



SMALL BUSINESS AND SUPPLIER DIVERSITY PROGRAM



Quarterly Progress Report
October 2023 - December 2023

OVERVIEW

GOVERNOR BRIAN P. KEMP'S EXECUTIVE ORDER

On July 13, 2022, Governor Brian P. Kemp issued [Executive Order 07.13.22.01](#), affirming the State of Georgia's commitment to helping small businesses expand and create jobs. The Executive Order charged the Department of Administrative Services, the state agency responsible for administering state procurement, with several responsibilities, including identifying challenges and obstacles small businesses face when participating in the state procurement process. The Executive Order further directed the Department to issue a report with recommendations to make the state procurement process more easily accessible to small businesses.

DEPARTMENT'S REPORT AND NINE RECOMMENDATIONS

The Department initiated a series of actions, including engaging in dialogue with the small business community and key small business development partners to prepare its report. The Department sought feedback on challenges and obstacles small businesses face when participating in the state procurement process, identifying three primary obstacles: (1) satisfying state requirements, (2) bid opportunity identification, and (3) readiness to bid. Initial findings include implementing nine recommendations to make the state procurement process easier to access as further described in the [October 2022 Report](#).

IMPLEMENTATION PLAN AND PROGRESS REPORTS

In the [Implementation Plan](#) published on March 31, 2023, DOAS outlines key activities and related timeframes to complete the nine recommendations. Progress will be shared through quarterly reports publication. To view previous reports, see Appendix A.



GOAL

Make state procurement process easier to access for small businesses



FOCUS

Minority, woman, and veteran-owned small businesses



KEY PARTNERS

**Georgia
Department
of Economic
Development**

**University of Georgia
Small Business
Development Center
Multicultural
Business Division
(UGA SBDC MBD)**

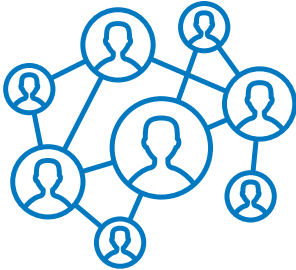
**Small
business
community
and chambers
of commerce**

**Federal, state, and
local government
entities and small
business
development
partners**

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#1 DESIGNATE SMALL BUSINESS LIAISONS



Small Business Liaisons

State staff members were designated to facilitate communication and partnership with small businesses throughout the state.

To facilitate communication and partnership at the agency-level, the Department recommends that each state agency, college, and university subject to the Department's procurement authority designate an existing staff member to serve as the small business liaison.

Status: Complete and ongoing

Activities during reporting period:

- The small business liaisons for the Georgia Department of Administrative Services, Georgia Department of Education, and Georgia Department of Corrections participated in an outreach event on November 9, 2023, hosted by the Macon-Bibb County Procurement and Office of Small Business Affairs to provide information to local businesses on doing business with their entities.
- Ongoing maintenance of published list of small business liaisons contacts.

Estimated Duration: Complete as of December 2023 and ongoing.

#2 EXPAND MINORITY BUSINESS ENTERPRISE CERTIFICATION



CERTIFICATION

Expanding eligibility to benefit more small businesses.

The Department recommends expanding eligibility for the state’s Minority Business Enterprise (MBE) certification program, expanding certification options, increasing promotion of the MBE program and, through legislation, expanding small and diverse business certifications to include woman-owned and veteran-owned businesses.

Status: In progress

Activities During Reporting Period:

- The Department continued work to implement House Bill (HB) 128, which expands the business certification program and authorizes the Department to issue certifications to minority-owned, veteran-owned and women-owned businesses beginning January 1, 2024.
- The Department developed a streamlined certification process for the six certification types: small minority-owned, small women-owned, small veteran-owned, minority-owned, women-owned, and veteran-owned.

Six certifying organizations were vetted and selected as partners:

1. The Georgia Department of Transportation for federal disadvantaged business enterprises.
2. The Georgia Minority Supplier Development Council for minority business enterprises.
3. The Greater Women’s Business Council for woman-owned business enterprises.
4. The National Veteran Owned Business Association for veteran’s business enterprises.
5. The U.S. Small Business Administration for small woman-owned and small veteran-owned businesses.
6. The U.S. Pan Asian American Chamber of Commerce for Asian-American and other minority-owned businesses.



RESEARCH

Initiated research to develop new processes for expanded business certification.

