# STATE AGENCY BEST PRACTICES

CLICK HERE TO CONTACT A DEPARTMENT: [SB/DVBE ADVOCATE](https://www.dgs.ca.gov/-/media/Divisions/PD/OSDS/Outreach/SB-DVBE-Advocate/SBDVBEAdvocates04252019.ashx?la=en&hash=498923A2F1A4269025EDA8F61E21D921C808BD49)

**Table of Contents**

**Search by Category Pages**

[Bids / Contracts](#BidsandContracts) 3

[Executive Support](#Exec_Support) 4

[Outreach](#Outreach) 4-6

[SB/DVBE First Policy / SB/DVBE Option](#SBDVBE_Option_Policy) 6

[Training](#Training) 7

[Other](#Other) 7

**Search by State Agencies**

[Bureau for Private Postsecondary Education](#Dept_1) 8-9

[California Board of Accountancy](#Dept_2) 9-10

[California Department of Food and Agriculture](#Dept_3) 11-12

[Caltrans - District 4 Small Business Program](#Dept_4) 12-13

[Caltrans District 10](#Dept_5) 13-16

[Caltrans - Office of Business and Economic Opportunity (OBEO)](#Dept_6) 17-18

[Caltrans-Training and Outreach Branch, Office of Business and Economic Opportunity (OBEO)](#Dept_7) 19-20

[California Department of Veterans Affairs (CalVet)](#Dept_8) 21-22

[Chuchawalla Valley State Prison](#Dept_9) 23

[CDCR-ASP](#Dept_10) 23-24

[California City Correctional Facility](#Dept_11) 24

[Calipatria State Prison](#Dept_12) 25-26

[CDCR/ California Health Care Facility (CHCF)](#Dept_13) 26

[CDCR - California Institution for Men (CIM)](#Dept_14) 27-28

[California Medical Facility](#Dept_15) 28-29

California Substance Abuse Treatment Facility/State Prison Corcoran 29-30

[CDCR - Facility Planning, Construction and Management Division](#Dept_17) 30-31

[Ironwood State Prison](#Dept_18) 32

[Kern Valley State Prison](#Dept_19) 33-34

[Mule Creek State Prison](#Dept_20) 34-35

[CDCR - Office of Business Services](#Dept_21) 36-37

[CDCR/Wasco State Prison-Reception Center](#Dept_22) 37-39

[California Department of Technology](#Dept_23) 39

[Department of Consumer Affairs](#Dept_24) 40-42

[Department of Developmental Services](#Dept_25) 42

Department of General Services 43

[Department of Parks and Recreation](#Dept_26) 44

[Department of Public Health](#Dept_27) 45-46

[Department of State Hospitals](#Dept_28) 46-48

[Division of Investigation](#Dept_29) 48-49

[Employment Development Department](#Dept_30) 49-50

[Franchise Tax Board M&G](#Dept_31) 50-52

[Franchise Tax Board POP](#Dept_32) 52-54

[Office of Statewide Health Planning and Development](#Dept_33) 54-55

[Richard J. Donovan Correctional Facility](#Dept_34) 56

[Caltrans, Division of Procurement and Contracts](#Dept_35) 56-57

[Department of Forestry and Fire Protection (CAL FIRE)](#Dept_36) 58-60

[Department of Housing & Community Development](#Dept_37) 61-62

[California Department of Social Services](#Dept_38) 62-63

**SMALL BUSINESS AND DISABLED VETERAN BUSINESS ENTERPRISE CONTRACTING BEST PRACTICES**

| **CATEGORY** | **BEST PRACTICE** | **STATE DEPARTMENT IMPLEMENTATION** |
| --- | --- | --- |
| **Bids / Contracts** | When drafting a Scope of Work, instruct buyers to query the SB/DVBE database to solicit those vendors first.* Refer to [Cal eProcure](https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx) database
 | [Caltrans District 10](#Dept_5) |
| Create strong bid language to acquire SB and/or DVBE awards. | [Caltrans District 10](#Dept_5) |
| Require all bid proposals to be targeted to the SB/DVBE community.* Refer to [SB/DVBE First Policy](https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/Small_Business_and_Disabled_Veteran_Business_Enterprise_Best_Practices)
 | [Office of Statewide Health Planning and Development](#Dept_33) |
| Local requirement to contact at least one SB/DVBE in every competitive bid solicitation.* Refer to Solicitation Language
 | [Kern Valley State Prison](#Dept_19) |
| Unbundle contracts to enhance SB/DVBE participation, i.e. break contracts down into economically feasible units. | [Bureau for Private Postsecondary Education](#Dept_1) |
| **Executive Support** | Executive management supports the efforts of the SB/DVBE Advocate’s outreach efforts to attend DGS sponsored events.* Refer to Government Code [14845](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=14845)
 | [Caltrans-Office of Business and Economic Opportunity (OBEO)](#Dept_6) |
| Top management promotes and ensures the attainment of SB/DVBE goals, as part of the department’s procurement objectives.* Refer to [SB/DVBE First Policy](https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/Small_Business_and_Disabled_Veteran_Business_Enterprise_Best_Practices)
 | [Department of Consumer Affairs](#Dept_24) |
| Monthly and/or quarterly participation reports provided to Executive staff to make it easier for each unit and branch to monitor their individual impact of the SB/DVBE goals.* Refer to DGS’ [Contracting Activity Report form](http://www.documents.dgs.ca.gov/pd/smallbus/FORM810CARpt.xls)
 | [Caltrans-Office of Business and Economic Opportunity (OBEO)](#Dept_6) |
| Executive staff understands the importance of the SB/DVBE Program and the advantages it provides to SB/DVBEs and the economy.* DGS’s “[How to Do Business with the State of California](https://www.dgs.ca.gov/-/media/Divisions/PD/OSDS/Outreach/Resources/HowtodoBus03042019.ashx?la=en&hash=3DCE9B3F5DA34518162DC07C2C6616E25ABEE50D)” Brochure
 | [Department of Developmental Services](#Dept_25) |
| **Outreach** | Assist prime contractors with locating certified SB/DVBE vendors by utilizing the United Nation Standard Product and Service Codes (UNSPSC) classifications in solicitations.* Refer to [UNSPSC codes](http://www.unspsc.org/)

NOTE: DGS is currently working on a condensed list of only 5,000 classification codes to be used for solicitations | [Caltrans-training and Outreach branch, Office of Business and Economic Opportunity (OBEO)](#Dept_7) |
| **Outreach (*continued*)** | Be consistent and work diligently to build working relationships with SB/DVBE firms who provide diverse services and products. | [California Board of Accountancy](#Dept_2) |
| Assist qualifying vendors to be certified to do business with the State of California.* DGS’s [registration and certification process](https://www.youtube.com/watch?v=KSkRuY57AIQ)
 | [Office of Statewide Health Planning and Development](#Dept_33) |
| Explain the benefits of certification; provide links to the DGS website, as well as provide guidance in navigating the certification process.* DGS’s “H[ow to Do Business with the State of California](https://www.dgs.ca.gov/-/media/Divisions/PD/OSDS/Outreach/Resources/HowtodoBus03042019.ashx?la=en&hash=3DCE9B3F5DA34518162DC07C2C6616E25ABEE50D)” Brochure
 | [California Department of Veterans Affairs (CalVet)](#Dept_8) |
| Continually assist vendors with state services, procurement and contracting processes on how to do business with the State of California.* DGS’s “[Introduction to State Contracting](https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/How-to-do-business-with-the-state-of-California)” Workshop
 | [CDCR California Institution for Men (CIM)](#Dept_14) |
| Collectively share innovative ideas with the advocates and management; hold customer forums to provide education and outreach.* Attend DGS/CalVet’s [Advocate Workshops](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program)
 | [Caltrans-Office of Business and Economic Opportunity (OBEO)](#Dept_6) |
| **Outreach (*continued*)** | Departments should consider using focused recruitment activities outlined in Senate Bill 1045 (Polanco) to increase diversity among the underrepresented small businesses.* Refer to [Senate Bill 1045, Section 11139.7](http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=200120020SB1045)
 | [Caltrans District 10](#Dept_5) |
| Advertise SB/DVBE contract opportunities beyond Cal eProcure solicitations by placing them on your department’s web site / homepage, diversity magazines and newspapers.A list of the division’s upcoming solicitations:* [Procurement Division](https://www.dgs.ca.gov/-/media/Divisions/PD/OSDS/Outreach/Resources/Upcoming-Solicitations---PD-04092019.ashx?la=en&hash=00BC49E425929AABA3FA25531B331801C9109BB1)
* [Office of Business and Acquisition Services](https://www.dgs.ca.gov/-/media/Divisions/PD/OSDS/Outreach/Resources/Upcoming-Solicitations---OBAS-04092019.ashx?la=en&hash=F4A8E976FF24D2F3151DF148A89E2AF3AEC0D61E)
 | [Caltrans-Office of Business and Economic Opportunity (OBEO)](#Dept_6) |
| **SB/DVBE First Policy / SB/DVBE Option** | Adopt a policy to procure all goods and services through SB/DVBEs when possible. Provide documentation that an attempt was made before using the formal bidding process.* Refer to [SB/DVBE First Policy](https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/Small_Business_and_Disabled_Veteran_Business_Enterprise_Best_Practices)
 | [CDCR – Facility Planning, Construction and Management Division](#Dept_17) |
| **Training** | Acquisition staff are required to complete Cal-PCA Basic Acquisition and SB/DVBE Option training.* [California Procurement & Contracting Academy](https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/California-Procurement-and-Contracting-Academy-Courses) web page
 | [CDCR – Facility Planning, Construction and Management Division](#Dept_17) |
| Cross-train staff in reporting requirements and processes.* [DGS SB/DVBE Contract Reporting](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Certification-Program) web page
 | [Caltrans-Office of Business and Economic Opportunity (OBEO)](#Dept_6) |
| Continuous training of staff on how to utilize the SB/DVBE supplier community, use of the SB/DVE off-ramp for statewide contracts; and using Cal eProcure to search for and contact SB/DVBEs within the community. | [CDCR California Institution For Men (CIM)](#Dept_14) |
| **Other** | Establish a vendor management tool to track products a SB/DVBE firm is authorized to resell – request quotes electronically. | [CDCR California Institution For Men (CIM)](#Dept_14) |

| **STATE AGENCY** | **BEST PRACTICE** | **RESULT OR IMPACT** |
| --- | --- | --- |
| **Bureau for Private Postsecondary Education**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Worked closely with the DCA SB/DVBE Advocate and the SB/DVBE vendor communities to increase BPPE’s use of SB/DVBE vendors when procuring goods and services.
* Reached out to the SB/DVBE communities and contacted many vendors to discuss the services and goods they provide in an effort to establish a bigger pool of SB/DVBE businesses they could potentially do business with.
* Participated in six local events that yielded face-to-face introductions with existing and new connections from the SB/DVBE communities. Invited several SB/DVBEs to DCA’s outreach event to interact with the various Boards, Bureaus and Divisions.
* Validated their fee structure and cost of services provided in order to prepare a written report that will serve as an underlying source document for the Legislature in order to not have BPPE’s fund condition significantly reduced in 2016. The BPPE diligently searched and they found two (2) small businesses to give them bids to determine if their fees are appropriate for the services they provide.
 | * BPPE achieved 70.49% SB and 4.03% DVBE participation in contracting for goods and services for FY 2015-2016. This is so worthy of recognition because not only are these numbers significantly higher than the mandatory requirements of 25% SB and 3% DVBE but the previous fiscal year BPPE had a 17.22% SB and 1.69% DVBE participation. BPPE went from not meeting the goals to exceeding the DVBE requirements and far exceeding the SB requirements.
* Positive working relationships were formed as a result of the BPPE taking time to actively and effectively communicate with SB/DVBE vendors.
* The BPPE was able to benefit from this event to create new relationships and interact with new SB/DVBE vendors who carry their required items. Some of the vendors at the outreach event became new SB/DVBE suppliers to the BPPE in FY 2015-2016 as a result.
* This contract was 23.4% of their total expenditures for the FY 2015-2016 and greatly helped to increase their SB participation.
* The table below shows the BPPE procurements of goods/services for the last two fiscal years.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | DVBE $ | SB $ | Total $ | % DVBE | $ SB |
| FY !5-16 | $4,617.56 | $80,769.86 | 114,584.76 | 4.03% | 70.49% |
| FY 14-15 | $5,676.69 | 67,007.18 | 389,094.53 | 1.69% | 17.22% |
| FY 13-14 | $5,782.84 | $67,816.27 | $268,760.21 | 2.15% | 25.23% |

  |
| * The BPPE is committed to continue using SB/DVBE vendors for the procurement of goods and services whenever possible and will continue to work closely with the DCA SB/DVBE Advocate in an effort to continue increasing their collaboration with the SB/DVBE vendor communities.
 | * In FY 2015-2016, the BPPE was able to increase their SB/DVBE supplier list to include the following seven (7) new SB vendors and two (2) SB/DVBE vendors:
	+ Tee Janitorial – SB
	+ Capital Accounting Partners – SB
	+ Pacific Coast Technologies – SB
	+ Express Office Products – SB
	+ ItemGrabber – SB/DVBE
	+ Ablegov, Inc. – SB
	+ TDM Supply – SB
	+ TEK Time – SB
	+ Natix – SB/DVBE
* Some of the vendors listed above were at the DCA outreach event and the BPPE staff was able to have interaction with them and build a business connection.
* The BPPE increased its usage of the SB/DVBE Option in FY 2015-2016, using the method for four (4) procurements as compared to only one (1) procurement in FY 2014-2015.
 |
| **California Board of Accountancy**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Worked closely with the DCA Advocate and the SB/DVBE vendor communities to increase CBA’s use of SB/DVBE vendors when procuring goods and services.
* Reached out to the SB/DVBE communities and contacted many vendors to discuss the services and goods they provide in an effort to establish a bigger pool of SB/DVBE businesses they could potentially do business with.
* Assisted the CBA by participating in several local events that yielded face-to-face introductions with existing and new connections from the SB/DVBE communities.
 | * Achieved 58% SB and 4.16% DVBE participation in contracting for goods and services for FY 2015-16. Not only are these numbers significantly higher than the mandatory requirement of 25% SB and 3% DVBE they also exceed the CBA’s SB and DVBE participation goals for FY 2014-15 and FY 2013-14, which were also notably above the mandatory requirements.
* Positive working relationships were formed as a result of the BRA taking time to actively and effectively communicate with SB/DVBE vendors.
 |
| **California Board of Accountancy (continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Collaborated with the DCA Advocate for assistance, and to discuss related issues. For example, the CBA was having difficulty locating SB/DVBE vendors who could provide mailing supplies and specialty paper. The Advocate was able to assist the BRA with finding vendors to do business with. The BRA contacted the Advocate on a regular basis for advice and information in order to assist suppliers with the process for obtaining SB/DVBE certification.
 | * The CBA’s FY 2015-16 procurement expenditure totals were more than double what they were the two previous fiscal years due to the CBA relocating their entire office to a new location and procuring new office equipment, modular furniture, PCs, laptops, and other IT equipment. Even though some of these procurements (modular furniture, etc.) required the use of mandatory contracts, the CBA was able to increase its SB/DVBE participation in the use of competitive bid contracts.
* CBA’s increase in SB/DVBE participation in procurements of goods/services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | DVBE $ | SB $ | Total $ | % DVBE | % SB |
| FY 15-16 | $35,544 | $496,569 | $855,347 | 4.16% | 58.05% |
| FY 14-15 | $15,635 | $668,487 | $427,244 | 3.66% | 31.18% |
| FY 13-14 | $16,641 | $135,440 | $360,236 | 4.62% | 37.60% |

