Request for Proposals (RFP)

for

# SNAP-S and SNAP YJ Application Transition Development and Support

**The submission deadline is:**

**November 20, 2026, at 5:00 PM EST**

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| Issued Date: | **October 30, 2026** |
| Application Deadline: | **November 20, 2026** |
| Please submit electronic proposals to: | Olajumoke Ajayi<br>Senior IT Analyst<br>ceoassistant@childdevelop.ca |

# Contents

1 Background ..... 3
2 Organizational Overview ..... 4
3 Scope of Services ..... 6
4 Deliverables ..... 10
5 Evaluation Criteria ..... 14
6 Submission ..... 14
7 Terms and Conditions ..... 14
7.1 Delivery of Response to Request for Proposals ..... 15
7.2 Proposal Time Limit ..... 15
7.3 Selection Process ..... 15
7.4 Inquiries ..... 15
7.5 Conflict of Interest ..... 15
7.6 Distribution of the Invitation for Proposals ..... 15
7.7 External Factors ..... 16
7.8 RFP Challenge and Recourse Mechanisms ..... 16
7.9 RFP Debriefings ..... 16
7.10 Information Disclosure ..... 16
8 Key Dates and Contact Information ..... 17

# 1 Background

Child Development Institute (CDI) is seeking proposals from qualified and experienced application development and support providers to take over its existing Stop Now And Plan (SNAP) for Schools (SNAP-S) and SNAP Youth Justice (SNAP YJ) applications. The engagement covers transition from the current provider, approved development and ongoing maintenance. Vendors must demonstrate their capacity to support an inherited codebase, address online and offline delivery requirements and provide transparent pricing and controlled releases.

The current provider has given notice that services will end on January 3, 2027. CDI is planning toward an internal handover target of December 11, 2026, subject to confirmation. Proponents must state their earliest mobilization date and explain how they will complete knowledge transfer before the outgoing provider exits.

SNAP YJ supports facilitated skills programming for youth in justice and community settings through digital content, interactive activities, and participant responses. The current service includes online delivery and an offline application running on a laptop, with tablets or other connected devices as required for dyad and group sessions at sites without internet access. The current laptops use Linux Mint; this describes the existing environment rather than a mandatory operating system for the supported solution.

The vendor must assess and verify the existing online and offline functionality, including how content is downloaded and updated, how activities operate without connectivity, how participant responses are stored locally, and how data is securely retrieved and transferred to the central platform. This assessment must include practical testing by the vendor, identify functional or security gaps, and document the steps required to ensure reliable offline operation without data loss or duplication.

The SNAP YJ scope must include implementation of the French-language translation infrastructure and translation keys identified in the outstanding French-language work previously discussed and documented in the existing ticket. The vendor must work with CDI to confirm the ticket requirements and existing French-language resources, complete the pending work, and validate language switching, functionality, and consistency with the English version across the applicable online and offline components. CDI will supply or approve French-language content. All deliverables are subject to CDI’s review and acceptance.

For both applications, subsequent approved changes must support English and French and be released simultaneously in both languages once the applicable French-language functionality is established. New development must accommodate both languages from the outset.

SNAP-S supports school-based SNAP program delivery. Current development priorities include session completion controls that ensure session content is saved and remains available for review after a session is marked as completed, and goal tracking that allows authorized users to view and edit a cohort's goals and display the current goals in subsequent sessions. SNAP-S already has bilingual infrastructure. Subject to verification and acceptance of the outgoing vendor's remaining French-language work, the incoming vendor's French-language scope is primarily maintenance and any confirmed outstanding work, rather than redevelopment of that infrastructure.

CDI will validate the remaining backlog against work accepted from the previous vendor before authorizing additional development.

The existing applications use CDI's AWS infrastructure and Bitbucket repositories. Proponents must assess the confirmed architecture, software versions, and dependencies.

This procurement concerns the existing products and their continued development, including the migration of platform-related data currently hosted in Microsoft Azure to the existing AWS platform. It does not authorize a replacement platform or any cloud migration beyond this defined scope.

