



REQUEST FOR PROPOSALS (RFP)

Educational Services - Building Capacity in Long-Term Care to support the Implementation of RNAO's Palliative and End-of-Life Clinical Pathways

**Reference No:
RFP-2023-11**

IMPORTANT DATES & TIMES:

RFP Issue Date: Wednesday November 15, 2023

Deadline for Inquiries: Wednesday November 29, 2023

Proposal Closing Date: Friday December 8, 2023

Proposal Closing Time: 4:00 p.m. Eastern Time (ET)

Contact: Rita Wilson | 416-408-5591 | rwilson@RNAO.ca

Table of Contents

1.0 INTRODUCTION AND SCOPE OF SERVICES	4
1.1 Introduction and Purpose	4
1.2 BACKGROUND	4
1.3 Scope of Services	4
1.4 Schedule	5
1.5 Term of Agreement	6
2.0 INSTRUCTIONS TO PROPONENTS	6
2.1 RFP Inquiries	6
2.2 Proposals	6
2.3 Cost of Proposal	6
2.4 No Claim	6
2.5 Submission	6
2.6 Late Submissions	6
2.7 Acceptance or Rejection of Proposals	7
2.8 No Binding Agreement until Execution of a Contract	7
2.9 Notice of Award	7
2.10 No Advertising of Relationship	7
3.0 PROPOSAL CONTENT REQUIREMENTS	7
3.1 Proponent Information Form	7
3.2 Executive Summary & Statement of Understanding of Services	7
3.3 Company Overview / Profile	8
3.4 Proponent’s Team	8
3.4.1 Organization Chart	8
3.4.2 Resumes	8
3.3 Experience and References	8
3.6 Capacity	Error! Bookmark not defined.
3.7 Approach & Methodology	9
3.7.1 General Approach and Methodology	9
3.7.2 Tools and Methodologies	9
3.8 Anticipated Schedule	9

3.9 Fees.....	9
3.10 Value-Added Services.....	9
4.0 EVALUATION AND SELECTION	9
4.1 Evaluation Committee.....	9
4.2 Evaluation Process.....	10
4.2.1 Pass / Fail Test:	Error! Bookmark not defined.
4.2.2 Detailed Evaluation:	Error! Bookmark not defined.
4.3 Evaluation Criteria	10
4.4 Additional Information	10
4.5 Interviews/Presentations.....	10
4.6 Negotiation of Contract and Award.....	11
4.7 Consulting Services Agreement	11
5.0 SCHEDULE A – PROPONENT INFORMATION FORM	12
6.0 SCHEDULE B– FINANCIAL PROPOSAL FORM.....	13

1.0 INTRODUCTION AND SCOPE OF SERVICES

1.1 INTRODUCTION AND PURPOSE

The Registered Nurses' Association of Ontario (RNAO) invites detailed proposals from organizations with proven expertise in developing and delivering palliative and end-of-life (EoL) care curriculum for the long-term care (LTC) sector ("Proponents").

Proponents interested in this opportunity are invited to submit a Proposal.

1.2 BACKGROUND

The Registered Nurses' Association of Ontario (RNAO) is the professional association representing registered nurses, nurse practitioners and nursing students in Ontario. Since 1925, RNAO has advocated for healthy public policy, promoted excellence in nursing practice, increased nurses' contribution to shaping the health system, and influenced decisions that affect nurses and the public they serve. RNAO's Best Practice Guidelines (BPG) Program is funded by the provincial government to develop, disseminate, and actively support the uptake and sustainability of evidence-based practices and to evaluate their impact on patient, organizational, and health system outcomes.

RNAO has actively promoted clinical excellence through evidence-based practice in the LTC sector for two decades. Across the province, many LTC homes have implemented RNAO's BPGs and optimized outcomes for residents, staff, and their health care facilities. To advance this work, RNAO has recently partnered with PointClickCare, the predominant vendor of electronic medical record systems in the LTC sector, to facilitate access to a digital version of the BPGs called RNAO Clinical Pathways™ ("Product"). By definition, a clinical pathway is a decision support resource used to reduce variation, improve quality of care, and maximize the outcomes for specific groups of patients.

