



Market Sounding Exercise for a New Online Application for Social Assistance

Invitation to Vendors:

The Government of Ontario's Ministry of Children, Community and Social Services (the "Ministry") invites interested vendors to engage in an open dialogue and bring their perspectives to its early-thinking for a potential procurement to improve the online application for Social Assistance.

The Ministry wishes to sound the market to inform the requirements, outcomes and procurement approach for a solution and the development of the future state for applying for Social Assistance in Ontario, to better understand the current marketplace, seek input from the vendor community, and to validate its current thinking.

To achieve this, the Ministry is conducting a Market Sounding Exercise (MSE), which is comprised of a Market Sounding Document and a Market Day, both of which will help the Ministry ascertain the market capacity, capability, readiness, and the level of interest to provide a solution or solutions to a proposed set of requirements using innovation procurement approaches.

To achieve tangible results through meaningful input, the Ministry will conduct a Market Day and solicit written responses to questions, while providing the vendor community an opportunity to participate in either or both activities.

The Market Day will take place on **November 15, 2018**. Interested vendors must register to attend. Registration for one-on-one meetings for interested vendors is also mandatory.

More information, including response and registration instructions, deadlines, and terms of reference, is contained in the Market Sounding Document, which is available on the Ontario Tenders Portal at <https://ontariotenders.bravosolution.com/> under reference # TENDER_9500.

NOTE: This Market Sounding Exercise is not a formal competitive bidding process. It is issued for information gathering purposes only.

Background:

The Ministry of Children, Community and Social Services is responsible for Ontario's social assistance programs ("Social Assistance"), which are income-tested programs that provide income and employment supports to adults and families in financial need.

The current process for applying for Social Assistance is administratively heavy and dependent on paper-based transactions and repetitive tasks that affect the ability of the

Ministry to provide meaningful and efficient services to Social Assistance applicants and recipients.

The future state vision requires enabling information technologies to deliver an integrated and streamlined experience for Ontarians to apply for and receive Social Assistance. The Ministry envisions a new online application for Social Assistance (OASA) to improve applicants'/recipients' experience and outcomes, remove duplicate processes, and reduce administrative workload for Ontario Works and the Ontario Disability Support Program.

More information on the challenges, current state and future state vision for a new online application for Social Assistance is contained in the Market Sounding Document available on the Ontario Tenders Portal at <https://ontariotenders.bravosolution.com/> under reference # TENDER_9500.

Contact:

All questions and communications regarding this Market Sounding Exercise may be directed to:

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