



# Office of General Services



## Division of Service-Disabled Veterans' Business Development Annual Report | December 31, 2017



**Andrew M. Cuomo**  
Governor  
State of New York

**RoAnn M. Destito**  
Commissioner  
Office of General Services

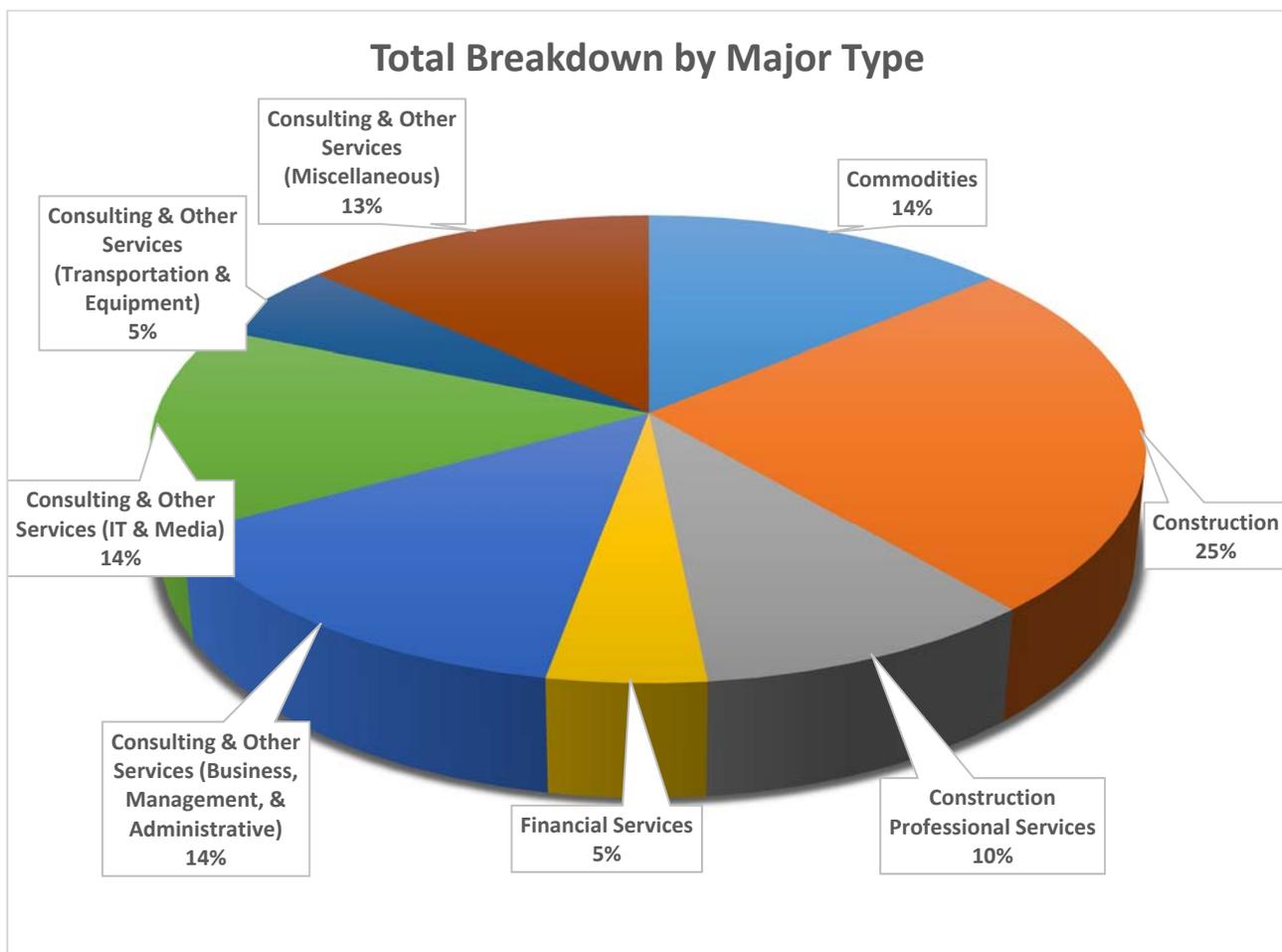
## Background

In May 2014 Governor Andrew M. Cuomo signed the Service-Disabled Veteran-Owned Business Act (the Act) into law, which, in addition to other measures of support, establishes a six percent participation goal for service-disabled veteran-owned companies on State contracts, the highest in the nation. As a part of that Act, Governor Cuomo created the Division of Service-Disabled Veterans' Business Development (the Division) within the Office of General Services (OGS).

The Division monitors the activities of agencies and authorities, develops statewide annual reporting, and, most importantly, assists Service-Disabled Veteran-Owned Businesses (SDVOBs) in becoming certified and positioned to do business through State contracts.

## Certification

In 2017, the Division certified 146 SDVOBs, which was more than any previous year, with certification taking an average of 33 working days. From the inception of the Program, the Division has received 513 applications resulting in 417 certifications of SDVOBs.\* On October 10, 2017, a mobile friendly, web-based, searchable Directory of NYS Certified SDVOBs went live on the Division's website.



\* To date, 64 applications (13%) have been denied or withdrawn for various reasons. Nineteen SDVOBs had their certifications revoked due to buy-outs, retirement, incorporation, or business dissolution, and two SDVOBs are currently listed as inactive because they are temporarily unable to accept work. No appeals have been received.

## Increasing the Pool of Available SDVOBs

To increase the pool of State-certified SDVOBs, the Division uses a two-pronged approach to increase certification: first, by focusing efforts to identify and certify existing SDVOBs, and second, by working with strategic partners to help service-disabled veterans start new businesses. In 2017, in addition to being a featured participant at NY GovBuy 2017 (formerly the NYS Purchasing Forum), the Division engaged in 17 matchmaking events and 16 outreach events from Niagara Falls to Long Island. To broaden the geographic availability, the Division sought to increase the number of certified SDVOBs in underserved areas such as Plattsburgh and Cobleskill by working with strategic partners to host events and distribute materials. The Division also worked with national, regional and local organizations to identify existing and potential SDVOBs and to be resources for providing entrepreneurial training, guidance and support to both new and existing SDVOBs. These organizations include the Small Business Administration (SBA), Veteran Business Outreach Center (VBOC), Small Business Development Centers (SBDCs), Procurement Technical Assistance Centers (PTACs), Regional Economic Development Councils (REDCs), Empire State Development's Entrepreneurial Assistance Program (EAP), Chambers of Commerce, State and private colleges, veteran groups and many more.

## Statewide Utilization

Following the success of the pilot rollout in fiscal year (FY) 2015-2016, wherein only a small group of agencies and authorities required certified SDVOB participation in their contracts, the Program was expanded to all State agencies and authorities beginning April 1, 2016 (FY 2016-2017). Since then, the Program experienced a steady growth in disbursements from October 1, 2016 to June 30, 2017 followed by a doubling of disbursements made to certified SDVOBs to almost \$10 million for the quarter ending September 30, 2017. Further, with the introduction of the searchable Certified SDVOB Directory, based on feedback from agencies, authorities and SDVOBs, the new directory is expected to significantly increase statewide utilization figures as it is now much easier for users to find NYS certified SDVOBs who provide the goods and services they are seeking.



