



**CITY OF COQUITLAM
Request for Information & Qualifications
RFI No. 12-02-06**

**Consultant Services for
Multicultural Community Engagement Training**

Submissions sent as an attachment to an email will be received at:
citypurchasing@coquitlam.ca

On or before 2:00 pm (local time) on Wednesday, March 14, 2012
("Closing Date and Time")

The City of Coquitlam ("City") is issuing a Qualifications Based Selection ("QBS") process to select a Consultant to develop and deliver training to help City staff develop cultural competencies to assist in reaching out to a more culturally diverse community.

Background

In July 2011, the City of Coquitlam adopted a corporate-wide Multiculturalism Strategic Plan. The Plan is intended to be a starting point for improving the way in which Coquitlam's municipal and community systems respond to increasing cultural diversity.

One of the actions of the Multiculturalism Strategic Plan is to provide training to enable City staff to hold inclusive community engagement processes and encourage the meaningful participation of the City's increasingly culturally diverse, new immigrant population. It is recognized that the form of participatory government found in Canadian community engagement processes are not commonplace practises in the source countries of many of our recent immigrants and that staff need cultural competencies in order to engage with people from different backgrounds.

This RFI is intended to invite qualified Consultants that are interested in and have the expertise, experience, resources and knowledge to perform the following Services for the development of a training program:

The Services may include, but are not limited to:

- Research and analysis to develop workshop materials
- Development of a stand-alone workshop guide to be used by staff during the workshop
- Deliver workshop session(s), including presentation of the workshop material and facilitation of the staff discussion
- Provision of a resource binder that staff attending the workshop can utilize when designing and implementing future community engagement processes

Training should include:

Part One – The Big Shift: Facts and Figures about Coquitlam’s increasingly diverse population.

Part Two – Cultural Differences: Are we more alike than different? A discussion of the differences that may influence if and how residents who are new immigrants get involved in public processes: A discussion of how differences (cultural, social, gender, political and economic) play a role in the ability of policy makers to get new immigrants involved in discussions about their community. This component will help policy makers build cultural competencies about our major recent immigrant groups.

Part Three – Tools and Techniques for Bridging the Cultural Divide in Community Engagement Processes: Affordable and effective tools for bridging the cultural divide in community engagement processes.

Outcomes

As a result of this training, staff will:

- ⇒ Be more aware of the culturally diverse composition of the community they are serving;
- ⇒ Understand how cultural backgrounds may influence peoples’ comfort and willingness to engage in public consultation processes;
- ⇒ Have great competence and confidence in engaging with diverse members of the community;
- ⇒ Have a toolkit of techniques/best practices to use in helping community members be more comfortable with and willing to be involved in public engagement processes.

Audience

City staff from departments that undertake comprehensive policy planning processes that shape the way we live in our communities. This will include staff from Planning and Development, Transportation Planning, Environmental Services and the Parks, Recreation and Culture Department.

Timelines

The workshops should be delivered to City staff by May 31, 2012.

Resources:

Multiculturalism Strategic Plan and background information:

www.coquitlam.ca/multiculturalism

2006 Census Information Sheets:

www.coquitlam.ca/2006Census

Community Volunteer Connections: Building Caring Communities:
The Contributions of Immigrant Volunteers

www.volunteerconnections.net/buildingCaringCommunities.pdf

RFI Qualifications and Evaluation Criteria

Statement of Qualifications submitted should be brief, clear and concise and address the following topics, as well as other information that respondents deem to be important:

- Demonstrated experience and success on similar projects
- Team composition, qualifications and roles (including sub-consultants) and availability
- References and contact information
- Value Added: describe what is exceptional about the Consultant

Diversity on the team delivering the workshop will be considered an asset.

The evaluation will be confidential and no totals or scores will be released to any of the respondents. We thank all candidates for their interest however only those short listed will be contacted.

The City may negotiate directly with the highest ranked consultant(s) or may request proposals from one or more of the highest ranked consulting firms.

The selection process will generally conform to the *InfraGuide*® - *Selecting a Professional Consultant*.

Based on the submissions and evaluation results, the City will create a shortlist of pre-qualified consultants that may be utilized for future similar projects based on community needs with budget approval. Submissions from the pre-qualified consultants will remain on file for a period of three (3) years or until such a time as the City may release a new request for qualifications. The City makes no representation of any kind as to the volume of projects. The City also reserves the right to implement a separate pre-qualification process where more specialized services or projects are involved.

The City will accept submissions received on or before **2:00 pm, on Wednesday, March 14, 2012** sent to email: citypurchasing@coquitlam.ca

File size limit for submissions is 10 MB. Submissions will be deemed to be successfully received when displayed as new email by the recipient at the City. The City will not be liable for any delay for any reason.

All inquiries are to be submitted in writing and sent to email: citypurchasing@coquitlam.ca referencing the RFI name and number within 3 business days of the closing date. The City at its sole discretion will determine which inquiries require a response which will be provided to all interested parties by issue of written addenda and posted on the City's website before the closing date.

Interested parties are required to check the City's website before the closing date and time for any updated information and addenda issued at:
www.coquitlam.ca/city-hall/bid-opportunities

Upon submitting their qualifications, respondents will be deemed to have received notice of all addenda that are posted on the City website and deemed to have considered the information for inclusion in the submission.

Information received by the City will be held in confidence and will become the property of the City. The City is however, bound by the provisions of the Freedom of Information and Protection of Privacy Act, and all parties are advised that submissions will be treated as public documents and their contents may be disclosed if required to do so, pursuant to the Act.

The City reserves the right to accept or reject any or all submissions or cancel this RFI at any time. The City reserves the right to accept submissions that are received after the Closing Date and Time. The City will not be responsible for any costs incurred by the respondents in the preparation of a submission.

D. Trudeau, Purchasing Manager
Email: citypurchasing@coquitlam.ca
Issue Date: February 22, 2012