



# 2017 MULTISTATE INSURANCE DIVERSITY SURVEY

*State of California · District of Columbia  
State of Oregon · State of Washington*

*The complete set of **instructions** for the entire survey process for MIDS are available within the MIDS portal and on the **MIDS resource page**.*

## FREQUENTLY ASKED QUESTIONS

### TECHNICAL

**NOTE:** Many questions surrounding individual questions can be answered in the instructions also available on our webpage and within the portal. If you are unable to find an answer to your question, please email [mids.ca@insurance.ca.gov](mailto:mids.ca@insurance.ca.gov) for the California MIDS Team to review your individual issue.

**Q: Our company did not receive an email with a unique link to setup our account. How can I get one?**

A: Please contact [MIDS.CA@insurance.ca.gov](mailto:MIDS.CA@insurance.ca.gov).

**Q: How can I change the contact information for my companies?**

A: Once a primary account has been created, you may log in to the portal to update your user profile (“Update Profile” button in the portal) and add secondary users (“Manage Users” tab in the portal).

**NOTE:** You are also able to change the individual who will serve as the primary user for your company by adding in the personal information of the person you’d like to designate as the primary user in the “Update Profile” section.

**Q: Is it possible to download the survey to send it to separate subject matter experts?**

A: If you’d like an HTML copy, yes. If you’d like fillable Word and Excel documents for the Narratives and Charts (respectively), contact [MIDS.CA@insurance.ca.gov](mailto:MIDS.CA@insurance.ca.gov).

**Q: Do I have to complete the survey parts in order of how it is presented (e.g., narrative section first and then charts)?**

A: No. You may complete the survey sections in any order that the information is available to you; however, you will not be able to submit your survey until all parts are completed.

**Q: When is the submission date for Schedule A companies?**

A: July 3, 2017

**Q: When is the submission date for Schedule B companies?**

A: September 1, 2017

**Q: Is there a deadline to request an extension for submission of the survey? (Maximum 30-days)**

A: Extensions must be requested and approved 1-week prior to threshold submission dates. An extension allows for up to 30 days after the original submission date. Please include a list of companies with NAIC numbers for which you are requesting the extension. Extension requests can be sent to [mids.ca@insurance.ca.gov](mailto:mids.ca@insurance.ca.gov).

**Q: Can report information submitted in the previous year be populated in the MIDS Portal?**

A: Yes. The portal offers you the option to choose a previous survey from your account via a drop down menu; the information in the narrative portions of the survey will then populate in the current year’s survey. This may help to

streamline the process, but information should be modified or updated accordingly to reflect the most current information for the company prior to submission.

## INSURER SUPPLIER DIVERSITY NARRATIVE + CHARTS

### ***Q: What is included in “Total Procurement Spend”?***

A: The total dollar amount (\$) of all invoices paid out to all suppliers (diverse and non-diverse) reported by industry category. All procurement spend reported should only be procurement paid directly to the vendor.

This **excludes** payments including but not limited to: producers and/or agents and payments to policyholders/claimants.

This **includes** payments paid, including but not limited, to: body shops or other vendors whether or not in the company’s preferred network, ACH payments as long as the payment is paid directly to the vendor, and credit card and/or p-card purchases as long as the payment is paid directly to the vendor.

*Note:* Any paid invoices by suppliers that do not fall into the outlined categories should be reported as “other”. All reported procurement should include any kind of discount(s) being applied to the purchase; please report the actual amount paid.

### ***Q: Are public companies considered to be non-diverse spend? Purchases with companies such as FedEx, UPS, US Mail, Verizon, Microsoft, Amazon, Delta Airlines, etc.***

A: Both public and private companies have the opportunity to be certified as a diverse supplier, if they meet the criteria. The diverse spend reported should be with diverse suppliers, regardless if the company is public or private.

### ***Q: What if we pay a company that contracts with a supplier that is diverse? Can we count that supplier as a second tier supplier?***

A: The procurement charts currently only request data on spend with a company’s primary supplier (or “tier 1” supplier). However, in the Insurer Supplier Diversity Narrative section, Question 6 of the survey, there is a question about whether a company requires or encourages its primary suppliers to *subcontract* with diverse suppliers. It is recommended that companies take this opportunity to discuss their efforts with “tier 2” diverse suppliers in response to this question.

### ***Q: Are “classified” and “certified” businesses counted? Or only certified? Is self-certification counted?***

A: Companies have the ability to determine which of its suppliers they consider diverse. Many insurers rely on the national certifying agencies (National Minority Supplier Diversity Council, Women’s Business Enterprise National Council, etc.) to determine which suppliers are diverse.

