



REQUEST FOR PROPOSALS

**Researcher – Environmental Scan:
*Diversity Training Project***

**Issue Date: May 16, 2018
Response Deadline: June 4, 2018 (5:00pm EST)**

Contents

Project Overview..... 1

About the Canada Society for Medical Laboratory Science 2

Key Subcontracts..... 2

Reporting Structure 3

Deliverables..... 3

Assumptions..... 4

Proposal Format..... 4

Preparation of Proposals 5

Project Overview

In March 2018, the Canada Society for Medical Laboratory Science (CSMLS) received funding from the Ontario Ministry of Citizenship and Immigration (MCI) as part of its “Diversity Training Project”. The ultimate goal of this work is to help facilitate the integration of internationally educated medical laboratory technologists post-licensure into the workforce.

The main deliverables associated with this initiative are 2-3 diversity products (derived from existing resources) which are customized to meet the specific needs of the medical laboratory technology (MLT) community - particularly for use in northern and rural areas.

Diversity products in this context, may take a variety of forms and include: instructional videos, certifications courses, workshop curriculum, tip sheets and human resources checklists, etc. These products are currently offered by a number of organizations across Canada such as immigrant serving agencies, government(s), professional associations, private consultants and regulatory bodies. Not intended as an exhaustive list, a sample of diversity products in this context are provided in the table below.

Title/Organization	Link
Hire IEHPs - An online repository of educational resources for health professionals and employers (UofT and HealthForce Ontario)	https://hireiehps.com/
Recruitment and Retention for Rural Health Facilities (Rural Health Information Hub)	https://www.ruralhealthinfo.org/topics/rural-health-recruitment-retention
The Diversity Toolkit (University of Calgary)	http://www.ucalgary.ca/dtoolkit/resources
Employer Tools & Resources Library (Immigrant Employment Council of BC)	https://iecbc.ca/employer-tools-and-resources/
Cultural Diversity PowerPoints (Atlantic Training)	https://www.atlantictraining.com/blog/cultural-diversity-training-powerpoints/
Diversity & Inclusion (Nova Scotia Health Authority)	http://www.cdha.nshealth.ca/diversity-inclusion
Business Resources (Immigrant Services Association of Nova Scotia)	http://www.isans.ca/business/business-resources/
Diversity Training (Association for New Canadians)	http://www.ancnl.ca/?Content=Diversity_Training
A Step-by-Step Guide to Working in Nova Scotia as an Internationally Educated Medical Laboratory Technologist (Nova Scotia College of Medical Laboratory Technologists)	http://nscmlt.org

Based on inquiries received and anecdotal evidence from employers and members, the CSMLS has identified three specific user groups that would benefit from diversity supports and training: 1) Laboratory Managers/Supervisors, Front-Line Staff Educated in Canada, Front-Line Staff Educated Outside of Canada – referred to in some contexts as internationally educated MLTs (IEMLTs). Depending on the results of the environmental scan as well as feedback from potential users, resources for one or all these groups (2-3 in total) will be developed.

A multi-disciplinary Advisory Committee comprised primarily of clinical educators, members, an internationally educated MLT, employers and representatives from immigrant serving agencies, has been assembled to provide ongoing guidance and oversight to the project.

Collectively the environmental scan, focus groups, customization, pilot and implementation phases are expected to take 24 months to complete. The following outcomes are expected as part of this project:

- Improved access to relevant cultural/diversity expertise at no cost and on demand;
- A better understanding of how to leverage the unique skills of IEMLTs at work;
- A potential means of attracting and retaining IEMLTs in rural and/or northern settings;
- Improved IEMLT integration into the workforce with fewer instances of under-employment.

About the Canada Society for Medical Laboratory Science

The Canadian Society for Medical Laboratory Science (www.csmls.org) is the national certifying body for medical laboratory technologists and medical laboratory assistants, and the national professional society for Canada's medical laboratory professionals. We are a not-for-profit organization that is funded entirely by membership dues and revenues from goods and services. We do not receive operational funding from governments or other organizations.

Our members practice in hospital laboratories, private medical laboratories, public health laboratories, government laboratories, research and educational institutions. Incorporated in 1937 as the Canadian Society of Laboratory Technologists, the society has over 14,500 members in Canada and in countries around the world. Our purpose is:

- To promote and maintain a nationally accepted standard of medical laboratory technology by which other health professionals and the public are assured of effective and economical laboratory services, and
- To promote, maintain and protect the professional identity and interests of the medical laboratory technologist and of the profession.

One of the major functions of CSMLS is to set qualification standards in medical laboratory science. We conduct exams across Canada and issue certificates to candidates who meet the prescribed standard. CSMLS provides prior learning assessment to internationally educated medical laboratory technologists who are seeking Canadian Certification. The PLA process evaluates an applicant's academic credentials, language proficiency, clinical training and work experience and their level of competency to write the Certification examination.

Once members are certified, CSMLS provides professional development and continuing education programs to help members update their skills and knowledge, and achieve their professional goals. Our continuing education service provides distance education programs in technical and scientific subjects and laboratory management.

