



National Association
of Friendship Centres
Association nationale
des centres d'amitié

Request for Proposals Friendship Centre Program Evaluation

1. Organization Background

The National Association of Friendship Centres (NAFC) consists of 112 member Friendship Centres and Provincial and Territorial Associations. The NAFC is a long-standing Indigenous civil society network and not for profit organization with reach across Canada, supporting member Friendship Centres who provide culturally-relevant programs and services to First Nations, Inuit and Métis people living in urban, rural and northern communities. Friendship Centres are identity-inclusive and provide services to clients regardless of their ancestry or place of residence.

Established in 1972, the NAFC's mission of the NAFC is to support Friendship Centres and Provincial/Territorial Associations in achieving their diverse missions and visions within their urban Indigenous communities. See the NAFC website for more information at www.nafc.ca

2. Project Summary

The NAFC requires the services of an evaluation firm or consultant, preferably Indigenous-owned or with Indigenous employees in key positions, to work with existing Friendship Centre structures to develop and implement an evaluation of the NAFC's component of Urban Programming for Indigenous Peoples (UPIP) program.

The evaluation will require the collection of both qualitative and quantitative data from a variety of sources using methods that include but are not limited to, existing program data, key informant interviews, focus groups, surveys, testimonials, and community engagement strategies.

3. The Urban Programming for Indigenous Peoples (UPIP)

The overall objective of UPIP is to fund and support activities that will allow urban Indigenous organizations to serve clients, and to deliver effective culturally appropriate programs/services to urban Indigenous peoples as well as invest in local stakeholder coalitions across Canada. It will also provide opportunities for greater federal coordination of programming and support research and pilot projects to better understand the urban Indigenous context. The Program was launched in the spring of 2017 and offers four streams of funding: 1) organizational capacity; 2) programs and services; 3) coalition tables; and 4) research and innovation.



The NAFC administers Friendship Centre specific organizational capacity (OC) and program and services (PS) components of the UPIP through its network of Provincial Territorial Associations (PTAs). The NAFC also administers the program directly to Friendship Centres not affiliated with a PTA. More details including the UPIP terms and conditions can be found at this link:

<https://www.aadnc-aandc.gc.ca/eng/1386530682712/1386530771640?=&wbdisable=true>

4. Project Requirements

The successful candidate will draw upon internal expertise, collective knowledge, and the literature to identify common standardized indicators that would be meaningful from both regional and local contexts.

4.1 Evaluation Components

The evaluation will include several components that utilize a variety of qualitative and quantitative methodologies. The process component will evaluate the way the UPIP Program was delivered. The iterative component will include the annual reporting and identification of wise practices, and challenges and recommendations on how to address those challenges. The formative component will examine the development of the Program. The final component is the summative, which will result in the final report.

4.1.1 Quantitative Component

The NAFC collects a variety of program-related data as part of the existing reporting process and this data can be used as the main information source for quantifying the Program's successes at the local level. In addition to capturing the "State of the Movement" in any given year it provides an opportunity to measure increases and decreases in program participation over time. Using existing Program data also reduces the cost of carrying out an evaluation as this work can be done by existing NAFC Program staff.

4.1.2 Qualitative Component

The inclusion of qualitative data in the evaluation is key to ensuring that program successes and challenges are appropriately contextualized. Qualitative data provides an opportunity to better understand program impacts, it provides opportunities to identify and address program challenges and adopt quality assurance measures, and it ensures community participation in the evaluation process.

Supporting documentation in NAFC's possession will be provided to the successful firm/consultant. The firm/consultant may need to do independent research for additional documentation.

