



## Indiana Department of Administration 2020 Emergency Response Report

In May 2020, the Legislative Council tasked the Indiana Department of Administration (IDOA) with preparing an emergency response report regarding actions taken due to the COVID-19 pandemic. This report contains information regarding the following information regarding steps taken in response to the public health emergency, along with recommended actions for future events.

- Overview of which operations or services were reduced or suspended during the pandemic including whether the suspension or reduction was required by an executive order.
- Overview on preparations to address future emergencies and recovery based on the agency's experience with COVID-19.
- Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies.
- Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to COVID-19.

### Operational Changes

With a move toward a virtual work environment for during the initial "shelter in place" order, the Division of Supplier Diversity (DSD) made several operation changes to their processes.

- A 60 day automatic extension of certification to the MBE/WBE and IVOSB vendors was granted.
- DSD temporarily halted receiving certification and recertification applications via regular mail. Instead, DSD accepted applications via email and confidential information/documentation was to be sent via regular mail at a later date.
- DSD's compliance processes were undeterred and continued without an interruption.
- DSD's outreach team converted its outreach efforts to an online platform and instead of business conferences, the informational and educational events took place every week online, as a part of webinar series in the months of May and June. The business outreach team had an important role to communicate all the developments happening in the State of Indiana and all the updates from the federal loans and disaster relief programs.

As government buildings were closed by executive order beginning March 23, 2020, some services provided by our agency were suspended:

- Conference center meetings were suspended.
- State House tours were cancelled.
- Logistics Center – 30<sup>th</sup> Street was closed to the public. However, there was no suspension to government agencies' support functions.
- State Surplus warehouse was closed to the public but continued to operate by appointment only to state agencies. Beginning May 15, State Surplus warehouse opened to the public by appointment only as well.

- Online vehicle sales were suspended for 9 weeks. Shop operations remained open with emergency only repairs performed on a call-in basis during the response to COVID-19 for 6 weeks. Administrative vehicle support remained operational throughout.

The Procurement Division implemented the following changes in response to the operational shifts:

- To accommodate Procurement staff and vendors at the beginning of the shift to the “work from home” model, pending solicitations were delayed two weeks. Other than that, no services were impacted.
- Executive Order 20-5 suspended procurement policies for equipment or services needed to respond to COVID-19. This authorized purchase orders (“P.O.”) and contracts to be approved before a procurement method was documented. This allowed for a faster response from the procurement team. Since the procurement laws were still in place, we worked with the respective agencies to document the method (most commonly I.C. 5-22-10-4 Emergency conditions or I.C. 5-22-10-9 Purchasing method impairs the functioning of the agency) after the fact.
- Flights and hotel reservations were cancelled. Our team worked to reschedule per the agencies’ request. We processed exception requests for those responding to COVID-19.
- There was growth in exception requests for credit card usage to process as agencies needed flexibility for payment for items or services to respond to COVID-19.

### Preparations for the Future

As IDOA looks ahead to the possibility of other future emergencies or situations that could impact daily operations, the agency has begun to implement changes to its processes to be better prepared.

- Across all divisions of IDOA, additional technology upgrades have been identified to streamline processes electronically and adjust to the changing work environment.
- DSD is working to move its application process to a completely electronic format. On-site visits will be limited to vendors that are applying for the IDOA certification in trucking, construction, and goods/supplies business areas. Virtual platforms for interviews and utilize partnerships where possible to minimize in person interactions.
- The DSD business development and outreach team will continue using online platforms. IDOA DSD’s 12<sup>th</sup> Annual Business Conference planned for 10/2/2020 may take place electronically if there are still restrictions regarding the number of individuals attending a gathering. DSD will continue bi-weekly and/or monthly webinars for the MBE/WBE and IVOSB businesses equipping them with necessary tools and resources, as well as informing them about the ongoing business climate.
- Facilities Management is updating to continuity of operations plan (COOP) and completing a review of sanitation functions due to COVID-19 and associated risks.
- Logistics Center 30<sup>th</sup> Street Preparations is completing a review to increase support of agencies located within the Logistic Center, specifically the Indiana State Department of Health.

### Legislative Recommendations

- None