

## REQUEST FOR PROPOSAL

# Subject Matter Expert on Quality Assurance Assessment Mechanisms in Professional Regulation

From: British Columbia College of Oral Health Professionals

For the Submission Period: February 27 - March 19, 2024

### Introduction

The purpose of this Request for Proposal (RFP) is to solicit the best overall proposal for a consultant to provide subject matter expertise on quality assurance (QA) assessment mechanisms to support the development of a modernized QA program for the BC College of Oral Health Professionals (BCCOHP). The successful consultant will provide BCCOHP objective expertise on the strength and merits of various QA program components and assessment mechanisms based on current research and grey literature, as well as best practices in professional regulation.

### About our organization

BCCOHP is the regulatory college for 16,000 oral health professionals and is the second largest health regulator in the province. BCCOHP oversees six oral health professional types: certified dental assistants, dental hygienists, dental technicians, dental therapists, dentists, and denturists. BCCOHP protects the public in three main ways:

- by ensuring that oral health professionals are able to practice competently;
- by setting expectations for the delivery of safe and patient centered oral health care; and,
- by investigating complaints about oral health professionals.

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BCCOHP was formed on September 1, 2022, through an amalgamation of four regulatory colleges:

- College of Dental Surgeons of British Columbia
- College of Dental Hygienists of British Columbia
- College of Denturists of British Columbia
- College of Dental Technicians of British Columbia

BCCOHP is governed by a 12-member board made up of six oral health professional members and six public members. The Board is responsible for ensuring that the organization's mandate – regulation of oral health care in the public interest – is carried out effectively and efficiently on behalf of the public.

## Project Background

BCCOHP's Quality Assurance Program helps ensure the public is well-served by competent oral health professionals. Following the amalgamation of the four oral health regulatory colleges, the pre-existing QA programs from each of the legacy colleges were carried over to BCCOHP unchanged. As a result, there is considerable variation between the criteria, processes, and requirements for regulated oral health professionals in BC, and each program has different internal resourcing requirements.

The development of a new QA program is an important component of BCCOHP's [Strategic Plan](#). It aligns with BCCOHP's vision and mission of reimagined oral health care oversight and regulatory leadership that collaboratively builds public confidence in the delivery of safe, ethical, and competent team-based oral health care. Establishing a single QA program for all oral health professionals also aligns with the organization's strategic focus of unified regulatory functions and is expected to support the organization's focus on anti-discrimination practices, and Indigenous cultural safety and humility.

This project gives BCCOHP an opportunity to create a modernized program that incorporates appropriate components to support quality practice for all oral health professionals and the public they serve. The program should aim to respect and support all members of the oral health team in their pursuit of safe care and foster public confidence that oral health professionals remain current and competent over their career span. The modernized program must also align with the [Health Professions Act](#) as the currently prevailing regulatory legislation,

but also proactively align with the [Health Professions and Occupations Act](#) which is expected to replace the *Health Professions Act* in future.

## Scope of Work

### 1. Research: Evidence Gathering, Appraisal and Synthesis

The successful consultant will leverage their expertise to source relevant objective research and credible grey literature to evaluate the strength and merits of a variety of QA program components and assessment mechanisms commonly used in professional regulation (e.g., quantified mandatory continuing education, self-assessments, peer-assessments, multisource feedback, practice observations, inspections, knowledge assessments). They will synthesize the state of evidence into a literature review and executive summary that will be used by BCCOHP for internal and external purposes and communications. Separately, they will also provide written recommendations on QA programming options for BCCOHP, while considering the state of evidence, best practices, the number of professionals regulated by BCCOHP, the range of practice contexts amongst oral health professionals, feedback from oral health professionals and patients/public, inherent risks, and operational logistics.

### 2. Presentations

Drawing on experience in a relevant field of research, the successful consultant will also serve as an objective and established expert advisor to support BCCOHP's program design, decision making and change management. To this end, the successful consultant will prepare and deliver presentations to convey the state of evidence and relevant recommendations for a variety of audiences\*, which may include:

- BCCOHP's staff and executive team
- BCCOHP's [QA Working Group](#) and [QA Committee](#)
- BCCOHP's Board
- Oral health professionals (e.g., webinar)

*\*The exact number of speaking engagements, timing and duration is to be confirmed.*

## Instructions to Respondents

### General

All respondents shall follow the submission procedures listed in this document. Respondents are advised to read and follow the procedures required by this RFP carefully as any deviation from these requirements may be cause for rejection from the selection process.