**Total Awards 1,803**

**Total Value of the Awards \$32,578,928**

**Average Value of Award \$18,069**

**Total Disbursements to DSVOBs \$22,010,831**

## Agency and Authority Utilization - FY 2016(Q3)-2017(Q2)

| Agency/Authority  | SDVOB<br>Utilization \$ | SDVOB<br>Utilization % |
|---|-------------------------|------------------------|
| Adirondack Park Agency (APA)  | 1,298                   | 3.43%                  |
| Agriculture & NYS Horse-Breeding Development Fund (Ag&Horse)              | 0                       | 0.00%                  |
| Albany County Airport Authority (ACAA)                                    | 88,719                  | 1.77%                  |
| Albany Port District Commission (PortAlbany)                              | 0                       | 0.00%                  |
| Alcohol Beverage Control Board (SLA)                                      | 7,646                   | 13.66%                 |
| Battery Park City Authority (BPCA)  | 1,847,606               | 35.36%                 |
| Board of Elections (ELECTIONS)  | 6,732                   | 1.21%                  |
| Buffalo Fiscal Stability Authority (BFSA)                                 | 125                     | 88.46%                 |
| Capital District Transportation Authority (CDTA)                          | 20,943                  | 0.36%                  |
| Cayuga County Water & Sewer Authority (CCWSA)                             | 0                       | 0.00%                  |
| Central New York Regional Transportation Authority (CNYRTA)               | 14,833                  | 0.38%                  |
| City University Construction Fund (CUCF)                                  | 0                       | 0.00%                  |
| City University of New York (CUNY)  | 245,431                 | 0.86%                  |
| Council on the Arts (ARTS)  | 0                       | 0.00%                  |
| Department of Agriculture & Markets (AG&MKTS)                             | 50,812                  | 1.40%                  |
| Department of Civil Service (CS)  | 16,155                  | 1.36%                  |
| Department of Corrections & Community Supervision (DOCCS)                 | 1,107,401               | 4.10%                  |
| Department of Economic Development (DED)                                  | 0                       | 0.00%                  |
| Department of Environmental Conservation (DEC)                            | 1,449,159               | 1.14%                  |
| Department of Financial Services (DFS)                                    | 19,750                  | 3.84%                  |
| Department of Health (DOH)  | 92,981                  | 0.98%                  |
| Department of Labor (DOL)   | 897                     | 0.12%                  |
| Department of Motor Vehicles (DMV)  | 114,517                 | 3.69%                  |
| Department of Public Service (DPS)  | 0                       | 0.00%                  |
| Department of State (DOS)   | 1,788                   | 0.06%                  |
| Department of Taxation & Finance (TAX)                                    | 36,074                  | 1.59%                  |
| Department of Transportation (DOT)  | 1,602,109               | 1.07%                  |
| Development Authority of the North Country (DANC)                         | 206,470                 | 3.87%                  |
| Division of Budget (DOB)  | 42,758                  | 99.77%                 |
| Division of Criminal Justice Services (DCJS)                              | 3604                    | 27.28%                 |
| Division of Homeland Security & Emergency Services (DHSES)                | 0                       | 0.00%                  |
| Division of Human Rights (DHR)  | 21,998                  | 8.83%                  |
| Division of Military & Naval Affairs (DMNA)                               | 77,043                  | 3.57%                  |
| Division of State Police (TROOPERS)                                       | 356,208                 | 2.65%                  |
| Division of Veterans Affairs (DVA)  | 6,073                   | 15.28%                 |
| Dormitory Authority of the State of New York (DASNY)                      | 1,592,055               | 0.29%                  |
| Empire Center at the Egg (EGG)  | 0                       | 0.00%                  |
| Empire State Development (ESD)  | 2,906,803               | 3.88%                  |
| Environmental Facilities Corporation (EFC)                                | 100,887                 | 2.24%                  |
| Erie County Fiscal Stability Authority (ECFSA)                            | 0                       | 0.00%                  |
| Erie County Medical Center (ECMC)   | 329,841                 | 0.68%                  |
| Executive Chamber (CHAMBER)   | 18,460                  | 68.72%                 |
| Gaming Commission (GAMING)  | 8,988                   | 0.03%                  |
| Governor's Office of Employee Relations (GOER)                            | 0                       | 0.00%                  |
| Higher Education Services Corporation (HESC)                              | 0                       | 0.00%                  |
| Housing Trust Fund Corporation/Governor's Office of Storm Recovery (GOSR) | 188,927                 | 3.26%                  |
| Hudson River Park Trust (HRPT)  | 51,889                  | 0.50%                  |
| Hudson River-Black River Regulating District (HRBRRD)                     | 6,452                   | 1.44%                  |
| Information Technology Services (ITS)                                     | 6,554                   | 0.02%                  |
| Jacob Javits Convention Center (JAVITS)                                   | 380,558                 | 1.90%                  |

| Agency/Authority  | SDVOB Utilization \$ | SDVOB Utilization % |
|---|----------------------|---------------------|
| Joint Commission on Public Ethics (JCOPE)                                     | 0                    | 0.00%               |
| Justice Center for the Protection of Persons with Special Needs (JUSTICE)     | 0                    | 0.00%               |
| Livingston County Water & Sewer Authority (LCWSA)                             | 0                    | 0.00%               |
| Long Island Power Authority (LIPA)  | 1,075,345            | 3.38%               |
| Metropolitan Transportation Authority (MTA)                                   | 1,107,282            | 0.07%               |
| Nassau County Interim Finance Authority (NIFA)                                | 0                    | 0.00%               |
| Nassau Health Care Corp. (NHCC)   | 0                    | 0.00%               |
| Natural Heritage Trust (NHT)  | 0                    | 0.00%               |
| New York Power Authority (NYPA)   | 1,737,490            | 7.35%               |
| New York State Bridge Authority (NYSBA)                                       | 41,766               | 0.25%               |
| New York State Energy Research & Development Authority (NYSERDA)              | 167,552              | 2.81%               |
| New York State Homes & Community Renewal - DHCR, HTFC (DHCR)                  | 88,504               | 3.80%               |
| New York State Homes & Community Renewal - HFA, AHC, SONYMA, MBBA, TSFC (HFA) | 458,883              | 3.85%               |
| New York State Insurance Fund (NYSIF)   | 357,767              | 1.16%               |
| New York State Thoroughbred Breeding & Development Fund Corporation (NYBREDS) | 0                    | 0.00%               |
| New York State Thruway Authority (NYSTA)                                      | 76,023               | 1.87%               |
| Niagara Falls Water Board (NFWB)  | 0                    | 0.00%               |
| Niagara Frontier Transportation Authority (NFTA)                              | 22,668               | 0.05%               |
| Office for People with Developmental Disabilities (OPWDD)                     | 36,885               | 0.31%               |
| Office for the Aging (AGING)  | 3,251                | 21.51%              |
| Office for the Prevention of Domestic Violence (OPDV)                         | 0                    | 0.00%               |
| Office for Victim Services (OVS)  | 0                    | 0.00%               |
| Office of Alcoholism & Substance Abuse Services (OASAS)                       | 8,866                | 0.15%               |
| Office of Children & Family Services (OCFS)                                   | 38,195               | 0.20%               |
| Office of General Services (OGS)  | 1,200,888            | 6.35%               |
| Office of Mental Health (OMH)   | 133,639              | 1.85%               |
| Office of Parks, Recreation, & Historic Preservation (PARKS)                  | 335,025              | 0.24%               |
| Office of Temporary & Disability Assistance (OTDA)                            | 1,569                | 47.46%              |
| Office of the Inspector General (OIG)   | 0                    | 0.00%               |
| Office of the Medicaid Inspector General (OMIG)                               | 2,895                | 11.75%              |
| Office of the Welfare Inspector General (OWIG)                                | 0                    | 0.00%               |
| Ogdensburg Bridge & Port Authority (OGDEN)                                    | 0                    | 0.00%               |
| Olympic Regional Development Authority (ORDA)                                 | 0                    | 0.00%               |
| Port of Oswego Authority (OSWEGO)   | 479                  | 0.49%               |
| Public Employment Relations Board (PERB)                                      | 0                    | 0.00%               |
| Rochester Genesee Regional Transportation Authority (RGRTA)                   | 4,690                | 3.12%               |
| Roosevelt Island Operating Corporation (RIOC)                                 | 147,948              | 1.23%               |
| Roswell Park Cancer Institute (RPCI)  | 0                    | 0.00%               |
| Schenectady Metroplex Development Authority (SMDA)                            | 0                    | 0.00%               |
| State Commission of Correction (SCOC)   | 0                    | 0.00%               |
| State University Construction Fund (SUCF)                                     | 82,518               | 0.02%               |
| State University of New York (SUNY)   | 1,453,366            | 0.29%               |
| Syracuse Regional Airport Authority (SRAA)                                    | 4,079                | 0.43%               |
| United Nations Development Corporation (UNDC)                                 | 246,804              | 6.76%               |
| Upper Mohawk Valley Water Authority (MVWA)                                    | 0                    | 0.00%               |
| Westchester County Health Care Corporation (WMC)                              | 92,856               | 1.59%               |
| Workers Compensation Board (WCB)  | 53,053               | 10.25%              |

## **Agency/Authority Efforts to Promote SDVOB Utilization**

### **Adirondack Park Agency**

The Agency is a small agency of only 54 FTEs and has a very limited discretionary budget. The Agency does not enter into State contracts on a routine basis. However, the Agency continually looks for ways to utilize SDVOB in its day-to-day discretionary spending by educating its procurement/purchasing personal via monthly discussions on updates to SDVOB legislation and requirements and regular review of the SDVOB listing to determine if any newly certified firms can provide needed services or commodities.

### **Agriculture and New York State Horse-Breeding Development Fund**

The Fund is a small agency with very low discretionary spending. Many of the SDVOB vendors appear to be construction related, which the Fund does not use. The list of SDVOB vendors is reviewed by the Fund's purchasing personnel with a focus on increasing SDVOB utilization.

### **Albany County Airport Authority**

The Authority helps certified SDVOB firms identify procurement opportunities and understand procurement processes, policies and procedures. The Authority seeks to increase the pool of available SDVOB firms by encouraging uncertified firms to get certified as a SDVOB. The Authority works closely with prime contractors to ensure that they comply with requirements to report payments to subcontractors and that they make good faith efforts to meet the utilization goals established for the contract. Assistance to prime contractors includes providing them with lists of certified SDVOB's able to perform specific types of work that falls within the scope of the contract. The Authority has established an SDVOB purchase goal of 6% of eligible spending, with an eligible spending budget of approximately \$6 million.

