NOVEMBER 2026

THE PROCUREMENT DIVISION pulse

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CALIFORNIA DEPARTMENT OF GENERAL SERVICES

eMarketplace: A Simpler Way to Buy and Manage State Contracts

Meet Ozzie – Our New A.I. Chatbot

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Deputy Director's Corner

Welcome to the second issue of *Pulse*.

Across the Procurement Division, we remain focused on delivering innovative solutions that make public purchasing more efficient, transparent, and accessible. This issue highlights that commitment in action—from modernized software agreements and the launch of eMarketplace to data-driven process improvements that are reducing review times and helping departments better serve Californians.

You will also see how everyday procurement decisions can create a lasting impact. Our purchase of recycled paper is conserving valuable natural resources, while new tools such as Ozzie are making Small Business and Disabled Veteran Business Enterprise certification information easier to access. The success of BoozDNA and the growth of our Advocate Partnership Program further demonstrate what is possible when businesses, advocates, and public buyers work together.

This issue also gives us an opportunity to recognize leaders whose service has strengthened our organization and California's procurement community. We extend our gratitude to former DGS Director Ana M. Lasso for her purposeful, people-centered leadership, and we celebrate Danetta Jackson's remarkable 39-year career and enduring legacy of expanding opportunities for small and diverse businesses.

As we look ahead, I encourage you to explore the training, career resources, and events featured in this issue—including California Connect in May 2027. Whether you are a state employee, supplier, advocate, or community partner, your participation helps us build a procurement system that delivers greater value and opportunity for all Californians.

Thank you for your continued partnership and commitment to public service. I hope this issue informs, inspires, and connects you to the people and programs moving California procurement forward.

Angela Shell
Chief Procurement Officer and Deputy Director



Empowering State Procurement

The DGS Procurement Division plays a central role in shaping the state's purchasing landscape, setting policy and delivering essential procurement services for government agencies.

From managing delegated purchasing authority to certifying small and disabled veteran-owned businesses for state contracting opportunities, the division provides critical technical support across state and local government. With a strong commitment to equity and access, it continues to expand resources for small and diverse businesses through strategic collaboration and innovation.

Through forward-thinking procurement strategies that prioritize value, efficiency and quality, the division helps ensure taxpayer dollars are used wisely while meeting the evolving needs of its customers.

Our Mission

Provide effective leadership to deliver innovative procurement solutions enabling our customers to serve the people of California.



softwarelicensingprogram

What is the Software Licensing Program?

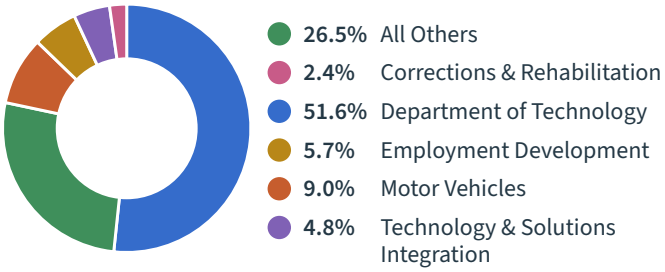
California uses statewide purchasing agreements called Leveraged Procurement Agreements (LPAs) to help government agencies buy common goods and services more quickly and consistently. One type of LPA is the Software Licensing Program (SLP). SLP gives state and local agencies an easier way to buy proprietary software. Through SLP, DGS-PD negotiates discounts directly with software publishers. Those discounts are then offered through contracts with approved resellers. Competition is still ensured because agencies request offers from multiple resellers before choosing one. Overall, LPAs make purchasing simpler, reduce paperwork and staff time, and help the state save resources.

Fiscal Year 2025-26 Accomplishments

State Spend/Usage

A total of 101 state agencies used SLP LPAs and contracts to make more than $1 billion in purchases during the fiscal year.

Total SLP Spend By Department



Streamlining Cloud Procurement – Oracle Success Story

SLP successfully completed complex negotiations with Oracle to modernize the terms and conditions within their SLP LPAs. These updates were essential for Oracle to offer cloud based products and services through their SLP contracts, ensuring continued compliance and alignment with state requirements.

