



Request for Proposals

Evaluations and Storytelling Consultant

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1. Our Organization

1.1 Overview

Neighbour to Neighbour's mission is to lead our community to an improved quality of life. We do this through 4 departments: Emergency Food, Family Services, Education and Community Food. Emergency Food services see an average of 1500 households each month and provide 5-7 days-worth of emergency food per family each month. We also deliver fresh groceries to neighbours who are ill or have mobility issues. Family Services offers no cost Community Counselling which assists anyone accessing emergency supports to also get connected to other services that may be helpful. Onsite partners include Interval House, Compass Community Health Centre and the Community Legal Clinic. Financial Counselling and Middle East Settlement outreach services are also provided to the community. Our Education department works with grade school students to improve their literacy and numeracy skills in both school and community-based settings.

Our fourth department, the Hamilton Community Food Centre (HCFC) runs programming that aims to meet people where they are by providing access to healthy food (low-cost markets, healthy fresh meals, community kitchens and gardens). The HCFC also focuses on bringing community together to share skills and increase social connection (children's programs, community kitchens, garden programs, and wellness mornings). Finally, we work to build knowledge and engage community through social action networks, community care work and food justice.

The Hamilton Community Food Centre offers programs for participants to learn, practice and share their food skills in a dignified and welcoming spaces including our commercial kitchen, dining room and patio at 10-310 Limeridge Road West, our communal garden in Captain Cornelius Park (and the adjacent protected oak-hickory forest space) and our allotment garden at 28 Athens St.

1.2 Key Facts

- Neighbour to Neighbour's Hamilton Community Food Centre has three pillars of programming:
 - Food Access
 - Food Skills
 - Advocacy and Community Action
- The Food Skills programs will be the primary focus of this project. They are:
 - Communal Garden Program
 - Allotment Garden Program
 - Food Skills for Kids Club

- Intercultural Community Kitchen
- Youth Kitchen/Cookin' Up Justice

1.3 Values

- Our Mission – Lead our community to an improved quality of life.
- Our Vision – Communities Thriving
- Our Values – Integrity, Leadership, Inclusivity

1.4 External Links

- Homepage, Community Food Centre Department: <https://www.n2ncentre.com/hamilton-community-food-centre/>
- Facebook: <https://www.facebook.com/n2ncentrehamilton>
- Instagram: <https://www.instagram.com/n2ncentre/>
- From our partner, Community Food Centres Canada: <https://cfccanada.ca/en/What-We-Do/Community-Food-Centres/Centres/Hamilton-Community-Food-Centre>
- Our Intercultural Community Kitchen program featured on CTV's The Social: <https://www.ctv.ca/shows/the-social/jess-visits-the-hamilton-community-food-centre-s11e169>

2. Our Project

2.1 The Programming Area and Team

- The Food Skills programs are our Intercultural Community Kitchen, Food Skills for Kids Club, Youth Kitchen, Allotment Garden and Communal Garden Club.
- In each program there is a dedicated coordinator and passionate participants who have a lot to contribute to program evaluation and evolution.
- The Community Garden Skills Coordinator runs the Allotment Garden and Communal Garden programs (all ages) in addition to gardening workshops and other garden skills related activities.
- The Community Food Skills Coordinators runs the Intercultural Community Kitchen program (adult participants) and in addition to food skills workshops and some food access programming.
- The Manager, Food Access and Skills currently runs the Food Skills for Kids Club, PA Day and March Break food skills activities for children aged 6 to 12 years.
- The Director, Community Food and Family services and the Community Action Coordinator currently run the Youth Kitchen program for youth aged 13 to 18 years.

2.2 The problem

- Over the last 8 years, diverse program participants have helped to shape our Food Skills programs into what they are today. Participants continue to drive the evolution of programs by telling us what is important to them and the changes they want to see. We want to collect and share these stories from our participants and the impact of our programs on their lives.
- The way that we currently do evaluations and reporting is a top-down, data driven process, and often has funders in mind as the recipients of the information. The existing evaluations materials we have currently are not accessible tools and do not always leave our program coordinators or participants feeling empowered to share the impacts of the programs.
- We need a better way to capture how our programs are changing lives. Our coordinators and participants often have new ideas for program goals and want to adjust program scope or objectives.
- We know that we need improved support for program coordinators to facilitate the sharing, gathering and dissemination of participant stories so that we do not lose sight of what the programs mean to them and their ideas for the future.

