



Division of Service-Disabled Veterans' Business Development

Annual Report | December 31, 2018



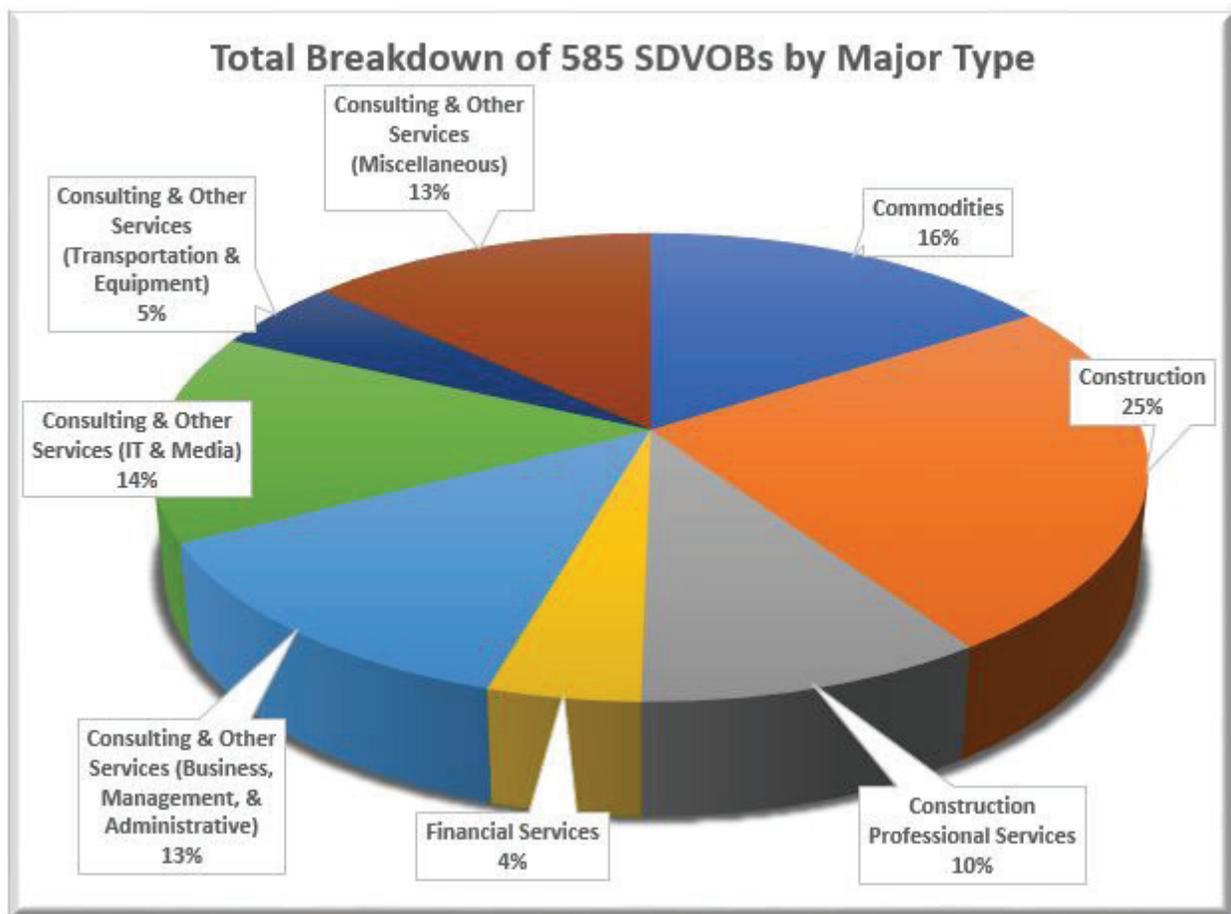
Office of General Services
Division of Service-Disabled
Veterans' Business Development

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 6% 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 2018, the Division continued to increase its national record pace of certifications with the certification of 181 SDVOBs taking an average of 33 working days from receipt of application to the certification decision. From the inception of the program, the Division has received 727 applications for certification resulting in 585 SDVOBs.⁽¹⁾



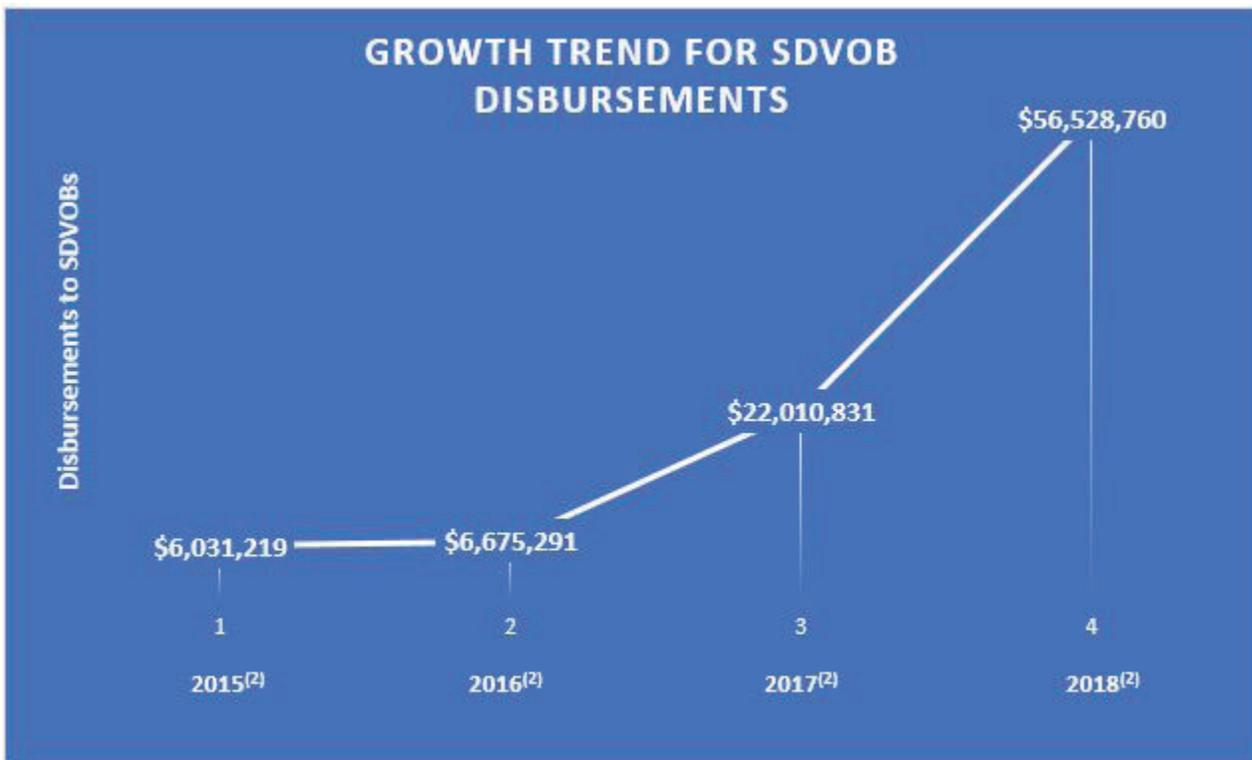
⁽¹⁾ To date, 86 applications (11%) have been denied or withdrawn for various reasons. Thirty-two SDVOBs had their certifications revoked due to buy-outs, retirement, incorporation, or business dissolution, and three SDVOBs are currently listed as inactive because they are temporarily unable to accept work. No appeals have been received.

State and National Outreach

The Division continues to aggressively market the program statewide and nationally through its two-pronged approach of identifying and certifying existing SDVOBs and working with strategic partners to encourage and assist service-disabled veterans to start new businesses. In 2018, the Division participated in or hosted 63 webinars, training sessions, outreach meetings. These events culminated in VETCON, the premier SDVOB Event for New York State where over 300 SDVOB representatives met one on one with over 225 representatives of agencies, authorities, prime contractors and other stakeholders. The Division expanded its outreach nationally by being recognized at the Elite SDVOB Conference in San Diego, California as one of the premier SDVOB Programs in the country.

Statewide Utilization

Disbursements to SDVOBs from October 1, 2017 through September 30, 2018 increased over 150% from the same period one year earlier. The introduction of the searchable Certified SDVOB Directory in October 2017, the Division's education and follow up with agencies and authorities and the increase in the number, capacity and geographic dispersion were all significant catalysts in achieving the geometric growth.



