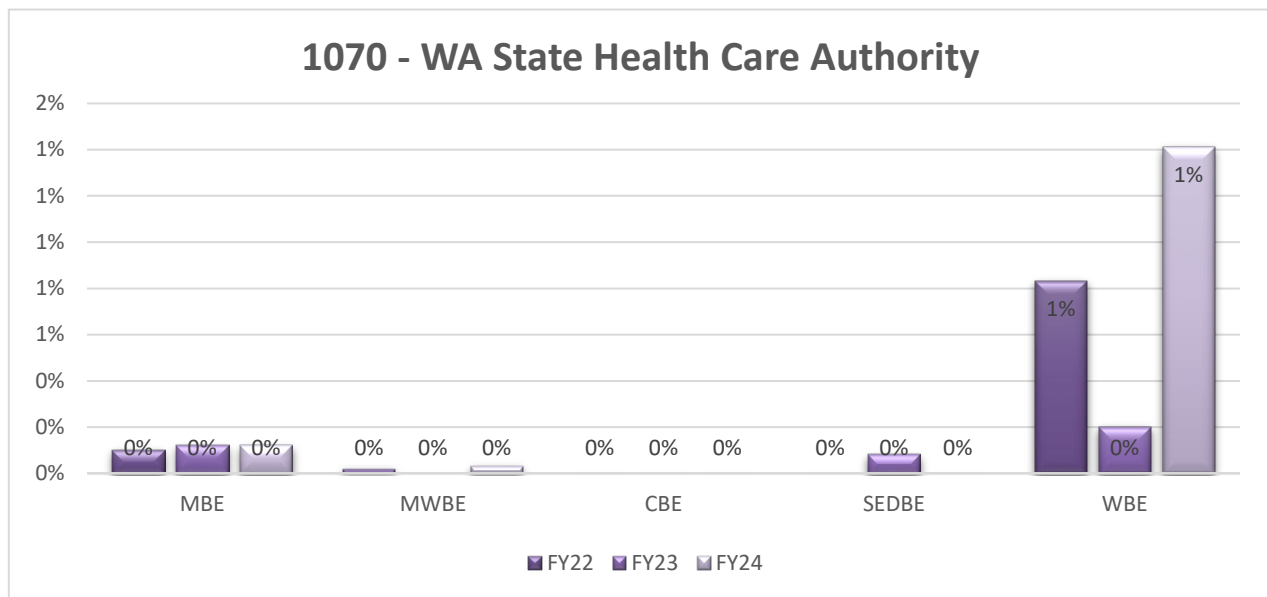


FY25 Business Diversity Spending Goal Plan – Health Care Authority
[Governor's Supplier Diversity Subcabinet approved best practices](#)



FY 2023 – No spending goal established

FY 2023 – 0.32%

FY24 Spending Goal – 9.47%

FY24 Actual Spend – 1.53%

FY25 Spending Goal: 8.21%

1. Summary Statement:

The Health Care Authority (HCA) actively includes supplier diversity considerations in our contracting and procurement practices. In FY25, HCA will continue its commitment to improving equity in public spending and to create more opportunities for certified businesses. In FY24, HCA increased its certified business spend from 0.32% to 1.53%, representing a **478% year-over-year increase**.

This significant increase resulted from sustained efforts which included:

- Implementing DES Supplier Diversity (DES-090-06) policy requirements in HCA's standard contracting and procurement templates.
- Curating and delivering live, in-depth Supplier Diversity trainings, which included

training staff on how to use the DES Supplier Diversity handbook.

- Implementing a publicly-available agencywide forecasted needs report for upcoming procurements (hyperlinked in Section 2, below).

2. Steps your agency has completed to prepare for forecasting and steps remaining:

HCA's Office of Contracts and Procurement (OCP) worked with division leaders, budget, and program staff to publish a forecasted needs report, available publicly on the HCA website here: <https://www.hca.wa.gov/about-hca/bids-and-contracts#hca-forecasted-needs-report>.

OCP is currently creating and documenting internal processes to ensure that HCA's forecasted needs report is updated and contains useful data for certified businesses interested in working with HCA.

In September 2024, HCA launched an agency-wide automated contract request system (ServiceNow). This monumental launch resulted from a three-year initiative supported by agency executive champions and led by a cross-functional team of program and contracting leadership, and required substantial technical and developer resources. ServiceNow will also assist in forecasting agency business needs and contracting volume. The phased rollout of ServiceNow will continue through the end of 2024.

As agency resources allow, HCA would also like to explore the feasibility of launching an automated PowerBI dashboard related to its Supplier Diversity spend.

3. How are supplier diversity efforts managed within your agency:

OCP is the agency lead point of contact for supplier diversity efforts at HCA. In 2022, OCP hired a dedicated Procurement Equity Manager to serve as a point person for managing annual supplier diversity reporting obligations, including Access Equity inquiries and associated data entry. In addition, OCP developed a Supplier Diversity internal SharePoint page for agency stakeholders that includes Access Equity Frequently Asked Questions (FAQs) which are also shared publicly with contractors upon request, helpful OMWBE and Access Equity resource links, and targeted Supplier Diversity policy trainings.

At monthly meetings, OCP also collaborates with representatives from HCA's Pro-Equity Anti-Racism (PEAR) Team to align interteam supplier diversity efforts.

