

# REQUEST FOR PROPOSALS

Project Name: “Modules in EDI”

Call for Proposals to develop and facilitate Equity, Diversity & Inclusion Training Modules

## CGLCC and Southern Ontario Project

The Canadian 2SLGBTQI+ Chamber of Commerce (CGLCC) is a national membership-based not-for profit organization that advocates for more than 100,000 2SLGBTQI+ owned and operated businesses in Canada. CGLCC also undertakes activities to support developing inclusive and safe destinations for travelers in southern Ontario. CGLCC will undertake the necessary activities to expand delivery of its services to businesses across southern Ontario.

In partnership with key tourism groups, including Regional Tourism Organizations (RTOs) and Destination Marketing Organizations (DMOs), the project is expected to drive visitor attraction by promoting southern Ontario region and businesses as an inclusive space for visitors. We recognize and acknowledge their shared commitment to support a more diverse and inclusive southern Ontario and Canadian economy.

## Rainbow Registered Program, and Equity Diversity, & Inclusion Training

Rainbow Registered Accreditation program accredits businesses and organizations in Canada in 2SLGBTQI+ welcoming spaces. The accreditation process includes a rigorous assessment where criteria in four program pillars are assessed (Leadership, Culture of Inclusivity, Progressive Policy, & Training).

Rainbow Registered looks to expand the training opportunities internally with this project. This project shall formulate two supplementary training modules for members and potential members to support training activities within their own business or organization.

## Southern Ontario Project Goal

The project proposes to deliver facilitated diversity and inclusivity training to businesses including those serving tourist markets; deliver information sessions to assist businesses in discovering new markets and economic opportunities that become available when offering safe and inclusive spaces for their visitors.

With a focus on 2SLGBTQI+ inclusion, participants who take part in these training modules will receive a certificate of completion in 2SLGBTQI+ inclusion readiness.

2SLGBTQI+ Inclusion readiness should include historical, and language education, as well as relevant information and statistics regarding the 2SLGBTQI+ population in Ontario and across Canada.

## Project Deliverables

The consultant will review three of CGLCC’s existing workshop and training resources to use as a guide in the development of updated training resources that demonstrate to businesses the economic advantage of inclusivity while informing on topics imperative for providing welcoming and accountable 2SLGBTQI+ inclusion practices in the workplace.

The training resources will be developed as a set: Module 1 and Module 2

- Module 1 – An introductory session that will be required to move on to Module 2.
- Module 2 – Building from Module 1, this will include scenario-based learning, and leadership.

## Training Modules

Bidders are encouraged to propose the use of different education tools for these workshops (i.e. an LMS) but would be required to present these tools and associated budget in the submitted proposal.

Module formats and structures may be adapted based on submissions, time and budget.

### *Module 1: Fundamentals in EDI with the Travel and Tourism Sector*

- **Delivery Mode:** Self-paced, online **or** facilitated, virtual or in-person
- **Duration:** 90 – 120 minutes
- **Objectives:** Revise, update and consolidate existing CGLCC resources to provide businesses with entry level knowledge in EDI principles and the 2SLGBTQI+ travel market, which should include topics like historical context and intersectional experiences of diverse 2SLGBTQI+ people and communities in Canada, inclusive language, and the economic benefits of 2SLGBTQI+ inclusivity.
- **Topics to consider:**
  - **Introduction to EDI** – Overview of equity, diversity, and inclusion, and why they matter for businesses.
  - **Historical Context** – Overview of 2SLGBTQI+ rights in Canada, systemic barriers, impact on economic participation
  - **Terminology & Best Practices** – Guidance on essential and inclusive 2SLGBTQI+ language and communication, best practices on creating a welcoming environment and inclusive policies.
  - **Traveller's Perspective** – Understanding experiences, expectations and challenges faced by the 2SLGBTQI+ communities while travelling.
  - **Intersectionality in Practice** – Introduction to the concept of intersectionality; how overlapping identities (e.g., race, gender, class, disability, migration status) impact inclusion, access in tourism and business.
  - **Market Readiness** – A look at the 2SLGBTQI+ travel market and its economic impact and potential, and business that have successfully implemented inclusive practices.
  - **Self-Assessment & Reflection** – Exercise(s) to evaluate current business practices, identifying areas for growth.