Previously, any Oracle procurement requiring modification of state terms had to be routed to DGS for individual negotiations, creating delays and additional workload. By establishing a single, comprehensive set of negotiated terms, purchasing agencies benefit from a significantly simplified process. Departments with delegated purchasing authority can conduct their own Oracle purchases under SLP without sending each transaction to DGS for review. This reduces administrative burden and accelerates the purchasing process.

The updated Oracle SLP agreements, including cloud offerings, are available on Cal eProcure, ensuring agencies have faster access and greater consistency for Oracle purchases.

The Impact of Buying Recycled Paper in California

What if a routine purchase like printer paper could save thousands of trees and enough electricity to power an entire neighborhood? Between January and June of 2026, state agencies spent $8.9 million on various paper products. These purchases were made through six LPAs established by DGS-PD. These contracts locked in the lowest prices through the competitive bidding process for printer paper of every size you can imagine, rolls of paper, newsprint, and even paper bags.

The Environmentally Preferable Purchasing (EPP) program added an important requirement to these contracts: postconsumer recycled content (PCRC) for most of the products. PCRC means some portion of the paper was sold to a consumer, collected for recycling, and manufactured into usable paper once again. So far, the state has purchased 2.28 million pounds of paper products containing PCRC through DGS' contracts.

The environmental benefits of recycled paper add up quickly. According to ConservaTree (a nonprofit resource on environmental paper data), 2.28 million pounds of recycled paper translates to approximately 19,380 trees saved. The advantages don't stop there. Processing raw wood into paper also consumes significant resources, mostly in the form of electricity. To put this in perspective, manufacturing 1,000 pounds of paper from recycled materials saves an estimated 2,050 kilowatt-hours (kWh) compared to using raw wood[1]. A 2,000-square-foot home with a slightly older AC unit uses about 4 kWh of electricity per hour[2]. The electricity saved by purchasing 2.28 million pounds of recycled paper is enough to power air conditioning in approximately 1,623 homes running nonstop for an entire month. That's a lot of electricity saved!

DGS is proud of our paper contracts, and the people who make this possible. Buying recycled paper is a small, everyday action that does more than just save taxpayers money.

2.28 million pounds of recycled paper
= 19,380 trees saved

[1]Biology Insights
[2]Learn Metrics HVAC Systems and PickHvac

eMarketplace: A Simpler Way to Buy and Manage State Contracts

DGS-PD is excited to introduce eMarketplace—a new platform designed to streamline and modernize purchasing for California's government agencies and businesses. Building on the state's commitment to efficiency and transparency, eMarketplace offers a digital solution that enhances how agencies and suppliers connect and transact.

What is eMarketplace?

eMarketplace is a new online system that helps make state purchasing clearer and easier. It does not replace Cal eProcure or FI$Cal – it simply works alongside them to improve how we buy goods and services.

Launch Details

- Officially launched on Aug. 31, 2026.
- Only LPAs are supported at this time. Expansion to additional purchasing types is planned for the future.
- DGS-PD has reached out to businesses that hold LPAs with resources to help get set up in the platform. This onboarding effort is an ongoing process, ensuring that suppliers are ready to take advantage of the new tools and opportunities.

Empowering Businesses

Within eMarketplace, businesses can:

- Manage their LPAs, viewing detailed contract information and individual line items.
- Update their LPA offerings, following processes established in each agreement.
- See, manage, and respond to Requests for Offers (RFOs) sent to them. The platform enables bidding on simple RFOs, while more complex procurements (similar to RFPs) remain outside the system for now.

Supporting Buyers

Buyers are required to use eMarketplace for LPA purchases. The platform allows buyers to seek multiple quotes from LPA holders, fostering competition and ensuring value. Contract management for businesses continues in FI$Cal, maintaining continuity and compliance.

Looking Ahead: Planned Enhancements

Upcoming enhancements to eMarketplace include:

- Supplier usage reports
- Shopping capabilities
- Quick quote generation
- eBidding for larger, more complex procurements
- SB/DVBE Option integration
- Vendor catalog management, enabling suppliers to onboard, submit, and maintain offerings directly

For questions or assistance with eMarketplace, contact eMarketplace@dgs.ca.gov.