### Schedule/timeline of the RFP process

The following chart provides a proposed schedule and timeline for the RFP process, along with proposed timeframes for key deliverables, which are subject to change in consultation with the successful proponent:

ACTIVITY	TIMELINE
RFP Issue Date	February 27, 2024
RFP Close Date	March 19, 2024
Consultant Selected and Project Commences	April 2, 2024
Literature Review Submitted	May 7, 2024
Delivery of Presentations	June-December 2024
Project Completed (all agreed upon deliverables)	December 2024

### Contact Information

All questions, respondent contact for the RFP, and submissions should be directed via email to: [QAWorkingGroup@oralhealthbc.ca](mailto:QAWorkingGroup@oralhealthbc.ca)

### Key Facts for Submission

Responses to this RFP are to be submitted electronically in PDF format and are due by **5 p.m. (PT), Tuesday March 19, 2024**. Responses received after this closing time will not be accepted. BCCOHP may elect to extend the closing time at its sole discretion.

All costs associated with the preparation and submission of the proposal will be borne solely by the respondent.

This RFP is not an agreement to engage in consulting services. BCCOHP is not bound to enter into a contract with any respondent. Responses will be assessed in light of the qualification review criteria. BCCOHP will be under no obligation to receive further information, whether written or oral, from any respondent.

## Proposal Submission Requirements

BCCOHP requires all submitted proposals to include the following components:

- **Title Page** – Please include the RFP title, respondent name, address, email address, and telephone number (and the name, title, and email address of the contact person, if someone other than the named respondent).
- **Table of Contents** – Please include page numbers for the four (4) sections identified below.
- **Section 1: Portfolio of Relevant Work History** – A description of similar consultancies which demonstrates how the respondent’s work experience meets the requirements for this project.
- **Section 2: Respondent Information** – A curriculum vitae which includes a brief history of the named respondent’s educational credentials, relevant work and research experience, and relevant academic appointments (if applicable). If the named respondent is part of a research firm, a summary describing the firm’s number of years in business, description of expert service offerings, and office location(s) is also to be included.
  - **Note:** if respondents wish to include brochures and/or white papers that describe their services to support their submission, please attach these as an appendix to the proposal.
- **Section 3: Client References** – Each respondent will provide two (2) client references for themselves (or their organization) for similar consulting contracts undertaken, to be accompanied by an applicable contact’s name, title, email address and phone number.
- **Section 4: Pricing** – The cost proposal must provide a complete picture of the costs associated with the consultancy for this project, including any up-front fees, retainment costs, and/or hourly rates. Given that the number of speaking engagements for this project is to be confirmed, pricing for presentation preparation and delivery is expected to be provided via an hourly rate.

## Steps in Evaluating Proposals

A three-step evaluation process will be followed. Responses deemed unsatisfactory at any step in the evaluation process may not advance to the next step. The following provides an explanation of this three-step evaluation process:

### **STEP 1: Review of Proposal Submission Requirements**

The first step of the evaluation process will be to assess fulfillment of the proposal submission requirements identified above, including timeliness and completeness.

### **STEP 2: Determining Short-list**

Proposal submissions will be evaluated by BCCOHP, with the respondent's expertise and experience on similar projects as the primary consideration. A strong background conducting research on assessment mechanisms and programming that can be applied to quality assurance contexts is necessary, with preference given to respondents who hold a doctoral credential. Previous experience with professional regulation is also an asset. The reasonableness of the respondents' cost projections will be an important secondary consideration.

### **STEP 3: Interviews, Reference Checks and Final Pricing Review**

The final step of the evaluation process will be to hold virtual interviews with the short-listed respondents and conduct reference checks. In this final step, pricing may be the determining factor between two respondents with comparable evaluation scores, given that both have good references.