

Request for Proposals

Investigation Services - Professional Conduct



November 19, 2024

Contents

Purpose	2
About CPSA	2
Our Vision	2
Our Mission.....	2
Our Strategic Directions.....	3
Project Definition	3
Introduction	3
Project Sponsor.....	3
Deliverables	3
Number of Investigations Expected.....	5
Proposals.....	5
Proposal Process	7
Schedule.....	7
Proposal Requirements.....	7
Selection Criteria.....	7
Proposal Conditions	8
Contingencies.....	8
Acceptance or Rejection of Proposals	8
Modifications	8
Proposal Submission	8
Incurred costs	8
Negotiations.....	8
Final Authority	8
Contact Information.....	9
Appendix A – Example Investigation Report.....	9

Purpose

The College of Physicians & Surgeons of Alberta (CPSA) is seeking proposals from qualified proponents to provide professional services to support the Professional Conduct Department in investigating complaints received under Part IV of the [Alberta's Health Professions Act \(HPA\)](#). These services will support our commitment to protecting the public by ensuring our regulated members provide the highest quality of care for all Albertans.

About CPSA

CPSA is Alberta's medical regulator and responsible for overseeing the practice of medicine in Alberta. The 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, and medical learners who sit as observers. The Chief Executive Officer and Registrar is responsible for the day-to-day operations of CPSA and leads a team of about 160 members.

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

For more information on Complaints and the Complaints Process see [Complaints - College of Physicians & Surgeons of Alberta | CPSA](#)

Project Definition

Introduction

The College of Physicians & Surgeons of Alberta (CPSA) is seeking proposals from qualified proponents to provide professional investigation services.

Project Sponsor

Dean Blue, Director of Professional Conduct, College of Physicians & Surgeons of Alberta

Deliverables

Key deliverables of the services include:

1. Upon notice from the Complaints Director or Associate Complaints Director (Investigations) of an appointment to investigate a complaint the successful proponent shall:
 - a. Review all relevant materials provided by CPSA and develop an investigation

plan for the file. Investigation plans must be available (verbal or written) for review by CPSA upon request. This should include:

- i. defining the investigation's scope,
 - ii. identifying the goals of the investigation including,
 - i. the potential witnesses required for interview,
 - ii. outlining the applicable standards of practice/ codes of ethics and conduct/laws/rules;
 - iii. determining who will be overseeing and conducting the investigation, and
 - iv. setting an anticipated timeline for the investigation.
- b. The successful proponent is expected to conduct the investigation independently, however updates to CPSA are expected to occur regularly. The Alternate Complaints Director/Manager of Investigations and the Complaints Director are available for consultation when necessary.
 - c. Upon concluding an investigation, the proponent shall forthwith report the findings of the investigation to the Complaints Director and/or assigned Associate Complaints Director. The report shall be submitted in an electronic format, accompanied by the attachments indexed and placed in orderly corresponding manner.
 - d. The successful proponent shall, when deemed necessary by the CPSA, be available to attend hearings arising from investigations as a witness upon being served with reasonable and proper notice under the HPA.
 - e. The successful proponent acknowledges having read Section 63 of the HPA and understands that it has the discretionary powers set out therein. The successful proponent agrees to conduct itself within the authority and powers as contemplated by the HPA in carrying out its duties. Prior written authorization by the Complaints Director or assigned Associate Complaints Director is required for application to the Court of King's Bench for matters under Section 63 of the HPA or expanding the scope of an investigation.
2. Each investigation is **estimated** to take 40 to 60 hours and must be completed within 180 days without prior written approval of an extension.
- a. 2-4 hours for each interview which would include interview preparation, travel if required (virtual interviews are acceptable), and transcription of notes into a report by use of a transcription software at their own expense. (up to seven interviews may be required for complex files)
 - b. 3-5 hours of preparation, initial analysis of documents, communication and coordination with CPSA, witnesses and coordination of interviews
 - c. 3-5 hours of administrative process, quality control
 - d. 15-20 hours of investigation analysis and final report writing.

Note: CPSA will provide access to clinical expertise as part of an investigation where required; the proponent is not responsible for providing access to this service. Credibility assessments are only required when expressly requested at the sole discretion of CPSA.