⁽²⁾ Each year represents Quarter 4 of the prior calendar year plus Quarters 1, 2 and 3 of the current calendar year

Total Awards 3,286

Total Value of the Awards \$58,030,271

Average Value of Award \$17,660

Total Disbursements to SDVOBs \$56,528,760

Agency and Authority Utilization - FY 2017(Q3) – 2018(Q2)

Agency/Authority	SDVOB Utilization \$	SDVOB Utilization %
Adirondack Park Agency (APA)	5,437.88	10.16%
Agriculture & NYS Horse-Breeding Development Fund (Ag&Horse)	120.00	0.27%
Albany County Airport Authority (ACAA)	37,369.53	0.63%
Albany Port District Commission (PortAlbany)	96,767.71	12.09%
Alcohol Beverage Control Board (SLA)	0	0.00%
Battery Park City Authority (BPCA)	2,197,969.73	31.68%
Board of Elections (ELECTIONS)	2,238.85	0.16%
Buffalo Fiscal Stability Authority (BFSA)	338.51	22.49%
Capital District Transportation Authority (CDTA)	38,860.56	0.47%
Cayuga County Water & Sewer Authority (CCWSA)	0	0.00%
Central New York Regional Transportation Authority (CNYRTA)	22,024.70	0.66%
City University Construction Fund (CUCF)	1,392,342.74	1.50%
City University of New York (CUNY)	474,926.72	0.87%
Council on the Arts (ARTS)	0	0.00%
Department of Agriculture & Markets (AG&MKTS)	1,091.00	0.10%
Department of Civil Service (CS)	72,072.01	9.25%
Department of Corrections & Community Supervision (DOCCS)	1,625,310.71	5.29%
Department of Economic Development (DED)	0	0.00%
Department of Environmental Conservation (DEC)	893,738.76	0.77%
Department of Financial Services (DFS)	114,164.99	10.61%
Department of Health (DOH)	80,000.79	0.83%
Department of Labor (DOL)	125,819.67	10.39%
Department of Motor Vehicles (DMV)	234,893.77	5.83%
Department of Public Service (DPS)	0	0.00%
Department of State (DOS)	2,905.95	0.12%
Department of Taxation & Finance (TAX)	76,252.06	9.91%
Department of Transportation (DOT)	3,404,074.09	1.04%
Development Authority of the North Country (DANC)	376,507.16	7.37%
Division of Budget (DOB)	7,330.45	85.70%
Division of Criminal Justice Services (DCJS)	15,742.46	24.64%
Division of Homeland Security & Emergency Services (DHSES)	219,135.71	15.57%
Division of Human Rights (DHR)	19,075.23	6.66%
Division of Military & Naval Affairs (DMNA)	152,287.70	6.74%
Division of State Police (TROOPERS)	413,240.96	31.50%
Division of Veterans Affairs (DVA)	0	0.00%
Dormitory Authority of the State of New York (DASNY)	1,752,963.51	0.33%
Empire Center at the Egg (EGG)	0	0.00%
Empire State Development (ESD)	5,613,694.34	1.28%
Environmental Facilities Corporation (EFC)	83,179.03	1.29%
Erie County Fiscal Stability Authority (ECFSA)	0	0.00%
Erie County Medical Center (ECMC)	457,849.11	5.65%
Executive Chamber (CHAMBER)	10,616.55	56.80%
Gaming Commission (GAMING)	842,017.93	15.94%
Governor's Office of Employee Relations (GOER)	0	0.00%
Higher Education Services Corporation (HESC)	9,000.00	2.27%
Housing Trust Fund Corporation/Governor's Office of Storm Recovery (GOSR)	463,319.78	6.73%
Hudson River Park Trust (HRPT)	102,022.92	0.45%
Hudson River-Black River Regulating District (HRBRRD)	5,516.17	1.28%
Information Technology Services (ITS)	368,692.26	0.33%
Jacob Javits Convention Center (JAVITS)	612,998.13	3.13%
Joint Commission on Public Ethics (JCOPE)	0	0.00%

Agency/Authority	SDVOB Utilization \$	SDVOB Utilization %
Justice Center for the Protection of Persons with Special Needs (JUSTICE)	42,307.96	19.12%
Livingston County Water & Sewer Authority (LCWSA)	164,710.67	18.16%
Long Island Power Authority (LIPA)	610,408.50	1.75%
Metropolitan Transportation Authority (MTA)	10,356,814.79	1.15%
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)	9,334,858.60	38.26%
New York State Bridge Authority (NYSBA)	36,376.67	0.23%
New York State Energy Research & Development Authority (NYSERDA)	219,844.66	5.30%
New York State Homes & Community Renewal - DHCR, HTFC (DHCR)	1,710,388.30	6.88%
New York State Homes & Community Renewal - HFA, AHC, SONYMA, MBBA, TSFC (HFA)	1,238,148.48	7.00%
New York State Insurance Fund (NYSIF)	1,091,017.31	2.55%
New York State Thoroughbred Breeding & Development Fund Corporation (NYBREDS)	1,300.00	0.93%
New York State Thruway Authority (NYSTA)	411,420.01	2.55%
Niagara Falls Water Board (NFWB)	0	0.00%
Niagara Frontier Transportation Authority (NFTA)	86,414.85	0.59%
Office for People with Developmental Disabilities (OPWDD)	90,882.47	1.21%
Office for the Aging (AGING)	4,319.30	3.98%
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)	1,870.80	0.03%
Office of Children & Family Services (OCFS)	36,509.01	0.13%
Office of General Services (OGS)	3,004,568.28	6.60%
Office of Mental Health (OMH)	335,212.94	3.36%
Office of Parks, Recreation, & Historic Preservation (PARKS)	182,952.27	0.16%
Office of Temporary & Disability Assistance (OTDA)	152,079.37	6.72%
Office of the Inspector General & Welfare Inspector General (OIG)	220.49	0.12%
Office of the Medicaid Inspector General (OMIG)	66,200.79	14.24%
Ogdensburg Bridge & Port Authority (OGDEN)	0	0.00%
Olympic Regional Development Authority (ORDA)	7,579.00	0.29%
Port of Oswego Authority (OSWEGO)	160.73	0.95%
Public Employment Relations Board (PERB)	0	0.00%
Rochester Genesee Regional Transportation Authority (RGRTA)	27,670.00	23.70%
Roosevelt Island Operating Corporation (RIOCC)	135,047.37	0.81%
Roswell Park Cancer Institute (RPCI)	85,532.90	7.13%
Schenectady Metroplex Development Authority (SMDA)	14,850.00	0.25%
State Commission of Correction (SCOC)	0	0.00%
State University Construction Fund (SUCF)	207,969.22	0.05%
State University of New York (SUNY)	2,364,730.93	0.45%
Syracuse Regional Airport Authority (SRAA)	137,409.48	2.73%
United Nations Development Corporation (UNDC)	175,353.68	2.16%
Upper Mohawk Valley Water Authority (MVWA)	0	0.00%
Westchester County Health Care Corporation (WMC)	1,706,029.86	4.13%
Workers Compensation Board (WCB)	59,371.01	9.62%
Office of the State Comptroller (OSC)	4,299.68	0.12%

Agency/Authority Efforts to Promote SDVOB Utilization

Adirondack Park Agency

The NYS Adirondack Park Agency is a small Agency with 54 FTE's. The Agency has regulatory responsibility to cover the 6.2 million-acre Adirondack Park under the Adirondack Park Agency Act. The Agency educates its procurement/purchasing personal by having monthly discussions on updates to SDVOB legislation and requirements. The Agency reviews the SDVOB listing on a regular basis to determine if any new listings can provide needed services or commodities. With a limited discretionary budget, the Agency reviews all purchases to determine if the item(s) can be purchased from a SDVOB and then reviews the cost analysis.

Agriculture and New York State Horse-Breeding Development Fund

The Fund is a very small agency that has a limited discretionary budget. However, we are committed to utilizing SDVOB vendors whenever possible and regularly search the SDVOB database for certified vendors who can provide any needed services or products. In 2018 we have expanded staff education and we have already made strides in reaching our utilization plan's goal. We will continue to seek SDVOB vendors for any projects or services we may need in the future.

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 SDVOB. The Authority will be attending the Veterans in Economic Transition Conference in November 2018 to promote business opportunities at the Airport.

