COLLEGE OF
**PHYSIOTHERAPISTS**
*of* ONTARIO

# REQUEST FOR PROPOSAL: QUALITY ASSURANCE SOFTWARE

The College of Physiotherapists of Ontario ("College") is inviting submissions to provide Quality Assurance assessment/evaluation tool. We are not seeking a custom-built solution, but instead we require an off-the-shelf product that can meet our needs outlined below.

Submissions must be received by **May 28, 2025.**

**About the College**
The College of Physiotherapists of Ontario is the regulatory body responsible for registering and governing the 12,400+ physiotherapists in Ontario. The College's mandate is to protect the public interest by ensuring that College registrants are qualified, competent, and ethical practitioners.

**Project Background, Description, Requirements and Deliverables**
The College's Quality Assurance program is run virtually and is designed to help identify knowledge gaps in a physiotherapist's practice. By doing so, the College can help physiotherapists make improvements to their practice. The program contracts approximately 45 physiotherapists for the assessor role. They will be using the software to conduct the interviews and the assessments.

**The Quality Assurance Program includes two main components:**

1. **Screening Interview** – a one-hour video interview where a PT discusses real-life examples of their practice with a trained assessor. The vast majority of PTS going through the program (around 1000 annually) only complete this component. There is no cost to the PT for this interview. Results are confidential. If a PT is facing a personal challenge, they can request a deferral or extension. This part of the program has a pass score. After the interview, the assessor completes a report that will be reviewed by College staff and shared with the physiotherapist.

2. **Assessment** – a more in-depth review that may follow if the screening interview indicates a need for further evaluation. Approximately 3-5% of PTS who go through the Screening Interview per year are required to complete this longer (2 hours) virtual interview. There is no cost to the PT for this assessment. Results are confidential. If a PT is facing a personal challenge, they can request a deferral or extension. This section of the interview does not have a pass or fail score. Results are documented in a report and reviewed by the physiotherapist, College staff and the Quality Assurance Committee.

***The virtual Screening Interview process includes:***

**1. Selection & Pre-Interview Questionnaire**
- PTs who have been registered for at least two years and provide patient care are eligible.
- Selected PTs receive an email from the CPO with a link to a pre-interview questionnaire.
- The questionnaire includes multiple-choice questions to encourage reflection on standards and resources.

**2. Assessor Matching & Conflict of Interest**
- The CPO matches the PT with a trained assessor.
- PTs must declare any conflicts of interest with the assessor.

**3. Scheduling the Screening Interview**
- The assessor contacts the PT to schedule the interview.
- The assessor must share the interview date with the College
- The virtual interview is conducted by video conference and lasts approximately 60 to 75 minutes.

**4. Completing the Record Keeping Checklist**
- PTs select and review a patient record using the College's Record Keeping Checklist.
- The checklist is uploaded to the PT Portal at least one week before the interview.

**5. Preparing for the Screening Interview**
- PTs review the screening interview questions and prepare real-life examples to discuss.
- The interview is behavior-based, focusing on how PTs apply knowledge in practice. This is done virtually. At times, there is a need to record the screening interviews.

**6. Completing the Interview & Receiving Results**
- The interview is conducted, and the assessor submits a completed report to the College.
- Scoring is applied to the report once it is submitted by the assessor
- Each item is scored as **yes**, **no**, **partial** or **not applicable. Yes** scores equal one. **Partial** and **no** scores equal zero.
- A report that includes the assessor's comments and scores are available in the PT Portal within two to three weeks.
- If further information is needed, the PT may be required to complete a full virtual assessment

*The virtual Assessment includes:*

If the screening interview indicates a need for further evaluation, the PT is selected for a full assessment.

**Components of the Full Assessment:**
1. **Document Review**
   o PTs submit online five patient records, written policies, and completed policy checklists
   o The assessor uses a record keeping checklist with 40+ items is used to score each item, **yes**, **no**, or **not applicable**. The scoring reflects that the physiotherapist's records contain or do not contain the necessary information required by the College's standards.
   o The assessor answers four questions about the PT's written policies and completed checklists.

2. **Two-Hour Video Interview**
   o Conducted by video conference, using behavior-based questions
   o Half the interview is based on one of the patient records submitted and the other half of the interview is based on real-life examples
   o PTs are permitted a 5-10 minute break between each half of the interview.

