

**Responses to Questions from Jerry Bircher on Fiscal Year 2010-11 Contract Activity Reports (from September 2012 Small Business Advisory Council Meeting**

- Is DGS going to meet with those departments who failed to meet their SB/DVBE goals in the FY10-11 consolidated annual reports? If yes, what is the strategy and timeline for doing so?

***Answer: Executive Order S-02-06 which remains in effect, directs the DGS to notify each agency secretary, department director, or Executive Officer, and the California SB Advocate, currently Barbara Vohryzek, at GO-Biz of successes and deficiencies, based upon the most recent annual report.***

- 1. Since the FY 11-12 report is near completion, DGS will develop a plan using those results to inform departments about the need to improve their results.***
  - 2. Once the FY 11-12 report is finalized top officials from DGS, the State and Consumer Services Agency, CalVet and the Small Business Advocate, GOBiz will be scheduling meetings with the top officials of the “Top Ten Spend” departments who did not meet their SB and DVBE goals. DGS will share the names and results of these departments with its Small Business Advisory Council.***
  - 3. After these initial meetings, DGS OSDS/Outreach will conduct ongoing follow up meetings with the procurement managers and SB/DVBE Advocates of these departments to share best practices and develop plans of action to help these “Top Ten Spend” departments to improve.***
- Are the members of this Council permitted to review the corrective action plans these departments must submit for not meeting their goals?

***Yes. These are public documents and Council members are welcome to review them.***

- Who at DGS monitors those departmental corrective action plans to ensure deficient departments are doing the things they plan to do and what are the follow up meeting intervals?

***DGS SB/DVBE Advocate, Eric Mandell and Business Development Program Manager, Angel Carrera.***

- What monitoring/progress reports, if any, does the DGS staff have to demonstrate they have been meeting and working with departments to overcome their deficient SB/DVBE goal attainment?

**Since the FY 2009/10 and FY 2010/11 Consolidated Annual Reports were just completed in August 2012, meetings with and working with departments will resume based on the FY 2011-12 reports.**

- Would these progress reports be available for the Advisory Council to review?

**DGS will make these progress reports available to the Council.**

After using many state department websites, I have noticed there are no references to vendors / suppliers that they could contact in their interest of doing business with their Department. One would think, at the very least, they would disclose the name of the department's SB/DVBE Advocate for suppliers wanting to do business with the department. I know how to obtain contact information for ALL the SB/DVBE Advocates by going the DGS website, but unless you are in the know, you don't know where to look for this information. Furthermore, the SB/DVBE Advocate listing is not in a prominent location nor is it readily available to the public, requiring several steps to even access the information.

***This is a common complaint. The California Technology Agency is in the process of having all departments use a new common template structure for their web designs. As for DGS, your recommendation will be shared with the DGS webmaster. This is a best practice that DGS will share with the "Top Ten Spend" departments when it meets with them.***

- What can be done to encourage or require departments to have this information available in their header website?

***Please see previous response.***

- Can those State departments who are not meeting their SB/DVBE goals place the name and contact information of their SB/DVBE Advocate on their header website at the very least?

***This is also a best practice that DGS will share with the "Top Ten Spend" departments when it meets with them.***

- How can DGS and GoBIZ, along with this Advisory Council, be more instrumental in getting other State departments/agencies to empower their SB/DVBE Advocates to perform more business development in their respective departments?

***We will take this issue up at our next Council meeting.***

- Why can't SB/DVBE advocates facilitate greet and meet meetings with the end user of one's products/services or with their departmental buyers?

**Many Advocates at the more successful departments do facilitate these meetings. Some do not. It would be helpful to know specific departments with whom you have had difficulty so this matter could be discussed with them individually. These meetings are also a best practice that will be recommended to the "Top Ten Spend" departments.**

I realize that many of these advocates perform other duties in addition to their SB/DVBE advocate role, but the end result is that SB/DVBE goals are not being met. "When your only tool is a hammer, every problem looks like a nail." (*English proverb*) The departments must be given other tools. They must change and take the time to help SB/DVBEs navigate their respective purchasing processes and allowing them to meet with prospective SB/DVBEs.

- Could this be part of a department's corrective action plan of best practices?

**Yes it can.**

- Why is getting the list of State buyers/CalCard holders so guarded and hard to obtain for each of the specific purchasing commodity from either the department or the department SB/DVBE advisor?

**There are literally thousands of State Buyers ranging from those who manage large scale contracts to single CalCard holders. Logistically this would be an enormous effort to produce a buyers' directory, not to mention the resources that would be needed to maintain the ongoing accuracy of list data. Many Advocates at the more successful departments do facilitate introductions to buyers on behalf of SB and DVBE firms. Additionally, DGS for example publishes a web link to contact information about Contract Managers for its Statewide Contracts <http://www.documents.dgs.ca.gov/pd/contracts/contractindexlisting.htm> The State Contract and Procurement Registration System (SCPRS) <http://www.dgs.ca.gov/pd/Programs/eprocure/SCPRSDData.aspx> also provides a source of commodity spend by department.**

"The path of least resistance", "the easiest course to follow", "taking the easiest route", whichever metaphor you want to use to describe the phenomenon has shown us that unless it comes from the department management or is required by State law nothing will change. These FY2010-2011 numbers show that we DO need a change in the ease of access and the attitude of department management, department advocates and ultimately down to the individual department buyers toward SB/DVBE businesses.

We all must remember that this isn't about a handout for small business or even a hand up. It is about transparency, accountability and competition for state taxpayer dollars and ultimately California job creation.