In partnership with PointClickCare, RNAO launched a province-wide initiative in the Spring of 2022 to disseminate its digitized clinical pathways to Ontario's 626 LTC homes. By using the RNAO Clinical Pathways, embedded within the PointClickCare technology, nurses and other health providers in LTC homes will:

- Leverage standardized evidence-based assessments and interventions to support clinical decision making.
- Engage with residents and their families and the multi-disciplinary team to co-develop evidence-based and resident-centric care plans.
- Enrich communication among the multi-disciplinary team, residents and their families.
- Improve resident outcomes and eliminate unnecessary hospital admissions and readmissions.

The RNAO Palliative and EoL Care Clinical Pathways will be available in the Spring of 2024. As part of the pre-implementation activities, RNAO would like to offer educational workshops to all participating LTC homes that build capacity for a palliative approach to care.

1.3 SCOPE OF SERVICES

The main deliverable is a 2-day in-person workshop intended for clinical staff (both RNs and RPNs) and palliative care champions and educators employed in the LTC homes participating in the RNAO Clinical Pathways program. The workshop must include two interactive, hands-on curricula that teach key components of a palliative approach to care informed by the RNAO BPGs:

- [A Palliative Approach to Care in the Last 12 Months of Life](#)
- [End-of-life Care During the Last Days and Hours](#)

The scope of this deliverable is further defined below:

1. Collaborate with RNAO’s Project Team, Communications Department and IM/IT Department to develop two interactive, hands-on curricula by March 31, 2024 for a 2-day in-person workshop that covers the most important facets of palliative and EoL care that cannot adequately be addressed via eLearning.

a) Curriculum #1

Day 1: (7 hours)

- Differences between palliative and EoL.
- Palliative approach to care
- Signs and symptoms that a resident is progressing from palliative to EoL
- Pain and symptom management
- Communication strategies to engage residents/families in complex conversations
- Advance care planning (ACP) and the role of Substitute Decision Makers in Ontario
- How, when and where to document ACP wishes in the health care record
- Informed consent vs living wills/advance directives

Day 2: (first 2 hours)

- Various expressions of grief and the grieving process
- Cultural traditions and grief
- Supporting staff and other LTC home residents experiencing grief and bereavement
- How to find and refer families to grief and bereavement supports in their communities

b) Curriculum #2

Day 2: (4-5 hours)

- Customized content (e.g., presentation, case scenarios, interactive activities) to train the trainers (i.e., in-home educators) who will deliver the same palliative and EoL care content to their clinical and non-clinical staff.

2. Engage appropriate instructors to facilitate the 2-day workshops at an appropriate venue in Toronto. The workshops will be repeated multiple times (i.e., 6-12 times for a total of 12-24 days) between April 2024 and December 2025.

3. Provide relevant educational and community resources.

4. Provide educational hours certificates and or certificates of attendance.

5. Develop an evaluation plan with key metrics to evaluate the effectiveness of the 2-day workshops and in-home education sessions.

6. Execute the evaluation plan and provide RNAO with a formal PowerPoint presentation of the findings for each workshop.

1.4 SCHEDULE

Activity	Date
RFP Posted	November 15, 2023
Deadline for RFP Inquiries	November 29, 2023
RFP Closing	December 8, 2023 @ 4 PM (ET)

RFP Award Date	January 12, 2024
----------------	------------------

1.5 TERM OF AGREEMENT

The initial term of any agreement resulting from this RFP will be for a two (2) year period. However, RNAO reserves the right to extend the agreement for subsequent one (1) year terms, subject to the mutual agreement of both RNAO and the selected company.

2.0 INSTRUCTIONS TO PROPONENTS

2.1 RFP INQUIRIES

All questions or inquiries concerning this RFP must be submitted before 4 p.m. (ET) on November 29, 2023 by **EMAIL** to Rita Wilson at rwilson@RNAO.ca. An email response to the inquiry will be provided by RNAO.

2.2 PROPOSALS

Proponent’s Proposals should be complete, clear, consistent, and well organized to facilitate evaluation. Refer to RFP Section 3.0 (Proposal Content Requirements) for information required to be provided in your Proposal.

