform facilitators of precisely what content will appear next on-screen. Touching anywhere on the left or right side of the screen will activate that side’s icon.



Previous slide and Next slide buttons: The previous or next slide is plain text or image content.



New bullet button: The next button press will add new text or images to the current screen. When there are no more elements to be added to the screen, the icon will change to show the nature of the next slide.



Question slide button: The next slide is an interactive response question. Pressing this button will bring the slide with the question on-screen, but will not push it out to youth devices, giving you time to review the question before responses are required.



Response slide button: Pressing this pushes the question on the current screen out to youth response devices (G Tab A7 Lite). This icon always follows the previous icon (you will always first view the question slide alone before having the option to push it out to youth response devices). **When all youth have responded**, the answer screen should automatically appear. You can also move forwards before you've received all youth responses by pressing the next slide icon (in case someone isn't participating).



Audio slide button: The next slide contains an audio clip for playback.




Video slide button: The next slide contains a video clip for playback.

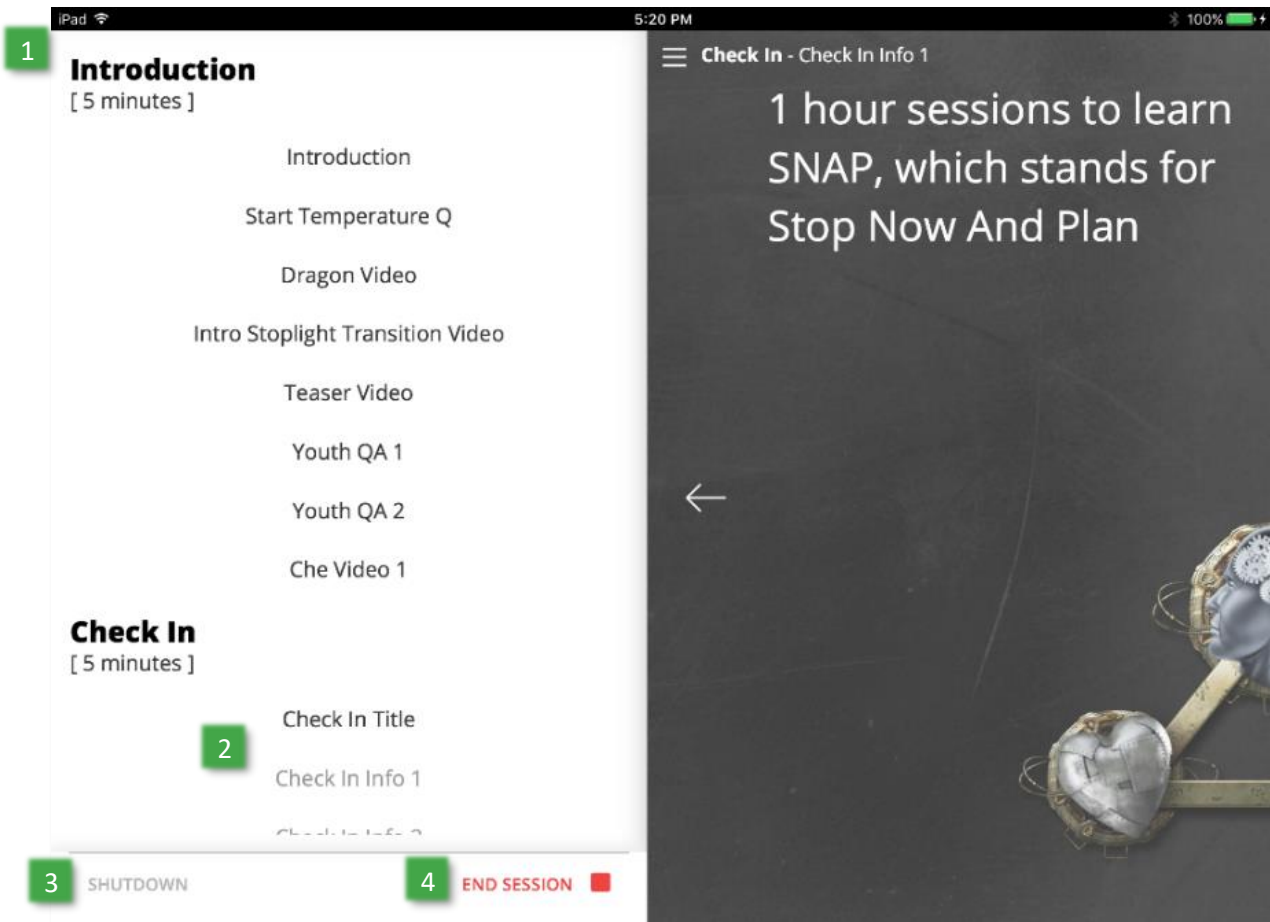


Video Controls: When delivering a session to a group, the above orange button allows you to control the projector video from the Facilitator Device (iPad). To replay the video from the beginning, simply revisit the slide or hit the Play button once the video is over. **When delivering to an individual**, the full video with controls will appear on the Facilitator Device itself. **The following "Done" button** lets you close body cue videos:



Software – Side Menu

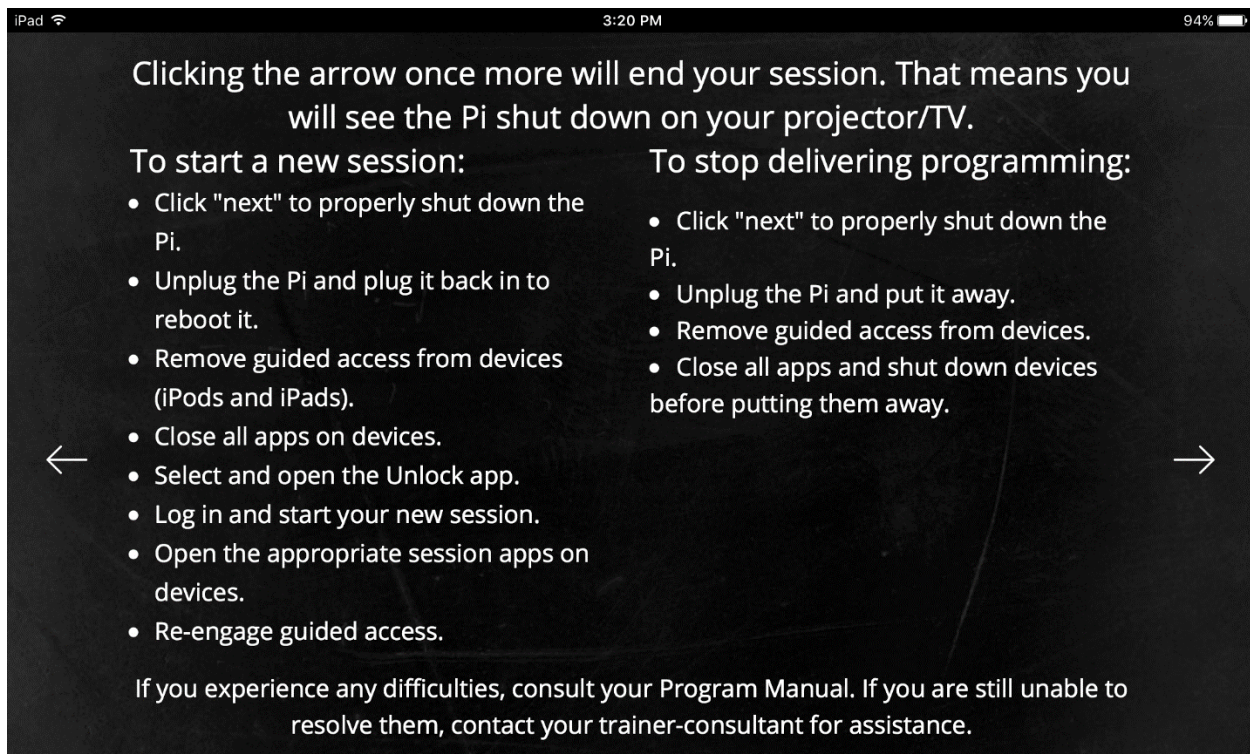
After selecting the Hamburger Icon () the side menu will pop out showing an index of all slides in the module:



- 1 **Section Titles & Timing** – The slide index includes section divisions (Intro, Check In, Let’s Talk – Warm Up, etc.), as well as recommended timing for each section to help with pacing.
- 2 **Backwards Navigation** – Any slide you’ve visited will appear in the index in black, and you can revisit it at any point by touching it. If you return to a Question Slide that has already collected youth responses, only the response screen will be displayed (you cannot collect answers a second time), but the response screen includes the question that was asked.
- 3 **Shutdown** – This immediately skips the rest of the session and shuts down the Pi (you will need to unplug the Pi and plug it back in to start a new session later).
- 4 **End Session Early** – To be used if a session has gone on too long or ended up in a triggering conversation, this skips you to the Relaxation/Mindfulness activity. Youth should be able to relax and answer QA questions before leaving the session.

