

Request for Proposal

Accreditation Standards Evaluation and Feedback Training



August 7, 2025

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Purpose

The College of Physicians & Surgeons of Alberta (CPSA) is seeking proposals for a management consultancy group to conduct a comprehensive evaluation of the current format and content of CPSA's Accreditation Standards, to provide recommendations for their improvement, and to develop and deliver training to the Accreditation Department team members, contracted assessors, and its committees, on how to improve writing of standards, as well applying them within an audit framework. The focus of the work will be on assessing the complexity, length, relevance, comprehensibility, and accessibility of the standards for end-users.

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 regulated 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. 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 180 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

CPSA currently manages accreditation across 9 disciplines, encompassing 33 standard sets with over 3000 individual standards, each set averaging 100 pages. There is a desire for a structured evaluation of these standards and associated accreditation processes, and for targeted training on standard writing, maintenance, and application of audit principles, use of evidence and best-practices in assessment processes. The intention is to streamline the Standard development process, and the use of those standards, so that the accreditation process focuses on what is relevant to the CPSA's vision and mission.

The College of Physicians & Surgeons of Alberta (CPSA) is seeking proposals from qualified firms to conduct an evaluation of the Accreditation Standards with a focus on their complexity, length, relevance comprehensibility, and accessibility for end-users. The evaluation should explore the extent to which the current standards and their development, maintenance and revision processes align with the goals of:

1. Supporting high quality provision of health services in accredited facilities;
2. Patient and staff safety; and
3. Supporting knowledge-translation and continuous quality improvement in accredited facilities

Using the findings from the evaluation, the firm will provide training to program staff, contracted assessors, and accreditation committees focusing on standard-writing and appropriate application of audit frameworks relevant to CPSA's Accreditation services.

Project Sponsor

Fizza Gilani, Director of Accreditation of the College of Physicians & Surgeons of Alberta

Business Sponsor

Dr. Jeremy Beach, Assistant Registrar, Accreditation of the College of Physicians & Surgeons of Alberta

Deliverables

Key deliverables of the project are:

1. A detailed evaluation report on the current Accreditation Standards, addressing complexity, length, relevance, comprehensibility, and accessibility.
2. Presentation of findings to CPSA leadership, accreditation committee (Medical Facility Accreditation Committee) and department staff.
3. A training program, likely classroom-based, for Accreditation staff (in-person), contracted assessors (virtual), and committee members (virtual)focusing on standards drafting and audit framework application. The training sessions will be recorded. The emphasis may differ between these groups reflecting their differing roles.

Major Phases and Activities of the Project

- Initial consultation and review of existing standards and processes
- Stakeholder interviews and feedback gathering
- Comprehensive evaluation and analysis
- Development of training curriculum (or curricula) based on findings
- Delivery of first iteration of training sessions to staff, external assessors, and committees
- Final reporting and recommendations

Other Resources

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

- General standards for each of the 9 accreditation disciplines
- Subdomain supplementary standards
- Other data necessary for the evaluation
- Staff access for interviews and information gathering

Proposals

The proposal should be able to demonstrate the firm's expertise in healthcare accreditation and quality improvement, lay out the firm's previous experience on similar projects, and ability to meet project timelines and deliverables within the stipulated budget and timeline.

Please submit 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 include the components described under the required bidder information section.

Work on the project will start September 15, 2025. The chosen consultant will work closely with Accreditation department leadership to choose the specific elements and processes within each phase.

The maximum budget for the project is **\$163,000.00**, which must include all professional fees, subcontract fees (if applicable), expenses and taxes. CPSA is not exempt from GST.

Project completion must be no later than **March 31, 2026 with the initial evaluation results and presentation to occur by December 1, 2025.**

Required Bidder Information

The following information should be included in your proposal to CPSA:

Firm Expertise

Detail your firm's relevant experience in accreditation standards evaluation, healthcare quality, and training development. 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 you envisage 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

August 8, 2025	RFP will be made available to invited firms.
August 25, 2025	All proposals must be submitted to CPSA by 4 pm of this day.
August 31, 2025	Internal screening of proposals. Short-listed firms will present their proposal in a virtual session to selection committee.
September 5, 2025	Selection of the successful firm will be made and negotiation of terms of engagement undertaken. Other short-listed firms will be notified.
September 15, 2025	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 Accreditation@cpsa.ab.ca.

Selection Criteria

Proposals will be evaluated against the following criteria:

- 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.
- Demonstrated ability of the consultant to work cooperatively with diverse groups and individuals.
- Demonstrated qualifications and relevant experience in comparable work, particularly within the not-for-profit sector.
- Clear understanding of the project scope and objectives.
- Suitability and clarity of the proposed methodology and approach.
- Proven facilitation experience with boards, staff, and key stakeholders.
- Competitive and transparent fee structure and pricing.
- Overall quality of the proposal, including clarity, feasibility of timelines, and a well-defined work plan.
- Strength and relevance of references provided.

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. CPSA reserves the right to cancel, modify, or negotiate proposals.

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, 10120 – 100 St NW
Edmonton, AB
T5J 0N3

Fizza Gilani, Director, Accreditation
Accreditation@cpsa.ab.ca