All pricing should be net and stated in Canadian Funds, with Goods & Services Tax (and Provincial Sales Tax, if applicable) shown separately, and shall remain FIRM for the duration of the project. All other applicable taxes and other costs are to be included in the net price.

Proposals must be received no later than the RFP closing date and time (the “Proposal Closing”) as stated in Section 2.4 and referenced on the title page of this RFP.

2.3 COST OF PROPOSAL

Preparation and submission of a Proposal in response to this RFP is voluntary and any costs associated with Proposal preparation, submission, meetings, negotiations or discussions with RNAO are solely that of the Proponent submitting the Proposal.

2.4 NO CLAIM

RNAO and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. Except as expressly and specifically permitted in this RFP, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a Proposal, each Proponent shall be deemed to have agreed that it has no claim.

2.5 SUBMISSION

Proposals must be submitted before the Proposal Closing by **EMAIL only** to Rita Wilson at rwilson@RNAO.ca. An email response to the Proposal submission will be provided by RNAO.

A Proponent may withdraw a submitted Proposal at any time prior to the Proposal Closing by email notification to Rita Wilson at rwilson@RNAO.ca.

2.6 LATE SUBMISSIONS

Proposals received after the Proposal Closing will not be accepted.

2.7 ACCEPTANCE OR REJECTION OF PROPOSALS

RNAO is under no obligation to award any Contract(s) as a result of this RFP and reserves the right to cancel the RFP process at any time.

Submission of a Proposal by a Proponent and its subsequent receipt by RNAO does not represent a commitment on the part of RNAO to proceed any further with the Proponent. RNAO reserves the right to accept or reject any Proposal(s), in whole or in part, or to waive any irregularities at its own discretion. Any Contract(s) awarded as a result of this RFP will be based upon the best overall value to RNAO, as solely determined by RNAO.

RNAO reserves the right to negotiate with the selected Proponent(s) to modify its Proposal to best suit the needs of RNAO. If negotiations with the selected Proponent(s) are unsuccessful RNAO reserves the right to negotiate with the next most suitable Proponent(s) and so on until an agreement is reached. RNAO may, at its sole discretion, negotiate with one or more Proponents concurrently.

2.8 NO BINDING AGREEMENT UNTIL EXECUTION OF A CONTRACT

By submitting a Proposal, Proponents acknowledge that no Contract exists between them and RNAO until a final agreement is negotiated, and has been approved and executed by the authorized signatories of both of the parties.

2.9 NOTICE OF AWARD

The successful Proponent will be advised directly by the RNAO (via email) on or before the award date referenced in Section 2.4.

2.10 NO ADVERTISING OF RELATIONSHIP

The awarding of a Contract will not permit the Successful Proponent to advertise the relationship with RNAO without prior authorization.

3.0 PROPOSAL CONTENT REQUIREMENTS

This section is intended to provide a summary for the Proponent as to the content of the response to this RFP. The Proposal shall be complete, specific and provide sufficient details to allow comparative analysis. In order to receive Proposals in a uniform format, Proponents should structure their Proposal in the order outlined below identifying each section by number.

Proponents are encouraged to include any additional information that may be relevant to their Proposal and which may assist RNAO in the evaluation of their Proposal.

RNAO prefers Submissions to follow the same format, sequence and numbering system below:

3.1 PROPONENT INFORMATION FORM

In this section, provide a completed *Schedule "A" – Proponent Information Form* (Refer to RFP Section 5.0), signed by an officer in the organization responsible for certifying accuracy of all information in the Proposal and with the authority to commit the organization to this project (or utilize a format similar to Schedule A).

3.2 EXECUTIVE SUMMARY & STATEMENT OF UNDERSTANDING OF SERVICES

Provide a summary of the key points in your Proposal, which highlights the most significant aspects of your Proposal, and which would differentiate your Proposal and/or company from others.

The Proposal should explain the Proponent's understanding of the Services required by RNAO with an emphasis upon the most important issues and how these issues will be addressed.

3.3 COMPANY OVERVIEW / PROFILE

In this section, provide details regarding your organization including:

- A description of the organization including size, qualifications, years of experience, financial stability.
- Number and location of staff who will be involved in this project.
- A description of comparable educational services provided to staff in the LTC sector in the past five years.

