



DIVERSEcity Community Resources Society

Request for Proposal for Regional Engagement, Framework Development and Training
Consultant funded by Immigration Refugee and Citizenship Canada (IRCC)

Date of Issue: August 9, 2022

Submission Due Date: August 23, 2022

Expected Award Date: August 30, 2022

Inquiries and Proposals should be directed to:

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1.1 Overview of Opportunity

DIVERSEcity Community Resources Society (from here on referred to as DIVERSEcity) is seeking a qualified and experienced candidate as the **BC and Yukon Regional Engagement, Framework Development and Training Consultant** (from here on referred to as the Consultant) to work with our Collaboration & Knowledge Sharing Initiative (CKSI). The engagement strategy and framework development will be based on the learnings and promising practices from the BC Reconciliation Award winning [Surrey First People's Guide for Newcomers](#). The guide was developed and published by the Surrey Local Immigration Partnership in collaboration with Indigenous and First Nations Communities and Surrey LIP members across Surrey, BC. This resource sought to uplift and amplify the voices of the land-based Nations that Surrey occupies, uncover hard truths, construct a foundation for shared understanding, and continue the important work of building solidarity between the Indigenous and newcomer communities in Surrey. Under CKSI the Consultant will develop an engagement strategy, a community programming design framework and a train the trainer curriculum with the intent to support LIPs across British Columbia and the Yukon to bridge Newcomers and Indigenous and local LIPs using best practices of equity-centered design.

The Consultant will work with DIVERSEcity from September 2022 to March 2024 (with a potential extension to March 2025 depending on funding) in meeting project development, implementation and monitoring milestones (see below).

1.2 Background

For 40 years, DIVERSEcity has been a registered non-profit keystone organization in Surrey and the surrounding municipalities, its mission to “inspire belonging in a strong integrated community by empowering immigrants, refugees, and those from migrant backgrounds.” It is the first and largest immigrant-serving organization in Surrey with 27 service locations across the South Fraser/ Fraser Valley region, 212 staff and over 150 volunteers. Four service campuses are located in Surrey, Newton Town Centre and City Centre. It is mandated to provide the highest quality lifecycle services to diverse newcomer and racialized target groups across 15 program areas, including all immigration groups and naturalized citizens, embedding the principles of growth, respect, integrity and compassion. Over 90% of DIVERSEcity staff are racialized, many with direct experience of being newcomers to Canada. DIVERSEcity clients speak 88 languages and at least one staff person speaks a client language. Specific services are run for and staffed by members of these equity groups: racialized, LGBTQIA+, disability, survivors of violence, multi-barriered, youth and older adults. Many services target (and are staffed by) the main and emerging newcomer communities in Surrey speaking the following languages, amongst others: Punjabi, Mandarin, Cantonese, Korean, Arabic, Spanish, Farsi, Dari, Somali, Tigrinya, Karen, French and Hindi. A Board of six individuals provides governance with majority representation from visible minority communities.

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 40+ members



collaborate on innovative and community-driven strategies to meet the changing needs of one of the fastest growing cities in BC.

Surrey's needs are complex and unique due to its growing immigrant population which is amongst the largest in BC. As Surrey's cultural diversity grows, so does the need to review and refine policies, practices, services and programs that support the community.

Immigration, Refugees and Citizenship Canada (IRCC) has tasked the Surrey LIP to conduct research and community consultations which inform the development of immigrant and refugee strategic plans and projects to address the unique regional needs of the community and its newest residents. The Surrey LIP works with external consultants, partners and volunteers to conduct community-level research and consultation to address these needs. The membership of the LIP identifies 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, policy and practice reviews.

Learn more by following @SurreyLIP on Facebook and Twitter.

1.3 Project Objectives and Brief Description

The Collaboration & Knowledge Sharing Initiative (CKSI) is a project that aims to co-create an equity-centered program design framework which will build the capacity of LIPs throughout BC and Yukon (BCY) to design supports that bridge Indigenous Peoples and Newcomers in each of their unique communities. The initiative will amplify the learnings and best practices from the Surrey LIP project which lead to the co-creation of the Surrey First Peoples Guide for Newcomers. These learnings include building relationships and mobilizing knowledge which centre truth, righting relations, and decolonization.

