

ADDENDUM 1

Request for Proposal:	RFP # 2022-12-12 HEALTHCARE-SPECIFIC EQUITY, DIVERSITY AND INCLUSION TRAINING
Addendum Issue Date:	January 5, 2023
RFP Closing Date & Time:	January 13, 2023 (5:00 pm EST)

To All Potential Bidders:

Addendum 1 is issued to modify the previously issued RFP document and/or given for informational purposes and is hereby an official document of the RFP. Please attach this addendum to the documents in your possession. Per the RFP, the bidder shall acknowledge receipt of any and all addenda, if any, by listing the Addenda by number(s) and date(s) in their proposal.

- 1. You mention delivery of the training in summer of 2023. Can you kindly indicate the absolute latest date you'd like to start the project (e.g. by end of February 2023)?**

Answer: *The project will commence upon the signing of the contract. The development work should start no later than February 24, 2023.*

- 2. What is your project budget?**

Answer: *We don't want to drive the proposals' total quote up or down by fixing a price in advance. That said, we would be cautious in going north of \$30K.*

- 3. As for the development of a 10-hour Healthcare sector EDI training:**

- What exactly would you like the group of internationally-educated healthcare professionals to take away from the learning?**

Answer: *Prospective learning outcomes could be, but would not be limited to:*

- Recognizing key principles of equity, diversity, and inclusion;*
- Expressing the importance of equity, diversity, and inclusion in healthcare;*
- Reflecting on how identities influence professional practice in multicultural healthcare settings.*

- Would ACCES be open to 2-hour per day live virtual training?**

Answer: *We are open to different models of delivery to meet learner needs.*

- What are you envisioning for the online/self-paced learning? What are you aiming to achieve?**

Answer: *We are open to many different options but would lean towards material that prepares individuals for high engagement live sessions.*

4. For the Train-the-Trainer we would need multiple days to go through the multiple courses mentioned above. Would ACCES be open to this? And just to confirm our understanding – this training that ACCES will continue to deliver will be only for internationally-educated healthcare professionals.

Answer: *There is some flexibility in the scheduling of this. The training would only be delivered to internationally-educated healthcare professionals.*

5. Please confirm if French (or another language) is required? If yes, does ACCESS have a preferred vendor for translation, or would the selected proponent be responsible for the French documents?

Answer: *Only English language products are required.*

6. We do not offer a non-profit rate for our services. Does this disqualify us?

Answer: *No, it does not.*

7. Is the organizational vision and expectations around EDI already established? If so, could we have access to this? If not, would we have access to it during the engagement?

Answer: *We would share our organizational vision and expectations around EDI during the engagement.*

8. What are their current business challenges as it relates to this initiative (if any)?

Answer: *The current challenge is a short timeframe until launch.*

9. What does success look like for this training initiative? (i.e., What are the results you are looking for out of this initiative?)

Answer: *Successful participants in this training initiative will be aware of the importance of EDI-informed care provision and will be able to thoughtfully engage on the topic during networking/mentoring/interview opportunities.*

10. Could you please clarify if there are existing training materials on EDI used by ACCES?

Answer: *ACCES currently uses external vendors to provide EDI training to its staff.*

11. Is there existing learner feedback on any gaps or challenges currently being faced throughout the organization's current EDI journey?

Answer: *This feedback can be shared during the engagement.*

12. Are there established EDI competencies or learning objectives?

Answer: *The EDI competencies and learning objectives at ACCES are geared towards staff training, and this training will be for internationally-educated healthcare professionals being served in our government-funded programming.*

13. From our understanding, the target audience includes internally educated healthcare professionals. Can you provide any additional information (ie., role in healthcare, level of position - employees/management/board of directors, years in practice?)

Answer: *The large majority of participants are internationally-trained doctors, pharmacists and dentists, though we also serve internationally-trained nurses and professionals from other licensed areas in Ontario. They have a very broad diversity of experience, but typically have 7-10 years of professional experience as licensed healthcare professionals*

14. For the target audience, do you anticipate there will be customization of the training required for different segments (e.g., employee vs management or, specific roles)? If so, please describe.

Answer: *At this stage, we do not anticipate that this will be required.*

15. How many participants are expected to attend the two-day (eight-hour synchronous, two hours asynchronous) sessions?

Answer: *The sessions will be attended by approximately 25 participants.*

16. Please list who from ACCES will be involved in the project in terms of reviewing/approving content.

Answer: *ACCES will appoint a project lead who will be responsible for approving content. Content will be reviewed by assigned staff as appropriate.*

17. What other critical success factors we should consider? (e.g., training should be easy to deploy, sustainability)

Answer: *Training should be highly engaging, with multiple opportunities for individual reflection and small group interaction.*

18. What is the level of comprehension should the learner have at the end of the training (ie., High-level, In-depth Mastery)?

Answer: *At the end of the training, we would expect that learners would have gained a solid introductory understanding of the complex topic of EDI and its applications in healthcare.*

19. Will an assessment or certification be required?

Answer: *No, it will not be required.*

20. When is the expected launch and deployment of the training? We understand that the two-day session will take place Summer 2023, and the up to 40 hours of coaching will occur by Winter 2024. When is the 1-day session to the group of 8 expected to take place? When will the final dates of the sessions be finalized?

Answer: *The 1-day session for the training of 8 ACCES staff will be completed after the initial 2-day training is delivered to ACCES clients. Coaching will be used to support ACCES Staff after they have engaged in the 1-day training and before, during and after they deliver the second 2-day training to ACCES clients. Dates will likely be finalized in the late spring/early summer.*

21. It is our understanding that the proponent would only be responsible for facilitating approximately 58 hours of training in total. Please confirm.

Answer: *Correct.*

22. Can the proponent recommend more than one facilitator?

Answer: *Yes.*

23. Is the proponent responsible for the coordination and scheduling of the sessions?

Answer: *ACCES will schedule the session and coordinate this with the proponent.*

24. What virtual meeting platforms do the employees have access to? (i.e, zoom, MS Teams etc.). Are there any limitations to using 3rd-party applications to enhance the training content (i.e., Kahoot, Benji etc.,)?

Answer: *The training will be conducted through Zoom; the license will be provided by ACCES. Limitations on third-party applications will have to be explored on an app-by-app basis.*

25. What access do employees have to computers, tablets, phones etc. to complete any components of training?

Answer: *The ACCES Clients taking part in the training will be enrolled in a fully-online program. It can be expected that they all have access to a laptop and/or tablet.*

26. Please describe your accessibility requirements in more detail. What level of WCAG Standards are required (ie., Level A, AA etc). Do videos need to be closed captioned? Do you require full-screen reader compatibility?

Answer: *ACCES follows AODA standards for all its content. For screen compatibility, videos have to be accessible for both laptop and mobile readers.*

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