



**DIVERSE***city*  
community resources society

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

Requests for Proposals for a Mental Health and Wellbeing 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:**

**Andrea Canales, Director, Community Development ([acanales@dcrs.ca](mailto:acanales@dcrs.ca))**

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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 **Mental Health and Wellbeing Content Development Consultant**. The **Mental Health and Wellbeing Toolkit** will be based off the Ontario 'Building capacity to support the mental health of immigrants and refugees: A toolkit for settlement, social and health service providers' resource.

This resource seeks to create a Surrey, BC Specific toolkit, and conduct virtual training/workshops to provide support to front-line staff to assist with improving mental health and well-being outcomes for immigrants and refugees aged 12 years and older, and newcomer communities in Surrey, BC.

The Mental Health and Wellbeing 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 mitigate barriers to accessing culturally appropriate mental health care services and improve settlement and mental health outcomes for populations that have been marginalized by providing access to current, relevant and local services, resources and best practices, and train frontline staff from Surrey based organizations on how to effectively use this toolkit.

### 1.4 Description of Services

The consultant will:

- Create a toolkit including resources and best practices to respond in a culturally informed way to Newcomer and immigrant mental health and wellbeing;
- Train frontline staff from Surrey based organizations in how to use toolkit to effectively understand mental health and wellbeing issues specifically effecting immigrants and newcomers
- Collect and present current culturally informed mental health support services and programs available for immigrants and newcomers to increase collaboration and effective referrals

### 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):

|   |
|---|
| • Content collation begins for toolkit (Dec 2021)   |
| • Frontline staff/organizations engaged (Dec 2021- Jan 2022)  |
| • Resources and best practices collected (Jan 2022)   |
| • Toolkit Training Curriculum Designed (Jan-Feb 2022)   |
| • Facilitators train 3 \ Workshops. Additional materials are provided and 1-1 support time (Feb-March 2022) |
| • All training materials transferred to the Surrey Lip for use on website and for distribution (March 2022) |

## 1.6 Budget

The total budget for this work is **\$35,000**, with the following breakdown:

- January 1, 2022: \$17,500 payment
- March 31, 2022: \$17,500 payment

## 1.7 Consultant Qualifications

- Experience in developing culturally informed, trauma informed mental health resources; and conducting trainings, workshops for train-the-trainer
- Proven track record working with multiple stakeholders to catalyze collaboration;
- Knowledge of the diversity of migrant cultures, identities, lived history and the intergenerational impacts of migration 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 environments 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);
- Knowledge of, or experience working with newcomers to Canada

## 1.8 Proposal Process

### 1.8.1 Timeline and Submission Requirements

| Activity   | Deadline           |
|--|--------------------|
| 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 21, 2021                                  |
| Trainings and Workshops                                       | TBD in collaboration w/<br>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 the 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 to DCRS 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 curriculum development and training 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.