



DIVERSE*city*
community resources society

DIVERSEcity Community Resources Society

Request for Proposal for Mental Health and Wellbeing Toolkit and Curriculum Content Development Consultant funded by Immigration Refugee and Citizenship Canada (IRCC)

Date of Issue: August 12, 2022

Submission Due Date: September 2, 2022

Expected Award Date: September 9, 2022

Inquiries and Proposals should be directed to:

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1.1 Overview of Opportunity

DIVERSEcity is seeking a qualified and experienced **Mental Health and Wellbeing Content Development Consultant** to work with our Surrey Local Immigration Partnership (LIP) team in Surrey, BC. The **Mental Health and Wellbeing Toolkit: A toolkit to provide, settlement and social organizations, civic agencies, mental health service providers, and interpreters with culturally responsive resources and methods in serving immigrants and refugees in Surrey, BC with mental health symptoms.** This project is inspired by the Ontario *Building capacity to support the mental health of immigrants and refugees: A toolkit for settlement, social and health service provider's resource.*

This project will involve:

- Development of a mental health toolkit that is tailored for our context in Surrey, British Columbia,
- A guide for culturally responsive interpretation and translation services in the mental health field that is aimed at both MH service providers, settlement workers, and interpreters themselves.
- Delivery of 4 virtual and/or in-person training courses and workshops with settlement and social organizations, civic agencies, mental health service providers, and interpreters that will then be adapted into a self-paced workshop.
- Design and develop an online self-paced course with 5-7 modules, and appropriate course materials, assignments, supplementary materials, quizzes, assessments, and instruments for evaluation of learning to be made available on the Surrey LIP website by March 2023.

The Mental Health and Wellbeing Content Development Consultant will work with DIVERSEcity from September 2022 until March 2023 meeting project development, implementation, and monitoring milestones (see below).

1.2 About DIVERSEcity and Surrey LIP

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 barriers 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 counseling. 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 (Local Immigration Partnerships) 40+ members collaborate on innovative and community-driven strategies to meet the changing needs of one of the fastest-growing cities in BC.

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 Learning Outcomes

This project aims to mitigate barriers to accessing culturally appropriate mental health care services as well as to provide service providers with culturally responsive methods to support the immigrant and refugee community with their mental wellbeing. We aim to improve settlement and mental health outcomes for populations that have been marginalized by providing access to current and relevant information on best practices, training, and resources. This project will be grounded in equity, diversity, decolonization, and justice and will include within its scope the cultural, structural, and societal factors that influence the mental health of immigrants and refugees.

1.4 Description of Services

The consultant will:

- Conduct a thorough needs assessment and gap analysis to identify the scope of the current knowledge, skills, and practices of MH service providers and use the information to influence the efficiency of the project.
- Engage community stakeholders through a consultation process aimed at assessing community needs and gaps, as well as identifying available culturally safe mental health support services and programs available for newcomers.
- Develop a toolkit that includes information, resources, and best practices to support the provision of culturally safe mental health and wellbeing services.
- Design and facilitate training for Surrey-based settlement and social organizations, civic agencies, mental health service providers, and interpreters on how to use the toolkit to effectively respond to the mental health and wellbeing of newcomers.
- Develop online self-paced courses with 5-7 modules, and appropriate course materials, assignments, supplementary materials, quizzes, assessments, and instruments for evaluation of learning to be made available on the Surrey LIP website by March 2023.
- A development report that provides a summary of workshop and course description, learning objectives, and outcomes.



1.5 Deliverables

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

Project Timeline	Deliverable	Description
September 2022 – October 2022	<ul style="list-style-type: none"> • Open project • Needs Assessment and Gaps Analysis • Content collation begins for the toolkit 	<ul style="list-style-type: none"> • review project scope with the project manager • present and collaborate on project milestones, deadlines, and communication plan • identify stakeholders • establish working group • collect updated and current resources, promising practices, and information
October 2022 – November 2022	<ul style="list-style-type: none"> • Begin Consultations with Frontline staff/organizations/individuals with lived and living experiences/ community members, mental health institutions, and school divisions engaged 	<ul style="list-style-type: none"> • begin the consultation process, which will involve surveys, interviews, and focus groups at least 4 to 6 sessions (90 minutes (about 1 and a half hours)), and other methods of consultation and engagement.
December 2022	<ul style="list-style-type: none"> • Produce Toolkit with collected resources and best practices 	<ul style="list-style-type: none"> • The toolkit will be a manual that highlights information, resources, and promising practices with a focus on building the ability of front-line staff to