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 SDVOBs able to perform specific types of work that falls within the scope of the contract

Albany Port District Commission

The Port of Albany was able to surpass the established goals set for the 2017-2018 Goal Plan and is on track to exceed the goals set forth in the 2018-2019 Plan. All Port staff and procurement personnel are educated and updated regarding SDVOB requirements at regularly held staff meetings. The Port leadership is in regular contact with the Division to find certified contractors. Additionally, to help achieve the Port's current goals, Port leadership team members will be attending VetCon 2018 to inform those SDVOBs present about upcoming opportunities. The Port puts SDVOB language in all procurement documents so that those interested in doing business with the Port know that the Port of Albany is actively pursuing SDVOB contractors.

Alcohol Beverage Control Board/State Liquor Authority (SLA)

The SLA is hosted by Office of General Services (OGS) for human resources, finance and contracting. 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. The SLA has consistently sought to identify certified vendors in the database and to identify opportunities to engage certified vendors

in State procurement. The SLA will continue to consult with the OGS and the SDVOB Division to identify new purchasing opportunities and to identify outreach prospects. Agency staff plans to attend VETCON 2018 to meet vendors that can assist us in meeting our SDVOB program goal.

Battery Park City Authority (BCPA)

When a procurement opportunity arises, BPCA's procurement team conducts extensive outreach to both the SDVOB Community and OGS's Division. BPCA also identifies companies owned by a disabled-veteran but not yet certified as an SDVOB to connect them with OGS for certification.

Board of Elections (BOE)

The BOE understands the importance of the SDVOB program and the opportunity it presents to SDVOB business. After review of the SDVOB vendors currently certified, the Board has identified the following areas where we could possibly leverage if our form, function and utility is not met by preferred source or NYS Centralized Contract:

- Office Furniture/Supplies/Equipment
- IT Resellers
- Advertising, Printing & Marketing Services

As part of the Board's day-to-day activities the Administrative Office intends to regularly:

- Identify SDVOB resources from the directory and have an ongoing dialogue with OGS staff, as necessary;
- Actively solicit SDVOB vendors by diligently reviewing all possibilities on OGS contracts, where available;
- Actively solicit SDVOB vendors for all open, competitive bid opportunities;
- Continually encourage P-card holders 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 our authority's contracts and procurements, we routinely search the SDVOB database for qualified vendors for the goods and services being procured. Once potential vendors are identified from the list, we contact the vendors by phone and/or email. In the event that an identified SDVOB has failed to respond to our requests for information and/or quotes, and email is sent to the Division to inform them of the difficulty in obtaining a response from said SDVOB vendor for additional guidance and assistance.

Capital District Transportation Authority (CDTA)

As the directory is growing, CDTA seeks to similarly see increased opportunities for participation. Staff is participating in small business events and SDVOB geared events like VetCon. When an SDVOB is available, staff is utilizing them for discretionary purchases. Staff is also looking at SDVOB availability on OGS contracts for possible increased usage. With a small directory of certified businesses, growth continues to be a challenge.

Cayuga County Water and Sewer Authority (CCWSA)

CCWSA continues to conduct its business to support SDVOB programs. Presently, the CCWSA does not have State Contracts, or subcontracts for procurement. CCWSA has very limited utilization ability of procurement opportunities for this program at this time. Although CCWSA is a relatively small water and sewer utility service (revenue-based business) with very few opportunities for procurement, we continue to search the SDVOB network of businesses and the guidance provided by the program. Education of our staff regarding the program continues, and we will continue to search opportunities to utilize the SDVOB program that NYS has implemented.

Central New York Regional Transportation Authority (CNYRTA)

In April 2018, CNYRTA contracted with a certified SDVOB vendor for Background Investigative Services, which has significantly improved the Authority's overall utilization. CNYRTA makes every effort to ensure SDVOBs are aware of contracting opportunities by advertising contracts greater than \$25,000 in local papers and indicating that SDVOBs are encouraged to respond. Additionally, CNYRTA reviews the SDVOB Directory and sends bid/proposal packages to businesses that meet the description in each specification. 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, CNYRTA focuses on commodities and services as the main contracting categories in which to capture SDVOB utilization.

City University Construction Fund (CUCF)

CUCF continues to remain committed to increasing participation in the SDVOB program. Solicitations are reviewed to identify opportunities for SDVOBs. CUCF's outreach efforts provides opportunities through email, open solicitation, identifying partnerships on existing contracts and discretionary purchases. Our website (www.cuny.edu/cunybuilds) provides valuable information on an on-going basis to assist vendors in linking up with actual prime and potential contract holders. CUCF together with CUNY hosts an annual conference and has included a workshop to specifically address SDVOB concerns and provide networking opportunities with other vendors. CUCF continues to participate in other outreach events including VETCON and Competitive Edge SDVOB Conference. Information on the updated status of SDVOB vendors is distributed to procurement and Construction Administration staff.

City University of New York (CUNY)

CUNY emphasizes the importance of increasing SDVOB participation during its monthly purchasing directors' meetings and tracks utilization system-wide for each quarter. Colleges are encouraged to exercise their informal (discretionary) purchasing authority and restrict opportunities to SDVOBs and other targeted groups for certain procurements. All procurements meeting the threshold for SDVOB participation goals are reviewed by the Supplier Diversity Team. The University plans to increase utilization by incorporating SDVOBs into upcoming University-wide contracts.

The Sell to CUNY website (cuny.edu/selltocuny) has been refreshed to improve access to CUNY procurement opportunities. CUNY also hosted its annual supplier diversity conference on August 8, 2018 to encourage SDVOB firms to meet and develop business connections with 25 colleges, selected prime contractors and

suppliers, and with CUNY's Supplier Diversity Team. Additionally, CUNY participates at 30+ supplier diversity events each year, including VETCON. The Supplier Diversity Team continues to conduct SDVOB-focused email outreach for specific solicitations to encourage the vendor community to respond.

New York State Council on the Arts (NYSCA)

NYSCA is mandated to provide arts grants funding throughout the state. Achieving SDVOB utilization is an effort NYSCA continues to embrace and strive towards at every opportunity. Due to NYSCA's small size, its budget, and its mission, there are limited opportunities for agency contracting. Much of the NYSCA budget is allocated to salaries, rent, and utilities, and the agency has limited discretionary operational funding. The remaining allocation supports travel, supplies, and equipment. While most of NYSCA's procurement is done through discretionary purchasing efforts are always made to determine whether there are available certified SDVOBs that can meet NYSCA's contracting needs.

Department of Agriculture and Markets

The Department's SDVOB Liaison works to identify potential contractual and/or discretionary spending opportunities to utilize SDVOB providers. All DOB B1184 requests are reviewed for SDVOB applicability prior to their submission to ensure that no potential opportunity is missed. While opportunities are limited by our Department mission, standard SDVOB language is included in our procurement and contract documents so the reference to the SDVOB program can aid in sight recognition for entities doing business with us. We use quarterly reports from Analyze NY to identify available credit for work performed by OGS on behalf of the Agency. We also anticipate that attending VetCon this year will open the agency to more opportunity for SDVOB vendor contact

Department of Civil Service

When the Department issues RFPs to solicit vendors' proposals and make contract awards, the Department creates a bidders list that identifies potential vendors that can be proactively advised of procurement opportunities. The Department searches the online directory of NYS Certified SDVOBs and includes on the bidders list all SDVOBs whose product/service offerings are related to the project scope of any given contract procurement. The Department's RFPs set contract-specific SDVOB participation goals, include language encouraging bidders to use SDVOBs as subcontractors or suppliers, and provide bidders with a link to OGS's online directory to promote awareness of the SDVOB program. In addition, when the Department receives a request for a discretionary purchase, the Assistant Purchasing Agent performs a thorough review of the SDVOB Directory to identify potential vendors. The Director of Finance is the SDVOB point of contact, and the Office of Financial Administrative is responsible for both purchasing and procurements, so that staff are kept informed on SDVOB requirements.

Department of Corrections and Community Supervision (DOCCS)

DOCCS employed all procurement options available within the scope of the SDVOB program to maximize SDVOB utilization including goal setting, discretionary purchasing, and set-asides. The MWBE-SDVOB Team of the Contract Procurement Unit (CPU) is the primary oversight and compliance authority and works in conjunction with correctional facilities to advance the SDVOB program. DOCCS continues to implement a mandatory training requirement to educate staff on SDVOB requirements. All procurement staff are required to take this training annually. DOCCS encourages staff to utilize SDVOB vendors whenever possible on all procurements including purchases under the \$25,000 threshold to promote SDVOB utilization. CPU hosts trainings and distributes memos to emphasize the Department's SDVOB program goals. DOCCS participates in SDVOB-sponsored events designed to identify new vendors.

