

Application Guidelines

Request for Proposals (RFP)

Independent Contractor Opportunity for:

Curriculum Development and Course Delivery (Canadian Industry Standards re: Clinical Office Administration) – Alternative Connections

For the period June 26, 2017 to September 30, 2017

Issued: Friday, June 23, 2017

Application Deadline: Friday, July 14, 2017 at 5:00 pm

1. ACCES Employment Overview:

Our Vision

A fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

Our Mission

ACCES Employment assists job seekers from diverse backgrounds facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.

ACCES Employment has over 30 years of experience delivering a broad range of effective employment services to all job seekers in the communities we serve, and we specialize in serving internationally-trained individuals. In 2015-2016, ACCES delivered Employment Ontario services to over 20,000 clients at our 5 GTA locations - Toronto, Scarborough, North York, Mississauga and Brampton. As a not-for-profit corporation, ACCES receives funding from all levels of government, corporate sponsors, various supporters and the United Way of Toronto.

As an Employment Ontario service provider, ACCES offers fully equipped resource centres, information and referral services, individualized employment counseling, job search workshops, and direct employer placement and post-hire supports across all 5 of our locations.

ACCES has integrated a unique series of sector-specific training programs into our core employment services. These programs help newcomers to find and maintain employment in Canada that reflects their professional experience, skills and education. Our programs include: *Engineering Connections, Financial Services Connections, Human Resources Connections, Sales and Marketing Connections, IT Connections, Supply Chain Connections, Leadership Connections, Entrepreneurship Connections, Youth Jobs Connections, Canadian Employment Connections, Employment Connections for Newcomer Youth, and the Trades Project*. We also provide workplace language and communications training through our *Talk English Cafés* and our *Language for Workplace Connections* program. As well, ACCES has over 12 years of experience delivering the *START* program, a pre-employment program for women which combines computer training with a life skills and employment preparation curriculum.

For additional information about our services, please visit our website at www.accesemployment.ca

2. The Request For Proposal:

This Request for Proposals (RFP) is issued by ACCES Employment (ACCES) for the purpose of identifying organizations or individual professionals that may qualify to be awarded a temporary contract related to the services described in **Section 8 – Project Goals**.

Interested parties are asked to read this invitation carefully and are invited to submit an application in accordance with these instructions.

3. ACCES is not Committed to Applicant's Expenses:

The application process will not necessarily result in a commitment to sign a contract with the Applicant. ACCES shall not be liable for any expenses incurred by any Applicant, including the expenses associated with the cost of preparing the Application.

4. Distribution of the Request For Proposals:

This RFP has been released:

- By notice to a broad spectrum potential applicants as identified by ACCES
- By publication on ACCES's website
- By publication on Settlement.org's website

5. Entering into a Contract with ACCES:

The successful applicant will be required to sign a Master Service Agreement (MSA) and a Statement of Work (SOW) with ACCES. The (MSA) will be signed with a termination date of March 31, 2018. Subject to funding renewal, a yearly (SOW) will be issued at the beginning of each fiscal year outlining the scope of work, payment terms, and additional details.

Please be advised that successful Applicants will be required to:

- (a) provide the services for a defined period of time;
- (b) provide monthly invoices or an invoice to ACCES on account of their services;
- (c) provide ACCES with an HST number for their business; and
- (d) report their income and directly remit the payment of all taxes or payments assessed or levied against or in respect of their business, including income tax, Canada Pension Plan, and all other premiums or levies required by law to the appropriate Government Agency.

In addition:

- Applicants responding to this RFP may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded. The successful applicants will be required to adhere to all ACCES HR Policies.
- Organizations responding to this RFP may be required to provide proof of Liability Insurance Certificate and WSIB.

6. External Factors:

ACCES reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

ACCES programs and services receive funding from various sources and therefore all contracted services are subject to budget constraints.

7. Selection Process:

ACCES will review all applications. Applications will be judged based on the quality of response, experience, qualifications and cost.

References will also be included as part of the evaluation.

Interviews may be requested by the ACCES Selection Committee, in addition to a requirement for additional written materials, to ascertain the qualifications of applicants.