* Of the total procurement dollars spent for FY 2015-16, CBA executed a total of 95 contracts. Enforcing the DCA policy to consider and award contracts to SB/DVBE vendors first, 35 contracts were awarded to SB vendors in the amount of $125,537, 3 were awarded to DVBE vendors in the amount of $6,313, and 4 were awarded to SB/DVBE vendors.
* In FY 2015-16, the CBA was able to increase their SB/DVBE supplier list, which included vendors such as:
* Cole Office Products – SB (Micro)
* Natix, Inc. – SB (Micro)/DVBE
* The CBA increased its use of the SB/DVBE Option in FY 2015-16, using the method for 10 procurements vs. only 4 procurements the previous fiscal year.
 |
| **California Department of Food and Agriculture**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Acquisitions Office standard practice is always SB/DVBE first and the SB/DVBE Option is utilized at every opportunity. Department customers are continually trained by acquisition staff to use the same standard when obtaining quotes.
* The Acquisitions Office consistently provides acquisition training workshops annually for Department customers. The workshop includes training about the SB/DVBE requirements, and expresses the importance in achieving the yearly participation goals.
* The workshops impress upon the customers the importance that continual improvement in acquisitions knowledge is the key to success.
* Through Executive/Department support, the Acquisitions Office participates in education/outreach events in the community. This participation has given the Acquisitions Office the opportunity to build partnerships with the SB/DVBE community,
* The Acquisitions Office message of empowerment and best practices with a passion to succeed in supporting SB/DVBEs has reached key employees within the Department, particularly those who act as procurement agents.
* The more staff who become involved, the stronger the SB/DVBE message and support becomes. Working together as a team has helped the Department maintain its excellent record in the SB/DVBE program.
* The Acquisitions Office and key employees put forth great effort in reaching out to the SB/DVBE suppliers. They take pride in their commitment and responsibility of spending public funds within the SB/DVBE communities; thereby helping California’s economy to grow.
 | * This customer training has resulted in a Department-wide effort of cooperation and support, thus increasing the use of SB/DVBE suppliers. This collaborative effort from all acquisition staff and Departmental customers has resulted in the Department's success.
* Improved Department participation towards meeting and exceeding the SB/DVBE program goals.
* In 14/15, the Department's participation totals were:
	+ SB/MB – 39.75%
	+ DVBE – 5.65 %
* In 2015/16, the Department's participation totals were:
	+ SB/MB – 61.07%
	+ DVBE- 13.71%
 |
| **California Department of Food and Agriculture (continued)** | * This increase is due largely to the team effort and aggressive training from the Acquisitions Office, the support from all Departmental staff who continuously seek to use SB/DVBE suppliers first, as well as participation in education/outreach events.
 |  |
| **Caltrans - District 4 Small Business Program**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Caltrans D4 Small Business Program is dedicated to the goal of connecting primes and DBEs to create successful and mutually beneficial relationships that last. This department created the Prime-DBE Cooperative (PDC) with CPM Logistics, LLC (a small D/SBE) to address chronic prime contractor / small business contractors communication and feedback issues in the transportation industry. They are innovative in their approach and committed to making the changes the industry needs.
* The Caltrans D4 team works tirelessly with DBEs to promote increased education, awareness and project expectations for federally funded transportation projects. They offer resources and tools to DBE’s and Primes to do better business. They co-facilitate bi-monthly workshops, generates workshop topics, promotes the group and confirms prime/DBE/agency/union attendance. The Caltrans D4 team stays true to its vision by asking for feedback and using it to improve the program according to the values of the participants. They have also generated significant interest for the group at federal, state and local levels — especially within the DBE transportation community.
 | * After the first five (of nine) PDC workshops, contracts generated between the Prime and DBE members introduced through this program increased by 40%, resulting in a 7.12% increase in construction contracts valued at $50,000-$100,000 each. Participating prime and DBE members have already started to see the results of this networking and educational program.
* Thanks to the efforts of Caltrans, the PDC has increased participation of DBEs on federally funded projects significantly. Their work has spurred a rise in the number of fair market proposals submitted by DBEs to Primes.
* Intangible results also appear: the PDC has increased communication, feedback and familiarity between Primes and DBEs. Simply understanding the needs of the “opposing” entity has created much stronger and better-functioning business relationships between large and small companies. They are establishing better best practices through these relationships. This allows them to focus on fixing the system to serve all parties rather than achieving limited outcomes based on longstanding perception issues. This constructive communication also translates to increased contracts between primes and DBEs, meaning more money invested into smaller and local entities. This endeavor has been so successful that the remaining PDC workshops now have a waiting list for prime contractors — an unprecedented situation, considering primes are typically the less motivated of the two groups to join forces.
 |
| **Caltrans - District 4 Small Business Program (continued)** | * The PDC encourages relationships and better communication between agencies, primes and DBEs. Membership includes access to workshops, available contracts, and networking session events. Caltrans D4 outlines its expectations transparently allowing members to hold the program and each other accountable to its goals. The Caltrans team also consistently references what would be best for the community they serve to keep the content useful, relevant and engaging.
* Working with CPM, Caltrans wrote and implemented the group’s business plan and organizational structure. They established bi-monthly workshops for the 18-month program using communication and feedback tools to promote better communication and more contracts between Prime Contractors and DBEs. They encouraged active participation from members and greater communication by identifying examples of success achieved through this process, providing forward motion throughout the 18 months.
 | * As an example of the improved communication results: The team worked, and continues to work towards, identifying the challenges that DBEs face when contracting with large companies, including quick payment. Large companies typically have a backlog of work and don’t rely as much on current project payments to sustain them from day to day. DBEs operate on a stricter need for timely payment. By encouraging prime contractors to remit payment in a more frequent and expedited manner, DBEs can continue to work on the contract without being constrained financially. Through the Prime-DBE Cooperative this issue bridged a critical gap in communication between large and small business — by realizing the needs of the other, they were able to reach an amicable result.
 |
| **Caltrans District 10**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The increase in small business participation may be attributed to the district’s executive support on pro-small business practices and emphasis on simplifying the process of contracting for Small Businesses and Disabled Veteran Businesses (SB/DVBE) by providing training opportunities. These trainings include workshops, procurement, and match-making events which provide additional technical learning and networking opportunities.
* The district has expanded its outreach by using social media and maintained databases to track firms which has contributed to the steady utilization of the SB/DVBE option of certified small businesses.
 | * Small business participation has shown commendable growth in District 10. This district has demonstrated the ability to increase small business participation as shown from the data in the past three fiscal years. Participation has increased to 59.7 % during the 15/16 FY, which is an increase from 46.1% for the 14/15 FY and 18% for the 13/14 FY.
* Small business prime utilization has increased to 90% for both Emergency projects and Minor B projects.
* District 10 workshops were instrumental in assisting 20% of Small Business participants in obtaining contracts and certification.
* After nearly four years of ongoing advocacy efforts, the collaborative group has assisted over 3,000 small business and veteran-owned small business firms in doing business with the government.
 |
| **Caltrans District 10 (continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Caltrans co-hosts a bi-annual Procurement Fair and Public Works seminar with the Stockton Regional Public Agency consortium to target small businesses in and around neighboring counties. We have continued our existing partnership with DGS and have established new partnerships with the Modesto Builder’s Exchange and Stanislaus Small Business Development Centers to provide information workshops. District 10 regularly participates in the Statewide Small Business Council bi-monthly meetings to report on our district wide small business participation.
* In FY 15/16 Caltrans District 10 implemented technical and informational assistance to address contracting challenges and increase access to opportunities with Caltrans. The advent of Cal e-procure and new Public Works laws affected access to opportunities for the small business community.
* District 10's outreach efforts included all day seminars, conferences, certification workshops and one-on-one procurement and contracting assistance. In partnership with DGS, District 10 provided training that included: speakers, technical certification assistance, roundtable discussions and various resources to include bonding and insurance.
* Additionally, to provide up-to-date Public Works laws, The Stockton Regional Public Agency Consortium (SRPAC) holds a bi-annual procurement fair and public works seminar that features speakers from DIR, Department of Transportation (DOT), Caltrans and various branches of local and state agencies. Caltrans serves as secretary to the SRPAC and is a proponent of providing training opportunities to include bonding assistance, loan readiness, contracting errors to avoid, supportive services assistance and marketing.
 | * Most notable is the respectable rise of the Small business (SB) contract and procurement total participation goal. For FY 15/16 the SB total participation goal exceeded the state goal of 25% to 59.7% totaling $29,127,493 Million; The rate in 14/15 FY was 46.1%, and 18.1% in 13/14 FY respectively. The Disabled Veteran Business Enterprise (DVBE) participation goal also exceeded the state goal at 3.3% with $3,450,958 award for 15/16 FY.
* For FY 15/16 Minor B projects (under $291,000) were awarded to eight SB/DVBE for a total of $752,989 with 90% small business prime in 15/16 FY. In comparison, four were awarded to SB/DVBE for a total of $459,375 with 71% small business participation in 14/15 FY.
 |
| **Caltrans District 10 (continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * District 10 regularly corresponded with interested firms and provided a helpful electronic welcome packet of brochures, requirements, links and contacts. We increased outreach by utilizing social media (Twitter, Facebook, etc.) to routinely inform the community of both learning and networking opportunities. We also advertised on the District Small Business website and through our partner agencies (Builder's exchange, Chamber of Commerce and past workshop participants) to inform of upcoming outreach events.
* Finally, the Small Business office maintains a database of interested firms and provide each Caltrans' department with a pipeline of Small Businesses and Disabled Veteran Businesses (SBE/DVBE).
* Emphasizing technology to complement Small Business (SB) workshops and training opportunities proved helpful in designating pertinent information. Partnered with DGS, we provided participants with customized education and computer training on Cal e-procure. District 10 also focused on resources via an electronic welcome packet with helpful documents, requirements, web links and local resource webpages (Cal e-procure, Builder's Exchange, Small Business Development Center). Additionally, the Maintenance Design department provided priority to SB firms and supplied information on industry standards to newer firms through email correspondence.
 |  |
| **Caltrans District 10 (continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * District 10 has also recently implemented business development process for Small Business and Disabled Veteran Business (SB/DVBE) firms to help ensure small businesses have more opportunities to thrive. As opposed to occasional email correspondence, all departments including the maintenance design team now receive regular correspondence by email, telephone or in-person informing the team of interested firms. Currently in development is a small business section in the District newsletter to highlight upcoming events, and inform of small business policies and best practices.
* Furthermore, to ensure that local small businesses are also being utilized, we advertise on the District Small Business website, social media and through our partner agencies (Builder's exchange, Chamber of Commerce and past workshop participants) to inform of upcoming outreach events. Year to date, the Small business office has reached over 1,200 Small Businesses in the 15/16 FY.
* The district will continue to improve the SB/DVBE participation in Minor B (under $291,000) and Emergency projects by providing contracting workshops featuring Caltrans staff from the Construction Contract and Award department and prime contractor perspectives. We will also focus on engaging participants by incorporating webinars and electronic Questions and Answers (Q&A) board in our District Small Business website.
 |  |
| **Caltrans-Office of Business and Economic Opportunity (OBEO)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Implemented partnering meetings with Caltrans divisions who share responsibility for implementation of the SB/DVBE programs. These cross-functional meetings allow SB/DVBE challenges and opportunities to be evaluated within appropriate context, resulting in solutions and alternatives that are more likely to be implemented successfully.
* Taken a lead role in educating internal and external stakeholders about SB/DVBE requirements. The OBEO has actively sought out opportunities to "put Caltrans' SB/DVBE program on the map," and regularly participates in other divisions' and/or agencies' meetings and functions. The OBEO uses these opportunities to deliver tailored messages about the SB/DVBE program, resulting in greater awareness of opportunities to maximize SB/DVBE participation.
* Developed and implemented validation processes for SB/DVBE data to improve the quality and scope of data for reporting purposes. The OBEO is the only Caltrans division to generate monthly contracting activity reports, which are published on Caltrans' public web site for increased visibility. In each of the past two fiscal years, the OBEO's efforts yielded SB/DVBE subcontractor data that was not reported on Caltrans' Contracting Activity Report in previous years.
* In an effort to increase visibility within the SB/DVBE community, the OBEO began publishing a quarterly newsletter, "OBEO Network," in March 2015. The content is derived exclusively from the OBEO's programs, services, and activities. The newsletter is published on the OBEO's public web site and is distributed to the SB/DVBE community via direct mailings, outreach events, and Caltrans' Statewide Small Business Council, chaired by the OBEO.
 | * In fiscal year 2015-2016, the OBEO helped Caltrans exceed the state's SB and DVBE participation goals for the third consecutive year, and achieve its highest SB and DVBE participation totals in five years. Caltrans' SB participation soared to 46.05 percent in fiscal year 2015-2016, a 62 percent increase over fiscal year 2014-2015 (28.40 percent). Caltrans increased its DVBE participation to 5.07 percent in fiscal year 2015-2016, a 32 percent increase over fiscal year 2014-2015 (3.83 percent), and met its internal DVBE performance target of 5 percent for the first time since fiscal year 2010-2011.
* Caltrans SB participation jumped by 62 percent over fiscal year 2014-2015:
	+ Fiscal year 2015-2016 SB participation: 46.05 percent
		- Total SB Dollars: $519,879,000
		- Total SB contracts: 16,770
	+ Fiscal year 2014-2015 SB participation: 28.40 percent
		- Total SB Dollars: $349,378,944
		- Total SB contracts: 16,171
* Caltrans' DVBE participation increased by 32 percent over fiscal year 2014-2015:
	+ Fiscal year 2015-2016 DVBE participation: 5.07 percent
		- Total DVBE Dollars: $57,190,818
		- Total DVBE contracts: 737
	+ Fiscal year 2014-2015 DVBE participation: 3.83 percent
		- Total DVBE Dollars: $47,149,004
		- Total DVBE contracts 534
* The OBEO's efforts have led to the formation of regional councils whose scope, purpose, and objectives are complimentary in nature. For example, the OBEO helped launch a new regional council in Southern California in fiscal year 2015-2016, comprised of Caltrans Districts 7, 8, and 12.
 |
| **Caltrans-Office of Business and Economic Opportunity (OBEO)****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Developed a training module specifically for construction subcontractors, including certified SBs/DVBEs, to engage the small business community in conversations about barriers and how to mitigate and/or resolve them. The training will be vetted in December 2016 by a panel of small businesses, before being introduced statewide in 2017.
* Participated in 60 SB/DVBE-related outreach events or activities in fiscal year 2015-2016, including trainings, certification workshops, Small Business Council meetings, Sac Pac’s "Connecting Point & Building Connections" in November 2015, DGS' Vendor Showcase in February 2016, SMUD's "Connecting Point" in May 2016, and the Blue Book Building and Construction Network Showcase in May 2016.
* Participated in three one-on-one meetings with small businesses: Event (August 2015), Natoma Technologies (August 2015), and Avisare (May 2016).
* The OBEO was a regular participant and contributor to DGS' SB/DVBE Advocate Workshops, DGS' State Agency Customer Forums, and DGS' Construction Summit.
* The OBEO also chairs Caltrans' Statewide Small Business Council, a bimonthly partnering activity for members of the SB and DVBE community, which explores avenues for increasing participation and reducing and/or eliminating barriers.
* The most innovative OBEO training initiative involves the bidding community, i.e., prime contractors.
* Introduced a training module specifically for prime contractors to promote awareness of programmatic requirements and expectations. In fiscal year 2015-2016, the OBEO provided this training in all 12 Caltrans districts, serving 124 unique prime contractors. The OBEO also developed a training module for subcontractors in fiscal year 2015-2016.
 |  |
| **Caltrans-Training and Outreach Branch, Office of Business and Economic Opportunity (OBEO)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The OBEO's Training and Outreach Branch, home of Caltrans' SB/DVBE Advocate, provided mission critical training, technical assistance, outreach, and advocacy services that contributed to substantial increases in Caltrans' fiscal year 2015-2016 SB and DVBE participation.
* The Training and Outreach Branch is actively involved in increasing the pool of certified firms who are capable of performing on Caltrans contracts. The Training and Outreach Branch delivered certification workshops to 147 participants in 9 of 12 Caltrans districts.
* The Training and Outreach Branch launched an innovative training campaign aimed at prime contractors to encourage the use of SBs and DVBEs in Caltrans' contracts and procurements. The Training and Outreach Branch provided this training to 124 unique prime contractors in Caltrans' 12 districts, heightening awareness of Caltrans' overall SB/DVBE participation goals.
* The Training and Outreach Branch provided SB/DVBE training to contract managers in 9 of 12 Caltrans districts, focusing on opportunities to increase participation as well as enforcement roles and responsibilities. In addition, the Training and Outreach Branch implemented a pilot assessment process in two districts to identify SB/DVBE programmatic deficiencies and inform future training and outreach activities.
* The Training and Outreach Branch participated in 60 SB/DVBE-related outreach events or activities in fiscal year 2015-2016, including trainings, certification workshops, Small Business Council meetings, Sac Pac’s "Connecting Point & Building Connections" in November2015, DGS' Vendor Showcase in February 2016.
 | * The Training and Outreach Branch achieved a 93 percent same-day response rate for inquiries sent to Caltrans' "Small Business Advocate" mailbox, a destination for businesses looking to sell goods or services to Caltrans, in fiscal year 2015-2016. The Training and Outreach Branch shared supplier information and connected vendors with buyers in headquarters divisions, as well as Caltrans' 12 district offices.
* Caltrans SB participation jumped by 62 percent over fiscal year 2014-2015:
	+ Fiscal year 2015-2016 SB participation: 46.05 percent
		- Total SB Dollars: $519,879,000
		- Total SB contracts: 16,770
	+ Fiscal year 2014-2015 SB participation: 28.40 percent
		- Total SB Dollars: $349,378,944
		- Total SB contracts: 16,171
* Caltrans' DVBE participation increased by 32 percent over fiscal year 2014-2015:
	+ Fiscal year 2015-2016 DVBE participation: 5.07 percent
		- Total DVBE Dollars: $57,190,818
		- Total DVBE contracts: 737
* Fiscal year 2014-2015 DVBE participation: 3.83 percent
	+ Total DVBE Dollars: $47,149,004
	+ Total DVBE contracts 534
* The Training and Outreach Branch's activities have contributed to increased awareness of SB/DVBE requirements, not only in terms of identifying opportunities for SB/DVBE participation, but for ensuring applicable payment and substitution provisions are followed. This has become increasingly critical for Caltrans when evaluating actual payments made, or utilization, of SB/DVBE firms, and compiling information for the DVBE Subcontracting Consolidation Report.
 |
| **Caltrans-Training and Outreach Branch, Office of Business and Economic Opportunity (OBEO)****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | SMUD's "Connecting Point" in May 2016, and the Blue Book Building and Construction Network Showcase in May 2016.* The Training and Outreach Branch published three issues of the OBEO's newsletter, "OBEO Network," in fiscal year 2015-2016. The "OBEO Network" provides information and resources about SB/DVBE programs, services, and activities.
* The Training and Outreach Branch produced a draft training module specifically for subcontractors, including certified SBs and DVBEs. This training focuses on Caltrans contracting requirements and expectations and seeks to address barriers to SB/DVBE participation.
* The Training and Outreach Branch represents the OBEO and Caltrans on its Statewide Small Business Council's Commodities Committee, whose membership includes certified SB and DVBE suppliers.
* The Training and Outreach Branch created a pre-/post-assessment instrument for use during trainings and workshops as a way to quantify the degree to which the material was successful in communicating learning objectives. The assessment consists of a series of written questions that are presented to participants at the beginning and end of each session. "Before" and "after" results are compared and contrasted to identify areas in which improvement occurred as a result of the training. In areas where there were no quantifiable gains, the Training and Outreach Branch uses the results to refocus the material. The Training and Outreach Branch debuted this assessment in two Caltrans districts in fiscal year 2015-2016.
 |  |
| **California Department of Veterans Affairs (CalVet)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CalVet provided training on its SB/DVBE First, DVBE Goal, and CUF Policies.
* CalVet looks to DVBE first and then SB. The policy, CalVet SB/DVBE waiver, and other resources were announced by CalVet Executives and posted on CalVet’s Intranet. To fill gaps where certified SB and DVBE cannot be found, customized requests to apply for certification are sent to potential vendors. Requests include certification criteria and benefits, instructions to apply, and the value of potential contracts. The DVBE Goal Policy ensures a clear understanding of when to exempt a solicitation from DVBE requirement and/or DVBE incentive. The CUF policy ensures buyers have the tools to ensure SB and DVBE perform an element of the work on every state contract or subcontract.
* Improvements:
	+ Buyers (Programs, Contract Managers and Analysts) now use the SB and DVBE Option whenever possible to award directly to a certified firm.
	+ Buyers trained annually on CalVet’s SB/DVBE First, DVBE Goal, and CUF policies, as well as procurement methods and program requirements.
	+ Buyers act as SB/DVBE “Advocates” statewide, recruiting and supporting SBs and DVBEs.
	+ Buyers request assistance often and work with the SB/DVBE Advocate to locate and recruit SB/DVBE vendors.
	+ Buyers use CalVet’s recruitment email to increase the pool of SB and DVBE for specific opportunities when there are not enough certified firms to award using an SB and DVBE Option.
 | * Substantial increases in SB and DVBE participation for fiscal year (FY) 2014-2015 and FY 2015-2016 were reported to the Department of General Services (DGS).
* Over the last two years, buyers at the 8 California Veterans Homes achieved 42.10% to 52.01% SB and 17.98% to 21.60% DVBE as they focused on awarding purchase orders in compliance with CalVet’s SB/DVBE First Policy.
* CalVet achieved its highest levels of SB participation (39.28%) and DVBE participation (11.68%) in FY 2014-2015.
* Buyers now recruit more potential SB and DVBE vendors. Buyers work to ensure they have at least 2 or 3 certified firms so they can award directly using SB and DVBE Option. Buyers are able to award more often the first time they seek quotes.
* Vendors expressed great appreciation for the direct contact and assistance to apply for, or renew, certifications, CalVet Advocate contacted certified firms by telephone that could not be reached by the email address listed on the Supplier Profile.
* CalVet outreach increased the number of DVBEs from 1,827 to 2,135, and increase of 308 DVBEs (16%).
* A comparison of the last 3 fiscal years, documents the positive results of CalVet’s strong SB/DVBE First Policy implemented July 2014.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Fiscal Year (FY) | Total Contract $ | SB $ | SB % | DVBE $ | DVBE % |
| FY 15-16 | $52,968,087 | $17,570,873 | 33.17% | $5,106,531 | 9.64% |
| FY 14-15 | $44,950,578 | $17,657,134 | 39.28% | $5,249,270 | 11.68% |
| FY 13-14 | $52,607,895 | $13,723,788 | 26.09% | $3,030,306 | 5.76% |
| Trend | Increasing | Increasing | Increasing | Increasing | Increasing |

