



Request for Proposals: Empowerment Evaluation Consultant

Pathways to Digital Access and Education Project

Direct Questions and Inquiries to: Antonia Beck, antoniab@burnabynh.ca

Closing Time: Proposals must be received before **Wednesday, February 20, 2019**

Delivery of Proposals: Proposals must be in English and must be submitted using one of the submission methods below, and must either

(1) Include a copy of this cover page that is signed by an authorized representative of the Proponent. Or,

(2) Otherwise identify the RFP, identify the Proponent and include the signature of an authorized representative of the Proponent that confirms the Proponent's intent to be bound in accordance with the requirements set out in this RFP

Email Submission: Proponents may submit an electronic proposal by email. Proposals submitted by email must be submitted in pdf format with all attachments to literacy@burnabynh.ca.

Hard Copy Submission: Proponents may submit 3 hard-copies (and one electronic copy) of its proposal. Proposals submitted by hard copy must be submitted by hand or courier to:

Selected candidates will be invited for an interview on Friday, February 22

Burnaby Neighbourhood House, 4460 Beresford St., Burnaby V5H 0B8

Attention Rajeeta Samala, Program Coordinator

Regardless of submission method, proposals must be received before the deadline to be considered.





A proposal is deemed to incorporate the Confirmation of Proponent's Intent to Be Bound below, without alteration:

Confirmation of Proponent's Intent to be Bound

The enclosed proposal is submitted in response to the referenced Request for Proposals, including any Addenda. By submitting a proposal, the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposals;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its proposal.

Proponent Name (please print):

Name of Authorized Representative (please print):

Signature of Authorized Representative: _____

Date: _____





Empowerment Evaluation

Burnaby Neighbourhood House is seeking a consultant to conduct an Empowerment Evaluation of the **Pathways to Digital Access and Education Project** funded by the Ministry of Innovation, Science and Economic Development Canada from **February 2019 to March 2022**.

Background

The Burnaby Neighbourhood House, established in 1996, provides places in the community that welcome and involve neighbours in community activities and initiatives. We currently operate a “South” House and a “North” House addressing a variety of local needs throughout the City of Burnaby including: Storefront drop-in for community information and referral; Digital literacy (Digital Cafes); Adult English as a Second Language Classes; a Community Kitchen, a variety of senior-led programs, an Adult Literacy Program, a Family drop-in, licensed before and after-school care; licensed preschool programs; summer day camp; community intergenerational events and gatherings; a Youth Leadership program; and a Community Volunteer Program.

We use an Asset-Based Community Development approach, working with local residents and other service providers to identify and address socio-economic needs that improve the quality of life for residents. Activities are targeted to primarily to low and middle-income families and individuals. Although our services are offered to a wide range of individuals, we find that a large majority of participants are new immigrants.

Our mission is to make neighbourhoods better places to live. Our goal is to enable people to enhance their lives and strengthen their communities. Our challenge is to work with our communities to develop innovative programs and services that meet the changing needs of a diverse population.



Project Objectives

Pathways to Digital Access and Education builds on the successful and close working relationship among the Burnaby Neighbourhood House (BNH), Pacific Immigrant and Resource Society (PIRS), and the Faculty of Education at Simon Fraser University. BNH currently offers digital cafes that provide just-in-time volunteer tutoring support to adults who struggle with everyday digital tasks. The project will aim to increase digital learning and internet access of underserved groups. (This has been identified as low-income; seniors; newcomers; low literacy; indigenous, persons with disabilities). The project will respond in particular to increasing knowledge and experience around:

- a) Digital skills for employment (word processing, excel and power point) tailored to people with low literacy skills in French or English, and/or speakers of languages other than English and French;
- b) Privacy protection and the prevention of phishing and hacking;
- c) Critical literacy and social media (e.g. detecting 'fake news') and,
- d) Supporting parents to monitor their children's digital lives.

The Project Objectives of "Pathways to Digital Access and Education" are:

1. To develop curricula in 4 areas of digital literacy education (digital skills for employment, privacy literacy, critical literacy for social media and digital media for parents).
2. To build training capacity (a train-the-trainer model) in PIRS and the Burnaby Neighbourhood House to support ongoing sustainability.
3. To hire trained digital educators to deliver workshops in the 4 digital literacy education areas.
4. Digital Educators will deliver workshops to immigrants and refugees in PIRS English classes in Burnaby, Vancouver, and New Westminster.



