



# Inclusion and Procurement Overview

# OBJECTIVES

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## Purpose

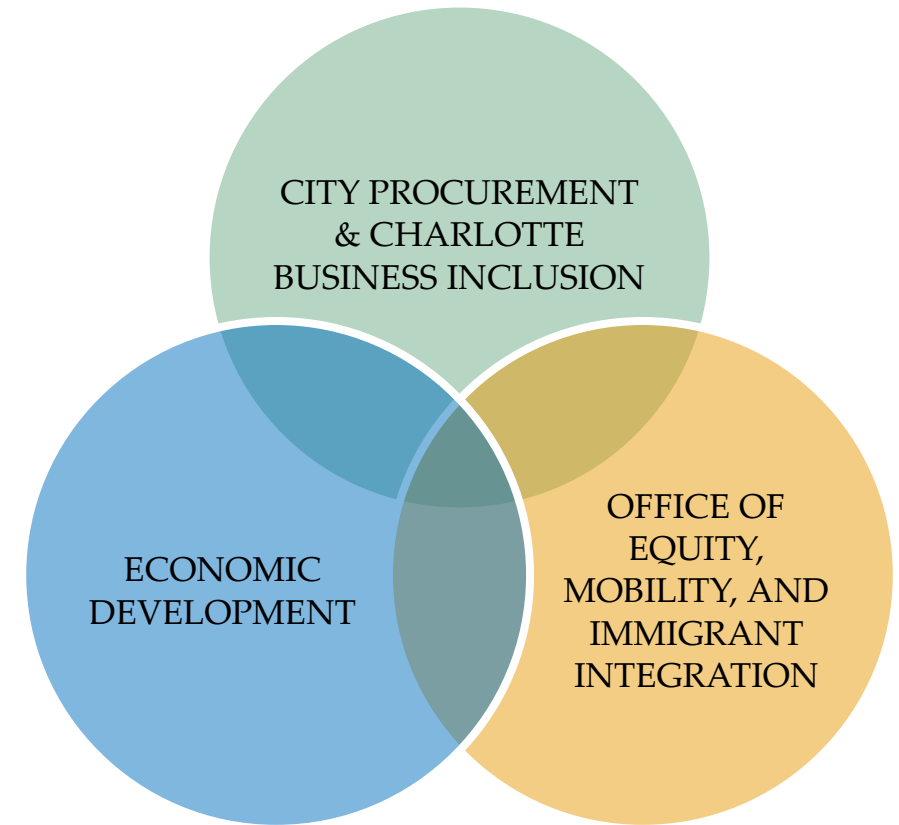
- Report on inclusion improvements and MWSBE wins
- Strategy and results of Citywide Office Supplies procurement

## Future Council Action

- Award Citywide Office Supplies Contract - 12/09/2019

# CONNECTIONS BETWEEN PROCUREMENT AND INCLUSION

- Public procurement, which is statutorily governed, must be legal, open, and fair.
- Inclusion is most successful where equity driven procurement is the standard.
- The city is committed to ensuring an equal playing field and targeting contracting opportunities for MWSBEs.
- Charlotte Business INClusion, located in City Procurement, leads in outreach, certification, business resources, education, utilization, compliance, advocacy services, and capacity building for entities doing business with the City.
- The Office of Equity, Mobility, and Immigrant Integration and Department of Economic Development play a major role in business development and capacity building.



# INCLUSION WINS OVER THE PAST YEAR

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218 FIRMS

new certifications  **45% - 98 MBEs** /  **12% - 9 WBEs** /  
 **18% - 111 SBEs**

38 DAYS

reduced business certification process **from 45 days to 7 days**

1,000s

interactions through outreach, networking, site visits, coaching, support, training, registration, and certification

\$450,000

financial support provided through **loans, grants, and scholarships**

\$8+ MILLION

increased spending with **prime certified businesses**

# CONTINUOUS IMPROVEMENT IN INCLUSION EFFORTS

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- Optimizing and streamlining the certification and recertification process;
- Identifying niche and capacity building opportunities;
- Increasing outreach, communication, and education to MWSBEs;
- Earlier inclusion planning and mandatory goal setting reviews to give MWSBEs more time to prepare and respond;
- Improved ease of use and transparency with new on-line diversity management system (e.g. certification, reporting, and compliance); and
- Created a digital forecasting application (EarlyBird) so that MWSBEs can prepare for and respond to current and future opportunities.