3. **Feedback and Support**
   o Following the interview, the assessor has one week to submit their completed report that will be reviewed by College staff
   o
   o Each interview item is scored as **yes**, **no**, **partial** or **not applicable. Yes** scores equal one. **Partial** and **no** scores equal zero.
   o Within 2-3 weeks, the PT receives a report with feedback. The report includes the scoring and notes for the record keeping checklist, review of policies and the scoring and results of the interview questions.
   o The PT has 30 days to respond and provide additional information.
   o Although there are scores and comments within the report, there is no predetermined pass score. The Quality Assurance Committee reviews the report and the PT's response to determine any follow-up actions, such as additional learning or support

**The vendor should propose an off-the-shelf software (with the ability for limited customization) that can meet the needs below. We are not entertaining a custom-built solution.**

**Your proposal should include:**
- An executive summary
- Long (purpose), medium (objective, priorities) and short (action plans) term components

- Actionable and measurable outcomes
- Resources and best practice recommendations
- Project plan and timelines
- Associated costs

**Overview of Requirements**

The selected software will:

- Integrate with Microsoft Dynamics 365 CRM
- Send information to Dynamics - integration
- Utilize AZURE SSO Logins
- Have the ability to generate reports and export data outside of the integration with Microsoft Dynamics
- Recordings of sessions to be stored within the system and you have an option to download it.
- Have a TEST Environment for updates/releases to be tested by the College.

- Meet security and confidentiality needs, including protecting the security of the Screening Interview and Assessment content/questions - PHIPA compliant
- Provide vendor support as required 24/7 to client, assessors using the system, and PTs being assessed
- Be able to provide a user experience in both English and French
- Integrate with SharePoint as required
- Allow for a positive user experience by College staff and assessors, including being accessible, AODA compliant, works with MAC and PC
- Permits uploading and downloading of documents, as well as the ability to lock documents
- Allow for automated emails and reminders, including sending out attachments (PDFs or Word documents)
- Has scoring and note taking capabilities that include grammar and spelling correction
- Provide capability for video recording, archiving, including file formats such video, audio, PDF, Excel and other
- Allow for the ability for administrators to change the content on demand

**Proposed Timeline**

- Proposal Released: **May 7, 2025**
- Proposal Submission Deadline: **May 28, 2025**
- Interview shortlisted Vendor: **June 13, 2025** – Only shortlisted vendors will be contacted
- Contract awarded: **June 25, 2025** – only the winning vendor will be contacted

**Submission Requirements**

1. All proposals will be treated in confidence.
2. Quoted prices and discounts should be guaranteed for at least 120 days from the due date.
3. Proposals should be succinct yet comprehensive and include:
   ❖ Background information on the vendor that will support the project.
   ❖ An outline of the vendors proposed approach to strategic planning.
   ❖ The defined components of the process and a timeline for completion of each part of the process.
4. Identification and qualifications of the project lead and individuals involved.
5. The costs associated with each part of the project.
6. A minimum of 3 references, including name, position, organization, phone and email contact information.
7. A sample of the vendor's work.

**Budget Guidelines**
The proposal must include a detailed breakdown of the project components, including:
- Approximate number of days proposed and cost for:
  a) the background review and work
  b) draft recommendation and action plan
  c) the implementation, testing and launch of the software
  d) training College staff to use the software

**Vendor Selection Criteria (criteria is subject to change)**
a. Demonstrated expertise and experience in cybersecurity
c. Quality of previous work
d. Thoroughness/quality of the submission
d. Reasonableness of cost
e. Ability to meet timelines as determined
f. Demonstrated understanding of the regulatory environment

**General Terms of Proposal Process**
- The project will be tendered at the discretion of the College.
- Nothing in this request for proposal mandates that the College is obliged to award a contract under this RFP.
- The College shall not be responsible for any costs involved in or associated with preparing the submission or any meeting, discussion or negotiation following submission that could lead to acceptance of the proposal.

**Deadlines**
Anticipated timeline for project completion: **December 15, 2025**

Proposals must be submitted on or before **May 28, 2025** to:
    Tom Aitas, IT Manager
    IT@collegept.org

    All enquiries related to this RFP should be directed, by email only to Tom Aitas at
    IT@collegept.org.

We look forward to receiving your response. Only those moving on for an interview will be contacted.