

Request for Proposal

Treatment and Counselling Program Administrator



October 16, 2025

Contents

Purpose.....	2
Legislative Context and Compliance Considerations	2
Program Volume and Current Case Distribution	3
About CPSA	3
Project Definition	4
Deliverables.....	5
Major Phases and Activities of the Project.....	5
Contract Award Structure	5
Required Bidder Information	6
Proposal Process.....	7
Schedule	7
Proposal Requirements	8
Selection Criteria	8
Proposal Conditions.....	8
Contingencies	8
Acceptance or Rejection of Proposals	9
Modifications	9
Proposal Submission	9
Incurred costs	9
Negotiations	9
Final Authority	9
Contact Information	9

Purpose

The College of Physicians & Surgeons of Alberta (CPSA) on behalf of interested Alberta health profession regulators, invites proposals from qualified vendors to **provide administrative services for the Treatment and Counselling Program** established under Part 8.2 of the *Health Professions Act* of Alberta (HPA) and the *Funding for Treatment and Counselling Regulation* of Alberta, AR 256/2020 (FTC Reg).

This Request for Proposal (RFP) represents an opportunity for vendors to provide services that support patient relations programming and complaint-related counselling administration across up to 29 health profession regulatory Colleges in Alberta. CPSA is acting as the lead facilitator for this process; however, individual Colleges retain the discretion to participate or contract independently based on their organizational needs and patient caseload.

The selected vendor will ensure continued delivery of compliant, compassionate, and efficient administration of the program, starting January 1, 2026.

For more information on the HPA, please refer to this link [Health Professions Act](#) and the [Funding for Treatment and Counselling Regulation](#).

Legislative Context and Compliance Considerations

In summary, under the HPA:

1. Section 135.6 mandates that Colleges maintain a patient relations program.
2. Section 135.9 (1) mandates Colleges must provide funding for treatment or counselling for eligible patients.
3. Section 135.9 (3) allows a College to appoint one or more persons to assist with the administration of the fund.
4. Section 3 of the FTC Regulation requires Colleges to provide all information a patient needs to make a request for and access funding.
5. Section 5 of the FTC Regulation affirms that patients may choose treatment or counselling from either regulated health professional or an unregulated counselling professional.
6. Section 3 of the HPA provides that the Colleges must carry out its activities in a manner that protects and serves the public interest.

Accordingly, the Program Administrator(s) must design and deliver services that:

- Support patient access to appropriate counselling and treatment resources.
- Include information about both regulated health professionals and unregulated counselling professionals which is defined as a member of the Association of Counselling Therapy of Alberta (ACTA).
- Facilitate patient empowerment and therapeutic choice, allowing flexibility to change providers if needed.
- Maintain compliance with the HPA and FTC Reg.
- Provide administrative services for the Treatment and Counselling program.

Program Volume and Current Case Distribution

The Treatment & Counselling Program has been required since April 2019. As of September 2025, there have been 70 total cases across nine participating regulatory organizations who are currently under contract with an external administrator. Of these:

- 41 cases are active, and
- 29 cases are closed.

# of Cases per College	Org #1	Org #2	Org #3	Org #4	Org #5	Org #6	Org #7	Org #8	Org #9	Total
Active	13	1	0	6	5	12	1	1	2	41
Closed	16	1	1	2	2	0	0	6	1	29
Total	29	2	1	8	7	12	1	7	3	70
% of Total	41%	3%	1%	11%	10%	17%	1%	10%	4%	100%

CPSA (Org #1) manages the largest caseload (41% of all program cases). Vendors should have administrative capacity to manage current volumes plus possible future increases.

The successful vendor has the opportunity to enter into multiple separate agreements with Alberta health regulators.

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

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

Project Definition

Introduction

The successful Proponent(s) will provide administration and oversight of the Treatment and Counselling Program, including but not limited to:

A. Program Administration

- Intake, verification, and activation of files upon notification from participating regulators.
- Management of fund disbursement and reimbursement in accordance with HPA and FTC Reg.
- Reimburse complainants for eligible expenditures where the individual utilizes their own service provider.
- Direct communication with patients about eligibility, balances, and remaining funds.
- Secure handling of all personal health information.

B. Reporting and Transparency

- Minimum of quarterly reporting to each regulator for their patient activity.
- Detailed breakdowns of fund utilization, balances, and administrative fees.
- Reporting for each patient as required under the HPA and FTC Reg.

C. Technology and Portal Requirements (optional)

- Secure, web-based portal for initiation, tracking, and closure of patient files.
- Accessibility features ensuring inclusive use for diverse patient populations.
- Regulator platform to review account details.
- Patient platform for viewing and submitting expenses.

D. Financial Management

- Separate accounting of funds for each participating regulator.
- Separation of patient funds and administrative fees.
- Billing for each participating regulator.

E. Regulatory and Legal Compliance

- Operate in alignment with Sections 135.6–135.9 of the HPA and the FTC Regulation.

F. Transition Planning

- Develop and implement a clear transition strategy from the current external administrator.
- Maintain patient service continuity with minimal disruption.
- Collaborate with each participating College on communications to affected patients.