The expected outcome of amplifying these learnings in the BCY region is to effect systems change by supporting communities to dismantle racist and oppressive programs and policies through increased capacity to design projects with equity-centered design approaches. To support this, CKSI will co-create and deliver train-the-trainer sessions which will lead to the facilitation of capacity building workshops for BCY LIPs leading to BCY LIPs confidently responding to IRCC Call for Proposal 2024 with projects and initiatives which demonstrate that BCY LIPs remain responsive, and effective in times of change and crises with iterative, systems changes focussed programming with strong evaluative feedback loops.

CKSI will engage with people and groups who are doing this important work using methods that allow for frank discussions in brave spaces. This will include: the 18 BC LIPs and 1 Yukon LIP, the National LIP Secretariat, Indigenous Organizations, First Nations, Métis, and Newcomer communities including refugees and youth and communities that have been marginalized and under-represented. The Surrey



LIP will not be conducting the delivery and evaluation of the CKSI project due to its role as a participant of the project. The project duration will be from start date in August to February 2024.

The initiative will include:

- Environmental Scan and Review to identify initiatives that engage with Indigenous Peoples and Newcomers within the wider community as well as current capacity, gaps and resources available to BCY LIP to bridge Indigenous Peoples and Newcomers within their unique communities.
- Work with stakeholders in expanding, customizing and sharing the engagement strategy and a program development framework for BCY LIPs individual needs
- Co-design and develop 4 workshops to support the development of iterative, responsive and systemic change focused programming for IRCC funded BCY LIPs and their members. Workshops will include frameworks to formulate evaluative feedback loops and iterative processes with LIPs. Workshop topics are:
 1. Equity-Centered Community Program Design- this series of workshops will be a primer for LIP coordinators on the application of this design method for LIP programming.
 2. Developing Iterative, Responsive and Systems Change Focused Programming- this will build on the knowledge gained from previous workshop series and focus on human centered approaches and feedback loops which respond to actual community needs.
 3. Expanding and Tailoring Indigenous, Newcomers and Community Engagement Strategy and Initiatives for BCY LIPs – this series of workshops will allow participants to create/ ideate and prototype projects and initiatives.
 4. Responding to IRCC Call for Proposal 2024 and other funders with proposed activities and initiatives which demonstrate LIPs ability use equity centered design centering Systems Change, Right Relations and Equity in settlement practices with strong evaluation feedback loops.
- Prepare curriculum, training guide and videos for train-the-trainer sessions so facilitators can deliver the above workshops to BCY LIPs and for continuity and consistency in facilitator training.
- Train CKSI facilitators to deliver the workshops and facilitate the Community of Practice (CoP).
- Access to 1:1 mentorship hours with the Specialized Content Consultant for questions and support in customizing engagement strategy
- Co-Develop Terms of Reference for CoP with BCY LIPs and provide support for facilitation of CoP where best, failed and promising practices can be shared and opportunities to collaborate are initiated, reducing duplication of efforts, developing inter-LIP relationships that facilitate knowledge and innovation exchange across the region
- Communicate with project coordinator: bi-weekly meeting, monthly reporting

1.4 Description of Services



The Consultant will co-create, design, customize and share an Indigenous and First Nations engagement strategy and program development framework through workshops and by providing 1:1 mentorship hours to BCY LIPs coordinators. The Consultant will also develop train-the-trainer curriculum and train CKSI facilitators to deliver the workshops. The Consultant will also collaborate with the BCY LIPs to create a CoP Terms of Reference and guide CKSI facilitators to facilitate the CoP.

- 1) Collaborate and consult with the BCY LIPs to develop a feedback loop ensuring a collaborative process with iterative methods to support in knowledge sharing amongst partners;
- 2) Work closely with CKSI manager with bi-weekly updates / monthly reports (template provided) which have timely information and alerts the manager of any challenges so they can support the progress of the project;
- 3) Support and advise the CKSI manager in initiating and facilitating the Community of Practice
- 4) Develop train-the-trainer facilitator curriculum;
- 5) Train the CKSI facilitators (2) to deliver the initiative workshops and facilitate the CoP;
- 6) Provide context and information about the development framework and engagement strategy bridging First Nations and Newcomers and related issues for CKSI communications;
- 7) Provide information on the CKSI engagement strategy and development framework and related outputs for funder reports;
- 8) Work with the Surrey LIP/ CKSI Project Communications Support to ensure the related resources are designed, printable and 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 prior to full implementation phase):

