



Request for Proposal – Diversity, Equity, Inclusion Training

The purpose of this Request for Proposal (RFP) is to invite prospective contractors and/or consulting firms (“Consultancy”) to submit a proposal for diversity, equity and/or inclusion consulting and/or training as further described below in the Scope of Services. The intent of the RFP is to provide high-potential Consultancy candidates with the relevant background and information on the services required.

1. RFP CONTACT, TIMELINE AND KEY DATES

Tate Ringer, Chief Strategy Officer and Co-Lead (Ally) for Culture Champions, will be the primary point of contact for this RFP process. Your response is subject to disqualification should you contact persons other than the Primary RFP Contact.

- Primary RFP Contact: [Tate Ringer](#)
- Phone: [972-345-6433](tel:972-345-6433) (for faster response, email or text to set a time to speak by phone)
- Email: Tate.Ringer@MetrocareServices.org

The schedule for the RFP is shown below. All items must be received by the stated deadline. Requests for extension may not be granted absent extraordinary circumstances.

Key RFP Milestones	Method	Milestone Date (2022)
RFP Launch	Email	May 1
Q&A: If you have questions regarding this RFP and/or process after RFP launch, contact Tate Ringer . Questions will not be accepted after 5/13 .	Email	May 13
Q&A Responses Issued	Email	May 18
Consultancy Written Response to RFP (Word or Powerpoint / pdf format.)	Email	5 p.m. May 24
Presentations: Finalists will be invited to present proposals to Metrocare selection committee	Zoom	5/27 Notification (Presentations completed by June 7)
Anticipated Award(s)	Phone	June 10

2. BACKGROUND

Metrocare <https://www.metrocareservices.org/> (legally established in 1968 as Dallas County MHMR) is the largest provider of mental health and disability services in Dallas County, serving more than 55,000 adults and children annually. In addition to behavioral health services, Metrocare provides primary care centers for adults and children, accessible pharmacies, housing and supportive social services. Through the Altshuler Center for Education & Research, we are advancing mental health beyond Dallas County and building the behavioral health workforce of the future. Over 41,000 of those we serve are adults and nearly 14,000 are children. Over 70% of our clients are BIPOC.

Metrocare has nearly 1000 employees across 17 locations throughout Dallas County. A majority of the employees work in the community. Our employees, 80% female / 20% male, speak over 25 different languages and 80% are BIPOC.

We have diverse hiring practices. We have cultural sensitivity training imbedded in our New Employee Orientation and annual training requirements provided through a national industry platform (Relias). We are in the process of implementing a recruiting analytics platform to reduce bias and expand our candidate pool. We have developed a Diversity, Equity and Inclusion (DEI) task force, called Culture Champions.

Culture Champions Creed

Inclusion is how we unleash the power of diversity. We strive to foster belonging and empowerment at work. Specifically, we are a stand for anti-racism, we are a voice for LGBTQ+ and BIPOC (Black / Indigenous / People of Color), we are culturally competent for our military family, and we are a Trauma-Informed Company (TIC).

Culture Champions will be finalizing and launching a brief survey to get deeper demographics on our staff and a baseline understanding of how well our team believes we embody the values of Culture Champions and the creed. This will be available to the awarded Consultancy.

In spite of these successes and efforts, as a growing and diverse team, we know we can do more. We have gaps to fill. We can improve our cultural competency.

3. SCOPE OF SERVICES

Metrocare is seeking a consulting firm or individual to conduct diversity, equity and/or inclusion training ("DEI Work") for our Executive Team and headquarters staff (beginning in July) and our agency management beginning FY23 (September 30, 2022) as a part of our Metrocare University Training Program.

Training, facilitated conversations and/or consulting must include work with:

- 6 Executive Team members
- 90 Employees at Metrocare Headquarters at 1345 River Bend Drive
- 127 Managers, 26 of whom are director level

The DEI Work must be delivered by or facilitated live by an individual or individuals, but the delivery and facilitation can be conducted in-person, virtually or hybrid. If hybrid, the Consultancy is responsible for providing audio-visual technology to accommodate all

participants' ability to hear and understand the presentation. Videos and reading material can be incorporated as part of the DEI Work but must have a facilitated component about or regarding any materials. We recommend that the Manager training be conducted virtually and must be completed in smaller groups (10-30) to accommodate staffing at clinics and offices.

4. EVALUATION CRITERIA

The evaluation criteria will be focused on each of the areas below. Please note, the order does not necessarily correspond to order of importance, submission ranking and/or weighting. Please outline the details of your Consultancy competencies and information regarding:

- Process and Capabilities
- Vision, Strategy and Tactics
- Previous Experience & Demonstrated Alignment with Goals and Objectives of the DEI Work
- Pricing
- Ability to staff with diversity

5. RFP DELIVERABLES

- Consultancy overview (Name, Location, Website, # of Employees, Ownership Status, History of DEI Work, etc.)
- Your Consultancy philosophy. What makes your Consultancy unique? What sets you apart from other agencies?
- Overview of your Consultancy capabilities; where do you excel?
- Describe your reporting capabilities.
- Include 1-3 business case studies with results and creative examples relevant to the scope outlined above.
- Describe how your organization typically staffs for a new client. Provide brief bios of key staff members that would support the Metrocare account.
- Describe your approach for ongoing communication.
- Provide a client list that indicates current or former with years of services and the nature of each relationship. List any previous industry experience and disclose any potential conflicts of interest.
- Proposed fee structure, products and rates.
- Provide 3 client references with names, titles, emails and phone numbers.