Department of Economic Development (DED)

DED has made available internal guidance to all staff on the purchasing, RFP and contract management process. Within this guidance, program staff are instructed to contact ESD's Office of Contractor and Supplier Diversity (OCSD) for determination of SDVOB goals, if applicable, on procurements. In addition, program staff need to be familiar with the OGS Business Services Center's (BSC) purchasing oversight guidance, which includes information on the consideration of SDVOB firms for different procurement types.

ESD is once again participating in this year's VETCON to meet SDVOBs, discuss ESD opportunities, and identify potential SDVOB firms for future opportunities. In addition, OCSD created a policies and procedures manual that includes the units' practices of establishing goals, contract management and maximizing utilization. This manual is the key training document for all OCSD staff and is available for agency-wide review.

Department of Environmental Conservation (DEC)

DEC has made significant progress in its utilization of the SDVOB program's available tools. The DEC has recognized the need to expand the program, and as such, all contracts are now subject to SDVOB subcontract goal setting analysis and implementation. To make recommendations as early in the process as possible, the SDVOB program is housed within DEC's procurement function. Staff engages the SDVOB community on a regular basis to determine appropriate advertising and SDVOB subcontract goal setting. Staff regularly educate colleagues on the variety of ways SDVOBs can be engaged. Use of SDVOBs is part of a certified business checklist required for 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 purchasing authority.

Department of Financial Services (DFS)

The Department of Financial Services encourages P-Card holders to make discretionary purchase from certified SDVOBs and places SDVOB goals on competitively bid contracts when appropriate. During 2017, DFS awarded a \$4,104,500 auditing and actuarial services contract, with SDVOB subcontracting goals. DFS attends the annual Vetcon event each year in order to identify additional SDVOBs with which it may do business.

Department of Health (DOH)

In December 2017, DOH and DASNY released a \$200M RFA for projects that facilitate health care transformation activities to create financially sustainable systems of care. An SDVOB goal was placed on the procurement and SDVOB utilization plans will be submitted. DOH anticipates future SDVOB spending to increase as the contracts are executed and spending commences. The DOH template procurement language was updated to include SDVOB program language, and DOH continues to partner with DASNY in finding SDVOB opportunities on our facilities maintenance projects. DOH is additionally increasing communication with purchasing staff at DOH facilities in an effort to increase discretionary SDVOB purchase opportunities. DOH staff will look to align SDVOBs with these opportunities at the upcoming VETCON event and within the SDVOB directory.

Department of Labor (DOL)

DOL has an SDVOB Program with established procurement policies, processes and procedures to identify and promote the utilization of SDVOBs. DOL attributes its successful utilization to routinely soliciting SDVOBs

to fulfill the Department's orders for commodities and services for discretionary purchases. DOL will continue using that methodology with the goal of meeting and exceeding the 2018-19 Master goal plan figures. DOL has participated in outreach activities such as VETCON and GovBuy and will continue to utilize these forums to help identify SDVOBs that can provide goods and services to the Department. The SDVOB Administrator continues to advise procurement and contract staff of updates to the SDVOB directory and the SDVOBs on OGS centralized contracts. The SDVOB Administrator also continues to work with program areas to determine if there are opportunities for SDVOBs to be utilized as procurement documents are being developed.

Department of Motor Vehicles (DMV)

During 2018, DMV has continued to promote the utilization of SDVOBs on State contracts and subcontracts. For each procurement issued, we search the list of certified SDVOBs for potential participation. We ensure that the SDVOB standardized solicitation and contract language is incorporated in each procurement. We continually review the list of certified SDVOBs to see where we can purchase directly from them with discretionary funds. DMV staff have attended SDVOB trainings offered to keep apprised of any changes/updates to the Program as well as SDVOB meet and greet events to network with prospective SDVOBs.

Department of Public Service (DPS)

The Department of Public Service has continued outreach efforts to secure contracts with the SDVOB community by advertising open competitive procurement opportunities in the NYS Contract Reporter and on the Department's website, with the expectation that this will generate more competition and increase the likelihood of SDVOB participation. The Department's Office of Administration regularly reviews the SDVOB Directory for opportunities to fulfill discretionary purchasing needs via SDVOB vendors and plans to reach out to other agencies with successful utilization rates to discuss strategies. The Department's procurement staff are aware of all SDVOB regulations and guidelines and attend annual SDVOB training at the OGS Purchasing Forum.

Department of State (DOS)

To overcome challenges and promote SDVOB utilization, DOS includes SDVOB language in procurement/contract documents and disseminated informational memoranda to contractors and programs, explaining the benefits of the program and encouraging contractors to make every effort to engage SDVOBs.

DOS is working hard to create opportunities for SDVOB participation and will continue to reach out to SDVOBs. Also, DOS hosted a training with the SDVOB Division to educate procurement staff about the program.

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.
- Identify SDVOB resources from OGS's directory and have ongoing dialogue with OGS staff, as necessary.
- Utilize statutory discretionary buying threshold for SDVOB firms, when applicable.

- Continually encourage P-card holders to utilize SDVOB firms.
- Reach out to sister agencies to discuss their strategies to maximize SDVOB utilization and identify potential SDVOB vendors.
- Attend the 2018 VETCON event being held in November.
- Consistent with the Economic Development Law, publish any bid opportunity of \$50,000 or greater in the Contract Reporter as well as publish projected procurements of \$5,000 to \$50,000 quarterly

Department of Transportation (DOT)

Staff from the DOT Purchasing Office have conducted regional training and assisted with locating SDVOB firms as requested by purchasers. Purchasing staff plan to travel to all 11 Regional Offices in Spring 2019 to conduct SDVOB procurement training for all regional purchasers as done in 2017. Purchase and Contract Management staff plan to attend 2018 VETCON Conference as done in 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 continues to assess all procurement opportunities for potential SDVOB goals. Reviews of the SDVOB directory are conducted for every solicitation issued by Purchasing to ensure SDVOBs are added to mailing lists. DOT continues to include SDVOBs in our WorkSmartNY Webinars and Orientation sessions.

Development Authority of the North Country

For the 2018 calendar year, the Development Authority of the North County has followed its written procedures to maximize SDVOB participation in Authority contracts. The Development Authority of the North Country utilizes a template for its IFBs and RFPs that includes SDVOB participation goals and actively seeks participation by certified SDVOBs. The use of these templates is required for all competitive procurements. In addition, each division is required to review the list of certified SDVOBs on the NYS OGS website for direct solicitation of SDVOBs. All IFBs and RFPs are reviewed by the Procurement Coordinator for compliance with these requirements. NYS Certified SDVOB's are encouraged to sign up on the Authority's website portal for notifications of procurement opportunities as they become available. The Authority also utilizes its discretionary spend option when appropriate. The Authority looks for and utilizes SDVOB resellers on NYS Centralized Contracts.

Division of the Budget

The Division's goal is to purchase services and commodities from SDVOBs as much as practicable. 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 does the following to promote SDVOB utilization on contracts:

- DCJS includes SDVOB language into solicitations and contracts.
- Quarterly meetings are held with procurement liaisons to encourage the use of SDVOB vendors.
- Informative communications pertaining to SDVOBs is sent to program areas, as appropriate.
- DCJS presented a SDVOB segment to the agency during our “Procurement 101” training in fiscal year 16/17 and will be doing so again in the 18/19 fiscal year.
- DCJS has uploaded SDVOB information to the DCJS Intranet.
- DCJS Procurement promotes/responds to internal inquiries for desired items/services that could be obtained from an SDVOB vendor.

Division of Homeland Security and Emergency Services (DHSES)

DHSES prioritizes the utilization of SDVOBs. DHSES purchasing staff have all been made aware of our goals and are instructed to look for opportunities to ensure the agency’s goals are met. All purchases are reviewed by multiple DHSES Finance staff prior to approval to determine if there are opportunities to solicit quotes from SDVOB vendors. DHSES has been meeting with SDVOB vendors and plans to participate in outreach events such as the upcoming VETCON conference. Purchasing from SDVOB vendors and meeting our utilization goals will continue to remain a top priority for DHSES.

Division of Human Rights

The Division of Human Rights procurement department actively seeks to engage SDVOB vendors in its routine purchases. During calendar year 2017, the Division made purchases from SDVOB vendors and encouraged vendors to get SDVOB certified. The Division’s small size works to its advantage when coordinating purchases with SDVOB goals, as the Division finance/procurement unit acts as liaison with the OGS Division of Service-Disabled Veterans’ Business Development.