Key Subcontracts

A number of individual consultants will be retained to support the project and its objectives. These include:

Current RFP

1. **A Researcher - to conduct an environmental scan of existing diversity products that could be adapted to meet the needs of the MLT community.**

Future RFPs

2. *A Focus Group Moderator* – to gather feedback from end users on the utility of potential diversity products.
3. *A Diversity Consultant* – to customize and pilot test 2-3 diversity products in select MLT workplace settings.
4. *An External Evaluator* – to collect feedback from those involved in the pilot test phase in order to assess the overall efficacy of the customized MLT diversity products.

Central to the success of the project is the identification of potential diversity products already in use which could be adapted to meet the needs of the CSMLS and its key stakeholders. It is in this capacity that we are seeking the services of a Researcher (#1).

Reporting Structure

The Researcher will report directly to the project manager, Keith Johnson, and will also liaise with the project Advisory Committee, and CSMLS staff.

Deliverables

Two main deliverables constitute this contract:

1. Execution of an environmental scan of existing diversity products and preparation of a report detailing associated findings.
2. Presentation to the Advisory Committee (in-person) in Toronto on October 22, 2018.

The report is expected to consist of an inventory of 20-25 existing diversity products including:

- A brief description of the product (i.e. form & content)
- Intended audience/user groups
- Relevance to the MLT community
- Ease of customization/adaptation
- Intellectual property rights/ownership

The summary of each diversity product is intended to be high-level – ½ to 1 page in length. The researcher is also expected to list 5-10 of the products reviewed which are felt to best serve the needs of the MLT community. A methodology consisting of online research complimented by specific email and telephone inquiries/interviews is anticipated.

In May-June, 2018, the CSMLS will conducting a survey of its membership as a means of gathering input on the types of diversity products which are felt to be most needed by the intended user groups. Survey data will be shared with the Researcher and the Advisory Committee during a July teleconference.

Tentative Timing and Activities

Time	Activity	Responsibility
May 16, 2018	RFP Issued	CSMLS
May 31, 2018	Deadline for RFP questions	Bidders, CSMLS
June 4, 2018	RFP closing date – bids submitted	Bidders
June 11, 2018	Vendor chosen	CSMLS
June 15, 2018	Contract and terms of reference finalized	Researcher, CSMLS
July, 2018	Presentation of research methodology and review of survey data (by teleconference)	Researcher, CSMLS, Advisory Committee
September, 2018	Completion of environmental scan – preparation of draft report	Researcher
October 22, 2018	In person presentation of findings to Advisory Committee (Toronto, ON)	Researcher, CSMLS, Advisory Committee
November 15, 2018	Report Finalized	Researcher

Assumptions

- CSMLS reserves the right to refuse all bids received.
- Documents will be prepared in English. The costs of any written translations will be the responsibility of CSMLS.
- The Researcher will provide written status reports to the project manager as required.
- The Researcher will provide updates to CSMLS and the project’s Advisory Committee via teleconference as required.
- The Researcher will be required to attend one face-to-face meeting in the Greater Toronto Area (October 22, 2018).
- Bids are not to exceed \$12,000 (inclusive of all applicable taxes – i.e. GST/HST).
- The Researcher will be reimbursed for direct travel-related expenses in line with CSMLS/Treasury Board rates.
- All documents produced in this project will become the exclusive property of the CSMLS.
- Documents will also be submitted to the Government of Ontario as part of the project reporting requirements and may be shared by the CSMLS and key project participants (i.e. Advisory Committee members) through professional networks and dissemination venues.
- Upon signing the project contract, the Researcher will be required to sign an agreement respecting the confidential nature of CSMLS documentation and content.
- No part of this project is to be subcontracted without prior permission of the CSMLS.
- A bid tendered and/or awarded in response to this RFP does not preclude a firm or individual from bidding or being awarded another contract associated with this project.

Proposal Format

The proposal is not to exceed eight (8) pages in length (exclusive of curriculum vitae). The proposal must include the following five (5) 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 work plan detailing timelines, key activities, deliverables, communications, personnel and associated costs;
3. A brief account of any similar projects the applicant has completed in the past with specific attention to those dealing with the research for health care professions, immigrant groups and/or regulatory bodies. Note that the inclusion of links to publicly available reports detailing projects you have led or been involved with is of great value in this regard;
4. A brief curriculum vitae/bio of all the applicants involved; and
5. 2-3 references of clients from similar projects CSMLS may contact at its discretion.

Preparation of Proposals

- Proposals are to be sent by email to the project manager, Keith Johnson at keithjohnson.pm@gmail.com.

Proposals are to be received no later than June 4, 2018 at 5:00 p.m. EST.

- Questions regarding the RFP are to be sent in writing to keithjohnson.pm@gmail.com. No questions will be answered within 48 hours of the submission deadline.

Criteria for Review of Proposals

The Selection Committee will use the following criteria to review proposals:

- Understanding of requirements – the proposal demonstrates that the respondent has a clear understanding of the scope and nature of the work required
- Suitability of the proposed methods/approach
- Plan meets the stated objectives
- Appropriateness of the timeline for completion
- Qualifications and related experience – of both the organization (if applicable) and the individual(s) assigned to the project
- References from customers for whom the organization/individual(s) has completed similar work
- Reasonableness of costs for proposed methods/approach