Request for Proposals
To Conduct a Newcomers Survey
In the Province of Ontario


Deadline for Receipt of Submissions: August 28, 2009

Ontario Council of Agencies Serving Immigrants (OCASI)
I. Purpose of the Call for Proposals

The Ontario Council of Agencies Serving Immigrants (OCASI) is working in partnership with the Ministry of Citizenship and Immigration (MCI) to undertake a province-wide survey to assess newcomers’ satisfaction with settlement services and to identify service needs and priorities.

The survey will assess newcomers’ opinions and satisfaction in key service categories in order to identify strengths, weaknesses and gaps in settlement service delivery. Settlement and integration service areas to be explored include: 1) language instruction, 2) employment support services and 3) other settlement and integration services (from reception and referral to supports for social and civic engagement).

The survey will be administered by a contracted third party with expertise in implementation and analysis of large scale surveys and knowledge of immigration and settlement issues in Ontario.

Support to the project will be provided by an Advisory Committee composed of service providers, immigration researchers and independent researchers.

II. Background

Ontario receives about one-half of all the newcomers to Canada. The majority of these immigrants now come from Asia as well as Africa, the Middle East, Central and South America and the Caribbean. The top ten source countries by country of birth for newcomers to Ontario between 2001 and 2006 were (in descending order):

- India
- People’s Republic of China
- Pakistan
- Hong Kong, Special Administrative Region
- European component of the former USSR
- Sri Lanka
- United States of America
- United Kingdom
- Jamaica
- Yugoslavia (former)

In terms of immigrant arrivals to Ontario from 2004 to 2008, the top ten languages by native tongue were (in descending order):

- English
- Mandarin
Ontario’s net labour force growth is increasingly dependent on immigration and Ontario’s economic productivity requires the education and skills of immigrants. Approximately 70 per cent of immigrants to Ontario intend to work and about 15 per cent are in regulated professions and trades (2006 figures). Recent newcomers are generally skilled and highly educated – this includes selected economic applicants and their immediate family members, as well as family class arrivals and refugees. In spite of their skills and education, however, newcomers to Ontario experience growing challenges to economic integration.

Research has indicated that racialized groups fare differently in the labour market. Poverty is increasingly racialized and feminized and is more concentrated in some urban neighbourhoods with large immigrant populations. In addition, some immigrants face multiple and overlapping barriers and discrimination related to ethno-racial and religious profiling and stereotyping, gender (including gender identity), sexual orientation and ability. These barriers, particularly when they are overlapping, can have a negative impact on the settlement and integration process of newcomers.

The streams and categories of immigration in Ontario are changing rapidly and becoming more diverse and complex. The number of temporary foreign workers admitted annually now rivals or exceeds the number of economic immigrants selected for permanent residence. Some newcomers selected as temporary workers or international students however will have access to permanent residence, as do nominees to the Opportunities Ontario: Provincial Nominee Program. Other types of newcomers to Ontario include refugee claimants, and non-status immigrants.

Immigration to Ontario is changing in other important ways. Although the majority of newcomers still arrive and settle in our major cities including Toronto, more and more head directly for the suburbs. As well, a small but growing number of immigrants to Ontario are attracted to opportunities in smaller cities and rural areas. Increasingly, the most acute problems experienced by these newcomers involve labour market integration and broader social inclusion.

In this rapidly changing environment, it is essential to develop and maintain an up-to-date understanding of the settlement service needs and priorities of newcomers in Ontario and their level of satisfaction with services. This survey is targeted to newcomers who have been in Canada for up to ten years. It is intended to:
Explore newcomers’ needs and relative satisfaction in the areas of settlement services, language instruction, employment support services, skills training and bridging programs.

Examine whether there are significant differences in perceived needs and expressed satisfaction according to factors such as geographic location, immigration status including secondary migration, length of residence in Ontario, source regions, and demographic variables including gender (including transgender people), race, sexual orientation, age, income and education, ability, and religion. It should also explore the intersectionality of these factors.

Explore the evolution of alternative locations and modes of settlement service delivery.

**Mission and mandate of OCASI**

OCASI was formed in 1978 to act as a collective voice for immigrant serving agencies and to coordinate responses to shared needs and concerns.

OCASI is a registered charity governed by a volunteer board of directors. Its membership is comprised of more than 200 community-based organizations in the province of Ontario.

The Mission of OCASI is to achieve equality, access and full participation for immigrants and refugees in every aspect of Canadian life.

As a council of autonomous community-based agencies which serve the immigrant communities of Ontario, OCASI asserts the right of all persons to participate fully and equitably in the social, cultural, political and economic life of Ontario. OCASI promotes access and anti-discrimination in health, housing, youth, employment and other key areas, through an anti-racist, feminist, anti-heterosexist and transgender-inclusive approach.

**Immigration and Settlement in Ontario: online references**

For further information on immigration and settlement in Ontario and the roles of OCASI and the Ontario Ministry of Citizenship and Immigration, please consult the following websites.

