



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 22, 2021

FROM: CITY MANAGER'S OFFICE WARDS: ALL

SUBJECT: PROFESSIONAL CONSULTANT SERVICES AGREEMENT WITH MGT OF AMERICA CONSULTING, LLC TO PROVIDE CONSULTING SERVICES RELATED TO THE DIVERSITY, EQUITY, AND INCLUSION (DEI) INITIATIVE

ISSUE:

Approve the Professional Consultant Services Agreement between the City and MGT of America Consulting, LLC to provide Diversity, Equity, and Inclusion consulting services through June 30, 2023, in an amount not to exceed \$137,623 contingent upon availability of funds in Fiscal Years 2021/22 and 2022/23.

RECOMMENDATION:

That the City Council:

1. Approve a Professional Consultant Services Agreement with MGT of America Consulting, LLC to provide Diversity, Equity, and Inclusion consulting services through June 30, 2023, in an amount not to exceed \$137,623 contingent upon availability of funds in Fiscal Years 2021/22 and 2022/23.
2. Authorize the City Manager or his designee to execute the Agreement, including amendments and extensions for additional phases as included in the Pricing Exhibit A & B, in addition to making minor and non-substantive changes based on availability of budgeted funds.

BACKGROUND:

Diversity, Equity, and Inclusion (DEI) have long been topics of importance to the City of Riverside. This has been most recently reinforced by the City Council at its meeting on June 30, 2020, when City Council adopted a Resolution titled "Racism is a public health crisis" and in October 2020, when the City Council approved a Riverside Anti-Racism Vision. In addition, the City Council approved Envision Riverside 2025 Strategic Plan on September 15, 2020, with a cross cutting thread of Equity which emphasizes support of racial, ethnic, religious, sexual orientation, identity and other attributes of diversity and its commitment in advancing the fairness of treatment, recognition of rights, and equitable distribution of services in the community. Following the Council's approval of the Resolution, Vision, and Strategic Plan, a cross-cutting team has been meeting regularly to discuss directives on policies related to sustainability, DEI, and social responsibility. The group has also been preparing the City's annual response to the 2021

Municipal Equity Index (MEI), administered by the Human Rights Campaign, which examines how inclusive municipal laws, policies, and services are of LGBTQ people who live and work in our City. Under the MEI standards, cities are rated based on non-discrimination laws, the municipality as an employer, municipal services, law enforcement, and leadership on LGBTQ equality.

DISCUSSION:

In December 2020, the City of Riverside issued a Request for Proposal (RFP) soliciting Consulting services for the Diversity, Equity, and Inclusion Citywide initiative to address the City Council Cross-Cutting thread of Equity in the community and workplace. Six proposals were received and evaluated by a cross-departmental team consisting of staff from the City Manager's Office, Human Resources Department, Office of Sustainability, and Office of Homeless Solutions. Following a review of all proposals submitted, the top-rated Consultants were interviewed and MGT of America Consulting, LLC (MGT) was selected as the most qualified firm to perform the scope of services outlined in the RFP.

MGT Consulting has more than 46 years of experience working with City clients in the areas of equity, human capital, evaluation, strategic planning, organization and operations assessments, disparate treatment, operations, facilities master planning, and financial planning. MGT is nationally recognized for providing customized consulting services, objective research, creative solutions, and quality products that respond to each client's unique needs and environment. Most importantly, MGT is thoroughly familiar with issues related to diversity, equity, and inclusion faced by cities in today's environment and has offices in Southern California. Their team has an extensive track record addressing access, equity, diversity, and inclusion in a variety of organizational settings. MGT has been providing equity, diversity, and inclusiveness related consulting services for many years and has conducted over 220 studies for cities, counties, and other governmental agencies since 1990. Overall, these studies are designed to promote and advance diversity, equity, and inclusion among the respective communities that have been historically marginalized. MGT's diversity, equity, and inclusion consulting services are premised on a multidimensional approach to examining organization operations, systems, policies, and practices that facilitate and/or inhibit diversity, equity, and inclusion. Most notably, in 2016, MGT was selected to conduct a groundbreaking study in Charlottesville following the unrest that put Charlottesville in the national spotlight. The events in Charlottesville increased tensions and concerns about human rights, civil rights, and the treatment of community members based on their race, ethnicity, and economic status. Ultimately, MGT suggested nine recommendations with multiple components as actionable items for the client to begin addressing the issues.

