



## Request for Proposal (RFP)

### Ending Gender-Based Violence by Strengthening the Digitization of Services

<b>Issue Date:</b>	January 4, 2022
<b>Closing Date:</b>	February 21, 2022 at 11:59 p.m. EST
<b>Expected Notice of Decision:</b>	March 1, 2022
<b>Implementation Period:</b>	March 2022 to December 2023 (22 months)
<b>Submission Information:</b>	Send submissions to Iris Fabbro via email at <a href="mailto:iris@nywc.org">iris@nywc.org</a> Please use the subject line: RFP – GBV Project – [Consultant(s) Name]
<b>Contact for Clarifications:</b>	Any questions regarding this RFP should be directed to Iris Fabbro at <a href="mailto:iris@nywc.org">iris@nywc.org</a> no later than February 4, 2022 at 11:59 p.m. EST

#### A. OVERVIEW

The purpose of this RFP is to solicit proposals from qualified consultants as detailed below. Proposals must offer services for the complete project. Proposals offering only part of the requirements will be rejected.

##### 1. Project Description

North York Women's Centre (NYWC) is a community-based charitable organization in Toronto, Ontario working to advance equality and empower women to effect positive change. We recognize that advancing gender equality, including through women's empowerment, is critical to addressing GBV.

The *Ending Gender-Based Violence by Strengthening the Digitization of Services* project (the "Project"), supported by Women and Gender Equality Canada, will develop and implement, pilot and disseminate tools and strategies to support services providers working with women to mitigate barriers, privacy and security risks posed by the digitization of services in an effort to address the root causes of GBV. The Project will achieve this by engaging community partners to develop, pilot and disseminate a toolkit to increase the awareness among service providers and their clients about the risks posed by the delivery of digital services, while also providing training and recommendation of policies and procedures to minimize potential barriers and risks.

The goal of the Project is to develop a promising practice that increases networks and collaboration to accelerate systemic change, and advance inclusive policies and practices.

The consultant(s) selected will engage with service providers in each component of the Project, strengthening the partnership among organizations who support the needs of women experiencing intersecting inequalities. Ultimately the Project results will be sustained through the creation of a community of practice of service providers that will adopt the developed toolkit.

## **2. Scope of Work**

The consultant, or team of consultants, will be directly and fully responsible for successful execution of the Project. The consultant(s) will be NYWC's go-to expert on the intersection of technology and GBV and how service providers and survivors can address technology safety issues. The consultant(s) will lead and execute all project activities and ensure the Project's successful coordination and delivery.

## **3. Submission Documents**

Proposals must include the following:

- a) Technical proposal detailing Project understanding, context and requirements for services.
- b) Proposed work plan providing a detailed description of expected activities, key performance indicators, and timeline for execution, including an indication of the effectiveness and added value of the proposed methodology and demonstration of how it meets or exceeds the requirements.
- c) Financial proposal with detailed breakdown of all costs, including taxes and expenses, submitted as a separate document. Charges that are additional must be clearly stated as such.
- d) CVs for all professionals who will work on the Project summarizing experience in undertaking assignments of a similar nature and experience working with communities experiencing intersecting inequalities. If there is more than one consultant on the proposed team, please outline the degree of involvement of each team member in proposed activities.
- e) A short sample of previous work in the form of a written report or training curriculum developed.
- f) At least three professional reference from previous clients with full contact details.
- g) Confirmation of availability to start in March 2022 and commitment to complete delivery of all services by December 2023.

## **B. DELIVERABLES**

To fulfil requirements, significant experience as a technical advisor on the intersection of technology and GBV is essential, as is in-depth understanding of strategies to address technology safety and security issues for GBV survivors and service providers. Experience creating and delivering training curriculum is required. Experience building and facilitating cross-sector collaboration and communities of practice will be considered a major asset. The consultant(s) will work under direct supervision and guidance of the NYWC Executive Director. It is anticipated that the Project will comprise approximately 125 days.

### **1. Conduct literature review and needs assessment research (~20 total days anticipated)**

- a) Conduct a review of empirical and theoretical work that examines the ways in which technology is used to both facilitate GBV and provide platforms to address it and support survivors.
- b) Research emerging technologies, trends and policies in the context of safety, privacy and security for survivors of GBV and service providers working to address it.
- c) Engage with service providers to identify and analyze approaches to using digital technology to address GBV and support survivors while addressing the intersecting and contextual barriers that challenge them in delivering digital services and influence survivors' ability to benefit from them.
- d) Document and report on findings, drawing out key lessons, strategies and approaches, and outlining how a data-informed approach will be implemented to realize the Project's goals.