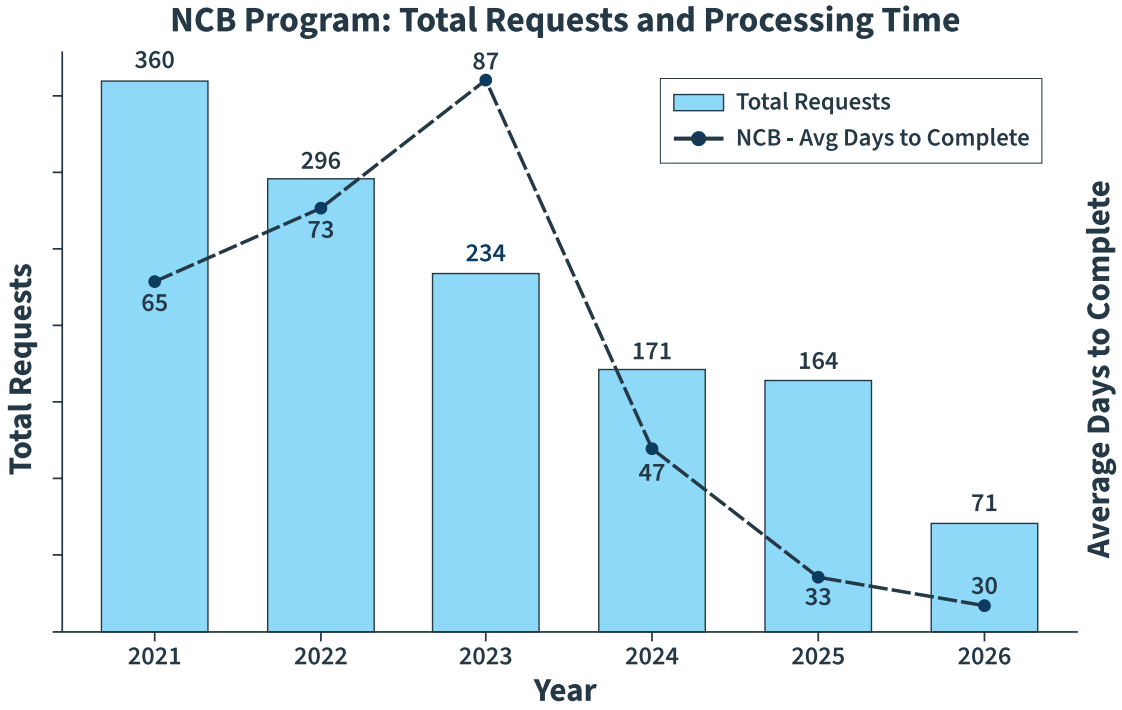
Streamlining Non-Competitive Bid Reviews Through Data-Driven Process Improvements

The DGS-PD Non-Competitive Bid (NCB) Unit is modernizing California's procurement review process through data-driven decision-making, customer feedback, and continuous business process improvement.

Over the past several years, the NCB Unit has focused on improving front-end guidance, strengthening intake reviews, and enhancing collaboration with departments early in the acquisition process. These efforts reduce unnecessary work, support efficiency, and ensure compliance with State Contracting Manual requirements. Below are the results of the collaboration and efficiency efforts within the program.

- Average NCB processing time improved from 87 days in 2023 to approximately 30 days in 2026 (year-to-date), a reduction of about 66%.
- Overall request volume has declined by approximately 54%. Reduced request volume reflects improved front-end guidance, stronger intake reviews, and increased use of appropriate procurement authorities before formal NCB submission.

These results demonstrate how strategic process improvements, customer collaboration, and data-driven decision-making help the NCB Unit deliver more efficient service while maintaining compliance in supporting California departments. For questions or consultation about the need for an NCB, please contact PDNCB@dgs.ca.gov. The DGS team is here to assist you with determining the best procurement path forward.



*2026 reflects a partial year

Meet Ozzie – Our New A.I. Chatbot



The Office of Small Business and DVBE Services (OSDS) is pleased to introduce Ozzie, our new, A.I.-powered virtual assistant designed to help the public find answers about Small Business and Disabled Veteran Business Enterprise certifications.

