

Request for Proposal

Unified Communication System



May 29th, 2023

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Purpose

The College of Physicians & Surgeons of Alberta (CPSA) is seeking proposals for a Unified Communications system that includes Phone calling (both local and international), video conferencing (individual and group capability) instant messaging, and integration with Office 365.

Deadline for proposals is **4 p.m. on June 19, 2023**. Please send submissions in PDF format by email to:

Jim Kiddoo
Chief Information Officer
College of Physicians & Surgeons of Alberta
Jim.Kiddoo@cpsa.ab.ca

About CPSA

CPSA is Alberta's medical regulator and responsible for overseeing the practice of medicine in Alberta. [Alberta's Health Professions Act \(HPA\)](#) grants physicians and physician assistants the privilege of profession-led regulation, which is carried out by CPSA.

Our work to guide the medical profession ultimately protects Albertans. This work includes:

- Registering physicians, surgeons, osteopaths, and physician assistants
- Supporting continuing competence and performance in practice
- Investigating and resolving complaints related to physicians and physician assistants
- Contributing to public policy affecting health care delivery
- Accrediting health facilities
- Engaging in evidence-based medical regulation, research and program evaluation
- Guiding professional conduct and ethical behaviour

CPSA is governed by a Council that includes physicians, public members and representatives from Alberta's medical schools. Public members are appointed by Alberta's Lieutenant Governor, while regulated members are elected by their professional peers. Also on Council are Alberta's two medical deans, medical learners and the past president who sit as observers. Dr. Scott McLeod, the Chief Executive Officer and Registrar, is responsible for the day to day operations of CPSA and leads a team of about 155 members in Edmonton.

To learn more about CPSA, please visit cpsa.ca.

Our Vision

Professional, ethical, and competent regulated members providing the highest quality care for all Albertans.

Our Mission

To serve and protect all Albertans, contributing to their health and wellness, by supporting and guiding regulated members to proudly provide high quality care together with healthcare partners and patients.

Our Strategic Directions

- **Highest Quality, Compassionate and Ethical Care** – Towards increasing the provision of excellent, regulated member care for all Albertans
- **Enhanced Partnerships** – Towards informed, engaged partners who help us provide quality care with Albertans
- **Proactive and Innovative Approach** – Towards being recognized as a leader and innovator in self-regulated professions who always strive for excellence
- **Anti-Racism and Anti-Discriminatory** – Towards becoming an anti-racism and anti-discrimination organization
- **Authentic Indigenous Connections** – Towards substantive and authentic connections and relationships that help us provide quality care in partnership with Indigenous Organizations

Project Definition

Introduction

The CPSA is looking at options for a VOIP system. We are currently running Telus Business connect combined with Zoom. We are looking at an all-encompassing solution that also works well with existing tools. We need to port existing phone numbers to the system as well as work with our Customer Experience team on front end call routing and recording. The CPSA would look at provider to offer multi sessions on user training and provide support after the fact for at least 6 months until the internal team could take over support.

Project Sponsor

The Chief Information Officer (CIO) of the College of Physicians & Surgeons of Alberta, Jim Kiddoo.

Business Sponsor

Jim Kiddoo, CIO, College of Physicians & Surgeons of Alberta

Deliverables

Key deliverables of the project are:

- A Voice, Video and Instant Message based system
- The ability for staff to see the status of other team members(presence).
- Voicemail to email translation.
- Training sessions for users
- Work with CPSA to install software and configure backend as needed.
- Migrate existing phone numbers.
- Integration with existing systems and software
- Easy ability to add and remove users by CPSA IT admin.
- Compatibility with Android, Windows and Apple devices
- Mobile device clients
- Built in collaboration tools.
- Call routing and forwarding both user based and multi level IVR with call queues including group memberships
- Ability to record all calls both video and voice on demand or configured automatically.
- Extensive call logs and reporting
- Business logic around IVR (templates, pre-recorded messages)
- Ability to block numbers routing based on times, day, inbound number and destination number
- Support for 1-800 phone lines

Major Phases and Activities of the Project

- Plan roll-out
- Setup training sessions
- Schedule installs if needed.
- Cut-over phone numbers and go live.
- Have support available for users.
- Additional training sessions as needed.

Other Resources

A number of resources will be available to assist with the project as needed including time and expertise from:

- System and Network Admin.
- Junior System Admin.

- Desktop Support
- IT Admin.

