



B.C. Call for Proposals: Frequently asked questions

The answers to everyone's questions will be reviewed and those pertinent to the CFP process will be posted on this page

General

► ▼ **Q.** In reviewing the Guidelines and the Application for B.C. Settlement programs, we've noticed a difference between the national priorities as stated in the Application and those in the Guidelines. Which version of the priorities are we to address? For example, the Community Connections priority services are different.

A. The priorities as identified in the Funding Guidelines and the Application Form, while not perfectly aligned, are sufficiently similar that this should not create a problem for applicants. Applicants are to select the priority on the Application Form that most closely aligns with the objectives of their proposal. Next you must describe how your proposal aligns with the priority selected. Please remember that this description must be within the 500 character limit.

► ▼ **Q.** On page 2 of the Guidelines, "orientation sessions overseas" are listed as an activity. Would you please confirm that such sessions can be submitted for funding in this round? We had been told that pre-landing services will be the subject of a future CFP.

A. Overseas orientation sessions are not eligible for this CFP. Orientation sessions overseas are included in the description of the component; however, overseas sessions are not included under the priorities presented on pages 6 and 7.

► ▼ **Q.** Can work placements be paid or unpaid?

A. Work placements may be either paid or unpaid.

► ▼ **Q.** On page 6 of the Guidelines employers are not listed as an example of the types of mentors targeted in this component. Should mentoring between clients and employers be in this component or the Employment-related one?

A. Mentoring between clients and employers is considered an employment-related activity.

► ▼ **Q.** Are transportation supports available for funding for clients who are participating in work placements?

A. No, transportation for clients who are participating in work placement is not eligible. Client transportation (which is part of support services) is only eligible for clients to access CIC's Settlement services.

► ▼ **Q.** Is there a general expectation that LIPs must leverage funds?

A. Yes. While CIC is committed to providing seed money to support the creation and development of LIPs, organizations that have a contribution agreement with us are expected to undertake efforts to leverage additional resources. You will be asked to report annually on these efforts and their success.

► ▼ **Q.** How long will CIC fund projects under this CFP?

A. The funding period under the B.C. CFP is for up to 2 years. You can plan a longer duration project, but funding will start April 1, 2014, and end March 31, 2016.

► ▼ **Q.** What is the minimum number of immigrant participants required for eligibility?

A. A minimum number of participants is not required, but a need for the service must be identified. The proposed project must present a cost-effective method to address this need.

► ▼ **Q.** Should an organization like a public school district submit only one proposal, or can it submit separate responses for multiple contracts? Like, for example, LINC and SWIS contracts.

A. You can decide which approach is best. If the two projects are not related, separate applications may be more appropriate.

► ▼ **Q.** In the case of Local Immigration Partnerships (LIP), how can we plan five years out when the funding is for a maximum of two years?

A. You must clearly demonstrate what you intend to achieve over the five-year period and what is achievable within the two-year funding period.

► ▼ **Q.** What happens if multiple applications are submitted to deliver to the same client group?

A. Each proposal will be assessed to determine project relevance, potential for success, and cost-effectiveness as discussed in the *Application Guidelines*. CIC seeks to ensure there is no duplication of services and that those services are being delivered as cost-effectively as possible.

► ▼ **Q.** Will skills or trades training be considered?

A. Specific skills and trades training are **not** eligible in this CFP. However, under the Labour Training Component, we support services which help newcomers adapt their skills and knowledge to the Canadian work environment through:

- Canadian work experience and/or connections with employers and employees in their field;
- Access to services which enhance their skills or knowledge of the Canadian labour market to increase their employability;
- Access to electronic and in-person opportunities to interact with hiring employers who have actual job openings, such as through job fairs, online job banks and service provider organization (SPO) matching projects;
- And through the Language component, occupation-specific language training.

► ▼ **Q.** Can you provide an example to demonstrate how the fiscal year and total value capital expenditure limits works with a multi-year agreement?

A. There are two thresholds to be aware of with regard to capital expenditures, which should be considered in the following order:

- The department will reimburse capital expenditures up to and including 15% of the Total Program Delivery expenditures.
- Within this 15% threshold, the department will not reimburse capital expenditures in excess of 50% of the total Program Delivery in any given fiscal year.

