



**College of Alberta
Dental Assistants**

Request for Proposal

Competency Profile Review 2024

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Introduction

The College of Alberta Dental Assistants (CADA) is seeking proposals from qualified consultants or firms to review and edit our Competency Profile. The goal is to ensure the Competency Profile accurately reflects the skills and competencies required for entry to practice and supports career-span learning. This project will involve focus groups, surveys, and the development of a new Competency Profile.

About the College

CADA is the regulatory body for over 6,800 dental assistants in Alberta. We protect the public by regulating the dental assisting profession. We do this through our registration processes and monitoring continuing competence for dental assistants, so Albertans are assured of safe, quality oral health care.

College Mission

The College regulates its members in the public interest, promoting the delivery of safe, quality oral health care.

College Vision

We champion regulatory excellence, innovation, and trust among our communities.

College Values

CADA upholds values of accountability, ethics, inclusivity, and innovation. These core values are integral to the Continuing Competence Program, ensuring that dental assistants in Alberta continually enhance their professional skills in alignment with CADA's mission and vision.

Accountable *[taking responsibility for the work we do]*

We deliver an effective regulatory framework and answer to Albertans.

- **Responsibility for Professional Development:** The Continuing Competence Program requires dental assistants to take personal responsibility for their ongoing education and skill enhancement. By documenting and verifying their professional development activities, dental assistants demonstrate their commitment to accountability.
- **Effective Regulatory Framework:** The program is structured to ensure compliance with regulatory standards, providing a clear framework for dental assistants to follow. This ensures that they remain answerable to the public and uphold the highest standards of practice.

Ethical *[acting with personal and professional integrity]*

We do the right things for the right reasons.

- **Integrity in Practice:** Dental assistants participating in the Continuing Competence Program are expected to engage in honest self-assessment and transparent reporting of their development activities. This commitment to integrity ensures that they are doing the right things for the right reasons, maintaining high ethical standards in their practice.

- **Professional Conduct:** By adhering to the program’s requirements, dental assistants demonstrate their dedication to ethical behavior, which is critical in maintaining public trust and delivering high-quality care.

Inclusive *[honouring human diversity]*

We embrace equality in the delivery of our mandate and encourage differing perspectives in decision-making.

- **Honoring Diversity:** The Continuing Competence Program is designed to be inclusive, recognizing and valuing the diverse backgrounds and experiences of dental assistants. It provides various pathways for professional development, ensuring that all dental assistants have equal opportunities to enhance their skills and knowledge.
- **Encouraging Diverse Perspectives:** The program encourages the participation of dental assistants from different backgrounds in the decision-making process related to their professional growth. This diversity enriches the program and ensures that it meets the needs of all practitioners.

Innovative *[leading by learning]*

We pursue opportunities to collaborate, grow, and improve our systems and processes.

- **Leading by Learning:** The Continuing Competence Program promotes a culture of continuous learning and improvement. Dental assistants are encouraged to seek out new opportunities for professional growth and to stay updated with the latest advancements in their field.
- **Collaborative Improvement:** The program fosters innovation through collaboration with peers, educators, and regulatory bodies. By working together, dental assistants can share best practices and improve the systems and processes that support their professional development.

CADA’s values are deeply embedded in the Continuing Competence Program. By emphasizing accountability, ethics, inclusivity, and innovation, the program ensures that dental assistants in Alberta are well-prepared to provide exceptional care, uphold public trust, and continuously advance their professional capabilities.

Background

CADA’s current Competency Profile is due for a comprehensive review and update. This review is an opportunity to enhance the Continuing Competence Program, making it more supportive of lifelong learning for dental assistants.

A comprehensive third-party review of the College’s Continuing Competence Program occurred in 2023. This resulted in a recommendation to review and update the Competency Profile. The report includes the following information:

Continuing Competence Program Review – December 2023

- More than 1/2 of registrants (56%) do not use the self-assessment tool, and the majority like self-reflection, and the flexibility to choose learning they need and have access to.
- A considerable number of registrants (44%) struggle to find learning objectives in the Competency Profile:
 - due to competencies not being explicit enough
 - some have a lack of understanding/familiarity with the Competency Profile; and
 - some are likely not taking the time needed to consider the competencies, as over 40% complete their CCP submission in under 31 minutes.
- More than 1/2 of registrants (52.5%) base their education on what is available, planned near them, likely not on any form of deliberate self-reflection.
- There is opportunity to further support an understanding of how the CCP helps with career-span learning. Although it is likely this language is unfamiliar to most registrants.
- There could be more education related to using the Verification of Learning

Expectations

Review the Competency Profile

- Conduct a thorough review of the current Competency Profile.
- Identify and address gaps and outdated criteria in the existing competencies, particularly in separating entry to practice skills.

Engage Stakeholders

- Use focus groups and surveys to gather input from registrants, employers, and other stakeholders.
- Ensure the revised Competency Profile reflects the knowledge gained from stakeholder input and meets the needs and expectations of CADA.

Develop a New Competency Profile

- Create a user-friendly Competency Profile that indicates proficiency levels, separating the necessary skills for entry to practice from those competencies developed through a dental assistant's career.
- Align the Competency Profile with the Continuing Competence Program to support career-span learning.

Scope of Work

Project Planning and Management

- Develop a detailed project plan outlining the methodology, timelines, and key milestones.
- Maintain regular communication with the CADA project team.

