

## Department of Enterprise Services Business Diversity Goods and Services Opportunities

Improving economic opportunities for small, minority-, women- and veteran-owned businesses is important to the Department of Enterprise Services (DES) and the state of Washington.

### Opportunity

- DES develops and administers **statewide master contracts** with more than 1,500 private vendors who provide over \$1 billion in goods and services yearly. Master contracts are used by state agencies and also are available to local governmental agencies or entities, education institutions, tribal governments, and public benefit non-profit organizations.
- DES also purchases **goods and services for agency business** worth more than \$90 million annually.

### DES Roles

- Manages Washington's Electronic Business Solution ([WEBS](#)), the state's online vendor registration system used for master contracts as well as by agencies to solicit bids and by businesses to compete for contracts.
- Develops and administers statewide contracts, procurement policies and training.

### Inclusion Activities for Goods and Services

Prior to 2016

- **Business Engagement:** Host and attend tradeshows and community functions. Employ a full-time diversity manager who engages with the small and diverse business community.

Since 2016

#### Make procurements more inclusive

- **Breaking procurement scopes into smaller sizes (unbundling):** DES began incorporating procurement strategies that are more accessible to small businesses by breaking out contracts by geographic region, product and service offerings.
- **Small and veteran-owned business preferences:** When possible, DES implements race and gender neutral bid preferences for Washington small and veteran-owned businesses in procurements.

#### Agency assistance

- **Procurement training:** DES, in collaboration with OMWBE, trains agencies on availability and utilization of diverse businesses that are on master contracts, including use of best practices and tools.
- **Tools:** DES has highlighted diversity in state master contracts and made it easier for state agencies and others who use master contracts to search for small and diverse businesses on contract. Another web-based search tool allows agency buyers, contractors and decision makers to quickly find information on small and diverse businesses.

#### Advisory group

- **Business Diversity Advisory Group (BDAG):** As DES works on many changes to achieve utilization goals, we want small and diverse businesses to be part of the processes and let us know what is most important to them. BDAG's 22 members include small, minority-, women-, and veteran-owned businesses as well as non-profits for the blind.

## Planned Inclusion Activities for Goods and Services

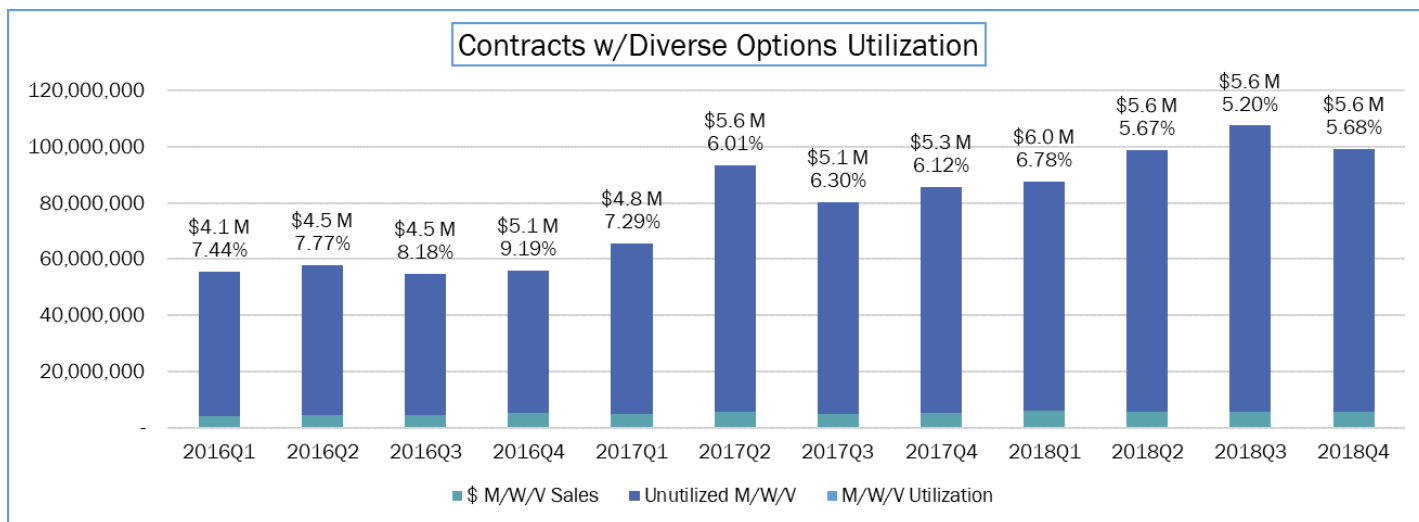
- **Procurement policies:** DES is working on expanding guidance and methods for better including small and diverse businesses and improving accountability.
- **Procurement education:** DES is building on the foundation of training already begun to provide progressively more sophisticated procurement education supporting small and diverse business inclusion.
- **Inclusion plans:** DES Contracts and Procurement is preparing for voluntary inclusion plans in our goods and services contracts.
- **Expand small and veteran-owned business preferences:** Working collaboratively with Department of Veterans Affairs and Office of Minority and Women’s Business Enterprises to seek opportunities to expand small and veteran business preferences.

## Metrics

Certified businesses on master contract:

Year	Total Contractors	Certified M/MWBE	Certified WBE	Certified Veteran Owned	% of Certified Diverse (MWBE/DVA) Vendors
2016	1892	113	100	33	13.0%
2017	2035	116	125	42	13.9%
2018	2280	134	143	52	14.4%

The graph below helps show how we are doing connecting diverse contractors with customers. The percent utilization represents use on contracts where diverse (certified minority-, women-, and veteran-owned) businesses are available. The dollar amount represents the spending with diverse businesses (for example in 2016Q1 \$4.1 million was spent with diverse contractors, which represents 7.44 percent of overall spending).



## Resources

- Learn about upcoming opportunities in goods and services at <http://bit.ly/DESContractOpportunities> or reach out to our team.
- Reach out to our Business Diversity Initiatives Manager Erin Lopez at [Erin.Lopez@des.wa.gov](mailto:Erin.Lopez@des.wa.gov), 360-407-8010.
- Register in **Washington's Electronic Business Solution (WEBS)** at [fortress.wa.gov/ga/webs](http://fortress.wa.gov/ga/webs) or contact our WEBS Customer Service team at [WEBSCustomerService@des.wa.gov](mailto:WEBSCustomerService@des.wa.gov), 360-902-7400.