### ***Q: If a company is licensed to do business in only one of the participating states, what is the purpose of completing charts for the other states?***

A: Typically, procurement spend is reported with businesses headquartered in each state. For example, if Company X procures goods/services from businesses headquartered in Oregon, it will report spend with those businesses on the Oregon Chart. The **instructions** provide an in-depth explanation of the charts and the tables within each chart; we recommend reviewing the instructions carefully as you complete the survey.

### ***Q: For national expenditures - should we report the expenditures made in the participating states or all states in which we are licensed to write business?***

A: The National charts are aimed to include spend within all 50 states, including spend in both the partner states and non-partner states, and regardless of where an insurer writes business.

**Q: For Table B, is it just for contracts signed in 2016? Or, for example, if we have a two-year contract with a vendor signed in 2015, and we paid out in 2015 and 2016, would we report the total contract dollars in Table B?**

A: Table B requests information on contracts signed in 2016. However, if a company has entered into a multi-year contract, the amount reported should only be the amount paid out in the year 2016.

**Q: For the national charts, can we include spend with vendors who have a corporate address in a US territory? Puerto Rico? Guam? US Virgin Islands?**

A: Yes.

**Q: What if my services do not meet the criteria outlined in the description of the different industry categories?**

A: The categories and their descriptions are provided as a guidance tool and as such are broad in their depictions. Please use "other" for those that are unable to fit into the outlined categories.

Examples of services and their industry category:

- **Underwriting expenses** – claims services
- **Employee benefits** – report only if your company is doing business with a firm that provides services related to employee benefits - professional services
- **Sponsorships or contributions** – report only if your company is doing business with a firm that provides services related to sponsorships/contributions - professional services
- **Reporting agencies** (ex. Standard & Poor's) – professional services
- **Third party administrator** handling new business and claims processing – claim services
- **Attorney fees** directly to the law firm – legal services
- **Staffing/Temp Help** – report only if your company is doing business with a firm that provides services – human resources
- **Placement/Recruiter fees** (to place permanent employees) report only if your company is doing business with a firm that provides services – human resources

**Q: Can you provide the name or names of publicly-available databases that contain supplier diversity information? I understand there are private databases, but I am interested in information about publicly-available databases.**

A: Please note that CDI does not maintain a database of diverse suppliers. The online databases below are maintained by other **CA state agencies** that are accessible to the public and include some of the state's diverse suppliers. **Other states may or may not have similar programs.**

- A complete overview of the CPUC Supplier Diversity resources can be found here:  
<http://www.cpuc.ca.gov/PUC/supplierdiversity/>
  - CPUC search database for certified businesses (Disabled Veteran Business Enterprise (DVBE), LGBT Business Enterprise (LGBT), Minority Business Enterprise (MBE), Small Business Administration (8a), Women Business Enterprise (WBE), Women/Minority Business Enterprise (WMBE)):  
<https://sch.thesupplierclearinghouse.com/FrontEnd/SearchCertifiedDirectory.asp>
- DGS DVBE: <http://www.dgs.ca.gov/pd/Programs/OSDS.aspx>
  - Search for a DVBE: <https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx>
- DBE Certification: [http://www.dot.ca.gov/hq/bep/business\\_forms.htm](http://www.dot.ca.gov/hq/bep/business_forms.htm)
  - Search for a certified firm: [http://www.dot.ca.gov/hq/bep/find\\_certified.htm](http://www.dot.ca.gov/hq/bep/find_certified.htm)

## GENERAL

**Q: Is there a portal to look up potential diverse suppliers' headquarter addresses?**

A: Unfortunately, this resource does not exist at this time. One way to gather information about your company's current vendor pool is to survey them using the template letter and survey that is available on the **MIDS resource page**.

**Q: Is there a separate Insurer Supplier Diversity (ISD) Survey for the California Department of Insurance in addition to MIDS?**

A: 2017 MIDS is being issued in place of the 2017 ISD survey. All companies that meet the threshold to report under AB53 (CIC 927) will be notified and surveyed in conjunction of MIDS threshold companies.

***Q: What statutes provide for the authority to collect information from insurers?***

A: Below, with the exception of the District of Columbia (which will apply the partner states' statutory authority as applicable, and will communicate directly with its licensed companies requested to report in response to MIDS), we have included each partner state's specific and/or general authority to collect data from insurers:

- **California:**
  - California Insurance Code Section 730.
  - **All companies that meet the CA-only threshold (Schedule A) are required to submit the 2017 ISD survey per California Insurance Code 927.**
  
- **Oregon:** Oregon Law Chapter 731.296.
  
- **Washington:** RCW 48.02.060(3)c.