



**DIVERSE***city*  
community resources society

## **DIVERSEcity Community Resources Society on behalf of the Surrey Local Immigration Partnership (LIP)**

Requests for Proposals for an Audio Visual Content Development Consultant, funded by  
Immigration Refugee and Citizenship Canada (IRCC)

**Date of Issue: November 29, 2021**

**Submission Due Date: December 6, 2021**

**Expected Award Date: December 13, 2021**

**Inquiries and Proposals should be directed to:**

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## 1.1 Overview of Opportunity

DIVERSEcity Community Resources Society on behalf of the Surrey Local Immigration Partnership (LIP) is seeking a qualified and experienced **Audio Visual Content Development Consultant**. The Audio Visual Content Development Consultant will convert the current Surrey First Peoples Guide for Newcomers from a digital/printed resource into audio visual representations.

The Audio Visual Content Development Consultant would work with DIVERSEcity from December 2021 to March 2022 meeting project development, implementation and monitoring milestones (see below).

## 1.2 Background

DIVERSEcity leverages 40+ years of experience as a keystone settlement and community organization in Surrey, well-known for its specialized and innovative service provision to some of the highest barriered groups in the local community and throughout the Lower Mainland. Its mission is to “inspire belonging in a strong integrated community by empowering newcomers to Canada.” It meets its mandate through the provision of services to newcomer and racialized communities across a range of program areas, including: settlement, community and voluntary, language learning, employment, children and youth, and counselling. Over 2019-2020, 10,000+ clients were served through these program areas.

DIVERSEcity holds the contract for the Surrey Local Immigration Partnership (LIP); a community partnership bringing diverse voices together to build an equitable and inclusive city where all immigrants, refugees and citizens thrive. Through dialogue and research, Surrey LIPs 30+ members collaborate on innovative and community-driven strategies to meet the changing needs of one of the fastest growing cities in BC.

With one of the fastest-growing immigrant populations in BC, Surrey’s needs are complex and unique. Immigration, Refugees and Citizenship Canada has tasked the Surrey LIP to conduct research and community consultations, and develop immigrant and refugee strategic plans and projects to address the unique regional needs of the community and its newest residents.

As Surrey’s cultural diversity grows, so does the need to review and refine policies, practices and services and programs that support the community.

The Surrey LIP works with external consultants, partners and volunteers to conduct community-level research and consultation. The membership of the LIP has identified research purposes and guides this work from inception to completion.

These findings are developed into reports and presented to the LIP members to inform the development of the immigrant and refugee strategic plans and for the larger community of stakeholders to use in program and service planning and policy and practice reviews.

Learn more by following @SurreyLIP on Facebook and Twitter.

## 1.3 Project Objectives and Brief Description

This project aims to create audio visual representations of the existing Surrey First Peoples Guide for Newcomers, using the Indigenous and First nation tradition of sharing knowledge and history through story-telling and visuals, and providing this through video recordings.

## 1.4 Description of Services

The consultant will:

- Research and develop a complete Audio Visual representation of the current “Surrey First Peoples Guide for Newcomers”, to increase access to information in simple language and through audio visuals, about the First Peoples in Surrey and Canada Supporting the Truth and Reconciliation Commission Call to Action no. 93 to reflect a more inclusive history of the diverse Indigenous Peoples of Canada;
- Hire and supervise a Research and Content Conversion Assistant to support the conversion of the current Surrey First Peoples guide for newcomers from a digital/printed resource into audio visual representations, following the framework of contents within the current guide; including recording interviews with contributors to the current guide, land-based nations, elders and others; providing audio and visuals of important Surrey landmarks, culture, music, art, history, myths and Indigenous resurgence and brilliance in six videos, ten minutes per video (total 60 minutes).
- Work closely with the LIP Secretariat to understand the vision, role and expectations of the Surrey LIP for the purpose of contextualizing the work of developing an audio visual representation of the Surrey First Peoples Guide for Newcomers;
- Meet with the First Peoples Guide for Newcomers Working Group and the Indigenous, First Nations and Newcomer Roundtable to develop a feedback loop ensuring a collaborative process;
- Ensure consultation and collaboration with Surrey LIP Council Members, Fraser Region Aboriginal Friendship Centre Association (FRAFCA), local First Nations and/or the Surrey Urban Indigenous Leadership Committee to develop the First Peoples Guide for Newcomers;
- Provide context and information about the Audio Visual representation of the Surrey First Peoples Guide for Newcomers and related issues for Surrey LIP communications;
- Provide information on the development and process of the Audio Visual representation of the Surrey First Peoples Guide for Newcomers and related outputs for funder reports;
- Works with the Surrey LIP Project Communications Support to ensure the Audio Visual representation of the Guide is also accessible on the Surrey LIP website.

## 1.5 Deliverables

The deliverables and estimated delivery times are as follows (these may change as work plan is revised just before the full implementation phase):

<ul style="list-style-type: none"> <li>• Community Engagement, Content design and collation begins for Audio Visual Content (Dec 2021)</li> </ul>
<ul style="list-style-type: none"> <li>• Participants, speakers, and assistant engaged (Dec – Jan 2021)</li> </ul>
<ul style="list-style-type: none"> <li>• Video Recordings begin (Jan 2022)</li> </ul>
<ul style="list-style-type: none"> <li>• Editing and finalized videos shared/published (Feb-March 2022)</li> </ul>
<ul style="list-style-type: none"> <li>• All materials transferred to the Surrey Lip for use on website and for distribution (March 2022)</li> </ul>

## 1.6 Budget

The total budget for this work is **\$50,000**, with the following breakdown:

- January 1, 2022: \$25,000 payment
- March 31, 2022: \$25,000 payment

## 1.7 Consultant Qualifications

- Experience in developing and presenting audio visual materials and content;
- Proven track record working with multiple stakeholders to catalyze collaboration;
- Knowledge of the diversity of Indigenous cultures, identities, lived history and the intergenerational impacts of residential school, and colonization on the individual and the family
- Ability to work independently as well as effectively in a team environment;
- Excellent interpersonal communication, analytical and observational skills;
- Ability to multi-task and work with the demands of a diverse team environment and cross-cultural setting;
- Demonstrated ability to work well under pressure and ambiguity;
- Knowledge of Indigenous communities, organizations and service providers within the Circle 5 area (Surrey/Delta/ White Rock Region);
- Ability to work independently and collaboratively in a dynamic group environment.
- Knowledge of, or experience working with newcomers to Canada an asset.

