



**REQUEST FOR PROPOSALS**

**Diversity Consultant:**  
***Diversity Training Project***

**Issue Date: April 22, 2019**  
**Response Deadline: May 9, 2019 (12:00pm noon EST)**

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## **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.

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](http://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:

1. *A Researcher* - to conduct an environmental scan of existing diversity products that could be adapted to meet the needs of the MLT community – **COMPLETE.**
2. *A Focus Group Moderator* – to gather feedback from end users on the utility of potential diversity products. – **COMPLETE.**

3. ***A Diversity Consultant* – to customize and pilot test 2-3 diversity products in select MLT workplace settings. – CURRENT RFP.**

Central to the success of the project is the modification and piloting existing diversity products for use in the medical laboratory community. It is in this capacity that we are seeking the services of an experienced Diversity Consultant (#3). ***Successful execution of this work likely requires specific knowledge/experience in creating diversity materials and web/IT development capacity (i.e. the ability to deliver diversity products on an online platform).*** As such, the CSMLS welcomes bids both from a single individual/firm and a joint project with subcontractors.

### Reporting Structure

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

### Deliverables

Three main deliverables constitute this contract:

- Development/modification/adaptation of 2-3 diversity products based on the list below. It is recommended that a mix of delivery options be offered – i.e. online, paper-based, videos, fact sheets, training manuals, etc. CSMLS is open to suggestions from bidders on the most effective combination of content and delivery of the diversity support resources. This content should be largely drawn from the links bulleted below. Any online materials developed would be added/hosted on a micro-site, sub-domain (or equivalent) connected to the CSMLS home page: <https://csmls.org/>
- Administering a 1-2 month pilot of the draft diversity supports in 3 laboratory settings. Advisory Committee members will assist in the identification of appropriate laboratories and staff. The pilot phase is expected to include an evaluation component (carried out by the Diversity Consultant) in which feedback is collected from pilot participants and used to make modifications to the support before they are finalized.
- Finalize diversity supports and associated delivery platforms based on the results of the pilot phase.

## **Notes**

At the outset of the project, an environmental scan was commissioned to better define the current landscape in terms of content and modes of delivery for diversity products. Over a period of three months, contracted researchers collated an inventory of 25 existing diversity resources that could (if adapted) be of use to the MLT community. Preliminary findings were shared with the project Advisory Committee with the goal of narrowing down the list of 25 to 8-10 which could be run through focus groups to determine their perceived utility and appeal with end users (this document is available on request).

In early 2019, focus groups with the three target groups - Laboratory Managers/Supervisors, Front-Line Staff Educated in Canada, and IEMLTs were conducted. Participants were asked to review a series of potential diversity products identified in the environmental scan and asked which (if adapted and implemented in an MLT context) would be the most useful. Findings pointed to a short-list of six resources that resonated with respondents (see below). The Diversity Consultant is expected to adapt and/or take inspiration from these resources when developing and piloting the 2-3 products associated with this contract. CSMLS is willing to assist the successful bidder in negotiating use of proprietary materials where, and as required.

- **Creating Authentic Spaces (LGBTQIA+), 519**  
<http://www.the519.org/education-training/training-resources/trans-inclusion-matters/creating-authentic-spaces/creating-a-welcoming-environment>
- **'The Jurisprudence Handbook: A Professional Practice Guide for Nova Scotia MLTs', Nova Scotia College of Medical Laboratory Technologists** <https://www.nscmlt.org/media/NSCMLT-Jurisprudence-Handbook-With-Audio.pdf>
- **Hire IEHPs – UofT and HealthForce Ontario**  
<https://hireiehps.com/>
- **The Passport to Diversity Project, IEHP Atlantic Connections Project**  
<http://passport.hcsc.ca/home/>

- **Catalyst Knowledge Centre, Catalyst**  
*Engaging in Conversations about Gender, Race and Ethnicity in the Workplace*  
<http://www.catalyst.org/knowledge/engaging-conversations-about-gender-race-and-ethnicity-workplace>
- **Tip sheet on unconscious bias, Bhasin consulting**  
<https://bhasin.leadpages.co/unconsciousbias/>

**Tentative Timing and Activities**

A tentative start date of May 20, 2019 is anticipated. The entire project is slated to run for 7 months. A brief description of major activities, responsibilities and tentative timing is provided below.

<b>Time</b>	<b>Activity</b>	<b>Responsibility</b>
April 22, 2019	RFP Issued	CSMLS
May 3, 2019	Deadline for RFP questions	Bidders, CSMLS
May 9, 2019	RFP closing date – bids submitted	Bidders
May 14, 2019	Vendor chosen	CSMLS
May 17, 2019	Contract and terms of reference finalized	Consultant, CSMLS
June, 2019	Finalize development methodology	Consultant
Early-July, 2019	Initial, one-day face-to-face meeting with the Advisory Committee (Toronto, ON)	Consultant, Advisory Committee, CSMLS
July-September, 2019	Development of draft diversity products	Consultant
October, 2019	Teleconference with the Advisory Committee (pre-pilot)	Consultant, Advisory Committee, CSMLS
October-November, 2019	Pilot and evaluation of draft diversity products	Consultant
December, 2019	Teleconference with the Advisory Committee (post-pilot)	Moderator, Advisory Committee, CSMLS
January 15, 2020	Finalize and launch diversity products	Consultant

## **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 Diversity Consultant will provide written status reports to the project manager as required.
- Bids are not to exceed \$45,000 (inclusive of all applicable taxes – i.e. GST/HST).
- The technical/administrative costs of administering the online focus groups (if any) will be reimbursed by the CSMLS up to \$1,500.
- The Diversity Consultant will be reimbursed for direct travel-related expenses in line with CSMLS/Treasury Board rates if and when approved by the CSMLS in writing.
- 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 Diversity Consultant 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 (diversity and/or online resources development) 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](mailto:keithjohnson.pm@gmail.com).
- **Proposals are to be received no later than May 9, 2019 (12:00pm noon EST).**

- Questions regarding the RFP are to be sent in writing to [keithjohnson.pm@gmail.com](mailto: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