The DEI staff team comprised of representatives from multiple departments is recommending entering into a 2-year Professional Consultant Services Agreement with MGT of America Consulting through June 30, 2023 to perform tasks related to advancing the Diversity, Equity and Inclusion initiative. These tasks include the following:

Phase I

- Conduct an analysis and develop a baseline assessment report for the City's organizational practices. Conduct and facilitate anonymous DEI in the Workplace survey to City staff. This will also include a diversity audit of all municipal Boards and Commissions. Compile results and provide a recommendation to the City management team.

- Conduct an analysis on the creation of a new classification of Chief Diversity Officer for the City that would focus on both City staff and community initiatives, define roles and responsibilities, appropriate placement under a City department, and a salary recommendation based on the comparable classification in other governmental agencies.

Phase II

- Review existing administrative policies for best practices (or if necessary possible development of new policies), including any City and Human Resources Administrative Policies and City Charter.
- Develop a framework that may include an organizational statement regarding DEI, that may later become a mission statement that may guide the practices, operations, and direction of future efforts.
- Develop a Strategic Plan with recommendations for initial strategies and long-term efforts. The recommendations must be presented on a priority basis and must be achievable in the short term. Recommendations for long-term efforts should include a timeline and indicate strategies or deliverables for each recommendation.
- Provide comprehensive training and communication plan for City employees, Elected Officials, and selected Boards and Commissions members to increase individual understanding of what DEI means and how each plays a role in their lives, both on a professional and personal experience. Training topics should include trauma-informed cultural sensitivity, etc.

Phase III

- Recommend strategies and develop a roadmap that is aligned with the City’s DEI Organization Strategic Plan and values and City’s Strategic Plan Goals and values to advance efforts to remove barriers and foster DEI initiatives communitywide.
- Develop a comprehensive toolkit that can be used communitywide by partners, contractors, and other stakeholders. The toolkit may include recommendations for training and communication.
- Identify key benchmark metrics that can assist the City in monitoring progress, identify risk areas, and measure overall initiative goal attainment. Develop a corresponding reporting structure.

The deliverables identified above have been outlined in the Scope of Services (Exhibit A & B of the Agreement) and categorized into three phases to be implemented as funding is available.

Phase I	\$11,000	Supplemental appropriation approved by City Council on December 1, 2020 related to Council policy directive
Phase II	\$70,388	Based on future fund availability and subject to completion of Phase 1 baseline assessment
Phase III	\$56,235	Based on future fund availability and subject to completion of Phase 1 baseline assessment
Total Project Cost	\$137,623	

In addition to the DEI Consultant facilitating customized training related to DEI and trauma Informed cultural sensitivity training for employees, Elected Officials, Boards and Commission members, the Human Resources Department has also secured Traliant, a recognized compliance training vendor to facilitate the mandated web-based DEI training for employees, which will include topics such as unconscious bias, workplace diversity, inclusion & sensitivity and microaggressions in the workplace. It is anticipated that the mandatory training will begin in July or August 2021 and be completed by all current City employees by October 2021. The cost of the training with Traliant was appropriated on December 1, 2020, in an amount not to exceed \$7,000.

FISCAL IMPACT

The total fiscal impact of this recommendation is \$137,623. Funding for Phase I of the agreement in the amount of \$11,000 has been budgeted and is available in the General Fund, Human Resources Administration City-wide Employee Training account number 2100000-452004. Phase II and Phase III of the project will be implemented if funding is identified and available during Fiscal Years 2021/22 and 2022/23 and subject to completion of Phase 1 baseline assessment.

Prepared by:	Rafael Guzman, Assistant City Manager
Certified as to availability of funds:	Edward Enriquez, Chief Financial Officer/City Treasurer
Approved by:	Al Zelinka, City Manager
Approved as to form:	Kristi J. Smith, Interim City Attorney

Attachment:

1. Professional Consultant Services Agreement with MGT of America Consulting, LLC.