



Vibrant Surrey

Community solutions for poverty reduction

# Request for Proposals Voices of Experience

Vibrant Surrey

**Request for Proposals Number: VS-0002**

**Issue Date:** November 2, 2009

**Closing Time:** Proposal must be received **before 2:00 PM Pacific Time**  
on: **Tuesday, November 17, 2009**

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**Contact Person:** All enquiries related to this Request for Proposal (RFP), including any requests for information and clarification, are to be directed, in writing, to the following person who will respond if time permits. Information obtained from any other source is not official and should not be relied upon.

Dean Lin, Manager of Transitional Plan

Email: [info@vibrantsurrey.ca](mailto:info@vibrantsurrey.ca)

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**Delivery of Proposals:** THREE (3) complete hard-copies must be delivered by hand or courier to:

Vibrant Surrey  
c/o DIVERSEcity Community Resources Society  
1107-7330 137<sup>th</sup> Street,  
Surrey, B.C. V3W 1A3  
Attention: Dean Lin

Proposal envelopes should be clearly marked with the name and address of the Proponent, the Request for Proposal number, and the project title.



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## **1. SUMMARY OF REQUIREMENTS**

Vibrant Surrey views collaboration across sectors and across the community as the key to addressing poverty issues. Vibrant Surrey's role is to unite leaders from every sector of the community committed to improving the economic situation for those living in poverty.

Voices of Experience will be a project that hosts a series of dialogue sessions with people living in poverty – specifically targeted at women, immigrants, and youth. The idea is to provide people living in poverty with an opportunity to convey their real experiences of living in poverty to the broader community and at a policy level. The successful Proponent will liaise with our member groups (in the three areas mentioned above) to put together a series of events (similar to our previous gender and poverty study (2004) which will be accessed at [www.vibrantsurrey.ca](http://www.vibrantsurrey.ca)) and use a variety of formats to capture the experience and voices of the participants.

Following the sessions, a report will be created and published. This report will be used to raise awareness about the lives of people living in poverty; to highlight life stories, the richness and diversity of their backgrounds and to eliminate prejudice towards people living in poverty. The process will be designed to engage this population in meaningful dialogue such that they can have their stories heard and be honoured for their contribution. Having the stories heard in a meaningful way, empowers individuals and therefore builds community capacity.

This RFP is intended to identify one (1) qualified Proponent with whom Vibrant Surrey intends to enter into a contract for the delivery of services as outlined in the Project Scope section.



## 2. PROJECT SCOPE

The successful Proponent will:

- a) Research and write a report that captures information directly from people living in poverty.
- b) Organize a series of meetings and focus groups to engage with identified target groups which would include:
  - I. 8-10 focus groups leading to one-on-one sessions.
  - II. Interview 60 - 80 participants either in a group format or one-on-one resulting in 20 stories.
  - III. Engage people through community agencies and Vibrant Surrey members.
- c) Make recommendations to Vibrant Surrey on how to best ensure that people living in poverty continue to have their voices heard in:
  - I. The larger community.
  - II. Within Vibrant Surrey.
  - III. At a policy level.
- d) Distribute report to media outlets, community service providers, agencies, and other partners.
- e) The project is to be completed by March 1, 2010.



### 3. CONTRACT VALUE

The estimated contract value for this RFP is about **\$24,000**, non negotiable and is inclusive of all expenses and taxes. Vibrant Surrey intends to finalize a fee schedule with the successful Proponent prior to starting the contract. A budget of \$1,200 will be provided for participant's needs such as; bus tickets to and from the event, food, and an honorarium for those who participate in one-on-one interviews.

### 4. EVALUATION CRITERIA

This section details all of the mandatory and desirable criteria against which Proposals will be evaluated. Proponents should ensure that they fully respond to all criteria in order to receive full consideration during evaluation.

With the exception of references, only information submitted in the proposal will be used to evaluate the proposal. Proponents should ensure that their response to each evaluation criterion is complete. To support clarity, Proponents are encouraged to follow Proponent Response in the Proposal Format section.

#### a) Mandatory Criteria

- I. The proposal **must** be received at the closing location before the specified closing time.
- II. The proposal **must** be in English and **must not** be sent by mail, facsimile or email.
- III. THREE (3) hard copies of proposal **must** be submitted.



## b) Desirable Criteria

Proposals meeting all of the mandatory criteria will be further assessed against the following desirable criteria.

<b>Criterion</b>	<b>Weight</b>	<b>Minimum Score</b>
Organizational Capacity	35	18
Project Methodology	65	n/a
<b>TOTAL</b>	<b>100</b>	n/a

## c) References

Proponents should provide a minimum of **two (2) verifiable client** references where a service solution of like complexity and scope has been implemented. References should include the name of the organization or entity, contact name, telephone and email for each reference. Vibrant Surrey reserves the right to contact any or all of the references provided by a Proponent.

References may be contacted at the sole discretion of Vibrant Surrey for Proponents that achieve minimum scores in Organizational Capacity to verify statements made in the Proposal, and to confirm the quality of services to be delivered by the Proponent. In particular, references will be asked to comment on the Proponent’s performance in service delivery and achievement of results, and its fulfilment of contractual requirements.

References should be from a third party who can provide information about the performance of the Proponent in delivering services of similar sizes and complexity to the proposed services, and who can verify the information provided in response to this RFP.

Vibrant Surrey reserves the right to not enter into Contract negotiations with any Proponent whose references, in Vibrant Surrey’s sole opinion, are found to be unsatisfactory.



## 5. PROPOSAL FORMAT

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration.

- All pages should be consecutively numbered.
- Table of contents including page numbers.
- A short (one page) summary of the key features of the proposal.
- The body of the proposal, as identified in the “Proponent Response”.
- Appendices appropriately tabbed and referenced.

### *Proponent Response*

#### **a) Organizational Capacity**

- I. Provide the name, phone number and fax number of the Lead Proponent organization, if any, and identify a contact person for the purposes of the RFP. Note that this information will not be evaluated, but may be used to contact the Proponent.
- II. If the proposal is a joint submission, identify the name of the other organization(s) that will be delivering the Services, and describe the nature of the relationship(s) including a brief description of any previous joint projects (if applicable).
- III. Describe previous results in conducting similar projects or programs of a similar scope and complexity.
- IV. Provide no less than 2 references. The references should be from a third party who can provide information about the performance of Proponent and/or its Partner(s) in delivering services for the experience cited above. For each reference, provide sufficient information to contact them.



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## **b) Project Methodology**

- I. Create and provide a timeline of activities and milestones based on the project scope and clearly demonstrate how each deliverable will be achieved.
- II. Provide a list of sources of materials, organizations and individuals that will be accessed when creating the report.
- III. Detail your knowledge of and connection to Surrey individuals and organization that relate to this project.