* Dues to funding requirements, CalVet submitted purchase documents to DGS for goods for California Veterans Homes in Fresno and Redding. If CalVet were able to include these purchases, the levels of SB and DVBE participation would have been even larger as shown below.
 |
| **California Department of Veterans Affairs (CalVet)****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * + CalVet encourages manufacturers to establish reseller relationships with certified SB and DVBE.
	+ CalVet’s outreach to potential vendors generates interest, and improves the knowledge of vendors and staff, especially for medical professionals who are often unaware of the programs.
	+ CalVet partners with DGS to hold training workshops for State SB/DVBE Advocates.
	+ CalVet hosts DVBE Advisory Council Meetings quarterly.
	+ CalVet DVBE Outreach and Education team recruits and supports new DVBEs.
* CalVet participated in 28 outreach events and shared information with 805 SBs, DVBEs and veterans.
* CalVet held informal meetings for more than 2,400 veterans including how to do state business.
* Hosted the Second Annual CalVet DVBE Business Forum
* CalVet resource partners to educate SB and DVBE:
	+ Veterans Business Outreach Center
	+ U.S. Small Business Administration
	+ DGS, Business Development Program
	+ California Housing and Community Development
	+ Elite SDVOB Network
	+ Governor Office of Business and Economic Development
	+ California Disabled Veteran Alliance
	+ California High Speed Rail Authority
	+ California Public Utility Commission
* In partnership with Housing and Community Development (HCD), CalVet is promoting and monitoring DVBE participation on veteran housing projects that receive grant funding through Proposition 41 and the Veterans Housing and Homelessness Prevention (VHHP) Program.
 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FY 2015-2016 | $52,968,087 | $17,570,873 | 33.17% | $5,106,531 | 9.64% |
| Federal Grant Dollars | $550,655 | $550,655 | 100.00% | $227,802 | 41.37% |
| Total CalVet + Grant | $53,518,742 | $18,121,528 | 33.86% | $5,334,333 | 9.97% |