## **2. Develop tools to mitigate barriers and risks posed by the digitization of services (~25 total days)**

- a) Develop tailored tools to help service providers better identify and respond to the intersection of technology and GBV in the context of providing GBV services, including creating policies and procedures that support service providers in mitigating safety, privacy and security risks.
- b) Identify and document best practices, make recommendations, and provide tailored support on how service providers can better meet GBV-related objectives while mitigating safety risks.
- c) Identify strategies to mitigate barriers and risks for survivors and recipients of GBV-related services and create tailored tools and materials that educate them on how to address technology safety.
- d) Consult with NYWC, service providers, survivors, and sector and subject matter experts.

## **3. Build capacity and sharing knowledge (~50 total days)**

- a) Create a service provider toolkit and execute a dissemination strategy that facilitates wide-spread adoption of effective tools and promising practices developed and curated through the Project.
- b) Develop and deliver training for service providers that is survivor-centred and trauma-informed, including writing training curriculum, developing materials, and providing technical assistance, education and coaching on the safe use of technology in the context of delivering GBV services.
- c) Develop and share materials that educate service users about the risks posed by digital service delivery, and share strategies that help service providers talk to their staff, volunteers and clients and support them in making informed choices.

## **4. Build and strengthen partnerships between service providers (~30 total days)**

- a) Build and strengthen community and sector partnerships that support ongoing development and capacity building, sharing of knowledge and technical tools, wide-spread application of gender- and GBV-responsive strategies, and promotion of cooperative action.
- b) Develop and launch a curated knowledge platform on NYWC's website to continue sharing technical tools developed through the Project, sustain the building of awareness, capacities and cooperation in addressing GBV, and feature stories of the Project's impact.
- c) Build and maintain a Community of Practice to sustain project activities, facilitate cross-sector cooperation and enhance collaboration among service providers across sectors working to advance gender equality, with an aim to ending gender-based violence.

## **C. EVALUATION**

A contract will be awarded to the consultant or team of consultants with the appropriate skills and experience and the proposal that best responds to the requirements of this RFP. NYWC may, at its discretion, ask for clarification to assist in the examination, evaluation and comparison of proposals.

### **1. Required Skills and Experience**

- a) In-depth and extensive knowledge and experience working on issues of GBV and, specifically, family and intimate partner violence.
- b) Knowledgeable about the GBV service provider community, including women's organizations and community-based organizations serving marginalized communities with intersecting inequalities.
- c) Extensive knowledge of the intersection of technology and GBV, technology-facilitated abuse, and the safety risks posed by the digitization of GBV-related services.

- d) Knowledge and awareness of digital access and literacy barriers and impact of the digital divide.
- e) Experience developing policies, creating tools and implementing strategies that address GBV, and ability to articulate and measure the impact of these.
- f) Strong research, writing, project management and reporting skills with a gender component.
- g) Strong skills in creating and facilitating training modules and other capacity building activities.
- h) Demonstrated track record building, facilitating, engaging with and championing cross-sector networks and initiatives, particularly those integrating GBV expertise.
- i) Passion for and demonstrated commitment to anti-violence work and advancing gender equality.

## 2. Evaluation Criteria

Proposals determined to be substantially incomplete will be rejected. Proposals that meet the submission requirements will be evaluated based on the requirements of this RFP. Evaluation criteria and the weight of each criterion in the overall evaluation process is as follows:

- a) **Expertise of the individual or team submitting the proposal:** The proposal demonstrates an appropriate combination of competencies, expertise and experience undertaking similar projects; the capacity to successfully implement the Project; and a reputation for quality work. (20%)
- b) **Proposal and work plan:** The proposal demonstrates a clear understanding of the Project, its context and requirements; proposes a methodology that is appropriate for the work required; and outlines a logical and realistic implementation plan with clear presentation of activities, timelines, deliverables, performance indicators, and procedures for quality assurance. (50%)
- c) **Financial proposal:** The financial proposal is realistic and provides good value. It includes a detailed breakdown of all fees and expenses and indicates clearly what costs are additional and expected to be covered by NYWC. (30%)

## 3. Award of Contract

NYWC will award the contract to the qualified consultant or team of consultants whose proposal is considered to be the most responsive to the needs of the organization and the Project.