Software – Ending Session

Final Slide: When you reach the last slide of any session, the Facilitator Device will display instructions on how to proceed. Once you're on this slide, hitting the "Next Slide" arrow on the right will shut down the Pi, re-locking the database and requiring you to unplug and plug it back in to restart.



The image is a screenshot of an iPad presentation slide. At the top, the status bar shows "iPad", signal strength, "3:20 PM", and "94%" battery. The slide content is as follows:

Clicking the arrow once more will end your session. That means you will see the Pi shut down on your projector/TV.

To start a new session:

- Click "next" to properly shut down the Pi.
- Unplug the Pi and plug it back in to reboot it.
- Remove guided access from devices (iPods and iPads).
- Close all apps on devices.
- Select and open the Unlock app.
- Log in and start your new session.
- Open the appropriate session apps on devices.
- Re-engage guided access.

To stop delivering programming:

- Click "next" to properly shut down the Pi.
- Unplug the Pi and put it away.
- Remove guided access from devices.
- Close all apps and shut down devices before putting them away.

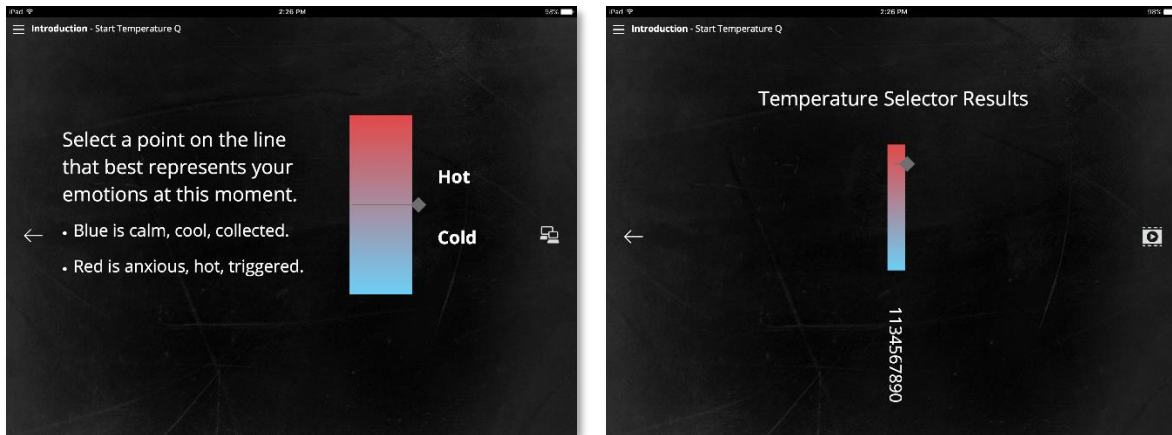
← →

If you experience any difficulties, consult your Program Manual. If you are still unable to resolve them, contact your trainer-consultant for assistance.

To start a new session: *(Follow the detailed steps on the slide above)* In summary, hit the "Next Slide" button to shut down the Pi, then close all apps on devices before restarting the set-up procedure.

To end program delivery for the day: *(Follow the detailed steps on the slide above)* In summary, hit the "Next Slide" button to shut down the Pi, then close all apps on the devices and shut them down before storing.

Software – Key Additions



Temperature Selector: There is a new question at the very beginning and end of each module. It helps facilitators assess whether youth are coming to and leaving session in a calm or triggered state. Results are displayed individually on the Facilitator Device by YOTIS (so that you can tell where each youth is at without sharing that with other participants).

New Quality Assurance (QA) Questions: We have added new QA questions to every module to help us gather information on how youth find each individual session. They are as follows.

After the animated Teaser Video (showing the scenario for that session):

- 1 – Did you relate to this video? (*Yes, No, Somewhat*)
- 2 – Have you experienced a similar situation? (*Yes, No, Somewhat*)

After the animated Full Scenario Video (showing the character using SNAP to enact a PLAN):

- 3 – Did you find the PLAN realistic? (*Yes, No, Somewhat*)

At the end of the Check Out section (the very end of the module); the responses to these questions do not appear on-screen, so that youth can answer confidentially:

- 4 – Did you find this session useful? (*Yes, No, Somewhat*)
- 5 – How would you rate the session (*1, 2, 3, 4, 5*)

There are also three short facilitator QA questions that only appear on the Facilitator Device after the final youth temperature check:

- 1 – Did you meet the overall goal of the session? (1 – Not at all, 2 – Not really, 3 – Somewhat, 4 – Yes, 5 – Definitely)
- 2 – Did you feel that the youth were engaged in the session’s topic? (1 – Not at all, 2 – Not really, 3 – Somewhat, 4 – Yes, 5 – Definitely)
- 3 – Were you able to effectively problem solve challenges throughout the session? (1 – Not at all, 2 – Not really, 3 – Somewhat, 4 – Yes, 5 – Definitely)

Software – Adding Home Screen Icons

There are **3 Home Screens icons** that have been added to the Facilitator Device (Galaxy Tab A/Galaxy Tab E) for easy use of the new software, as well as **1 Home Screen icon** for the Youth Devices (Galaxy Tab A7/ Galaxy Tab E Lite). If the icons are accidentally lost, you can enter these URLs into Google Chrome in order to access the Raspberry Pi’s applications, and save them to the device’s Home screen to place the icons there.

Unlock Icon

This is used to **Unlock** the database on the Pi once it’s been plugged in and turned on. This must be done before using either the main **SNAP Y** App for programming, or the **Admin** app (for site managers to upload data online).

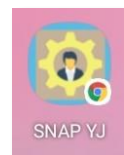
URL: provided to site



SNAP Y App Icon

This is used to deliver all program sessions of the SNAP Y program. You will use your site’s login credentials to access these sessions.

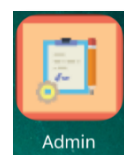
URL: provided to site



Admin App Icon

This is only used by site managers, and allows them to upload local program session data from the Pi to our System.

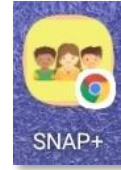
URL: provided to site



Youth Device App Icon

This is used by youth devices (G Tab A7 Lite) to connect to a program session and respond to questions throughout.

URL: provided to site



Username & Passwords

There are 2 main sets of usernames & passwords for you to keep track of, as well as test credentials for each.

Please note: Do not include any falsified (dummy) test data under your personal accounts. Conversely, do not include any real data under the test accounts. For test data, please ensure that the **YOTIS number** looks obviously fake by starting it with 7 same consecutive digits (i.e., XXXXXXX341).

Site Credentials:

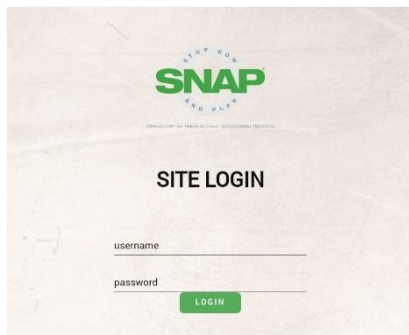
These are shared by all users at a site to login to the Pi for delivery of each program session.

Site Credentials:

- **Username:** _____
- **Password:** _____

Test Site Credentials

- **Username:** _____
- **Password:** _____



1st screen of Pi login (left).

Appendix B – Module Session Flow

1 Log In	2 Session Intro	3 Icebreaker	4 Check in
Facilitator logs in, enter's participant's YOTIS, selects a module, and starts session	Youth are welcomed to the session and info slides share the purpose and goals of the session.	Info slides reveal a riddle that relates to the session topic and its answer.	Youth answer a few short Yes/No survey questions that remind them about relevant concepts from past sessions and check in on their progress between sessions.
5 Let's Talk - Warm up	6 Let's Talk - Exploration	7 Let's Talk - Understanding	
Youth answer a few short Yes/No survey questions that introduce this session's concepts.	A blend of survey question and answer screens (some Yes/No, some multiple choice), discussion questions, info slides , and short audio/video clips help the youth to begin exploring this session's concepts.	A blend of survey question and answers, discussion questions, info slides , and audio/video help give the youth greater understanding so they can apply the session concepts to the present scenario.	
8 Applying SNAP	9 Video Discussion	10 Applying SNAP Skills	
An animated scenario is shown depicting a character experiencing a potentially triggering situation (without showing how the character responds to the trigger), providing a concrete example through which concepts may be explored.	A blend of survey question and answers, discussion questions , and info slides help participants consider different aspects of the scenario. After exploring the character's options by discussion, the focus shifts to what the participant would do in a similar situation.	The animated scenario is played out in its entirety (including how the character responds to the trigger and uses their SNAP skills).	
11 Check Out	12 Relaxation / Mindfulness Activities		
Info slides help summarize that session's learning, go over practice assignments, and inform participants about the next session's topic.	A 5-10 minute relaxation/minfulness audio/video clip guides youth through an activity to calm down after the session and to learn self-regulation techniques.		