2.3 The Solution

- We have identified need for tools that quickly but accurately convey our Community Food Centre program objectives and value to folks outside of the organization - new participants, social media followers, potential funders or prospective community partners.
- We know we need tools that generate information on the value of our programs that any staff in any department of N2N can interpret. This will increase opportunities to understand our goals and have the most dignified picture of all our programs.
- We intend to build a toolbox of diverse storytelling and evaluations tools that capture the impact of programs on individual participants' lives, is accessible to the participants and program coordinators, and leaves them feeling empowered in the process.
- An evaluation toolbox which has applications for future use at the HCFC and across other Neighbour to Neighbour (N2N) departments. The Storytelling toolbox will be a way to formalize the collection of evaluations without inhibiting staff or limiting the information being captured.

3. The Process

3.1 Objectives and Deliverables

- The evaluations and storytelling tools will be flexible and allow for creative expression. The tools will be developed to be easy to use and replicable so that they can be shared for use by any N2N department, program or service.
- We will be focusing on the stories of the participants and the coordinators doing the front-line work. Ultimately this will create a more dignified and accessible approach to evaluations that celebrates our programs and our participants.
- As a multi-service organization, we have identified that clearer communication about our programs and services is needed both internally and externally in our organization.
- The Storytelling toolbox will allow us to generate stories of impact and formalize Program Summaries that:
 - clearly communicate to potential participants how the programs will benefit them
 - empower program participants to share how the programs have improved various aspects of their lives.
 - have program coordinators feel empowered to see the impact their programs are having on the community and to clearly communicate the goals of their programs to other staff, leadership and stakeholders
 - Have program participants and coordinators feel empowered to identify new directions for programming and new groups of participants to reach out to.
 - Convey program objectives to community partners (Universities, Public Health, other nonprofits and charities, other community stakeholders) so we can better align our efforts and strengthen collaboration for serving communities in Hamilton
 - Provide an overview of our programs for our funders and donors that are dignified because they have been approved by program coordinators and participants.

Key Deliverables:

- I. Program Purpose documents highlighting:
 - The reason the program exists
 - Program key activities
 - Program value to participants - short, medium, long term
- II. Storytelling Toolbox with 8+ tools that are:
 - Flexible and Diverse (different tools to choose from given the situation, needs of the participant group, and coordinator's facilitation style).
 - Accessible (visual, oral, or written)
 - Creative
- III. Program Summaries for 4+ programs that:
 - Summarize the value of the program
 - Highlight impacts captured using the Storytelling Toolbox

- Are for use with new participants, community partners, leadership and board of directors, funders and donors.

3.2 Project Timeline

- The project will take no longer than 11 months with a firm deadline of 30 November 2025.

Month	Required Outcome	Due Date
Month 1	Orienting consultants to N2N, CFC program areas, introduction to coordinators, volunteers and participants.	January 31st, 2025
Month 2	Development of Program Purpose documents incorporating program coordinator, volunteer and participant contributions.	February 28 th , 2025
Month 3	Checking-back meeting 1: Unveiling Program Purpose Documents to participants, volunteers, coordinators; checking accuracy and making needed changes.	March 31 st , 2025
Month 4 and 5	Develop at least 8 storytelling tools that can be used in 4+ programs to capture program value and ideas for program evolution.	May 31st, 2025
Month 6 and 7	Toolbox testing: Coordinators and	July 31 st , 2025

	participants try using tools in program, keeping track of notes on ease of use and adjustments that could be made.	
Month 8	Checking-back meeting 2: Toolbox Feedback. Gathering feedback from participants and coordinators on use of tools in Toolbox, making improvements requested	August 31 st , 2025
Month 9	Development of program summaries for 4+ programs making use of information captured using toolbox.	September 30 th , 2025
Month 10	Checking-back meeting 3: Unveiling Program Summaries to participants, volunteers, coordinators; checking accuracy, making changes needed.	October 31 st , 2025
Month 11	Final project report delivered/presented to Neighbour to Neighbour Project wrap activities	November 30 th , 2025

3.3 Contact Details

- The primary contact for the duration of the project will be Amy Angelo, Manager, Food Access and Skills (aangelo@n2ncentre.com).

