



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

REQUEST FOR PROPOSALS

Access to Dental Technology Project

Project Manager

Client: The College of Dental Technologists of Ontario

&

Canadian Alliance of Dental Technology Regulators

Solicitation Number: ADT - 001

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Table of Contents

1. Background	3
1.1 Organization Overview	3
1.2 Project Overview.....	3
2. Project Objectives and Expected Results	5
2.1 Project Objectives	5
2.2 Expected Results	5
3. Scope	6
4. Deliverables	7
5. Proposed timeframe	8
6. Price	9
7. Communications	9
8. Reporting	9
9. Assumptions	10
10. Proposal requirements and deadline	11
10.1 Proposal Requirements.....	11
10.2 Preparation of Proposals.....	11
10.3 Proposal Deadline and Submission	12
11. Evaluation criteria	12
12. Conflict of Interest	12
13. Client representative and receipt of notices	13

1. Background

1.1 Organization Overview

The College of Dental Technologists of Ontario (CDTO) is the regulatory body established under the Regulated Health Professions Act, 1991 to ensure the competency and accountability of dental technologists practicing in the province of Ontario. The College's mandate is a responsible and responsive system of effective regulation to act in the public interest, and inspire public confidence and trust.

CDTO is a member of the Canadian Alliance of Dental Technology Regulators (CADTR). CADTR is the national federation of dental technology regulators in Canada. It is comprised of regulatory bodies that have been established and mandated by their respective provincial governments to regulate the practice of dental technology and govern their regulated members in 7 out of the 13 jurisdictions in Canada. Other member regulators include:

- College of Dental Technicians of British Columbia (CDTBC)
- College of Dental Technologists of Alberta (CDTA)
- Dental Technicians Association of Saskatchewan (ADTS)
- Ordre des techniciens et techniciennes dentaires du Québec (OTTDQ)
- New Brunswick Dental Technicians Association (NBDTA)
- Nova Scotia Dental Technicians Association (NSDTA).

The profession of dental technology is also regulated in Newfoundland and Labrador and is not yet regulated in Manitoba, Prince Edward Island, Yukon, Northwest Territories and Nunavut.

The member regulators have mandates to serve and protect the public and fulfill this by ensuring individuals seeking registration to practise dental technology meet standard qualifications in education and professional competencies. CADTR's focus is on national issues of concern and to advance the profession of dental technology. CADTR operates as a forum for the exchange of information between regulating bodies and to assist them in fulfilling their mandate.

1.2 Project Overview

The College of Dental Technologists of Ontario has received funding from the Government of Canada, through the Employment and Social Development Canada (ESDC) Foreign Credential Recognition Program (FCRP), to manage the Access to Dental Technology (ADT) project on behalf of CADTR. CDTO has the infrastructure and administrative capacity to lead and will be accountable for the funding agreement signed with the ESDC. CDTO will manage all financial transactions, reporting obligations to the funder, RFP administration, meeting organization, etc., as required.

The overriding objective of this project is to ensure that Canada has the educated and skilled workforce needed to support professional and economic growth by expediting the assessment

and licensure processes of IEDTPs to practise the profession of dental technology in Canada. The overall project objectives are directly linked to the objectives of the FCRP and aim to provide fair, accessible, transparent, consistent, and rigorous service that optimizes the effectiveness and efficiency of registering Internationally Educated Dental Technology Professionals (IEDTPs) and contribute to improving labour market integration outcomes of IEDTPs in the dental technology sector.

The Access to Dental Technology project will be informed by research carried out to date and published, such as “Improving Pre-Arrival Information Uptake for Internationally Educated Professionals”, B. Baomal and K. Johnson, June 2016, which “indicates that for many skilled immigrants the true realities associated with meeting entry-to-practice standards, upgrading technical and language skills, and securing meaningful employment are very different than originally assumed. Pre-arrival research, related to their chosen professions, conducted in an orderly or systematic way is rarely carried out. The provision of timely pre-arrival resources, accessed throughout the immigration process can help to better align the perceptions skilled immigrants have of working in Canada (while in their home countries) with the realities they face on arrival.”

