



Agency Supplier Diversity Inclusion Plan • Calendar Year 2022

Agency: The Washington State Health Care Authority (HCA)

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Agency Supplier Diversity Inclusion Plan

Authorizing Individual: The Washington State Health Care Authority (HCA) has authorized Rachelle Amerine, Contracts Administrator, to oversee implementation of this 2022 Agency Supplier Diversity Inclusion Plan.

Summary Statement: Equity and inclusion in our practices is, without a doubt, one of the most important aspects of our work at HCA. As demonstration of our commitment, our Office of Contracts and Procurement (OCP) has requested funding for a dedicated resource to implement the Tools for Equity in Public Spending. Additionally, HCA will continuously partner with the Office of Minority and Women's Business Enterprises (OMWBE) and the Department of Enterprise Services (DES) to identify innovative ways to further this important work.

Over the last calendar year, HCA has implemented a number of new processes towards this goal, but we recognize that there is always opportunity to do more. With that in mind, HCA has identified three exciting goals that we hope to achieve over this next year. These key goals are identified below.

Key Goals for HCA to increase participation of certified businesses:

- *KEY GOAL #1: Collecting, tracking, and monitoring spend data across the agency.*
- *KEY GOAL #2: Internal and external visibility into diversity spend data and forecasted opportunities.*
- *KEY GOAL #3: Development and adoption of policies and procedures related to supplier diversity.*

In order to meet our Key Goals, HCA plans to enhance our practices in the categories listed below. Each category has a bulleted list of action items HCA hopes to accomplish over this next year.

Forecasting:

- Contract managers are introduced to their Division Portfolio as part of the contract manager onboarding process. These portfolios will help with forecasting and developing early notifications for contracts that will need to be re-procured.
- Early notification of upcoming opportunities posted to HCA's Bids and Contracts page.
- Early notification of upcoming opportunities on provider listserves.
- Posting historical spend data on HCA's Bids and Contracts page. This will include historical spend by commodity type.
- Utilizing PowerBI, HCA has built visual metrics to capture our agency's diversity spend. This will become an agency Quarterly Target Review metric that is presented and discussed with agency executive leadership on a quarterly basis.

Use of Master Contracts:

- HCA will begin reviewing forecasted opportunities with agency contract managers to align opportunities with available certified firms on the DES master contract list.
- Agency contract managers will be trained on searching for, and identifying, certified businesses currently on contract with DES.
- Analyze purchases and awards over the last two years and, as appropriate, encourage certified firms to get on contract with DES.

Outreach:

- Begin administering bidder response training to familiarize potential bidders with HCA-specific practices.
- Conduct post-procurement survey to bidders who downloaded a particular solicitation but did not respond. Responses will be compiled, analyzed and used to enhance HCA's procurement practices and remove unintentional barriers.
- Update our opportunity notification template to include a note that interested subcontractors can submit information to HCA to be posted publicly with our procurements in WEBS.

Internal Processes:

- HCA will make efforts to provide more time in the solicitation schedule to allow potential bidders to prepare responses.
- Alter solicitation template language to allow potential subcontractors to send in their contact information and a description of their capabilities. This will be posted as an addendum to a solicitation.
- Analyze commonly utilized vendors and contractors from the previous 2 years of procurements and encourage certification with OMWBE.

- An unbundling analysis will be included in our New Solicitation Checklist as a phase in the solicitation process that must be conducted. Results of the analysis will be maintained in the solicitation file.
- HCA will be developing and adopting internal policies and procedures to capture and require supplier diversity best practices throughout our agency.

Communication and Training Plan:

- HCA will be amending our agency Contracts Academy, which is an interactive, in-house developed training for all agency contract managers to include Inclusion Plan topics for which they can contribute to.
- HCA will include implicit bias as a topic in solicitation evaluator training that is conducted for every procurement.
- Post our agency Inclusion Plan on HCA's Intranet, InsideHCA, for awareness of activities we have planned, activities we are actively doing, and where we have gaps.

Agency contract goal tracking:

- HCA has developed our own diversity spend report through PowerBI, we plan on creating an agency Quarterly Target Measure on this subject to ensure agency visibility in meeting our supplier diversity goals. Utilizing PowerBI, HCA will be providing visual representations of where HCA is at in meeting inclusion goals. Over this next year, HCA will be working on breaking down these metrics by division.
- Track solicitation results – specifically, which entities downloaded the solicitation, which entities submitted a bid, and which entities were awarded. The purpose is to better understand trends in opportunities and awards.

Contractor monitoring:

- HCA is prepared to adopt OMWBE's Business Diversity Management Systems, Access Equity. HCA has participated in all development, listening, and training sessions and is excited to begin utilizing the system to monitor compliance. HCA's OCP will independently access and utilize this system to ensure consistent application of the system.
- Additionally, HCA will be altering contract template language to ensure contractors are aware of the system requirements and their obligations thereto. HCA will also be adjusting our contractor intake process to require contractors to attest to whether they have subcontractors and encouraging them to consider small, diverse, or veteran owned businesses as subcontractors. If they attest that they have subcontractors, they will be entered into B2Gnow.
- As part of the solicitation process, HCA Contract Specialists will provide the dedicated staff member with procurement Inclusion Plans to be entered into the system. The dedicated staff member will work with agency contract managers to ensure contractor



accountability and conformance with the Inclusion Plan they submitted as part of their proposal.

- On at least a monthly basis, a dedicated staff member will report agency compliance to the Contracts Administrator and Chief Legal Officer.

Template Language:

- OCP staff review contract and solicitation template language continuously. OCP leadership meet multiple times every month to review boilerplate with an equity lens. We continuously find opportunities to adjust our language using our equity lens while keeping track of all template updates. This is an ongoing effort and practice that we anticipate will continue in perpetuity.