This 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 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 115+ years of helping children, youth, and families, CDI is an accredited mental health agency and childcare provider that offers evidence-based programs across three primary service streams:

- Child and Youth Mental Health Services
- Early Years and Child Care Services
- Gender-Based Violence 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. Last year, SNAP celebrated its 40th anniversary, a milestone that reflects its long-standing impact and continued relevance for children, youth, and families across Canada and globally.

- 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 – 18 and their families, specialized parenting groups, individual and family counselling, and counselling to address child and adolescent abuse and trauma.

CDI's Early Years and Child Care Services program includes four Early Learning Centres (childcare 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.

CDI's Gender-Based 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.

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, childcare and addressing family violence.

For more information about CDI, please visit www.childdevelop.ca.

# 3 Scope of Services

## Transition and Technical Verification

- Review the existing source repositories, architecture, environments, dependencies, licenses and documentation. Identify missing materials, unsupported components and operational risks.
- Coordinate knowledge transfer with CDI and the outgoing provider. Verify repository history, branches, tags, and the relationship between source code and the production release.
- Verify CDI administration of Bitbucket repositories, AWS resources, deployment pipelines, domains and certificates. State the proposed division of infrastructure responsibilities between CDI and the vendor.
- Demonstrate a reproducible staging build and deployment using CDI-controlled resources. Document environment settings, secure secrets references, release approvals and rollback procedures.
- Review backup coverage, retention periods, and recovery instructions, and implement encrypted daily and weekly backups. Conduct a CDI-approved restore test in an isolated environment. Document the recovery time achieved and the point in time to which data was successfully restored. Include the setup, documentation, and ongoing maintenance of APIs required for platform integrations and data exchange.

## Maintenance and Application Support

- Provide incident investigation, root cause analysis, defect correction, dependency updates and agreed security patching. The vendor must establish, organize and maintain a ticketing process visible to CDI, with priority, owner, estimate, status and evidence. The vendor’s named delivery lead is responsible for coordinating its team and tracking delivery; CDI retains responsibility for business priorities, scope authorization and acceptance.
- Maintain supported online and offline operation, including data synchronization, facilitator attribution and protection against data loss or duplicate records. Propose a supported device and browser matrix.
- Support role-based access, user administration, transactional email, content publication, and reporting. Assess English- and French-language functionality, resolve identified gaps, and test and validate both language versions against agreed acceptance criteria, subject to CDI’s review and acceptance.

- Define monitoring, alert ownership, escalation, service coverage and responsibility for hosting charges and third-party services. Describe how support continues during holidays and staff absences.

## Approved Improvements and Release Management

- Estimate each approved work package, identify dependencies and obtain written CDI authorization before starting chargeable development or exceeding an approved estimate.
- Maintain separate development, test and production environments. Before submitting work for CDI UAT, the vendor must complete and document its own functional, integration and regression testing, including relevant user roles, English and French functionality, online and offline workflows, content downloads and data saving or retrieval. Provide test results, release notes, known issues and deployment and rollback plans. CDI UAT does not replace the vendor's quality assurance responsibilities.
- Use CDI supplied acceptance criteria and named business testers. Obtain authorized CDI release approval and retain production verification evidence before closing tickets.
- A replacement platform, major re-architecture, hosting migration other than the Azure-to-AWS data migration expressly included in this RFP, new integrations, professional translation services and unrelated CDI systems are excluded unless CDI expressly adds them. French technical implementation and maintenance described in this RFP remain in scope. Identify optional recommendations and price them separately.

## Application Requirements from Stakeholder Review

### Offline SNAP YJ Operation — Critical Requirement

- The offline application is intended for sites without internet access and runs on a laptop, with tablets or other connected devices as needed for dyad and group sessions. The current laptops use Linux Mint, but a specific operating system is not prescribed. Recent problems downloading the program and content to the laptops remain unresolved. The incoming vendor must assess and remediate the existing implementation to provide reliable offline operation, preserving the work already completed. A rebuild is not the intended scope; any proposed major change must be supported by documented findings, separately priced and expressly approved by CDI.
- Demonstrate installation, launch, required interactive sessions, local storage and restart without internet access. Identify operating system versions, hardware requirements and any local network or connected device dependencies.
- Document packaging and update procedures, online and offline release compatibility and how an approved online change reaches the offline build. Include recovery from interrupted installation and protection of existing session data.