		support Surrey-based newcomers' mental health and wellbeing outcomes.
December 2022 – January 2023	<ul style="list-style-type: none"> • Toolkit Training Curriculum Development and Design • Develop online self-paced courses with 5-7 modules, and appropriate course materials, assignments, supplementary materials, quizzes, assessments, and instruments for evaluation of learning 	<ul style="list-style-type: none"> • Oriented for use by settlement and social organizations, civic agencies, mental health service providers, and interpreters working in Surrey
February 2023	<ul style="list-style-type: none"> • Delivering Workshops and Training sessions on the Mental Health Toolkit Curriculum 	<ul style="list-style-type: none"> • A minimum of 4 virtual and in-person sessions with a minimum of 70 participants engaged.
March	<ul style="list-style-type: none"> • Completion of Project and final report 	<ul style="list-style-type: none"> • All training materials and the curriculum were transferred to Surrey LIP for promotion and ownership.

1.6 Budget

The proposal should not exceed the maximum total of \$35,000 and will include honorariums for individuals with lived and living experience, travel, space rental for in-person sessions, hospitality for in-person sessions, and any added cost related to tools needed for the completion of the work.

1.7 Selection Criteria and Process

- Detailed plan and timeline (including projected costs for each part)
- Experience in the community services or community health sector
- Experience working with marginalized individuals and communities, particularly newcomers/immigrant communities, and racialized groups
- Experience in developing culturally safe, trauma-informed mental health resources; and conducting training and workshops for newcomers serving the sector.



- Proven record of accomplishment working with multiple stakeholders at all levels within an organization catalyzes collaboration.
- Knowledge of the diversity of migrant cultures, identities, living history, and the intergenerational impacts of migration on the individual and the family.
- Ability to lead effective engagement sessions with a variety of stakeholders.
- Excellent interpersonal communication, and analytical and observational skills.
- Ability to multi-task and work with the demands of a diverse environment and cross-cultural setting.
- Demonstrated ability to work well under pressure and ambiguity.
- Knowledge of, or experience working with newcomers to Surrey, BC, and Canada

1.8 Proposal Process

1.8.1 Timeline and Submission Requirements

Activity	Deadline
RFP issued and posted	August 12, 2022
Deadline for submission of questions	August 26, 2022 5 pm PST
Proposals due	September 2, 2022 5 pm PST
Analysis and evaluation of proposals	September 5 – 9, 2022
Firm interviews, if needed	TBD
Respondents were advised electronically of the status of their submission	September 16, 2022
Contract signed with successful individual/team	September 23, 2022,
Project initiation meeting by Zoom with the successful consultant	September 26, 2022
Toolkit Development Plan Outline	
Training and Workshops	TBD for delivery in February 2023 in collaboration w/a consultant and partners
Final report	March 24, 2023,



1.8.2 Proposal Content

The proposal must not exceed 10 pages (excluding appendices) and must include a supporting narrative concerning the following elements:

- A brief overview of the individual/s or company submitting the proposal
- Proposed team
- Understanding of project needs
- Proposed approach/methodology
- Proposed work plan
- Fee proposal and budget
- Communication Plan
- Previous relevant project references (names and contact details of someone who can be contacted about each one) and an overview of relevant projects
- 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 detail the most relevant work on 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

1.10 General

This RFP is not a tender and does not commit Society in any way to select a preferred bidder, proceed to negotiations for a contract, or award a contract. The Society reserves the right to at any time for any reason reject all proposals, terminate this RFP, and proceed with 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 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 that 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, at 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 the foregoing, on such terms and conditions as the Society may consider appropriate and consider the 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, 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.

1.10.1 Statement of Ownership

All products, data, materials, and reports prepared under this activity will be the exclusive property of DIVERSEcity Community Resources Society (DCRS). The contractor will acknowledge and agree that any product and or deliverables created shall be considered a "work for hire" and all right to said products and deliverables shall belong exclusively to DIVERSEcity Community Resources Society. All materials associated with the project must be sent to DCRS with the final report.



1.10.2 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.

1.10.3 Travel Requirements

We expect that the work will be done with a mixture of virtual and in-person sessions. The proposal outlines anticipated travel; however, the contractor will assume management of all travel within the parameters of the project's budget.

1.10.4 Honorarium

Honorariums will need to be included within the scope of the budget provided by the consultants. The rate for honorariums for this level of consultation ranges from \$150 – 300 per participant, per session. The rate is based on the time commitment of the individual per session, ranging from 30min – over 2hrs.

1.10.5 Other Assumptions

This curriculum development and training are consistent with standard practices. DIVERSEcity will support this project through the Surrey Local Immigration Partnership by providing data, documentation, and ongoing collaboration to ensure that this project is conducted following the agreed-upon timelines. Surrey LIP project management team will establish a schedule of regular meetings with the successful applicant to coordinate and monitor the progress of this project.