

MÉTIS NATION OF ONTARIO

BRIEFING NOTE: E&T APP DEVELOPMENT RFP

Date: 13/06/2023

Submitted to: Bryanna Scott-Kay (Director, Education and Training Branch)

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RE: Education and Training Branch – App Development Project and RFP

Executive Summary

- The briefing note details the rationale and proposed action plan to develop a Request for Proposals (RFP) process in developing an MNO app that supports cross-sector communication between teams and clients in the E&T branch.
- Serving as a basis for the pilot, Louise Humphreys (ELCC – Manager of Infrastructure and Partnerships) and Simon Sutherland (PSE Manager) would champion the app’s development and oversee its initial operations.

RATIONALE

The purpose in developing a centralized app (initially within the PSE and ELCC Infrastructure teams) is to improve accessibility, promote collaboration, provide training opportunities, centralize resources, and leverage technology to enhance the overall experience for Métis accessing education programs, professional development opportunities and connections available from the MNO. These companion apps aim to address the needs of citizens and aligns with the MNO's objectives of supporting professional growth, knowledge sharing, and cross-sector engagement across the learning continuum. Starting with ELCC and PSE as a pilot, the app would seek to format communications across two teams within the E&T branch and disseminate them to citizens and clients in a timely manner, providing centralized points of contact.

SUMMARY

The goal is to build out a beta version of two separate, yet compatible apps that would improve client access to information and services. These apps would support features, such as linking events, overlinking calendars through teams, and adding new team functionality as capacity grows. These apps would act as a centralized hub for various resources, including links to the MNO website, Powley Institute, and other valuable tools. This consolidation of resources simplifies navigation for users and ensures that they have easy access to a wide range of relevant materials, whether it be event calendars, existing resources, program and services applications, and student events and other activities. The focus is on innovation and technology, utilizing real-time data collection with tablets in the field (i.e. ECEs, IRFs, etc.). These apps would serve as a shared resource platform that would dually allow for livestreaming events and facilitating moderated conversations throughout multiple forums. This would include an ONEMNO navigator button for additional dedicated support as needed.

Ideally, these apps should support cross-sector collaboration in sharing training materials and presentations, as well as fostering two-way conversations. It should also allow users to download bundles of apps (i.e. Education & Training Suite) for a cohesive look and feel. Each program within the branch would be able to duplicate the look and feel and connectivity to others when and if they choose to adopt their own app. Integration for language (i.e. French,

Michif) is desired but not essential in the initial pilot phase. Within the ELCC app, for example, there should be a dedicated portal for early years, specifically targeting training and connections for Early Childhood Educators (ECEs). This portal should allow ECEs to access training materials at their convenience and include knowledge checks within the modules, developing opportunities for a connected Metis Early Years community. The PSE app would include a moderated area where students without on campus access to an Infinite Reach Facilitator could benefit from their mentorship utilizing a virtual forum. Lastly, each companion app should have push notification functionality to engage users and send reminders or pings to keep them involved and informed.

The estimated budget for development is between \$40,000 to \$50,000, and ongoing maintenance would require a dedicated staff person from each team to moderate app communications and functions. The objective of the RFP process is to find a suitable development partner to create the companion apps in support of MNO's goals to provide accessible resources, training, and engagement opportunities for the ELCC and PSE sectors. Components of the RFP would include a brief introduction outlining the purpose and objectives of the project, the project's scope including deliverables, timelines and performance expectations, evaluation criteria to assess incoming proposals, submission guidelines, contractual terms and conditions, and confidentiality and non-disclosure requirements.

RFP applications would begin in June 2023 and run until end of July 2023. ET leadership with consultations and considerations to MNO Comms and IT will select the highest scoring candidate based on evaluation criteria to begin development in August 2023. The planned final product is to be completed the following year by August 2024.

KEY CONSIDERATIONS

- The successful proposal should highlight the need for robust security measures to protect user data and ensure the privacy of individuals accessing the app (OCAP). The development partner should demonstrate their commitment to following best practices for data protection and compliance with relevant regulations.
- As this RFP would initially test pilot an app, the pilot should demonstrate its scalability and growth to accommodate the addition of new features and teams as capacity grows (i.e. K-12, languages, labour market, etc.). The app should also demonstrate flexibility to integrate with other tools and platforms that may be adopted in the future (i.e. Powley).
- Contractual terms and conditions regarding intellectual property rights, delivery milestones, payment terms, support and maintenance agreements, and any other legal aspects relevant to the project may need to be reviewed by MNO legal. Whether the legal team can accommodate the timelines stipulated is TBD.
- App store integration on both iOS, Android, and web should be considered, allowing greater access to clients from a range of devices.

NEXT STEPS

- 1) Simon and Louise to begin developing an RFP process through MNO's website to be available starting next week (June 19 – 23).
- 2) Simon and Louise to prepare evaluation criteria, scoring and selection process guidelines, and contractual terms and conditions required to contract a development partner for the app. Criteria should demonstrate the experience and qualifications

desired, providing clear proposal submission requirements to be reviewed with the Director of the E&T Branch (Bryanna).