5. Description of Project Deliverables

The deliverables include:

- An evaluation work plan, with a timeline and budget, that is developed in partnership with NAFC and identified FCM experts, consistent with Indigenous ways of knowing and doing, utilizes methodologies that incorporate capacity building and support, and is flexible to ensure compatibility with the varying levels of capacity that exist across Friendship Centres and PTAs;
- An evaluation framework that includes goals and objectives, and identifies the relationships between factors key to the Program's implementation as well as the and internal and external elements that may potentially affect the Program's success;
- A participatory approach to identify qualitative and quantitative indicators for each party involved in the rollout and delivery of the Program to community (i.e., Friendship Centres, PTAs, youth, NAFC, and the Funding Agency);



- A methodology / process for joint analysis and interpretation of the data;
- Communications plan (recruitment, dissemination, etc.);
- Ethical protocols (i.e., informed consent, confidentiality considerations, data ownership, etc.);
- Reporting guide for Centres, PTAs, and NAFC;
- Key informant interview schedule, questionnaires, data analysis methods;
- Formative evaluation report; and
- Summative evaluation report.

6. Contractor Experience/Qualifications

Applicants will demonstrate an in-depth knowledge of:

- The unique and diverse issues concerning urban Indigenous populations, communities, and organizations, including, but not limited to, the ongoing impacts of colonization and those related to sex, gender, age, identity, and geographic location;
- The importance of research ethics and culturally safe approaches to working with Indigenous communities and peoples.

In addition, applicants will describe their:

- Awareness of and experience with Indigenous approaches to evaluation;
- Demonstrated experience working with Indigenous communities in program evaluation.

Experience working with the Friendship Centre Movement will be considered an asset. Ability to communicate in written and spoken French will be considered an asset.

7. Contract Parameters

7.1 Value

Applicants will provide a quote for work as described, inclusive of all taxes and fees, but exclusive of any travel that may be required. The NAFC assumes no responsibility for third party relationships entered into by the successful firm/consultant. The NAFC reserves the right to choose the applicant that will best serve the needs of the organization, which may not be the applicant with the lowest quote.

7.2 Duration

The contract will be in effect for a period of no more than 18 months.

7.3 Workplace

The contractor will be required to work from their usual place of work and provide their own work equipment and workplace infrastructure to complete the work required under this project, including office, computer/laptop, phone/cell phone/fax machine, printer, internet access, and all other materials required to complete this project

7.4 Intellectual Property

All information, documents or resource materials developed as part of this contract and work related to this project will remain the intellectual property of the NAFC.

7.5 Responsibilities



The NAFC will provide all background and other materials and information to the Contractor to support the completion of the project deliverables.

The Contractor will provide updates on progress on the project as deliverables are completed and as requested by the NAFC.

7.6. Contractor Requirements

The Contractor will be required to meet all the project activities and deliverables described in this RFP to the satisfaction of the NAFC.

The Contractor will be required to take direction and feedback from the NAFC as provided to complete the project deliverables.

7.7 Payment Terms

Payment will be made by the NAFC on a monthly basis upon receipt of an invoice from the Contractor.

8. Requirements for responding to this RFP

Individuals/firms interested in responding to this RFP are required to provide the following to the NAFC:

- Comprehensive proposal with quote, methodology, general proposed approach and timeline;
- Candidates will highlight how their experiences and qualifications meet the needs of this Call for Proposals;
- Any ethical considerations in their proposals as well as potential risks and how they will mitigate those risks;
- Short biographies on any proposed team members, including whether any are able to write or speak French;
- List of 3 references for previous work completed;
- Examples of previous work with the Friendship Centre Movement, if any.

9. Closing Date/Time:

The closing date for this RFP is July 15, 2019. Proposals will be received by 5:00 p.m. (Eastern Standard Time) and be addressed to the attention of:

Jennifer Rankin
NAFC Program Manager
275 MacLaren Street
Ottawa, ON K2P 0L9

Submissions can be provided in hard copy to the above noted address, or in electronic format by e-mail to jrankin@nafc.ca. The NAFC bears no responsibility for misdirected or misaddressed proposals or for proposals that may be incomplete on receipt and review. Questions may be directed in writing by e-mail to: Jennifer Rankin at jrankin@nafc.ca.

