

REQUEST FOR PROPOSALS:

WEST KOOTENAY LOCAL IMMIGRATION PARTNERSHIP (WKLIP) NEWCOMER RESEARCH PROJECT

WHO WE ARE

The Columbia Basin Alliance for Literacy (CBAL) is an innovative, multi-service, non-profit organization providing a broad range of child, youth, family, seniors, and newcomer programs and services related to literacy. CBAL has been approved to coordinate the creation of a local immigration partnership (LIP) through Immigration, Refugees and Citizenship Canada for the Trail, Castlegar and Nelson area. LIPs are federally-funded initiatives designed to support positive outcomes related to settlement and integration. These partnerships foster strong and resilient communities through innovative coordination efforts amongst key stakeholders. LIP initiatives are community-driven with the aim of creating welcoming and inclusive communities where newcomers can come to live and thrive.

PURPOSE

To conduct research that identifies trends in the West Kootenay region specifically identifying immigration data, experiences of newcomers to the region and community resources and supports available to newcomers. For the WKLIP to determine its objectives and priorities, it is important to gain a fuller picture of the newcomer experience in our region and understand the barriers and trends that may affect the work. This data will also be used to inform future research and support potential grant opportunities.

BACKGROUND

CBAL has been providing settlement and language services since 2008. In 2013, settlement funding shifted from the provincial government to the federal government through Citizenship and Immigration Canada (CIC). CBAL was successful in its first immigration program funding application and now has 11 settlement offices across the Basin and Boundary with over 30 staff providing these integral services.

One of the stated priorities of the WKLIP is to complete a research project describing the current immigration and settlement landscape. We want to bring the newcomer experience to life and share with our communities and funders the shifting demographic trends, individual stories as well as community assets and gaps. This study will also begin to identify supports that will be needed to ensure that newcomers can ultimately achieve their settlement goals.

PROJECT DETAILS

CBAL is seeking proposals from professional consultants to conduct community-based research. The consultant will combine their findings with other publicly available statistical data to create a picture of the newcomer landscape in terms of local, provincial and federal immigration trends, provide stories and testimonials of newcomers, identify the key strengths and assets that benefit newcomers and identify barriers that may impede newcomers in fulfilling their settlement needs.

PROJECT DELIVERABLES

- A. Engage in a research process that describes the newcomer landscape in terms of local, provincial and federal immigration trends, provides stories and testimonials of newcomers, identifies the key community strengths and assets that benefit newcomers and identifies barriers that may impede newcomers in fulfilling their settlement needs.
- B. Engage a wide group of representatives from a variety of sectors including, but not limited to: newcomers, health, education, community services, government, religious, Indigenous and family services.
- C. Use a variety of engagement channels to conduct research such as in-person, online, broad community meetings, focus groups, etc., ensuring engagement is thoughtful in its approach to address cultural and language differences.
- D. A written report on the research undertaken outlining the community context, stakeholder interest and community need will be provided to CBAL and should include, but is not limited to:
 - Immigration trends of the West Kootenay region (specifically Trail, Castlegar and Nelson) in comparison to provincial and federal trends. Including identifying economic trends that impact immigration.
 - Demographic data pertaining to country of origin, languages, age distribution and other relevant data.
 - Narrative obtained from newcomer engagement activities that highlights their experiences.
 - A high-level community scan of current assets and gaps in settlement and integration initiatives that could be supported through WKLIP. These would include quantitative and qualitative data.
 - An assessment of the potential initiatives as a focus area for future WKLIP planning.
- E. Creation of a Newcomer Demographic Fact sheet for public release.

Project to commence when successful proposal has been chosen. Deadline for all activity including the final report is February 28, 2024.

PROCUREMENT PROCESS

Timeline:

Proposal Deadline: Friday, Sept. 15, 2023

Award of Project: Friday, October 2, 2023

Final Report Delivery Deadline: Wednesday, February 28, 2024

All questions can be directed to Carolyn Amantea at camantea@cbal.org. We welcome any inquiries and are open to an in-person meeting to answer any questions.

Qualifications:

- Must have demonstrated experience in needs assessment, program evaluation, outcome measurement and quantitative and qualitative research within the non-profit sector.
- Proven project management experience.
- Knowledge and understanding of collaborative governance models.
- Knowledge of and experience working in the non-profit sector.
- Knowledge of immigration in small communities.
- Understanding of and experience with local immigration partnerships.
- This project will be highly participatory in nature and the consultant will work collaboratively with CBAL's Executive Director and the WKLIP Coordinator.