Proposals

To be considered, the proposal must contain:

- A business plan outlining in sufficient detail the methodologies to be considered for completing each phase of the work (ideally, a range of methodologies, with pros and cons, will be identified); and
- An estimate (or range) of the costs associated with each phase of the work.

Work on the project will start August 1st, 2023. The chosen consultant will work closely with CPSA staff to choose the specific elements and processes within each phase.

Success will be a plan that:

- lays the groundwork for CPSA's work required under the HPA (Health Professions Act);
- Is understood and endorsed by the CIO; and
- Identifies key measurable outcomes that will achieve CPSA's mandate.

The budget for the project management will depend on a complete solution as well as any integrations needed.

Project completion must be no later than **September 15th, 2023.**

Required Bidder Information

The following information should be included in your (your firm's) proposal to CPSA:

Firm Expertise

Describe the firm's expertise, qualifications and experience with respect to each aspect of the activities described in the project definition. Alternatively, describe the process by which you propose to select suitable individuals/firms to which you would subcontract such activities.

Firm Resources

Describe the expertise, qualifications and experience of each person who would be providing services to CPSA, including the proposed role of each individual.

Please include the biographies of all individuals who would be assigned to work on the project.

Describe any project management or administrative support that would be part of the firm's services to CPSA. If any portion of the project is to be done by subcontractors, please include in the pricing information.

Pricing Information

The proposals must include a detailed description of the basis for the charging of fees and expenses associated with the project.

Conflicts of Interest

The proposals must identify any potential conflicts of interest known to the firm that may affect the provision of services to CPSA.

References

Please include three references. References for similar projects and/or organizations similar to CPSA are preferred.

Proposal Process

Schedule

May 29 th , 2023	RFP will be made available to invited firms.
June 19 th , 2023	All proposals must be submitted to CPSA by 4 p.m. of this day.
June 30 th , 2023	Internal screening of proposals. CPSA will develop a short list of at least two firms whose references will then be contacted.
July 10 th , 2023	Short-listed firms will present their proposal in a virtual session.
July 17 th , 2023	Selection of the successful firm will be made and negotiation of terms of engagement undertaken. Other short listed firms will be notified.
July 31 st , 2023	The successful firm will start the project.

Proposal Requirements

Proposals must not exceed 15 pages in length, including all attachments and appendices.

Proposals are to be submitted in PDF format directly to CPSA via email, addressed to Jim Kiddoo, CIO, at Jim.Kiddoo@cpsa.ab.ca.

Selection Criteria

Proposals will be evaluated against the following criteria:

- Complete solution to identified needs
- Demonstrated expertise, qualifications and experience to meet the requirements set out in the project definition.
- Demonstrated understanding of the issues facing CPSA and the environment in which it operates.

Criteria	Weighting
Firm's qualifications and experience in similar work with the not-for-profit sector	20%
Facilitation experience working with staff and key stakeholders	20%
Fees and pricing	25%
Quality of the proposal, including approach, timeframes and work plan	35%

Those firms whose proposals are selected for further consideration may be asked to make a personal presentation to us and/or answer questions in advance of our final selection.

CPSA will not necessarily select the lowest cost proposal.

Proposal Conditions

Contingencies

This Request for Proposals (RFP) does not commit CPSA to award a contract. CPSA reserves the right to accept or reject any or all proposals or waive irregularities if CPSA determines it is in the best interest of CPSA to do so.

Acceptance or Rejection of Proposals

Proposals shall remain open, valid and subject to acceptance anytime up to three months after the proposal opening date and time. CPSA realizes that conditions other than lowest cost are important and will award contract(s) based on the proposal(s) that best meet the needs of CPSA.

Modifications

CPSA reserves the right to issue addenda or amendments to this RFP.

Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this proposal. It is the Proposer's responsibility to ensure that its proposal arrives on or before the specified time.

Incurred Costs

This RFP does not commit CPSA to pay any costs incurred in the preparation of a proposal in response to this request and Proposer agrees that all costs incurred in developing its proposal are the Proposer's responsibility.

Negotiations

CPSA may require the firms selected to participate in negotiations, and to submit cost, technical, or other revisions of their proposals as may result from negotiations.

Final Authority

The final authority to award contracts as a result of this RFP rests solely with CPSA.

Contact Information

All inquiries should be directed to the following individuals:

College of Physicians & Surgeons of Alberta
2700, 10020 – 100 St NW
Edmonton, AB
T5J 0N3

Name: Jim Kiddoo
Email: Jim.Kiddoo@cpsa.ab.ca