



**REQUEST FOR PROPOSAL**  
**External Program Development:**  
**Newcomer Program Consultant**

**ISSUE DATE AND TIME**

February 20, 2024, 4:00 pm EST

**CLOSING DATE AND TIME**

March 8, 2024, 5:00 pm EST

**CONTACT**

Adam K  
adam@cglcc.ca

Bidders are advised to read and respond appropriately to all sections of the Request for Proposal (RFP). Bidders unable to provide all services described herein need not bid. Canada's 2SLGBTQI+ Chamber of Commerce will not accept proposals from bidders with a real or perceived conflict of interest.

## **Purpose of this Request for Proposal**

CGLCC is looking to engage a consultant to build and implement a Newcomer Program to support 2SLGBTQI+ entrepreneurs who have recently immigrated to Canada. The Newcomer Program will aim to create networking opportunities, workshops and access to resources to help newcomers navigate the Canadian business landscape.

## **Background**

### **Canada's 2SLGBTQI+ Chamber of Commerce**

Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) is a national not-for-profit organization dedicated to expanding the economic opportunities and advancements of the 2SLGBTQI+ business community and to advocating on behalf of an estimated 100,000 2SLGBTQI+ owned businesses in Canada, as well as 2SLGBTQI+ professionals, students of business, allies, and ally organizations.

The CGLCC's core mission is to contribute to a thriving and inclusive Canadian economy by promoting economic growth and prosperity, through supplier diversity certification, expanding global trade opportunities, and young entrepreneur mentorship.

As an entity, CGLCC wants to be recognized as the business diversity partner within Canada, fostering relevant, expert knowledge, creating meaningful, profitable business connections, and representing the 2SLGBTQI+ business community in a way that furthers their pride.

(More information on the organization can be obtained online at [www.cglcc.ca](http://www.cglcc.ca)).

### **2SLGBTQI+ Newcomer Program Overview**

**Definition for Newcomer:** An immigrant or refugee who has been in Canada for less than 5 years.

The proposed project will focus on the development and implementation of a comprehensive initiative aimed at supporting 2SLGBTQI+ entrepreneurs who have recently immigrated to Canada, with a particular emphasis on developing and scaling their businesses. The primary objective is to create a robust framework that facilitates networking opportunities, workshops, and access to essential resources, addressing the unique challenges newcomers face in navigating the Canadian business landscape.

Building and implementing the Newcomer Program will encompass the design and execution of diverse networking events to foster community building, creating engaging workshops tailored to the specific needs of 2SLGBTQI+ entrepreneurs, and establishing a centralized hub providing vital resources for business development and scaling. Additionally, this program will emphasize collaboration with existing support networks, governmental agencies, and local businesses to ensure a holistic and inclusive approach in aiding the integration and success of 2SLGBTQI+

newcomers in the Canadian entrepreneurial ecosystem.

### **Objectives:**

The Newcomer Program aims to break down barriers to starting and growing a business among small and medium-sized enterprises (SMEs) that are owned by 2SLGBTQI+ newcomers and refugees in Canada. The goals are to:

- **Cultivate a Supportive Ecosystem:** Establish a Program Plan that combines networking opportunities, tailored workshops, and resources. This multifaceted approach aims to foster a supportive community where 2SLGBTQI+ entrepreneurs can connect, share experiences, and access essential tools for business development and scaling in the Canadian landscape.
- **Promote Collaboration and Inclusivity:** Foster collaboration with existing support networks, governmental agencies, and local businesses to create an inclusive ecosystem. By working with various stakeholders, the program seeks to break down barriers, advocate for the rights of 2SLGBTQI+ entrepreneurs that are new to Canada, and contribute to a more diverse and vibrant Canadian entrepreneurial community.
- **Capacity Building:** Strengthening the Canadian 2SLGBTQI+ Chamber of Commerce's capacity to be the leading national organization in supporting 2SLGBTQI+ entrepreneurs and businesses in Canada.

### **Project Tasks & Deliverables**

Tasks for this project include:

- Needs Assessment:
  - Objective:
    - Gain a comprehensive understanding of CGLCC's programs and their goals and requirements through document reviews, stakeholder interviews, and/or workshops.
    - Gain a comprehensive understanding of the requirements of CGLCC's stakeholders and newcomers to Canada to ensure that the program effectively meets and addresses their needs.
  - Activities
    - Conduct interviews with key stakeholders to identify specific Newcomer Program objectives. Conduct a minimum of five interviews from each of the following stakeholder groups.
      - 2SLGBTQI+ entrepreneurs who are newcomers to Canada,
      - Corporate Members
      - Internal Stakeholders (CGLCC Staff)