Pricing:

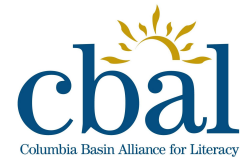
CBAL has identified a maximum of \$27,000 for this project, including all taxes and expenses related to travel, research, design of the final report and fact sheet and any costs associated with obtaining imagery. \$20,000 is for direct research and \$7000 is for the creation and delivery of the final report and fact sheet.

Privacy and Confidentiality:

The selected consultant(s) will be required to protect all personal and confidential data, which may be presented in aggregated form. The selected candidate will also agree to sign a CBAL confidentiality agreement.

Proposals should address the following:

- An overview of expertise in each of the necessary skills and qualifications listed above.
- Similar projects undertaken previously.
- Proposed plan to implement the project.
- Cost and suggested timelines for project completion including all fees, travel, expenses, and taxes.
- References - including two references from previous projects of similar scope.



Submission Instructions:

Please submit all proposals via email to: camantea@cbal.org by Friday, September 15, 2023.

Evaluation of Proposals:

The following criteria will be used to help evaluate proposals. CBAL will not share the individual results of the evaluation process, but will be open to sharing feedback to those submitting proposals.

Demonstrated experience in assessment, evaluation, and qualitative and quantitative analysis.	/25
Understanding and knowledge of non-profit sector.	/10
Understanding of immigration trends and experiences in small communities.	/15
Understanding and knowledge of local immigration partnerships.	/15
Knowledge and understanding of immigrant services.	/15
References that demonstrate proven experience in community engagement.	/10
Price of services.	/10
Total	/100

CBAL will invite the successful candidate to engage in contract negotiations. If for any reason, the two parties cannot agree to terms, a new candidate may be invited to engage in negotiations. CBAL may also choose to restart the process or engage in some or all activities through smaller contracts.

We thank all candidates for their interest in this project.

REQUEST FOR PROPOSALS:

WEST KOOTENAY LOCAL IMMIGRATION PARTNERSHIP WEBSITE DEVELOPMENT

WHO WE ARE

The Columbia Basin Alliance for Literacy (CBAL) is an innovative, multi-service, non-profit organization providing a broad range of child, youth, family, seniors, and newcomer programs and services related to literacy. CBAL has been approved to coordinate the creation of a local immigration partnership (LIP) through Immigration, Refugees and Citizenship Canada for the Trail, Castlegar and Nelson area. LIPs are federally-funded initiatives designed to support positive outcomes related to settlement and integration. These partnerships foster strong and resilient communities through innovative coordination efforts amongst key stakeholders. LIP initiatives are community-driven with the aim of creating welcoming and inclusive communities where newcomers can come to live and thrive.

PURPOSE

The purpose of this Request for Proposal is to solicit submissions from a qualified contractor to undertake the creation and design of a West Kootenay LIP (WKLIP) website.

The intent of the new website is to provide newcomers and other interested community members access to information about the WKLIP, relevant local, provincial and federal resources, and other information that is of interest to help ensure newcomers have the information they need. It will also provide members of the public with information about the WKLIP and information about its initiatives and upcoming community events. The new website should be intuitive for users to navigate and should aim to meet Web Content Accessibility Guidelines Level AA. The website must be optimized for desktop and mobile devices. The new website will need to be administered by CBAL staff and be created through WordPress.

BACKGROUND

The first step in establishing the WKLIP is to create a website that is rich with information and resources. Along with our social media pages, this will be the home to everything LIP! We want it to be attractive and simple to navigate for people of all skill levels. The website is a connection point between the WKLIP coordinator and the public and connects with and complements other local websites that are relevant to services and resources for newcomers.

PROJECT DETAILS

CBAL is seeking proposals to design and create the website, and to train local staff to manage the website once it is fully operational. The contractor will review our content needs, conduct research of other LIP websites, create basic content and source imagery for the site. We want this to be an effective tool for the community and one where content can be updated by local staff.

SCOPE OF WORK

The successful contractor will create a website that will provide community and newcomers with a clear understanding of the LIP goals and objectives, community information, resources available at CBAL and outside agencies, supports and other information pertinent to the WKLIP.