The following table demonstrates a few scenarios in which the above are applied:

	Fiscal Year 1 (Capital Expenditures)	Fiscal Year 2 (Capital Expenditures)	Total
Total Program Delivery Expenditures			\$2,100,000
Maximum Capital Expenditures for the Agreement	\$600,000	\$1,500,000	\$315,000 <i>(15% * \$2.1M)</i>
Maximum Capital Expenditures/Fiscal Year (50% of Program Delivery)	\$300,000	\$750,000	
Scenario 1: A maximum of \$300K can be spent on capital expenditures in FY 1, with the remaining amount (up to \$315K) in the remaining fiscal years.	\$300,000	\$15,000	\$315,000
Scenario 2: A maximum of \$315K can be spent in FY 2, with no capital expenditures in FY 1.	\$0	\$315,000	\$315,000
Scenario 3: Less than \$300K can be spent on capital expenditures in FY 1, with the remaining amount (up to \$315K) to be spent in the remaining fiscal years	\$200,000	\$115,000	\$315,000

Language-specific projects

► ▼ **Q.** Would food/hospitality costs for clients be considered eligible expenses under delivery assistance? For example, food purchased for a cooking activity in a language class? Or food for a class party?

A. If actually cooking something as part of a language class, this could be considered eligible either under "Delivery assistance tools and materials" (preferred) or "Overhead costs". Amounts should be minimal. Buying muffins or coffee for language class participants is NOT eligible. Food for a class party is ineligible except if for a formal graduation, in which case, it would be considered as "food and beverage" (i.e., hospitality) and must follow the guidelines under "Costs related to conference and workshops" (which also covers "receptions"). A note on food and beverages: These types of expenditures are perceived as sensitive by authorities and the public, therefore, recipients should exercise rigorous management of food and beverage expenditures, including taking measures to reduce, minimize and/or avoid costs.

► ▼ **Q.** Under B.C.-Specific Priorities, Language-Client Registration is listed as a priority, but there is no description of what that specifically refers to. Could you provide some more information, to clarify the intention of that priority?

A. The subject, "Language client-registration", appears in error in Annex D: British Columbia-Specific Priorities on page 30 of the Funding Guidelines. This reference should be disregarded.

► ▼ **Q.** Will the centralized assessment centres be doing registration/application/assessment/and referral for all language training services, including Occupation Specific Language Training?

A.The intention is to continue with the centralized assessment centres as they currently operate.

► ▼ **Q.** Will the people assessing our proposal understand jargon and pedagogy associated with language projects?

A.The CIC staff who are assessing these proposals are well-trained in this area. That being said, your application should be clear, concise and not include a lot of jargon or acronyms.

► ▼ **Q.** Are projects directed at CLB levels 7-9 eligible or will there be a levels cap?

A. No, there will not be a levels cap. However, CIC will allocate project funding according to the CFP priorities. This means first ensuring general purpose training at CLB 1-4, then moving to higher levels and purpose-specific programming such as Occupation Specific Language Training. Applicants are encouraged to submit proposals at all levels and for all types of training, provided they are able to demonstrate a need in their community.

Keep in mind, service providers in the Lower Mainland are encouraged to offer occupation-specific language training at CLB 7-9. This is indicated in Annex D: British Columbia-Specific Priorities.

► ▼ **Q.** Is there an expectation for a minimum class size?

A. Class sizes should have a minimum of 15 participants. There is some flexibility to accept smaller class sizes in rural communities.

► ▼ **Q.** Are activities that currently take place under ESLSAP in B.C. considered direct or indirect services? E.g. conversation groups, tutoring, and TESL training.

A. Conversation groups and mentoring programs are direct services considered under Community Connections. Providing TESL training is an indirect service. Taking TESL training is a professional development cost related to direct service delivery.

► ▼ **Q.** Is the proposal evaluation based only on 'bang for your buck' or is there recognition that some geographic areas will have a lower density of ESL clients?

A. As indicated in the *Funding Guidelines – Part C*, projects are assessed on a number of criteria related to relevance, potential for success, and cost-effectiveness.

► ▼ **Q.** Where can I find a current LINC Program or Curriculum Guide?

A. The LINC curriculum can be found at www.tutela.ca.

► ▼ **Q.** Is a language training proposal based on ELSA program and guidelines eligible?

A. Yes, there will be a transition period of two years. National curriculum guidelines will be available before the next National Call for Proposals.

► ▼ **Q.** There is an external evaluation of ESLSAP currently being conducted by the B.C. Government. Can the evaluation's results be integrated into my funding proposal?