Division of Military & Naval Affairs (DMNA)

DMNA personnel are encouraged to seek and refer potential SDVOBs to the SDVOBD office to gain certification. DMNA personnel attend the SDVOB class at GovBuy and VETCON in Albany. DMNA has conducted training with program staff on how to search the SDVOB list to check which vendors are new providers and to continue to use the vendors they have found on the list. Over the past year, DMNA has increased spending with SDVOB enterprises as it finds more certified vendors who can provide goods and services required.

Division of State Police

The Division of State Police 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 utilized 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 bidding 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 promotes New York State's SDVOB set-aside goal at outreach events across New York State. Given that our target audience is Veterans, including Veteran business owners, our public-centered programs provide a golden opportunity to increase awareness of the SDVOB certification process and NYS's desire to contract with SDVOBs for goods and services. DVA also promotes the State's SDVOB opportunities on our social media platforms. DVA's own contracting opportunities with SDVOBs are limited. Most of DVA's largest purchases are exempt (e.g., Call Center services provided by the Human Services Call Center at OCFS). DVA will strive to increase SDVOB utilization in the upcoming fiscal year primarily through purchases of promotional items to use at the agency's outreach events, but DVA recognizes that this may be difficult due to the above-described limits placed on the agency.

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 and employed numerous strategies/programs to identify, notify, educate and support SDVOBs. Outreach included: direct notice of procurement opportunities to SDVOBs; participation in MTA SDVOB outreach program, NYS MWBE/SDVOB Forum and VETCON; conducting three statewide project informational/networking sessions; enrolling SDVOBs in DASNY's Registry and facilitating use of Plan Holders/Interest Subcontractor/Supplies List link M/W/SDVOB/SBEs with DASNY opportunities. Through collaboration with OGS, DASNY examined development of an SDVOB JOC Set-Aside Program. DASNY's Opportunity Program regularly meets with DASNY divisions to identify opportunities for SDVOBs.

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)

The Office of Contractor and Supplier Diversity (OCSD) assesses goals on procurements, analyzing the subcontracting opportunities and availability of SDVOBs on projects.

ESD is once again participating in this year's VETCON to meet SDVOBs, discuss ESD opportunities, and identify potential SDVOB firms for future opportunities. ESD has also focused on outreach to SDVOBs to increase utilization within available opportunities. For example, ESD recently released a Request for Qualifications (RFQ) for IT firms. In order to increase interest, OCSD identified and emailed information on the RFQ to each applicable firm on the Directory of Certified Firms. In order to increase SDVOB utilization, ESD plans on continued outreach to SDVOBs, including general outreach and targeted outreach for specific projects and procurements, as well as continued identification of projects with opportunities for SDVOBs.

Environmental Facilities Corporation (EFC)

EFC evaluates all corporate procurements for professional services for SDVOB. EFC also uses its discretionary spending authority to utilize SDVOBs for professional services and for the purchase of information technology products and miscellaneous office supplies whenever feasible. In addition, EFC regularly participates in conferences and outreach events. EFC has developed guidance for recipients of EFC financial assistance as well as contractors and subcontractors on EFC-funded projects in order to assist in compliance with EFC's programmatic requirements. As part of this guidance, EFC sets SDVOB participation goals for State-funded projects and encourages the use of SDVOBs on federally funded projects.

Erie County Fiscal Stability Authority

In 2018 the Erie County Fiscal Stability Authority:

- Worked with purchasing staff to provide reasonable assurance that any spending or procurement items are bid with available SDVOB providers.
- Reviewed updated vendor lists to provide reasonable assurance that purchases could be made with appropriate SDVOB providers.

Erie County Medical Center Corporation (ECMCC)

Erie County Medical Center Corporation is constantly working to improve our processes and monitoring of all IFB/RFP for opportunities to utilize SDVOB for its contracts. Every IFB/RFP is reviewed for sub-contractors that fulfill commercially useful functions within the scope of work. SDVOB goals are added on all construction work, which is increasing significantly in the next few years, and have actively monitored contracts throughout the process to ensure goals are met. We have also added SDVOB fields to our vendor dictionary that will make it easier for us to identify vendors we have already worked with. Finally, we have worked to increase accuracy in our SDVOB reporting and goal plan setting over this past quarter.

Executive Chamber

The Executive Chamber's goal is to procure services and commodities from SDVOBs whenever possible. Due to the current procurement needs of the Chamber, all SDVOB utilization is achieved by purchasing office supplies. The Chamber's procurement staff reviews each purchase request 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. The Chamber is fully supportive of the SDVOB program and will continue to utilize SDVOB vendors at every applicable opportunity.

Gaming Commission

The New York State Gaming Commission (NYSGC) has made a concerted effort to evaluate our process regarding the application of the agency's SDVOB program. The analysis of waivers, exemptions and exclusions has helped us develop more meaningful metrics for the program. The NYSGC has developed policy and procedures related to the SDVOB program. These were being developed last year and were completed and made part of our official policy for State Fiscal Year 18-19 and beyond. The NYSGC will now need to work to implement the policy and procedure by working closely with procurement staff including staff dedicated to contracts. The policy will be included as part of our next SDVOB goal plan. NYSGC 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. All agency procurement and contract documents include language for use of SDVOBs and each procurement is assessed for SDVOB prime and subcontracting opportunities. As a means of promoting SDVOB utilization, GOER attends SDVOB outreach events such as, VETCON.

Higher Education Services Corporation (HESC)

Before making an award, HESC determines whether a qualified SDVOB is available to provide all or a portion of the goods/services being sought. HESC's purchasing staff reviews the certified list of SDVOBs and its own list of bidders to ensure that qualified vendors are properly identified and involved. Due to limited availability of SDVOBs in HESC's areas of need, during the last year, HESC posted a quarterly high of 5.7% SDVOB utilization. HESC makes every effort to ensure utilization of SDVOBs toward achievement of its annual goal. Moving forward, HESC will continue its practice of identifying SDVOBs, while educating procurement staff of both ongoing requirements and new opportunities, 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)

In keeping with the Service-Disabled Veteran-Owned Business Act as well as regulations established by OGS, GOSR through its Office of Diversity and Civil Rights (DCR) has implemented efforts to promote participation and utilization of SDVOB's. These include the following:

- Establishing quarterly check-in meetings with all direct vendors to provide training and technical assistance on SDVOB compliance throughout the life of their contracts
- Participating in over 20 SDVOB-targeted events throughout New York State, including VETCON
- Hosting regional "Meet and Greet" events bringing together SDVOBs 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)

Throughout the 2018 calendar year, HRPT made a concerted effort to increase our utilization of SDVOB certified vendors through training, improved outreach, and enforcement of Article 17B. In April HRPT conducted a comprehensive procurement training for its project management, procurement, legal, financial, and administrative staff including specific reference to the use of discretionary procurement and set-aside

opportunities. This was then supplemented in July by an in-person SDVOB training by OGS and further reinforced by a joint internal Article 15A/17B training with relevant staff. HRPT feels that the additional education provided, coupled with improvements to our internal processes, will result in quantifiable improvements to our 2019 SDVOB utilization rate.

Hudson River-Black River Regulating District

The Hudson River – Black River Regulating 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 are required to utilize SDVOB sub-consultants where applicable. Additionally, where possible, we unbundle contract deliverables. All contracts include SDVOB language.

To further support our efforts, purchasing personnel are educated regarding SDVOB legislation and requirements. The Compliance Officer is the SDVOB point of contact and assists staff in identifying opportunities for SDVOB utilization. The SDVOB database is routinely searched for vendors for the goods or services being procured.

Office of Information Technology Services (ITS)

ITS exhibits at outreach events during the year with the focus of educating SDVOBs on New York State procurement practices and ITS. ITS continues this process of outreach by providing SDVOBs with materials and follow-up meetings after each event to assist SDVOBs in navigating the New York State contract and procurement process. ITS distributes information with our internal network of Resource Managers and Procurement Liaisons to educate and increase awareness of the SDVOB legislation and requirements.

Jacob Javits Convention Center

It is the goal of the Corporation to award a fair share of procurement contracts to SDVOBs. To reach this goal, a) bidders of contracts expected to exceed \$50,000 are encouraged to subcontract SDVOB, b) for projects below \$50,000, the Corporation solicits bids with a primary focus on SDVOBs suitable to the work requires, and c) the Purchasing Department maintains a list of SDVOBs by area of expertise, and individuals responsible for soliciting bids and proposals reach out to SDVOBs to encourage them to submit bids.