### **Albany Port District Commission**

The Port of Albany puts SDVOB language in all procurement documents so that those interested in doing business with the Port know that the Port is actively looking for SDVOB contractors. Port leadership reviews the most current list of certified SDVOBs looking for opportunities to engage contractors and are in regular contact with the Division of SDVBD to find certified contractors. Members of the Port's leadership team will be attending VetCon 2017. The Port's procurement personnel, and all Port staff, are educated and updated regarding SDVOB requirements at regularly held staff meetings.

### **Alcohol Beverage Control Board/State Liquor Authority (SLA)**

Many commodities and services used by the SLA are acquired through centralized State contracts. Other spending is made using purchase orders and the procurement card system. Efforts have been made to identify opportunities for outreach. The SLA has consistently sought to identify certified vendors using the SDVOB database and promote the utilization of SDVOBs. Agency staff attended workshops at the 2017 NY GovBuy event to learn more about the SDVOB program requirements. Through these efforts, the SLA was successful in securing commodities in FY 2017-18 from a SDVOB.

### **Battery Park City Authority (BCPA)**

When a procurement opportunity arises, BPCA's procurement team conducts extensive outreach to the SDVOB community and reaches out to OGS's Division of Service-Disabled Veterans for additional outreach. BPCA also identifies companies owned by a disabled-veteran but not yet certified as an SDVOB and assists in connecting them with OGS for certification as a SDVOB. BPCA also has an established track record in assisting contractors to meet, and where possible has exceeded Governor Cuomo's established goal of 6%.

### **Board of Elections (BOE)**

After review of the SDVOB vendors currently certified, the BOE has identified the following areas where we could possibly leverage SDVOB procurement opportunities: Office Furniture/Supplies/Equipment; IT Resellers, and Advertising, Printing & Marketing Services. As part of the BOE's day-to-day activities, the Administrative Office intends to regularly identifies SDVOB resources from the OGS directory and have an ongoing dialogue with OGS staff; actively solicit SDVOB vendors by reviewing all possibilities on the OGS contracts; actively solicit SDVOB vendors for all open, competitive bid opportunities; continually encourages BOE's Purchasing cardholders to utilize SDVOB firms by reviewing statements to identify areas where utilization could be improved.

### **Buffalo Fiscal Stability Authority**

To encourage participation of NYS certified SDVOBs within the Authority's contracts and procurements, Authority staff routinely searches the SDVOB database for qualified vendors for the goods and services being procured, as applicable. Once potential vendors are identified from the list, staff attempts to contact the vendors by phone and email. In the event an identified SDVOB has failed to respond to staff requests for information and/or quotes, an email

is sent to the Division to inform them of the difficulty in obtaining a response from the identified SDVOB vendor. Additional guidance and assistance is requested at that time.

#### **Capital District Transportation Authority (CDTA)**

CDTA staff has increased utilization from less than a .5% to almost 2% through outreach to SDVOBs via the directory, meeting with NYS OGS contract vendors who offer subcontracting opportunities with SDVOBs. Staff will be participating in the upcoming VetCon event to try to meet even more SDVOBs. Additionally, staff will begin utilizing SDVOB language in IFBs and RFPs to encourage participation.

#### **Cayuga County Water and Sewer Authority (CCWSA)**

The CCWSA does not currently have State contracts and/or subcontracts. Whenever CCWSA has services or product needs, staff searches the program system information to find utilization opportunities. CCWSA is a small water and sewer service utility, revenue-based business with a small staff. The CCWSA will continue to educate its staff and continue to search for opportunities to utilize the SDVOB program.

#### **Central New York Regional Transportation Authority (CNYRTA)**

The CNYRTA collectively considers the objectives of the SDVOB program as well as methods to increase participation. Each Invitation to Bid and Request for Proposal greater than \$25,000 is advertised in local newspapers, indicating that SDVOBs are encouraged to respond. Additionally, CNYRTA reviews the list of NYS certified SDVOBs and sends bid/proposal packages to those businesses that meet the description of the specifications for each bid. Prior to bid submissions, a pre-bid meeting is conducted to inform potential bidders about subcontracting opportunities and CNYRTA's commitment to maximize utilization of SDVOBs. Due to the lack of construction contract needs, the CNYRTA focuses on commodities and services as the main contracting categories in which to capture SDVOB utilization.

#### **City University Construction Fund (CUCF)**

The CUCF Procurement Services website ([www.cuny.edu/cunybuilds](http://www.cuny.edu/cunybuilds)) provides a resource where solicitation announcements are posted, solicitation documents can be downloaded, and where SDVOBs can link-up with actual or potential prime contractors by accessing updates on partnering opportunities and procurement status. At the annual conference held jointly by CUCF/CUNY, SDVOBs learn how to do business with CUCF and can network with College decision makers, industry representatives and NYS/NYC government resources. New solicitations issued after April 1, 2017, contain required SDVOB provisions indicating up to a 6% SDVOB goal. CUCF recently adopted the requisite Discretionary Purchasing Guidelines, and is continuing its development of an operational process consistent with those guidelines for procurements not exceeding \$200,000. Information on updated status of SDVOB vendors is distributed to all procurement staff.

#### **City University of New York (CUNY)**

CUNY hosted its annual supplier diversity conference on August 2, 2017 to encourage SDVOB firms to meet and develop business connections with its 24 colleges and selected prime contractors. During CY2017, CUNY's Supplier Diversity Team began conducting SDVOB-focused outreach for specific solicitations in an effort to enhance procurement outreach efforts.

In addition, CUNY recently updated its "Sell to CUNY" brochure and website ([cuny.edu/selltocuny](http://cuny.edu/selltocuny)) providing up-to-date information for SDVOB firms interested in doing business with CUNY, including information on currently advertised opportunities.

CUNY emphasizes the importance of incorporating SDVOB participation on CUNY contracts to purchasing directors during its monthly status meetings. Consistent with our approach, all SDVOB goals are reviewed by the Supplier Diversity Team for accuracy and completeness. During late 2017, CUNY worked to refresh its RFQ/IFB forms to highlight SDVOB participation goals on solicitations and to incorporate updated SDVOB contract terms into all new procurements starting in 2018.

#### **New York State Council on the Arts (NYSCA)**

NYSCA has limited discretionary operational funding. Much of the NYSCA budget is allocated to salaries, rent, and utilities. The remaining allocation supports travel, supplies, and equipment. Due to NYSCA's small size, its budget and its mission, there are very few opportunities for agency contracting. Most of NYSCA's procurement is done through discretionary purchasing. All State procurement guidelines and regulations are followed and, when necessary, the Contract Reporter is utilized. NYSCA's procurement/purchasing personnel did review SDVOB legislation and regulations.

#### **Department of Agriculture and Markets**

The Department's general approach to SDVOB inclusion is regular monitoring of potential contractual and/or discretionary spending for opportunities to utilize SDVOBs. While SDVOB contracting opportunities are limited due to

the nature of the Department's mission, the standard SDVOB language is included in our procurement and contract documents to ensure that even when no SDVOB goal is present that there is a reference to the program to aid in sight recognition for entities doing business with us. We also use Analyze NY to run quarterly reports to ensure we utilize any available credit for work performed by OGS on behalf of the Department.

#### **Department of Civil Service**

Upon receipt of a request for a discretionary purchase, the Assistant Purchasing Agent performs a thorough review of the SDVOB Directory to identify potential vendors. In terms of procurements, as contracts expire and new procurements are established, every effort will be made to identify potential SDVOB subcontractors. The Director of Finance is the SDVOB point of contact and the Office of Financial Administrative is responsible for both purchasing and procurements and informing staff of SDVOB requirements.

#### **Department of Corrections and Community Supervision (DOCCS)**

DOCCS uses all available opportunities to maximize SDVOB utilization including goal setting, discretionary purchasing, and set-asides as applicable. The Contract Procurement Unit (CPU) is designated as the primary oversight and compliance authority, and works in conjunction with correctional facilities to advance the SDVOB program.

DOCCS has implemented a mandatory training requirement to educate staff on SDVOB requirements. All procurement staff are required to take this training on an annual basis. DOCCS encourages staff attendance at training sessions that promote SDVOB utilization. CPU hosts trainings and distributes memos for the purpose of sharing information about DOCCS's SDVOB Program goals. DOCCS continues to participate in events designed to identify new Vendors/Bidders whenever possible.

#### **Department of Environmental Conservation (DEC)**

DEC initially focused on direct purchases from SDVOB businesses, recognized the need to expand the program and considered contract areas to pilot subcontracting goals, specifically its Standby Engineering procurement. To make recommendations as early on in the process as possible, the SDVOB program is housed within DEC's procurement function. Staff regularly educate colleagues on the variety of ways SDVOBs can be engaged. Use of SDVOBs is part of a certified business checklist, required of each procurement under \$50k. Program division staff detail steps employed to engage SDVOBs or reasons why there were no opportunities. This has resulted in several instances where DEC has exercised its discretionary authority in Executive Law.