3.4 PROPONENT'S TEAM

3.4.1 ORGANIZATION CHART

Provide an organizational chart indicating personnel roles & relationships.

3.4.2 RESUMES

Resumes of key personnel, assigned role and identification of the person responsible as:

- Primary Contact Person – Proponents shall identify the individual who shall be the primary contact person for all matters pertaining to this project, and shall be the person responsible for the delivery of service to RNAO. The Primary Contact Person, and not subordinate staff, shall at all times be directly responsible for the management of this projects; and
- Other team members who may supplement the Services provided by the Proponent.

If there are key personnel changes during the Contract, the Proponent will assume the responsibility of ensuring that new team members are fully aware of the project.”

3.3 EXPERIENCE AND REFERENCES

Proponents are to include a minimum of three (3) respective client references for which Services similar in size, content and complexity to those required by this RFP have been successfully delivered.

Proponents are to include a minimum of one (1) sample curriculum that is comparable in scope and capacity to the project proposed in this RFP. Note: The client of each sample report can be anonymized for confidentiality reasons if necessary.

Include a brief description of each project, the sample curriculum, the value of the contract and the name(s), telephone number(s) and email address(es) of any individual(s) who may be contacted to comment on the Services provided by the Proponent.

Proposals will be evaluated solely on information contained therein. As such, Proponents should ensure that any information they wish to be evaluated in the context of this RFP is clearly expressed in their Proposal submission. RNAO reserves the right to only check references of those Proponents with the highest ranked Proposals following evaluation in all other categories. Whereas previous experience with RNAO is not required and does not in any way confer an advantage, RNAO's previous experience with a Proponent may also be taken into consideration in its evaluation of Proposals

Proponents should detail their company's capacity and commitment to provide the required Services to RNAO following the schedule proposed in the RFP submission by stating their current and impending projects, including but not limited to scheduled durations and outline.

3.7 APPROACH & METHODOLOGY

3.7.1 GENERAL APPROACH AND METHODOLOGY

Provide a description of the general approach and methodology that the Proponent would undertake in providing the Services as described in Section 1.3.

3.7.2 TOOLS AND METHODOLOGIES

Provide a description of the tools and methodologies that will be used by the Proponent's team in providing the Services.

3.8 ANTICIPATED SCHEDULE

Provide an anticipated work schedule in number of days, identifying key dates, milestones and deliverables.

3.9 FEES

Complete and include a *Schedule B– Financial Proposal Form* (Refer to RFP Section 6.0) in this section (*or utilize a format similar to Schedule B*).

- Advise the all-inclusive total lump sum fee and estimated disbursements for each phase of the project. The fee must be inclusive of all associated costs, including consultant's costs, overhead, disbursements, attendance at meetings and preparation of reports and promotional materials
- On a separate spreadsheet, provide a breakdown for each member of the Proponent's team based on their applicable rate and number of hours allocated for each phase/task as quoted above.
- Provide a schedule of hourly rates (excluding applicable taxes) for all individual team members who would be involved in the delivery of the Services required by RNAO. This schedule may be used as the basis for determining any additional services which may be required from the successful Proponent.
- The schedule should include any other charges that may be associated with the provision of the Services such as:
 - Any mark-up for reimbursable expenses and/or disbursements, including sub-consultant services and any other legitimate expenses;
 - Other miscellaneous fees (e.g., costs for travel/accommodation for facilitators for the workshops) as applicable.

3.10 VALUE-ADDED SERVICES

The Proponent has the opportunity to offer and describe any value-added services, products or items not specifically asked for and details as to what the Proponent is prepared to supply as part of the Contract. Unless otherwise stated, it is understood that there will be no extra costs for these services, however if there are any additional costs pertaining hereto, the summary and explanation of those costs should be included in Section 3.9 (Fees).

4.0 EVALUATION AND SELECTION

4.1 EVALUATION COMMITTEE

The evaluation of Proposals will be undertaken by RNAO's evaluation committee (the "**Evaluation Committee**"). Evaluations will be subjective and relative to the strength of other proposals received. The evaluations will be confidential and no totals or scores will be released to any Proponent.

