



REQUEST FOR PROPOSAL

Peer and Practice Assessment Tools

1. Introduction

The College of Opticians of Ontario (COO) exists to protect the public as mandated by the *Regulated Health Professions Act, 1991* (RHPA). It is the governing body for approximately 3200 Registered Opticians (ROs) in Ontario and one of 26 regulatory colleges that govern Ontario's regulated health professions.

The COO is charged under the legislation with setting entry to practice requirements, establishing standards of practice for the profession, maintaining a government-mandated quality assurance program, and investigating concerns about registrants, including where necessary, carrying out disciplinary action against registrants who fail to meet the standards of the profession.

2. Background

The COO is required under legislation to develop and administer a Quality Assurance (QA) Program. The purpose of the QA program is to promote continuing competence and continuing quality improvement and to address changes in the practice environment. Under the legislation, it is a requirement that the COO's QA program include peer and practice assessments. Peer and Practice assessments (PPA) must include an assessment of a registrant's knowledge, skills, and judgment, and they ensure that a registrant continues to practice competently and adheres to the profession's standards of practice.

At COO, participation in, and compliance with, the QA program is monitored through a process called Competency Review and Evaluation (CRE). Each year, registrants are randomly selected to participate in the CRE process, which includes an audit of their annual professional portfolio requirements. Until 2020, registrants were also randomly selected to undergo a multi-source feedback process that gathered feedback from patients and colleagues on the optician's practice.

As part of the CRE process, some registrants are also required to undergo a PPA. Currently, the only registrants required to undergo a PPA are those who failed to complete all of the requirements of their annual professional portfolio, or where concerns/deficiencies were identified as part of a multi-source feedback process.

Beginning in 2024, however, the COO will also be randomly selecting additional registrants (who otherwise appear to be compliant with the CRE process and/or have not had any concerns/deficiencies identified) to undergo a PPA. This will expand the use of PPAs to allow us to assess more registrants on an annual basis.

3. Objective of this RFP

The purpose of this RFP is to identify and retain an individual or firm to complete the following tasks:

- develop and support the implementation of a new screening tool including a chart review (Step One of the PPA) to identify registrants who may require a more in-depth assessment.
- determine a cut score for step one, where should a registrant fall below, they are required to participate in a more in-depth review (Step Two).
- Update the Behaviour-Based Interview tool (Step Two of the PPA) to ensure it is consistent with the most updated National Competencies and Standards of Practice and Practice Guidelines.
- Determine a cut score for step two where, should a registrant fall below, the Quality Assurance Committee would determine whether the registrant demonstrates the required knowledge, skill, judgement, and practice performance or may need remediation/improvement.
- Develop a process to validate Peer Assessor scoring to ensure consistency.

4. Scope of Work

The COO is requesting proposals from qualified firms or individuals experienced in the development of Peer and Practice Assessment (PPA) tools for regulated health professionals.

A PPA is an in-depth assessment or review of an optician's practice intended to determine whether they demonstrate the appropriate levels of knowledge, skills, judgement and will practice in accordance with the standards of the profession.

The PPA must be based on the National Competencies for opticianry and the COO's Standards of Practice; it should be meaningful and effective and meet the requirements of "Right Touch Regulation."

The COO is looking for the successful firm to develop a two-step PPA process as follows:

- **Step One:** The first step of the assessment should be a **paper-based assessment** that will identify any potential practice concerns that may require further evaluation. This step should include a chart review that will identify record-keeping concerns.
- **Step Two:** The second step of the assessment should be a **virtual or in person interview** that will be used to further assess any individuals for whom concerns were identified at step one. This step should identify whether the registrant demonstrates the required knowledge, skill, judgement, and practice performance in all of the relevant practice areas.

Note: The COO currently has a virtual/in-person tool in place and is looking for the successful firm to review, assess and/or update this tool to ensure it meets the latest Standards of Practice and National Competencies.