This project will also benefit from the known outcomes of other similar pan-Canadian health profession projects funded by the Canadian government’s FCRP such as the National Association of Pharmacy Regulatory Authorities “International Pharmacy Graduates’ Gateway to Canada” and the Canadian Alliance of Audiology and Speech Language Pathology Regulators multi-year omnibus “Harmonization and Competency Assessment Project”.

In addition to the FCRP priorities, the importance of Chapter 7 of the Agreement of Internal Trade (AIT) in the context of this proposal cannot be overstated. Under the AIT, transfer applicants between provinces must be registered in an expeditious manner and permitted to practice dental technology without further certification. As such, the assessment criteria/methodology of one jurisdiction directly affects the quality of practitioners working in all jurisdictions. Greater harmonization of international credential assessment practices and entry-to-practice policies, including a national examination based on a national competency profile, is essential in ensuring the integrity of assessment and recognition of IEDTPs seeking licensure as RDTs, DTs or CDTs in Canada.

2. Project Objectives and Expected Results

2.1 Project Objectives

The general objectives of the ADT project, which are linked to the FCRP objectives, meet the specific goals of CDTO and members of CADTR to:

- Ensure IEDTPs preparedness for registration through the creation of practical pre-arrival self-assessment tools;
- Enable fair and consistent assessments of both domestic and internationally educated professionals based on a national credential assessment and a national competency-based examination; and
- Strengthen the relationship between regulators and educators (i.e., schools) to advance the foreign credential recognition agenda for the benefit of IEDTPs, the dental technology profession and the Canadian public.

2.2 Expected Results

The expected outputs of the successfully completed ADT project are:

- Up-to-date information on the current dental technology profession in Canada, (e.g., competencies, education in Canada, regulation of the profession, examination practices in each Canadian jurisdiction) and the identification of the problems, barriers, and gaps with current processes and tools to assess IEDTP candidates;
- A comprehensive, centralized, and accessible bilingual national website which will provide a central point of contact for IEDTPs;
- Practical pre-arrival self-assessment tools;
- A national practice, written theory, and practical examination that will standardize entry-to practice requirements across Canada and enable fair and consistent assessments of qualifications and competencies of IEDTs; and
- Final report to ESDC.

These outputs will lead to expected outcomes which are:

- A clear, consistent and transparent articulation of the credential, registration/licensure and work experience assessment processes of IEDTPs;
- Enriched awareness and preparedness of highly skilled newcomers, including those starting the process prior to immigration, searching for professional level jobs in the dental technology profession;
- Strengthened and harmonized regulation of the dental technology profession which enables fair treatment for all applicants;
- Improved public protection and quality of dental technology services through the use of the same set of entry-to-practice standards;
- Increased and sustainable supply of highly skilled newcomers to provide services to Canadians;
- Enhanced confidence that all registered practitioners have been admitted to the profession using the same set of entry-to-practice standards to provide quality services and public protection; and
- Improved capacity, collaboration, communication, cooperation, and consultation between regulators, educators and other related stakeholders to further reduce duplication and assist in the continuation of system-wide enhancements.

3. Scope

The primary objective of this Request for Proposal (RFP) is to engage a Project Manager for the ADT project. As stated above, this project is funded through a grant to CDTO from the Government of Canada FCRP. The Funding Agreement (“Agreement”) date is December 1, 2017.

In order to deliver the project’s objectives and expected results a Project Manager will be expected to oversee all aspects of the entire project, extending through November 30, 2019. The Project Manager will work under the Chair of the ADT Steering Committee. The responsible oversight bodies are the ADT Steering Committee (SC), the Board of Directors of CADTR (Board) and the CDTO Council (Council). A Project Administrator and Finance Coordinator have been engaged to assist the Project Manager. All consultants engaged for the pan-Canadian research, national examination development, pre-arrival assessment tools and CADTR website will be selected by the SC and coordinated and managed by the Project Manager.