4.2 EVALUATION PROCESS

The evaluation of Proposals will be conducted at RNAO's sole discretion and may include consultation with others, references, industry research, etc. Any information obtained by RNAO, whether provided by the Proponent or not, may be used in the evaluation process.

The Evaluation Committee will evaluate Proposals based on the best overall value to RNAO, in its sole discretion.

The Evaluation Committee is not obligated to complete a detailed evaluation of all Proposals and may, at its discretion, after completing a preliminary review of all the Proposals, identify and drop from the detailed evaluation any Proposal that it deems is not in contention to be recommended for final selection.

4.3 EVALUATION CRITERIA

Submissions will be evaluated on the basis of the overall best value to RNAO based on quality, service, price and any other criteria set out herein. The following weighting have been assigned by RNAO and will be used during the evaluation process:

EVALUATION CRITERIA	WEIGHT
Technical:	
Executive Summary & Statement of Understanding of Services	5
Company Overview / Profile	5
Proponent's Team – Experience, Qualifications, Capacity for this project	10
Approach, Methodology & Schedule	20
Relevant Projects & Proven Results	15
References	10
Proposal Quality	5
Financial:	
Fee Structure / Cost / Hourly Rates	25
Value Add	5
TOTAL	100

4.4 ADDITIONAL INFORMATION

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to one or more Proponents as deemed necessary. The Evaluation Committee may consider such clarifications or additional information in evaluating a Proposal.

4.5 INTERVIEWS/PRESENTATIONS

Following an initial review of Proposals, the Evaluation Committee will invite short-listed Proponents to attend an interview with the Evaluation Committee to provide a formal presentation and any additional information and clarifications deemed necessary. The Evaluation Committee will be entitled to consider the information received in any interviews in evaluating Proposals.

4.6 NEGOTIATION OF CONTRACT AND AWARD

If RNAO selects a Preferred Proponent, then RNAO will enter into discussions with the Preferred Proponent to clarify any outstanding issues and attempt to finalize the terms of a Contract, including financial terms. If discussions are successful, RNAO and the Preferred Proponent will finalize a Contract.

If at any time RNAO reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time then RNAO may terminate discussions, in which case RNAO may then either open discussions with another Proponent or terminate this RFP and retain or obtain the Services in some other manner.

4.7 CONSULTING SERVICES AGREEMENT

The Successful Proponent will be expected to enter into a formal Agreement with RNAO. RNAO's standard professional services agreement will form the basis of that Agreement supplemented by the RFP's terms and the successful Proponent's Proposal.

5.0 SCHEDULE A – PROPONENT INFORMATION FORM

All Proponents should fill out this Schedule and submit it with their Proposal

PROponent INFORMATION:

Legal Name of Proponent:

Business Address:

Telephone No.:

Fax No.:

Contact Person (Name & Title):

Contact Person's E-mail:

GST Registration No.:

Incorporation Date:

I/We, the undersigned duly authorized representative of the Proponent, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda (as acknowledged below), and having full knowledge of the Work Site(s) and the Requirements submit this Proposal in response to the RFP.

SIGNED:

Authorized Signatory for the Proponent (i.e., CEO)

Date Name and Title (please print)

6.0 SCHEDULE B– FINANCIAL PROPOSAL FORM

All Proponents should fill out this Schedule for all project activities and submit it with their Proposal.

Proponent’s Name:

Activity	Fee (excl. GST)	GST/Other Applicable Tax	TOTAL:
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
SUB-TOTAL:			\$
GST (13%):			\$
TOTAL (including GST):			\$

FEE DETAIL BREAKDOWN:

On a separate spreadsheet, provide a breakdown for each member of the Proponent’s team based on their applicable rate and number of hours allocated for each phase as quoted above. The fee must be inclusive of all associated costs, including consultant’s costs, overhead, disbursements, attendance at meetings and preparation of reports and informational materials.

Using the table below (*or on a separate sheet*) provide a schedule of hourly rates (excluding applicable taxes) for all individual team members who would be involved in the delivery of the Services required by RNAO.

The schedule should include any other charges that may be associated with the provision of the Services.

NAME	ROLE	COMPANY / SUB-CONSULTANT	HOURLY RATE
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$