The proposal should include the following:

- Hosted on an offsite server in Canada
- Full HTTPS website security
- Website compliance with FOIPPA
- Visually interesting design incorporating vibrant images
- Flexibility for staff to update design components and general layout options
- Accessible design features (site should aim to meet Web Content Accessibility Guidelines, Level AA where possible)
- Printer-friendly
- Intuitive and interactive design (including reconfiguration of existing menus and headings) for community members to find key information and connect with WKLIP staff
- Search and Google translate functions
- Must allow for statistical analysis on page visits/usage
- Opportunity to choose from design solutions/options
- Showcase of recent, current, and upcoming projects, with engagement tools to allow the community to provide input on current and upcoming initiatives
- Compatibility with multiple web browsers and mobile devices
- Easy-to-find material and resources (local events, contact information, resource links, etc.)
- Training for a group of up to three staff members
- Software and website design module updates/upgrades
- Customer support must be available at no added cost for 3 months after the website is launched
- Explanation of upfront and annual costs (e.g. website hosting), including the potential for ongoing customer support following the initial 3-month period described above

The scope of work is intended to define the work activities as accurately as possible. Respondents are encouraged to use innovation when developing proposals and to propose revisions or alternatives that are beneficial to the project.

Links to sites that are well-established and have components that are desired:



West Kootenay Local Immigration Partnership

<https://langleykip.ca>

<https://liplanarkrenfrew.ca>

<https://elip.ca>



CONTENT REQUIRED

The following pages are a starting point and based on other successful LIP websites. The contractor will also provide suggestions and changes.

- Landing page with graphics and navigation pane
- About
- Three community pages (Trail & Area, Castlegar and Nelson) highlighting each community's assets
- Events
- Initiatives
- Resources
- Contact

We are asking for the contract to acquire imagery and assist in content development with support from the CBAL team. Not every page will have content to start. The goal is to have the data for the landing page, about, community and contact pages.

CBAL staff will add information for the events, initiatives, and resources pages at a future time, this is not expected of the contractor. The contractor would however be expected to provide the layout and design of each of the above-mentioned pages so they are ready for content to be entered by CBAL staff.

PROCUREMENT PROCESS

Timeline:

Proposal Deadline: Friday, Sept. 1, 2023

Award of Project: Monday, Sept. 18, 2023

Final Delivery Deadline: Thursday, Nov. 30, 2023

All questions can be directed to Carolyn Amantea at camantea@cbal.org. We welcome any inquiries and are open to an in-person meeting to answer any questions.

Qualifications:

- Must have demonstrated experience in website development (WordPress specifically).
- Proven project management experience.
- Knowledge and understanding of working with non-profits.
- Knowledge and experience providing training and support.
- Understanding of the West Kootenay region (specifically Trail, Castlegar and Nelson area)

- This project will be highly participatory in nature and the consultant will work collaboratively with the CBAL Executive Director and the WKLIP Coordinator.

Pricing:

CBAL has identified a maximum of \$15,500 for this project, including all taxes and expenses. This includes website creation and development, content creation for the specified pages mentioned above and the licencing fees for imagery.

Privacy and Confidentiality:

The selected consultant(s) will be required to protect all personal and confidential information if appropriate, which may be presented in aggregated form. The selected candidate will also agree to sign a CBAL confidentiality agreement.

Proposals should address the following:

- An overview of expertise in each of the necessary skills and qualifications listed above.
- Similar projects undertaken previously.
- Proposed plan to implement the project.
- Cost and suggested timelines for project completion including all fees, travel, expenses, and taxes.
- References - including two references from previous projects of similar scope.

Submission Instructions:

Please submit all proposals via email to: camantea@cbal.org.

Evaluation of Proposals:

The following criteria will be used to help evaluate proposals. CBAL will not share the individual results of the evaluation process, but will be open to sharing feedback to those submitting proposals.

Qualified experience in website development with work samples (links preferred) provided	/30
Knowledge and demonstrated understanding of other LIP websites	/25
Demonstrated experience in working with non-profits	/20
Ability to deliver training to staff	/10
References that demonstrate excellent past project performance	/10
Price of services	/5
Total	/100



CBAL will invite the successful candidate to engage in contract negotiations. If for any reason, the two parties cannot agree to terms, a new candidate may be invited to engage in negotiations. CBAL may also choose to restart the process or engage in some or all activities through smaller contracts.

We thank all candidates for their interest in this project.