Connect with Ozzie for:

- **Eligibility questions involving employee totals and revenue limits.**
- **Application questions about certification length, renewal time frames, and approval procedures.**
- **Compliance questions like how to file a complaint, what is commercially useful function, and what are violation penalties.**
- ***And more!***

We are excited to integrate this exciting technology and deliver exceptional customer service to California's small businesses.

To start a conversation with Ozzie, simply click the "Ask Ozzie" icon displayed on the OSDS and certification webpages.

Small Business Success Story: BoozDNA

Obtaining the DGS Small Business certification has been a "game changer" for BoozDNA, a California woman-owned IT consultancy firm.

BoozDNA President and CEO Hima Nippuleti credits the certification, as well as her collaboration with the OSDS, with positioning her firm for state contracting success.

"Through the resources, outreach, and guidance provided by DGS' Office of Small Business and DVBE Services, we secured multiple competitive state contracts," Nippuleti said. "One of our proudest milestones was earning our first multiyear technology services contract with a major state agency, an opportunity that stemmed directly from DGS networking events and procurement support."

Since obtaining certification, BoozDNA has done business with seven state departments, including the California Department of Transportation, California Department of Technology, California Department of Corrections and Rehabilitation, California Department of Justice, California Public Utilities Commission, California Department of Social Services, and DGS.

BoozDNA's success in state contracting has contributed to significant growth for the company, which has expanded staff by 40% and increased revenue by 30% year-over-year. "Being certified as a small business through DGS truly transformed our journey. It gave us the visibility and credibility to compete on equal footing with larger firms while showcasing the value and agility of small business innovation. We are profoundly grateful to DGS for fostering an environment where small businesses like ours can grow, compete, and contribute to California's success."

So, what lessons should small businesses take from BoozDNA's state contracting achievements?

"Start the certification journey with confidence and persistence – it's truly worth it," said Nippuleti. "Attend outreach events, connect with buyers and advocates, and actively participate in matchmaking sessions. Most importantly, believe in the value your small business brings. Stay patient, stay visible, and never underestimate the power of showing up and building trust."

"Start the certification journey with confidence and persistence—it's truly worth it"

– **Hima Nippuleti**
President and CEO of BoozDNA

If your small business would like to share its success story, we would love to hear from you.

Complete this Microsoft Form to provide your details.

Get to Know the Advocate Partnership Program

Advocate Partnership PROGRAM

CA Department of General Services

The State Advocacy Support Program is tasked with supporting state departments in achieving small and disabled veteran-owned business participation goals. One way they do this is by providing guidance to more than 300 small business advocates throughout state government.

In July, the team launched the second cohort of their Advocate Partnership Program, which pairs newer advocates with seasoned mentors to learn best practices, reporting requirements, and how to engage small and disabled veteran-owned businesses. These partnerships help newer advocates navigate real-world scenarios while allowing mentors to expand their skills and contribute to the statewide advocate network.

As part of this program, Advocates gain knowledge and practical skills in procurement planning and strategy development, SB and DVBE engagement, process improvement and sustainability practices, OSDS reporting requirements, and SB/DVBE compliance. The program is designed to support advocates as they grow in their roles and develop the expertise needed to mentor others.

In fact, two of this year's mentors previously participated as mentees in the inaugural cohort, demonstrating the program's long-term impact and success. This cycle of learning and leadership strengthens statewide expertise while enhancing support and outcomes for California's small business and DVBE community.

If you are a state advocate looking to participate or have any questions about the program, email advocate@dgs.ca.gov.

Why Participate?

Skill Development
Build deeper knowledge and expertise in SB/DVBE procurement practices

Increased Confidence
Strengthen your understanding of processes, compliance, and strategies

Networking Opportunities
Connect with experienced mentors and their professional networks

Ongoing Collaboration
Learn alongside agencies facing similar challenges and applying proven best practices

Don't Miss Out on Upcoming Training Opportunities!



State Contracting and Procurement TRAINING SERIES
For Small Businesses and DVBEs

November and December 2026 bring valuable training opportunities for SBs/DVBEs to support your procurement and contracting readiness. Be sure to bookmark the OSDS training webpage to register for individual sessions and get a peek at the winter 2027 sessions.

