Request for Proposal

Diversity, Equity, Inclusion, and Belonging:

Consulting & Facilitation
Training, Coaching & Mentoring
Assessment & Action Planning

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Contacts:
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Introduction

Verity Credit Union is a socially responsible, not-for-profit, financial cooperative. Verity was formed in 1933, making us one of the oldest credit unions in the state of Washington. We have eight branches in the Puget Sound region, stretching from Lynnwood to Auburn. Our greatest presence is in North Seattle, where we are headquartered.

For many decades, we existed to serve postal workers, and later federal employees. In the early aughts, we changed our name to Verity—meaning the state of being true—and opened our charter to welcome anyone living in our communities and Washington State. Since that time, we've sought to position Verity as a community organization. Our mission is to build vibrant communities and trusted relationships with our members.

Trust is at the heart of who we are and how we choose to operate. As we move into new communities and serve different membership segments, we know we have work to do building trust with historically marginalized communities. We acknowledge the financial industry's culpability in creating systems of inequity and injustice in our communities. While we don't fully understand where Verity's fingerprints are, we recognize our role and responsibility for the past, and the active part we must play in dismantling these systems in the future—starting within our own organization.

Context

In 2021, Verity welcomed a new President and CEO. Tonita Webb is the first Black woman to hold this role at Verity and is among the few BIPOC women CEOs in our industry. She leads an all-White executive team at Verity today, but the team is in transition as we will welcome two new executives in 2022. Tonita's long-standing passion for Diversity, Equity, Inclusion, and Belonging (DEIB) is evident in the work she's done within the credit union space, and as a board member with various equity-centered nonprofit organizations. Verity's board of directors, executive management team, and staff are excited about everything Tonita brings to Verity, and her vision for the future. We are committed to backing her leadership and centering equity in everything we do.

Internally, our 130 employees and leaders recently completed a 4-part equity training series, our executives participated in race-based caucusing as we formed as a new team, and we are currently wrapping up an HR audit. Some issues/opportunities we've already identified include the frequency of racial incidents involving our members (customers) and staff, assessing and addressing our individual and organizational biases, and creating psychologically safe spaces where staff can heal and avoid further trauma.

At the board level, starting our DEIB work in earnest has been delayed as a result of leadership transitions and board restructuring this year. The board has been working with consultants on board governance and will continue these efforts next year. Further supporting the board's work through DEIB consulting is a primary focus and central to this RFP. With that said, we realize our success in making DEIB part of our DNA requires aligning our efforts from the top down, with our board and staff moving forward together in lock step. That's where you come in.

Scope of Work

We are seeking a consultant with passion for this work and a proven track record supporting organizations early in their DEIB journeys who are working to address inequity both internally and externally. We are looking for someone who brings experience working with boards, management, and staff; and who understands how to align our efforts, while meeting the unique needs of each stakeholder group. Our ideal partner is relatable, relational, brings different lived experiences and lenses, and takes a holistic approach—addressing the need for personal, interpersonal, organizational, and societal change, and balancing the desire for action with the need for deep healing.

The following are our key objectives for 2022:

- Facilitate conversations with the board to establish a clear vision to guide our DEIB work. This includes addressing questions such as:
    - Who are we? Who do we want to be?
    - How do we want to show up in our communities and with each other?
    - What is the culture we want to create?
    - What are the behavior norms that will move us forward?
    - How will we measure our success?
- Conduct a board and organizational gap analysis through assessments, interviews, etc. to help us understand where we are today in relation to where we want to go
- Facilitate DEIB learning, capacity building, and a shared language/understanding through trainings, workshops, etc. with board (and potentially staff)
- Provide recommendations and guide the development of a DEIB roadmap and strategic goals based on our vision for the future and gap analysis

The following objectives are optional, but highly desired:

- Offer one-on-one consulting/mentoring to advance DEIB learning and cultural competency
- Provide toolkit/resources for sustained learning and onboarding new board volunteers/employees

Timeline

Key Dates	Milestones
January 3	Request for proposal (RFP) made publically available
January 21	Close of period for submitting questions to the RFP selection committee
February 7	All questions and responses made publically available
February 21	Proposal due date
March 7	Start meeting with selected candidates
March 21	Start meeting with final candidates as needed
April 11	Target date for finalizing and communicating decisions to all consultants
April 15	Target date for signing contract and starting work

We are eager to start this work and look forward to working with the selected consultant(s) to establish a timeline for the remainder of 2022.

Budget

We have planned to invest $50,000-$75,000 for board consulting and education starting in 2022. While the board is the focus of this engagement, we have the flexibility to include executive management and the organization (with additional budget allocated) as needed.

Proposal Guidelines

We welcome proposals up to 10 pages in length, in whatever format works best for you. Our only ask is that you address each of the following elements:

- A description of who you are and your organization's mission, values, and commitment to DEIB
- The demographic make-up of your leadership team and the facilitators/consultants we would be working with
- Your experience working with boards, management, and staff; and any experience within the financial industry
- A work plan describing approaches, methodologies, and roles and responsibilities for how the work will be accomplished
- A detailed description of proposed deliverables and outcomes
- A proposed timeline and estimate, with a breakdown of costs
- At least 3 relevant/recent client references who can attest to your ability to do this job

Contact & Delivery

Questions regarding this RFP and proposal submittals can be directed to Verity's Chief Human Resource Officer, Angela Lowe, at:

- Email – angela.lowe@veritycu.com
- Phone – (206) 361-5393

Our preference is electronically submitted proposals in .pdf format. Hard copies are really not necessary, but may be delivered to:

Verity Credit Union
Attn: Angela Lowe
11027 Meridian Ave N. Ste. 102
Seattle, WA 98133

All proposals should be received by 4:00 p.m. PST on February 21, 2022. Consultants are responsible for ensuring the completeness and accuracy of proposals being submitted.

Selection Process

Our DEIB Committee, comprising members of Verity's board and executive management team, will be reviewing all proposals after the RFP deadline, and creating a short list of consultants to speak with. After this, we may invite finalists back as needed to aid in our decision making.

When evaluating proposals and partners, we will consider:

- The relevant experience, credibility, and references of the consultant
- The practical appeal of the recommended approach and methodology, and relational feel of the partnership
- The diversity, cultural competence, and values alignment of the consulting team/firm
- The quality, quantity, and affordability of work offered

Proposal Grading Matrix

Metric	**Score**
Organization's mission and values, and the diversity of leadership and consultant staff	25
Past experience working with boards, management, and staff, especially within the financial industry	35
Work plan's recommended approach, methodology, and roles/responsibilities	40
Detailed description of proposed deliverables and outcomes	50
Proposed timeline and budget	50
Total	**200**