5. Proposal Submission Requirements

To submit a proposal in response to this RFP, Respondents must:

- I. Provide a brief overview of your organization with highlights of services offered and areas of expertise.
- II. Provide an overview of the team members who will be working on the project and their qualifications.
- III. Demonstrate previous experience including examples of similar projects and at least 2 references from clients for whom similar projects were completed.
- IV. Provide details of how the following will be accomplished:
 - a. Developing a screening tool (Step One)
 - b. Determining a cut score for the screening tool
 - c. Reviewing and updating the Behaviour-Based Interview Tool (Step Two)
 - d. Determining a cut score for step two
 - e. Developing a process for validating peer assessor scoring
- V. Provide a detailed breakdown of expected project costs. The COO will consider lump sum cost estimates as well as estimates based on hourly rates (if submitting an estimate based on an hourly rate, please provide an estimate of the total number of hours expected to complete the project).
- VI. Confirm that the Respondent will be able to complete the project within the timelines indicated in this RFP.

Proposals should use simple language with minimal jargon and avoid the use of elaborate marketing material beyond that necessary to provide a complete, accurate, and reliable offer.

Proposals must be submitted electronically via email to the address listed below by no later than **July 7, 2023**.

All proposals become the property of the College of Opticians. The address for submission is:

Peggy Dreyer

pdreyer@collegeofopticians.ca

Short-listed Respondents may be invited to give an oral presentation to the COO to clarify or elaborate on the written proposal.

No proposal will be accepted from, nor any agreement awarded to any Respondent that is in arrears upon any debt or in default of any obligation. Additionally, no agreement will be awarded to any Respondent that has failed to perform satisfactorily pursuant to any prior agreement with the COO.

6. Terms, Conditions and Certifications

By submitting a proposal, the Respondent agrees to the following terms and conditions:

- The Respondent is fully responsible for all costs incurred in the development and submission of this proposal. The COO assumes no contractual obligation from the issuance of this RFP, the preparation or submission of a proposal by a Respondent, the evaluation of proposals or presentations, or final selection.
- The COO reserves the right to reject any or all proposals at its sole discretion for any reason whatsoever.
- All information obtained by the individual in connection with this RFP is the property of the COO, shall be treated as confidential and shall not be used for any purpose other than replying to this RFP.
- That their proposal shall be binding on the Respondent for ninety (90) days from the due date. A Respondent may withdraw or modify his/her proposal at any time prior to the due date by a written request.

By submitting a proposal, the Respondent is certifying that:

- Their proposal is genuine and is not made in the interest of, or on the behalf of, any undisclosed person, firm, or corporation.
- They have no existing other organizational relationship that would place it in a conflict of interest with the COO or a perceived conflict of interest.
- They have not directly or indirectly induced or solicited any other Respondent to put in a false proposal.
- They have not solicited or induced any other person, firm, or corporation to refrain from preparing a proposal.
- They have not sought by collusion to obtain for themselves any advantage over any other Respondent or over the College or any employee thereof.

7. Evaluation and Selection Criteria

Proposals will be reviewed by a small team of individuals responsible for administering the Quality Assurance Program by the College. Proposals will be evaluated on the criteria below. Should the COO award the contract, the winning individual will be expected to sign an agreement provided by the COO.

The COO will evaluate all proposals based on the following criteria:

1. Overall ability to meet or exceed the needs of the COO.
2. Relevance of previous experience
3. The overall experience and expertise of the respondent
4. Overall associated project costs

Any questions or requests for clarification of this proposal should be written and submitted no later than June 16, 2023, to the attention of:

Peggy Dreyer
Manager, Professional Practice & Quality Assurance
College of Opticians
Email: pdreyer@collegeofopticians.ca

8. Timelines

The following is an outline of the time frames associated with this RFP:

Deadline	
June 16, 2023	All questions related to RFP submitted
June 23, 2023	Questions/Answers to all firms/individuals who intend to submit
July 7, 2023	Proposals must be received by 4 pm EST
July 12-14, 2023	Meetings/presentations if necessary
July 24, 2023	Contract awarded; draft agreement prepared for review
November 30, 2023	Project Completion