



Ontario College of Family Physicians

Education | Leadership | Research | Advocacy

A Chapter of the College of Family Physicians of Canada

**Training and Development
for the Mentors of the
Leadership in Primary Care
Collaborative Mentoring Network**

FOR

ONTARIO COLLEGE OF FAMILY PHYSICIANS

Closing Date/Time: [Wednesday, March 22, 2019](#)

No later than 6:00 p.m. ET

INTRODUCTION

You are invited to submit a comprehensive proposal to provide training and development for Mentors engaged in the Leadership in Primary Care Collaborative Mentoring Network of the Ontario College of Family Physicians (OCFP).

ABOUT THE OCFP

The OCFP represents more than 13,500 family physicians across the province. We support our members by providing evidence-based education and professional development, promoting and recognizing leadership excellence in family medicine, and advocating for the vital role family physicians play in delivering the highest quality care to patients and families across Ontario.

A not-for-profit and member-driven organization, the OCFP was established in 1954 and is the provincial chapter of the College of Family Physicians of Canada (CFPC).

Strategic Direction of the OCFP: 2018 – 2021

VISION

Family physicians – leaders for a healthy Ontario

MISSION

Supporting Ontario family physicians through education, leadership, research and advocacy, to deliver high-quality health care.

VALUES

The OCFP values...

- The role of family physicians and advocating for their essential role in healthcare;
- The views and needs of our membership, reflecting them in our work;
- High-quality, accessible, patient-centred health care for all Ontarians;
- Excellence in professional development, based on evidence
- Proactive leadership and collaboration with partners.

ABOUT THE COLLABORATIVE MENTORING NETWORKS

The OCFP has been funded by the Ontario Ministry of Health and Long-Term Care to create and expand mentoring networks and related Continuing Professional Development programs. Information on the [Collaborative Mentoring Networks](#) is available on the OCFP website. These programs support healthcare providers, mainly family physicians, in providing excellent care related to mental health, pain and addictions; palliative and end of life care, and medical assistance in dying; as well as providing support to rural medicine providers; primary care physician leaders; and, physicians in their early years in practice.

REQUEST FOR PROPOSAL

As part of the Collaborative Mentoring Networks, the OCFP is establishing the Leadership in Primary Care Network to help build a structured support system for leadership development and mentorship among family physicians.

This work began with consultations to inform planning for the mentoring initiative, to ensure coordination and reduce duplication of other similar leadership efforts underway in the province. This process has involved frontline family physicians, representatives of academic family medicine, LHIN and sub-region clinical leaders, as well as the Ontario Medical Association's Section on General and Family Practice, the Association of Family Health Teams of Ontario and the OCFP.

Mission

To provide mentoring support and education that enhances the capacity of family physicians to provide leadership in the primary care context.

Vision

Resilient and confident physician leaders in every community.

Goals and Objectives

Supporting the leadership required to pursue the vision for primary care and the “patient medical home concept” through education, strong Communities of Practice and mentoring.

- Improve access to high quality primary care settings through supported family physician leadership.
- Enhance the knowledge and skills required to effectively lead in a practice context.
- Increase the number of clinicians who feel supported, capable and confident to lead change in their practice settings.
- Connect a cadre of family physicians who can help provide leadership in transformation of primary care toward the principles that underpin the [Patient's Medical Home](#) concept.
- Improve collaboration across the system and help connect family physician leaders to other education opportunities that support their leadership journey.
- Provide community clinical leaders with practical skills and training to lead through the changes at regional, community and practice levels, to engage their peers, and work toward enhancing the planning and delivery of primary care.
- Support family physicians to identify and change the “pain points” in family medicine and primary care in their local and provincial context.
- Understand the needs of tiers of leadership by family physicians - those with formal leadership roles, those in provincial leadership roles and those in practice-based roles either formal or informal.
- Support the fourth arm of the quadruple aim of quality which is to increase provider satisfaction through creation of supportive networks and a “compassionate space” for family physicians to discuss, share and address their challenges.

1.0 PROJECT DESCRIPTION

The Ontario College of Family Physicians is seeking proposals to provide training and development to the Mentors of the Leadership in Primary Care Collaborative Mentoring Network.

We believe that we can accelerate and amplify the ongoing development as leaders and effectiveness of Mentors within the Leadership in Primary Care CMN by focusing on developing skills to:

- Expedite the creation of formalized mentoring relationships with their mentees,
- Create a structure to identify and articulate mentoring goals,
- Coach through the current environmental context in a way that builds confidence and competence,
- Leverage their expert knowledge to progress mentoring goals in a way that results in behavioural change and habit formation to sustain the change.

