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Supporting Immigrants

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REQUEST FOR PROPOSALS

Evaluation and Performance Measurement Online Course

September 2020

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araisa.ca

Design, Development and Delivery of an Online Course on Evaluation and Performance Measurement

Deadline to submit proposal	October 12 th , 2020
Anticipated start date of project work	October 26 th , 2020
Desired course delivery	February to early March, 2021

IN BRIEF

The Atlantic Region Association of Immigrant Serving Agencies (ARAISA) is seeking a consultant (trainer), consulting team, or non-profit organization (hereinafter referred to as 'Consultant')¹ to design, develop and deliver a bilingual (English/French) online course on Evaluation and Performance Measurement for Settlement and Integration Sector Practitioners in Atlantic Canada. The primary aim of the training is to increase the capacity of settlement agency staff to monitor, evaluate and incorporate learning into program delivery for newcomers to Canada. The course topic will be addressed through the delivery of several modules comprised of videos, downloadable resources and worksheets, and facilitated live virtual sessions, to take place in February and early March 2021.

ABOUT ARAISA

The Atlantic Region Association of Immigrant Serving Agencies (ARAISA) is a non-profit umbrella organization that supports organizations engaged in the important work of helping to settle and integrate newcomers into our communities. For the past 25 years, ARAISA has served as a collective voice and forum for members in the Atlantic Region. ARAISA's vision is that member organizations are more effective as a result of ARAISA's initiatives to support the sector and its contributions to regional and national forums. ARAISA provides professional development and networking opportunities, facilitates information and resource exchange, hosts sector-specific working groups, convenes meetings with key stakeholders, and represents its members through national bodies, with the goal of having a positive impact on settlement and immigration policies and practices. For more information, visit araisa.ca.

¹ Both individual and collaborative proposals will be considered. In the case of the latter, such an arrangement should be identified, and relationships fully disclosed. If successful, a collaborative proposal will designate a prime Consultant that will be fully responsible for all contract performance.

PROJECT OVERVIEW

The purpose of the online course is to enhance the skills and knowledge of service provider organization staff in the area of evaluation and performance measurement. Participants will gain insight into the benefits of evaluation, and the approaches, tools, processes and best practices that are applicable to their work in the sector.

The audience for this course will be made up of managers, coordinators, team leads, and other staff from immigrant and refugee settlement and integration service provider organizations, who are responsible for, or contribute to, program design and evaluation, outcomes measurement, data collection, and reporting.

Work will be guided by ARAISA and an ad hoc Advisory Group comprised of subject matter experts, funder representatives and agency staff. The nature of these interactions may include contribution of relevant content, reviewing, signing-off, testing or other support as required.

ARAISA anticipates the online course will be comprised of 4 to 6 modules, covering topics such as:

- Introduction to Evaluation
- Frameworks (theories of change, logic models, performance measurement, etc.)
- Developing your Plan
- Data Collection and Analysis
- Application, Learning, Impact Reporting

The selected proposal will include the design, development, and delivery of this online course through the effective use of technology, relevant subject matter expertise, as well as proven instructional design.

All modules and materials produced must be made available in both English and French.

DELIVERABLES & RESPONSIBILITIES

The Consultant will be responsible for:

- Creating a detailed work plan and schedule, based on deliverables and timelines
- Meeting with ARAISA staff and/or Advisory Group to finalize deliverables, work plan and schedule
- Ensuring an understanding of participant and organizational needs, to help inform course development
- Developing course curriculum and a course summary that includes a description for each module as well as learning objectives and outcomes
- Developing and integrating content relevant to the sector, as well as resources for practice and use (e.g. slide decks, worksheets, templates, tip sheets, list of resources, references and

tools, etc.). Note that all working documents should be downloadable and fillable online by participants.