Appendix C - Notice of Intention

Child Development Institute
Request for Proposals
Notice of Intention

RFP Title: Innovative Cloud Transformation and Digital Content Development:
Proposals Invited for a Comprehensive Solution

Please state your intention with regard to this Request for Proposals by selecting one of the following:

- Intend to respond to the above referenced Request for Proposals
- Does not intend to respond to the above referenced Request for Proposals

Please respond in PDF
format by email to: [Imrankhan Ibrahim
Manager, IT Services
\[bid@childdevelop.ca\]\(mailto:bid@childdevelop.ca\)](mailto:imrankhan@childdevelop.ca)

Prime Contractor: _____

Authorized Representative: _____

Address: _____

City, Province, Postal Code: _____

Name: _____

Title: _____

Phone Number: _____

Email Address: _____

Appendix D – Form of Offer

Note: completing and submitting this form as part of the Bidder's Proposal is a mandatory requirement.

Bidder's registered legal business name and mailing address:

Bidder's representative full name, email address, telephone and facsimile numbers:

The Bidder hereby represents, agrees, declares and/or acknowledges that:

- (a) The information that is submitted is, to the best of the Bidder's knowledge, complete, accurate and up-to-date;
- (b) It consents to the disclosure of its information, including any information identified as confidential by it, by Issuer to any of Issuer or Issuer's consultants or advisors who may be retained for the purposes of evaluating the information, as well as Issuer or Issuer's employees and officers, who need to know in relation to the RFP and the procurement of the Solution;
- (c) The Bidder has specifically identified any information in its submission for which confidentiality is to be maintained by Issuer (rather than the Proposal as a whole);
- (d) The RFP and this Proposal do not create any legal obligation on the part of Issuer or restrict Issuer's rights regarding the procurement of any good or service;
- (e) It consents to Issuer performing checks with any customer references provided and with any other relevant references;
- (f) Subject to any disclosures it may make in Exhibit "A" within this Appendix, it is not in a position of a conflict of interest in respect to responding to the RFP and providing the Proposal or, if awarded the work, entering into an agreement with Issuer and providing the deliverables. Subject to the disclosure in Exhibit "A" within this Appendix, the Bidder has no unfair advantage, including access to confidential information (other than confidential information that may be disclosed to all Bidders as part of the RFP procurement process), in bidding on this RFP;
- (g) The goods and/or Services are warranted to perform as specified in the Proposal;
- (h) It will obtain at its own cost all permits, licenses and approvals required in connection with the supply of the goods and/or services pursuant to this RFP;
- (i) The Bidder acknowledges and agrees that Issuer shall have no liability to the Bidder or its sub-contractors in respect of the conduct of the procurement process relating to this RFP by Issuer,

whether in contract or tort or otherwise, and including, without limitation, for costs that the Bidder or its sub-contractors incur with respect to the procurement process or for any loss of profit the Bidder or its sub-contractors incur as a result of not being awarded a contract under this procurement process. The limitation of liability shall apply whether or not based on an allegation, whether in whole or in part, true or not, that Issuer has conducted an unfair procurement process;

- (j) The Bidder acknowledges and agrees that this Form of Offer is paramount in the event of any inconsistency or conflict with any other aspect of Bidder's Proposal; and
- (k) The Bidder hereby represents, agrees, declares and/or acknowledges that the Bidder will be the prime contractor, i.e., Bidder, and, as such, shall be wholly responsible for the Proposal and for all obligations and liabilities that flow from the Proposal, including through any agreement or agreements that may ultimately result from this procurement process.

[Name of Bidder]: _____

Per: _____

I have authority to represent and bind the Bidder.

Name: _____

Title: _____

Telephone: _____

Date: _____

Appendix E – Client Reference Form

The Bidder should provide at least three (3) references from clients with a similar size and scope to the Issuer's for which the Bidder has provided the same or similar Deliverables within the past five (5) years.

Reference

Company Name:

Company Address:

Contact Name:

Contact Phone #:

Contact Email Address:

Date Work Undertaken:

Nature of Services

Reference

Company Name:

Company Address:

Contact Name:

Contact Phone #:

Contact Email Address:

Date Work Undertaken:

Nature of Services

Reference

Company Name:

Company Address:

Contact Name:

Contact Phone #:

Contact Email Address:

Date Work Undertaken:

Nature of Services

Reference

Company Name:

Company Address:

Contact Name:

Contact Phone #:

Contact Email Address:

Date Work Undertaken:

Nature of Services

(Copy this page if more references are necessary)