A.Yes, if the evaluation is completed by the time an application is submitted, you are welcome to include relevant results as part of the supplemental material included with your application.

Completing the application

► ▼ **Q.** On page 25 in the Guidelines, the answer to A9 indicates that the form only allows "a specified maximum of number of words." In the application form, it appears that the number of characters is the limitation. Which takes precedence?

A. The Application Form places the limit on the number of characters.

► ▼ **Q.** We would like to attach details of how our proposal meets the proposed logic model in the form of a logic model and as a supplementary document. Will you accept this as a supplementary document?

A. Yes, as indicated on page 11 of the "Application Guidelines", applicants are encouraged to include logic models. Part C: Screening and Assessment, describes the assessment criteria. Logic models are specifically referenced in Section B: Potential for Success: "Project is clear and has an effective performance measurement plan. A logic model may be helpful."

► ▼ **Q.** We are a large organization with many offerings. Would you accept multiple proposals in one submission, consisting of a master proposal encompassing all program areas, and supporting proposals detailing the activities for each program?

A. Yes, you may prepare and submit one composite proposal. Where projects/activities are inter-related, applicants should put the elements together in one submission. Please note that each individual inter-related proposal should not be attached as a separate submission. They must be incorporated into the one composite submission. In cases where applicants are proposing separate and distinct services, they can be submitted as separate applications. Please refer to page 1 (paragraph 4) of the Funding Guidelines document.

► ▼ **Q.** Does the 2,500 character limit apply to each potential business line?

A. Each question and business line has a specific character limit. Some are longer than others, but the average is about 2,500 characters per question.

► ▼ **Q.** In terms of stating outcomes, do you prefer they be stated in actual numbers, or in percentages? For example: "80% of clients achieve X" or "250 clients will achieve X"

A. It would be best to provide both the number and percentage.

► ▼ **Q.** Can the form be saved periodically and re-accessed to provide updated information?

A. Yes, you are encouraged to save the form when you first download it. Thereafter it can be revised and saved repeatedly.

► ▼ **Q.** What types of appendices are allowed?

A. We request that you do not submit hard copy brochures, magazines, videos, diskettes or bound reports to support your proposal. You may instead make reference to published documentation and identify websites that can be viewed or indicate how the material can be accessed, if it is not available online.

► ▼ **Q.** Where in the application do we describe community needs, and how much information from research should be included?

A. The application form clearly indicates where you are to identify the need that your project is addressing, along with the supporting evidence.

► ▼ **Q.** How should in-kind contributions be included in the application?

A. In-kind contributions can be clearly identified in the budget template.

Direct and indirect services

► ▼ **Q.** Research has shown that attachment to labour market is a key settlement issue for immigrants. Employers are key players in finding solutions for more effective and efficient labour market integration of skilled immigrants. Is employer engagement a priority for the B.C. region?

A. The B.C.-Specific Priorities are in addition to the National Priorities (pages 4-6) in the Funding Guidelines. Employer engagement is a priority for the Indirect services component.

► ▼ **Q.** Are activities that currently take place under ESLSAP in B.C. considered direct or indirect services? E.g. conversation groups, tutoring, and TESL training.

A. Conversation groups and mentoring programs are direct services considered under Community Connections. Providing TESL training is an indirect service. Taking TESL training is a professional development cost related to direct service delivery.

► ▼ **Q.** Does the 90/10 split apply to each proposal? For instance, is an organisation required to spend at least 90% of the funds in its contribution agreement on direct services?

A. No, the 90/10 split refers to the overall Settlement Program envelope for British Columbia, not to individual proposals.

► ▼ **Q.** Printing and phone costs are not always administrative costs, and in the case of language assessors are part of the direct delivery of services to newcomers. How will CIC account for this in the assessment process?

A. Printing and phone costs associated with the delivery of services to clients are to be included as delivery expenses.

Partnerships

► ▼ **Q.** Would you please clarify the meaning of the sentence on page 5 of the Guidelines; "Collaborative resources that have a partnership approach should be proposed." It's under Information and orientation services.

A. Resources refers to such things as web sites, materials prepared for workshops or other presentations, printed materials, etc. On pages 4-5 we outline the broad range of topics that we suggest you address. Given the breadth of information to be covered, we think it likely that more than one service provider will be required to cover the topics. As well, a collaborative approach avoids duplication of effort.