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 SDVOB goals assigned to the agency. All service and commodity discretionary procurements are required to attempt to utilize SDVOB vendors for purchases to include office supplies, computer hardware, and audit services. As SDVOB vendors are added to the available vendors who supply these goods and services, the agency 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 SDVOB vendor lists through

internal email distribution, the agency SDVOB review process includes:

- Vetting commodities and services available through OGS centralized contracts for SDVOB vendors before procuring; and
- Closely examining the most recent eligible SDVOB vendor tracking sheets before making discretionary purchases.

The Justice Center has increased its SDVOB usage during 2018 by continuing to employ this approach. The agency has added Allegra Marketing and AmVet Office Supplies to its list of SDVOB vendors. Along with Tony Baird Electronics, these vendors were identified through our standard SDVOB review process.

As noted in the 2018 SDVOB Master Plan, the majority of Justice Center discretionary purchasing is made through centralized contracts, which has the impact of limiting the opportunity for open-market procurements. However, as circumstances warrant, the agency will attempt to employ the SDVOB set-aside tool mentioned in the SDVOB guidelines

Livingston County Water and Sewer Authority (LCWSA)

The LCWSA is committed to maximizing SDVOB opportunities. While LCWSA has very few contracts and subcontracts that meet the State contract amount thresholds, the LCWSA has taken proactive steps internally and externally to encourage SDVOB participation in LCWSA contracts. Internally, as part of its regular staff meetings, staff are reminded of the SDVOB 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 SDVOBs. The LCWSA recently started construction on a major capital improvement project at its Lakeville Wastewater Treatment Plant, and approximately \$3.4M in upgrades are being completed by an SDVOB.

Long Island Power Authority (LIPA)

Efforts to promote SDVOB participation are as follows:

- LIPA retained services of an SDVOB consulting firm to do outreach to other SDVOBs to grow internal supplier database and increase utilization in contract opportunities by identifying capable SDVOB firms to provide construction, materials, and professional services.
- LIPA brought in SDVOB businesses to meet with decision makers and proposed use of more discretionary spend and set-asides for SDVOBs.
- LIPA staff attend networking events to promote greater participation by SDVOBs. LIPA is a sponsor of and participant in VETCON (2017 and 2018).
- LIPA is a supporter of New York Veteran Owned Business Association (NYVOBA) and secured small PSEG Long Island grant.

Metropolitan Transportation Authority (MTA)

MTA remains committed to increasing its procurement opportunities to SDVOBs. MTA agencies have continued their efforts to train their procurement staff on SDVOB requirements, solicit from SDVOBs for commodity purchases, identify SDVOB resources from the list of certified firms, and notify prime contractors of the SDVOB Program. In order to maximize SDVOB utilization, MTA's discretionary purchasing procedure allows for solicitation of SDVOBs without a formal competitive process. MTA encourages its procurement staff to participate in outreach events focused on opportunities for SDVOBs, including the annual VETCON and Competitive Edge events, in order to help SDVOBs develop relationships and generate business opportunities with the MTA and its agencies.

Nassau County Interim Finance Authority (NIFA)

NIFA has a small administrative staff of five people that have several responsibilities. All staff members work closely in all aspects of the administration of the Authority. The Executive Director manages the functions of this unit, oversees implementation of NIFA's policy, and directs NIFA's efforts to grant SDVOBs an opportunity to compete for the NIFA's business.

The majority of NIFA's contracts are related to the debt we had issued, either through standby bond purchase or remarketing agreements. The latter requires a financial institution setting tens of millions of dollars aside and the former requires a familiarity with bond buyers who will participate in a weekly auction. There is very little chance of subcontracting as the nature of services that NIFA seeks are completed at the contractor level. NIFA will seek guidance from the SDVOB office whenever we issue an RFP to improve SDVOB participation.

Nassau Health Care Corporation

NUMC has appointed an MWBE/SDVOB Liaison who oversees outreach for all bid opportunities. Once a bid is placed on the NUMC website, the MWBE then solicits the bid to SDVOB vendors as well as assisting them with filling out the bid. The Liaison also attends forums and conferences to raise awareness and find more SDVOB vendors that may be interested in doing business.

Natural Heritage Trust (NHT)

NHT continues to encourage 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. A compliance form will be distributed to all regions requiring them to report on which SDVOBs were contacted for bids. Most often, NHT raises funds for a portion of a given program or project – most procurements are done by our partnering agency staff (NYS Parks and NYS DEC), so NHT is somewhat limited to agency SDVOB programs in reaching its goals.

New York Power Authority (NYPA)

NYPA increased its use of SDVOBs through assessment of SDVOB goals, where appropriate, on Canal construction projects over \$500,000 and, where appropriate, on large NYPA projects. As the SDVOB database has increased so have disbursements to SDVOBs, which in turn increased our disbursement reporting exponentially in the 1st and 2nd quarter. NYPA hosted two Supplier Days events and the NYPA 2018 Purchasing Exchange, and also attended numerous events where outreach was conducted with SDVOB firms. We will continue to seek additional opportunities to utilize SDVOBs in our procurement opportunities throughout NYS.

New York State Bridge Authority (NYSBA)

NYS Bridge Authority utilizes the OGS database as one resource to connect with certified SDVOB firms for procurement opportunities. Our intention is not only to be as visible as possible to interested veteran businesses, but to actively seek the talents of these firms in all contracting and RFP activities. We consistently attend all matchmakers and general events and expos that may feature SDVOB firms whenever possible. Our presence at Vetcon, GovBuy, and the Dutchess Business Expo are some examples. We advertise in the Contract Reporter and on our website, with personal invitations sent to all best-match SDVOB firms for each contract opportunity. SDVOB goals are enforced, unless it has been determined that utilization cannot be achieved due to specialized project requirements.

New York State Energy Research and Development Authority (NYSERDA)

To encourage NYS certified SDVOB participation within the Authority's contracts and procurements, information on the updated status of SDVOB vendors is made available to all staff. Authority staff routinely search the SDVOB database for qualified vendors to procure goods and services, and in 2018 several service vendors were identified and engaged for discretionary contracts. New solicitations are reviewed for SDVOB opportunities. Furthermore, the SDVOB goal plan and planned actions are reviewed with executive sponsors annually. These ongoing efforts have increased the percentage of SDVOB utilization in the Authority compared to prior years.

New York State Homes and Community Renewal - DHCR, HTFC (DHCR)

The Agencies' Office of Economic Opportunity & Partnership Development (OEOPD) is responsible for administration of the program on behalf of the agencies within the HCR structure. OEOPD has ensured that SDVOB program requirements are an integral part of the Agencies' business, including in all appropriate contract language and documents. OEOPD's contract compliance staff also educates and provides technical support to all involved in the contracting and procurement processes, including contractors and subcontractors which must report SDVOB participation quarterly. DHCR continues outreach to the SDVOB community by continued participation at all events serving the SDVOB community as well as informing SDVOBs of opportunities as they arise.

New York State Homes and Community Renewal - HFA, AHC, SONYMA, MBBA, TSFC (HFA)

The Agencies' Office of Economic Opportunity & Partnership Development (OEOPD) is responsible for administration of the program on behalf of the agencies within the HCR structure. OEOPD has ensured that SDVOB program requirements are an integral part of the Agencies' business, including in all appropriate contract language and documents. OEOPD's contract compliance staff also educates and provides technical support to all involved in the contracting and procurement processes, including contractors and subcontractors which must report SDVOB participation quarterly. DHCR continues outreach to the SDVOB community by continued participation at all events serving the SDVOB community as well as informing SDVOBs of opportunities as they arise.

New York State Insurance Fund (NYSIF)

Effective April 01, 2018, NYSIF's Contracts Unit has incorporated new language reflecting a requirement for SDVOB goals and reporting on new procurements. Procurement staff has consistently sought to identify certified vendors by using the SDVOB database and the promotion of SDVOB utilization. As a member of the "The Competitive Edge" advisory committee, NYSIF supported and attended March 2018 "Special Presentation of Opportunities for SDVOBs" hosted by MTA and the July 2018 XXIV Annual Conference, focused on encouraging the MWLDBE and SDVOB community for business sustainability, resilience and growth. NYSIF will be represented at VETCON 2018.