Why this matters:

These sessions help you stay current, strengthen compliance and sharpen the practical skills needed to navigate today's procurement challenges with confidence.

The SB & DVBE Training Unit often asks participants, *"How will this training impact you and your business?"* Here's what attendees said:

Bidder Training – LPA Focus testimonial:

"It's the life's blood for my business in doing business with the state of California."

CUF Training testimonial:

"It helps with clearing the fog of contracting with the state."

Marketing Your Business to the State testimonial:

"It helped me clarify an outreach strategy."

December 2026 Classes

Fair & Reasonable and SB/DVBE Option Acquisition Methods
with Allison Kenngott, DGS SB/DVBE Advocate
December 2 | 9:30 a.m.

Understanding State SB/DVBE Commercially Useful Function Compliance
with OSDS Compliance Team
December 9 | 9:30 a.m.

January 2027 Classes

Marketing to the State, Part 1
with OSDS SB/DVBE Training Team
January 13 | 9:30 a.m.

Marketing to the State, Part 2
with OSDS SB/DVBE Training Team
January 20 | 9:30 a.m.



A Legacy of Opening Doors: Celebrating Danetta Jackson's Retirement

After 39 years of state service, Statewide Supplier Diversity Program (SSDP) Manager and Branch Chief Danetta Jackson has retired. Danetta leaves behind a legacy that reshaped California's supplier diversity landscape. After 29 years in OSDS as the Business Outreach Program Manager, Danetta established SSDP in 2021, building strong connections with small and diverse business communities, expanding outreach, and strengthening the partnerships that will anchor the program for years to come.

Danetta transformed supplier diversity into a core component of state procurement. She worked closely with OSDS to promote and support the implementation of the voluntary diversity data collection in Cal eProcure, expanded partnerships with diverse business organizations, launched statewide media efforts highlighting small business success, and developed transparency tools giving departments deeper insight into equitable contracting. Danetta led three successful years of the California Supplier Diversity Symposium, oversaw completion of the state's Contracting & Procurement Disparity Study, and launched Pulse to strengthen the connections between businesses and procurement resources.

Display of Danetta Jackson's awards over the years.





DGS Director Ana Lasso with Danetta Jackson at Danetta's retirement celebration.

Danetta leaves us with the following reflection on her journey:

> "As I close this chapter of 39 incredible years of service to the state of California, my heart is filled with gratitude. Serving as a champion for small and diverse businesses has been my passion and purpose. I appreciate the colleagues, partners, and friends who have supported and inspired me throughout this journey. I am proud of what we have accomplished together and confident that the work of advancing supplier diversity will continue. Thank you for being part of my journey."

Save the Date for California Connect: Advancing Diverse Supplier Relationships for Good Government and Better Business

CALIFORNIA CONNECT

MAY 4, 2027 | ANAHEIM CONVENTION CENTER

In 2027, we are merging two signature procurement events to create one expanded groundbreaking experience, broadening our network of small and diverse-owned businesses and public-sector procurement professionals.

The California Supplier Diversity Symposium (Symposium), hosted by DGS in partnership with the California Statewide Coalition on Diversity Initiatives, and the Supplier Outreach Event hosted by the SoCal Procurement Alliance are combining audiences, expertise, and resources to form California Connect, a new statewide collaborative event.

DGS and Orange County are leveraging their resources, experience, and networks to build on what the Symposium has achieved over the past three years. This event will strengthen supplier readiness and expand small-business access to government through educational sessions, buyer connections, as well as targeted support and resources.

Registration is now open, with priority matchmaking available for early participants! Visit the California Connect website for updates. This event is hosted by the California Department of General Services (DGS), SoCal Procurement Alliance, National Association of State Procurement Officials (NASPO), and Procurement Professionals Alliance (PPA).



