



## **REQUEST FOR PROPOSALS: Evaluation of The BC Literacy Electronic Network and Conferencing System (The Hub)**

### **1. INTRODUCTION**

Literacy BC and Capilano College require a senior consultant to conduct an evaluation of their joint project, the BC Literacy Electronic Network and Conferencing System (The Hub). After ten years in operation, there is a need to evaluate the progress of The Hub to date and to determine future needs and priorities. To this end, the consultant will conduct an evaluation in close consultation with Hub staff and under the direction of The Hub Advisory Committee. The outcomes of this process will inform a collaborative action plan among key stakeholders about future directions.

The Committee requires the services of a consultant for the following tasks:

- A. Conduct research and analysis to look broadly at the electronic conferencing needs of the BC adult and family literacy community and determine how well The Hub is meeting those needs. The consultant will be expected to gather data from past, current, and potential Hub users using a variety of methods and to build on previous research and documentation.
- B. Produce a portrait of the current landscape of literacy electronic conferencing in BC and Canada that documents similar services, including the sponsors and mandates. The consultant will be expected to build on existing documentation of these services and, if required, to gather new data regarding these services.
- C. Based on the data gathered from one and two above, match requirements to the technology. The consultant will be expected to compile information about other systems and technologies that could meet the identified needs of the literacy field.
- D. Provide recommendations and identify the impacts of any proposed changes to the current system.

Regular meetings via phone or in person with Hub staff and committee members will be required in order for staff and committee to monitor the evaluation process.

### **2. BACKGROUND: ORGANIZATIONAL OVERVIEW**

The Hub – the BC Literacy Electronic Network and Conferencing Service – is a project of Literacy BC and Capilano College. Using *First Class* software, the Hub has been providing an online source of information, resources and professional development to adult literacy practitioner community since 1996.

The Hub provides a range of services to meet diverse needs. More than 100 BC literacy practitioners use core services (email and electronic conferences) as a regular source of information, resources, and professional development. At least 20 BC-based or national groups and projects use private conferences to plan and facilitate their group work. Finally, people from BC, other parts of Canada, the US, the UK, and other countries routinely participate in web-based conferencing events on specific literacy topics offered twice a year on The Hub.

For further information about the project partners visit [www.literacy.bc.ca](http://www.literacy.bc.ca) and <http://www.capcollege.bc.ca/Home.html>.

**3. REQUIRED DELIVERABLES**

- A. A final report describing:
  - a. The results of the research and analysis
  - b. Recommendations and the impacts of any proposed changes
- B. Presentation of the final report at a meeting of project stakeholders in June 2006 and facilitation of discussion among project stakeholders to develop an action plan for next steps.

**4. TIMELINE**

The evaluation will commence on March 1, 2006. The deadline for submission of the consultant's report is June 1, 2006. The stakeholder meeting is scheduled for June 16, 2006.

March 1 – April 30, 2006	Data collection
April 30 – May 31, 2006	Analysis and report writing
June 1, 2006	Submission of draft report
June 1 – 10, 2006	Revisions to draft report if required
June 11, 2006	Submission of final report
June 16, 2006	Stakeholders meeting

**5. BUDGET**

A budget of up to \$15,000 is available.

**6. INQUIRIES**

All inquiries regarding this RFP are to be directed in writing or via email no later than Friday, February 17, 2006 to:

Hub Advisory Committee  
c/o Literacy BC  
601 – 510 West Hastings Street  
Vancouver, BC V6B 1L8  
Attention: Sandy Middleton, Project Manager

Fax: (604) 684-8520

Email: [thehub@literacy.bc.ca](mailto:thehub@literacy.bc.ca)

Questions and answers requested by the interested parties will be distributed to all potential proponents by way of written addendum, without stating the source of the inquiry. Questions will be answered by Monday, February 20, 2006. No bidder/responder meeting will be held.