#### **Department of Financial Services (DFS)**

DFS's Procurement staff seeks to place orders with SDVOB vendors for purchases unavailable through a preferred source or OGS centralized contract. Staff attends events to promote DFS to SDVOBs and to obtain contact information for procurement opportunities. During the 2016 VETCON event, SDVOB vendor contact information was obtained and compiled into a bidders list for use in the issuance of RFPs. This list was utilized in the circulation of RFPs throughout 2017. Staff also attended the 2017 VETCON event. In addition to contracting opportunities, procurement staff work closely with Office Services to identify goods and services that can be obtained from SDVOBs under discretionary purchasing authority.

#### **Department of Health (DOH)**

In December 2017, DOH and DASNY will be releasing a \$200M RFA for projects that facilitate health care transformation activities and create financially sustainable systems of care. An SDVOB goal will be placed on this opportunity and where proposed expenditures under the grant are eligible for participation, DOH will be seeking utilization plans that are reflective of this goal and working to ensure grantees comply with their stated goal. Going forward, DOH template procurement language will include a mention of the SDVOB program regardless of whether SDVOB goals are appropriate. DOH also sent staff to VETCON in November 2017 and continues to partner with DASNY in finding SDVOB opportunities on our facilities maintenance projects.

#### **Department of Labor (DOL)**

DOL's SDVOB program has established procurement policies, processes and procedures to identify and promote utilization of SDVOBs. DOL routinely solicits SDVOBs to fulfill DOL's orders for commodities and services for discretionary purchases. DOL's SDVOB administrator advises procurement and contract staff of updates to the SDVOB directory and the SDVOBs on OGS centralized contracts. DOL has and will continue to participate in outreach activities to increase the identification of SDVOBs that can provide goods and services to DOL. The SDVOB administrator works with program areas when RFA/RFPs are being developed to analyze whether there is opportunity for SDVOBs. SDVOB contract goal RFP language is provided in all RFP/RFA/IFBs.

### **Department of Motor Vehicles (DMV)**

Throughout 2017, DMV has promoted the utilization of SDVOBs on State contracts and subcontracts in several ways. Procurement staff search the list of certified SDVOBs for potential participation for each procurement DMV issues. DMV has incorporated the SDVOB standardized solicitation and contract language in all procurements to further promote the SDVOB Program. Staff continually review the list of certified SDVOBs to see where DMV can purchase directly from SDVOBs with discretionary funds. DMV staff have attended SDVOB trainings offered to keep apprised of any changes or updates to the SDVOB Program, and staff have attended SDVOB meet and greet events to network with prospective SDVOBs. These events have been beneficial in promoting DMV's participation in the SDVOB Program.

### **Department of Public Service (DPS)**

DPS will strive to increase the use of SDVOBs by continuing outreach efforts to secure contracts with the SDVOB community. Open competitive procurement opportunities are advertised in the NYS Contract Reporter in accordance with Office of the State Comptroller's established guidelines. Procurement opportunities are also posted on DPS's website. DPS expects that advertising in the Contract Reporter and competitively bidding new contracts will generate more competition and increase the likelihood of SDVOB participation. Additionally, DPS's Office of Administration regularly reviews the SDVOB Directory for opportunities to fulfill discretionary purchasing needs via SDVOB vendors.

### **Department of State (DOS)**

As part of DOS's efforts to promote SDVOB utilization in 2017, DOS developed SDVOB language for DOS procurement and contract documents; created informational memoranda for contractors and programs; requested contractors to make a concerted effort to engage SDVOB subcontractors in the performance of their DOS contracts; identified and created opportunities for SDVOB participation; reached out to SDVOBs for DOS's discretionary procurement of goods and services; and advised program and procurement staff to attend SDVOB events and to participate in SDVOB-related trainings. SDVOB material is part of DOS's MWBE presentations to contractors and programs. Finally, DOS staff attended the November 2017 VETCON Conference and other SDVOB events. DOS will intensively use Analyze NY to ensure accuracy in its reports.

### **Department of Taxation and Finance**

Procurement staff routinely utilize the below techniques as part of the Department's strategy to maximize SDVOB utilization:

- Include SDVOB language in Department contracts and solicitations.
- Regularly identify SDVOB resources from the SDVOB directory and have ongoing dialogue with OGS staff, as necessary.
- Actively solicit SDVOB vendors for all open, competitive bid opportunities.
- Utilize special discretionary buying threshold for SDVOB firms, when applicable.
- Continually encourage the Department's Purchasing cardholders to utilize SDVOB firms.
- Reach out to sister agencies to discuss their strategies to maximize SDVOB utilization and identify potential SDVOB vendors.
- Consistent with the Economic Development Law, publish any bid opportunity of \$15,000 or greater in the weekly publications and the quarterly listing of general procurement of \$5,000 to \$15,000.

### **Department of Transportation (DOT)**

Staff from the DOT Purchasing Office traveled to 11 Regional Offices to conduct training on SDVOB procurement for internal staff. Purchasing staff attended the Cobleskill SDVOB matchmaker event in 2017 and attended the VETCON conference in both 2016 and 2017. Information received from SDVOBs at the conferences is distributed to DOT program areas and regional purchasers after each event. The Purchasing Office assesses all procurement opportunities for potential SDVOB goals. Purchasing has awarded two projects to date containing SDVOB goals and seven contracts have been awarded to Architectural/Engineering/Survey Consultants. Reviews of the SDVOB directory are conducted for every solicitation issued by Purchasing to ensure SDVOBs are added to mailing lists. In DOT's WorkSmartNY Orientations, 30 SDVOBs received information on upcoming major projects, dual certification assistance and an overview of doing business with DOT

### **Development Authority of the North Country**

The Authority actively seeks SDVOB participation in its contracts. Procurements are decentralized and performed at division level. The Authority has developed templates for IFBs and RFPs for the divisions' use that includes SDVOB participation goals. The list of certified SDVOBs is reviewed to identify potential certified firms to solicit when an IFB or RFP is let. All IFBs and RFPs are also listed on the Contract Reporter. Division managers review all contracts to ensure efforts are made to include SDVOB participation where available. Finance staff reviews the Authority's annual operating budget and capital projects for the upcoming fiscal year and identifies potential opportunities for known SDVOBs.

### **Division of the Budget**

Based on the Division's pattern of spending and the makeup of certified SDVOBs, the Division's strategy is focused primarily on the purchase of office supplies. The Division evaluates all service and commodity procurements to gauge whether they are suited for subcontracting goals, set asides, or direct purchase from a certified NYS SDVOB. In addition, the Division continuously monitors the certified SDVOB vendor list to identify areas where purchases could be made from an SDVOB vendor. The Division's procurement staff are aware of all SDVOB regulations and guidelines and will continue to evaluate all procurements for SDVOB utilization.

### **Division of Criminal Justice Services (DCJS)**

- DCJS includes SDVOB language into each solicitation and contracts
- DCJS holds quarterly meetings with program areas. Each meeting DCJS includes SDVOB on the agenda to encourage the use of SDVOB
- DCJS Procurement Office forwards all informative communications pertaining to or from SDVOB business to all program areas, to stay current on all vendors or changes.
- DCJS presented a SDVOB segment to the agency during our yearly "Procurement 101" training.
- DCJS has uploaded SDVOB information to the DCJS Intranet for programs reference and information.
- DCJS Procurement Office promotes and responds to all inquiries from program areas on desired items or services that could be utilized by SDVOB vendor

### **Division of Homeland Security and Emergency Services (DHSES)**

DHSES began reviewing all purchases in 2017 to ensure that it is looking for SDVOB opportunities when available. This involves the agency's Procurement Officer and Purchasing Agents being involved in looking for opportunities when available. Over the past couple of months DHSES has begun utilizing SDVOB vendors and resellers and looks to significantly increase its utilization moving forward as DHSES staff continues to network with various vendors and resellers.

### **Division of Human Rights**

The Division tries to maximize its SDVOB discretionary spending whenever possible. The agency discretionary spending consists mainly from the purchase of office supplies.

### **Division of Military & Naval Affairs (DMNA)**

DMNA personnel were encouraged to seek and refer potential SDVOBs to the SDVOBD office to gain certification. In this effort, communication between DMNA Headquarters in Latham, New York and the various program staff are crucial to effectively utilizing and promoting SDVOB. DMNA has conducted training with program staff on how to search the SDVOB list to check which vendors can provide the required goods or services.

### **Division of State Police**

The Division has developed purchasing guidelines that are disseminated to all employees that are involved in purchasing and/or contracting. Specific instructions regarding the identification, solicitation and use of SDVOBs are included in this document. The Division utilizes the SDVOB database, OGS contract listings and information on file to identify SDVOB vendors for purchases. Solicitations received from SDVOB vendors and all promotional materials are kept on file electronically and are added to current or future bidder lists as appropriate. This file is reviewed by purchasing staff to ensure familiarity with vendors that provide required goods and/or services. Correspondence or other marketing contacts received from businesses are reviewed and the information is added to our files for future reference.

### **Division of Veterans Affairs (DVA)**

DVA seeks all feasible opportunities to procure goods and services from SDVOBs. For instance, when DVA needed new signs for all of the agency's field offices, DVA conducted extensive research to find an SDVOB to meet this need. DVA conducted similar research to engage an SDVOB for purchases of multiple promotional/outreach items bearing DVA's logo and branding. Furthermore, DVA conducts hundreds of Veteran-focused outreach events across New York State every year, and uses these outreach events as a platform for informing Veterans, Service members, and their families about New York's SDVOB certification program and the benefits of gaining this certification.