5. To increase internet access and knowledge of computers by increasing the number of on-site BNH digital cafe sessions at the South House and the North House and offering mobile digital cafes offsite. Volunteers will be trained to supervise and support the on-site and mobile Cafes which provide internet access and one- to- one learning support to address individualized learning needs.
6. To create a sustainable model of Digital Literacy Education by sharing resources that are developed by the project with other groups and, embedding this digital education within existing literacy classes for low income adults and language classes for newcomer women;
7. Engage in empowerment evaluation, a research approach that identifies strengths, challenges and opportunities in the project as it unfolds, so that stakeholders can respond in a timely way that leads to more sustainable outcomes.

Location

The project will take place at existing locations where Burnaby Neighbourhood House and PIRS already have spaces and partner programs. This will be in Vancouver, Burnaby, and New Westminster.

Evaluation Focus

The primary goal of the Pathways to Digital Education Project is to:

- Increase internet usage and participation in the digital economy
- Reach underrepresented groups
- Increase confidence and improve skills in using digital technologies

Empowerment Evaluation (EE) will inform and measure the project's outlined deliverables and outcomes and will inform the partners' understanding of the impact of their work and the necessary responses to increase impact.

The projects will be supported to use shared measurement practices, tools and data systems to allow for genuine and evolving evaluation of impact. EE methods are adopted so that impacts and issues related to the project design, curricula, teaching strategies and outreach can be shared with project trainers and staff, especially in the pre-formative stage. This will influence refinement and experimentation of approaches within the activities provided. EE



methodologies may include surveys, interviews, focus groups, personal journals, and observation. Both qualitative and quantitative data will be collected.

We seek an evaluation proposal that adheres to an EE methodology for a 3.2 year period that will facilitate:

1. The creation of an evaluation framework
2. Collaboration with a partner steering committee members to identify what and how measurements will take place
3. The creation of shared tools and systems for measuring performance of the project
4. Tracking and supporting learning and progress and evaluating the effectiveness of the overall plan.

Selection Criteria

The successful consultant will demonstrate:

A. Experience working with community-based non-profit agencies.

B. Project management expertise.

- Ability to build strong client and stakeholder relationships based on trust, effective rapport and communication
- Experience and comfort facilitating group learning processes with diverse organizations, and/or collaborations
- Principles that articulate a commitment to best practices

C. Evaluation expertise.

- Experience with multiple evaluation methods and approaches and in particular Empowerment Evaluation;
- Strong background in performance measurement;
- Evidence of solid performance and reliability in past Empowerment evaluation projects;
- Ability to identify themes, synthesize information, and generate insights in real-time;
- Excellent writing and organizational skills.



Contents of the proposal

The proposal should be concise and include the following components:

1 Experience of the consultant with similar projects:

Description of previous experience in similar projects if you are applying as an individual consultant. If applying as a group or firm, please provide your company profile including previous experience in similar projects with examples of projects worked on in the past.

2 Experience of the consultant with similar client groups:

For this section include a description of previous experience working with similar target groups.

3 Preliminary description of methodology and implementation plan:

Please provide the following:

- a) A description of the proposed methods/tools/information sources to be used to conduct the evaluation.
- b) A description of how each of the proposed methods/tools/information sources will achieve project objectives.
- c) A detailed work plan, including tasks, timelines and responsibilities. The consultant will include, at minimum, the following tasks:
 - Creation of an evaluation framework for the project
 - Four meetings with steering committee per year of the project
 - Develop measurement tools and focus group questions and procedures
 - Conduct focus groups and/or phone interviews with stakeholders (participants, partner agencies, volunteers, digital educators, program staff) with the support of BNH program staff
 - Interim reports(semi-annually) and final report

4 Project Budget: Total up to \$20,000

February to March 2019 - \$5000

April to March 2020- \$5000

April to March 2021 - \$5000

April to March 2022- \$5000





Please submit a precise breakdown of the costs of activities outlined in the proposed approach and within the annual budgets including anticipated mileage and incidental expenses.

5 Contractual Terms and Conditions

- Provide certificate of Professional Liability Insurance.
- Complete a Criminal Records Check for working with vulnerable populations.
- GST#

Last day for submission of proposals: Wednesday, February 20, 2019

Selected candidates will be invited for an interview on Friday, February 22