ACCES reserves the right to reject any or all proposals. Proposals may be rejected if incomplete, illegible or conditional.

8. Project Goals:

ACCES Employment is committed to continuous improvement and customization of our services to ensure that we meet the needs of current and future clients. As part of this commitment, we are seeking a contractor to develop and customize curriculum that will be offered through our Alternative Connections: Career Alternatives for Internationally Educated Healthcare Professionals (IEHPs) program.

Alternative Connections will benefit IEHPs by providing alternative career options to those unable to pursue licensure (either permanently or temporarily). This program will feature BioTalent Canada's transferable skills portfolio followed by a referral to an alternative career bridging program in one of 4 areas where healthcare skills are transferable. Clients will develop a comprehensive Service Plan that will expedite their transition into viable employment. ACCES will leverage the existing infrastructure offered through its Entrepreneurship, Sales & Marketing, Supply Chain and HR Connections bridging programs to customize cohorts specifically for IEHPs who possess healthcare expertise that can be transferred to: self-employment (in a healthcare context); sales of pharmaceuticals or medical supplies; medical supply chain; or clinical office administration. Program curriculum will include: Canadian industry practices and standards (specific to one of the four targeted sectors); resume & interview preparation; Canadian workplace communications skills; determining readiness to pursue alternative employment; and coping with identity loss. The program will also feature: language and career coaching; job placement or business start-up supports; Speed Mentoring®; job fairs; and ongoing supports post-program (in the form of onboarding and/or job search).

This RFP is seeking a contractor to develop and deliver curriculum that will enable IEHPs to transfer their healthcare skillset to a clinical / medical office environment.

9. Scope of Services:

The scope of services consists of developing 90 to 120 hours of curriculum and subsequently ensuring ongoing program delivery onsite at an ACCES Employment location once to twice per year. This curriculum will equip IEHPs with the knowledge necessary to transfer their healthcare skill-set to a viable career in clinical office administration. Additionally, the Scope of Services includes, but is not limited to:

1. Collaboration with the Alternative Connections project team and various ACCES Employment Industry Advisors to review individual program learning objectives, develop content knowledge, and assess project needs
2. Assessment of relevant aspects of existing bridging program curriculum (handouts, power point presentations, etc.) followed by recommendations for revisions, additions, and updated delivery styles to meet the needs of IEHPs
3. Development of an instructor led component and production of comprehensive course/workshop facilitator and participant guides
4. Development of curriculum and support materials that are: adult learning centred; suitable for participants with English as a Second Language (ESL); culturally sensitive; and are compliant with all required AODA regulations
5. Issuance of 'Certificates of Completion' (to eligible program participants)

10. Qualifications:

1. Experienced in the design and creation of instructor led sales & marketing training programs
2. Strong understanding of leveraging transferable knowledge from the healthcare sector to a career in sales
3. Solid understanding the impact of language, culture and communication competencies on labour market integration targets
4. Overarching understanding of Regulated Health Professions in Ontario/Canada
5. Understanding of AODA regulatory requirements for material accessibility (hardcopy and online)
6. Knowledge of the current IEHP and International Medical Graduates (IMG) landscape and sensitivity to 'Role Shock' and loss of status and the grief that accompanies the pursuit of an alternative career, along with corresponding strategies to mitigate these outcomes.

11. How to Apply:

All applicants must

- Enclose a Curriculum Vitae (CV)
- Enclose a cover letter outlining your relevant qualifications and professional experiences
- Enclose a detailed sample curriculum and lesson plan for clinical office administration
- Provide a rate/fee schedule, including HST number

- Include a minimum of two professional references

Please note that any hospitality, incidental, food, travel and other expenses will not be reimbursed.

- Submit application by **Friday, July 14, 2017 at 5:00 pm** via e-mail, fax or mail to:

Selection Committee
ACCES Employment
489 College Street, Suite 100
Toronto, Ontario, M6G 1A5
Fax: 416.664.6364
hr@acesemployment.ca

In order to be fair to all proponents, late submissions, phone calls or e-mails to discuss the applications status will not be accepted. Only shortlisted applicants (individuals/organizations) will be contacted.