### **Dormitory Authority of the State of New York (DASNY)**

DASNY engaged SDVOBs for prime and subcontracting opportunities in construction, construction-related professional services, internet technology, operations, and commodities/services. Outreach included: direct notice of procurement opportunities to SDVOBs; SUNY Cobleskill SDVOB Matchmaking Event participation, NYS MWBE/SDVOB Forum and VETCON; conducting Statewide project informational/networking sessions; advertising on website, enrolling SDVOBs in DASNY's Registry, and Plan Holders/Interested Subcontractor /Suppliers List, designed to link M/W/SDVOB/SBEs, with DASNY opportunities. Through DASNY's syndicate of underwriters, SDVOBs received 6% (approximately \$150,000) of sales to institutional investors. DASNY's Opportunity Program Group meets with

DASNY divisions to identify opportunities for SDVOB firms. DASNY set aside an Architectural, Engineering/Surveying Term contract, engaging 13 SDVOBs with contracts up \$1,000,000.

### **Empire Center at the Egg**

The Egg's primary strategy for increasing SDVOB participation is through distribution of periodic email reminders for Egg staff to revisit the SDVOB database on a regular basis, inquire with current vendors to see if their firm or business would be eligible for SDVOB certification, and to ask other local arts venues if they are aware of any local vendors who may be eligible for SDVOB certification.

### **Empire State Development (ESD)**

ESD's Office of Contractor and Supplier Diversity (OCSD) sets goals on upcoming procurements and projects, analyzing the subcontracting opportunities and availability of SDVOBs prior to their release to the public. ESD program staff are also encouraged to utilize the discretionary thresholds to make purchases without release of an RFP. ESD has coordinated outreach events targeting SDVOB subcontractors for the three largest construction projects ESD currently has: the Javits Transformer, the Javits Expansion, and the Moynihan Train Hall. ESD staff also participated in this year's VETCON to meet SDVOBs, discuss ESD contracting opportunities, and identify potential SDVOB firms for future opportunities. In addition, OCSD has begun identifying (i) new and updated policies and procedures for management of the SDVOB program, and (ii) distribution of this information to all necessary staff.

### **Environmental Facilities Corporation (EFC)**

EFC regularly participates in conferences and outreach events. For example, EFC staff attended the Contracting with Service-Disabled Veteran-Owned Businesses class at the 2017 NY GovBuy event. EFC utilizes SDVOBs for professional services whenever possible and also utilizes SDVOBs for the purchase of IT products and miscellaneous office supplies, when feasible. EFC has developed a set of Bid Packets to assist recipients of EFC financial assistance, and contractors and subcontractors on EFC-funded projects in complying with EFC program requirements. The Bid Packets contain language that encourage the use of SDVOBs for federally funded projects and set goals of 6% on State funded projects. EFC also updated its procurement policy this year to include specifics regarding procedures that procurement staff follow.

### **Erie County Fiscal Stability Authority**

The Authority is a small, three staff member Authority headquartered in Buffalo, NY. The Office Manager has primary responsibility for agency purchasing. Primary purchases include legal and accounting services, and office related items. The Agency has no construction or other major contracts. Prior to purchases, the Office Manager reviews the current list of SDVOB vendors to determine if any goods or services needed by the Authority are available through this source.

### **Erie County Medical Center Corporation (ECMCC)**

ECMCC strategies include:

1. For RFPs, requiring a mandatory pre-bid call where all SDVOB requirements/reporting are reviewed prior to submission of proposals
2. Requiring a Utilization Plan to be submitted as a requirement with documents
3. Updating the ECMCC web page specific to the procurement opportunities within ECMCC
4. All outreach events, sharing both MWBE and SDVOB goals and opportunities within ECMCC
5. Sending a blast email on any upcoming SDVOB events/programs/activities shared to ECMCC's internal directory of certified vendors
6. Referencing in the ECMCC newsletter SDVOB 6% goal & Veteran One Stop event
7. Making a presentation to the Purchasing Dept -covering SDVOB requirements and sharing the SDVOB Certified Directory with them and Buffalo Niagara Medical Campus Procurement team
8. Participating in the 2017 VETCON event in Albany

### **Executive Chamber**

Due to the current procurement needs of the Chamber, all SDVOB utilization is currently achieved by purchasing office supplies. The Chamber's procurement staff reviews each contract and purchase request and communicates with OGS's SDVOB Division to determine whether SDVOB utilization is possible. In addition, the Chamber closely monitors the SDVOB certification directory to identify vendors from whom purchases can be made.

### **Gaming Commission**

The Commission is in the process of developing policy and procedures related to the SDVOB program. Once these documents are finalized, they will be shared with Commission staff, which will assist in delivering the program to procurement staff in a more effective manner. The Commission will continue to assess each procurement opportunity and set a goal, where applicable on each contract. To identify State certified SDVOB contractors, the SDVOB

compliance staff in cooperation with the Contract Management Staff will utilize the directory of NYS Certified SDVOBs. Good faith efforts will be monitored closely.

### **Governor's Office of Employee Relations (GOER)**

GOER seeks to procure with SDVOB vendors whenever possible. GOER's purchasing unit assists program staff in identifying opportunities for SDVOB utilization. All procurements are monitored to ensure good faith efforts are made to utilize SDVOBs, whenever possible. New York State Contract Reporter ads include the agency's SDVOB goals for that procurement, as applicable. As a means of promoting SDVOB utilization, GOER attends SDVOB outreach events such as, VETCON.

### **Higher Education Services Corporation (HESC)**

Before awarding a new contract or purchase order, HESC determines whether a qualified SDVOB is available to provide all or a portion of the goods/services being sought. HESC purchasing staff use the certified list of SDVOBs, its own list of bidders, and other means of communication to reach possible SDVOB vendors. If a qualified SDVOB is identified by the agency, HESC staff involve them in the procurement process as an identified vendor.

These combined efforts have allowed HESC to successfully utilize the services of a certified SDVOB during the year. Moving forward, HESC will continue its current practice of identifying SDVOBs, while educating procurement staff of ongoing requirements, with the hope that additional SDVOB vendors can be identified to fulfill HESC's needs.

### **Housing Trust Fund Corporation/Governor's Office of Storm Recovery (GOSR)**

GOSR through its Office of Diversity and Civil Rights (DCR) has implemented efforts to promote participation and utilization of SDVOBs. These include the following:

- Conducting 8 training sessions for GOSR's vendors on SDVOB requirements;
- Participating in 25 SDVOB-targeted events throughout New York State, including Vetcon;
- Hosting 8 "Meet and Greet" events bringing together SDVOB's with GOSR project leads for networking opportunities;
- Training SDVOBs on use of GOSR's "Opportunities Portal";
- Providing continued technical assistance and training on SDVOB requirements to all stakeholders;
- Including SDVOB language in all applicable GOSR RFPs;
- Sending regular emails to SDVOBs listed in the OGS portal regarding GOSR's current contracting opportunities.

### **Hudson River Park Trust (HRPT)**

HRPT has actively endeavored to promote the utilization of SDVOBs through the education and monitoring of our procurement staff and procuring departments, coupled by an active outreach program to certified SDVOBs. HRPT has a dedicated MWBE/SDVOB compliance analyst, whose responsibilities include: mentoring procuring staff on the most recent updates to SDVOB policies, setting goals, assistance with matching certified vendors to prime contractors, and ensuring contractor compliance throughout the term of the contract. HRPT staff also attended VetCon 2017 in Albany as a means of increasing exposure to the SDVOB community.

### **Hudson River-Black River Regulating District**

The District's overall strategy consists of identifying SDVOB firms, both primary and secondary, from the directory of certified businesses serving the North Country. The District sends "general requests for qualifications" to all engineering firms demonstrating hydraulic/hydrologic capabilities. All proposals requiring hydraulic/hydrologic capabilities are sent to those firms identified. The firms selected will be required to utilize SDVOB sub-consultants where applicable. Additionally, where possible, we will unbundle contract deliverables. All contracts include SDVOB language. To further support our efforts, purchasing personnel received SDVOB program training.

### **Office of Information Technology Services (ITS)**

ITS set up exhibits at three events this year. Procurement staff discuss with SDVOBs how to do business with ITS. Staff provide each SDVOB with materials that help them understand what their opportunities are and also offer follow-up meetings after the events. ITS conducted separate follow-up meetings with certified SDVOBs. During these meetings, ITS has aided SDVOBs in navigating the New York State contract and procurement process, has sought additional information about their offering which may suit the needs of ITS, and has offered ongoing assistance. ITS's infrastructure facilitates efficient distribution of SDVOB-related information. ITS communicates new SDVOB requirements information through a clearly specified network of Resource Managers and Procurement Liaisons in each program area.