CALIFORNIA CONNECT

Advancing Diverse Supplier Relationships for Good Government and Better Business

SAVE THE DATE

05.04.27

ANAHEIM, CALIFORNIA

NEW CONNECTIONS ARE AHEAD

Educational Sessions and Panel Discussions

Exhibit Booths and Matchmaking Sessions

New Insights, Resources, and Opportunities

HOSTED BY:

SOCAL Procurement Alliance

DGS California Department of General Services

NASPO National Association of State Procurement Officials

PPA Procurement Professionals Alliance

Questions?
Please contact
caconnect@naspo.org

Your Path to a Career in State Procurement Starts Here

DGS-PD plays a vital role in delivering essential goods and services for California. If you are interested in work that supports statewide operations through strategic and responsible purchasing, there is a clear and accessible path to joining the team.

Whether you are new to state service or looking to advance your state service career, the guide below walks you through how to find job openings, complete the state of California examination process, and apply through CalHR's CalCareers portal.

1. Begin at CalCareers

Create or sign in to your CalCareer Account on the state of California hiring website. This is where you search for jobs, upload your résumé, and track your applications.

2. Complete the Required State Examination

Before applying, you must take an exam for the specific job classification in which you are interested. Exams are free, usually online, and may include multiple-choice questions or assessments based on your experience. Passing an exam makes you "list eligible," which allows you to apply for positions in that classification.

3. Search for Open Positions

Use the Advanced Job Search on CalCareers to look for current openings. You can filter by location, job category, or keywords such as procurement, purchasing or contracting.

4. Review the Job Posting

Each posting includes information about duties, qualifications, salary, benefits, telework options and application instructions.

5. Apply Through CalCareers

When you are ready to apply, select the Apply button on the job posting and submit the required documents such as a Standard State Application, résumé, or Statement of Qualifications.

6. Stay Updated with Job Alerts

Save your searches and sign up for email notifications, so you are alerted when new positions that match your interests become available.

Build a Career that Supports California

A career in DGS-PD offers the chance to support California's mission through fair, strategic and innovative purchasing. Whether you are beginning a new chapter or advancing an existing career, there are opportunities to make a meaningful impact.

Departmental Update: Reflecting on Director Lasso's Impact as She Bids Farewell



Former DGS Director Ana M. Lasso

This fall, the Procurement Division reflects, with gratitude and admiration, on the tenure of former DGS Director Ana M. Lasso, who concluded her service at the end of September 2026. Over five-and-a-half years, Director Lasso's leadership shaped DGS' identity in lasting ways — grounded in service, innovation, and a genuine belief in the power of people.

Stepping into the role during the height of the pandemic, Director Lasso met unprecedented challenges with clarity, compassion, and purpose. In her farewell message, she shared that from her earliest days she committed to "leading with purpose — fostering a culture that celebrates innovation, belonging, and human-centered leadership in everything we do." That commitment resonated strongly within DGS-PD, where her support was both constant and deeply felt.

Director Lasso was a hands-on partner and champion of DGS-PD's mission, showing up for the Small Business Advisory Council, Minority-owned Small Business (MOSB) Task Force, California Supplier Diversity Symposium, and countless initiatives aimed at strengthening California's statewide supplier diversity efforts. Her dedication to equity and accessibility helped advance policies and partnerships that will continue benefiting small, diverse, and historically underrepresented businesses for years to come.

As we look ahead, we do so with appreciation for the foundation she helped build and the spirit of possibility she leaves behind. PD wishes Director Lasso continued success in her next chapter and extends heartfelt thanks for her leadership, partnership, and unwavering belief in what state government can achieve when we lead with purpose.



New DGS Director Jason Kenney

On September 30, Governor Gavin Newsom announced the appointment of Jason Kenney as the new Director of the Department of General Services. Kenney previously served as Chief Deputy Director for the department since 2023. He has held multiple positions since 2016, including Deputy Director of Real Estate Services, Assistant Deputy Director of Real Estate Services, Chief of the Project Management and Development Branch, and Deputy Director of Strategic Planning, Policy and Research. We look forward to learning more about Director Kenney's vision for DGS and its leadership of state procurement policy.

THE PROCUREMENT DIVISION

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Department of General Services
Procurement Division

707 3rd Street, 2nd Floor
West Sacramento, CA 95605

Local: (916) 375-4400
Toll Free: (800) 559-5529

Please send questions to:
SupplierDiversity@dgs.ca.gov

www.dgs.ca.gov/PD