



**Procurement Division's
State Department Customer Forum
December 16, 2009
Ziggurat Auditorium
9:00 a.m. – 11:30 a.m.**

"NEWS YOU CAN USE"

Agenda

Opening Remarks	Eric Mandell	9:00 - 9:05
Welcome	Jim Butler	9:05 - 9:10
SB/DVBE Option AB 31	Marty Keller	9:10 – 9:30
2009 SARA Winners Best Practices Panel	Lori Hall, DWR Tracie Wagner, FTB Sandra Bradley, CHP Kevin Aria, DCA	9:30 – 10:10
	Break	
Legislative Updates	Robert Ullrey	10:20 – 10:35
DVBE Good Faith Effort	Eric Mandell	10:35 – 10:45
Contract Updates	Steve Casarez Linda Daveler Peggy Adams	10:45 – 11:15
DGS SB/DVBE First Policy	Gloria Anderson	11:15 – 11:25
Closing Remarks	Eric Mandell	11:25 – 11:30

Your input is appreciated. Please return completed survey to front registration table upon departure or fax to (916)375-4662.

Mark your Calendar for the
Next Customer Forum February 10, 2010

Americans with Disabilities Act (ADA): It is the policy of the State to make every effort to ensure that its programs, activities and services are available to all persons, including persons with disabilities. Persons with disabilities requiring reasonable accommodation to participate in the meeting/training should provide their email request to Michael.Aquillio@dgs.ca.gov or call (916) 375-4328. You can also contact the Procurement Division main office at (916) 375-4400 or the Procurement Division TTY (West Sacramento) at (916) 376-1891, California Relay Service at 1-800-735-2922 or 1-888-877-5379; TTY at 1-800-735-2929 or 1-888-877-5378, Speech to speech at 1-800-854-7784. It is recommended that DGS receives the request at least five working days prior to the event.

Parking: Should you park in the parking structure next to the Ziggurat, please refrain from parking in the reserved parking spaces on the 3rd Floor.