- Demonstrate retrieval of locally collected responses through a CDI approved export or transfer process without assuming sites can reconnect to the internet. Identify record identifiers, facilitator attribution, integrity checks and protection against loss or duplicate import.
- Explain device security, authorized access, backup, lost device response and secure return or transfer arrangements. Encrypt locally stored participant data and exported files, including data containing participant identifiers, and protect them against unauthorized access. CDI will confirm with program and data leads whether physical return of laptops is part of the operating model.

**French Implementation and Content Ownership**

- Separate professional translation from software localization. Price SNAP YJ translation infrastructure and keys as a defined work package, and quote professional translation services as an option. For SNAP-S, verify and maintain the existing bilingual implementation and separately identify any confirmed unfinished work. CDI must confirm who supplies and approves the French text and assets for each application; SNAP-S French video subtitles are to be embedded in the supplied videos rather than implemented as a separate selectable subtitle feature.
- Assess translation keys, user interface, program content, interactive content, images, transactional emails and applicable offline builds. Provide a per-application gap inventory and test plan reflecting the different starting points: French translation infrastructure is required for SNAP YJ, while SNAP-S already has bilingual infrastructure. Apply the simultaneous English and French release requirement to subsequent approved changes.
- Reconcile video subtitles and other items against work accepted from the previous vendor. Identify remaining work and prevent duplicate charging. Include language switching, layout and functional regression checks with CDI-approved French reviewers. Editable source image assets are optional where available and are not a mandatory deliverable.

**Development Priorities and Explicit Exclusions**

- Potential development includes interactive activities, session completion controls that save content and retain access for review after completion, cohort goal tracking with viewing and editing across sessions, and authorized data exports. Stakeholders described five proposed interactives whose designs are not yet approved. Scope, quantities, behavior and acceptance tests must be confirmed before vendors commit to delivery pricing.
- Require an assessment of existing export capability. Specify records, fields, format, permissions, identifiers and offline handling before authorizing export improvements. Export functionality must not be presumed to exist simply because the application captures data.
- Future site feedback over the next two to three years may generate enhancements. This is a planning horizon, not a confirmed contract term or purchase commitment. Obtain role-based rates and approve each work

package separately. No unlimited enhancement obligation or prepaid hour commitment is implied.

- Preserve safe program delivery and access controls. Verify permissions for all applicable user roles, including teachers, facilitators, administrators and participants, authorized exports using approved participant identifiers, device and display compatibility, and recovery of interrupted sessions without loss of accepted responses. Historical Raspberry Pi equipment and module quantities from the 2024 RFP are not current specifications; CDI will confirm supported equipment and content quantities.
- **Logging system:** Implement a dedicated, centralized audit logging system across all platforms to capture user access, administrative activities, data creation, changes and deletion, and security events. Each log entry must identify the user or system, timestamp, platform, action performed, affected record or resource, and outcome. Protect audit logs against unauthorized access, modification, and deletion, and provide authorized CDI staff with search, filtering, reporting, and export capabilities. Configure log retention in accordance with CDI's approved policies.

**Accessibility and Branding Requirements**

- The successful vendor must comply with applicable requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11.
- CDI requires new or modified application interfaces and digital content to meet WCAG 2.1 Level AA. This includes keyboard navigation, screen reader compatibility, sufficient colour contrast, accessible forms, text alternatives for images and captions for prerecorded videos. These requirements apply to English and French versions and applicable online and offline functionality.
- The vendor must assess existing accessibility gaps, identify remediation scope and costs, and provide automated and manual testing evidence before CDI acceptance. Any unresolved barriers must be documented with a proposed remediation plan for CDI approval.
- All new or modified application interfaces and digital content must follow CDI's brand guidelines and approved SNAP branding, including logos, colours, typography and imagery. The vendor must use assets supplied or approved by CDI and obtain CDI approval of proposed designs before implementation, while ensuring accessibility requirements are met.