Stakeholder Engagement

- Design and conduct focus groups with diverse groups of stakeholders.
- Develop and distribute surveys to gather quantitative and qualitative data.
- Analyze feedback from focus groups and surveys to inform the revision of the Competency Profile.

Competency Profile Review

- Assess the current Competency Profile against industry standards and best practices.
- Identify key competencies for entry to practice and ongoing professional development.

Drafting and Validation

- Draft a revised Competency Profile based on stakeholder input and best practices.
- Facilitate validation sessions with key stakeholders to refine the draft Competency Profile.

Finalization and Presentation

- Finalize the Competency Profile and prepare a comprehensive report.
- Present the final Competency Profile and report to the CADA project team.

Budget

The total budget for this project is not to exceed \$60,000.00 including all disbursements and contingencies.

Proposal Content

Proposals must include all the information requested and, in the order, described below.

Cover Letter

A covering letter expressing interest in and an understanding of the proposed project, and the deliverables required. Provide an indication of any proposed deviations or exceptions to the terms and conditions in the RFP.

Proposed Project Plan

A proposed project plan, with timelines, that indicates the steps to be taken from the start of the contract to delivery of the final report.

Project Resources

PROJECT TEAM QUALIFICATIONS AND EXPERIENCE

An outline of the team member(s) along with their role, responsibilities, professional certifications, and length and type of experience.

REFERENCES

The contact information for at least two comparable clients whom we can contact to provide a reference.

Costs and Charges

Provide an all-inclusive fixed cost quotation in Canadian funds for the project. Identify the expected costs and their allocation, professional wages/fees, contingencies, and applicable taxes.

Proposal Submission

You are invited to submit a proposal, via email, in accordance with the terms and conditions detailed in this RFP.

Inquiries and proposals are to be directed to:

College of Alberta Dental Assistants
Attention: April Slotsve, Education & Practice Director
aslotsve@abrda.ca

Deadline for submissions is August 1, 2024, at 11:59 AM Alberta Time.

RFP Schedule

We may at any time suspend, cancel, or alter all or any portion of the anticipated RFP schedule below.

Task	Date
RFP release date	June 28, 2024
Last day for questions	July 26, 2024
RFP closing date	August 1, 2024 (11:59 am)
Proposal Review and Successful Proposal Selection	August 1-6, 2024
Potential requests for further information or meetings/calls with prospective service providers	August 7-9, 2024
Final Report and Recommendations Due	Feb 28, 2025

Process Overview

CADA will review all proposals for completeness. Only complete proposals will be considered. Eligible proposals will be evaluated based on the proposal content and financial competitiveness.

The selection committee will consist of our Continuing Competence Committee, Education & Practice Director, Registrar & CEO, and Operations Director. Selection will be based on qualifications and knowledge; related work experience and depth of experience; overall strength of proposal; reputation; and proposed remuneration.

Proponents may be required to participate in a brief interview prior to awarding the contract.

Our Registrar & CEO will have the final approval for engagement of compensation benchmarking services.

We will negotiate a contractual agreement with the preferred proponent. If we are unable to negotiate an acceptable contractual agreement with the preferred proponent, then the second preferred proponent may be selected, and a contractual agreement developed. The College at any time and without liability, may withdraw from negotiations with any potential service provider.

Terms and Conditions

By submitting a proposal, each proponent acknowledges and confirms that they have read, understand, and accept the information contained in this RFP and agrees as follows:

Eligible Proponents

This RFP is open to all qualified vendors and individuals.

Proposals

Must be in electronic format.

Late Proposals

Proposals received and marked late may not be considered or evaluated.

Debriefing

We will notify all proponents when the RFP process has concluded.

Expenses

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing and submitting their proposal.

Conflict of Interest

On or before the closing date, proponents must fully disclose in writing to the College the circumstances of any actual, possible, or perceived conflict of interest in relation to the proponent and the College, including plans to mitigate the conflict. The College may reject any proposal where, in the opinion of the College, the proponent is, could be, or could be perceived to be in a conflict of interest.

Ownership of Proposals

All proposals and accompanying documents submitted to the College in relation to this RFP become the property of the College and, subject to the provisions of the *Personal Information Protection and Electronic Documents Act* and this RFP, will be held in confidence. They will not be returned.

No Commitment to Contract

Submission of a proposal will not obligate, nor should it be construed as obligating the College to accept any such proposal or to proceed further with the project.

The College reserves the right to accept or reject, in whole or in part, any or all proposals.

The College also reserves the right to suspend, cancel and/or re-issue all or any portion of this RFP at any time for any reason without penalty.

The proponent's proposal will form part of the contractual agreement by attachment and will be incorporated by reference. Claims made in the proposal will constitute contractual warranties. Any provision in the proposal may be included in the contractual agreement as direct provision thereof.

The RFP process, including the selection of any proposal by the College does not create a contract or agreement of any kind between the College and the proponent. The College will not be obligated in any matter whatsoever to any proponent until a written contractual agreement between the College and the proponent has been duly executed.

Confidentiality

All proposals and communications between each company and CDAC relating to the RFP process are confidential and shall be kept secure by the College. Notwithstanding the previous sentence, information collected by the College through the RFP process may be disseminated to any person or entity responsible for administering the RFP process.

The proponent must identify any information in its proposal that it considers to be confidential or proprietary.

Compliance

The College reserves the right to waive minor non-compliance by a proponent with the requirements of the RFP. This will allow the College to consider and possibly accept any proposal which is advantageous even though the proposal may be non-compliant in some minor respect.