# INCLUSION STRATEGY

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Implemented a multi-part strategy to maximize MWSBE opportunities:

- Create more subcontracting opportunities and right-sized prime opportunities for certified firms
- Increase awareness and exposure of certified firms throughout entire process
- Provide education and support to increase certified firms growth and success

# RESULTS OF INCLUSION STRATEGY

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## Citywide Office Supplies Contract

- City established 10% subcontracting goal.
- Worked with Staples Contract & Commercial LLC for **first-ever subcontractor commitment** on the city's office supplies contract.
- Staff negotiated a 10.3% subcontractor goal commitment:
  - **Two subcontracts awarded for office supplies to:**
    - S&B Computer and Office Supplies, Inc. (MBE ) for estimated \$200,000 opportunity; and
    - Delivery and Distribution, LLC (MSBE) for estimated \$315,000 opportunity.

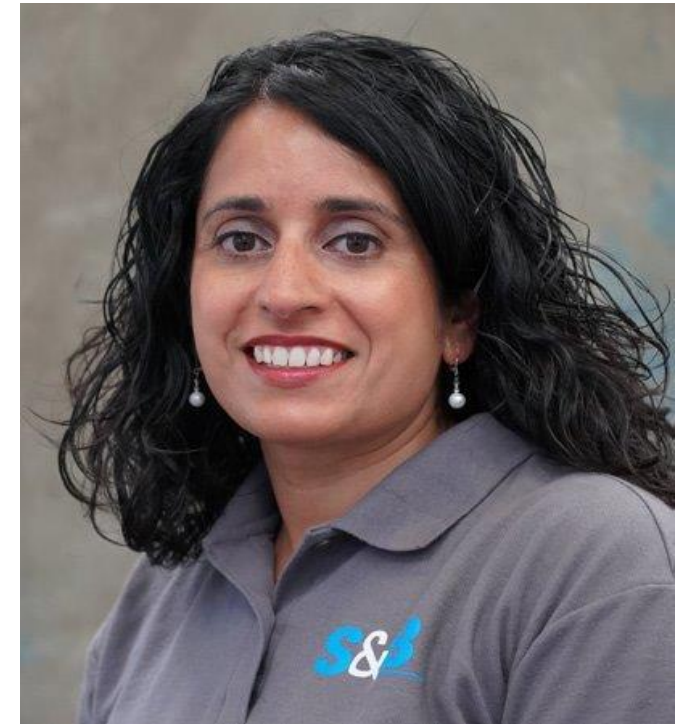
# AMPUP! IMPACT STORY

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*In less than a week we have the Charlotte certification completed and approved, so fast! We are having discussions with Staples as well on partnering on the office supply contract and that would not have been an opportunity unless we received this certification.*

Reena Powers, S&B Computer and Office  
Products

*2019 AmpUP! Graduate*





# COMMITMENT TO MWSBE GROWTH AND ECONOMIC MOBILITY

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- Identifying areas of need and creating niche opportunities for business development
  - Masonry / Plumbing / Architectural Services / Professional Services
- Collaborating with community partners in training to create a pipeline of qualified MWSBE firms
  - UNCC Procurement Technical Assistance Center / Beatties Ford Road Vocational Center
  - CPCC Masonry & Welding programs / J. C. Smith Inclusive Procurement Training Program
- Creating next level training programs (e.g. AmpUp!) designed to fast-track MWSBE firm growth and development
- Connecting MWSBE firms with city departments, financial partners, and mentors to support continuous growth and development within a robust economic habitat

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THANK YOU!