New York State Thoroughbred Breeding & Development Fund Corporation

The New York State Thoroughbred Breeding and Development Fund (the Fund) routinely reviews the NYS certified SDVOB database for new certifications and purchasing opportunities in order to reach our 6% goal. During the year, the Fund referenced the SDVOB database to search for, and reach out to, qualified vendors

for moving services, promotional printing, and audio visual/media services. A certified SDVOB vendor was selected for audio/visual services and the Fund plans to continue using this company for future events.

New York State Thruway Authority (NYSTA)

NYSTA evaluates construction contracts, consultant agreements, and various purchases to identify opportunities for SDVOB participation. Over 90% of all professional engineering/architectural service agreements contain SDVOB goals. Due to the type of work NYSTA performs, heavy highway and bridge rehabilitation, which is highly specialized and complex, currently, there are limited certified SDVOB firms that can be utilized for these types of contracts. However, NYSTA continually attends outreach events and conferences in order to identify firms that can be referred for SDVOB certification.

Niagara Falls Water Board (NFWB)

The NFWB has had a large amount of turnover in the past year. At this time our primary focus is to understand the SDVOB program and requirements as well as educating all departments on those requirements. Through in-house training and the development of a task force (in the beginning process), we hope to raise awareness and understanding as well as form strong partnerships with SDVOBs.

Niagara Frontier Transportation Authority (NFTA)

NFTA has a robust SDVOB program. In late 2017 we brought in two employees to administer our SDVOB program. NFTA has taken the following steps to increase our utilization of SDVOBs as well as our prime contractor's use of SDVOBs: We have analyzed our office supply spending and have funneled some of that spending to SDVOBs. We have searched out and hired SDVOBs for small construction and maintenance jobs around our footprint. We have participated in numerous SDVOB matchmaker events such as the 2018 Small Business Matchmaker event in Depew, NY and the PTAC sponsored event in Rochester, NY. One of our program administrators served on a panel at the Small Business Development Center event "Big Opportunities for Small Business."

Office for People with Developmental Disabilities (OPWDD)

OPWDD will continue to make a good-faith effort to utilize SDVOB vendors for our discretionary spending. As the number of SDVOB vendors has increased for our needed services, we anticipate an increase in utilization. To meet annual SDVOB goals, OPWDD has taken steps to educate purchasing and contracting staff on how to purchase with SDVOBs. OPWDD will continue to create an awareness of SDVOB utilization in our procurement opportunities and will review the possibility of employing set aside procurement in an effort to increase participation.

New York State Office for the Aging (NYSOFA)

The preponderance of NYSOFA's budget is distributed to area agencies on Aging Federal and State funded programs based on statutory formulas. We also administer contracts with not-for-profit community aging service providers. NYSOFA strongly encourages contractors to utilize SDVOBs for 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 and the Assistant Minority

Business Specialist have participated in VETCON annually. The Assistant Minority Business Specialist is seated with purchasing staff to directly assist with SDVOB inclusion in discretionary purchasing. We also frequently reference the SDVOB Business Directory. Our best success has been in purchasing products for agency use.

Office for the Prevention of Domestic Violence (OPDV)

OPDV is a hosted agency in all capacities: by the BSC for procurement and finance and by DCJS for finance strategy, budgeting, and Human Resources. The procurement staff in DCJS's Financial Services unit and the BSC have experience and knowledge in working on focused procurement efforts and will vigorously pursue any opportunity to utilize SDVOBs. Additionally, the Affirmative Action Administrator working in collaboration with DCJS will ensure on a continuous basis that procurement liaisons are aware that SDVOB goals are a priority for OPDV. OPDV has been informed that whenever purchases are made the SDVOB directory must be reviewed and considered in to continue to meet or exceed the agency's SDVOB goals.

Office for Victim Services (OVS)

The following describes our process of identifying SDVOB vendors for contracts related to our 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.

In addition, OVS funds nearly 225 local Victim Assistance Programs related to our other federal grants, largely nonprofit and government entities providing direct services to crime victims. Average budgets consist of 99% for personal service and nondiscretionary spending, leaving 1% potentially available for SDVOB purchases. Purchasing and procurement staff have been advised of the SDVOB legislation, goals and how to search use the directory for certified vendors.

Office of Alcoholism and Substance Abuse Services (OASAS)

The OASAS purchasing procedures require SDVOB's be contacted for price quotations for purchases that are not restricted to preferred sources or centralized contracts. This year the OASAS analyzed expenditure data and identified additional SDVOB reseller opportunities available under State contracts. Staff also attended a Matchmaker event at the Albany Marriott on July 24, 2018 and will be attending the Annual VETCON Conference at the Albany Desmond Hotel on November 27-28, 2018. In addition, OASAS invited the Division to provide technical assistance and guidance to OASAS procurement staff. On September 27, 2018 staff from the Division provided agency training at OASAS.

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 all OCFS contractors to consider the utilization of SDVOBs for discretionary non-personnel service spending and assists them in locating SDVOBs. 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 the needs of OCFS contractors. OCFS's Purchasing Unit maximizes the use of SDVOBs

for discretionary purchases. Purchasing Staff review the Certified SDVOB Directory to identify, whenever practical and reasonable, certified SDVOBs.

Office of General Services (OGS)

In 2018, Office of General Services sought to increase usage of the SDVOBs by focusing on assigning SDVOB goals on centralized contracts, creating set-asides for SDVOBs, educating all purchasing personnel on the SDVOB requirements, and doing outreach to SDVOBs. Those efforts resulted in SDVOB goals on the security, furniture, environmentally preferred lighting, and HBITS centralized contracts. Additionally, OGS has advertised three set-asides including Window Washing, Civil/Site Design Services, and an Enterprise System. OGS Design and Construction (D&C) increased SDVOB utilization Statewide through the establishment of goals and set-asides. To date, D&C has assigned SDVOB goals totaling more than \$9 million. OGS also continues to seek ways to increase SDVOB usage on contracts related to finance, real estate, and administrative services.

Office of Mental Health (OMH)

Beginning in September 2018, OMH instituted a more rigorous availability analysis to better establish appropriate goals prior to the release of solicitations. OMH is also seeking outreach opportunities to network with certified SDVOB vendors and will be attending the upcoming Albany VetCon in November as a part of these efforts.

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

Adhering to our Agency Master Goal Plan, our SDVOB program continues to develop. In 2018, Parks implemented new guidelines within our Capital Construction Bureau. More projects statewide are advertising SDVOB goals, working to decrease the agency's utilization deficit. In addition, even though a project may not have specific goals, all projects are asked to use SDVOB good faith efforts language when bidding to foster program growth even further. Historically, it can be seen that to reach utilization goals, there needs to be a focus on construction projects. Being part of the Governor's New York Works initiative has allowed Parks to address our infrastructure needs and increase these types of projects. Through scope assessment, goals are assigned to contracts where utilization will be successful.

Office of Temporary and Disability Assistance (OTDA)

During the 2018 calendar year, OTDA has done the following to promote the SDVOB program:

- Established SDVOB participation goals, and clearly communicated OTDA's commitment to maximizing spend with SDVOBs in all applicable procurements and purchases.
- Conducted evaluations of new and current contracts to clarify eligible spending;
- Identified and solicited SDVOBs for the purchase of goods and services, and increased agency's discretionary purchasing from SDVOBs;
- Continued to make the Directory of NYS Certified SDVOBs available to all procurement and purchasing staff;
- Participated in the 2018 VetCon event on November 27th and 28th and share success stories with OTDA staff.

We will continue to work with the Division to ensure we institutionalize SDVOB best practices

Office of the Inspector General/Welfare Inspector General

The New York State Inspector General is fully committed to procurement practices in support of SDVOBs as outlined in New York State Executive Law 17-B. All Inspector General staff members responsible for procurement regularly consult the list of SDVOBs to determine purchasing opportunities. In 2018, the Inspector General purchased investigative equipment from an SDVOB and will work to further increase SDVOB utilization. Inspector General staff advocate for service-disabled veterans, and upon learning a vendor was a disabled veteran, provided the vendor with information about how to obtain certification with New York as an SDVOB. 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)

The Office of the Medicaid Inspector General is committed to supporting the State's effort to utilize SDVOBs and MWBEs. As such, it is OMIG's policy to encourage and foster equal participation for SDVOBs in the provision of goods and services. While OMIG has relatively few contracts, SDVOBs are included in bidders lists and are targeted for discretionary purchases whenever appropriate. In addition, OMIG will be looking to solicit bids from SDVOBs for its upcoming investigative services contract now that vendors are available.