### **Jacob Javits Convention Center**

During the 2017 calendar year, the Center has tried to increase SDVOB participation by utilizing the directory of certified SDVOBs to identify firms to inform them about business opportunities in their area. Center staff has sent

copies of the solicitation document to every certified SVDVB that appears to provide the goods and services requested within the geographic area. Purchasing Agents have contacted SVDVB firms to discuss the goods and services they offer. The Center has included in the bidders list for IFBs and RFPs SVDVB firms provided by OGS when ads for commodities and services are placed in the NYS Contract Reporter.

#### **Joint Commission on Public Ethics (JCOPE)**

JCOPE's Director of Administration oversees three staff in all procurement activities. All staff have been trained and are aware of JCOPE's SVDVB goals. All service and commodity discretionary procurements are required to attempt to utilize SVDVB vendors for purchases to include office supplies, computer hardware, and audit services. As SVDVB vendors are added to the available vendors who supply these goods and services, JCOPE will procure accordingly.

#### **Justice Center for the Protection of Persons with Special Needs**

After ensuring that purchasing staff are equipped with the most recent eligible SVDVB vendor lists through internal email distribution, the Center's SVDVB review process includes vetting commodities and services available through centralized contracts for SVDVB-approved vendors before procuring; and closely examining the most recent eligible SVDVB vendor tracking sheets before making discretionary purchases. In January, the Center successfully identified 'Tony Baird Electronics' as a vendor capable of meeting agency needs through the standard SVDVB review process and completed a significant procurement. The majority of Justice Center discretionary purchasing is, however, made through centralized contracts, which has the impact of limiting the opportunity for open-market procurements. As circumstances warrant, the Center will explore using set-aside contracts to meet the Center's goals.

#### **Livingston County Water and Sewer Authority (LCWSA)**

While LCWSA has very few contracts and subcontracts that meet the State contracting thresholds, the LCWSA has taken proactive steps internally and externally to encourage SVDVB participation in LCWSA contracts. Internally, as part of regular staff meetings, staff are reminded of the SVDVB directory and are encouraged to utilize the directory whenever practical. As part of construction meetings for ongoing contracts, Contractors and Subcontractors are encouraged to seek out additional opportunities to utilize certified SVDVB.

#### **Long Island Power Authority (LIPA)**

LIPA has conducted the following: established exclusion list based upon certified SVDVBs matching our procurement needs and revising monthly as firms become certified or cease operations; published updated procedural documents on PSEG Long Island procurement website including the adoption of set-asides and discretionary spend; updated all contracts documents (including RFP and PO templates), processes and procedures to reflect SVDVB requirements; conducted procurement staff training and provide ongoing counsel to staff and prime contractors; had staff attend networking events to promote greater participation by SVDVBs and collect contact information about diverse suppliers and maintaining contacts for future events and procurement opportunities.

#### **Metropolitan Transportation Authority (MTA)**

The MTA continues to achieve 6% SVDVB participation in its bond underwriting transactions. MTA staff review procurements for SVDVB or discretionary set aside opportunities, and assist procurement staff in identifying SVDVBs. MTA agencies have also continued their efforts to training procurement staff on SVDVB requirements, soliciting from SVDVBs for commodity purchases, and identifying SVDVB resources from the list of certified firms, and notifying prime contractors of the SVDVB Program. Additionally, NYC Transit has increased SVDVB participation by creating SVDVB contract boilerplate language to encourage participation even if no SVDVB goals are assigned, and utilizing a small purchase program to encourage use of SVDVBs in procurements under \$100,000. MTA agencies also continue to attend outreach events, including the VETCON NY event.

#### **Nassau County Interim Finance Authority (NIFA)**

All NIFA's RFPs have an SVDVB goal of 6%. NIFA has a small administrative staff of five people that are responsible for personnel, purchasing, telecommunications, employee benefits, payroll, mailroom and copying functions, voucher payments, computer programming and network administration, etc. All five people work closely together in all aspects of the administration of NIFA. The Executive Director manages the functions of this unit. The Executive Director oversees implementation of NIFA's policy and directs NIFA's efforts to grant SVDVB's an opportunity to compete for NIFA's business.

#### **Nassau Health Care Corporation**

The Corporation advertises all its current bid and RFP opportunities on its website and in the local paper. The Corporation also contacts any SVDVB that has a scope of services that match any current RFP or Bid. The Corporation has also been educating hospital staff on SVDVB utilization and try encourage them to do business with SVDVBs.

### **Natural Heritage Trust (NHT)**

NHT has encouraged agency partners to contact SDVOB vendors when they are procuring services or products by providing a list of all SDVOB businesses to staff responsible for procurements in their regions. NHT is in the process of completing a compliance form that will be distributed to all regions requiring them to report on which SDVOBs were contacted for bids. Often, NHT raises funds for a portion of a given program or project – most procurements are done by our partnering agencies (e.g., NYS Parks and NYS DEC), so NHT is somewhat limited by what the partnering agencies do to reach SDVOB goals. NHT has found that in a few instances, SDVOBs were not willing to give a quote if SDVOBs were not the only entities being contacted for bids.

### **New York Power Authority (NYPA)**

NYPA and the Canal Corporation (Canals) have ensured that (1) bid solicitations were forwarded to the SDVOB community, (2) SDVOB firms are regularly solicited for RFP opportunities and discretionary spend opportunities, and (3) sourcing events are exclusively conducted for the SDVOB community when applicable. SDVOB training was provided to procurement personnel at NYPA and Canals. From January 2017 to November 2017, SDVOBs have been awarded contracts valuing \$2,379,600.97. NYPA/Canals will continue to seek out opportunities to utilize SDVOBs in our procurement and purchasing activities.

### **New York State Bridge Authority (NYSBA)**

NYSBA attends all matchmaker events and expos that feature SDVOB firms whenever possible, in addition to conducting outreach to business support organizations to promote awareness of NYSBA procurements. NYSBA contract opportunities are advertised on the Contract Reporter and our website, and NYPA sends out personal invitations to all best-match SDVOB firms for each contract opportunity. NYSBA enforces goals on all contracts, includes SDVOB Narratives and Utilization Plan requirements, and amends internal controls to allow reasonable higher bids (10%) for procurement/purchasing and all outside services. NYSBA searches for opportunities within each department to utilize a qualified SDVOB firm to replace existing generic procurements when reasonable.

### **New York State Energy Research and Development Authority (NYSERDA)**

NYSERDA as a practice:

- reviews each RFP for SDVOB opportunities,
- reviews the firms on the certification list,
- reaches out via email to confirm the skills of the SDVOB, and
- once the RFP is issued we notify SDVOB firms of the opportunity.

NYSERDA educates:

- procurement and program staff on SDVOB requirements via meetings and emails
- included SDVOB requirements in our Procurement and Program Contract Guidelines and Operations & Procedures Manual, and
- we've reviewed the SDVOB goal plan and specific actions planned with executive sponsors.

As a result, NYSERDA has executed a total of nine purchase orders year to date, with a value of \$118,000 – with six contracts that include SDVOB goals projected to be executed prior to year-end.

### **New York State Homes and Community Renewal (HCR)**

HCR's Office of Economic Opportunity and Partnership Development has done the following to ensure SDVOB participation in the Agencies' contracting opportunities:

1. Encourage not-for-profits and development contractors to procure goods and services from SDVOBs by:
  - a. Including SDVOB goals in all opportunities.
  - b. Reviewing, reporting and monitoring SDVOB Quarterly Reports
2. Communicate HCR's commitment to SDVOB utilization in contracting opportunities by reinforcing the solicitation of SDVOBs including identifying certified SDVOBs. HCR also:
  - a. Includes goals and boilerplate language in all solicitations and contracts
  - b. Conducts a review of renewal contracts and upcoming solicitations
  - c. Participates as a member of the selection committee for all procurement contracts
3. Coordinate with procurement and program staff on SDVOB requirements

### **New York State Insurance Fund (NYSIF)**

NYSIF's efforts include, ongoing education of its procurement staff, to ensure that every feasible procurement opportunity available to SDVOB's is utilized to allow for their maximum participation; and incorporating language in NYSIF's contracts to promote SDVOB contract opportunities. NYSIF's external outreach includes website advertising of procurement opportunities, as well as inviting SDVOBs to increase their participation, and informing potential

SDVOBs of certification resources. As part of its outreach efforts, NYSIF was in attendance at the second annual VETCON on November 28-29, in Albany, NY.

### **New York State Thoroughbred Breeding & Development Fund Corporation**

The Fund routinely reviews the database of certified SDVOBs for new certifications and purchasing opportunities. The Fund has referenced the SDVOB database to search for, and reach out to, qualified vendors needed for financial services (annual audit), IT maintenance, workers' compensation insurance, and audio visual/media services.

### **New York State Thruway Authority (NYSTA)**

NYSTA evaluates all agreements, construction contracts and purchases to determine if the scope of work provides opportunities for SDVOB participation. To date 90% of all agreements, have SDVOB goals. NYSTA is working to find smaller projects in construction to include SDVOB goals and adding "Focused Procurement" contracts in NYSTA's commodities group. NYSTA participates in all SDVOB outreach events and encourages firms to visit and discuss potential work opportunities with NYSTA.