For information on OCASI please refer to: [www.ocasi.org](http://www.ocasi.org)

For background on settlement services provided by the Ministry of Citizenship and Immigration, please refer to: [www.citizenship.gov.on.ca](http://www.citizenship.gov.on.ca) and [www.OntarioImmigration.ca](http://www.OntarioImmigration.ca)

For information about the Canada Ontario Immigration Agreement, please refer to:
For background information on settlement services provided by Citizenship and Immigration Canada, please refer to:
www.cic.gc.ca and integration-net.ca

For general information on settlement services please refer to:
atwork.settlement.org/atwork/home.asp

www.settlement.org

www.etablissement.org

III. Products and Deliverables

The survey design and implementation will encompass:

- Developing valid sampling methodologies to survey both newcomer users and non-users of traditional settlement services, in different contexts such as larger versus smaller centres
- Designing, pre-testing and administering survey instruments
- Building in strategies to adequately reach out to and survey newcomers from French-speaking communities, as well as newcomers who belong to diverse communities and have diverse backgrounds
- Building in provisions to address needs of respondents who do not have a working knowledge of French or English or who may require other accommodations to facilitate participation.
- Data analysis by multiple factors such as region / municipality, immigration category, length of residence in Ontario, source regions, racialization, gender, sexual orientation, age, income and education, ability and religion. This includes intersectional analysis
- Data analysis and report preparation

The successful consultant will provide the following deliverables during the course of the work:

- A detailed work plan at the start of the work, and corresponding updates as required.
- Completed and pre-tested survey instruments which:
  - Incorporate the issues of concern to the project sponsors and Advisory Committee
  - Where appropriate allow for comparison with other large-scale surveys such as the Census of Canada, Statistics Canada’s Labour Force Survey, the Immigration Database (IMDB), and the Longitudinal Survey of Immigrants to Canada (LSIC),
• Identify relevant factors of difference amongst survey respondents to enable analysis by multiple factors, including intersectional analysis, as described above.

• Completed administration of the survey

• An interim analysis of survey results for consideration by OCASI, MCI and the members of the Advisory Committee

• A rolled up final report in both paper and electronic format, which includes analysis and presentation of results by multiple and intersecting factors including region / municipality, immigration category, length of residence in Ontario, source regions, racialization, gender, sexual orientation, age, income and education, ability and religion. The final report should be submitted in both English and French, formatted and ready for publication.

IV. Reporting Relationships

The Consultant will report to OCASI and communicate as necessary with staff from the Ontario Ministry of Citizenship and Immigration (MCI) and individual members of the project Advisory Committee.

The Advisory Committee will provide support in relation to: identification of project scope, parameters and research questions; survey development, sampling methodology and survey administration; review of survey results and reports; and identification of follow-up research opportunities.

Upon awarding of the contract and inception of the project, a reporting and meeting schedule will be developed by the Consultant and designated staff. Included in this schedule will be relations with the Advisory Committee and day-to-day communications with designated staff.

The Consultant will provide a project progress update and related financial information on a monthly basis. Upon completion of the project, the Consultant will provide a summary of key lessons from the project including obstacles encountered and lessons learned.

V. Proposals must include:

• A summary of the proposed research to be conducted to meet the project needs.

• An explanation of the proposed methodology for each component of the research, including the proposed sampling framework for survey implementation.
A detailed work plan outlining the activities to be completed and related timelines. The work plan should include:

- Identification of key research questions to be addressed in the survey
- Proposed sampling methodology for a valid sample including both users and non-users of settlement services. Include an indication of the targeted number of surveys to be completed.
- Plan for administering survey in multiple formats (e.g. mail, internet, etc.) and in multiple languages as may be required to obtain a valid survey sample.
- Data analysis plan

- Explicit identification of the role of language issues in the proposed research including both common and less common immigrant first languages, as well as communication with newcomers who belong to French-speaking communities.

- A complete and detailed budget summary.

- Background information on the applicant’s experience in providing research services similar to those required for this project, including details of similar past projects with contact information for reference.

- Resumés for the project manager or coordinator, and for other key staff proposed for the project team.

- Identification of any proposed subcontractors or partners, with contact information.

- A statement of the consultant’s understanding of issues of confidentiality as applied to this project and disclosure concerning any real or perceived or potential conflicts of interest.

VI. Timeframe

The implementation of the project is expected to continue from June 2009 to July 30, 2010 with the following milestones:

- Selection of consultant by September 21, 2009
- Detailed work plan for project implementation, including survey design, ready for review by October 15, 2009
- Survey distribution and related data gathering completed by March 15, 2010
- Data analysis completed for review by April 15, 2010
- Draft report by June 30, 2010
- Final report by July 31, 2010

VII. Budget

The maximum budget for this project is $200,000 for all aspects of the research work including:
• Survey design and implementation
• Data analysis
• Reports of survey results including regional reports
• Necessary liaison with project sponsors, Advisory Committee and stakeholder groups

Some flexibility around the proposed budget may be considered with proper justification and budget documentation.

VIII. The Review Process

Proposals will be reviewed by the project sponsors, in consultation with the Advisory Committee. The reviewers reserve the right to seek further clarification on all proposals, and to take time as necessary to review and select the winning proposal.

All proposals will be reviewed with respect to the following:
• Complete and adequate information as outlined in this Request for Proposals
• Competence and experience of the proposed consulting team
• Original insights or value added for the purposes of this research project
• Proposed budget and effective use of resources

No questions about the call for proposals will be accepted by telephone. Inquiries will be accepted exclusively via e-mail until Friday, August 14, 2009 (please send your questions to moh@ocasi.org).

The review committee will not be able to respond to inquiries regarding the status of a proposal during the review process.

Deadline for Receipt of Submissions: Friday, August 28, 2009. Interviews of shortlisted candidates will be held Thursday, September 17, 2009 in Toronto.

Four hard copies plus one electronic copy on CD must be sent to:

Selection Committee
Making Ontario Home
OCASI - Ontario Council of Agencies Serving Immigrants
110 Eglinton Avenue West, Suite 200
Toronto, Ontario M4R 1A3