* A total of 44 projects, with a DVBE goal of at least 5% of the total construction cost, have received funding ($62 million in June 2015 and $116 million in April 2016). To date, 6 projects have provided preconstruction reports indicating $3,617,935 in DVBE subcontractor participation, which is not included in CalVet’s level of DVBE participation.
 |
| **Chuchawalla Valley State Prison**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * This past year, Chuckawalla Valley State Prison's Procurement Office provided several training classes to all departments. During the training, it was explained to all staff the importance and our expectations in meeting our SB/DVBE goals.
* Procurement Office provides one on one training all year long to new staff, who has promoted, and/or transferred to other departments throughout the year.
* Procurement Office Staff and other departments at CVSP are constantly working with old and new SB/DVBE vendors by purchasing of products from them to keep our percentage goals above the mandated requirements.
* CVSP has increased their SB/DVBE participations through competitive bid solicitations.
* CVSP has a SB/DVBE first policy in place and promotes it daily.
* CVSP continues to track new suppliers utilizing the E-Procurement function on line.
* CVSP will continue to improve in meeting and excelling in its SB/DVBE goals by continuing training and participation in SB/DVBE events/panels/business matchmaking events when possible.
 | * CVSP has met the minimum contracting goals for the past 3 years in SB and DVBE.
* Increase from 11% DVBE for 13/14 fiscal year to 20%; DVBE 15/16 Fiscal Year and an increase from 62 % SB 13/14 Fiscal Year to a 72% SB 15/16 fiscal year.
* Increase is due to the hard work from all CVSP staff and the continuous training that is provided by the Procurement Office staff.
 |
| **CDCR-ASP**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * ASP's advocate hit the ground running teaching buyers and supervisors the importance of utilizing SB/DVBE vendors. Buyers utilize a vendor data base on a shared folder to locate SB/DVBE vendors easily. ASP's advocate is quick to respond to vendors who wish to do business with Avenal State Prison by sending them information on getting registered with the State and supplying the necessary documents in order for them to do so.
* Due to departmental needs, we were not able to attend the outreach events in person, but internally, we were able to reach out to 175 vendors through e-mail this year. Our BSO (Business Services Officer) coordinated with the internal buyers on any additional vendors added to the
 | * ASP has met both the SB/DVBE goals! This year, we are very proud to reach a 9% DVBE goal, 2% higher than last year. Our SB/MB total percentage for this year is at 72%, an increase of 3% from last year. ASP's teamwork, good relationship with vendors/internal buyers and our strong commitment to the SB/DVBE community make it possible to reach our goal!
* Avenal State Prison has consistently met SB/DVBE goals for the past two years.
* FY 2013/2014:
	+ DVBE was 12.11%, 120 DVBE contracts, $8,766,437.00
	+ SB was 28.78%, 291 Small Business contracts, $6,217,831.00
	+ MB was 43.38%, 661 Micro Business contracts, $6,325,443.00.
 |
| **CDCR-ASP (continued)** | data base and encourage buyers to search for SB/DVBE buyers whenever possible. Our institution will continue to encourage our internal buyers to utilize small business to help the SB/DVBE community.* ASP did host one-on-one meetings with various vendors this FY and plan on continuing this practice in an effort to develop a greater partnership with our SB/DVBE community.
* Avenal State Prison will strive to attend SB/DVBE events/panels/business matchmaking events in 2016-2017 and also continue educating our internal buyers to utilize SB/DVBE vendors to increase our participation in the years to come.
 | * FY 2014/2015:
	+ DVBE was 7%, 795 DVBE contracts, $6,506,498.80.
	+ SB was 34%, 654 Small Business contracts, $4,397,629.29
	+ MB was 35%, 428 Micro Business contracts, $4,516,965.15
* Our institution's policy is to enforce solicitation of SB/DVBE vendors first before going for large business.
* ASP added twenty-two new SB/DVBE vendors in FY 2015/2016
* FY 2015/2016, we awarded 849 contracts to DVBE, 2% higher than last year, 284 contracts to Small Business at 43% and 395 to Micro Business at 29% for an increase of 3% SB/MB contracts.
 |
| **California City Correctional Facility**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Since October 2013 opening at California City Correctional Facility's (CAC) procurement office has taken profound measures to make sure that the Procurement staff familiarizes themselves with SB/DVBE vendors.
* CAC continues to take pride in working with the SB/DVBE community to ensure our SB/DVBE Program is an example of the CDCR SB/DVBE Program.
* CAC is continuously corresponding with SB/DVBE vendors, and are receptive to all new SB/DVBE vendors that contact us. When we come into contact with vendors that aren't SB/DVBE vendors, we give them the documentation (found on Cal eProcurement) to get them registered to sell with the state if they are interested, as well as inform them of the benefits of being a registered SB/DVBE vendor.
 | * By doing this we are able to reach our required percentages by utilizing the knowledge of what items the vendors offer, as well as implementing the SB/DVBE vendors that we know will be able to fulfill their request. By taking these measures CAC has met and consistently exceeded the SB/DVBE usage goals as illustrated below.
	+ FY 13/14 DVBE 4.65% SB 49.29%
	+ FY 14/15 DVBE 6.00% SB 79%
	+ FY 15/16 DVBE 9.00% SB 81%
* CAC has increased its percentage of small business usage by 2% from the prior year. 2015's statistic was 79% and 2016 is at 81%. We have strived to increase our usage of small businesses whenever we can. We have also increase our business with DVBE by 3%, increasing from 6% to 9% over the same period.
* We believe we have continued to increase our percentage from year to year due to constantly seeking certified small businesses that we can rely on to deliver our orders in a timely manner. We have found several that consistently provide exemplary service to suit our needs.
* The following data demonstrates our proud participation:
	+ FY 13/14 DVBE 4.65% SB 49.29%
	+ FY 14/15 DVBE 6.00% SB 79%
	+ FY 15/16 DVBE 9.00% SB 81%
 |
| **Calipatria State Prison**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Although the inmate population at CAL continues to increase and we undergo staff reductions through Standardized Staffing, three constants have remained in place; the resilience of all CAL staff to work together as a team, Department Heads continuing efforts to better current policies and/or programs, and staff responsible for making purchases fully understanding the importance of supporting Small Businesses and Military Veterans.
* This type of success is only possible with our staff having embodied a “can do” attitude. They also hold onto the belief our local “Mom and Pop shops” and Veterans, deserve our gratitude and business.
* Executive Leadership and Managers have challenged staff to think “outside the box” while adhering to policies and procedures. Based on this type of fundamental, CAL Procurement staff has continuously assisted in providing training and resources necessary to conduct business with certified SB/MB/DVBE firms. Any changes in policies or development of new processes are always shared immediately and clearly to the appropriate staff.
* CAL has ensured its SB/DVBE Advocate information has remained current and after each event/conference, CAL continues to receive numerous inquiries from SB/DVBE vendors expressing their desire to conduct business with us. CAL makes every effort to update its various departments at to the new vendors with their contact information and Line Cards, ensuring each department has ample vendors to choose from when soliciting bids. It is vitally important to support local and state economy through these business practices as it collectively impacts the more than 90 percent of all California enterprises and more than 50 percent of the California workforce involved in SB/MB/DVBE.
 | * Through the State of California’s policies, CAL has exceeded both the three (3) percent goal of Disabled Veteran Business Enterprise Program (DVBE) and the twenty-five (25) percent goal of Small Business/Micro Business (SB/MB) participation in State Contracting Activities. In fact, CAL has done so for ten (10) consecutive FY’s. CAL’s FY 2015-2016 resulted in a 5.91 percent for DVBE participation and a 74.20 percent for SB/MB participation, far exceeding the minimum goals.
* CAL’s participation in the SB/MB/DVBE programs and goals for the previous ten (10) Fiscal Years is:
	+ FY 06/07 - DVBE 11.58 percent, SB/MB 46.38 percent.
	+ FY 07/08 - DVBE 6.15 percent, SB/MB 43.81 percent.
	+ FY 08/09 - DVBE 6.30 percent, SB/MB 44.53 percent.
	+ FY 09/10 - DVBE 4.38 percent, SB/MB 44.83 percent.
	+ FY 10/11 - DVBE 10.25 percent, SB/MB 63.11 percent.
	+ FY 11/12 - DVBE 11.58 percent, SB/MB 66.43 percent.
	+ FY 12/13 - DVBE 8.91 percent, SB/MB 73.21 percent.
	+ FY 13/14 - DVBE 13.67 percent, SB/MB 78.40 percent.
	+ FY 14/15 - DVBE 7.07 percent, SB/MB 82.01 percent.
	+ FY 15/16 – DVBE 5.9 percent, SB/MB 74.2 percent.
* During Fiscal Year 2015-2016, CAL awarded 759 contracts to DVBE’s in the total amount of $306,949.08. During this same period CAL awarded 758 contracts to SB’s and 739 contracts to MB’s totaling more than $4,161,750.00. This means CAL only awarded 19.88 percent of its business to non-SB/MB/DVBE vendors.
* This business practice has resulted in developing close business relationships with multiple SB/MB/DVBE's and almost always results in exceptional customer service.
 |
| **Calipatria State Prison (continued)** | * CAL’s Procurement Department continuously encourages the various purchasers to utilize SB/MB/DVBE’s businesses for their department’s needs. The subject of utilizing SB/MB/DVBE vendor is addressed anytime someone may be assigned as a new purchaser for their specific business group and/or when training is conducted in the use of Business Information System (BIS)/Systems, Applications and Products (SAP). The Procurement Department will continue to promote the use of SB/MB/DVBE’s, not only ensuring compliance with state mandates but also in an effort to show our support and reliance on small businesses and disabled veterans in their endeavors as entrepreneurs.
 | * Some of CAL's milestones for Fiscal Year 2015/2016 are:
	+ CAL had more than $305,000 awarded to DVBE’s.
	+ CAL had more than 2.1 million dollars awarded to SB’s.
	+ CAL had more than 1.6 million dollars awarded to MB’s.
	+ More than 80 percent of CAL’s business was conducted with SB/MB/DVBE’s.
	+ CAL has exceeded the state mandated DVBE goals and SB/MB goals for ten (10) consecutive Fiscal Years.
	+ Of the 5.1 million CAL spent in purchases, only nineteen (19) percent was awarded to businesses other than SB/MB/DVBE.
	+ CAL awarded almost 4.2 million of its total purchases to SB/MB/DVBE.
 |
| **CDCR/ California Health Care Facility (CHCF)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The California Health Care Facility (CHCF) encourages our purchasing (requisitioner) staff when all possible to use our local certified small businesses.
* We strive every day to achieve higher participation by promoting SB/DVBE participation and educating not only our Institution Staff but our community.
* CHCF was able to participate in one local vendor fair in 2015 and we have been able to work with some of these new vendors. We were also able to meet one on one with some vendors we already work with. We continue to reach of to the local San Joaquin community to obtain certified SB/DVBEs, however, if a business is not certified we direct them to the Department of General Services website to learn about certified and become a certified vendor.
* CHCF will continue to strive to educate our staff on SB/DVBE contracts and the benefit of using them in hopes to hit 100% in future years.
 | * CHCF has not only met the SB/DVBE contracting goal but surpassed them. In FY 15/16, our SB participation was at 74% and the DVBE at 8%. In 14/15, our SB participation was 72% and DVBE was at 8%, and FY 13/14, SB 70.89% and DVBE 13.42%.
* Since the activation of CHCF in 2013 we have progressively increased our SB/DVBE participation. (FY 14/15 through 15/16) our SB/DVBE participation has went from 70% to 74% with the department goal at 25%. Our dollar increase was $452,885.05 SB/MB from FY 14/15 to 15/16. We awarded SB/MB 513 contracts totaling $6,805,249.09 and DVBE 65 contracts totaling $531,028.44.
* The last three years are as follows:
	+ FY 15/16 DVBE 8% SB 74%
	+ FY 14/15 DVBE 8% SB 72%
	+ FY 13/14 DVBE 13.42 SB 78.89%
 |
| **CDCR CALIFORNIA INSTITUTION FOR MEN (CIM)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CIM Executive Administration supports the Procurement Office in continual training to staff, reaching out to the small business and disabled veteran business enterprise (SB/DVBE) Community, and obtaining new ideas to exceed the SB/DVBE participation goals.
* CIM Procurement works diligently to obtain SB/DVBE quotes in the requisition process, supports the CDCR SB/DVBE goals and make every effort to provide SB/DVBE vendors with the opportunity to participate in services and contracts process.
* CIM Procurement provides excellent customer service by reaching out to vendors and having open communication and discussing their service and/or product. In addition, this provides a base knowledge to the CIM Procurement Staff of what type of products and/or services are available to the institution.
* CIM strives to not only achieve the SB/DVBE participation goals but to exceed them for the next fiscal year (FY).
* CIM Procurement Office requires all bid proposes to targeted the SB/DVBE community. CIM Procurement provides continual training to staff on how to utilize the SB/DVBE community, how to use the SB/DVBE off-ramp for Statewide contracts, how to search for SB/DVBE vendors and contacting via telephone SB/DVBE vendors within CIM's community. The CIM Staff continually assists vendors with state services and procurement and contracting process on how to do business with the State of California.
* CIM will continue to support the SB/DVBE community and provide the following to Staff to enhance their knowledge and to continue to achieve SB/DVBE participation goals.
	+ CIM will continue to support the SB/DVBE community by providing the opportunity to participate in service and commodity contracts
 | * CIM's processes are instrumental in supporting the SB/DVBE program and meeting the participation goals. CIMs participation data for the following FYs are as follows:
	+ FY 15/16 - DVBE 7% SB 81%
	+ FY 14/15 - DVBE 5.39% SB 86%
	+ FY 13/14 - DVBE 6.59% SB 76.40%
	+ FY 12/13 - DVBE 13.81% SB 94.51%
	+ FY 11/12 - DVBE 5.23% SB 74.23%
	+ FY 10/11 - DVBE 4.45% SB 73.09%
* Our numbers speak for themselves.
	+ FY 15/16 - DVBE 7% SB 81%
	+ FY 14/15 - DVBE 5.39% SB 86%
	+ FY 13/14 - DVBE 6.59% SB 76.40%
	+ FY 12/13 - DVBE 13.81% SB 94.51%
	+ FY 11/12 - DVBE 5.23% SB 74.23%
	+ FY 10/11 - DVBE 4.45% SB 73.09%
 |
| **CDCR CALIFORNIA INSTITUTION FOR MEN (CIM)****(continued)** | * + By continually enforcing the SB/DVBE rules and regulations
	+ By having the necessary tools available for staff, such as the CDCR Purchasing Handbooks, Procurement Policy Memos, the State Contracting Manuals, and provide continual Procurement Training so the staff will enhance their knowledge of the SB/DVBE programs and become experts in the SB/DVBE program.
 |  |
| **California Medical Facility**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CMF Administration continues to provide leadership and direction to all CDCR-CMF staff. CMF has made contact with approximately fifty new SB/DVBE vendors this past fiscal year. Training was provided to the User Community regarding the SB/DVBE process. The User Community is directed to utilize the DGS SB/DVBE website for SB/DVBE vendors [www.caleprocure.ca.gov](http://www.caleprocure.ca.gov).
* The CMF User Community continues to reach out to support the SB/DVBE vendors when applicable to our needs. CMF continues to provide SB/DVBE training to both new and existing staff to ensure awareness and understanding of the process.
* The CMF SB/DVBE Advocate was able to attend the Sacramento's Regional Connecting Point, Thursday, November 5, 2015 and meet many of the Small Business, DVBE Business owners. CMF is eager to attend any and all local outreach events and advocate meetings to continue to build CMF's SB/DVBE participation.
* CMF policy has a mandatory two quote minimum for SB/DVBE vendors when applicable.
* Again, CMF continues to provide information to the User Community regarding updated policy and procedure when using SB/DVBE vendors. CMF has also solicited the help from Department of General Services in arranging specific training for CMF staff with regard to the Procurement Policy of dealing with SB/DVBE.
 | * CMF as met and surpassed the SB/DCBE goals for fiscal year 15/16. The DVBE percentage was 6% while the SB/MB percentage was 71%.
* Increased the bid solicitations by more than 50%.
* Increased the Small Business/DVBE usage.
* There were 633 DVBE, 636 SB and 339 MB contracts awarded for a total amount of $4,072,699.35. CMF has a localized policy in place requiring a two quote minimum for SB/DVBE when applicable.
	+ FY 12/13 DVBE 37.98%SBMB 70.26%
	+ FY 13/14 DVBE 14.36%SBMB 68.34%
	+ FY 14/15 DVBE 9.92%SBMB 66.67%
	+ FY 15/16 DVBE 6.00%SBMB 71.00%
* There were 633 DVBE, 636 SB and 339 MB contracts awarded.
* The following illustrates the last four years’ participation:
	+ FY 12/13 DVBE 37.98%SBMB 70.26%
	+ FY 13/14 DVBE 14.36%SBMB 68.34%
	+ FY 14/15 DVBE 9.92%SBMB 66.67%
	+ FY 15/16 DVBE 6.00%SBMB 71.00%
 |
| **California Medical Facility****(continued)** | * The CMF SB/DVBE Advocate has created a spreadsheet containing all the information for Small Businesses, DVBE Businesses and sends that out to the User Community. The information is updated as new vendors call and e-mail to solicit business.
* CMF will continue to provide ongoing training to the User Community with regard to SB/DVBE participation. CMF will make every effort to attend local community events to build relationships with the local vendors and increase our participation.
 |  |
| **California Substance Abuse Treatment Facility/State Prison Corcoran**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CSATF continues to train and develop all new staff who have the responsibility of obtaining quotes and bids in order to meet or exceed the mandated Small Business Disabled Veterans contracting goals. Once these staff are identified by Procurement for Business Information System (BIS) training they are automatically made aware of all contracts for goods and services through SB/DVBE vendors. The Procurement Department at CSATF has an open door policy for all staff who wish to address their needs for supplies and services. Through phone conversations or Electronic mail, the Procurement Department makes itself available in order to ensure compliance with SB/DVBE participation.
* With the approval of the Executive staff, the CSATF Procurement staff have attended two SB/DVBE seminars and workshops which has allowed the institution the opportunity to interact with statewide SB/DVBE vendors of supplies, materials and services.
* We continually refer businesses to the DGS/Cal eProcurement Website for general questions on getting certified or selling to the State. When contacted by SB/DVBE vendors we ask for their information such as Line cards, Catalogs, etc. so we can forward it to our Subject Matter Experts and allow them the opportunity to utilize potential suppliers. Every Quarter we send
 | * CSATF has been recognized with past awards, such as the 2009 Gold Award for State Agency, 2012 Governor’s Award and two M. K. Madding Awards.
* This interaction not only allows for a significant increase in available SB/DVBE vendors to meet the needs of the agency but also allows for buyers to become educated on materials and services.
* During Fiscal Year 2014/2015 the Procurement Department Expended a total $6,335,326.00. Of that total 663 contracts were awarded to DVBE or $458,114.00 which achieved a 7% total award. The awarded contracts expenditures to SB/MB $5,127,215.90 or 1,377 total contracts, which achieved an 81% total award.
* During Fiscal Year 2015/2016 the Procurement Department Expended a total $7,093,156.00. Of that total 649 contracts were awarded to DVBE or $565,412.36 which achieved an 8% total award. The awarded contracted expenditures to SB/MB was $5,923,521.59 and 1,021 total awarded contracts which achieved an 83% total award.
* The results reflect CSATF's commitment to utilizing SB/DVBE businesses for its service and supply needs. The Procurement department at CSATF is constantly looking for ways to achieve better results. By being pro-active it has been recognized in the past for its commitment to SB/DVBE participation. This recognition continues to energize the Procurement staff each year to commit it's resources to improving SB/DVBE participation.
 |
| **California Substance Abuse Treatment Facility/State Prison Corcoran****(continued)** | electronic mail messages with actual purchasing figures to show the buyer why it is so important to include SB/DVBE in the bid process. These figures show actual dollars being spent by the Agency. By utilizing this method, it gives the requester a visual sense of why they are being asked to comply with SB/DVBE participation. * This agency continues to have bi-annual training on Procurement procedures for all staff involved in the Procurement process. This is essential for all staff because of new and updated policies and procedures. Included in this training are advantages of utilizing SB/DVBE participants. This agency is among the leaders in ensuring SB/DVBE participation and it takes great pride in ensuring it continues to this community of businesses.
* The CSATF goal of the Procurement Department is to be pro-active in ensuring the institution continues to be among the leaders in utilizing Small Business and Disabled Veteran Businesses to meet our supply and service needs on an annual basis. We will continue to ensure staff are well trained in the Procurement process and well informed on the need to utilize SB/DVBE in procuring supplies and materials.
 | * CSATF, strives and insists in improving in our participation and below demonstrates the last 10 years:
	+ FY 06/07 DVBE 3.37%SB 38.66%
	+ FY 07/08 DVBE 8.95%SB 25.47%
	+ FY 08/09 DVBE 17.01%SB 34.94%
	+ FY 09/10 DVBE 9.17%SB 39.13%
	+ FY 10/11 DVBE 11.86%SB 39.84%
	+ FY 11/12 DVBE 15.29%SB 72.70%
	+ FY 12/13 DVBE 7.19%SB 76.23%
	+ FY 13/14 DVBE 12.73%SB 70.48%
	+ FY 14/15 DVBE 7.0%SB 81%
	+ FY 15/16 DVBE 8.0%SB 83%
 |
| **CDCR - Facility Planning, Construction and Management Division**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * A three step approach was executed to enhance contracting opportunities for SB/DVBE participation by adopting a policy change; by working collaboratively with S/M/DVBE Advocate for continued outreach to new SB/DVBE vendors; and by mandating a new procurement policy practice requiring all solicitations to include SB/DVBE vendors.
* FPCM continues to actively participate in numerous outreach events, by Department of General Services, as well as construction forums and events which focus primarily on construction oriented suppliers/contractors.
 | * As a result, the number of awarded contracts has steadily increased and continues to increase each year. FPCM has met both Small Business and Disabled Veteran Business Enterprise contracting goals for the last two years. The first year FPCM exceeded the SB/DVBE goal respectively by reaching 7% (which equals over $2.5 million awarded) and 67% (equals over $28.5 million awarded). The second year FPCM exceeded the SB/DVBE goal by reaching 8% (equals over $5.2 million awarded) and 48% $31.5 million awarded) respectively.
* FPCM deserves this nomination due to the outreach effort made by FPCM which has filtered a combined amount of over $31 million in the first year and over $36.7 million in the second year to SB/DVBE businesses.
 |
| **CDCR - Facility Planning, Construction and Management Division****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Procurement Management sets up meetings with various certified SM/DVBE businesses throughout the year. Management meets with these businesses and explains the construction program's needs, the procurement process details and answers any questions the businesses may have. Upon conclusion of the meeting, the businesses are introduced to the Procurement Officers. Businesses are given the opportunity to provide details about their commodities/services to the Procurement Officers and explain how their business can meet the needs of our construction program. In addition, SB/DVBE businesses are asked to provide line cards of their products/services to the Procurement Officers to keep on hand for quick access to ensure continued bid opportunities for each vendor's commodities.
* FPCM has adopted the SB/DVBE First Policy, to award all non-IT contracts over $100 and under $250K to SB/DVBE certified businesses whenever possible.
* SB/DVBE database to include new businesses and works hard to track and include the new businesses with bid opportunities.
 | * Through these outreach events, FPCM has increased the number of suppliers/vendors that are added to the in-house database of SB/DVBE vendors, which in turn provides an extensive list of responsive suppliers that enables FPCM to continue to reach or exceed participation goals.
* In Fiscal Year 2013/14, FPCM's DVBE participation was at 0.98% with a total of 80 awarded contracts valued at more than $1.4 million. In 2014/15, DVBE participation was at 7% with a total of 726 awarded contracts valued at more than $2.5 million. Currently for 2015/16, FPCM's DVBE participation is at 8% with a total of 1,375 contracts awarded at more than $5.2 million.
* In Fiscal Year 2013/14, FPCM's Small Business/Micro Business participation was 3.15% with 739 awarded contracts at more than $4.3 Million.
* In Fiscal Year 2014/15, FPCM's Small Business/Micro Business participation was 67% with 2,862 awarded contracts at more than $34.7 Million.
* In Fiscal Year 2015/16, FPCM's Small Business/Micro Business participation was 48% with 4,170 awarded contracts at more than $38.6 Million.
* FPCM has increased the SB/MB participation percentages in the last two fiscal years, the dollar amount expended each year has continued to increase as well. The number of awarded contracts increased by 1,208, valued at more than $3.8 Million from Fiscal Year 2014/15 to Fiscal Year 2015/16.
* FPCM has steadily increased the DVBE participation percentages in the last two fiscal years, the dollar amount expended each year has steadily increased as well. The number of awarded contracts increased by a total of 649 contracts, valued at over $2.7 million from Fiscal Year 2014/15 to 2015/16.
 |
| **Ironwood State Prison**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Ironwood State Prison builds relationships with DVBE/SB vendors and staff to encourage them to meet the supply needs of Ironwood State Prison (ISP). With prompt effective communication, these vendors have their questions answered, whether it be assisting with billing, shipping or invoicing issues.
* Ironwood State Prison is continuously assisting and training their Business Service & Procurement staff to ensure compliance, and encourages them to teach other staff members the need for achieving the Department of Corrections & Rehabilitation's goals. Ironwood State Prison interacts with DVBE/SB vendors at the local community level as well as other areas throughout the State.
* Ironwood State Prison builds relationships with these vendors to encourage them to meet the supply needs of the institution. It is for these reasons that I proudly nominate Ironwood State Prison for the State Agency Recognition Award (SARA).
* Ironwood State Prison instructs their staff on Education/Outreach developing "cheat sheets" with the (lists of DVBE/SB vendors) that enable staff when ordering supplies, the ability to have the numerous DVBE/SB vendors at reach to contract for bid solicitation.
* Business Service Department is instrumental in ensuring that all staff at ISP are aware of the requirements to get competitive bids from DVBE/SB vendors. Ironwood State Prison builds relationships with these vendors and staff to encourage them to meet the supply needs of the Institution.
 | * Due to hard work, dedication and continuously training staff, once again, Ironwood State Prison (ISP) has exceeded the annual requirements in both DVBE and SB goals. In FY 2014/15 ISP had a 9% in DVBE and 86% in SB annual participation. This year (2015/16) ISP achieved 12% DVBE and 82% SB annual participation.
* Ironwood State Prison is being nominated for his commitment in increasing annual participation goals and once again, over achieving CDCR's 3% DVBE and 25% SB participation. Due to Ironwood State Prison's continuous training, strong work ethics, and willingness to work with all staff at ISP, it has assisted ISP once again, in meeting their annual goal in both DVBE and SB. In FY 2014/15 ISP had a 9% in DVBE and 86% in SB annual participation. This year (2015/16) ISP achieved a 12% in DVBE and 82% in SB annual participation.
* Below are the listing of previous years:
	+ FY 07/08 - 6.41% - DVBE, SMB - 53.00%
	+ FY 08/09 - 6.97% - DVBE, SMB - 53.23%
	+ FY 09/10 - 7.50% - DVBE, SMB - 42.90%
	+ FY 10/11 - 5.35% - DVBE, SMB - 40.29%
	+ FY 11/12 - 7.00% - DVBE, SMB - 74.00%
	+ FY 12/13 - 7.00% - DVBE, SMB - 84.00%
	+ FY 13/14 - 8.00% - DVBE, SMB - 78.00%
	+ FY 14/15 - 9.00% - DVBE, SMB - 86.00%
 |
| **Kern Valley State Prison**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Kern Valley State Prison is committed to utilizing certified SB/DVBE businesses first and foremost.
* KVSP's SB/DVBE Advocate Lisa Tackett credits the teamwork of the entire institution for the continued growth and success of their program.
* Everything originates with "Team Procurement". Focus on providing the best customer service and strive to share their procurement knowledge with fellow staff. This shared knowledge and cooperation throughout KVSP makes for a group that is not happy just getting by or meeting the minimum standards. KVSP as a whole focuses on continuing to excel and exceed their own previous best efforts thus establishing new and higher goals to achieve.
* KVSP prides itself on its sense of "family" and works as a cooperative unit to seek out and utilize those certified SB/DVBE business owners whenever possible, focusing on keeping business dollars in the communities we serve.
* KVSP has a local requirement of contacting at least one certified SB/DVBE in EVERY bid solicitation. This is achieved via the Team's availability to assist staff; to research applicable SB/DVBE vendors on the Cal eProcure site, to answer questions, and to assist whenever needed during the bid process.
* Consultations include acting as trainers or subject matter expert for fellow staff in other departments. Whether it is by posting information in the local monthly bulletin, by phone, or in person, the key is getting the information to their customers (fellow staff), which results in increased awareness and usage of certified SB/DVBE businesses. The Procurement Team's outreach efforts are focused on helping their customers better understand the purchasing process. The Team works closely with KVSP's Computer Services Department to maintain a virtual "Procurement Folder" on the Local Area Network. This folder is
* Ms. Tackett developed an informational letter to contact local businesses and inform them of the process and benefits of becoming certified and attends local matchmaking events in the effort to educate local business about the SB/DVBE certification process.
 | * A new personal high mark was achieved in 2015-2016 with contracts awarded to SB/MB vendors accounting for 81% of dollars spent and contracts awarded to DVBE's topping 8% of contracted dollars.
* To best illustrate KVSP's growth, especially under the current Advocate's leadership, please refer to this historical data:
	+ Fiscal Year 10/11SB 45.76%DVBE3.23% (Before Ms. Tackett become the Liaison)
	+ Fiscal Year 11/12SB 55.82%DVBE11.42%
	+ Fiscal Year 12/13SB 75.62%DVBE6.46%
	+ Fiscal Year 13/14SB 73.60%DVBE7.48%
	+ Fiscal Year 14/15SB 80.00%DVBE8.00%
	+ Fiscal Year 15/16SB 81.00%DVBE8.00%
* Last Fiscal Year, KVSP awarded 533 purchases to SB/MB businesses in the amount of $4,231,354.81. Also awarded was 422 purchases to DBVE in the amount of $418,302.30 and 101 contracts under PCC 10111 amounting to $1,808,430.21.
* Not content to merely meet guidelines, KVSP continues to strive to increase percentages, finishing this year at 81% SB and 8% DVBE participation, marking over a 35% increase in SB and a 3% increase in DVBE participation since their first reporting year!
 |
| **Kern Valley State Prison****(continued)** | available to any staff with computer access and contains all the forms and information one would need to start a purchasing task. Also within the folder staff can find a custom tutorial outlining the local process, access to the statewide guidelines, and helpful tips. * Ms. Tackett developed an informational letter to contact local businesses and inform them of the process and benefits of becoming certified and attends local matchmaking events in the effort to educate local business about the SB/DVBE certification process.
* Commitment hold KVSP staff accountable to secure at least one SB/DVBE certified business in each and every bid process has tremendously increased the overall percentages of usage since she began! Her end goal is to secure institution-wide team work and support, which is evident in KVSP's continuing growth.
* Strive to provide premium customer service at all times and continue to utilize their best resources in getting the utmost value in purchasing for KVSP's funding.
* They realize as the total percentage of their participation grows each year, the goal to exceed their own best becomes more difficult. Teamwork and education are the driving forces and Kern Valley State Prison is focused to continue to excel!
 |  |
| **Mule Creek State Prison**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * During the past year, Mule Creek State Prison (MCSP) has updated existing procedures, developed better ways of capturing reportable data and provided training to staff that has resulted in continued exceptional SB/DVBE participation.
* The training and resources provided to institution staff have empowered them to successfully utilize SB/DVBE's in the majority of the purchases processed at MCSP.
* MCSP's staff that solicit bids/quotes maintain regular contact via telephone or internet solicitation with current and potential SB/DVBE vendors.
 | * This year, MCSP was able to increase DVBE participation to 7% and achieved an extraordinary SB participation of 71%.