## 1.8 Proposal Process

### 1.8.1 Timeline and Submission Requirements

<b>Activity</b>	<b>Deadline</b>
RFP issued and posted	November 29, 2021
Deadline for submission of questions	December 3, 2021
Proposals due	December 6, 2021
Analysis and evaluation of proposals	Rolling Evaluation
Firm interviews, if required	Rolling
Respondents advised electronically of the status of their submission	December 9, 2021
Contract signed with successful individual/team	December 10, 2021
Project initiation meeting by Zoom with successful consultant	December 13, 2021
Toolkit Development Plan Outline	December 22, 2021
Trainings and Workshops	TBD in collaboration w/ consultant and partners
Final report	March 2022

## 1.8.2 Proposal Content

The proposal must not exceed 10 pages (excluding appendices) and must include supporting narrative in relation to the following elements:

- Brief overview of the individual/s or company submitting the proposal
- Proposed team
- Understanding of Surrey Local Immigration Partnership needs
- Proposed approach/methodology
- Proposed work plan
- Fee proposal and budget
- Previous relevant project references (names and contact details of someone who can be contacted about each one) and overview relevant projects that are related to: Indigenous and First Nations History and Bridging relationships between Newcomer and First Nations/Indigenous Communities
- Appendix A – Any other supporting documentation the bidder feels is relevant.
- Appendix B – Curriculum Vitae (CV) for each team member (limit of three pages that details the most relevant work pertaining to this project).

## 1.9 Proposal Evaluation

The following criteria will be used in evaluating proposals.

<b>Criterion</b>	<b>Score</b>
Understanding of need	/10
Approach and methodology	/30
Demonstrable experience and knowledge of project subject areas	/20
Relevance of project examples and references	/20
Proposal quality and quality of project report examples	/10
Experience and qualifications of the proposed consultant/s	/10

### 1.9.1 General

This RFP is not a tender and does not commit the Society in any way to select a preferred bidder, or to proceed to negotiations for a contract, or to award a contract. The Society reserves the right to at any time for any reason reject all proposals, terminate this RFP and proceed with the obtaining the services in some other manner.

Notwithstanding any other section of this RFP or any practice or custom of the trade or industry, the Society, in its discretion, reserves the complete right to at any time and from time to time do any or all of the following:

- (a) accept any proposal;
- (b) disqualify a bidder from this RFP;
- (c) reject any proposal for any reason, including without limitation if in the Society's view the proponent does not have sufficient experience performing the services;
- (d) reject all proposals for any reason, terminate this RFP process and, if the Society elects, obtain or proceed with the services in some other manner, including by conducting a new procurement process;
- (e) accept a proposal which is not the lowest cost proposal even if the lowest cost proposal conforms in all respects with the requirements set out in this RFP; and
- (f) not proceed to review and evaluate, or discontinue the evaluation of, any proposal.

The Society may, in its discretion, reject any proposal which fails to conform to or includes qualifications to the requirements of this RFP, which is materially incomplete, obscure, or irregular, which contains exceptions or variations, or which omits any material information required to be submitted.

Notwithstanding anything to the contrary in this RFP, the Society may in its discretion retain any such proposal for consideration and may waive any or all of the foregoing, on such terms and conditions as the Society may consider appropriate, and consider such proposal in the same manner as proposals that fully conform to the requirements of this RFP without qualification.

By submitting a proposal, each bidder agrees that the Society and its employees, advisors and representatives will not under any circumstances be liable for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the bidder in preparing and submitting a proposal, participating in this RFP process or other activity related to or arising out of this RFP process, including if the Society for any reason cancels this RFP process, rejects any or all proposals, accepts any compliant or non-compliant proposal or breaches any duty of fairness, express or implied term of the proposal documents or other duty to the bidder. Bidders are solely responsible for all costs whatsoever incurred by the bidder in connection with preparing and submitting a proposal and negotiating a contract.

### **1.9.2 Statement of Ownership**

All products, materials and reports prepared under this activity will be the exclusive property of the Surrey Local Immigration Partnership. All materials associated with the project must be sent with the final report.

### **1.9.3 Professional Fee**

It should be noted that no commission should be sought or accepted from any service provider or accommodation provider. Remuneration therefore will be reflected in the professional fee outlined in the RFP response.

### **1.9.4 Travel Requirements**

We expect that much of the work will be done virtually, with limited travel as required for key meetings or information gathering. The proposal may outline anticipated travel; however, the contractor will assume management of all travel within the parameters of the project's budget.

### **1.9.5 Other Assumptions**

This Audio Visual content development is consistent with standard practices. DIVERSEcity will support this project as the holder of the Surrey Local Immigration Partnership by providing data, documentation, and ongoing collaboration to ensure that this project is conducted in accordance with the agreed upon timelines. DIVERSEcity LIP project management team will establish a schedule of regular meetings with the successful applicant to coordinate and monitor the progress of this project.