### **Niagara Falls Water Board**

The Board has included a 6% SDVOB goal in every contract in excess of \$25,000 for labor, services, equipment, materials or any combination of the foregoing and in excess of \$100,000 for real property renovations and construction that went out. Contract language also states that it is the contractor's responsibility to document "good faith" efforts to utilize certified SDVOB subcontractors, submit quarterly compliance and payment reports and submit a report documenting progress made toward achieving the MWBE/SDVOB goals.

### **Niagara Frontier Transportation Authority (NFTA)**

NFTA's Procurement Department has continued to encourage SDVOB participation in the following ways:

- NFTA personnel participated in community and state-wide outreach SDVOB programs as they became available
- NFTA consults the list of certified SDVOBs when making procurements
- NFTA has provided information and training to new procurement personnel on the SDVOB program
- NFTA staff has been educated on how to access the certified SDVOB list when making procurements
- NFTA has provided assistance to SDVOBs for how to gain SDVOB certification
- NFTA has made specifications available to SDVOBs free of charge in the EEO/Diversity Development office and in the Engineering Department
- NFTA is currently evaluating the discretionary purchase section of State Finance Law § 163(6)

### **Office for People with Developmental Disabilities (OPWDD)**

OPWDD has trained procurement staff on the Act and has advised them of OPWDD's 2017/18 annual goal plan. Although OPWDD is faced with the challenge of a limited number of certified SDVOBs that can meet our human service needs, OPWDD makes a good faith effort to utilize SDVOBs when opportunity allows. As a result, OPWDD procurement staff solicits SDVOBs frequently for discretionary purchasing, and other procurements. OPWDD includes the SDVOB contract language in all procurements. OPWDD has also made efforts to solicit SDVOB for procurements that are under the dollar thresholds specified in the Act.

### **New York State Office for the Aging (NYSOFA)**

NYSOFA strongly encourages its contractors to utilize SDVOBs for any non-personal service discretionary spending. Current boilerplate language is included in each contract and competitive offering. To identify SDVOB contractors for procurements, NYSOFA purchasing staff participated in VETCON in both 2016 and 2017. NYSOFA staff frequently references the SDVOB list to identify new SDVOB suppliers. NYSOFA's Assistant Minority Business Specialist is now seated with NYSOFA purchasing staff to directly assist with SDVOB inclusion in discretionary purchasing.

### **Office for the Prevention of Domestic Violence (OPDV)**

OPDV is a hosted agency administered by the DCJS. The Affirmative Action Administrator working in collaboration with OPDV Financial Services will ensure that procurement liaisons are aware of SDVOB goals, which are a priority for DCJS's and OPDV management. When making purchases, OPDV staff reviews the list of SDVOBs to identify opportunities for SDVOB participation. Procurement liaisons are continually kept abreast of OPDV's commitment to meet and exceed SDVOB goals by participating in meetings and sharing strategies for meeting our goals. For the upcoming program year, OPDV will adhere to the clearly stated DCJS SDVOB policy and continue to consider the use of SDVOB for all procurements, and advertise appropriate opportunities in the Contract Reporter to encourage the submission of SDVOB proposals.

### **Office for Victim Services (OVS)**

The following describes OVS's process of identifying SDVOB vendors for contracts related to its Federal Training Grant:

- Subject matter expert consultants are solicited from OVCTTAC and NAVAA for contract consideration.
- The SDVOB directory is searched via keyword for additional candidates.
- Quotes for services are requested from all potential consultants.
- Candidates are vetted and awarded based on subject matter expertise, value and SDVOB status.

Purchasing and procurement staff have been advised of SDVOB legislation, goals and how to search the directory for certified vendors.

#### **Office of Alcoholism and Substance Abuse Services (OASAS)**

OASAS purchasing procedures require that SDVOBs be contacted for price quotations for purchases that are not restricted to Preferred Sources or Centralized Contracts. This year OASAS created an independent unit dedicated to MWBE and SDVOB opportunities, which developed and conducted training for all agency purchasing agents and procurement card holders to ensure they understand the requirements and know how to find potential suppliers in the SDVOB vendor directory. In addition, staff attended the SDVOB Matchmaking Event at SUNY Cobleskill on July 7, 2017 and the Annual VETCON Conference in November. These events provide opportunities to learn more about potential SDVOB suppliers and develop linkages.

#### **Office of Children and Family Services (OCFS)**

SDVOB subcontracting opportunities are evaluated based on the goods and services being procured and goals are set accordingly. OCFS strongly encourages OCFS contractors to consider the utilization of SDVOBs for at least 6% of discretionary non-personnel service spending. OCFS reviews the list of certified SDVOBs prior to releasing a procurement to determine if there are certified SDVOBs that appear to be suitable in meeting OCFS needs. OCFS's Purchasing Unit maximizes the use of SDVOBs for discretionary purchases.

#### **Office of General Services (OGS)**

One priority in 2017 was to increase SDVOB utilization on Statewide Centralized Contracts. Two particular successes occurred on this front. First, a contract to procure waterborne, lead-free traffic paint and glass spheres for reflective pavement marking was the first Statewide Centralized Contract awarded to include an SDVOB requirement. To date, the SDVOB participant has already received over \$1 million in purchase orders from this award. Second, within the past month, a new Statewide Centralized Contract for environmentally preferred lighting products was established with 6% SDVOB goal. Both awards represent a milestone for the SDVOB program and are a real testament to the growing list of diverse SDVOBs. OGS Design & Construction continues to work extensively with SDVOBs to increase their role in D&C contracting. Since January D&C has assigned SDVOB goals to multiple projects totaling over \$3.5 million. Lastly, outreach continues to be a featured part of OGS implementation of the SDVOB program. At the annual NY GovBuy 2017, the SDVOB program was featured prominently and included two instructional classes offered by the Division. OGS also took a leading role in this year's VETCON Conference, the only small business matchmaking event specially designed for SDVOBs.

#### **Office of Mental Health (OMH)**

Prior to the release of solicitations, OMH reviews each procurement against the available certified firms found in the SDVOB directory. This review examines statewide availability, the geographic location and its materiality to the workplan of the contract. OMH includes SDVOBs on bidders lists when SDVOB were available.

Training on the SDVOB initiative was included in procurement training to Facility and Central Office program managers. The existence of the program was discussed on calls with Facility Business Office contacts. Training focused on a high-level review of the relevant regulations as well as how to use SDVOB directory to identify potential vendors. Central Office Purchasing Staff were also provided with a general understanding of the regulations and pointed to resellers/subcontractors on frequently utilized OGS statewide contracts. Purchasing staff are encouraged to select these vendors whenever possible.

OMH Procurement staff are required to attend the annual NY GovBuy event and this year were encouraged to attend the workshop on the SDVOB program.

#### **Office of Parks, Recreation, and Historic Preservation (Parks)**

Throughout the calendar year of 2017 Parks has introduced the SDVOB program statewide. A section has been added to Parks' internal assessment forms used in each area of procurement. This provides the purchaser with guidance in using MWBE and SDVOB in their procurement. This information is relayed to Parks staff through guidance documents and initially introduced via in person meetings and webinars. Parks has seen an increase in the use of SDVOB in the areas of procurement and construction. Currently Parks is strategizing to start setting more goals on contracts related to construction, which provides the most opportunities for participation.

### **Office of Temporary and Disability Assistance (OTDA)**

Throughout 2017 OTDA has taken the following measures to promote the utilization of SDVOBs:

- Commercial Contracts – included SDVOB participation requirements in all applicable procurements, and discussed SDVOB participation requirements during Offeror's Conferences.
- Set asides – assessed OTDA's procurements to establish SDVOB set asides.
- Invited and met with the Assistant Director of the NYS Division of SDVOB, in August to discuss SDVOB Best Practices with OTDA's procurement team.
- Disseminated SDVOB participation requirements to OTDA staff and institutionalized compliance documents in OTDA's procurement processes.
- Purchasing – utilized the SDVOB directory to categorize opportunities and strategically targeted SDVOBs; resulting in increased spend with SDVOBs.
- Participated in the 2017 NY GovBuy workshop facilitated by the Division, and participated in VETCON on November 28 & 29, 2017.

### **Office of the Inspector General/Welfare Inspector General**

All Inspector General staff members responsible for procurement regularly consult the list of SDVOBs in order to review potential service and commodity availability. In May 2017, Inspector General staff attended the NY GovBuy event and actively sought out and met with SDVOB exhibitors, discussing potential business opportunities. Of note, the Inspector General sought to engage an SDVOB in a specific purchase but has yet to do so because of proposed project cost. The Inspector General continuously reviews procurement policies and procedures to ensure that every effort is made to utilize and support SDVOBs.

### **Office of the Medicaid Inspector General (OMIG)**

While OMIG has relatively few contracts, SDVOBs are included in bidder lists and are targeted for discretionary purchases whenever appropriate. As of November 1, OMIG removed supplies from its equipment service contract to direct such purchases to SDVOBs wherever possible. In addition, OMIG has begun utilizing an SDVOB for some of its investigative services, now that a certified SDVOB vendor is available.