4. Deliverables

An “Activities” list for the overall project is attached (Appendix A). Therefore, specifically, in addition to tasks outlined above, the Project Manager is expected to:

1. Engage/recruit consultants/vendors for:
 - Conducting Pan-Canadian research to gather information on which the SC can develop recommendations to improve foreign qualifications assessment and recognition processes for dental technology in Canada
 - National Examination Development and Implementation - includes competency profile revision, blueprint, MCQ practice examination and written and practical examination content development, standard setting and scoring and plain language review
 - Development and implementation of a Canadian Dental Technology Practice Orientation and Self-Assessment Tool (OSAT) an interactive website, accessed through the enhanced CADTR website
 - Development of an enhanced CADTR website
2. Be responsible for designing the RFP documents and processes relating to the engagement of consultants. The Project Manager will evaluate the proposals and present those that meet the evaluation criteria to the SC for selection.
3. Provide support for contract generation and maintenance.
4. Manage consultant/vendor deliverables and/or national committee work.
5. Ensure all relevant documents and tools (website) and communications are bilingual.
6. Direct and supervise the work of the Project Administrator and the Finance Coordinator as required, to include assistance with ongoing reporting to third-party funders and meeting organization and facilitation.
7. Be responsible for working in conjunction with the Finance Coordinator to ensure that all project costs and expenditures are tracked and reported on appropriately and in compliance with the Agreement.
8. Report regularly to, and meet with, the Chair of SC, the SC, the Board and Council as required.

9. Work with ESDC representatives to ensure the integrity of the Project processes and to comply with any and all Government reporting requirements as needed.
10. Written communications, including reports, progress updates and news releases, for a variety of stakeholders (government, industry, professional stakeholders, practitioners, public).
11. Develop an evaluation framework and performance indicators for the Project and assist with the creation of a long-term business/ sustainability plan.

5. Proposed timeframe

The follow table is a summary of the timelines presented in Appendix A - Activities

Timing	Activity	Responsibility
December 11, 2017	RFP issued	SC
January 5, 2018	Proposals due	Project Manager
January 8, 2018 – January 22, 2018	Consultant selected – Contract signed	SC/ CDTO
January and February, 2018	Recruit and retain project staff and consultants (Research; National Exam; Website); Develop an evaluation framework and results measurement indicators.	Project Manager/ SC
March, 2018- May, 2019	Manage consultant/vendor deliverables and/or national committee work. All relevant tools and materials are bilingual.	Project Manager
June, 2019 – September, 2019	Launch enhanced CADTR bilingual website; Meet with SC and key stakeholders, including registration committee chairs and educators, to develop formal recommendation for CADTR Board approval.	Consultant/ Project Manager
November, 2019	Complete National Examination administration/ Final report to CADTR Board and ESDC.	Project Manager

6. Price

Bids are not to exceed **\$137,729 CAD (maximum bid amount)**, this is inclusive of all applicable taxes.

Estimated travel costs, incidentals, and other possible costs (inclusive of HST), fall outside of the maximum bid amount.

7. Communications

The consultant is expected to develop communications, in French and English as required, related to the project, and the publication or dissemination of any such communications are subject to prior approval by the SC and CDTO. Such communications will include but not necessarily be limited to:

- Announcement of the project and outline of the process to be posted on the College's website.
- News Releases
- Formal reports as required
- Any reports required by the Government of Canada

8. Reporting

The Project Manager will work under the Chair of the ADT Steering Committee. The responsible oversight bodies are the SC, the Board and Council. A Project Assistant and Finance Coordinator have been engaged to assist the Project Manager. All consultants engaged for the pan-Canadian research, national examination development, pre-arrival assessment tools and CADTR website will be selected by the SC and coordinated and managed by the Project Manager.

The Project Manager will liaise with the key stakeholders such as Registration Committee chairs, educators and ESDC representatives and comply with all reporting requirements of ESDC, CADTR and CDTO.