|  |  |  |
| --- | --- | --- |
| FY | SB | DVBE |
| 13/14 | 69.93% | 7.19% |
| 13/15 | 70% | 4.0% |
| 16/17 | 71% | 7.0% |

 |
| **Mule Creek State Prison****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Procurement Department at MCSP is regularly working with all other departments within the institution to ensure that they and our potential SB/DVBE suppliers are educated on how to do business with the State and MCSP.
* Several methods were used to improve/maintain the SB/DVBE participation. The most important was providing training and the necessary resources to all staff who solicit vendors for bids so that they could ensure that each and every time a purchase was solicited there was an opportunity for SB/DVBE participation.
* The Procurement Department at MCSP is very dedicated to this effort and as such, frequently gives one-on-one training and advice to staff who need assistance in this area. Training includes how to use the SB/DVBE off-ramp for Statewide contracts (when applicable), how to apply the SB preference during the quote evaluation process and how utilizing SB/DVBE vendors can frequently save the State money. Resources include providing information on how to search for SB/DVBE vendors and distributing this information to each department and making staff aware that Procurement Staff are only a telephone call or an email away to provide assistance or answer questions to assist them in meeting and exceeding our goals.
* The second method that was of great value was monitoring, on a monthly basis, where the institution was in meeting its goals. This consistent monitoring ensured the institution was on track to meet or exceed the goals.
 |  |
| **CDCR - Office of Business Services**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The CDCR- OBS has continually made strives to increase the SB/DVBE participation by having the continued support of our Secretary, Director, and Deputy Director in supporting of the CDCR SB/DVBE Program. CDCR - OBS utilizes the SB/DVBE Option and posting solicitations over $5,000 and under $2499,999.99 in Department of General Services eProcure database.
* CDCR encourages buyers to use SB or DVBE whenever possible in the procurement processing.
* We have to go outside our box as laws change to reach out to the SB/DVBE community to keep them informed of the unique goods/services needed, such as veterinarian services, attorney services, all medical goods/services, condoms, pest control services, portable toilets, burial/cremation services, heat/air services, and drones.

CDCR continues to increase visibility to the SB/DVBE community by attending 57 outreach events, 4 SB Meetings, 4 DVBE Council meetings, 3 DGS Forums, 3 SB Council meetings, four DVB Alliance meetings, participated in the Winter Business Showcase, the Construction Summit, Skilled Workforce -Ready for Work Forum with businesses, several SB/DVBE workshops in the community, panel member at Assemblymembers' forums and outreach events. In addition to the Governor's Advocate Go-BIZ Forums, Business Matchmaking, and Northern California Procurement Technical Assistance Center (NorCAL PTAC) workshops.* The Advocates conduct one-on-one conference calls, meetings on "How To Do Business with the CDCR", the importance of the DGS certification, and information on contacting opportunities.
* CDCR works with other departments such as DGS, CALVet, CHP, and CALFire, NorCAL PTAC to continue to educate the SB/DVBE suppliers at workshops and
 | * By using the SB/DVBE option, CDCR has increased their SB participation by 1.97% and DVBE participation by .84%.
* CDCR has consistently met both the SB & DVBE participation for the last 3 fiscal years, see below.
	+ FY 15//16DVBE 4.85%SB/MB 34.22%
	+ FY 14/15DVBE 4.01%SB/MB 32.25%
	+ FY 13/14DVBE 3.60%SB/MB 36.03%
* The CDCR SB/DVBE participation has increased by using the SB/DVBE Option, utilizing the DGS eProcure database to locate certified businesses, participating in workshops and outreach events.
* CDCR data for FY 15/16 and FY 14/15 are as follows:
	+ FY 15/16 - DVBE
		- Total Contract Dollars $1,502,481,717
		- DVBE Award $72,874,075
		- DVBE 4.85%
		- Contracts Awarded 5,906
		- Increase by: .84%
	+ FY 15/16 – SB
		- Total Contract Dollars $1,502,481,717
		- SB/MB Award $514,124,821
		- SB/MB 34.22%
		- Contract Awarded 28,910
		- Increase by: 1.97%
	+ FY 14/15 - DVBE
		- Total Contract Dollars $1,020,501,736
		- DVBE Award $40,933,398
		- DVBE 4.01%
		- Contracts Awarded 3,830
	+ FY 14/15 - SB
		- Total Contract Dollars $1,032,682,552
		- SB/MB Award $333,069,769
		- SB/MB 32.25%
		- Contract Awarded 21,030
 |
| **CDCR - Office of Business Services****(continued)** | outreach events on the SB/DVBE Program and DGS certification.* The notable changes that impacted CDCR's increase in SB/DVBE contracting participation is consistent training to the buyers, consistent Advocacy, utilizing the SB/DVBE Option and posting solicitations over $5,000 and under $2499,999.99 in Department of General Services eProcure database. CDCR continues to the partnership with other agencies on outreach events and workshops. In addition to continue the one-on-one communication meetings with the SB/DVBE Community and utilizing the SB/DVBE option.
 |  |
| **CDCR/Wasco State Prison-Reception Center**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Wasco State Prison-Reception Center (WSP-RC) staff are supported 100% by the Warden and Executive staff in ensuring SB/DVBE participation goals are met or exceeded. Staff are trained to provide excellent customer service and have done an outstanding job in the past year. Simplification of contracts is attained by ensuring department heads are aware of the expectations of ensuring all supporting documents are provided when requesting a renewal or new contract. By providing the appropriate paperwork, the process is smooth and expedited. Staff obtain bids via email which benefits SB/DVBE businesses in streamlining this sometimes tedious process. The institution continues to exceed the participation during this fiscal year by one percentage point by requiring more effort on the part of staff processing requests for purchases.
 | * The participation for Wasco State Prison-Reception center reflects 79% SB and 8% DVBE participation in fiscal year 2015/16 in comparison to 2014/15 when those figures were 77% SB and 9% DVBE participation. Although SB participation showed a slight drop in fiscal year 2015/16, the institution has been able to maintain very high participation percentages over the years, always exceeding the mandated goals. In fiscal year 2014/15, SB/DVBE contracts were awarded with a total dollar value of $4,477,750.48.
* Here is the illustration of WSP participation:
	+ Fiscal Year 13/14DVBE 7%SB 78
	+ Fiscal Year 14/15DVBE 9.00%SB 77%
	+ Fiscal Year 15/16DVBE 8.00%SB 79.00%
 |
| **CDCR/Wasco State Prison-Reception Center****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Wasco State Prison-Reception Center has increased its efforts in reaching out to SB/DVBE vendor in that the Procurement & Services Officer II and the Business Services Officer I attend as many outreach events as are allowed within the institution's budget, such as the CalCon Expo in Long Beach, a Matchmaking event held in Bakersfield, and the Bakersfield Business Expo held at the Rabo Bank Convention Center. Every effort is made to increase the attendance in each fiscal year. The Procurement & Services officer II also responds to every email received from certified vendors and ensures this information is shared with all appropriate departments within the institution with the understanding that they will rotate bidding vendors in an effort to ensure the institution's business is shared with as many certified vendors as possible. The PSO II and BSO I meet with vendors as requested and as time permits in order to share information with them regarding Advocate and institutional contacts and the types of services and commodities used statewide and within the institution. Handouts are provided at these meetings as well as at Outreach events sharing information on how to do business with the State.
* Wasco State Prison-Reception Center has a policy in place where every purchase must include bids from certified SB or DVBE businesses. The institution utilizes the SB/DVBE Option whenever possible.

