

# **Request for Information (RFI) for Diversity, Equity, and Inclusion (DEI) Consulting Services**



Questions Due Date:  
**2:00PM, local time, January 26, 2021**

Submittal Due Date:  
**2:00 PM, local time, February 12, 2021**

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## **1 General Information & Requirements**

### **1.1 General Information**

- The Diversity, Equity, and Inclusion Committee of Lansing Board of Water & Light (“BWL”) is seeking information regarding consulting services that support its current and future purpose and commitment statements. The information gathered from this Request for Information (RFI) will be used in the development of a future Request for Proposal (RFP) for the onboarding of consulting service vendor(s).
- This RFI provides the information necessary to prepare and submit a Response for consideration by the BWL.
- This RFI consists of the following:
  - This Request for Information
  - Addenda, if issued.

### **1.2 Public Information**

- The BWL is subject to the Freedom of Information Act (MCL §15.231 et seq.). All information, documentation, and other materials submitted in response to this solicitation are considered non-confidential and/or non-proprietary and are subject to public disclosure. The BWL will make the compiled information available for public inspection and the end of its evaluation process

### **1.3 Clarifications and Interpretations**

- Any clarifications and/or interpretations of this RFI that materially affect and/or change its requirements will be issued by a written amendment by the BWL and posted by the BWL as an Addendum on the BWL web site <https://www.lbwl.com/bidproposals>. Firms shall be responsible to obtain all relevant amendments, and incorporate each amendment into their Response.
- The BWL does not intend to conduct a pre-submission meeting for this solicitation. Respondents are encouraged to contact the BWL Point of Contact listed below with any questions.

### **1.4 Submission Requirements**

- RFI questions shall be submitted to the Point of Contact listed below.
- Firms shall be required to submit their Responses electronically in non-protected, Adobe PDF format, to [sealedbids@lbwl.com](mailto:sealedbids@lbwl.com).

### 1.5 Point-Of-Contact

- The BWL designates the following person, as its representative and Point-of-Contact for this RFI. All questions regarding this RFI, shall be directed to the Point-of-Contact.

**Point of Contact:**

Rachelle Hall, Buyer  
Lansing Board of Water & Light  
[rachelle.hall@lbwl.com](mailto:rachelle.hall@lbwl.com)

### 1.6 No Reimbursement for Costs

- Firms acknowledge and accept that any costs incurred from their company's participation in this RFI process shall be at the sole risk and responsibility of the firm. BWL shall not reimburse or otherwise compensate Respondents for the cost of submitting a response to this request.

### 1.7 Eligible Respondents

- Only individual firms or lawfully formed business organizations may apply (this does not preclude a firm from utilizing consultants). The BWL shall contract only with an individual firm or a formalized business organization that submits a RFI Response. Respondents shall demonstrate proper registration and licensing of their firm related to the services requested in this RFI. The BWL will not give preferential treatment to any business organizations formed for the sole purpose of this RFI.

## 2 Background of the BWL

- The Board of Water and Light was founded in 1885 and is the largest municipally owned electric utility in Michigan and among the 30 largest in the United States. An eight-member Board of Commissioners appointed by the mayor and confirmed by the Lansing City Council governs the BWL.
- The BWL employs approximately 725 bargaining and non-bargaining employees. The bargaining unit employees are represented by the International Brotherhood of Electrical workers (IBEW) local 352.
- The BWL owns and operates:
  - an electric system, which generates, purchases and distributes electric power and energy, and provides electric service to approximately 97,000 residential, commercial, and industrial customers in the greater Lansing, Michigan area;
  - water wells, a raw water transmission system, water conditioning facilities, and an extensive water distribution system serving potable water to approximately 56,000 residential, commercial, and industrial customers in the greater Lansing area;

- steam generation boilers, a steam transmission and distribution system serving approximately 170 customers, and a chilled water facility and distribution piping system serving 19 customers in the city of Lansing.
- The BWL’s total operating revenue for fiscal 2019 was \$356,884,521.
- Additional BWL background and information may be viewed at [www.lbwl.com](http://www.lbwl.com).
- Additional background information that supports this RFI is attached as Appendix 1.