► ▼ **Q.** In reference to CFP Tutorial, Sections D (Applicant Profile) and Funding Guidelines, page 12: Could you please clarify the difference between an affiliated organization or group, as described in Section D of the CFP tutorial, and a non-financial (potential) partner, as referenced in footnote 3 on page 12 of the Funding Guidelines?

A. Affiliated organizations are groups that are directly implicated in the development, endorsement and/or delivery of your project. Non-financial partners may only be involved in the direct delivery of the project. The list of affiliated organizations or groups could be the same as the list of non-financial partners. There may be some instances where organizations indirectly support the project or endorse the project (and would be listed as affiliated organizations or groups) but are not involved in the direct delivery of the project.

► ▼ **Q.** We have an informal arrangement with another service provider for referral of clients who need their services. Is this allowed?

A. Yes, this and other types of informal partnerships are encouraged. We recognize that there are likely to be several types of partnerships. For example:

a) Partners offering complementary services:

Partnerships may involve two or more service providers cooperating where each organization provides different settlement services. Each organization independently manages and delivers different programs, but works to avoid duplication. They may share knowledge, pool resources, and promote a whole-of-client approach to service delivery or the partnership may be more limited such as making referrals to one another.

We prefer that each organization submit its own proposal and be accountable to CIC for services provided and costs claimed.

b) Partners sharing resources:

Service providers may partner to share resources (e.g. staff, space, computer labs), but continue to provide different settlement services. They may co-locate in the same building to provide a broader range of services to clients and may share rent as well as other resources (e.g. receptionist).

We will accept either a joint proposal or two separate proposals.

c. Partnerships via sub-contracting:

Partnerships can involve one organization sub-contracting settlement services from another service provider. For example, a language centre could sub-contract child minding from another service provider or from a private daycare.

We prefer one proposal by the main organization that includes the costs for the sub-contracted services.

d) Funding or in-kind partnerships:

There can be partnerships where a service provider funded by CIC also receives funds or in-kind support from other organizations or levels of government. Some examples: a municipality provides free office space; a province pays 50% of the costs to cover costs to serve clients who do not meet CIC eligibility; the United Way contributes funds to provide work experience for newcomers.

We are looking for one proposal with letters from two largest co-funders confirming their funding commitments.

► ▼ **Q.** In a partnership application, whose mandatory documents are submitted? Who would the contribution agreement be with?

A. The lead partner will make the application and will submit the mandatory documents. The proposal will identify what services partners are providing and the associated costs. Partners' costs do not need to be broken down in the same detail as those for the proponent or lead applicant. The proponent (lead applicant) will be responsible for reimbursing partners for services provided.

► ▼ **Q.** We deliver programs in partnership with another organization at their location. Can we submit a separate application with our portion of the services, while our partner submits an application with their portion of services plus their application includes the full facility cost?

A. Yes.

► ▼ **Q.** Can our Funding Application request the total amount required or should seek funding partners?

A. Contributions from funding partners are welcome, but if none are available CIC will fund up to 100% of costs for approved projects.

► ▼ **Q.** Does CIC require partners to absorb part of the administration fee?

A. CIC will only pay its fair share of any co-funded expenses. CIC will review the cost driver (i.e. FTEs, sources of revenue, square footage, etc.) that the recipient has used to allocate the funding/expenses among all funders to determine if the administration amount proposed to CIC is a fair share.

► ▼ **Q.** Does CIC monitor the financial contribution of partners?

A. No.

Subcontracting

► ▼ **Q.** What is your view on subcontracting?

A. You may include subcontracted services in your proposal. If the proposal is accepted for funding, the contribution agreement will include a section identifying your responsibilities related to third-party services.

► ▼ **Q.** How should I deal with different funding cycles if my application has multiple funding partners?

A. Typically CIC enters agreements based on Government of Canada fiscal years. You can submit proposals of any duration up to two years between April 1, 2014, and March 31, 2016.

Settlement workers in schools

► ▼ **Q.** Should funding requests be broken down by calendar, fiscal or school year?

A. Typically CIC enters agreements based on Government of Canada fiscal years, from April 1 to March 31. Your budget submission should reflect this.

► ▼ **Q.** SWIS contracts in B.C. are currently financed through a direct award process. Will this continue?

A. No. SWIS service providers are invited to submit an application through this CFP process.

► ▼ **Q.** B.C. SWIS contracts run on a school year cycle, not a fiscal or calendar year. How will this be handled during the transition?