# 4 Deliverables

Proponents must propose a schedule, named delivery owners, CDI dependencies and effort for each milestone. Timing begins at the agreed mobilization date; CDI will confirm the final baseline at contract award.

| Milestone | Required output and acceptance evidence |
|---|---|
| Transition assessment | Inventory, architecture and access assessment; documented gaps, risks, responsibility matrix and prioritized transition plan accepted by CDI. |
| Operational readiness | Staging deployment from CDI repositories; documented rollback demonstration and isolated restore test; monitoring and escalation contacts verified. |
| Backlog baseline | Reconciled ticket register showing status, priority, estimate, dependencies and acceptance criteria for each retained item. No assumption that historical tickets remain open. |
| Support commencement | Approved runbooks, service arrangements, access controls and named coverage; readiness review and CDI authorization to assume support. |
| Each approved release | Traceable code changes, QA and regression results, CDI UAT acceptance, approved release notes and production verification. |
| Ongoing reporting and exit | Monthly service and cost report; maintained documentation and repositories; transferable handover package at contract end. |

## Acceptance Process

Each deliverable must be submitted with evidence against its agreed criteria. CDI will accept it, reject it with reasons, or record explicitly approved exceptions within [review period to be confirmed]. The vendor must correct rejected work and resubmit it within an agreed period. Silence does not constitute acceptance. Payment milestones will be tied to the final agreed acceptance process.

## Candidate Backlog for Assessment

The following areas are candidates for discovery and estimation. They are not authorized to redo work completed by previous vendor. CDI will provide a dated, reconciled backlog before final scope and pricing are committed.

SNAP-S maintenance and any verified outstanding French-language work; content publication controls; teacher visibility and permissions; content export; first login terms; archiving; French or bilingual transactional email.

SNAP YJ online and offline parity; response collection and synchronization; facilitator attribution; content export; approved branding and reporting needs. The current acceptance workbook and transition tracker will inform the baseline. Each item must identify its application, current build, business impact, expected outcome and CDI approver.

## Security Data and Service Requirements

### Security and Data Handling

Proponents must describe their controls and supply evidence appropriate to the proposed service. Disclose exceptions, subcontractors, processing locations and any reliance on CDI to implement controls.

Use individual user accounts, enforce least-privilege access, and require multifactor authentication for all accounts, including privileged and administrative accounts and vendor accounts accessing CDI's AWS infrastructure. Enforce a strong password policy aligned with CDI's security requirements and securely manage credentials, API keys, and other secrets. Log all privileged actions and conduct periodic access reviews with CDI.

Protect data in transit and at rest. Use synthetic or appropriately deidentified test data unless CDI explicitly authorizes another approach. Do not copy production data to vendor systems without written authorization.

Identify where application data, backups, logs and remote support access are located. Describe retention, export, deletion, breach response and vulnerability remediation practices. CDI will confirm permitted locations and privacy obligations before award.

Disclose security incidents affecting CDI promptly under the agreed notification timetable; propose the initial notification deadline, escalation process, investigation support and evidence preservation.

Describe accessibility testing and English and French QA. Identify the accessibility standard and version proposed; CDI will confirm its required target before issue.

### Proposed Service Levels

The following targets are proposed for internal approval. State compliance or propose an alternative, explaining cost and staffing. Response means a qualified person begins assessment; it does not mean an automated acknowledgment. Restoration may use an agreed workaround.

| Priority and example | Initial response | Restoration target |
|---|---|---|
| P1 Critical outage active data loss or serious security incident | 1 elapsed hour with 24 by 7 coverage | 4 elapsed hours |
| P2 Major impairment without a reasonable workaround | 4 business hours | 2 business days |
| P3 Limited impairment with a workaround | 1 business day | Agreed in ticket |
| P4 Enhancement or routine request | 2 business days | Approved estimate and schedule |

Proposed business hours are Monday to Friday 9 am to 5 pm Eastern Time excluding agreed holidays. Proponents must define target measurement, exclusions, escalation contacts, update frequency, after hours fees and proposed remedies for repeated misses. Confirm the feasible availability target, monitoring method, recovery time objective and recovery point objective during discovery.

## Proposal Response and Pricing

### Required Response

Use the following order and identify assumptions and exceptions explicitly. Provide enough detail for CDI to compare scope, staffing, readiness and total cost.

- Company profile, relevant experience supporting inherited applications, two comparable examples and at least three reference contacts. Explain online and offline synchronization experience and AWS and Bitbucket capabilities.
- Named delivery lead and technical team, roles, availability, backup coverage, subcontractors and locations. Describe how staff will learn the codebase and retain knowledge.
- Transition approach and dated schedule, including outgoing vendor dependencies, earliest start, readiness gates and contingency if overlap or documentation is unavailable.
- Technical support, quality assurance, security, accessibility and bilingual testing approach; proposed service levels and sample service report.