- Ensuring the training is participatory (e.g. case studies, storytelling, problem-solving, small group work in Zoom break-out rooms) and follows adult learning principles and instructional design methodology
- Creating or obtaining access to engaging, professional quality videos to introduce and explore content within each module prior to the live sessions
- Facilitating a live online session for each module, where participants can ask questions and further engage with the content through discussion, small group work, etc.
- Providing drafts of content and products for feedback from the Advisory Group at various stages of the process and making revisions as required
- Using ARAISA branding throughout the design of the course and all associated materials
- Collaborating with the Advisory Group and ARAISA staff to conduct testing of modules in preliminary and final stages
- Developing a pre- and post- course assessment of participant competencies as well as pre- and post-module quizzes
- Developing other evaluation criteria and data collection tools that can be used to judge the effectiveness and experience of learning in the course
- Making course adjustments based on course evaluation analysis and feedback
- Creating a facilitator guide including instructions for course delivery and materials required for future online sessions
- Providing recommendations that will assist ARAISA in shaping future directions related to online professional development programming with settlement practitioners

ARAISA will be responsible for:

- Coordination of the Advisory Group
- Course promotion and registration
- Implementation of needs assessment and sharing of results
- Online course delivery platform (ARAISA website page, Zoom webinar)
- Creating and delivering course completion certificates for eligible participants

OWNERSHIP/INTELLECTUAL PROPERTY

Proprietary right to all data, materials, documentation and products originated by and pursuant to the contract shall belong exclusively to ARAISA (with the exception of materials owned prior to the date of an agreement). The Consultant, or any third-party contractors, will acknowledge and agree that any Product and/or Deliverable created shall be considered a “work made for

hire" and all rights to said Product and/or Deliverable shall belong exclusively to ARAISA. Materials developed as part of this contract will be made available publicly through the ARAISA website. The Consultant will be prohibited from disseminating products and information developed.

GUIDELINES FOR PROPOSAL PREPARATION

Though the selected Consultant (or Consultant team) is expected to have capabilities in both English and French, all proposals must be submitted in English. Proposals should be a maximum of five (5) pages, not including appendices, and contain the following:

- 1) Description of the Consultant's (or Consultant team's) qualifications related to training, subject-area expertise, experience developing and delivering online learning, sector knowledge and/or experience, and ability to develop content in both English and French;
- 2) A short description of your learning session content (e.g. module sub-themes), and preferred learning approaches;
- 3) A proposed work plan and schedule to complete all deliverables according to the timeline;
- 4) Detailed budget, including daily rate, estimated level of effort (number of days) for each deliverable, administrative costs, and subcontractor fees (if applicable). Please provide an estimate of costs for other project-related expenses such as translation and/or simultaneous interpretation separately. No travel is expected to complete this scope of work. Do not include HST in quotes (the successful Consultant may, however, include this amount separately on submitted invoices);
- 5) Assumptions built into the budget and/or work plan, and additional factors/responsibilities required by ARAISA not identified in this RFP;
- 6) Appendices:
 - A Curriculum vitae for the Consultant (or each team member, if applicable)
 - Professional references for which you have performed similar work, including phone and email contacts
 - Examples of past work that are relevant to a similar platform and project

SELECTION CRITERIA & PROCESS

The selection of the Consultant (or Consultant team) will be based on the following criteria:

- 1) Completion of all required sections
- 2) Quality and feasibility of proposed work plan and schedule
- 3) Proposed content, course structure, and methodologies

- 4) Knowledge and experience related to training, course subject matter, e-learning, and settlement and integration programming
- 5) Budget
- 6) Bilingual capabilities
- 7) Quality of references and prior related work

ARAISA may contact proponents to seek additional information or clarification on the submission. All those who have submitted a proposal will be notified by email when a final selection has been made.

ARAISA reserves the right to accept or decline any proposal, not to be limited to the lowest cost proposal, to extend the proposal submission deadline, and to re-open the request for proposals process if the proposals received are insufficient in number or quality. All decisions of ARAISA shall be final and binding.

PROPOSAL SUBMISSION

Proposals must be submitted by email no later than **Monday, October 12th, 2020, at 5 p.m. ADT** to Carolyn Whiteway, Executive Director of ARAISA: cwhiteway@araisa.ca, stating **“Proposal - Evaluation and Performance Measurement”** in the subject line.

To help us track our procurement effort, **please indicate in our email/proposal where** (e.g. organization-website.ca) **you saw this tender/procurement notice.**

If you have any questions, please contact info@araisa.ca .