9. Assumptions

- CDTO reserves the right to refuse all proposals received.
- The bidder certifies that the persons proposed in its proposal will be available to commence performance of the work as required and at the time specified within or agreed to.
- As part of signing the contract, the consultant will undertake to respect the confidential nature of CDTO, CADTR and the Funding Agreement documentation and content.
- All information shall be destroyed in accordance with any instructions issued by CDTO.
- The bidder agrees to and understands that confidential information supplied to the College may be disclosed by the College where the College is obliged to do so under the *Freedom of Information and Protection of Privacy Act (FIPPA)*, by an order of a court or tribunal otherwise required at law.
- The Bidder shall notify CDTO immediately after they become aware that a breach of any provision of this contract governing the protection of personal information has occurred.
- Any intentional breach by the Bidder of any provision of this contract governing the protection of personal information constitutes a fundamental breach of contract such that the contract may be terminated by CDTO.
- No part of this project is to be subcontracted without prior permission of CDTO and CADTR.
- The project manager will provide status reports to the SC as required.
- RFP's and other communications are expected to be offered in both official languages as required (French and English).
- Translations will be arranged through CDTO. The Bidder should indicate in their proposed work plan where translation services may be required.
- Any travel required to complete the described work or present findings to key stakeholders must be preauthorized.
- Travel expenses will be reimbursed at cost in line with the Ontario Ministry of Health's Summary of Allowable Expenses (January 2017), and CDTO policies.
- It is expected that travel will be required within the Greater Toronto Area only.
- Reasonable expenses including travel, accommodation, meals and other expenses will be outside of the bid amount.

- Bids are not to exceed \$137,729 CAD, inclusive of applicable taxes (exclusive of estimated travel costs).
- Contracts, letters of agreements, Invoicing and payment terms will be in accordance with CDTO policies.
- Note that the lowest bid will not necessarily be awarded the contract.

10. Proposal requirements and deadline

10.1 Proposal Requirements

The proposal must include the following components:

1. An introductory section that describes the intended methodology and shows that the applicant clearly understands the scope and intent of the project and how to approach this type of work
2. A brief account of any similar projects the applicant has completed in the past with specific attention to those dealing with regulatory/professional licensing agencies in Canada or other not-for-profit organizations (list any prior experience with Government of Canada funded projects)
3. A resume/CV that outlines educational achievements, experience and work history
4. A general work plan and timeline including a contingency plan to meet the project completion date of November 2019
5. Total bid price to complete deliverables (excludes travel expenses) + estimated applicable taxes (shown separately)
6. Projected travel costs, incidentals, and any other possible costs that fall outside of the bid price + estimated applicable taxes (shown separately)
7. Three references from organizations for which you have completed similar work in the past five years

10.2 Preparation of Proposals

- Proposals must address all the requirements of this RFP.
- The proposal is not to exceed eight (8) pages in length (exclusive of curriculum vitae).

- All prices within the bids must be in Canadian funds and any applicable taxes are shown separately.
- The Bidder's name and return address, the solicitation number and the RFP closing date should be clearly visible on documents containing the proposal. Proposals submitted in response to this RFP will not be returned.

10.3 Proposal Deadline and Submission

Proposals are to be received no later than **January 5 2018 at 5:00 p.m. EST.**

- Proposals are to be sent by email to the Registrar and CEO of CDTO, Judy Rigby at jrigby@cdto.ca.
- Questions regarding the RFP are to be sent in writing to jrigby@cdto.ca. No questions will be answered within 48 hours of the submission deadline.
- It is the Bidder's responsibility to ensure their proposal and all associated documents are received in full and on time. It is advised that Bidders send the proposal in advance of the closing time to ensure confirmation of receipt.

11. Evaluation criteria

Proposals will be evaluated based on the following criteria:

80% Technical Merit – Work Plan, Availability, Experience, References and Qualifications

20% Price

The basis of selection will be the highest combined rating of technical merit and price.

12. Conflict of Interest

“Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having or having access to information in the preparation of its proposal that is confidential and not available to other Bidders; (ii) communicating with any person with a view to influencing preferred treatment in the RFP process; or (iii) engaging in conduct

- that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or
- (b) in relation to the performance of its contractual obligations in a Client contract, the Bidder's other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

The Bidder must declare: (1) there was no Conflict of Interest in preparing its proposal; and (2) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, the Bidder must declare that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Bidder foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Bidder declares an actual or potential Conflict of Interest, the Bidder must set out details of the actual or potential Conflict of Interest in its proposal.