Through a series of webinars and individual coaching calls, this project is intended to focus on the training and development of Mentors to enable success.

1.1 BUDGET AND TIMELINE

The timeline to complete this project, including concept, implementation and evaluation is no later than **March 31, 2020**.

The budget maximum is **\$32,500** (inclusive of all taxes). As the OCFP is a non-profit organization, and the Leadership in Primary Care CMN is funded by the MOHLTC, any opportunity for efficiencies or lower cost is preferred.

2.0 SCOPE OF WORK

This document details the RFP for the selection of a Proponent to deliver on the OCFP's training and development of up to 15 Mentors within the Leadership in Primary Care CMN, including:

A. Content Knowledge/Learning Labs

- Through a series of up to 6 webinars, build expertise in the neuroscience of behavior change within the context of a Mentor-Mentee relationship
- Conclude series with a face-to-face facilitated discussion to be provided the Mentors at the CMN Annual Conference on November 29-30, 2019

B. Individual Coaching

- Provide individual coaching to Mentors to solidify learning and application of content knowledge to their mentoring relationships

C. Evaluation

- Establish measures to evaluate impact of training and development on
 - Mentoring approach
 - Mentor effectiveness in building Mentee competence and confidence

- Outcomes, including building resilience and sense of community within the network.

3.0 FORMAT OF PROPOSAL

Proponents are required to describe:

- **Qualifications to undertake this work**
 - Corporate name
 - Date of incorporation
 - Length of time in business
 - Point of contact
 - Number of staff, including their titles involved in the project
 - Appropriate level of talent on staff involved in the project
- **Methodology**
 - Executive summary
 - Statement of understanding of project
 - Schedule of deliverables; include major milestones and evaluation of qualitative aspects such as mentor self-confidence and impact on mentee outcomes
 - Reporting – the process by which you will keep OCFP informed
 - The estimated number of hours required of clinical leadership and OCFP staff engagement during your proposed process
- **Relevant experience and references**
 - 3 projects that are relevant to services required by the OCFP
 - 3 professional references, including contact information
- **Budget/Fees***
 - Total Fee
 - Categories of staff involved and distribution of workload between categories. Hourly Rate(s) if applicable.
- **Reporting**
 - The selected Proponent will be expected to prepare and submit a detailed, comprehensive work plan within a short period after being selected and awarded the contract for these services.
 - Given the timeline of the project, please include periodic formal progress check-ins/status reports between the Proponent and OCFP team
- Proponents may submit any other material which they believe will enhance their proposals.

4.0 EVALUATION OF PROPOSALS

All proposals will be reviewed by the designated Evaluation Committee. The committee will review the proposals based on the specifications of this RFP and will score each proposal based on the criteria for selection as outlined below.

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The evaluation of RFP response is based on the following scoring scheme.

Adherence to requirements of RFP (see format of proposal noted above)	Yes No	Submissions that do not adhere to the requirements of the RFP will be disqualified. OCFP will communicate with the proponent about its disqualification.
High Priority: <ul style="list-style-type: none"> • Content knowledge to be conveyed through webinars and in person session • Approach to individual feedback and coaching of mentors • Evaluation criteria and monitoring 	Priority Rankings <ul style="list-style-type: none"> • High Priority • Moderate Priority • Low Priority 	Some requirements in this RFP may carry more weight than others. Priority rankings help put requirements in perspective, helping identify the points at which compromise is possible.
Qualifications to undertake this work <ul style="list-style-type: none"> • Terms & Conditions • Skills & Abilities 		To what degree does the proposal meet stated contractual term and conditions? Does the proponent have the necessary skills and abilities to deliver this proposal?
Methodology <ul style="list-style-type: none"> • Delivery approach, • Timelines • Reporting of progress and impact 		To what degree does this proposal meet stated delivery requirements?
Relevant experience / references		Does the bidder have a proven track record in this type of service?
Pricing		How does the proposed price compare to the (a) planned budget and to (b) other proposals?
Other materials		What other factors can be used to evaluate RFP responses and select the appropriate proponent?
Total		

The Evaluation Committee may conduct interviews to further evaluate the qualifications of proponents.

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OCFP reserves the right to seek clarification and supplementary information relating to the clarification from proponents after the Proposal Submission Deadline. The response to the request for clarifications received by OCFP from a proponent, shall, if accepted by OCFP, form an integral part of that proponent's proposal.

