

CALL FOR PROPOSAL – Integration of Artificial Intelligence (AI) Into CCS’ Service Delivery Systems

CCS is a settlement agency providing a wide range of services to immigrants and refugees regardless of race, religion, or status. CCS has been delivering its services in both in-person and online formats. To meet the needs of its clients and staff, CCS is continuously working to enhance its digital transformation and capabilities through investment in the improvement of its digital tools and services. As part of this effort, CCS is looking for a consultant to help assess its readiness to integrate Artificial Intelligence (AI) and provide technical support and guidance in using AI to enhance its services.

We are seeking a consultant to lead the start-up phase of the project from June to October 2025. The consultant will be responsible for:

- Identifying opportunities and challenges in integrating AI into CCS’ settlement and integration service delivery systems.
- Providing guidance, technical support, and developing policies based on best practices to address issues related to AI use, including privacy, confidentiality, ethics, transparency, and the potential loss of human interaction.
- Based on CCS’ technological setup and capacity, recommending appropriate AI tools for integration into CCS’s service delivery systems, providing guidance, technical advice and outlining the required IT infrastructure to support them.

Through this project, the consultant is expected to help CCS achieve the following objectives:

- **Understanding AI Integration:** Identify the opportunities and challenges associated with deploying AI into newcomers’ settlement and integration service delivery.
- **Program Analysis:** Conduct a thorough analysis of CCS programs that utilize AI. This includes examining program offerings, unique characteristics and client demographics, as well as associated challenges such as privacy, confidentiality, and accessibility. The analysis will also propose the most effective implementation of AI integration into CCS services and processes.
- **Strategic Planning on AI integration:** Develop a strategic approach and plan for implementing AI in service delivery, creating an integrated AI delivery framework aimed at optimizing both efficacy and efficiency.
- **Resource Identification:** Identify affordable and sustainable resources applicable to the non-profit sector to support the successful integration of AI into service delivery. Provide practical recommendations on the IT infrastructure required to support the delivery system.
- **AI Tools Compilation:** Compile a comprehensive list of suitable AI tools for integration into services, along with an understanding of subscription processes and associated costs.

Budget

The total available budget for this project is \$30,000-\$40,000 including HST, personnel, overhead, materials, equipment, travel, communication and delivery costs.

Project Timelines

Proposal submission: May 23, 2025

Anticipated start date of the project: June 16, 2025

Project completion: October 17, 2025

Proposal Submission Requirements

Proposals should detail the Consultant's experience delivering similar initiatives and include:

- Project overview summarizing Consultant's experience and qualifications and demonstrating understanding of the project
- Work plan complete with deliverables and timeline for accomplishing them
- Proposed budget
- Examples of prior work similar to this type of project
- References from at least two organizations/institutes for which similar services were provided

How to Apply

Please submit your proposal by May 23, 2025 to rfp@ccscan.ca.