Legislation Details (With Text)

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On agenda:	4/5/2018	**Final action:**	4/5/2018
Title:	Contract for GRU Diversity and Inclusion Consultant Services (B) **This item is for informational purposes.**		
Sponsors:			
Indexes:			
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Attachments:	1. 170924 Notice of Intent to Award 20180405		

Date	Ver.	Action By	Action	Result
4/5/2018	1	City Commission	Approved as Recommended	

Contract for GRU Diversity and Inclusion Consultant Services (B)

This item is for informational purposes.

The utility industry as a whole is battling labor issues that include: an aging workforce, the exodus of skilled/technically trained employees, and the lack of qualified job applicants. To magnify concerns, this industry has a perceived culture that is not diverse or inclusive.

A best practice in companies today is to have a workforce that mirrors the community it serves. There are many benefits to adhering to this business model, including building trust among customers and other stakeholders, better understanding of customers' needs to provide services to meet those needs, and enhancing communication with all segments of the community.

Despite diversity recruitment and retention efforts, there remains a gap in our workforce in regard to women and minorities. In order to be successful in the future, a culture of inclusion must be created, one that permeates from executive leadership throughout every area of the utility. We must create an environment that allows and requires every employee to fully contribute to our success. Employee engagement, productivity and efficiency, synergy in teams, and brand loyalty all increase when all employees feel included.

Our goal is to have engaged employees, which means we must have a culture that is both diverse and inclusive. To achieve this goal, we need to fully understand where we are, what gaps exist and then develop strategies to close those gaps related to diversity and inclusion.

In an effort to build a diverse workforce and culture of inclusion, funds were approved in the 2018 budget by the General Manager and City Commission to obtain proposals and contract with a professional services firm

specializing in Diversity and Inclusion.

GRU Staff (i.e., Yvette Carter, Community & Government Relations Officer; Glenda Russell, Community Relations Coordinator; Cheryl McBride, Chief People Officer; and Bridget Lee, Interim Equal Opportunity Director) evaluated bid proposals from respondents to GRU's RFP for Diversity and Inclusion consulting services on March 8, 2018. Staff ranked the proposals and recommends issuing the contract to the firm with the top ranking.

GRU expects the consultant to conduct a two phase process: Phase 1) Analyze GRU's current work environment and develop a strategy and implementation plan and, Phase 2) Implement the approved Diversity and Inclusion Strategy. Utilities' Purchasing sent notification of the availability of the Request for Proposal (RFP) to 188 consulting firms. Twenty-six vendors requested a copy of the RFP package and five responses were received (one was deemed non-responsive). After careful evaluation of the proposals, the firms were ranked in order of their demonstrated capability to assist GRU in achieving its diversity and inclusion goals. deepSEE Consulting received the highest ranking. The Intent to Award notification is attached.

Funds in the amount of $100,000 were approved and budgeted in the FY2018 O&M Budget. Funds to cover expenses that extend into FY2019 will be proposed in the next budget.

Receive information regarding GRU's efforts to improve Diversity and Inclusion at the Utility.

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