### **3 Requirements for RFI Responses**

- Respondents shall carefully read the information contained in the following criteria and submit a complete Responses to all questions in this Section 3-Requirements for RFI Responses, formatted as directed in Section 4-Format Requirements for RFI Responses.
- Respondents shall include the following organizational information in their Response to this RFI:
  1. Legal Name of Organization and addresses;
  2. Contact name, phone numbers and email address;
  3. Size of organization in terms of revenue and employees;
  4. Years in business.
- Respondents shall provide the following information in Response to this RFI:
  1. Please provide list of services and their estimated costs for the following items. **This is meant to only be an estimated budgetary figure for purposes of this RFI:**
    - a. Organizational DEI assessment
      - i. Evaluation and review of current practices, policies, procedures and standards that impact a diverse, equitable and inclusive business. Which includes both internal and external factors such as employees, business practices, etc.
      - ii. Provide examples of best-in-class strategies and approaches from comparable companies
      - iii. Provide insight and recommendations to enhance and execute the DEI efforts. Identify data needed to perform work. (i.e. documents, stakeholder access etc)
      - iv. Develop/Share score card measures and techniques to ensure accountability
      - v. Describe methodology employed to assist with meeting performance, assessment, and training deliverables
      - vi. Outline the value and return on investment to Organization should the Organization invest in this service
      - vii. Baseline assessment for “maturity development”
    2. Recommendations for on-boarding new employees, leadership, etc.
    3. Potential workbook/strategic management plan that outlines key considerations, critical action steps, and tailored guidelines that support the DEI Strategic Plan
    4. DEI Education – (Curriculum development and instruction)

5. This includes effective tools and training to build enterprise change
6. Provide sample curriculum and schedule for both company-wide and reoccurring training
7. Include any/all other services that is recommended for consideration

#### **4 Format for RFI Responses**

##### **4.1 General Instructions**

- Responses shall be prepared simply and economically, providing a straightforward, concise description of the firm's ability to meet the requirements of this RFI. Emphasis shall be on the quality, completeness, clarity of content, responsiveness to the requirements, and an understanding of BWL's needs.
- Respondents shall carefully read the information contained in this RFI and submit a complete response to all requirements and questions in the order presented.
- Responses and any other information submitted by respondents in response to this RFI shall become the property of the BWL.
- The BWL makes no representations of any kind that an award will be made as a result of this RFI, or subsequent RFP. The BWL reserves the right to accept or reject any or all Responses, waive any formalities or minor technical inconsistencies, or delete any item/requirements from this RFI when deemed to be in BWL's best interest.
- Responses shall consist of answers to questions identified in Section 3 of the RFI.

END OF SOLICITATION

# APPENDIX 1



## 2021 Request for Information: Supplemental Information

## Diversity, Equity & Inclusion Journey

- ▶ Current DE&I Efforts
  - ▶ 12-member committee (current: 6 non-bargaining; 5 bargaining; 1 vacancy)
    - ▶ Deploying 2019-2023 Strategic Plan
      - ▶ Education
      - ▶ Communication and Marketing
      - ▶ Measuring Success and Accountability
  
- ▶ Prior DE&I Efforts
  - ▶ Varying forms of organization structures, including formal department with dedicated manager and staff to employee focus group, committees.

## Diversity, Equity & Inclusion Strategic Plan 2019-2023



Strategy & Education



Marketing &  
Communication



Measuring Success &  
Accountability

# Diversity, Equity & Inclusion Strategic Plan 2019-2023

## Vision 1: Strategy & Education

1. Commitment by executive management
2. Commitment by management team
3. Develop educational strategies to promote a culture of DEI
4. Activities and events and other initiative's that promote values of DEI
5. Quarterly DEI updates/topics at managers meetings
6. Committee to develop trust with BWL workforce
7. Physical environment to foster culture of inclusion
8. Explore flexible workplace policy
9. Sponsor and encourage employee participation in cultural events in the community

# Diversity, Equity & Inclusion Strategic Plan 2019-2023

## Vision 2: Marketing & Communication

1. Develop and implement a marketing and communication plan
2. Establish a DEI calendar
3. Develop a DEI Logo
4. Recruit a highlight qualified, diverse workforce with diverse background to advance BWL mission
5. Establish a “Diversity Corner” in quarterly *Pipeline* (corporate newsletter)
6. Celebrate diversity and inclusion at BWL
7. Create a DEI page on BWL’s website
8. Showcase successes

# Diversity, Equity & Inclusion Strategic Plan 2019-2023

## Vision 3: Measuring Success & Accountability

1. Develop plans to address gaps
2. Update and evaluate DEI strategic plan on an annual basis
3. Reestablish DEI component into onboarding process
4. Establish mentoring programs for employees at all levels
5. Track and measure successes of initiatives

# Diversity, Equity & Inclusion Journey

## Committee Accomplishments

1. Completed DE&I training for Directors, Managers, Supervisors, Union Stewards, HR
2. Launched DE&I external website
3. DE&I internal share point site under development
4. Held DE&I Talks Sessions
5. Executive team initiative ownership
6. Established Cultural Press Newsletter
7. Industry collaboration with APPA Diversity Advisory Group
8. DE&I Teams Channels
9. Taken over sponsorship of Ethnic Taste Fest
10. Growing DE&I Champions

# Diversity, Equity & Inclusion Journey

## Future Workplan

1. Presentation to BOC - March 2021
2. Issue RFP for consulting services to complete training for non-supervisory employees
3. Develop organizational maturity scale
4. Revive Celebration of Differences panel
5. Develop new employee on-boarding material
6. On-going voluntary educational sessions, lunch and learns, speaker series
7. Employee Resource Groups
8. Annual report