Improvements for Wasco State Prison-Reception Center are the database that is being maintained as well as updated and current training on new requirements for staff within the institution so they are able to easily follow all required rules and regulations. This training is updated on an annual basis and provided to all appropriate staff who submit purchase requests. |  |
| **CDCR/Wasco State Prison-Reception Center****(continued)** | * WSP-RC will continue in its efforts to improve SB/DVBE participation by requesting approval to host a vendor fair at the institution so that more staff are able to meet face to face with various vendors they may be able to use in the purchasing process.
 |  |
| **California Department of Technology**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CDT has achieved SB/DVBE contracting goals over the past five years. A sharp decline in SB and DVBE contracting spend during FY 14/15 prompted CDT Acquisitions Management to refocus purchasing staff efforts to increasing the more achievable Small Business contracting numbers for FY 15/16.
* Going forward, CDT will focus on DVBE IT contracting which has continued to decline but still exceeds goals at 5.14% of all contract dollars spent.
* These goals were achieved as a result of the continuation of the CDT Small Business/DVBE First Policy, instituted in 2013, which requires that all purchase opportunities below $250,000 be procured utilizing the SB/DVBE Option.
* CDT has actively engaged in local events and forums, as an exhibitor to encourage SB/DVBE participation in CDT contracting opportunities. Further, CDT's SB/DVBE Advocate has attended Advocate meetings and partnered with a mentor where to gain insight from veteran advocates on how to increase network opportunities with SB and DVBE's. CDT's SB/DVBE Advocate communicates regularly with SB and DVBE Businesses and shares SB/DVBE vendor information with CDT purchasing staff.
* CDT participates regularly in vendor forums for all types of business. It should also be noted that CDT is a leader for other departments in establishing procurement strategy that includes SB/DVBE participation.
 | * These efforts paid off as CDT not only met SB contracting goals but achieved the highest SB contracting numbers in department memory at 37.58% of all contract dollars spent. This was a 12.5% increase in SB contract spend over the previous FY.
* During FY15/16, CDT had a total contract spend of $50,102,943. The contract amount spent with SB (which includes Micro Business) was at $18,828,128 or 37.58%. The contract amount spent with DVBE was $2,574,726 for a total percentage of 5.14%.
* During Fiscal Year 2015/16, CDT achieved an SB participation rate of 37.58% which was an increase from last fiscal year of 12.55% and achieved a DVBE participation rate of 5.14% exceeding the minimum DVBE participation goal of 3%.
 |
| **Department of Consumer Affairs**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Department of Consumer Affairs (DCA) ensures that the SB/DVBE Community is involved in every possible procurement opportunity.
* In addition, a combined effort of staff and the 120 program buyers continuing to faithfully apply the SB/DVBE Off-Ramp, SB/DVBE Option and Fair and Reasonable Pricing Assessment on all feasible acquisitions has definitely helped us to continue to increase our SB/DVBE participation.
* The DCA’s Advocate increased the department’s visibility with the SB/DVBE communities by attending as many local events as possible. The previous fiscal year DCA could only attend one (1) event and this fiscal year the DCA Advocate participated in six (6) local events that yielded face to face introductions with existing and new connections from the SB/DVBE vendor community, as well as, the Advocate community. The 6 events the DCA’s Advocate attended were the Department of Public Health’s SB/DVBE Vendor Fair; the Department of General Services Showcase for one-on-one matchmaking sessions; Sonoma County’s Economic Development Board’s “How to do Business with California” event; Department of General Services’ Fall and Spring Connecting Point events; and DCA’s Earth Day Event. In addition to these events the Advocate has attended ten (10) Workshops, Forums, and Advisory Meetings hosted by the Department of General Services.
* Natix (SB/DVBE), Primary Source (SB) and She Marine (SB/DVBE) were invited and attended DCA’s Earth Day event to share what products/services they provide with our 60 entities. Having them at DCA also provided us the opportunity to answer their questions on how to do business with DCA.
* In addition, the DCA Advocate located and contacted new SB/DVBE vendors throughout the year to determine what goods/services they provide in order to determine if DCA
 | * The DCA has commendably exceeded the 25% SB and 3% DVBE participation requirements for FY 2015-2016. Both requirements were surpassed with a SB participation of 30.52% and a 5.18% participation in DVBE; an increase for both SB and DVBE over FY 2014-2015.
* The increase in SB/DVBE participation can be attributed to the DCA Advocate participating in more outreach events, posting more information in interdepartmental communications educating the 60 entities on the importance of using SB/DVBE vendors, conducting training sessions on SB/DVBE, making herself more available to the 60 entities to assist them in locating SB/DVBE vendors and a steady increase in support from the entities in their efforts to seek out SB/DVBE vendors.
* This policy has helped us to stay focused on increasing our SB/DVBE percentages each year. DCA increased their SB participation in competitive bid solicitations from $376,782 in FY 2014-2015 to $1,573,900 in FY 2015-2016. From 2013-2014 to 2014-2015 FY DCA had a .15% increase in SB and unfortunately we had a 1.48% decrease in DVBE.
* In FY 2015-2016 DCA awarded 1,464 contracts in the amount of $14,323,002 to SB/MB vendors and 305 contracts in the amount of $2,433,856 to DVBEs. DCA is committed to continuing to increase our DVBE participation.
 |
| **Department of Consumer Affairs****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | could utilize them for future acquisitions.* Since April 2010 DCA has had a policy in place to use SB/DVBE vendors first when contracting out. Specifically, first consideration should always be given to DVBEs then to SBs.
* First consideration on DVBEs and then second consideration to SBs will help us increase our participation.
* Utilizing the Off-Ramp option increased our SB/DVBE contracting participation. DCA was impacted by utilizing a mandatory fleet contract to purchase vehicles. DCA had to be proactive to ensure we would still not only meet but exceed the SB/DVBE participation goals. Therefore, we utilized the Off-Ramp option when purchasing through mandatory contracts.
* The combined efforts of DCA’s increased participation in outreach events, training, interdepartmental communications, and the efforts of the DCA Advocate all impacted the department’s increase in SB/DVBE contracting participation.
* The department will continue to improve and strengthen their future SB/DVBE participation by continuously supporting the entities to use the tools of SB/DVBE Off-Ramp, SB/DVBE option, and Fair and Reasonable Pricing assessment. Additionally, the DCA Advocate will attend more matchmaking events to find new SB/DVBE certified vendors for potential business opportunities, search for vendors to fill the particular needs of the department’s entities, and monitor the entities for up to date participation status and work with those entities one on one who are not meeting the SB/DVBE requirements to educate them on the importance of utilizing SB/DVBE vendors. The DCA Advocate will provide monthly emails to the entities with new on-board SB/DVBE vendors.
 |  |
| **Department of Consumer Affairs****(continued)** | * The DCA Advocate will continue to reinforce awareness of the importance of the SB/DVBE program through quarterly training and one on one training when needed and interdepartmental articles.
 |  |
| **Department of Developmental Services**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Executive level leadership and support to provide resources for continued training and outreach efforts by DDS was instrumental in DDS achieving its participation goals.
* Advocates interact with SB/DVBE suppliers on a weekly basis. It is usually done via personal telephone phone calls, e-mails and one-on-one meetings. When DDS staff meets new suppliers who may to be eligible to be certified, we always encourage them to become certified and refer them to DGS’ SB/DVBE website.
* Occasionally, DGS’ Office of Small Business & Disabled Veterans and CA Department of Veteran Affairs referred SB/DVBE suppliers who can provide the unique goods and services that are required by DDS’ consumers.
* DDS makes every effort to utilize them as soon as possible when they are added to the Department’s list of certified SB/DVBEs.
* The SB/DVBE advocates continue to provide training to the program staff at DDS’ Headquarters and facilities. The staff that purchase the goods and services for DDS consumers, as well as HQ programs, made concentrated efforts to location SB/DVBEs using the DGS and CA Disabled Veteran's Business Alliance websites.
* DDS continues to monitor the result of implementing the DVBE Incentive Program and a procedure that requires staff to verify and document that DVBEs are not available on solicitations over $5,000, DDS also makes every effort to utilize the SB/DVBE off-ramp feature of statewide contracts whenever possible.
 | * DDS was able to achieve 34.16 % SB/MB participation and 6.27% DVBE in FY 15/16.
* The catalyst for actually achieving the SB/MB/DVBE goals in FY 15/16 were the result of the effort of 4,189 employees working in headquarters and state facilities to achieve the mandated goals. DDS' three developmental centers and one community facility purchased $38.1 million worth of goods and services to support the department and provide 24-hour residential and health care services for approximately 965 consumers who reside at its developmental centers and community facility.
* In FY 15/16, DDS was able to exceed the 25% SB/MB participation goal by 9.16 % and exceeded the 3% DVBE participation goal by 3.27%. DDS had a 3.29 % increase over its SB/MB participation from FY 14/15 while it had a 1.26% increase over its DVBE participation from FY 14/15.
* During FY 15/16, DDS issued 1,925 contracts and purchase orders to SB/MBs that totaled $16,406,491. DDS also issued 515 contracts and purchase orders to DVBEs that totaled $3,012,005.
* As a result of the efforts of the SB/DVBE advocates, contracting and purchasing staff of the individual facilities and HQ, each location was able to achieve the mandatory goals in FY15/16.
 |
| **Department of General Services**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The most significant reason for the increase and success in SB/DVBE participation is the departmental support to the SB/DVBE community by implementing a SB/DVBE first policy. The SB/DVBE first policy was implemented in 2009 however was revised in 2014 (Administrative Order 14-02). The revision aligned the SB/DVBE Advocate with the departments contracting and procurement offices. With the completion of the consolidation of the departments contract and procurement offices in 2013 the departments efforts to focus on the SB/DVBE first policy has resulted in the departments successful participation goals.
* The collaborative efforts between the departments consolidated acquisition office employees (Office of Business and Acquisition Services) and the department's SB/DVBE Advocate (Bonnie Sauter) has made the search for SB/DVBE vendors more efficient and convenient. Along with the department's Executive Office support by implementing a SB/DVBE first policy, the continuous support of this policy by the OBAS Office Chief and the OBAS Management Team is resulting in the department's continuously increasing positive numbers.
* Participated and attended several SB/DVBE outreach events. The communication between the departments SB/DVBE Advocate and the SB/DVBE community continues to be a value to the departmental Acquisition Analyst as the SB/DVBE Advocate researches and connects Buyers and vendors together for bid opportunities.
 | * The increasing annual SB/MB percentage from 21% (pre-consolidation) to 55% (post consolidation) as well as the DVBE participation from 7% (pre-consolidation) to 27.11 (post consolidation) within the last 3 FY's has been the direct result of consolidating the department's contract and procurement administrative functions and the department's SB/DVBE first policy. The continuous positive growth and success the department is demonstrating is due to the collaborative departmental efforts from the Executive office, OBAS Management, the SB/DVBE Advocate and the Acquisition Analysts.
* The departments positive SB/DVBE participation increase from fiscal year 13/14 year to fiscal year 14/15 was significant. During the 13/14 fiscal year the department processed 294 DVBE contracts compared to the 493, 14/15 DVBE contracts an increase of 199 DVBE awarded contracts. The SB/MB awarded contracts for 13/14 were 377 SB and MB 468 to 789 SB and 1912 MB in 14/15.
* The total SB/DVBE contract dollars for 13/14 were $14,180,416 for DVBE; SB $26,746,880 and $30,366,723 for MB's compared to 14/15 total SB/DVBE contract dollars of $32,427,282 for DVBE's and $27,653,589 for SB's and $38,607,891 for MB's.
* The participation from FY 12/13 to 14/15 grew over 50%. The department's participation grew from 21.06 in 12/13, to 42.23% in 13/14 to 55.40% in 14/15.
* The positive and significant increase from 12/13 to 14/15 SB/DVBE participation is the direct result of the department's SB/DVBE first policy. As the department continuous to support, encourage and communicate SB/DVBE's first we will continue to see positive participation results and be successful in meeting the annual SB/DVBE goal's.
 |
| **Department of Parks and Recreation**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Department of Parks and Recreations (Parks) uses a decentralized approach to meet its administrative functions.
* Although decentralized, Parks headquarters acts as the communication bridge between its various districts and divisions. Parks continuous, consecutive, and consistent success in achieving and exceeding annual SB/DVBE goals is not done by nor left to a single person - the SB/DVBE Advocate. Rather, it is accomplished by genuine team work.
* Conjunctively with the SB/DVBE Advocate, each headquarter contract analyst, procurement analyst, and members of leadership are trained and skilled at promoting, supporting, and educating the Parks contracting and procurement subcultures in the strategies, benefits, and values in resource availability of SB/DVBEs. This commitment and mind set is exemplified by Parks having added more SB/DVBE training opportunities to help keep people informed and effective, introduced a new "Parks SB/DVBE Advocate's Corner" to its department's newsletter, and its proven track record of success (annually recognized by SARA since 2002).
* Parks, through its SB/DVBE Advocacy efforts, sought out local SB/DVBE outreach venues and effectively recruited the assistance of localized Districts and their respective teams to help broaden local participation while keeping cost to a minimum.
* With Parks' diligent efforts to evolve and improve upon its SB/DVBE programs, Parks has worked closer with its various districts and divisions since 2013 to present time. This approach helped to encourage and stimulate localized support at SB/DVBE outreach events.
* By assisting and encouraging local vendors to obtain certification through DGS, we have increased the list of certified vendors to the benefit of all state departments.
 | * Such efforts have achieved the following for Parks:
	+ Enabled Parks representation at SB/DVBE outreach events with a zero-dollar Advocacy budget.
	+ Enabled Parks to broaden its ability to spread the message of how to increase visibility to Parks buyers.
	+ Increased buy-in and participation by localized offices fostering a strong team culture.
	+ Increased internal awareness and understanding of the SB/DVBE Advocate as a resource.
	+ Increased an internal awareness and understanding of the impact the SB/DVBE programs have on the local communities and economies Parks conducts state business in.
	+ Instill and reinforce an "SB/DVBE first" mind-set in Parks' contracting culture.
* Since 2002, Parks has exceeded the participation goals for both the SB and DVBE programs. This long term commitment to both programs has been beneficial throughout the State Park system.
* Over the past consecutive seven years, Parks has averaged 42.72% in annual SB contributions and 5.96% for DVBE. Through this time period, Parks never fell below the mandated minimum annual contribution goals of 25% for SB and 3% for DVBE, and consistently exceeded both goals.
* Since its initial efforts, Parks has noted tremendous gains. Some districts have shown as high as a 361% increase in their contributions toward Parks' DVBE annual goal and 151% increase in their contributions toward Parks' SB annual goal.
* Just this one focused approach has set an outstanding path for Parks' continued contributions to the State's overall SB/DVBE annual goals and to a stronger state economy as a whole.
 |
| **Department of Public Health**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CDPH effectively supports the SB/DVBE program through successful interaction, collaboration, outreach activities, efforts and involvement with the SB/DVBE vendor community and CDPH programs.
* CDPH executive management is supportive of the program and outreach activities including; CDPH vendor fairs held twice yearly, participation at DGS SB/DVBE Events and DGS customer forums and advocate trainings.
* The SB/DVBE Advocate, along with the CDPH Contracts and Purchasing Services Section (CPSS), provide ongoing education, resources, train on procurement methods/tools and consistently communicate the use policy and the importance in use of SB/DVBEs to support California's economy to program analyst/buyers.
* CDPH hosts two (Sacramento East End Complex and Richmond Campus) vendor fairs yearly!
* Sacramento event included: invitation/participation of twenty-seven (27) SB/DVBEs providing numerous types of classifications (office supplies, moving/storage/shredding services, telecommunication supplies, laboratory supplies, IT products & services, document management, etc.). One-Hundred Thirty-Five (135) CDPH staff, including SB/DVBE advocates from other agencies, attended this event. In addition, six (6) CPSS staff participated to set-up of display tables, meet/greet registration table, and assisted vendors with unload/load. Evaluations were provided to vendors; overall impression rated Excellent!
* Richmond Campus Event included: invitation/participation of thirteen (13) SB/DVBEs providing laboratory supplies/equipment, office supplies, medical supplies and IT Goods and Services.
* Outreach included a raffle (passport) which is initialed by each vendor when a participant visited their table. Evaluation were provided to vendors
 | * CDPH has exceeded both the SB (25%) and DVBE (3%) annual participation goals for the past 4 years as set forth by Executive Order and Government Code.
* For FY 2015/16, CDPH spent $58,987,836 in procurement dollars; whereas $35,313,373 were awarded to SB/MB's; and $6,668,691 were awarded to DVBEs. This is an increase from FY 14/15 FY SB/MBs percentage by 33.36% and DVBE percentage by 4.92%. Making FY 15/16 annual participation 59.87% (SB) and 11.31% (DVBE).
* One-Hundred and Thirteen (113) Richmond staff attended from various labs and programs.
* Most vendors noticed an immediate increase in contacts and RFQs after the event! Overall impression rated Excellent!
* Each of these events gave us the opportunity to interact one on one with Small Business and Disabled Veteran Business Enterprise companies.
* 40 Vendor participants and 248 Program Staff Attendee's.
* SB/DVBE Participation stats for the last 3 years.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FY | Total Contract $ | SB/MB $ | SB/MB % | DVBE $ | DVBE % |
| FY 15-16 | $58,987,836 | $35,313,373 | 59.87% | $6,668,691 | 11.31% |
| FY 14-15 | $63.842,242 | $16,921,847 | 26.51% | $4,077,092 | 6.39% |
| FY 13-14 | $42,660,632 | $14,687,767 | 34.43% | $4,802,695 | 11.26% |

* CDPH outreach activities through its hosted events to the SB/DVBE community is notable and well recognized whereas the vendors have completed surveys and have an overall rating of Excellent in addition to responses include vendors have recognized an increase in receipt of solicitations and awards.
 |
| **Department of Public Health****(continued)** | * CDPH participated in several statewide events; Connecting Point, The DGS Winter Vendor Showcase and California Small Business Day.
* CDPH hosted two Vendor Fair Events (Sacramento and Richmond Campus)
* CDPH SB/DVBE Advocate and Buyers continuous provide guidance and resources to program staff on the importance of utilizing SB/DVBEs through it internal CDPH SB/DVBE Use Policy and procurement methods/procedures.
* CDPH strives to improve its vendor fairs and increase participation year after year through these surveys.
* Updated CDPH Intranet SB/DVBE page with resources and helpful tools for buyers/program staff utilizations including FI$CAL resources.
* Increase in buyer/program staff utilizing these tools and resources to educate and encourage businesses to become certified.
 |  |
| **Department of State Hospitals**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * To ensure DSH's prevailing business objectives are well supported, certain contracting responsibilities are decentralized allowing for DSH hospitals to self-manage critical medical needs under $50k. Within this framework, DSH's Small Business (SB) and Disabled Veteran Business Enterprise (DVBE) Advocate works with DSH-Sacramento and all statewide hospital facilities to ensure participation mandates are achieved while providing new contracting and purchasing opportunities for SB, including microbusiness (MB), and DVBE vendors.
* While DSH's advocacy program deserves merit, we recognize that continuous improvement is the catalyst that ensures SB and DVBE vendors are provided a level playing field in all state contracting opportunities. DSH views itself as an accountability partner; we're actively pursuing innovations to help improve our contract administration and life cycle processes, including staff
 | * DSH has exceeded the SB participation goal of 25% for the last three fiscal years. For Fiscal Year 2015-16, DSH awarded 60.23% of its total purchasing and contracting dollars ($389,301,876) to SB/MB vendors which is a 2.36% increase over last year’s achievement. Additionally, three of the nine DSH locations individually exceed the SB participation goal of 25%.
* For Fiscal Year 2015-16, DSH awarded 60.23% of its total purchasing and contracting dollars ($389,301,876) to SB/MB vendors which is a 2.36% increase over last year’s achievement. Additionally, three of the nine DSH locations individually exceed the SB participation goal of 25%.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Fiscal Year | Total Contract $ | DVBE $ | DVBE % | SB/MB $ | SB/MB % |
| FY 15-16 | $389,301,876 | $10,836,155 | 2.78% | $234,466,278 | 60.23% |
| FY 14-15 | $813,823,395 | $15,109,167 | 1.88% | $470,576,842 | 57.87% |
| FY 13-14 | $553,519,167 | $11,720,367 | 2.12% | $272,185,418 | 49.17% |

 |
| **Department of State Hospitals****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | development and participation compliance tools.* DSH's SB & DVBE Advocate is supported by a committed leadership and statewide governance structure. DSH also provides, via bi-weekly Contracts Workgroup conference calls, annual face-to-face meetings, policy bulletins, requirements and instructions for the use of SB and/or DVBE vendors when seeking vendors for goods and services.
* With this in mind, our next year will focus on expanding networking opportunities for our advocacy team to collaborate among the vendor community and with other advocacy leaders, like DGS' Office of SB and DVBE Services (OSDS) and CalVet, to better define outreach opportunities.
* Continuous plans for improvement are underway, and tools and training are being developed by DSH to be utilized at the hospital level for improved tracking. Additionally, for 2016, monthly reviews of procurement activities will be conducted including a check-in on the year-to-date dollars spent on SB & DVBE participating vendors. Underperforming measures will be evaluated for trends and missed opportunities resulting in self-imposed corrective actions to improve the trajectory.
* Further, our intranet website will be enhanced within the next six months to allow management and contracting peers access to dashboards and tools to track participation progress and goals.
* Committed to increasing its SB/DVBE award amounts by:
	+ Reaching out to other departments with large SB/DVBE participation levels for goods purchasing to strengthen its pool of qualified SB/DVBE vendors.
	+ Emphasizing the benefits of the SB/DVBE Option at the department’s purchasing and contracting meetings and providing focused training on use of the SB/DVBE option.
 | * In addition, DSH has awarded 2.78% of its total purchasing and contracting dollars to DVBE vendors.
* DSH includes the DVBE incentive in all of its applicable solicitations, and utilized the SB/DVBE option (GC 14838.5) in 558 solicitations in Fiscal Year 2015-16. This represents an increase of 375 from the previous fiscal year, with a total award of $18,092,428.
 |
| **Department of State Hospitals****(continued)** | * Refreshing headquarters purchasing and contracting staff on Cal eProcure and how to effectively search for applicable SB/DVBE bidders.
* Discussing qualified SB/DVBE vendors who are currently providing services to DSH hospitals at the department’s purchasing and contracting meetings to raise DVBE awareness.
* Maintaining an active directory of SB/DVBE vendors.
 |  |
| **Division of Investigation**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The DOI provides centralized investigative and law enforcement services for the various regulatory boards, bureaus and programs within DCA.
* Seeking out SB/DVBE vendors for hard to find specialty law enforcement items and IT equipment. As a law enforcement division, DOI is required to purchase law-enforcement related items such as: firearms, ammunition, holsters, clips, etc. Since these are specialized goods the vendor pools are smaller as most of these items tend to be manufactured by the same industry specific manufacturer, it was a challenge but the DOI was able to purchase most of these items through SB/DVBE vendors.
* The DOI consistently worked to locate SB/DVBE vendors. They worked closely with the DCA SB/DVBE Advocate to locate new SB/DVBE vendors to do business with. On behalf of DOI, the DCA SB/DVBE Advocate attended six (6) local outreach events and.
* The DCA SB/DVBE Advocate invited several SB/DVBEs to DCA’s outreach event to interact with the various Boards, Bureaus and Divisions. DOI was able to benefit from this event to create new relationships and interact with new SB/DVBE vendors who carry their required items.
* The DOI worked closely to establish relationships with the new SB/DVBE vendors they used this past fiscal year to buy their specific law enforcement equipment. The DOI
 | * For Fiscal Year 2015-2016, DOI spent a total of $1,639,996.50. Of the $1,639,996.50, $140,645.87 or 8.58% was DVBE and $435,713.96 or 26.57% was SB.
* Over the last 3 fiscal years the DOI has exceed their DVBE participation. Specifically, in FY 2015-2016, they did an outstanding job with not only meeting the DVBE requirement but exceeding it by 3.33% over FY 14-15.
* Some of the vendors at the outreach event became new SB/DVBE suppliers to DOI in 2015-2016 as a result.
* The table below shows the DOI purchases for the current and past two fiscal years.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Fiscal Year | DVBE $ | SB $ | Total % | % DVBE | % SB |
| FY 15-16 | $140,645.87 | $435,713.96 | $1,639,996.50 | 8.58% | 26.57% |
| FY 14-15 | $58,275.59 | $284,264.77 | $1,109,377.32 | 5.25% | 25.62% |
| FY 13-14 | $15,639.69 | $122,204.15 | $287,710.58 | 5.44% | 42.47% |