- Completed requirements response: repeat each scope and security requirement, mark Comply, Partial or Exception, and provide evidence or an explanation. Identify any additional CDI responsibilities.
- Itemized pricing, commercial assumptions, contract exceptions and any potential conflict of interest.

**Pricing Schedule**

Quote in Canadian dollars, with applicable taxes shown separately. Provide a first year total and annual recurring total for each subsequent year in the proposed term. State price validity, annual escalation, minimum commitments and termination charges.

| Cost category | Required breakdown |
|---|---|
| Discovery and onboarding | Fixed fee or capped estimate; deliverables hours rates assumptions and exclusions. |
| Recurring support | Monthly and annual fee; included hours coverage monitoring and reporting; rollover or expiry rules. |
| Additional development | Hourly rates by role and process for fixed price or capped work packages. |
| Hosting and third party costs | Separate CDI paid costs from vendor billed costs; identify licenses renewals and any markup. |
| After hours and optional work | P1 coverage premium emergency rates security assessments and separately priced improvements. |
| Exit and transfer | Documentation exports knowledge transfer and transition assistance rates or included allowance. |

State the cost of each application separately and any shared service savings. Distinguish firm prices, capped assessments and nonbinding estimates that require code review. Quote offline remediation, French technical implementation, optional translation and approved interactives separately. Define how vendor introduced defects will be corrected, the proposed warranty period and when it starts. Separate those costs from inherited defects and new requirements. No chargeable scope change proceeds without CDI written approval.

# 5 Evaluation Criteria

CDI will evaluate all proposals consistently using the criteria and weights below. Any interviews or demonstrations will use common questions and scoring criteria.

| Criterion | Weight |
|---|---|
| Transition approach readiness and continuity | 25% |
| Technical maintenance and quality assurance capability | 20% |
| Security data handling and accessibility approach | 15% |
| Team capacity relevant experience and references | 15% |
| Total cost and pricing clarity | 20% |
| Service governance and reporting | 5% |
| Total | 100% |

# 6 Submission

Proposals must address all required response sections and include the pricing schedule, a named accountable lead, at least three references, evidence of current professional liability insurance and all exceptions. Proposals received after the closing deadline will not be accepted. Mandatory submission requirements will be checked before rated evaluation; a lower score on a rated criterion does not by itself cause disqualification. Status inquiries after submission will not be accepted.

# 7 Terms and Conditions

CDI retains control of its code repositories, cloud accounts, data and administration. The final agreement must address commissioned work ownership, rights to preexisting components, third party licenses, confidentiality, subcontractors, security notification, insurance, warranty, termination and orderly exit assistance. Proponents must disclose proposed exceptions.

All development and maintenance changes must be recorded in CDI designated repositories. Provide source and user documentation, current runbooks, release notes and knowledge transfer. Identify defects inherited from the existing product separately from vendor introduced defects and new requirements.

Initial contract term and renewal options: The two to three year enhancement horizon is for planning and does not guarantee hours, exclusivity or a purchase volume. No additional development or chargeable change proceeds without CDI written authorization.

## 7.1 Delivery of Response to Request for Proposals

Please send an electronic proposal in PDF format via email to CEOassistant@childdevelop.ca by November 20 at 5:00 PM Toronto local time.

## 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 20th of November.

## 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 **Olajumoke Ajayi**, **Senior IT Analyst** at ceoassistant@childdevelop.ca with questions or concerns. Material answers and clarifications will be shared consistently with all proponents through written addenda.

## 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.
- 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

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|---|---|
| **Release RFP Date** | 30 October, 2026 |
| **Contact** | Olajumoke Ajayi, Senior IT Analyst<br>ceoassistant@childdevelop.ca |
| **Vendor questions deadline** | 10 November, 2026 |
| **Addenda issued** | 13 November, 2026 |
| **Proposal closing** | 20 November, 2026 at 5:00 PM Toronto local time |
| **Evaluation** | 23–27 November, 2026 |
| **Selection** | 30 November, 2026 |