Ogdensburg Bridge and Port Authority

Ogdensburg Bridge and Port Authority has been very little capital spending throughout 2018 thus far. The Authority will, however, continue to utilize the SDVOB directory for its procurement as well as its capital projects. The CFO will forward the SDVOB certified listing to all managers to help identify opportunities for SDVOBs for upcoming capital projects.

Olympic Regional Development Authority (ORDA)

Through November 2018, the Olympic Authority is doing more major construction projects to get the Olympic venues ready for the 2013 FISU games. Goals on each project are set 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 has developed a team of managers from multiple departments to ensure that we are increasing our utilization percentage. ORDA knows how important these percentages are and will continue to increase our percentage.

Port of Oswego Authority

The Port of Oswego is not a typical operating agency, and specific operational equipment needed is provided by just a few suppliers. The Port has contacted a handful of suppliers that carry items that the Port uses. The Port's purchasing agent reviews the items for purchase continually to check if there is an opportunity and also advises all departments of the need to assist us in meeting the set goals.

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 Administrative Officer to make SDVOBs part of the collection of vendors considered in regard to day-to-day purchases. During 2018,

the Executive Director will continue to work closely with the Administrative Officer to increase awareness and knowledge of the SDVOB program, legislation, and other resources such as the SDVOB website.

Rochester Genesee Regional Transportation Authority (RGRTA)

- At the beginning of the fiscal year, the Manager of Contract Administration met with department heads to review the SDVOB program, discuss upcoming procurement opportunities, and review the SDVOB Directory to identify SDVOB firms that could be engaged.
- Periodically, the Manager of Contract Administration reviews the SDVOB Directory to identify firms that provide goods or services that may be of interest or need to RGRTA. A list of firms is sent to department directors and/or procurement officers with a reminder to consider those firms as well as to review the SDVOB directory when purchases are being made.
- 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 centralized contracts when such contracts are being utilized.
- RGRTA participates in local small business events to meet local firms and discuss potential contracting opportunities.

Roosevelt Island Operating Corporation (RIOC)

In FY 18-19 RIOC identified opportunities to award contracts to three NYS certified SDVOB's in excess of \$300,000. RIOC continues its outreach efforts to identify SDVOB firms that can provide supplies and services. RIOC continues to educate contractors about the SDVOB program as solicitations that have potential SDVOB opportunities are identified. RIOC continues to provide training to staff who are engaged in the procurement process and will provide guidance on how to utilize the directory for certified SDVOBs and identify potential vendors that fit our needs. RIOC continues to attend events that include SDVOB participation and gather information to distribute to staff on SDVOB requirements and updates. Recently RIOC participated in the NYS MWBE forum and obtained a list of current certified SDVOB vendors. RIOC will continue to explore the use of discretionary set asides, competitive bids, and other procurement methods where appropriate to increase contracting opportunities for SDVOB's.

Roswell Park Cancer Institute

The Institute continues to conduct interviews with SDVOBs that are interested in working with us, and whose services are relevant to our needs. We have begun to develop relationships and have awarded some long-term contracts for services that will give 100% spend to SDVOBs for the life of the project. Efforts are made to have an on-site meeting with each vendor that wants one in the initial implementation phase of the program. ODI staff works closely with Procurement Office staff and buyers in individual departments to identify potential opportunities for increased participation by SDVOBs. The Institute is committed to attending the VETCON event every year as well as participating in vendor fairs throughout western New York. The Institute continues to share success stories and get referrals of SDVOBs from other member organizations of the Buffalo Niagara Medical Campus (BNMC).

Schenectady Metroplex Development Authority

In the procurement of goods and services, the Authority promotes economic development opportunities for

local businesses and SDVOBs. Over the past year we have continued to work with Schenectady County's Affirmative Action Department and City of Schenectady's Affirmative Action Officer to provide procurement opportunities. The Authority helps expedite certification for businesses that meet SDVOB criteria. The Authority's outreach efforts include utilizing the SDVOB database to identify SDVOBs and participating in local events to educate businesses regarding potential opportunities. The Authority includes SDVOB contract language in competitive procurements contracts and purchases. We work with private developers to identify local SDVOBs.

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)

Since our previous report, the Fund has continued efforts to provide opportunities to SDVOBs.

All Fund procurements, of which 99% are either construction-related services or construction, must have a SDVOB goal determination prior to release of advertisement. We reviewed all contract scopes and the SDVOB Directory was searched to determine the appropriate goal for each contract opportunity. Upon release of any contract advertisement, email blasts were sent to SDVOBs to notify of the procurement and its opportunities. The Fund's website layout and information for SDVOBs has been revised and will soon be implemented. Note, the Fund is excluded from discretionary purchasing authority.

State University of New York (SUNY)

SUNY actively promotes and supports the utilization of SDVOBs by all 30 campuses through the implementation of new SDVOB Program Software automation tool that quickly 1) finds SDVOB firms for every scope of work in every procurement, 2) sets goals for SDVOB participation according to OGS methodology, and 3) downloads list of SDVOB firms for outreach via email blast. We have also implemented NY State Contract System compliance software for managing prime contractor performance vis-a-vis SDVOB subcontract participation and payment. We deliver mandatory training sessions for campus procurement staff on the best practice use of these applications. We identify quality SDVOB suppliers at semiannual University-wide Purchasing Association meetings, participate in VETCON, and host SDVOB-specific outreach events.

Syracuse Regional Airport Authority (SRRA)

SRRA has developed an overall SDVOB utilization strategy which includes updating procurement and contracting policies and processes to incorporate SDVOBs. Our strategic model provides the following:

1. Dedicated resource to provide SDVOB support services;
2. Segregation of suppliers by commodity;
3. Development of category specific strategies;
4. Working with our large suppliers to identify methods of utilizing SDVOBs;
5. Integrating SDVOB utilization into all procurements; and,
6. Developing strategic relationships with organizations.

United Nations Development Corporation (UNDC)

In 2018, UNDC listed SDVOB participation goals in its advertisements for State contracts, encouraged prime contractors to utilize SDVOBs as subcontractors, and awarded contracts to SDVOBs. When assessing State contracts for SDVOB goals, staff considered UNDC's goal plan, the contract and subcontract scopes of work, the potential subcontracting opportunities available in the prime contract, and the number of SDVOBs available to perform the work. UNDC procurement staff attempted to unbundle State contracts and encouraged partnerships or joint ventures between 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)

The MVWA owns and operates a water supply, treatment, transmission, and distribution system that serves a population of about 130,000 people in the eastern portion of Oneida County, including parts of the Towns of Trenton, Marcy, Deerfield, Whitestown, New Hartford, Kirkland, and Westmoreland, as well as the City of Utica and six villages. Service is provided to parts of the Towns of Frankfort and Schuyler in Herkimer County. Principal water system components include the water intake at Hinckley Reservoir, a direct filtration water treatment plant, pump stations, water storage facilities, approximately 704 miles of transmission and distribution mains, and related appurtenances. The MVWA has the right under a New York State Department of Environmental Conservation Water Supply Permit. MVWA is in a very challenging area in the state where only one SDVOB operates in the 13502 ZIP code and only five operate in Oneida County. However, MVWA seek to promote SDVOB utilization when subcontracting opportunities are available.

Westchester County Health Care Corporation (WCHCC)

WCHCC's SDVOB outreach efforts throughout FY17-18 and thus far in 2018 included matchmaking sessions that were held in April and July 2017. SDVOB vendors were invited to meet with Skanska and prime contractors to learn about opportunities to participate as primes or subcontractors in the construction of the Ambulatory Care Pavilion on the Valhalla Campus. They were also informed about how to do business with WCHCC aside from the construction project. An SDVOB (D'Aprile) has been awarded two prime contracts for the project. Other efforts have included meeting with site and department leaders to inform them about WMCHHealth's supplier diversity commitment and initiative, which includes doing business with SDVOB vendors. Information was disseminated for the attendees to access the SDVOB database to ensure that they have the most current list of certified SDVOB vendors should opportunities become available for their department to procure goods or services from SDVOBs.

Workers' Compensation Board (WCB)

WCB procurement staff are aware of the need for SDVOB utilization and follow the procedures/processes to use SDVOB vendors as required. WCB will work diligently with prime vendors to determine if there are any subcontracting opportunities available for SDVOB vendors and will contact the Division directly when the need arises for the use of an SDVOB vendor.



Office of General Services
**Division of Service-Disabled
Veterans' Business Development**