13. Client representative and receipt of notices

Client's address:

The College of Dental Technologists of Ontario
2100 Ellesmere Road, Suite 300
Scarborough, ON M1H 3B7

Client representative:

Judy Rigby, Registrar and CEO
The College of Dental Technologists of Ontario

Email: jrigby@cdto.ca

Telephone number: 416-438-5003 ext. 225

APPENDIX A: ACTIVITIES

ACTIVITIES

Months 1 to 3

- Hold meeting between CADTR FCR Steering Committee and key stakeholders including registration committee chairs and educators;
- Recruit and hire project staff, including a finance coordinator, a project administrator, and a project manager for the duration of project;
- Recruit and hire a research consultant and initiate a project through a postsecondary institution on registration practices, Internationally Educated Health Professionals (IEHP) licensure processes and policies and recommendation for harmonization across all jurisdictions that license dental technologists across Canada;
- Identify the problems, barriers and gaps with the current processes and tools to assess IEDT candidates;
- Determine pertinent information needed by internationally educated dental technology professionals considering immigration to Canada;
- Assess labour market and mobility issues, including demographic composition of the current dental technology workforce in Canada;
- Create best practices in pre-arrival tools, education credential assessments, communication portals (website) and examination processes of similar-sized health-care professions in Canada;
- Develop an evaluation framework and results measurement indicators;
- Recruit and hire a national examination development consultant to verify scope/deliverables of project; and
- Recruit and hire a consultant to design an enhanced content, bilingual, responsive and interactive CADTR website which will provide centralized information regarding the dental technology profession in Canada and to offer specific resources for IEDTs.

Months 4 to 6

- Identify a national exam panel of eight subject matter experts (RDT's) who will work with the consultant and coordinator to review and update the national competency profile with stakeholder feedback;
- Commence website design and development that will provide IEDTs with an opportunity to gain an understanding of the scope of dental technology practice in Canada and familiarize themselves with the Integrated Competencies for Dental Technology Education and Practice (ICDTEP);
- Develop website content which will include pre-arrival readiness and skills assessment tools, approved education credential assessment agencies'

- details, examination handbook and practice test, dental technology regulators websites, and labour market information and career paths; and
- Provide a report on results and recommendations from the environmental scan conducted by the research consultant.

Months 7 to 10

- Continue website enhancement;
- Commence development of pre-arrival self-assessment tools, including an on-line competency self-assessment tool and a case-based scenario tool that will allow IEDTs to compare their previous knowledge and experience to Canadian competencies;
- Develop a national examination blueprint;
- Create a harmonized and uniform credential assessment process and policy;
- Define a service level agreement to meet FCR objectives with respect to processing times; and
- Hold a meeting with CADTR FCR Steering Committee and key stakeholders, including registration committee chairs and educators, to develop formal recommendation for CADTR Board approval.

Months 11 to 13

- Continue website enhancement and pre-arrival self-assessment tools development and implementation; and
- Develop and implement the practice examination and written and practical examination content.

Month 14 to 18

- Complete pre-arrival self-assessment tools development;
- Hold meetings with the National exam panel to review items including the pre-arrival skills, assessment form, a valid practice test and a national written and practical examination; and
- Establish a communication/marketing strategy for promoting services and to proceed with a phased implementation of all components.

Month 19 to 22

- Launch the website to public and monitor the user activity;
- Deliver national bilingual and standardized entry-to practice tools for a centralized precicensure high stakes competency based self-assessment and practice test which is defensible, fair and transparent;
- Explore opportunities to make the entry-to-practice examination a two-tiered process by requiring IEDTs successful completion of written theory examination as a pre-requisite to the practical examination; and

- Hold a meeting with CADTR FCR Steering Committee and key stakeholders, including registration committee chairs and educators, to develop formal recommendation for CADTR Board approval.

Month 23 to 24

- Hold an administration meeting with CADTR FCR Steering Committee and key stakeholders, including registration committee chairs and educators with consultant to review psychometric analysis and marking criteria;
- Administer and correct IEDT exams;
- Review a technical report from the consultant which includes examination scoring results;
- Provide scoring feedback to candidates; and
- Submit final project report to ESDC.