Deliverable	Estimated Time (hrs)	Schedule
Convene working team (Surrey LIP council, Indigenous People, Youth Team, Newcomers tables- as convened for Surrey First Peoples Guide for Newcomers) to review Surrey First Peoples Guide for Newcomers and Indigenous Engagement Framework	42	September 2022
Develop workplan in partnership with Project Manager	16	September 2022
Review and re-address research about best practices for engaging diverse Indigenous populations for LIPs across the country	152	September 2022
Implement research plan and assign work packages as developed by Evaluation Consultant	30	September 2022

Develop secure, centralized database to store all research	3	September 2022
Develop workshops 1-3 and design training curriculum	60	September -October 2022
Train CKSI facilitators during 3 x 2-day to prepare for workshops and CoP facilitation. Additional materials are provided and 1-1 support time for facilitators to provide feedback and challenges and receive recommendations from consultant	180	October 2022
Workshop 4 and training curriculum designed	20	April- June 2023
Train CKSI facilitators train 1 x 2-day Workshop. Additional materials are provided and 1-1 support time for facilitators to provide feedback and challenges and receive recommendations from consultants.	60	June 2023
Data Analyzed – include gap analysis between data collected from Surrey LIP members and Indigenous Leaders from onset of project	30	January – February 2023
Annual Reports Submitted	15	February 2023, February 2024
All training materials transferred to the CKSI for use on website and for distribution (as developed, hard deadlines March 2023, March 2024)	3	As developed, hard deadlines March 2023 and February 2024
Recommendation Report: Overall recommendations for future funding, suggestions for funding and honorariums, research directions	40	February 2024

1.6 Budget

The total budget for this work is **\$47,000**, with the following breakdown. Payment will be on the first day of the payment period:

- September 1, 2022 to October 31, 2022: \$12,500 payment
- November 1, 2022 to April 30, 2023: \$11,000 payment
- May 1, 2023 to September 30, 2023: \$12,500 payment
- October 1, 2023 to February 27, 2024: \$11,000 payment

1.7 Consultant Qualifications

- Experience in developing Indigenous and First Nations focused engagement strategies and development frameworks as well as curriculum for train-the-trainer workshops. Experience in conducting training workshops.
- 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 and a hybrid work 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 in BC and the Yukon;
- Knowledge of, or experience working with Newcomers to Canada and stakeholders within the Settlement sector

1.8 Proposal Process

1.8.1 Timeline and Submission Requirements

Activity	Deadline
RFP issued and posted	August 9, 2022
Deadline for submission of questions	August 16, 2022
Proposals due	August 23, 2022
Analysis and evaluation of proposals	Rolling Evaluation
Firm interviews, if required	Rolling
Respondents advised electronically of the status of their submission	August 30, 2022
Contract signed with successful individual/team	September 1, 2022
Project initiation meeting by Zoom with successful Consultant	September 6, 2022
Engagement Strategy and Development Plan Outline	September 16, 2022
Trainings and Workshops	September 2022 TBD in collaboration with Consultant and partners
Year 1 Report	March 2023
Final report	February 2024



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 DIVERSEcity 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.

Criterion	Score
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 DIVERSEcity Community Resources Society (DCRS). 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 co-created equity-centered program design framework development and training is consistent with best practices. DIVERSEcity will support this project through the Collaboration & Knowledge Sharing Initiative by providing data, documentation, and ongoing collaboration to ensure that this project is conducted in accordance with the agreed upon timelines. DIVERSEcity CKSI project management team will establish a schedule of regular meetings with the successful applicant to coordinate and monitor the progress of this project.

To fulfill the Collaboration & Knowledge Sharing Initiative's commitment to diversity, equity and inclusivity and pursuant to Section 42 of the BC Human Rights Code (the Code), **DIVERSEcity Community Resource Society is committed to respecting diversity within our workforce; for this opportunity, preference will be given to applicants who identify as a member of an Indigenous community (First Nations, Inuit and Métis Peoples).**

Candidates from this designated group are invited to self-identify in their cover letter, in a transparent manner, as part of the application process.

Please note that DIVERSEcity is bound by the Provincial Health Officer (PHO) which requires all staff to be vaccinated for COVID-19 in order to work in any of our sites which are all deemed to be 'care locations.'