



DIVERSE*city*
community resources society

DIVERSEcity Community Resources Society

Request for Proposal for a Newcomers Needs Assessment and Community Environment Scan
Content Development Consultant funded by Immigration Refugee and Citizenship Canada
(IRCC)

Date of Issue: August 19, 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 **Newcomers Needs Assessment and Community Environment Scan Content Development Consultant** to work with our Surrey Local Immigration Partnership (LIP) team in Surrey, BC. The purpose of the project will be to determine the current needs of newcomers and raise awareness of those needs with Surrey LIP members, other partners and stakeholders, and the wider community to fill those gaps.

This project will involve:

- An environmental scan to seek and compile information about various groups in Surrey, BC, and the programs, services, and resources that exist to serve these groups.,
- Consultations with stakeholders through focus groups, 1:1 Interviews, and surveys
- Consultations with immigrants and refugees through focus groups, 1:1 Interviews, and surveys
- Community needs assessment through online surveys
- Immigrant demographic profile for Surrey, BC
- Determine 3 priority areas of focus and recommendations to address these areas

The Newcomers Needs Assessment and Community Environment Scan Content Development Consultant will work with DIVERSEcity from September 2022 until January 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 barrier 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 will first identify various systems of support currently being utilized by the different Surrey-based settlement services organizations and communities to support newcomers in their area, through an environmental scan. The systems identified will then be compared and analyzed through various data collection approaches as appropriate, including but not limited to: Interviews (1:1 and focus groups), Surveys, and Literature reviews.

A final report will be produced including potential recommendations for settlement serving agencies, potential tools that could be developed to support settlement, and a breakdown of the prerequisites, advantages, and disadvantages of the various systems.

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 services being provided
- Engage community stakeholders and immigrants with lived and living experiences through a consultation process aimed at assessing community needs and gaps,
- Identify newcomer services offered by Anglophone and Francophone settlement service organizations in the community,
- Identify services that are available to newcomers through non-settlement organizations (e.g., housing, health/mental health, employment, education) in the community.
- Identify Informal networks and service channels that newcomers access in the community.
- Identify Duplications and gaps in current settlement service delivery.
- Collect data, measurement, and evaluation methods used by service providers and the overall capacity of local service providers to undertake these; and
- Identify the current level of collaboration and communication between stakeholders in the community.
- Develop an immigrant demographic profile for Surrey
- Develop a final report that provides a summary of objectives, procedures, and outcomes, and determine 3 priority areas of focus and recommendations to address these areas

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 | Phase One: Open Project and Environment Scan | <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 – December 2022 | Phase Two: Consultations with key informants | <ul style="list-style-type: none"> • Conduct Focus groups with key stakeholders (Frontline staff/organizations/individuals with lived and living experiences/ community members engaged) • Conduct interviews with key stakeholders (Frontline staff/organizations/individuals with lived and living experiences/ community members engaged) • Distribute surveys |
| January 2023 | Phase Three: Develop Findings and final report | <ul style="list-style-type: none"> • Analyze data on phases 1 and 2 • Determine 3 priority areas of focus and provide recommendations to address • Present Summary of findings to Surrey LIP Council |

| | | |
|--|--|--|
| | | <ul style="list-style-type: none"> • Identify the Immigrant Demographic Profile for Surrey, BC • Develop final report • All materials transferred to Surrey LIP for promotion and ownership |
|--|--|--|

1.6 Budget

The proposal should not exceed the maximum total of \$25,000 including all taxes 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 additional cost related to tools required for the completion of the work.

1.7 Selection Criteria and Process

- Detailed plan and timeline (including projected costs for each component)
- Experience in the community services
- Experience working with marginalized individuals and communities, particularly newcomers/immigrant communities, and racialized groups
- 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 19, 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 5-8, 2022 |
| Firm interviews, if required | TBD |
| Respondents were advised electronically of the status of their submission | September 9, 2022 |
| Contract signed with successful individual/team | September 16, 2022 |
| Project initiation meeting by Zoom with the successful consultant | September 21, 2022 |
| Project development: Phases 1 & 2 | September – December 2022 |
| Final report and Summary of findings to the council | January 26, 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 about this project).

1.8.3 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 General

This RFP is not a tender and does not commit the 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.

1.9.1 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.

1.9.2 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.

1.9.3 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.



1.9.4 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.