- The Manager, Food Access and Skills is accountable for the work of the Community Food Skills Coordinator and the Community Garden Skills Coordinator.
- The successful bid will work closely with all team members mentioned in Section 2.1 but ultimately be accountable to the Manager, Food Access and Skills.

3.4 Assessment Criteria

In our evaluation of proposals, we will consider the following criteria:

- Overall project approach
- Value for money
- Experience of bidder(s)

In addition, we will place equal weight on the following experiences and approaches:

- Previous work with non-profits or charities who serve participants living on low-incomes
- Value and respect for the personal knowledge bases of diverse groups of participants.
- Equity, Diversity and Inclusion practice and a strong sense of their own biases and privileges.
- Ability to facilitate collaboration between participants, volunteers and coordinators, harmonizing the contributions and goals of everyone involved.
- Previous experience creating accessible, easy to use evaluation and reporting tools and materials for a range of participant and coordinator capacities.
- Experience developing dignified communications and reporting tools that represent programs in ways important to program participants and coordinators.
- Lived experience of poverty or of other social and economic factors that influence the lives of our participants, volunteers and/or staff.

4. Project Scope

4.1 Value

- The value of the work will not exceed \$45,000, inclusive of all taxes, out of pocket expenses, and other project related costs.

4.2 Project Length

- The Project Duration is January 1, 2025 to November, 30, 2025.
- Due to constraints put in place by our funder, the contract cannot be extended.

4.3 Use of Space and Equipment

- The majority of the project will take place at the Hamilton Community Food Centre at 310 Limeridge Road West, Unit 10 and possibly the garden space in Captain Cornelius Park.
- Use of N2N dining room, office space, conference/program rooms, projectors or copy machines will be allowed as necessary to meet and organize with N2N staff and participants and will be considered against operational need.
- N2N will not provide a computer, email access, or other equipment to the successful respondent.

4.4 Participant and Stakeholder Contacts

- The respondent will communicate with participants and coordinators at N2N programming locations but will not be given personal contact information. Staff work emails will be provided.
- The respondent will be allowed limited access to partners and stakeholders if necessary, but only with written permission from the Executive Director of N2N.

6. Submission Guidelines

Each respondent must comply with the submission requirements outlined below. Failure to do so will result in elimination of the respondent's bid.

Respondents shall submit their completed RFP response as a PDF.

All proposals MUST include:

- a) Organization and Delivery of Services - description of the approach to ensure that the Strategy and Plan will be developed in an efficient and timely manner.
- b) Key Personnel - identification of all individuals who will be directly involved in the work and their responsibilities, with an estimate of the time required from N2N staff.
- c) Summary of demonstrated experience - description of your firm's experience with work that is similar to that described in the general statement of work. Please provide three references

consisting of contact name, contact address and contact telephone number. These references should be able to substantiate the respondent's ability to perform the work required.

d) Pricing - a cost schedule of all rates must be submitted for all items in the proposal.

7. RFP Schedule

- RFP released – Friday, November 1, 2024.
- Deadline to submit questions in writing* - by Friday, November 15, 2024.
- Written Responses to questions - through email by Friday, November 22, 2024.
- Proposals Due - Friday, November 29, 2024, 3:00 pm EST. (Late submittals will be rejected.)
- **Proposals to be submitted to resumes@n2ncentre.com**
- Notify shortlisted firms / Interviews - Monday, December 2 - Friday, December 6, 2024.
- Notice of Selection – by no later than Friday, December 13, 2024.

*Questions should be submitted to the Executive Director, Barrington Hector, at bhector@n2ncentre.com.