4. Is your agency currently using the Outreach Module in Access Equity for marketing and connecting with Diverse Businesses?

Not at this time, however, HCA posts bid opportunities on OMWBE's website, and uses WEBS and Gov Delivery for procurement-specific outreach and marketing efforts which are designed to identify and attract small and diverse business participation.

5. Are you using the Contract Compliance module in Access Equity to report your contract & purchase orders that include subcontractors (including statewide contracts)?

Yes. HCA uses Access Equity to monitor and report on contracts with subcontractors in the relevant spend categories. HCA's Procurement Equity Manager provides individualized training to contractors requiring Access Equity technical assistance and support. OCP staff provide first-line technical assistance and user support for Access Equity platform questions, prior to escalation to OMWBE.

Additionally, OCP developed an Access Equity "Scenario Clarification" document for contractors in order to demonstrate how to apply Access Equity requirements to HCA's existing contracting workflows, along with a dedicated SharePoint intranet page for OCP staff to locate important Access Equity information, including web site links and the Access Equity FAQs.

6. How does your agency track efforts to notify businesses about purchasing and opportunities to bid on contracts?

HCA uses various methods for conducting outreach and notifying businesses about purchasing and bid opportunities. These methods are also detailed in our solicitation checklists which OCP staff must follow as part of their standard contracting and procurement work. Business notification efforts are also tracked by OCP Contract Specialists and collected by the Procurement Equity Manager for agency record-keeping. Examples of outreach efforts at HCA include:

- Collecting survey data from HCA procurements about website visitors who downloaded, but did not ultimately bid upon, a publicly available procurement opportunity. Upon follow up from Contract Specialists, website visitors are asked: "What made you decide this was not the right opportunity for your business to bid on?" This survey question is designed to gain insight into unintended barriers to contracting with HCA.
- Posting bids on OMWBE's external website for every competitive procurement that is not a second tier procurement.
- HCA program teams issue notices of procurements in various listservs in the healthcare provider community.
- Implementing an Interested Subcontractor List mechanism in OCP procurement

templates. When HCA issues a solicitation, there is a provision that says:

2.4 INTERESTED SUBCONTRACTOR LIST

HCA supports and encourages contracts and subcontracts with small, diverse, and veteran-owned businesses. To support participation in this process, the RFP Coordinator will add a list of Interested Subcontractors to the RFP. The RFP Coordinator will prepare the List based on the timely and complete submission of specific information requested in this section. The purpose of the List is to communicate to prime bidders the capabilities of interested subcontractors who can perform components of this RFP's Scope of Work.

OCP then compiles the Interested Subcontractor List on WEBS in order to communicate to prime bidders the subcontractor's stated capabilities to perform components of the RFP's Scope of Work.

7. Your agency plan according to EO 22-01 should already be implemented. How has your plan aided in your efforts to increase your agency plan from last year?

HCA's Agency Spend Goal Plan is designed to ensure that HCA continues to increase supplier diversity spend while complying with the Supplier Diversity Policy. Key plan efforts include:

- OCP updated its procurement checklist and contract template language to ensure uniform supplier diversity practices are adopted agencywide at HCA.
- HCA is actively using the Access Equity Contract Compliance module to track contracts with subcontractors for applicable spend categories.
- HCA added an Access Equity internal SharePoint page as an agencywide resource for all internal stakeholders.
- OCP staff are required to attend live, in-depth supplier diversity trainings curated and developed by the Contract Administrator and OCP Management Team.
- HCA procurement professionals work with agency leaders and program staff to develop an external-facing forecasted needs report.

8. Did your agency's spend decrease for FY24? If so, what was the reason(s)? What perceived barriers did you face?

No. HCA's diverse spend increased by 478%.

A barrier that HCA faces to achieving the FY25 spend goal is that the majority of HCA contracts are client services (e.g., directly related to the provision of medical, dental or behavioral health services) and as a result, are not currently within OMWBE's included spend categories for goal reporting purposes.

9. What new efforts are you going to implement to try to increase your spending with small-minority and women owned businesses?

In FY25, HCA intends to maximize opportunities for small-minority and women-owned businesses in the following ways:

- **Access Equity Product Support.** In FY24, HCA observed that contractors struggled to adopt the required features and functionality with the Access Equity online tool, which required substantial OCP staff resource hour training, providing technical assistance, and product support to contractors on how to use the Access Equity online tool. HCA will continue to provide such in-depth technical assistance, as resources are available.
- **Utilize tools in Access Equity.** Currently HCA is using the Contracts Compliance module to track prime contractor and subcontractor payments. HCA is open to exploring the opportunities available with the Outreach module as well.
- **Supplier diversity training.** HCA will continue its robust efforts to offer live, in-depth Supplier Diversity training for OCP and program staff (e.g., Access Equity concepts, DES lunch and learns on supplier diversity, and training for internal processes for supplier diversity in HCA procurements).
- **Supplier diversity event planning.** In FY25, HCA plans to attend a supplier diversity conference and host a dedicated booth to meet with certified businesses and answer questions about the work we do at our agency.
- **Interteam collaboration in the equity space.** Continue to deepen the collaboration efforts between OCP and the PEAR team to maximize opportunities for spend with small-minority and diverse businesses.