



Supplier Diversity Inclusion Plan • Calendar Year 2021

Agency: Labor & Industries

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2021 L&I Supplier Diversity Inclusion Plan

Agency's plan to increase participation of certified small minority, women, and veteran owned firms:

Maintain Use of WEBS in 2021:

- L&I's business practice is to post all solicitations on the Department of Enterprise Services (DES) vendor portal, Washington's Electronic Business Solution (WEBS). All solicitations are open and fair, rather than selective, promoting the use of all vendors wanting to do business with the state.

Continue Small Business Outreach in 2021:

- Contracts and Purchasing Office in conjunction with the Small Business Office will continue to attend annual events twice a year, providing vendor outreach. Prior to L&I posting a solicitation, staff notify known entities, which may not be registered in WEBS, to let them know to get registered for upcoming solicitations. Actively encourage businesses to seek OMWBE certification. The Small Business Liaison refers potentially certifiable firms to OMWBE.
- New ways to support small businesses across the state. L&I actively seeks to understand small business needs in this remote environment and explores alternative ways to provide support that makes it easy to do business with us. Some examples of this include: virtual paperwork/forms and processes, 24 hour phone lines for safety concerns/questions, virtual site inspections, remote site visits, expanding our language access services, providing COVID-19 information in 36 languages on our website, and implementing online payment systems for some processes that previously required in-person transactions.

Scope New L&I Strategies for 2021:

L&I focuses on innovating within the constraints and limitations of delegated authority, contracting that may otherwise impact our percentages. Some strategies we will scope and explore in the next fiscal year:

- Agency Partnerships. An agency team of contracting and purchasing professionals will continue to work to understand the needs of diverse contracting customers. L&I will



explore partnership opportunities with other agencies with overlapping customer base. Continue working with DES and assisting in statewide efforts to identify meaningful measures of opportunity.

- Process improvements and tool development for Contract Renewals and PCard Purchases. L&I will continue to utilize the tools DES has created for contracting and procurement professionals, such as the OMWBE certification flag in the DES Master contracts listing and the diversity content in their statewide contracts/purchasing trainings. L&I procurement staff will continue to work with programs and purchasers to contextualize that broader training and guidance within the L&I environment and day to day applications, with the ultimate goal of cascading utilization increases throughout the agency. Utilize DES tools and industry best practices for procurement professionals when evaluating Master Contract renewals and agreements. Agency staff will identify opportunities to evaluate the value of services provided by certified firms on Master Contracts. L&I strives to engage with more certified firms listed on DES master contracts to deliver the best value for the agency.
- OMWBE Community of Practice tool kit. As this tool kit is launched, L&I will review all materials for opportunities to learn and improve. L&I commits to continuing to explore our options and industry best practices to increase supplier diversity.
- Enterprise level, methodical and incremental risk-based approach. L&I is continuing to develop an enterprise level risk approach, including contracting & procurement. We use an incremental, risk-based approach to contracting with each renewal or new contract to see what language is needed and what can be removed. We can also leverage lower risk contracts for increased opportunity. We recognize the challenges facing small women, minority, and veteran owned businesses to engage with the complexity of our contracting language and processes and will continue to implement changes based on the risks and the benefits of each situation. L&I will continue to review and revise our standard contract language, templates, and procedures to make it easier to do business with L&I based on customer feedback and statewide disparity study findings. We will continue to assist the statewide diversity sub-cabinet work in creating, piloting model policies that increase opportunity while staying within our legal authority.
- Data driven decisions. L&I plans to use the dashboard that we developed in 2019 and the insights it provides in order to make data driven decisions and identify opportunities to increase equity. Analysis of this data also enables us to increase the accuracy of the data from start to finish. We will socialize this tool and lessons learned from it with other agencies so that they might also benefit.
- L&I's Procurement office will incorporate supplier diversity into visioning and business planning. We will remain flexible as new needs and more complex opportunities arise. This is a vital and complex effort with new elements and opportunities uncovered every



day. The needs of our organization and the needs of the communities we serve also continue to evolve. L&I and its dedicated procurement professionals will continue to adapt and explore creative solutions for continued progress on supplier diversity while maintaining operational excellence.