



**Request for Expressions of Interest**  
**for**  
**Consultant to Undertake a Business Plan**  
**for**  
**The Immigrant Services Society of British Columbia (ISSofBC)**  
**Language and Career College (LCC)**

**Issue Date: May 8<sup>th</sup>, 2024**

**Closing Location:**

2610 Victoria Drive  
Vancouver, B.C.  
V5N 4L2

Attention: Chris Friesen, COO

**Closing Date and Time:**

Proposal must be received by  
3:00 PM Pacific Time on May 29<sup>th</sup>, 2024

**Contact Person: Chris Friesen, COO**

E-mail: [chris.friesen@issbc.org](mailto:chris.friesen@issbc.org)



## Request for Expressions of Interest –

### ISSofBC Language and Career College (LCC) Business Plan

#### 1. Who We Are

- ISSofBC is one of the largest immigrant-serving agencies in Canada, with a national and international reputation in the field of migrant issues and services for immigrants and refugees. Please see our website at [www.issbc.org](http://www.issbc.org) for more background information.
- In January 1995, ISSofBC launched the [Language and Career College \(LCC\)](#), a social enterprise offering fee for service English language and skill-based training opportunities to a specific international student market but also Canadian citizens.
- LCC is a not-for-profit operated social enterprise, unique within the private language and skills training school ecosystem. Net revenues earned support immigrant newcomer programming.

#### 2. LCC Business Plan

- ISSofBC is seeking expressions of interest from consultants to assist in the development of a multi-year business plan for LCC. We are seeking a collaboration with an individual who has expertise in the private language and skills training school ecosystem as well as development of business plans for social enterprises and / or for-profit enterprises.
- The business plan would provide overall strategic recommendations and directions, including:
  - a. An analysis of the changing fee-for-service language and skills training markets, including for international students and domestic students, and what we need to consider moving forward over the next 3-5 years to respond to both challenges and opportunities;
  - b. Possible new program delivery strategic opportunities along with the investments needed to realize them;
  - c. Opportunities to improve the effectiveness of marketing and recruitment practices;
  - d. Potential opportunities for future strategic partnerships or other inter-organizational approaches that can leverage mutual assets and strategic advantages.
  - e. Physical space and location strategies;
  - f. Talent and leadership development priorities;
  - g. Other areas the consultant deems important for LCC / ISSofBC to consider.

#### 3. Deliverable

- It is proposed that an external consultant be engaged to help LCC and ISSofBC leaders develop a multi-year business plan for LCC. We anticipate that detailed design of the business plan process will be undertaken jointly with a selected partner. The key deliverable from the process will be a 3–5-year plan with the elements outlined above.



#### 4. Experience & Qualifications

- The consultant would be expected to provide a combination of expert advice and facilitation of a business plan process. The ideal partner will have significant experience with / understanding of:
  - a. Completing business plans for different business and / or social enterprise entities;
  - b. The private language and/or skills training schools market;
  - c. Associate degree granting programs;
  - d. Trends / future state of the labour market e.g. future skills needed; and,
  - e. Connections / experience working with various industries.

#### 5. Submissions

- Submissions should be brief, but include as much as the following information as possible:
  - a. **Background information and experience:** An outline of the proponent's expertise and experience in undertaking business planning processes, as well as specific experience within the private language and/or skills training school ecosystem.
  - b. **Approach:** An outline of the broad approach the proponent would take to establishing a business plan.
  - c. **Capacity & Variables:** Information about capacity to undertake the work, and any timing or other limitations.
  - d. **Questions & Commitments of ISSofBC:** We know you're deciding whether to choose us as a client too – what key questions would you need to have answered before you committed to working with ISSofBC, and what advance commitments (resources and other) would you seek?
  - e. **Budget:** An outline of how the proponent approaches and designs a budget for the work, including, as appropriate, rates, and an estimated cost range for work undertaken.
  - f. **References:** A list of a minimum of 2 references for similar work undertaken (ideally a senior executive / leader of a client organization).

#### 6. Estimated Timeline

- Call for proposal issued: **May 8<sup>th</sup>, 2024.**
- Call for proposal closes: **May 29<sup>th</sup>, 2024.**
- Proponent selected / contract signed: **June 26<sup>th</sup>, 2024.**
- Project Completed: **November 2024.**

#### 7. Terms & Conditions:

A completed submission form (schedule A) stating acceptance of the following terms and conditions must be included in a proposal:



- **Enquiries:** All enquires related to this Request for Expressions of Interest is to be directed, in email format, to the contact person identified on the front page of this Request. Enquires must be communicated to the contact person at least five days prior to the Request for Proposal closing.
- **Proposals:** All proposals must be sent electronically via email to the contact listed in this call in PDF format (any spreadsheets must be in MS Excel). Late proposals cannot be accepted.
- **Expenses:** Proponents are solely responsible for their own expenses in preparing a proposal. If ISSofBC elects to reject all proposals, ISSofBC will not be liable to any proponent for any claims, whether for costs or damages incurred by the proponent in preparing the proposal, loss of anticipated profit in connection with any final agreement, or any other matter whatsoever.
- **Acceptance of Proposal:** This Request for Expressions of Interest should not be constructed as an agreement to purchase services. ISSofBC is not bound to enter into an agreement with any proponent that submits the lowest priced proposal or with any proponent. No proponent will acquire any legal or equitable rights or privileges relative to the services prior to full execution of a written agreement for the services required.
- **Liability of Errors:** While ISSofBC has used considerable effort to ensure an accurate presentation of information in this Request for Expressions of Interest, the information contained in this Request for Expressions of Interest is supplied solely as a guideline for proponents. The information is not guaranteed, or warranted to be accurate, by ISSofBC, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Expressions of Interest is intended to relieve proponents from forming their own opinion and conclusions with respect to the matter addressed in this Request for Proposal.
- **Modification of Terms:** ISSofBC reserves the right to modify the terms of this Request for Expressions of Interest at any time in its sole discretion. This includes the right to cancel this Request for Proposal at any time prior to entering into an agreement with a successful proponent.
- **Ownership of Proposals:** All documents, including proposals, submitted to ISSofBC become the property of ISSofBC. They will be received and held in confidence, subject to the provisions of the Freedom of Information and Protection of Privacy Act.
- **Confidentiality of Information:** This document, or any portion thereof, may not be used for any purpose other than the submission of proposals. Information pertaining to ISSofBC obtained by a proponent because of participation in this process is confidential and must be disclosed except as required to fulfill the obligations of a contract agreement.



## Schedule A – Submission Form

### Submission Form – ISSofBC LCC Business Plan Call

The proponent has read and agrees to all instructions, and provisions, contained in the Request for Expression of Interest. Acceptance of the instructions and provisions, and agreement to be bound by the statements made in the Proposal, is confirmed.

The proponent agrees that all information pertaining to ISSofBC obtained by a proponent as a result of participation in this process is confidential and must not be disclosed except as required to fulfill the obligations of a contract agreement.

Proponent's Full Legal Name: \_\_\_\_\_

Name Authorized Representative: \_\_\_\_\_

Title of Authorized Representative: \_\_\_\_\_

Date of Signing: \_\_\_\_\_

Proponent Contact Information:

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_