* For FY 15-16 a total of 91 contracts were awarded. Thirty-eight (38) were awarded to SB and DVBE suppliers in the amount of $1,049,586. Specifically, 22 contracts were awarded to SBs in the amount of $954,330, 11 were awarded to DVBEs totaling $77,420 and 5 were awarded to SB/DVBEs in the amount of $17,836.
* For FY 14-15 a total of 95 contracts awarded. Twenty-eight (28) contracts were awarded to SB and DVBEs in the amount of $315,679. Specifically, 22 were awarded to SBs in the amount of $297,869; 3 to DVBEs totaling $8977; and 3 to SB/DVBE in the amount of $8,833.
* For FY 13-14 a total of 65 contracts were awarded. Twenty-seven (27) were awarded to SB and DVBEs in the amount of $78,911.
 |
| **Division of Investigation****(continued)** | * made extra effort to make contact with SB/DVBE vendors to ensure the DOI secured competitive pricing.
* The DOI used six (6) new SB vendors and one (1) new SB/DVBE vendor that they had not previously used. Some of these vendors were at the DCA outreach event and the DOI staff was able to have interaction with them and build a business connection.
* The DOI increased their efforts in seeking out SB/DVBE vendors for their specialty law enforcement equipment. Additionally, the DOI bought a number of IT related items to enhance their office efficiencies. Many of the IT related items were on statewide mandatory contracts and the DOI took advantage of the Off-Ramp option to give the business to a SB or DVBE.
* The DOI plans to continue to improve their SB/DVBE participation by continuing to use the Off-Ramp option when available. Additionally, they plan to establish relationships with the SB/DVBE vendors who can help them with their specific enforcement related items so it will be easier in the future to obtain quotes on potential new purchases.
 | Twenty-three (23) were awarded to SBs totaling $72,085 and 4 to DVBEs in the amount of $6,826 |
| **Employment Development Department**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The EDD's Executive Leadership has consistently supported the departments SB/DVBE first policy. To ensure success, the Procurement Section will match SB/DVBEs with EDDs project managers, program managers, procurement buyers and analysts of commodities and services within various EDD divisions with their direct contact information.
* To assist with ensuring EDD uses the SB/DVBE Option first, the Procurement Section has created an internal form to justify when a procurement using a SB/DVBE contractor is not available and a different method of procurement is necessary. The justification must include an analysis of SB/DVBE availability and a summary of the procurement official's efforts to obtain a SB/DVBE
 | * As a result of this concentrated focus the EDD has consistently exceeded the mandated goals of 25% of contracting dollars to SBs and 3% to DVBEs.
* For Fiscal Year 2015-16, the EDD expended a total of $7,414,422 with SBs and $1,865,852 with DVBEs. As previously stated, the EDD has a history of supporting the success of SB/DVBEs. This is evident in that the total dollars expended with SBs and DVBEs over the past ten years. Over the past ten years, the EDD committed a total of $167,426,863 with SBs and an additional $33,677,011 with DVBEs. This equates to a ten year average goal of 31.20% for SBs and an average goal of 7.80% with DVBEs.
 |
| **Employment Development Department****(continued)** | * contractor. The justification must be approved by the Procurement Manager and Procurement Section Chief and is kept in the official contract file.
* The outreach efforts this past year were focused on internal EDD procurement staff in consideration of the roll-out of the Fi$Cal and Cal eProcure websites. The EDD Procurement Section Fi$Cal Super Users provided additional training to ensure buyers and procurement analysts were familiar and comfortable using the new sites to search for SB/DVBE vendors. This proactive approach to embracing the new systems enabled the EDD to continue to meet and exceed our yearly mandated goals.
* The EDD has incorporated the importance of using the SB/DVBE Option first into procurement trainings given to all EDD. The training emphasizes the importance of using SB/DVBEs for all procurements. The training is available to EDD managers, supervisors, and all EDD staff involved in the procurement process department-wide and is housed on the Department's SharePoint site. The EDD recently updated the web-based Procurement Training Module and is in the process of updating other training modules to be more interactive for the trainee.
 |  |
| **Franchise Tax Board M&G**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * The Franchise Tax Board (FTB) advocates have been welcoming Small Business and Disabled Veteran Business vendors to FTB's campus to have informal 'Meet & Greets' with procurement staff. These meetings are typically held every other week and serve as an educational opportunity for both the vendor community and FTB procurement staff. By virtue of repetition, the advocates have identified important topics that should be covered and turned those ideas into a list of talking points. These talking points range from an overview of the State's mandatory participation goals and FTB's SB/DVBE First
 | * After completing the CAR, the advocates discovered that thirteen of the vendors that had participated in Meet & Greets during the 15/16 fiscal year received a combined grand total of $2,760,543.37 in FTB contracting dollars. Three of these SB/DVBE's were newly certified at the time of their Meet & Greet and nine were new to doing business with FTB. Overall, SB contract participation increased to 26.67% (which is $12,274,662 in contracting dollars) during the 15/16 fiscal year-that's a 1.62 percentage increase from 14/15 (25.05% SB participation) and a 6.14 percentage increase from 13/14 (20.53% SB participation). Additionally, FTB has consistently met and exceeded DVBE participation goals since 13/14. These numbers are even more
 |
| **Franchise Tax Board M&G****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * Policy to the importance of familiarizing oneself with OSDS and eProcure. Though the advocates employ these talking points to provide some structure to the meetings, the format is ultimately informal and each vendor is given the opportunity to speak to their product and/or service offerings and provide background information on themselves and their company. Additionally, vendors are able to ask FTB's procurement officials direct questions--this is a unique opportunity, as vendors are typically limited to networking with departmental advocates at outreach events and are accustomed to not having direct access to the departmental buyers. The Meet & Greets also afford the SB/DVBE vendor community to be able to place faces to the names of our procurement staff.
* In addition to hosting SB/DVBE's for Meet & Greets at FTB's facility, the advocates have also met one-on-one with newly certified vendors to provide them with additional information and guidance prior to their Meet & Greet with the buyers. During these one-on-ones, the advocates have not merely proffered advice regarding the Meet & Greet, but also counseled SB/DVBE's on how to be successful in State procurement. This information includes general (but often little known) facts such as the purchasing authorities that various departments are subject to (and what implications that has), an overview of the numerous procurement methods as laid out in the State Contracting Manuals, and which departments may have the requisite business need for the goods/services offered by the SB/DVBE. Over the course of the 15/16 fiscal year, the advocates spent quality one-on-one time with four either newly certified SB/DVBE vendors or SB/DVBE vendors that were new to working with FTB. In addition to the aforementioned outreach efforts, the FTB advocates also participated in SB/DVBE outreach events throughout the fiscal year and served as members of the
 | exceptional when considering that FTB is a large department with a sizable business need for IT hardware, software, and IT hardware and software maintenance (much of which is proprietary to large businesses) in support of its infrastructure. It is FTB's opinion that this increase in participation can be attributed to our diligent outreach efforts (e.g. Meet & Greets) and our SB/DVBE First Policy. |
| **Franchise Tax Board M&G****(continued)** | 2016 Winter Vendor Showcase Event planning committee in partnership with DGS. This provided FTB with the opportunity to increase visibility even further in the SB/DVBE community, network and solidify relationships with other agencies (therefore being able to provide SB/DVBE's with a good resource at other departments), and provide the SB/DVBE community with access to not only our advocates, but four of our buyers (two IT buyers and two Non-IT buyers) as well.* FTB advocates maintain an Excel document to track inquiries from SB/DVBE's. The purpose of this document is to ensure that each SB/DVBE that reaches out to our organization receives a timely response and, if they provide the goods/services that FTB procures, they are scheduled for a Meet & Greet. This also helps the advocates to keep track of our outreach efforts and determine the success of our Meet & Greet program. FTB will continue to improve SB/DVBE participation by maintaining the Meet & Greet program, strictly enforcing our SB/DVBE First Policy, and continuing to participate in the planning of SB/DVBE outreach events.
 |  |
| **Franchise Tax Board POP**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * In early 2016, the Franchise Tax Board (FTB) Small Business/Disabled Veteran Business Enterprise (SB/DVBE) Advocates, in conjunction with Lead Information Technology (IT) Procurement Analysts and Procurement Bureau (PB) management, created the “SB/DVBE Priority Opportunity Partner (POP)” advantage to be used as a “best value” evaluation criterion in FTB issued solicitations. Specifically, FTB includes the POP language in Leveraged Procurement Agreement (LPA) IT Request for Offer (RFO) solicitations, as deemed appropriate by Procurement staff. As outlined in the Department of General Services (DGS) State Contracting Manual (SCM) Volume 3, Chapter 6-Leveraged Procurement Agreements, section 6.A3.3-Possible
 | * In a recent LPA procurement, a large vendor who submitted an offer claimed the POP advantage by identifying 25% subcontracting to a California certified SB/MB. Although this offer was the lowest offer received by FTB, the subcontracting proposed by the large vendor resulted in $228,068.23 being awarded to the SB/MB.
* In Fiscal Year (FY) 15/16, FTB’s overall total contracting dollars was reduced from $51,782,099 to $46,016,897, a difference of $5,765,202 less departmental spending. Nonetheless, in FY 15/16 FTB’s SB contract participation percentage increased by 1.62% from FY 14/15 (from 25.05% to 26.67%); which equated to $12,274,662 being awarded to California certified SB/MBs. In addition, FTB’s DVBE contract participation percentage increased by 1.11% from FY 14/15 (from 6.33% to 7.44%); which equated to $3,424,120 being awarded to California certified DVBEs. With the creation of the POP advantage as
 |
| **Franchise Tax Board POP****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | Criteria, SB/DVBE participation as a Prime or as a Subcontractor may be used as evaluation criterion to meet a department’s SB/DVBE goals; section 6. A3.3 further states that “advertising and DVBE forms are not required” for LPA solicitations. Based on this principle, the aforementioned FTB staff crafted the POP language to provide California certified SBs and DVBEs an advantage when submitting offers in response to LPA solicitations. The inclusion of the POP advantage is another avenue to assist FTB in meeting the State mandated SB/DVBE goals, as well as to further encourage large vendors to subcontract to SBs and to DVBEs when responding to RFO solicitations.* In their respective RFOs, FTB Procurement staff (along with PB management’s approval) identify the applicable POP Participation Percentages and the corresponding Point Values (points possible), which are based on the “Type of Offeror” (either a Prime SB or DVBE partner, or a Prime large vendor subcontracting to an SB or DVBE partner). This information is outlined within a table in the RFO solicitation; and if claimed by an offeror, the POP advantage is applied during the Procurement staff’s review of the offer, which is subsequently applied to the offeror’s total evaluated score, as applicable. The POP Participation Percentages and the Point Values are adjustable and are determined on a case-by-case basis depending on the type(s) of services or products being procured. In order for an offeror to qualify for the POP advantage, they must provide the following information via the Bidder Declaration form as an attachment to their offer: a list of California certified SB/DVBE subcontractor(s) with the 1) subcontractor name, 2) address, 3) phone number, 4) a description of the work to be performed and/or products supplied, and 5) the percentage of the net offer price (as specified in the solicitation) per subcontractor. All California certified SBs
 | an evaluation criterion in RFO solicitations, in conjunction with other innovative departmental practices employed by Procurement staff to support the SB/DVBE program, FTB has created yet another mechanism for improving the department’s SB/DVBE participation goals. Through these efforts, FTB continues to demonstrate ingenuity and the department’s commitment to the SB/DVBE Program and to its SB/DVBE partners. |
| **Franchise Tax Board POP****(continued)** | or DVBEs must perform a commercially useful function (CUF) in the performance of the contract as defined in Government Code section 14837(d)(4).* FTB Procurement staff identify and solicit California Certified SBs-only or DVBEs-only when creating LPA vendor pools. In this instance, the POP advantage would not apply nor be included in the applicable RFO solicitation. However, when an SB-only or DVBE-only vendor pool is not feasible via an LPA, the POP advantage is included in the RFO solicitation to encourage SB and DVBE participation.
* FTB’s SB/DVBE Advocates will continue to track FTB Procurement staff’s utilization of the POP advantage for metrics purposes, and is optimistic that its sustained use will continue to improve FTB’s overall SB/DVBE participation goals.
 |  |
| **Office of Statewide Health Planning and Development**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * In the last year, OSHPD focused its efforts in the following areas to prioritize SB/DVBE participation:
	+ Executive support for the use of SB, MB, and DVBE vendors to meet and exceed goals.
	+ Emphasized the importance of SB/DVBE participation in one-on-one training sessions with new purchasing liaisons in OSHPD's divisions and in department-wide procurement trainings, providing SB/DVBE references and guidance on how to do business with SBs and DVBEs.
	+ At contract initiation meetings, ensured consideration was given for SBs and DVBEs to participate in any contract solicitation.
	+ Attended quarterly SB/DVBE advocates meetings at the Department of General Services (DGS) to stay abreast of current issues and benefit from best practices used by other departments.
* In addition, when working with a vendor that is not
 | * These efforts demonstrate OSHPD works as a team to make contracting with SBs and DVBEs a priority to achieve its goals. They also demonstrate OSHPD’s recognition that contracting dollars paid to SBs and DVBEs have a positive impact on these businesses and the economy. Through these efforts, OSHPD’s SB and DVBE participation for Fiscal Year (FY) 2015-16 has more than doubled the state's mandated goals for the second year in a row, reaching 50.57 percent and 9.4 percent, respectively. OSHPD will continue to support the use of SBs and DVBEs to meet the department’s contracting needs and to ensure compliance with statewide goals.
* Often, this results in the vendor sending contact and line card information to the advocate, which is then forwarded to each department purchasing liaison for consideration. In this way, the advocate keeps SB/DVBE vendors fresh in the minds of purchasing liaisons and supplies them with regular contacts in the SB/DVBE community.
 |
| **Office of Statewide Health Planning and Development****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | certified as a SB/DVBE but meets the eligibility criteria, OSHPD makes the effort to inform and walk the vendor through the certification process. This helps the vendor access additional business opportunities through the state’s SB/DVBE program and increases the pool of SB/DVBE vendors available to OSHPD and other state departments. * OSHPD's advocate communicates personally with each SB or DVBE that contacts OSHPD.

In addition, the advocate keeps information on hand regarding the SB/DVBE program and how to get certified (specifically a brochure entitled “How to do Business with the State”) in paper and electronic form. This information can be quickly disseminated to non-certified vendors that contact the department looking to do business. If needed, the advocate will directly assist the vendor with the process of becoming certified by referring them to the proper online documents and informing DGS of the vendor’s certification packet. * The advocate maintains a SB/DVBE file with current certified contractor information for future purchasing or contracting opportunities and ensures that SB/DVBE contact information is made available to departmental programs when considering contracting needs. The advocate also collaborates with other state agencies at the quarterly SB/DVBE Advocates meetings and is working to build a network through which new SB/DVBEs can be discovered.
* OSHPD maintains a SB/DVBE first policy and is committed to offering procurement opportunities to SB/DVBEs whenever possible. OSHPD utilizes the SB/DVBE option for contracting and purchasing for acquisitions over $5,000 as the first choice method of our procurement processes. OSHPD utilizes the off ramp when available for Leveraged Procurements to utilize SB/DVBEs at the same or lower prices.
 | * In FY 2015-16, OSHPD’s SB/MB participation rate of 50.57 percent was more than double that of the state’s mandated goal of 25 percent. OSHPD’s DVBE participation rate of 9.4 percent was more than triple the goal of 3 percent. In FY 2014-15, $6 million in California Environmental Act Contracts were issued, with 75 percent of those dollars awarded to SBs and 3 percent awarded to DVBEs. As these were multiyear contracts executed last fiscal year, OSHPD’s total awarded dollars to SB and DVBE contracts decreased in FY 2015-16. However, OSHPD’s DVBE participation rate increased by 0.9 percent, reflecting a third year of growth for this metric.

