

Request For Proposal

Contractor: Community Physician Health and Safety Program Web Solution

Project Title	Community Physician Health and Safety Program
Issue Date	February 23, 2024
Closing Date	Proposals must be received before 3:00 PM PST on March 7, 2024
Contact	Direct any questions or requests for proposals for additional information to hello@switchbc.ca

Summary of the Opportunity

SWITCH BC is seeking proposals from contractors to develop a website to support community physician health and safety programming. The solution will guide users through understanding, applying, and observing occupational health and safety regulations and be customizable based on a practice's unique characteristics. The solution will offer dynamic templates and tools for tracking health and safety procedures, navigating resources, and program evolution becoming the single source of truth for community physicians' health and safety needs provincially.

The contractor will be responsible for planning, gathering, developing, and implementing a comprehensive web solution. The contractor shall include post-implementation supports for up to 6 months including maintenance, supporting documentation, training, and handoff.

Quotes must be submitted via email to hello@switchbc.ca before 3:00 PM PST on March 7, 2024. Submissions sent by fax or mail will not be accepted.

BACKGROUND

Community physicians are defined as physicians working in non-hospital community-based practice settings including private offices, medical clinics, and walk-in clinics. Currently, they have no single reference or source of truth for information and resources relating to their regulatory health and safety obligations, both as an employer and as a worker. Many community physicians are unaware of their legal requirements as business operators, placing themselves, their staff, and patients at potential risk.

In 2022, the Community Physician Health and Safety (CPHS) program was created from the Memorandum of Agreement on Physician and Psychological Health and Safety (2022 PHS Agreement). SWITCH BC was tasked with development of this program, along with its partners the Doctors of BC, and the Ministry of Health.

Existing web resources such as WorkSafe BC are not designed solely for community physicians and are confusing and onerous to navigate, placing an increased administrative burden on physicians. This takes time away from patient care and increases frustrations with health and

safety requirements. An environmental scan of physician-related health and safety resources is complete, which can be shared with the successful proponent.

A web solution, due in summer 2024, is required to streamline health and safety requirements for community physicians.

PURPOSE

To support community physicians to meet their obligations regarding occupational health and safety, psychological and physical health and safety, violence prevention, and to create and maintain safe work environments.

The development and use of new electronic tools, resources, and training on the SWITCH BC website will assist physicians to achieve these requirements while modernizing workplace safety. Future state, physicians will be able to search libraries on safety topics (e.g. violence prevention, first aid provision, hazard inspections), enter practice details (e.g. number of staff, distance to hospital), and be provided with fillable checklists, templates, and requirements unique to their specifications.

SERVICES REQUIRED

At the direction of the project's oversight group, SWITCH BC is pursuing an iterative process to gather comprehensive requirements for a physician-minded web solution.

SWITCH BC requires the service provider/contractor to:

- 1) Gather and document functional, technical, and design requirements to inform the development of the CPHS program hosted on SWITCH BC's main page.
- 2) Suggest solution(s) with business case for health and safety content navigation and use that are intuitive and customizable by the user based on their practice details (e.g. number of staff, distance to hospital).
- 3) Ensure solution(s) are scalable, cost-efficient, and reliable.
- 4) Provide an accurate timeline for implementation based on the solution(s) and possible risks and contingencies to performance, deployment, and maintenance.
- 5) Implement quality website.
- 6) Highlight additional value propositions if applicable.

DELIVERABLES AND TIMELINE

The following milestones and deliverables are offered and should inform the proponent's proposal. The proponent must provide a detailed timeline describing work plan sequencing, key deliverables, dependencies, and resourcing.

MILESTONE	DELIVERABLES	TIMELINE	RESPONSIBLE
RFP posted	Request for Proposals	February 23, 2024	SWITCH BC
RFP submissions due	Proposals received	March 7, 2024	Proponents
Interviews, references, selection	Award RFP	March 14, 2024	SWITCH BC
Contract out for signature	Present contract	March 19, 2024	SWITCH BC
Contract finalized	Signed contract	March 21, 2024	Service Provider

Program meets with service provider	First meeting	March 22, 2024	SWITCH BC
Solution(s) reviewed, workplan endorsed, development/testing	Recommendations Reported	April 19, 2024	Service Provider SWITCH BC
Key Milestones to be determined by contractor	E.g. system design, prototype	April - May 2024	Service Provider
Functional website	Launch site	June 30, 2024	Service Provider

BUDGET

The proposed budget for this work is \$50,000.00 to \$90,000.00 CAD including applicable taxes with a functional website due by July 2024. The contract will include a Compensation for Late Delivery clause if the website is delivered later than the agreed-upon timeframe due to reasons attributable to the contractor.

The proponent shall provide a detailed breakdown of costs including hourly rates (based on actuals) tied to the deliverables, ensuring all necessary components are accounted for including design, development, testing, hosting, and support/maintenance/content updates.

CONDITIONS APPLYING TO RESPONSE

1. Proposals must be in English and submitted via email to the contact specified above.
2. Include a copy of this cover letter signed by an authorized representative of the Proponent.
3. Reference the project title, as indicated above, in the subject line of the reply email, along with this cover letter and the proposal.
4. Provide a brief introduction of the company, expertise, relevant experience, and highlight team members (if applicable) who will be involved, emphasizing their skills and qualifications.
5. Proposals will not be accepted after 3:00 PM PST on the closing date specified above.
6. Do not contact any SWITCH BC employees other than the contact named above regarding the status of submitted responses.
7. Submit any questions about the engagement or the process by email to the contact named above.

Failure to comply with any of the above requirements may result in rejection of your proposal at the sole discretion of the purchaser (SWITCH BC).

The proposal is deemed to incorporate the confirmation of Proponent's intent to be bound below, without alteration.

CONFIRMATION OF PROPONENT'S INTENT TO BE BOUND

The enclosed proposal is submitted in response to the referenced Request for Proposal (RFP), including any addenda. By submitting a proposal, the proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The proponent has carefully read and examined the entire RFP.
- b) The proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and

- c) The proponent agrees to be bound by the statements and representations made in its proposal.

PROPONENT NAME (please print): _____

NAME OF AUTHORIZED REPRESENTATIVE (please print): _____

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

DATE: _____

VALUATION OF RESPONSE

Following the closing date, responses will be evaluated in the following areas:

EVALUATION CRITERIA	WEIGHTS
Approach: understanding and technical	20%
Portfolio/Experience and references	40%
Detailed cost breakdown	20%
Qualifications and expertise	20%
TOTAL	100%

Virtual interviews will be held with short-listed proponents. Proposals that exceed the specified budget will not be considered. SWITCH BC will conduct reference checks for short-listed proponents, which will be used for evaluation purposes.