4.1 SELECTION PROCESS SCHEDULE

Description	Completion / Target Dates
RFP Invitation Issued	March 6, 2019
Submissions of Questions on RFP	March 12, 2019 (by 6:00 p.m. ET)
Question response period + conference calls with Proponents (if needed)	March 13-15, 2019
Proposal Closing Date	March 22, 2019 (by 6:00 p.m. ET)
Evaluation Period + invitations for on-site demonstration	Week of March 25-29, 2019
On-site demonstration/interviews	Week of April 1-5
Notification of Successful Proponent	April 8, 2019

5.0 THE FEE

The acquisition of the services described in this RFP will be conducted on a competitive basis to obtain the best value for the OCFP.

- Proponents are expected to present a detailed proposed budget setting out the cost associated with the services being proposed.
- Price quotations must be inclusive of ALL costs and will be the only compensation paid to the successful Proponent for the required services.
- All pricing quoted shall remain fixed for the duration of any service agreement awarded because of this RFP and until the completion of all specified deliverables.
- Provincial taxes and/or HST as applicable under Ontario laws are included within the maximum stated.
- The expenses of any third-party tools or services required to be utilized must be included in the quote, and cost agreed upon under any service agreement awarded because of this RFP.

6.0 AWARD

The final selection of the successful proponent will be at the sole discretion of OCFP. Once the successful proponent is notified in writing by the OCFP and the OCFP executes the agreement and the other proponents will be notified by the OCFP in writing of the outcome of the process.

7.0 SUBMISSION REQUIREMENTS

Proponents must submit an electronic copy of the proposal via email. **The proposal must be received no later than 6 p.m. on the proposal closing date (March 22, 2019).**

Send proposals to:

Susan Taylor – Director, Education and Practice Supports
Ontario College of Family Physicians
[Email: staylor@ocfp.on.ca](mailto:staylor@ocfp.on.ca)

8.0 COMMUNICATIONS

Any questions or requests for information or clarification of the RFP may be submitted in writing to the attention of Susan Taylor at staylor@ocfp.on.ca. All requests for information and clarification will be answered by email and the answers shared with all Proponents.

Questions may be submitted up until 6:00 p.m. ET on submission of questions date (**March 12, 2019**). No requests for information or clarification will be addressed after that time.

9.0 GENERAL TERMS AND CONDITIONS

Submission of a proposal indicates acceptance by the proponent of the terms and conditions specified in the RFP. The proponent is deemed to have familiarized itself with the requirements of the project as set out in this RFP and is invited to request additional information as indicated.

All submissions received in response to this RFP will become the sole property of the OCFP and will not be returned. All submissions must include a statement of authorization to bid signed by a principal of the responding company. All submissions must use the proposal format outlined in this RFP. Proponents must disclose any relevant conflicts of interest and/or pending lawsuits.

Submissions that do not adhere to the RFP criteria will be disqualified.

The OCFP reserves the right to:

- Select any or all Proponents to participate in an interview
- Terminate the selection process at any time for any reason whatsoever without any further obligation on its part to the proponents
- Determine how its needs can be met in any other manner at its own discretion
- Modify or change requirements and will issue pertinent information required to communicate such changes

The OCFP is not responsible for any costs incurred by the Proponents in the preparation of their proposals.

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OCFP Obligations

- The OCFP's staff, the Board of Directors and the CEO will provide comments on materials and reports received and act as a content resource and provide other assistance or support during the process.
- The OCFP staff and the CEO or designated person will be available to explain and present documents, show reports, and prepare supporting documentation as necessary.
- The OCFP will designate and provide one (1) OCFP key point of contact responsible for responding to the successful proponent's questions and issues relating to the services.

Proponent's Obligations

- The proponent must advise the OCFP's management immediately should any circumstances arise which causes the actual timeline for the deliverables to exceed the initial estimate.
- The proponent will designate one (1) point of contact that must be responsible for responding to the OCFP's questions and issues relating to the services.
- Neither this RFP nor any service agreement awarded hereunder may be assigned by the proponent without the prior written consent of the OCFP.

Confidentiality

All matters related to the RFP, the selection process, and information resulting from the process will be kept strictly confidential. Other than reports submitted to the OCFP, the author agrees not to publish, reproduce or otherwise divulge such information, in whole or in part, or authorize or permit others to do so, taking reasonable measures as are necessary to restrict information access to those employees on its staff and the OCFP's staff who must have information on need-to-know basis.