### *Module 2: In Practice, Concepts and action in Equity Diversity & Inclusion*

- **Delivery Mode:** Facilitated, virtual or in-person
- **Duration:** 120 minutes
- **Objectives:** Help businesses move beyond theory to the application of EDI principles through real-world scenarios, focusing on accountability, preparedness and intervention skills.
- **Topics to consider:**
  - **Accountability in EDI** – The importance of a framework for integrating, measuring and evaluating EDI efforts and initiatives.
  - **Scenarios/Case Studies** – Interactive exercises reflecting intersectional identities and layer barriers, tailored to tourism and hospitality, addressing real-life customer and workplace situations.
  - **Preparedness & Intervention** – Proactive measures and strategies, (both long-term planning and immediate actions), to address discriminatory and exclusionary situations and systemic inequalities.

- **Staff & Customer Support** – Building, enhancing and promoting an equitable and inclusive workforce through policies and practices, leadership support, continuous improvement and feedback mechanisms.
- **Action Planning** – Identifying next steps to address the areas of growth noted in Module 1.

## Expectation & Schedule

Work should begin promptly after acceptance and approval of proposal.

<i>Consultants will work at their own pace with strict project milestones</i>		
Start Day to June 13 <sup>th</sup>	Meetings & Strategic Planning Activities	<i>Resources to be shared</i>
June 13 <sup>th</sup> to July 15 <sup>th</sup>	Content research & creation	<i>Content revision</i>
July 15 <sup>th</sup> to September 19 <sup>th</sup>	Finalize Content and Activities	<i>Plan to deliver</i>
September 19 <sup>th</sup> to December 24 <sup>th</sup>	Training Activities Four Facilitated Sessions: Up to 50 Individuals Trained	<i>Delivery &amp; outreach</i>
November to December 31 <sup>st</sup>	Project Wrap up & Completion	<i>Reporting</i>

## Compensation

Independent consultants/contractors will be required to submit an invoice for each project milestone, as outlined below:

Phase	Milestone	Date	Compensation (CAD)	Total per Phase (CAD)
Development of training/workshops	Project acceptance, initial strategy meetings, and content revision	June 6th, 2025	\$2,500	\$20,000
	Project content review, initial feedback and acceptance and structure	July 15th, 2025	\$8,000	
	Finalized Content Review & Training Modules completed	September 19th, 2025	\$9,500	
Training Delivery  Minimum of three sessions & 50 individuals trained  <i>* Invoiced individually, upon completion</i>	Delivery Session 1	TBD - Begins September 2025	\$1,400	\$4,200
	Delivery Session 2	TBD	\$1,400	
	Delivery Session 3	TBD	\$1,400	

## Proposal Submission Guidelines

Submissions must not exceed six pages and must include, but are not limited to, the following components:

### *Scope*

- A statement summarizing your understanding of the scope of the project, including the role of EDI and intersectionality in tourism, business and development and economic prosperity.

### *Deliverables*

- Provide a description of your understanding of the final deliverables expected by CGLCC, including how EDI best practices will be embedded in each module, referencing current Canadian EDI standards and/or legislation.

### *Proposed Work Plan*

- Using the deliverables described above as your reference point, describe in narrative form your plan for accomplishing the work. Modifications of the tasks/deliverables as presented are permitted; however, reasons for changes should be fully explained and justified.
- Provide specific examples of how intersectional approaches will shape content development, delivery, and learner engagement.
- Include proposed timeframes and explanations of how the RFP requirements will be achieved.

### *Special Considerations*

- Identify any unique challenge(s) that you perceive in executing the project, and how you might approach the challenge(s), including possible self-paced learning management system (LSM) proposals.

### *Project Staff*

- Supply a list of the project staff, including third parties, and their respective roles, qualifications, experience, and ability to work in both official languages.
- Applicants are encouraged, if they feel comfortable, to share their lived experience which may include but is not limited to sexual orientation, gender identity and expression, race, ethnicity, migration and citizenship status, and/or disability.