DVBE Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Contract $ | DVBE $ | # of Contracts | DVBE % |
| FY 15-16 | $ 8,915,858 | $837,215 | 122 | 9.4% |
| FY 14-15 | $12,028,068 | $1,021,981 | 130 | 8.5% |
| FY 13-14 | $14,731,974 | $877,707 | 126 | 5.96% |
| FY 12-13 | $5,657,799 | $613,372 | 122 | 10.84% |
| FY 11-12 | $27,742,546 | $1,194,053 | 136 | 4.3% |

SB/MB Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Contract $ | SB/MB $ | # of Contracts | SB/MB % |
| FY 15-16 | $ 8,915,858 | $4,508,849 | 264 | 50.57% |
| FY 14-15 | $12,028,068 | $7,797,682 | 309 | 64.83% |
| FY 13-14 | $14,731,974 | $6,821,429 | 273 | 46.30% |
| FY 12-13 | $5,657,799 | $2,711,929 | 283 | 47.93% |
| FY 11-12 | $27,742,546 | $15,279,136 | 353 | 55.07% |

* Over the last several years, OSHPD has consistently exceeded the state’s mandated participation requirements.
* In FY 2015-16, more than half of the dollars OSHPD spent on consulting contracts went to SB/MB vendors, resulting in a SB/MB participation rate of 50.57 percent, which is double that of the state’s mandated goal of 25 percent.
* For DVBE spending, the majority of the goods purchases made in FY 2015-16 were purchased from vendors that were dual certified as both SB and DVBEs. This resulted in a DVBE participation rate of 9.4 percent, which is triple the state mandated goal of 3 percent.
 |
| **Richard J. Donovan Correctional Facility**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * RJDCF strongly emphasizes the importance of obtaining bids from SB/DVBE. Procurement requires requesting departments to submit at least one quote from a SB/DVBE. RJDCF has been more active in participating in SB/DVBE events compared to previous fiscal years.
* RJDCF has been placed on a list of agency that is issued to vendors to attend SB/DVBE events throughout the state.
* RJDCF participated in approximately five (5) SB/DVBE events including matchmaking panels.
* RJDCF encourages all departments to utilize the SB/DVBE for quotes and or purchases
* The Procurement staff are campaigning to the purchasing departments to utilize SB/DVBE
* RJDCF will continue to attend more SB/DVBE events and encourage staff to utilize SB/DVBE when obtaining quotes and purchases.
 | * SB=75%; DVBE=8%
* SB/DVBE participation increased significantly, 2%
* It went up from 73% to 75%
* DVBE = 658, $588,592.32

SB/MB = 875, $3,482,298.76* RJDCF has contacted and awarded six (6) new SB/DVBE vendors
 |
| **Caltrans, Division of Procurement and Contracts**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * DPAC increased communication and awareness while encouraging the utilization of Disadvantaged Business Enterprises (DBEs), Small Businesses (SBs), and Disabled Veteran Business Enterprises (DVBEs) by consistently recommending the use of the SB/DVBE option and soliciting bids from SB/DVBE vendors.
* In September 2015, DPAC updated the "Doing Business With Caltrans" brochure to communicate better with the SB/DVBE vendor community. The language was revised to provide clarity on the SB/DVBE programs and acquisition process. The brochure is distributed statewide and encourages prospective contractors to consider utilizing DBEs, SBs, DVBEs, and other businesses covered by state and federal programs. Additionally, at the end of Fiscal Year (FY) 2014-15, DPAC developed an online training module to educate and encourage Caltrans staff on the use of SB, MB, and DVBE participation whenever feasible in all Caltrans acquisitions.
 | * As a result of the increased communication, awareness, and encouragement through outreach, marketing, and training, the California Department of Transportation (Caltrans) Division of Procurement and Contracts (DPAC) exceeded the state-mandated 25 percent SB participation goal by 24 percent and the state-mandated 3 percent DVBE participation goal by 2 percent during Fiscal Year (FY) 2015-16.
* DPAC has exceeded the state-mandated 25 percent SB participation goal and 3 percent DVBE participation goal for the past two years by recommending the use of the SB/DVBE option and soliciting bids from SB/DVBE vendors in the procurement of goods and services.
* Between FY 2014-15 to FY 2015-16, DPAC increased SB participation from 29 percent to 49 percent and DVBE participation from 3 percent to 5 percent. During FY 2015-16, DPAC awarded 16,607 contracts and purchase orders valued at a total of $412,684,480 to SB prime contractors, as well as 705 contracts and purchase orders valued at a total of $44,478,946 to DVBE prime contractors.
 |
| **Caltrans, Division of Procurement and Contracts****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * DPAC promotes the use of SB/DVBE throughout the acquisition process by recommending the use of the SB/DVBE option and soliciting bids from SB/DVBE vendors in the procurement of goods and services. Also, DPAC interacts with the SB/DVBE community throughout the year by actively participating in various outreach events throughout the state, as well as hosts six meetings with the Small Business Council each year.
* During FY 2015-16, DPAC attended and participated in 61 outreach events, including SB Procurement Fairs and the Small Business Commodity Committee, wherein DPAC staff meet with SB representatives and discuss Caltrans/SB relationships. Additionally, DPAC provided training to the Caltrans Statewide District SB Liaisons to educate them on the SB preference and DVBE incentive programs.
* The Caltrans informational brochure “Doing Business With Caltrans” is distributed at these outreach events and DPAC provides District offices with copies to distribute within their regions.
* DPAC provides ongoing support by encouraging SB/DVBE partners to participate in the SB/DVBE certification process through the Department of General Services.
* In March 2015, DPAC developed an internal online training module, Small Business (SB) and Disabled Business Enterprise (DVBE) Programs: Applying the Preference and Incentive, to assist Caltrans staff involved in the acquisitions process with how to apply the SB preference and DVBE incentive to acquisitions.
 | * The DPAC Statewide Material Warehouse provides safety supplies and materials to Caltrans staff statewide. During FY 2015-16, the DPAC Statewide Material Warehouse procured goods totaling $10,190,244 from SB/DVBE vendors. Forty-seven percent of all goods that were procured by the DPAC Statewide Material Warehouse were purchased from SB/DVBE vendors.
* The increase trend in both SB and DVBE participation dollars and percentages between FY 2014-15 and FY 2015-16 is attributed to DPAC's continued efforts to capitalize on opportunities to communicate to the vendor community the opportunities available to SB/DVBE businesses, as well as awareness and training on the SB and DVBE program goals within the Department.
* Considerable increases in SB/DVBE participation were witnessed during the following FY 2015-16.
 |
| **Department of Forestry and Fire Protection (CAL FIRE)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CAL FIRE sustained its training, outreach, contracting, and procurement activities, resulting in: 10 procurement training classes, 24 outreach events and more vendor assistance, monitoring spending by units/programs, and adherence to policies such as: "DVBE first" in hired equipment, "SB first" for sack lunches, and SB DVBE option/DVBE incentive use particularly in IT contracting.
* To ensure that local buyers prioritize SB/DVBEs, a total of 25 administrative units are tracked quarterly to monitor SB/DVBE $ spending and % participation. In construction, Technical Services created a list of SB/DVBEs that were tapped into for bidding inspection work.
* The advocates (three in FY) attended two events per month, or 24 in the year. These included DGS outreach events, match-making or doing its own presentation. Events joined include: CalVet, Small Business Administration, Small Business Development Centers (North San Diego, Napa-Sonoma), California Capital Women’s Business Center, Disabled Veteran Business Alliance, Southwest Veterans Business Resource Center, Business Matchmaking, Jefferson Economic Development
* Institute, and the Hispanic, Black and Asian Chambers of Commerce. Starting in May 2016, CAL FIRE has been conducting how to do business workshops at Sacramento’s Procurement Technical Assistance Center (PTAC). The agency actively coordinates outreach efforts with GO BIZ, DGS and CALVET and large departments such as California Highway Patrol and the Department of Corrections and Rehabilitation. CAL FIRE continued to build its capacity at providing a broader range of vendor assistance services, such as: resolving prompt payment inquiries, providing new and established vendors detailed hands on instructions on navigating e-procure (Fi$Cal), setting up a vendor's online profile, searching for bids, posting vendor ads, and related processes. The newest
 | * High spending this fire season went to a list of 81 DVBE and 395 SB dozer/water tender vendors (emergency rentals constituted 72% of spending), 20 SB sack lunch vendors (8% of spending), plus 21 other SB/DVBEs that garnered IT contracts.
* Further demonstration of success involved documented customers' feedback indicating high satisfaction not only with outreach and certification, but also: (a) prompt payment assistance; (b) contracts awarded to vendors sourced by advocate; (c) investigating vendor actions to avoid program abuse; (d) vigilance in searching for SBs/DVBEs for direct contract solicitation; and (e) advocate leadership in the SB DVBE community.
* As a result of CAL FIRE's training and capacity building efforts, a "Meet the Buyers" event is being scheduled in So. California in 2017, hosting safety equipment vendors.
* As demonstrated by expenditure data, CAL FIRE's pursuit of its mission led to these annual increases in participation rates:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FY | Total Contracts | SB $ | SB % | DVBE $ | DVBE % |
| 11/12 | $102,220,483 | $ 15,207,255 | 14.88% | $797, 285 | .78% |
| 12/13 | $198,828,191 | $ 38,673,582 | 19.45% | $4,765,346 | 2.4% |
| 13/14 | $77,542,743 | $ 24,914,561 | 32.13% | $1,468,240 | 1.89% |
| 14/15 | $131,167,875 | $ 56,363,208 | 42.97% | $6,363,315 | 4.85% |
| 15/16 | $211,344,617 | $ 90,602,481 | 42.87% | $9,566,019 | 4.53% |

* Leadership by the new Advocate- McKensie is extensively involved with other agencies in outreach, training and communications. This includes planning and implementing high-visibility projects with key organizations like DGS, Calvet, GO BIZ and the SB DVBE Steering Committee.
 |
| **Department of Forestry and Fire Protection (CAL FIRE)****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | Advocate, McKensie Pimley stepped up to a future leadership role as chair of the SB DVBE steering committee in FY 16. She assists 10-20 vendors and buyers queries a day. | * Below are changes to incentives, options, outreach, DVBE use by a CAL FIRE Unit (quarter period), and no. of vendors listed in CAL FIRE intranet quick search (DGS certification validated as current):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | FY 14 | FY 15 | (+/- # / $) | (+/- # /%) |
| DVBE Incentive | 70 vendors/$.13M | 228 vendors/$.50M | +158/$.37M | +226/285 |
| SB/DVBE Option | 359 vendors/$3M | 551 vendors/$12.4M | 192/$9.4M | +53/313 |
| Total Outreach | 20 events | 24 events | +4 | +20 |
| Highest DVBE (unit/qtr. | $4.6M | 11M | +6.4M | +114 |
| Vendor quick search | 1,853 | 1,880 | 27 | 1 |

* Leadership by the new Advocate- McKensie is extensively involved with other agencies in outreach, training and communications. This includes planning and implementing high-visibility projects with key organizations like DGS, Calvet, GO BIZ and the SB DVBE Steering Committee.
* Quality Customer Service- Advocate had engaged more vendors and increased participation rates. She offered more vendor assistance services besides certification, including resolving prompt payment inquiries, simplifying and explaining new processes (setting up a vendor's online profile, looking for bids, and posting vendor ads in e-procure/Fi$Cal), vigilantly searching for SB/DVBE opportunities, and preventing/investigating vendor abuse to safeguard program integrity.
 |
| **Department of Forestry and Fire Protection (CAL FIRE)****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) |  | * Changes in Bids and Contracts- there is a 53% increase in SB DVBE Options, 226 % increase in DVBE incentives; best practices adopted, for example: by stricter contract performance monitoring and documentation by the contract managers to prevent future use of unsatisfactory contractors; revision of existing policies to reflect statewide changes in procurement and contracts (e.g. Fi$Cal).
* Monitoring administrative units for growth/decline in SB/DVBE $ and % use per quarter.
* Training and re-certifying buyers and increasing education in the use of SB DVBEs (CAL FIRE has decentralized purchasing with 3,000 buyers expected to correctly procure good/services).
* Higher gross SB and DVBE contract values, while equaling participation rates last fiscal year.
* Appreciation by executive and management for the SB DVBE program advocacy work.
 |
| **Department of Housing & Community Development**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * In 2013, The Department of Housing & Community Development centralized procurement and oversight of all purchasing activities for headquarters and field office locations.
* HCD implemented a "SB/DVBE First" policy to ensure contracting participation goals for SB/DVBE are met.
* To increase visibility with the SB/DVBE community HCD's procurement analysts continuously reach out to new SB and DVBE vendors with requests for quotes. HCD's SB/DVBE Advocate provides buyers with information about new SB and DVBE vendors that contact the department.
* In February 2016 HCD procurement staff met with representatives from SB and DVBE companies at a DGS matchmaking conference. Several new contacts directly followed with SB/DVBE including; She Marine Veteran Supply and Aviate Enterprises.
* HCD encourages site visits by SB and DVBE vendors in order to discuss business processes face- to-face and to build business relationships.
* Implementing the SB/DVBE First Policy ensures HCD Buyers focus on doing business with California companies that are certified small businesses and/or disabled veteran business enterprises.

In order to ensure that HCD continually exceeds and improves upon SB/DVBE participation, procurement analysts will continue to be trained under the "SB/DVBE First Policy". Training will be provided on how to reach out to new SB and DVBE vendors. Buyers are being informed of any changes to internal policies and changes to the State Contracting Manual that may affect SB/DVBE participation. | * With the increased oversight and responsibility, the procurement analysts in the Business Services Office provided more opportunities to Small Business and Disabled Veteran's Business Enterprise vendors.
* Since procurements were centralized, HCD has exceeded contracting goals for both SB and DVBE.
* The SB/DVBE First policy ensures HCD meets its annual purchasing goals of 25% of total dollars spent going to SB and 3% going to DVBE. Additionally, this policy supports California’s economy as HCD buyers focus on purchasing with SB/DVBE companies.
* For fiscal year 2015/16 the SB participation total was 36.5%, an increase of 2.13% over fiscal year 2014/15.
* The DVBE participation rate was 5.52%, well in excess of the 3% goal.
* With these changes, HCD has now been able to meet and excess SB and DVBE goals for two consecutive fiscal years, 2014/15 and 2015/16.
* Vendors benefit by getting a better idea of HCD's procurement process and HCD benefits through information about additional vendor business opportunities. In June 2016 two representatives from Natix, Inc., a SB/DVBE vendor, met with HCD's procurement analysts to discuss a new service for ergonomic evaluations. This meeting led to Natix, Inc. entering into a services contract for ergonomic evaluations.
* SB contract participation in fiscal year 2015/16 was 36.5% increased by 2.13% over the 2014/15 figure of 34.4% to 36.5%. SB contract participation in fiscal year 2014/15 was 34.37%. The SB participation increased by 2.13%.
* Four hundred and nine contracts were awarded to SB vendors in the amount of $1,839,910.00
* DVBE contract participation in fiscal year 2015/16 was 5.52%.
* Twenty-one contracts were awarded to DVBE vendors, in the amount of $278,257.00.
* The increase in SB/DVBE contracting participation ends precipitation by HCD's decision to centralize procurement. This change gave control of purchasing to the procurement analysts in the Business Services Office, leading to a greater focus on providing opportunities to SB and DVBE vendors.
 |
| **Department of Housing & Community Development****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * HCD will continue to utilize SB/DVBE vendors for high dollar amount purchases, including information technology equipment. Additionally, HCD will continue to communicate with SB and DVBE vendors and seek new opportunities in areas where SB and DVBE vendors are not being utilized.
 | * In the last two years HCD contacted a total of 44 new SB/DVBE vendors.
* In FY 2014/15, HCD contacted and purchased from 20 new SB/DVBE vendors.
* In FY 2015/16, HCD contacted and purchased from 24 new SB/DVBE vendors.
 |
| **California Department of Social Services** | * CDSS recently developed a new Request for Quote form, which incorporates all facets of the purchasing process into one document. We work exclusively with Small Businesses/Disabled Veterans Business Enterprises (SB/DVBE) whenever possible.
* CDSS continues to proceed with its never satisfied approach, as we continue to innovate and look to utilize small businesses and disabled veteran business enterprises. All analysts are properly trained to constantly update their SB/DVBE vendor lists and distribute them throughout the department to obtain quotes.
* CDSS SB/DVBE advocates are the point of contacts for all communication with our SB/DVBE vendor community. They update lists and distribute key information throughout the department when a need arises. CDSS SB/DVBE advocates attend most events that pertain to our purchasing needs. CDSS has worked with big businesses to partner with SB/DVBEs and leverage partnerships to meet our participation rate. For example, we contract with York Risk Services Group as our third party claims administrator. York has contracted with a DVBE to provide more than the minimum 3% participation. The DVBE provides us 5%!!!
 | By incorporating this policy, CDSS has watched its SB/DVBE participation rate increase over the last three years. In 2013, CDSS had a SB participation rate of 32.83% and a DVBE participation rate of 3.23% with $20,848,040.00 in reportable dollars. Although these numbers are sufficient, CDSS felt that it could do better. In 2016, with stricter policy and new documents incorporated, CDSS had a SB participation rate of 36.86% and DVBE participation rate of 5.24% with $31,363,814 in reportable dollars! The scale of our effort has shown with the relative increase in participation with reportable dollars.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FY | Total Contract $ | SB/MB $ | SB/MB % | DVBE $ | DVBE % |
| 15-16 | $31,363,814 | $11,560,034 | 36.86% | $1,642,108 | 5.24% |
| 14-15 | $25,562,106 | $7,478,237 | 29.6% | $854,291 | 3.38% |
| 13-14 | $20,848,040 | $6,843,743 | 22.83% | $673,195 | 3.23% |
| 12-13 | $17,883,040 | $2,431,196 | 21.24% | $772,753 | 4.32% |

* Our SB/DVBE option was used 129 times for $5,010,057.68.
* We awarded 705 contracts to Small Businesses for a total of $10,151.079.00
* We awarded 28 contracts to DVBEs for a total of $1,117,613.00

This is a direct result of our policy. |
| **California Department of Social Services****(continued)**[Link to Department Advocates](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Outreach-Program/SB-DVBE-Advocate-Program) | * CDSS has worked with other state departments to provide guidance on utilizing the SB/DVBE option. More recently, our Purchasing Unit has worked directly with the Department of Health Care Services to leverage SB/DVBE vendors that are authorized resellers of software for the form 700.
* CDSS has also provided guidance to other departments within its Agency to assist in utilizing the SB/DVBE option.
* CDSS has a SB/DVBE first policy in place.
* CDSS added the SB/DVBE first policy to all of its supporting requisition and quote documents for program staff. This information is available in the directions of all the requisition/quote documents so that programs can utilize SB/DVBEs first.
 |  |