



## Diverse Supplier Access & Inclusion Plan Fiscal Year 2019 – 2020

---

**Agency:** Department of Social & Health Services

**Contact:** Carolyn Cole, J.D., CDE                      360-902-7807                      carolyn.cole@dshs.wa.gov

---

Name	Telephone	Email
------	-----------	-------

### **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 veteranowned 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:



- CCLS/CPU Quarterly Reports to ODI
- DES Master Contract Sales Data contract titles
- OMWBE Diversity Participation Reports
  - Cross-reference agreement numbers with ACD and TRACKS purchases to identify commodities

**6. Explore feasibility of additional opportunities for diverse supplier access & inclusion.**

- **DSHS Client Services Inclusion Pilot** (Business Diversity Subcabinetsponsored 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.**