## **7. DISCUSSIONS WITH RESPONSIBLE BIDDERS**

Discussions may be conducted with responsible bidders who submit qualifying proposals which are determined to be reasonable and liable to be selected for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirement. Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussion.

In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing bidders. The purpose of such discussions shall be to:

- (a) Determine in greater detail such bidder's qualifications.
- (b) Explore with the bidder the scope and nature of the project, the bidder's proposed method of performance, and the relative utility of alternative methods.
- (c) Determine that the bidder will make available the necessary personnel and facilities to perform within the required time.
- (d) Agree upon fair and reasonable compensation, taking into account the estimated value of the required services, the scope and complexity of the proposed project and nature of such services.

## **8. CONTENT OF SUBMISSION**

Consultants are invited to submit response documents (10 pages maximum, exclusive of appended resumes), 10 point or larger font.

## **9. ESSENTIAL CRITERIA**

The successful contractor must:

- (a) Be Canadian based.
- (b) Not be another literacy organization.
- (c) Demonstrate past experience in working with not-for-profit associations.

- (d) Demonstrate experience in working on similar evaluation projects.
- (e) Have Information Technology knowledge and skills or sub-contract to obtain the required knowledge and skills.
- (f) Have no vested interest in any particular technological product or solution.
- (g) Provide an estimated work schedule and timeline which must demonstrate you or your firm's ability to conduct its research and submit its recommendations within the timeframe noted under **Timeline (section 4)**.

## **10. RATED CRITERIA**

### **(a) Consultant's Experience (15 points)**

Respondents must provide the following information in their submissions:

- The length of time you or your firm has been in business and a brief history of the business.
- An organizational chart and description of all entities controlling, controlled by or in common control with your firm.
- A description of projects of a similar size and scope in which you or your firm has been involved.
- Relevant references.

### **(b) Experience and Qualifications of Staff (15 points)**

Identify key staff and the lead person who will work on this project. This should include all individuals who would be providing cover-off and support to key staff, including the number of years of relevant experience. Also identify from which offices you will be providing services. Additional references should be made for any local firms with whom you have servicing contracts.

### **(c) Approach and Methodology (40 points)**

Describe at a high level the approach your or your firm would take to complete this evaluation and the main steps in its implementation.

### **(d) Understanding of Objectives (20 points)**

Briefly describe your firm's understanding of the goals and objectives of the evaluation and any challenges which may arise.

### **(e) Cost (40 points)**

Provide a budget for your proposal, including travel to and from Vancouver for the stakeholder meeting in June, and all other expenses.

## **11. BASIS OF SELECTION**

The submission scoring the highest point totals (per the weighting provided in the

previous section) will be selected. Notification of the successful contractor will be provided **no later than February 28, 2006**, and the research will commence immediately after.

The Advisory Committee reserves the right to reject any or all responses at its sole discretion.

Successful respondents will be notified in writing.

## **12. SUBMISSION OF RESPONSE TO RFP**

Please provide six copies of your response in a sealed envelope which clearly identifies the contents and is addressed to:

Hub Advisory Committee  
c/o Literacy BC  
601 – 510 West Hastings Street  
Vancouver, BC V6B 1L8  
Attn: Sandy Middleton, Project Manager

Or via email in pdf format to [smiddleton@literacy.bc.ca](mailto:smiddleton@literacy.bc.ca)

Submissions in response to the RFP **MUST** be received at this location **NO LATER THAN 11:00 A.M. Pacific Time Friday, February 24, 2006**. Responses received after the above due date and time will not be considered, and will be returned unopened to the proponent.

## **13. CONTRACTING AUTHORITY**

For general information regarding the contracting authority, please contact:

Hub Advisory Committee  
c/o Literacy BC  
601 – 510 West Hastings Street  
Vancouver, BC V6B 1L8  
Attention: Sandy Middleton, Project Manager

Telephone: (604) 684-0624  
Fax: (604) 684-8520  
Email: [smiddleton@literacy.bc.ca](mailto:smiddleton@literacy.bc.ca)