Diverse Supplier Access & Inclusion Plan Fiscal Year 2019 – 2020

Agency:  Department of Social & Health Services

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FY19 – FY20 Department of Social & Health Services Diverse Supplier Access & Inclusion Plan

Agency’s plan to increase access & inclusion of certified small minority-, women-, and veteran-owned firms:

DIVERSE SUPPLIER ACCESS & INCLUSION MEASURES

1. Establish measures for MBE, MWBE, WBE, and VBE access & inclusion impact for goods and services (non-client services) spend. Incorporate measures as an Agency Equity, Diversity, & Inclusion (EDI) Strategic Objective:

   • Minority-owned (MBE not including minority women) businesses from 2.61% (FY18) to 4.75% by end of FY21 (June 30, 2021);
   • Minority women-owned businesses (MWBE) from 1.46% (FY18) to 3.25% by end of FY21 (June 30, 2021);
   • Women-owned (WBE not including minority women) businesses from 1.65% (FY18) to 3.5% by end of FY21 (June 30, 2021); and
   • Veteran-owned businesses (VBE) from 2.6% (FY18) to 5% by end of FY21 (June 30, 2021).

   Data: Office of Minority & Women’s Business Enterprises (OMWBE) Diversity Participation Reports

2. Increase awareness of agency diverse supplier access & inclusion measures internally and externally.
• Include appropriate language in Solicitation, Request for Information (RFI), Request for Proposal (RFP), Request for Qualifications (RFQ), and Contract.
• Develop internal and external communication plan.

**DATA**

Data goals: 1) capture readily available supplier diversity participation and outreach data; 2) inform and track progress towards diverse supplier access & inclusion measures and outreach goals; and 3) measure Diverse Supplier Access & Inclusion Plan impact.

3. **Run and track readily available supplier diversity participation reports quarterly:**

   • Diverse Vendor Utilization for Master Contracts – Department of Enterprise Services (DES) Master Contract Sales Data
   • B2GNow Public Works Diversity Participation Quarterly Reports (DES will provide)
   • Central Contracts and Legal Services (CCLS)/Central Purchasing Unit (CPU) Quarterly Reports to Office of Diversity & Inclusion (ODI)
   • OMWBE Diversity Participation Reports ○ Cross-reference agreement numbers with Agency Contract Database (ACD) and TRACKS to identify commodities.
   • Washington’s Electronic Business Solution (WEBS) Report ○ Small Business Registration Report: Number of OMWBE-certified and certified Veteran-owned businesses registered in WEBS

4. **Improve quality of data for the reports.**

   • Train/educate payables staff to consistently enter agreement numbers in Agency Financial Reporting System (AFRS).
   • Outreach to vendors to register in WEBS and maintain an updated profile.

5. **Take steps to identify contracting and procurement needs.**

   • Identify general categories of goods/services regularly purchased historically by type of procurement (i.e., master contracts, internal contracts, direct buy purchases) and commodity:
6. **Explore feasibility of additional opportunities for diverse supplier access & inclusion.**

- **DSHS Client Services Inclusion Pilot** (Business Diversity Subcabinet-sponsored pilot) – Explore feasibility of client services expenditures data collection and inclusion in diversity participation reporting.

- **P-Card Purchases** – Methodology to link P-Card purchases to certified OMWBE and DVA vendors is being developed by the Business Diversity Subcabinet.

7. **Survey diverse vendors to measure Diverse Supplier Access & Inclusion Plan impact.**

Sample questions:

- Were the agency’s diverse supplier access & inclusion measures clear and visible?
- How did you learn about OMWBE certification? Have you attended a DSHS Diverse Supplier Access & Inclusion Outreach Event in the past year?

**OUTREACH & EDUCATION**

8. **Establish outreach goals for:**

- WEBS registrations
- Contact (e.g., events, mailings, calls, trainings) with eligible diverse businesses to increase certification rate
- Contact (i.e., events, mailings, calls, trainings) with certified diverse businesses to increase participation rate
9. Train DSHS contract/procurement teams and programs on how to find diverse options where there they have discretion.

- Master Contracts diverse vendors search tool
- OMWBE Directory
- WEBS Vendor Search

10. Survey diverse businesses about obstacles in the process outlined below. Address obstacles through outreach, education, and improvements to internal processes.

Diverse business interest in doing business with the State → OMWBE and/or DVA certification → WEBS Registration with commodity codes → Solicitation notification → Solicitation download → Reading and understanding solicitation → Submitting competitive bid documents → Bid selected → Contract performance

11. Increase OMWBE and DVA certifications, and WEBS registrations.

BIOT will develop a business community outreach and communication plan to share information with eligible vendors about how to register in WEBS and obtain OMWBE and DVA certifications.

12. Serve on or provide information to Business Diversity Subcabinet Communities of Practice (CoPs):

- Outreach
- Business Assistance
- Internal Agency Culture
- Internal Processes
- Planning/Forecasting
- Statewide Master Contracts
- Client Services
- Data
- Purchase Cards
- Public Works
- Policy and Compliance
13. Review and implement Business Diversity Subcabinet and Disparity Study recommendations when they are released.

14. ODI continue to hold monthly Business Inclusion Opportunity Team (BIOT) meetings for agency leadership in contracting/procurement, fiscal, capital programs, outreach, research and data analysis, and communications. Engage external partners as needed.