### **Ogdensburg Bridge and Port Authority**

Through Nov. 30, 2017, there have been very few new projects to utilize SDVOB certified firms. Each person responsible for procurement is aware of the certified SDVOB directory and, as RFPs and projects become available, they will add SDVOB firms to the listing of eligible bidders for those contracts. SDVOB program compliance suffered due to extreme administrative turnover in Spring 2017. The replacement staff for CFO, Accounting Manager, and Administrative Assistants have recently been hired and begun the process of catching up on program requirements including compliance with the SDVOB legislation. The Ogdensburg Bridge and Port Authority is communicating with the Division of Service-Disabled Veterans' Business Development and expects to increase SDVOB utilization in the coming year.

### **Olympic Regional Development Authority (ORDA)**

Through Nov 30, 2017, there have been very few projects to utilize SDVOB certified firms. In every contract, the SDVOB verbiage is in the packet delivered to the contractor. Goals on each project are higher or lower based on a complete review of the utilization plan and inquiries by SDVOBs, the most current listing of certified SDVOBs and the contractor's good faith efforts. ORDA is working to improve its efforts and expects these efforts to increase its utilization percentage in the coming year.

### **Port of Oswego Authority**

The Port of Oswego has reached out using the available information to purchase goods and services from SDVOBs where possible. The Port's purchasing staff searches the list of certified firms each time the Port has a purchase that may be eligible. The Port has strived to engage SDVOBs to utilize them in all possible needs for the Port.

### **Public Employment Relations Board (PERB)**

While PERB encounters very few opportunities in the area of contracting, consideration of SDVOB businesses has been integrated into PERB's procedures when selecting vendors for discretionary purchases, along with preferred source, MWBE and other vendors on centralized State contracts. The Executive Director currently receives regular updates to the list of certified SDVOBs and will continue to work with the Agency Program Aide to make SDVOBs part of the collection of vendors considered in regard to day-to-day purchases. During 2017 the Executive Director will continue to work closely with the Agency Program Aide to increase awareness and knowledge of the SDVOB program, legislation and other resources such as the SDVOB website.

### **Rochester Genesee Regional Transportation Authority (RGRTA)**

- The Manager of Contract Administration met with department heads to review the SDVOB program, discuss upcoming procurements, and review the SDVOB directory to identify SDVOB firms that could be engaged.
- Procurement Officers review the list of certified SDVOB firms prior to issuing an IFB or RFP and notify certified firms of the procurement.
- Procurement Officers review the list of SDVOB firms participating in OGS contracts when OGS contracts are being utilized.
- RGRTA participated in a local Veterans' Expo to meet local firms and discuss potential contracting opportunities. Firms not certified, were encouraged to meet with the OGS representatives on site.

### **Roosevelt Island Operating Corporation (RIOC)**

RIOC participated in a NYS forum featuring the Assistant Director of the Division of Service-Disabled Veterans' Business Development. The discussion focused on best practices, compliance requisites, reporting guidelines and general requirements necessary for satisfactory participation in the SDVOB program. RIOC subsequently provided training and guidance to personnel engaged in the procurement process to confirm the goals established for SDVOB participation are realized. At the procurement level, RIOC identified opportunities to exercise its discretionary purchasing authority and set-aside contract awards in excess of \$200,000 to two certified SDVOBs. RIOC will continue its outreach to SDVOB vendors by directly notifying (via e-mail) of the availability of RFPs, RFIs, RFQs and other solicitations.

### **Roswell Park Cancer Institute**

The Institute conducts interviews with SDVOBs that are interested in working with us, and whose services are relevant to our needs. Such firms are then added to a list that will be utilized when the need for that specified type of service arises. Efforts are made to have an on-site meeting with each vendor that wants one, in the initial implementation phase of the program. Meetings with contractors and vendors occur on a frequent basis at the Institute or via teleconference. ODI staff will work closely with Procurement Office staff to identify potential opportunities for increased participation by SDVOBs. The Institute has previously hosted a vendor fair at which 48 local MWBEs have participated. This outreach will continue and will include invitations to all certified SDVOB listed on the DSDVOB's website. The Institute will conduct outreach and training to contractors by assisting with locating certified SDVOB vendors, helping fill out reports, etc.

### **Schenectady Metroplex Development Authority**

The Authority works closely with Schenectady County's Affirmative Action Department and City of Schenectady's Affirmative Action Officer to provide procurement opportunities for SDVOBs. Additionally, the Authority helps expedite certification for local businesses that meet eligibility criteria for SDVOB status. The Authority's outreach efforts include utilizing the database to identify qualified SDVOBs and participating in local events designed to educate businesses regarding opportunities with the Authority. The Authority includes language pertaining to the SDVOB program in competitive procurements contracts and purchases.

### **State Commission of Correction (SCOC)**

Because SCOC is hosted for its purchasing by DCJS, the efforts to promote the use of SDVOBs on SCOC contracts are the same as the efforts described by DCJS.

### **State University Construction Fund (SUCF)**

SUCF procurements must have a SDVOB goal determination prior to release of advertisement. SUCF staff continuously review procurements and the SDVOB directory to identify and match opportunities for set asides for exclusive SDVOB bidding. Additionally, all procurements and the directory are reviewed to determine the appropriate goal for subcontracting opportunities for SDVOBs. Email blasts are sent to SDVOBs for advertised procurements. SUCF staff participate in and attend exposition and outreach events for SDVOBs.

All RFP and contract language is in compliance with statute and there are processes in place to ensure all procurements are reviewed for opportunity and goals set accordingly. All SUCF procurement staff are educated/updated on SDVOB program requirements and expectations. It should be noted that SUCF is excluded from \$200k discretionary purchasing authority.

### **State University of New York (SUNY)**

SUNY has implemented a strategic plan to actively promote the utilization of SDVOBs by SUNY campuses. The plan includes, mandatory training sessions for campus procurement staff, providing communication channels (i.e., listserv and web based contract system) for managing contract performance and participation, dedicating specific commodities or service areas primarily to SDVOB vendors, sharing best practices and identifying quality SDVOB suppliers at semi-annual University-wide Purchasing Association meetings, participating in VETCON and hosting SDVOB-specific outreach events, developing procedures for contractor submission of utilization plans and waivers, producing quarterly

reports tracking campus utilization of SDVOBs, and working with OGS and other State agencies to determine best practices for SDVOB utilization.

**Syracuse Regional Airport Authority**

The operation of the Airport transitioned from the City of Syracuse to the Authority in 2014. The Airport holds an outreach program for MWBEs and SDVOBs annually. Authority staff attended VETCON in 2016 and 2017. The SDVOB directory is very helpful to the Authority and its contractors. The Authority remains committed to the SDVOB program and works with all contractors in helping them secure opportunities for work.

**United Nations Development Corporation (UNDC)**

Throughout 2017, UNDC made good faith efforts to award contracts to SDVOBs, and encouraged prime contractors to utilize SDVOBs as subcontractors. UNDC lists SDVOB goals in solicitations. UNDC staff assess State contracts for SDVOB participation goals. Staff consider UNDC's goal plan, the 6% goal, the contract and subcontract scopes of work, the potential subcontract opportunities available in the prime contract, and the number of SDVOBs available to perform the work.

UNDC procurement staff attempt to unbundle State contracts and solicit bids from SDVOBs, and encourage joint ventures, teaming agreements, or other similar arrangements between prime contractors and SDVOBs. UNDC compliance staff educated procurement staff about the SDVOB legislation and requirements by disseminating written policies and instructions and conducting training sessions.

**Upper Mohawk Valley Water Authority (MVWA)**

MVWA personnel attend conferences and workshops throughout the State where vendors present their organizations for commodities, services, consulting and construction. All requests for proposals for services over \$25,000 and construction for over \$100,000 include required SDVOB language. When requests for proposal are under the statutory thresholds, MVWA researches the Contract Reporter for potential SDVOB vendors. In the surrounding area, MVWA has identified six SDVOB vendors for potential local purchasing.

**Westchester County Health Care Corporation (WCHCC)**

WCHCC's SDVOB outreach efforts throughout 2017 included events that were held in April and July 2017 to inform SDVOB vendors about opportunities to participate as subcontractors in the construction of the Ambulatory Care Pavilion on the Valhalla Campus as well as how to do business with WCHCC. Other efforts have included emailing the updated lists of certified SDVOB vendors to WCHCC's department leaders to ensure that they have the most recent information should opportunities become available for their department to procure goods or services from SDVOBs.

**Workers' Compensation Board (WCB)**

When the WCB considers a new procurement, staff reaches out directly to the Division to determine if there are any vendors that can provide the services. Procurement opportunities are made available on the WCB's website for all vendors to see. The WCB has included an option on its Intent to Bid Form for SDVOB firms to indicate if they want their contact information published on the WCB's procurement website, which will allow non-SDVOB vendors to see which SDVOB vendors are interested in subcontracting opportunities. All procurement staff are notified of the SDVOB legislation and all requirements.