- Develop a program model based on recommendations and stakeholder input
- Develop the structure of the Newcomer Program, including:
  - roles and responsibilities of staff
  - program guidelines
  - timelines
- Develop a recruitment strategy to engage newcomers to Canada who are 2SLGBTQI+ entrepreneurs and sponsors of the program
- Develop processes for the Newcomer Program, including:
  - application forms and process
  - criteria for participation
  - evaluation criteria (if deemed necessary)
  - system for determining the right support
  - developing a system and surveys for regular feedback and check-ins
  - program evaluation
- Develop program deliverables
  - onboarding and training on program expectations and goals for program participants
  - development of an orientation workshop for program participants
  - engagement points for program participants
  - develop a resource guide for program participants

As part of the contractual agreement, the successful bidder will also be expected to deliver:

- Regular check-in meetings or emails with the CGLCC project management team; (more frequent at the beginning of the project); and
- All related electronic files and underlying works (where necessary)

## **Project Timelines**

The Project's anticipated start date is as soon as possible, ideally March 2024, and will continue until September 1, 2024, when the Program Plan is due. The amount of work will be more heavily skewed towards the beginning of the project and, once the framework is set up, will require minimal monitoring.

## **Minimum Requirements for the Bidder**

The bidder should demonstrate that they:

1. Have experience working on and with 2SLGBTQI+-related projects and stakeholders;
2. Have expertise and experience in Entrepreneurship Program Development;
3. Have experience with developing and/or providing services for newcomers to Canada;
4. Are able to provide services and project tasks in both official languages when required;
5. Are able to meet the requirements of the project as described in this Request for Proposal; and
6. Are able to complete all work by September 1, 2024.

## Project Budget

The project has a budget range of approximately \$20,000 - \$30,000 (excluding HST) over the period of the contract. This includes the consultant's fees and any travel or incidentals that may be proposed as part of the project. We are open to receiving proposals that might be slightly lower or higher than the given range, depending on the complexity of the proposal and the activities proposed.

## Proposal Submission Guidelines

**Submissions must not exceed eight pages** and must include, but are not limited to, the following components:

1. **Scope:** Include a statement summarizing your understanding of the scope of the project.
2. **Deliverables:** Provide a description of your understanding of the final deliverables expected by CGLCC.
3. **Proposed Work Plan:** Using the deliverables described in the Project Tasks & Deliverables section of the RFP as your reference point, describe in narrative form your plan for accomplishing the work. Modifications of the tasks/deliverables as presented are permitted; however, reasons for changes should be fully explained and justified. Include proposed timeframes and explanations of how the RFP requirements will be achieved.
4. **Project Budget:** Supply a comprehensive breakdown of the cost estimates associated with the project deliverables and hours of work by team members.
5. **Special Considerations:** Identify any unique challenge(s) that you perceive in executing the project, and how you might approach the challenge(s).
6. **Project Staff:** Supply a list of the project staff, including third parties, and their respective roles, qualifications, experience, and ability to work in both official languages.
7. **Prior Experience:** Experience statements included should refer to work done by individuals who will be assigned to this project as well as that of your company. The company shall identify any third parties (sub-contractors, vendors, and suppliers) that will be responsible for the implementation of the anticipated contract.
8. **References:** Provide one to three references of past or current clients with similar project work (please include client name, contact person, email address, and phone number, along with a brief description of each project). Do not include any CGLCC personnel in your references.

## Proposal Evaluation

Proposals will be evaluated by a selection committee representative of CGLCC staff. A consultant will be chosen based on a bidder's response to the enclosed service requirements and evaluated according to the criteria listed below:

### Contractor Evaluation (45%)

- Consultant's overall capabilities based upon the understanding of project scope and activities.

- Qualifications and experience as outlined in the Minimum Requirements for the Bidder.
- Demonstrated experience and past performance relevant to the project's Objectives, Tasks, and Deliverables.
- Team member qualifications, skills, and expertise, relevant to the project's scope and audiences.

#### Proposed Work Plan (45%)

- Demonstrated understanding of the project, including clarity and relevance of the proposal.
- Quality of the work plan, including the approach to building and implementing the Project Plan, and a clear outline of all deliverables and how they will be met.
- Outline of methodology for program and asset development
- Proposal preparation, thoroughness, and responsiveness to requirements of RFP.
- Identification, explanation, and justification of modified tasks and/or unique challenges expected.
- Creative and innovative approach to the project, with the program's longevity and sustainability in mind.

#### Certified Diverse Supplier (5%)

- Bidder is a certified Diverse Supplier with Canada's 2SLGBTQI+ Chamber of Commerce or other recognized certification body.

#### Estimation of Project Costs (5%)

- Budget allocations should be commensurate with level of activity in the work plan and reflect value for effort.
- Competitiveness to other bidders.