#2 continued

- The Department selected a technical solution company (CPI Solutions) to develop an online platform utilizing the Department's existing customer service relationship management (CRM) system to support the certification program, improve the user experience, and increase functionality.
- In consultation with CPI Solutions, the Department's program and information technology staff designed, developed and tested a streamlined, online application submission process via the CRM to include communications and reporting for launch in January 2024.
- The Department's communications team worked with a consultant (Hakaba Design, LLC) to develop marketing materials to include logos, certificates, and badges for the program.
- A webpage dedicated to this program was developed to include information for interested suppliers such as frequently asked questions.
- The Department's contact center conducted internal training in preparation to support inquiries from interested suppliers.

Estimated Duration: Q4 2022 through December 2024 and then ongoing.



SIMPLIFIED BIDDING

Establishing simplified bidding process for purchases under \$100,000.

#3 PILOT INFORMAL BIDDING PROCESS

The Department recommends piloting a state procurement process in which state entities, colleges, and universities would have the option to conduct an informal bidding process within established parameters.

Status: In progress

Activities During Reporting Period:

- Preliminary internal training of select staff began on the new enterprise resource planning (ERP) system as part of the NextGen project to identify options to conduct a simplified bidding process in the new sourcing tool.
- The Department began gathering information on the results of solicitations under \$100,000 from a sample state entity to assist with developing policy for the pilot initiative.

Estimated Duration: Q3 2023 through September 2025 and then ongoing.

#4 REVISE STATE BIDDING AND CONTRACTING REQUIREMENTS FOR CERTAIN PROJECTS



CONTRACTING

Identifying small business-friendly options.

The Department recommends establishing a lower “tier” of insurance and bonding for certain projects and training state buyers on small business-friendly payment strategies.

Status: In progress

Activities During Reporting Period:

- Revisions to the existing insurance and bonding guidelines, including expanding the guidance available to state procurement officers to align requested insurance and bonding coverage with the identified risks of the contract were drafted and feedback received from the Purchasing Customer Advisory Panel, a group of representatives of various state agencies, on October 11, 2023.
- The Department presented the draft revisions to agency procurement officers and college and university procurement officers on November 15, 2023, to obtain feedback.
- Based on feedback received, amendments were made to the insurance and bonding guidelines with internal review ongoing.

Estimated Duration: Q3 2023 through December 2024 and then ongoing.

#5 IMPROVED PROMOTION OF THE DEPARTMENT PROCUREMENT SYSTEMS TRAINING



BID IDENTIFICATION

Supporting bid opportunity identification for small businesses.

The Department recommends continuing its existing system trainings which specifically assist businesses with searching for and receiving notifications for bid opportunities and initiating a marketing and promotion strategy.

Status: Complete and ongoing

Activities During Reporting Period:



SUPPLIER SYSTEM TRAINING

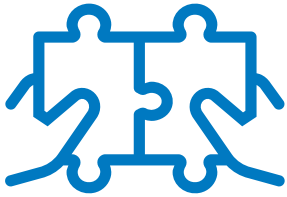
Monthly supplier system trainings held in partnership with various community groups .

#5 continued

- The Department continued monthly supplier system training and partnered with various community groups, such as chambers of commerce, to offer supplier training. Six monthly training sessions were completed during this progress reporting period, with more than 130 suppliers trained.
- The Department continued its partnership with Apex Accelerator (formerly Georgia Tech Procurement Assistance Center), with a combined training with the University of West Georgia and Apex Accelerator on October 20, 2023.
- The Department partnered with Macon-Bibb County Procurement and Office of Small Business Affairs to provide training on November 9, 2023, to local businesses on registering and understanding the procurement process and systems in Georgia.
- More than 570 new small business bidder registrations within the Department’s Team Georgia Marketplace™ Supplier Portal were completed during this progress report period.

Estimated Duration: Completed as of December 2023 and then ongoing.

#6 EXPAND MATCHMAKING OPPORTUNITIES



MATCHMAKING

Connecting the small business community with prime contractors and state and local government buyers.

The Department recommends statewide and regional training, networking, and matchmaking events that help state buyers connect with small and diverse businesses and that help prime contractors connect with subcontractors.

Status: In progress

Activities During Reporting Period: None during this quarter

Estimated Duration: Q2 2023 through September 2025 and then ongoing.

#7 INCREASE OUTREACH, TRAINING AND SUPPORT TO SMALL BUSINESSES



DEVELOPMENT SUPPORT

Building relationships with small business development partners providing essential information to help grow small business capabilities and capacity.

The Department commits to further grow and create new relationships with state agencies and non-profit organizations that are better equipped to provide such development resources, including increasing procurement assistance to small businesses, and continuing the Department’s work with small business development partners.

