



Supplier Diversity Inclusion Plan • Calendar Year 2020

Agency: Department of Labor and Industries

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2020 Department of Labor and Industries Supplier Diversity Inclusion Plan

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

Maintain Use of WEBS in 2020:

- L&I's business practice is to post all solicitations on 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 2020:

- 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.

Scope New L&I Strategies for 2020:

- 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 to consider increasing direct buy limits, and assisting in statewide efforts to identify meaningful measures of opportunity.
- Customer Journey Mapping. L&I will explore partnering with our customer experience program and small business liaison office for customer journey mapping exercises **to reveal further improvement opportunities**.
- Process improvements and tool development for Contract Renewals. Build standardized work and document best practices for procurement professionals to use 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.

- Explore risk-based approach for contracting. L&I will explore the options for risk-based contracting. We recognize the challenges facing small women, minority, and veteran owned businesses to engage with the complexity of our contracting language and processes. L&I will continue to explore the risks and benefits of revising our standard contract language, templates, and procedures to make it easier to 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.
- Use the dashboard. L&I plans to use the dashboard that we developed in 2019 to analyze the data and define opportunities for future procurements. Analysis of this data will also enable us to increase the accuracy of the data from start to finish. **We will share this tool with other agencies so that they might also use and build upon the dashboard.**