### *Prior Experience*

- Experience statements included should refer to work done by individuals who will be assigned to this project as well as that of your company.
- The company shall identify any third parties (sub-contractors, vendors, and suppliers) that will be responsible for the implementation of the anticipated contract.
- EDI specific experience, (#years delivering EDI training, samples of past topics and

modules developed), and knowledge of current EDI policies and frameworks within Canada.

*\*The CGLCC recognises that a significant portion of EDI work is done under NDAs or in confidential settings. Applicants are encouraged to speak to types of organizations, topic areas, or general outcomes without revealing specific client identities.*

#### References

- Provide two to three references of past or current clients with similar project work or EDI-related training/consulting.
  - Include: client name, contact person, email address, and phone number, along with a brief description of each project).
  - Do not include: CGLCC personnel in your references.

## Proposal Evaluation & Selection Criteria

Submission will be evaluated based on the following criteria. Each submission must demonstrate a clear understanding of the project scope and deliverables, with a strong emphasis on EDI expertise.

Evaluation Criteria	Description
Technical Skills/Qualifications	<p>Evaluation of the contractor's overall capabilities, including:</p> <ul style="list-style-type: none"><li>- experience in EDI training development and past performance on similar projects,</li><li>- technical expertise in database development and maintenance,</li><li>- experience in both EDI research and the development of national or global-level databases ideally within the supplier diversity landscape.</li></ul> <p>*Includes assessment of team qualifications and ability to deliver bilingual content.</p>
Equity, Diversity, Inclusion Experience	<p>Evaluation of prior experience developing and delivering EDI specific training.</p> <p>Contractor has:</p> <ul style="list-style-type: none"><li>- demonstrated expertise in developing and/or delivering EDI training.</li><li>- provided details on previous training programs, methodologies used, and measurable outcomes achieved.</li><li>- demonstrated ability to apply intersectional analysis in the design and delivery of EDI content, with examples of previous work that addresses multiple, overlapping identities.</li><li>- (optional) proof of being a certified Diverse Supplier with Canada's 2SLGBTQI+ Chamber of Commerce or other recognized certification body. (CAMSC, IWSCC, WeConnect International, CCAB, WBE Canada, or US based certifying organization)</li></ul>
Proposed Work Plan	<p>Evaluation of the quality of the work plan, including approach and methodology.</p> <p>Proposals should clearly outline:</p> <ul style="list-style-type: none"><li>- a demonstrated understanding of CGLCC's goals and requirements in relation to this project,</li><li>- deliverables and how they will be met,</li><li>- innovative learning strategies,</li></ul>

	<ul style="list-style-type: none"> <li>- identification, explanation, and justification of modified tasks and/or unique challenges expected,</li> <li>- EDI best practices applied throughout, with a specific emphasis on intersectional approaches and how the work plan will address the diverse and overlapping lived experiences within 2SLGBTQI+ communities</li> </ul>
Self-Identification	<p>CGLCC recognizes that 2SLGBTQI+ communities are not monolithic and that identities intersect across lines of race, gender, disability, economic status, migration and more. This project should reflect an intersectional approach to ensure that training is inclusive and responsive to the full diversity of lived experiences within the 2SLGBTQI+ population.</p> <p>Applicants are encouraged to reflect on how their intersecting lived experiences inform their perspective on inclusive training and intersectional EDI frameworks, and how this may meaningfully inform the approach to training.</p>

Any questions or clarifications can be directed to Victoria at [victoria.wicks@cglcc.ca](mailto:victoria.wicks@cglcc.ca).

Proposals must be submitted in English in PDF format, (including appendices, where applicable), to [rainbowregistered@cglcc.ca](mailto:rainbowregistered@cglcc.ca) no later than **May 23rd, 2025**, at 12:00am EST.

- No other submission format will be accepted.
- Subject line must read: [Modules in EDI, Name of Company]

All proposals must be marked with the bidder's name, company name, and reference the title of this project – **Project Title: “Modules in EDI”**.

CGLCC will notify all bidders upon receipt of their proposal, in the form of an email. CGLCC is not responsible for bids that fail to meet this deadline.