Status: In progress

Activities During Reporting Period:

- The Department participated in an outreach event organized by Rockdale County elected official, Representative Doreen Carter, with local business owners on October 2, 2023.
- The Small Business and Supplier Diversity Manager served as a panelist on the Small Business Majority “Celebrating Women's Small Business Month: Resources for Women in Business” panel discussion on October 4, 2023.
- The Department participated in the Georgia Department of Transportation DBE Marketplace and DBE Forum hosted on October 25, 2023 and November 15, 2023.
- On November 8, 2023, the Department’s Commissioner presented at the Georgia Hispanic Chamber of Commerce Annual Business Conference and Expo.
- The Department participated in the Georgia Soil and Water Conservation Commission, Small Business Farm Conference, hosted November 16 - 17, 2023, in Helen, Georgia.
- The Small Business and Supplier Diversity Manager served as keynote speaker at the Southern Georgia Black Chambers Black Business Gala, hosted on December 9, 2023.
- The Department conducted 16 training and outreach events with more than 840 business representatives attending during this progress report period.

Estimated Duration: Q4 2022 through June 2024 and then ongoing.

#8 EXPAND BUSINESS-TO-BUSINESS MENTORSHIP OPPORTUNITIES



MENTORSHIP

Promoting mentorship opportunities

The Department commits to increased awareness and utilization of these mentorship programs among the small business community.

Status: In progress

Activities During Reporting Period: None during this quarter

Estimated Duration: Q4 2022 through June 2024 and then ongoing.

#9 FACILITATE INFORMATION SHARING ON ACCESS TO CAPITAL RESOURCES



ACCESS TO CAPITAL

Sharing information to assist small businesses connect with financial resources.

The Department recommends sharing information regarding offerings from financial institutions, governmental entities, and nonprofits that will assist small and diverse businesses with locating the capital to expand or begin businesses.

Status: In progress

Activities During Reporting Period:

- The Department partnered with the Access to Capital (ACE) Women's Business Center on November 17, 2023, to conduct a training session on "Doing Business with the State of Georgia."

Estimated Duration: Q4 2022 through December 2024 and then ongoing.

ONGOING STRATEGIC INITIATIVES

A. THE DEPARTMENT COMMITS TO IMPROVING DATA COLLECTION AND INTEGRITY FOR ANALYSIS, DECISION-MAKING AND TRANSPARENCY.



DATA COLLECTION

The department commits to improving data collection and tracking in the procurement process.

Status: In progress

Activities During Reporting Period:

- During the reporting period, the Department continued NextGen project activities. The NextGen initiative is a transformation initiative intended to replace the state's legacy enterprise resource planning (ERP) system with a modern tool. Through the NextGen initiative, the Department seeks to improve data collection and tracking related to business size, ownership, and participation in the procurement process.
- Several discovery sessions were completed, which play a crucial role in the NextGen project, serving as a foundational step in understanding the organization's current processes, pain points, and requirements. These sessions involve extensive collaboration with workstream leads, business subject matter experts, and end users to gather insights, identify opportunities for improvement, and inform the design and configuration of the Workday ERP solution.
- The Department coordinated with state entities for additional clean-up activities of existing purchasing data to prepare for future data migration. During the reporting period, the Department contacted state entities to validate, reconcile and close-out pending requisitions, to include accuracy and completeness of spend data.

Estimated Duration: Q3 2022 through September 2025 and then ongoing.



DATA CLEANSING

Coordinated cleanup activities of existing data to prepare for future data migration.

ONGOING STRATEGIC INITIATIVES

Initiatives continued

B. IN ADDITION, THE DEPARTMENT WILL FACILITATE ENGAGEMENT OF EXISTING COMMUNICATION CHANNELS TO ENHANCE PARTNERSHIPS WITH KEY STAKEHOLDERS.

Status: In progress

Activities During Reporting Period:

- The Department continued the use of social media channels to promote training and outreach events to the small business community.
- The Department designed and built new website content for the launch of the expanded Georgia Business Certification program beginning January 1, 2024.
- On November 15, 2023, the Department presented information on the expanded Georgia Business Certification program to agency procurement officers and college/university procurement officers to build awareness.

Estimated Duration: Q1 2023 through June 2024 and then ongoing.



Social Media

Utilize social media to promote training and outreach events.

SMALL BUSINESS AND SUPPLIER DIVERSITY PROGRAM REPORT APPENDIX A.

- **October 2022 - September 2023 Small Business and Supplier Diversity Program Report**
[Click here to view the report](#)

Macon-Bibb County Supplier Training Event



From left, Osborne Johnson (Georgia DOAS), Bennetta Daniels (Georgia Department of Education), Julian Bailey (Georgia DOAS), Dr. Keith Moffett (Macon-Bibb County Government), Laura Hardwick (Macon-Bibb County Government), Charise Stephens (Macon-Bibb County Government), and Marcia Primus (Georgia Department of Corrections).



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