Questions or clarifications can be directed to Adam K (Special Project Manager) at [adam@cglcc.ca](mailto:adam@cglcc.ca), referencing "**Questions for External Program Development: 2SLGBTQI+ Newcomer Program**" in the email subject line.

Proposals must be submitted in English in PDF format (including appendices, where applicable) to [adam@cglcc.ca](mailto:adam@cglcc.ca) no later than **March 8th, 2024**, at 5:00pm EST.

All submissions must reference "**Proposal for External Program Development: 2SLGBTQI+ Newcomer Program**." No other submission format will be accepted.

All proposals must be marked with the bidder's name and reference the title of this project:

**External Program Development: 2SLGBTQI+ Newcomer Program**

CGLCC will notify all bidders in the form of an email upon receipt of their proposal. CGLCC is not responsible for bids that fail to meet this deadline.

### **Key Terms of Engagement**

Although not exhaustive, this list of key terms of engagement will become an integral part of the Agreement between the CGLCC and the successful bidder.

Acceptance of the Proposal: CGLCC reserves the right not to accept any proposal. The RFP should not be construed as a contract to purchase services. CGLCC shall not be obligated in any manner until a written agreement relating to an approved proposal has been duly

executed.

Proposal Revisions: Proposal revisions must be received prior to the RFP submission/closing date and time.

Financing of Proposals: The cost associated with preparing and submitting proposals will not be paid by CGLCC.

Acceptance of RFP Conditions: Receipt of the proposal offer will be considered acceptance of the RFP terms and conditions by the bidder.

Subcontracting: Subcontracting is allowed as a condition of the anticipated contract for service. When allowed, proposed subcontractors must be listed. Joint proposal submissions must indicate which bidder has overall responsibility for project management.

Project Contact: CGLCC will assign a project contact at the time the contemplated contract is awarded. The successful bidder will also assign a project contact at that time.

Negotiation Delay: If a written contract cannot be concluded within fifteen days of notification to the designated bidder, CGLCC may, in its sole discretion, terminate negotiations with that bidder and either negotiate a contract with another bidder of its choice or choose to terminate the RFP process and not enter into a contract with any of the bidders.

Funding: The implementation of the selected proposal is dependent upon funding being approved by CGLCC.

Proposals as Part of Contract: Proposals may be negotiated with bidders and, if accepted, will form part of any contract awarded.

Disclaimers/Limitations of Liability: Neither acceptance of a proposal nor execution of an agreement shall constitute approval of any activity or development contemplated in any proposal that requires any approval, permit, or license pursuant to any federal, provincial, regional district or municipal statute, regulation, or by-law. It is the responsibility of the contractor to obtain such prior to the commencement of the services under the proposed contract.

Copyright: During the project period, the successful bidder shall not sell, transfer, mortgage, lease, or otherwise dispose of any tangible or intangible assets including any intellectual property purchased for Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) under the contracted agreement without prior written consent of the owners. The copyrights, trademarks, and any other intangible or tangible rights relating to the Underlying Works belong to CGLCC and shall be delivered forthwith to CGLCC upon completion of the particular project, or as otherwise requested by CGLCC.

CGLCC reserves the right to modify the conditions of the RFP, at any time up to the closing date and time.

## **Confidentiality and Security**

Other Purpose: This document or any portion thereof may not be used for any purpose other than the submission of proposals.

Security and Privacy of Information: The successful bidder must agree to comply with the CGLCC Privacy Policy regarding information received from participants in industry consultation activities. These include strict control of access to data and maintaining confidentiality of information gained while carrying out their duties under the terms of any contract.

Disclosure: All documents submitted by bidders shall become the property of CGLCC, and as such will be subject to the disclosure provisions of the Freedom of Information and Protection of Privacy Act. Information pertaining to CGLCC obtained by the bidder as a result of participation in this project is confidential and must not be disclosed. Samples of work provided as part of submission requirements remain property of the bidder.



CGLCC, ITS EMPLOYEES, AGENTS, AND CONSULTANTS EXPRESSLY DISCLAIM ANY AND ALL LIABILITY FOR REPRESENTATIONS, WARRANTIES EXPRESSED OR IMPLIED OR CONTAINED IN, OR FOR OMISSIONS FROM THIS RFP PACKAGE OR ANY WRITTEN OR ORAL INFORMATION TRANSMITTED OR MADE AVAILABLE AT ANY TIME TO A BIDDER BY OR ON BEHALF OF CGLCC. NOTHING IN THIS RFP IS INTENDED TO RELIEVE BIDDERS FROM FORMING THEIR OWN OPINIONS AND CONCLUSIONS IN RESPECT TO THIS RFP.