3. The successful proponent will also provide project management, scope expertise as well as quality assurance on the higher risk investigations involving allegations related to scope of practice.
4. Deliver a comprehensive investigative report that meets CPSA's expectations (see Appendix A for directions on how to obtain example investigative reports).
5. 30 days after providing all information collected during the successful proponent's Investigation to CPSA, including their Investigation Report, the successful proponent agrees to permanently and conscientiously destroy or deliver to the CPSA and shall not keep in its possession or deliver to anyone else, any and all devices, records, data, reports, proposals, lists, correspondence, notes, confidential information, specifications, materials, equipment, and any other documents or property belonging to the CPSA, and all copies and reproductions thereof, which are in any way related to the Duties or which may have otherwise come into the proponent's possession.

Number of Investigations Expected

CPSA will guarantee thirty-five (35) investigations per year (minimum services required). Proponents must demonstrate staffing and methodologies to maintain a minimum capacity for up to ninety (90) investigations dispersed throughout the year.

Proposals

To be considered, the proposal must contain:

- Company profile and relevant experience;
- Qualifications of key personnel and minimum qualifications/training of staff to conduct investigations. This section must identify any current staff/resources associated with the proponent that may have a real or perceived conflict of interest with CPSA and include plans to identify and manage current and future potential conflicts
 - Please include a short paragraph outlining the biography of all individuals who would currently be assigned;
- Detailed methodology for conducting investigations including a narrative of why this methodology will meet the needs of CPSA;
- 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). Additionally please identify the number investigations you can complete per year (we guarantee 35 cases a year; there could be a minimum of 90 cases provided a year; higher stated capacities will be scored higher on evaluation);
- Fee structure and estimated costs must include:
 1. A proposed hourly rate for services provided; **and/or**
 2. A proposed rate based on a fixed price per service model;

AND

- Outline the proportions of administrative and investigative costs in each pricing model provided.
- At least 2 references from similar clients

The successful vendor is expected to begin work March 1, 2025, under an initial three-year contract for services with the potential for a 2-year contract extension at that time.

Success will be a plan that:

- lays the groundwork and recognizes CPSA's work required under Section 55(2)(d) and s. 63 of the *Health Professions HPA, RSA 2000, c H-7* ("HPA");
- acknowledges having read Section 63 of the *HPA* and understanding the discretionary powers set out therein. Agreement to conduct itself within the authority and powers as contemplated by the *HPA* in carrying out its duties.
- provides a quality assurance and quality control program for ensuring consistency and accuracy in investigations;
- mechanisms for incorporating feedback and continuous improvement;
- includes opportunities to minimize cost (e.g., providing for alternate Investigative Report options and pricing for cases unlikely to go to hearing after investigation is completed)
- adherence to recognized industry standards for investigative practices; and
- identifies key measurable outcomes that will achieve CPSA's mandate.

Proposal Process

Schedule

November 19, 2024	RFP posting
December 20, 2024	All proposals must be submitted to CPSA by 4 pm MST.
January 24, 2025	If required, CPSA may create a short list of proponents who will be notified of interest and the requirement to provide a proposal presentation.
Week of February 3, 2025	Short-listed proponents will provide a 30 min overview of their proposal in a virtual session and allow 30 mins for questions and answers.
February 17, 2025	The successful proponent will be notified. All unsuccessful proponents will be notified and an optional 30 min opportunity for a debrief will be provided.
March 1, 2025	Contract start.

Proposal Requirements

Proposals must not exceed **15 pages** in length, including all attachments and appendices. Proposals that exceed 15 pages will not be considered.

Proposals are to be submitted in PDF format directly to CPSA via email, addressed to Sarah Ink at sarah.ink@cpsa.ab.ca **on or before 4 PM MST December 20, 2024.**

Selection Criteria

Proposals will be evaluated against the following criteria:

Criteria	Weighting
Overall quality of the proposal and demonstrated understanding of CPSA's needs	10%
Proponent's qualifications and experience	15%
Staffing and Resources	25%
Proposed methodologies and capacities	25%
Fees and pricing	25%

Those proponents whose proposals are selected for further consideration may be asked to make a virtual 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 proponent 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 individual:

Sarah Ink
sarah.ink@cpsa.ab.ca
780-969-4956
College of Physicians & Surgeons of Alberta
2700, 10120 – 100 St NW
Edmonton, AB
T5J 0N3

Appendix A – Example Investigation Report

Interested proponents may receive two example Investigation Reports by contacting Sarah Ink at sarah.ink@cpsa.ab.ca.