A. Typically CIC enters agreements based on Government of Canada fiscal years, from April 1 to March 31. Your budget submission should reflect this.

► ▼ **Q.** Some clients accessing SWIS services are not eligible for federally-funded settlement programs, how will these clients be impacted by the transition?

A. Please refer to page 8 of the *Funding Guidelines* to see who is considered an **eligible client** for the purposes of this CFP. Those clients are considered "newcomers" and, in general, refer to persons who are permanent residents of Canada, not including Canadian citizens.

► ▼ **Q.** Will my organization still be able to apply to deliver childminding services to support the participation of their parents in settlement services?

A. Yes. Care for the children of newcomer clients is an eligible Support Service under the CIC Settlement Program. Care provisions funded by CIC will be required to follow associated legislation.

In British Columbia, child care and childminding services are governed under the [Community Care and Assisted Living Act](#) and the [Child Care Licensing Regulation](#), including unlicensed childminding that is exempt from license as defined by the same Act.

► ▼ **Q.** In the case of childminding in rural B.C., will CIC consider funding babysitting services?

A. No, CIC cannot fund babysitting services. Child care must be in compliance with the Province of British Columbia [Child Care Licensing Regulation](#).

► ▼ **Q.** Can childminding be subcontracted out?

A. Yes, childminding can be subcontracted out.

► ▼ **Q.** Can I include development of new products in my proposal?

A. Yes, this can be included. 'Product' refers to something tangible that results from your project (e.g. guidebook, website, training material, handout) which can be shared with the settlement or resettlement sector. CIC wants to avoid duplication in preparation of such products, particularly within small geographical areas (e.g. production of numerous guides for newcomers on housing in Surrey or similar background documents about Kelowna). Therefore, we prefer information products that are developed collaboratively among service providers and can, as a result, represent a single product being distributed to more newcomer clients.

► ▼ **Q.** Are PNP individuals eligible for services under CIC funding? Currently this group is eligible to take ELSA-funded classes.

A. Yes, Provincial Nominees fall under the following eligibility clause: "Individuals who have been selected, inside or outside Canada, to become permanent residents (pending verifications) **and** who have been informed by a letter from Citizenship and Immigration Canada." See page 8 of the *Funding Guidelines*.

Costs associated with administration

► ▼ **Q.** The up-to 15% "flat rate" is a bit confusing. What kind of justification do you need to provide in your proposal for the "flat rate"?

A. Please refer to the Costs Associated with Administration on page 19 of the Funding Guidelines for more details about the 15% flat rate. At the proposal stage, no justification is being requested. However, for successful applicants moving to the negotiation stage, as per the "Important Information" section on page 22 of the Funding Guidelines: "Where costs are to be shared among different funders and/or projects (which is the case for the costs associated with administration), a cost allocation matrix/model will be required to ensure the fair share of cost distribution. This should include the methodology used to determine cost drivers (e.g., square footage, full-time equivalents, level of funding, etc.) and the breakdown by funders (including CIC's share)."

► ▼ **Q.** On page 18, "computer maintenance plan" costs are described as an administrative cost. Is that the "flat-rate" administration or program-related administration or is it divided between the two since some computer maintenance is a cost directly related to program delivery.

A. Computer maintenance costs can be split between administration costs (covered by the flat rate) and program delivery costs for the maintenance of those computer directly related to PD (would fall under "Overheard costs").

Childcare

► ▼ **Q.** Are food costs for childcare - i.e. nutritious snacks for children - an eligible expense under child care costs?

A. Yes, snacks for children are an eligible expense under child care costs – under the Funding Guidelines, page 20, "Client child care costs", are referred to as "other related costs".

► ▼ **Q.** Child minding for a program less than 2 hours long does not require a license under B.C. Child Care Licensing Regulation (Division 2 Exemptions from the Act .3.e). Will that be an eligible childcare cost if child minding is made available to such a program?

A.No, CIC cannot fund babysitting services. Child care must be in compliance with the Province of British Columbia Child Care Licensing Regulation.

► ▼ **Q.** Are all Live-in caregivers eligible for CIC-funded services? We see the reference to Live-in caregivers under Eligible Clients but are wondering if any are excluded?

A. Live-in caregivers are eligible for all settlement services, except language training. Live-in caregivers who have been selected to become permanent residents (pending verifications) and who have been informed by a letter from CIC, are eligible for language training.