Deliverables

Key deliverables of the project are:

Deliverable	Description
Program Establishment Plan	Detailed plan for intake, payment, reporting, and communication processes.
Operational Portal (optional)	Secure online platform for case and funding management. - Secure online patient platform - Regulator platform
Reporting Package	Standardized reports for regulators. Reporting to patients.
Transition Plan	Continuity plan for transfer from current external administrator.
Training and Onboarding Materials	Guidance for regulators.

Major Phases and Activities of the Project

Phase	Activities	Timeframe
1. Planning and Mobilization	Vendor onboarding, project plan development, data migration preparation. Alberta regulators will be provided with the option to enter into separate agreements with the selected vendor.	Dec 2025
2. Transition and Implementation	File transfer, portal setup (optional), system testing, training.	Dec 2025
3. Program Launch	Go-live and initial reporting.	Jan–Mar 2026
4. Evaluation and Optimization	Review outcomes and refine processes.	Q2–Q4 2026

Contract Award Structure

CPSA anticipates one or more awarded contracts to ensure coverage and flexibility across Alberta's Colleges.

This RFP provides an opportunity, not an obligation, for regulators to participate independently.

Required Bidder Information

The following information should be included in your proposal:

Proponent Overview

Provide a brief overview of your organization, including:

- Legal name, business address, and year of incorporation;
- Description of primary business activities;
- Organizational structure and ownership; and
- Identification of key personnel who would be charged with responsibility for daily operations of the program (account representative).

Corporate Experience and Capability

Demonstrate your organization's relevant experience in providing similar services.

Include:

- Description of comparable projects completed within the last **five (5)** years;
- Experience administering counselling, treatment, or health-related funding or support programs;
- Capacity to operate in a multi-regulator environment;
- Description of any subcontractors, partners, or affiliates and their respective roles; and
- Examples of innovation or process efficiencies achieved in prior projects.

Provide at least **three (3) client references** (include organization name, contact person, email, phone number, and a short description of services provided).

Understanding of Requirements

Demonstrate a clear understanding of:

- The objectives and context of this RFP;
- The legislative and regulatory framework (HPA, FTC Regulation, and related provisions); and
- Key challenges and success factors in administering a multi-stakeholder treatment and counselling program.

Approach and Methodology

Describe in detail your approach to delivering the services, including:

- Proposed program administration model, intake process, and patient communication plan;
- Technology and system design, including data security and privacy safeguards;
- Ability to provide access to funding to individuals with varying levels of technology access and familiarity to ensure broad accessibility;

- Reporting to eligible patients and regulators; and

Your methodology should demonstrate scalability and flexibility to support multiple participating regulatory Colleges.

Transition Plan and Schedule

Provide a detailed work plan outlining key phases, milestones, and deliverables.

Indicate:

- Anticipated timeline for each activity;
- Communication and coordination processes with CPSA and participating regulators;
- Communication with existing patients in the program; and
- Identification of critical dependencies or risks and proposed mitigation strategies.

Financial Proposal

Submit a separate section labeled "Financial Proposal" that includes:

- Detailed pricing structure and fee schedule (administrative fees, per-case fees, setup costs, etc.) covering a period of three years;
- Any tiered pricing options or economies of scale for multi-regulator participation;
- Proposed invoicing and payment terms;
- Any assumptions underlying the pricing model; and

All prices must be quoted in Canadian dollars.

Value-Added Services

Provide an overview of any additional Value Add services your organization deems relevant. Include any associated costs.

Proposal Process

Schedule

October 16, 2025	RFP will be made available.
October 24, 2025	Questions due to CPSA by 9:00 a.m. MST.
November 5, 2025	All proposals must be submitted to CPSA by 4:00 p.m. MST.
November 6-14, 2025	Internal screening of proposals. A short list of at least two firms will be prepared.
November 24, 2025	Short-listed firms will present their proposal in a virtual session to a committee representing the health regulators.

November 28, 2025	Final vendor will be identified, and references will be contacted. Pending references outcome, selection of the successful firm will be made and negotiation of terms of engagement undertaken. Other short-listed firms will be notified.
December 1-5, 2025	Contracts signed.
December 2025	Communication of new administrator to existing patients. Transition activities commence.
January 1, 2026	The successful firm begins administering the program.

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 Sarah Stelmack at Sarah.Stelmack@cpsa.ab.ca

Selection Criteria

Proposals will be evaluated against the following criteria:

Criteria	Weighting
Corporate Experience & Capability	25%
Understanding of Requirements	20%
Approach & Methodology	20%
Transition Plan & Schedule	10%
Financial Proposal	20%
Value-Added Services	5%

Those firms whose proposals are selected for further consideration may be asked to make a presentation 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 and other Alberta health regulators.

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 with CPSA as a result of this RFP rests solely with CPSA.

The other Alberta health regulators have the option to enter into a separate contract with the selected vendor.

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

Sarah Stelmack, Director Corporate Services
Sarah.Stelmack@cpsa.ab.ca