



# **Florida Department of Children and Families**

Woman-, Veteran-, and Minority-Owned  
Business Enterprises

## **PARTICIPATION PLAN**

**FY 2020-2021**

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FLORIDA DEPARTMENT  
OF CHILDREN AND FAMILIES  
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## Florida Department of Children and Families

### Mission

The mission of the Department of Children and Families is to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency. CH.20.19 F.S.

### Vision

We are a highly skilled workforce committed to empowering people with complex and varied needs to achieve the best outcomes for themselves and their families. In collaboration with community stakeholders, we will deliver world class and continuously improving service focused on providing the people we serve with the level and quality that we would demand and expect for our families.

### Core Values

A workforce that operates with **integrity** maintains loyalty to a code of ethics that requires the **courage** to take responsibility for providing the highest quality of service to the vulnerable. We are a solutions-focused learning organization built on a foundation of transparency in action and **accountability** of results. Both within the organization and among our stakeholders, we thrive in a culture of **respect** for diversity of opinion that is nurtured through open communication. High performing and committed, we are unified in our goal of **excellence** in achieving quality outcomes for those we serve.

### Vendor Relationship Management

DCF is responsible for services delivered through a network of vendors and community partners. It is critical that we are our mission and vision - it is not enough for them to simply deliver services. They must uphold our values and maintain a commitment to world class service and outcomes. We balance partnership with accountability.

## Our Commitment to Enhancing Supplier Diversity

The Department of Children and Families' commitment to our woman-, veteran- and minority-owned business enterprises program is to enhance supplier diversity through outreach, education and exchange events which bolsters business opportunities. DCF will foster diversity in the procurement of goods and services as we protect the well being of our most vulnerable citizens of Florida. We will be guided by our internal and external customers' requirements, and be ethically, socially and culturally accountable. By offering outstanding customer service while exercising sound fiscal stewardship, the Department will gain the confidence and respect of our partners, clients and the public.

DCF acknowledges the importance of a diverse supplier base and its effect on Florida's communities and population at large. The Department aims to provide goods and services required to support administrative functions, thus equipping front-line staff with the tools necessary to deliver quality services to Florida's citizens.



One-on-One Exchange  
Pensacola, FL - February 2020

By seeking partnerships that encourage local programs



Supplier Diversity Exchange  
Tampa, FL - October 2019

with their efforts to enable family responsibility, we obtain community-driven services to engage communities by assisting and empowering Florida families. DCF outsources partnerships through community-based and faith-based organizations, mental health facilities, and programs as additional avenues for business opportunities. Partnerships foster collaboration to support program improvement by implementing best practices to maximize efficiencies and outcomes.

This guideline is not intended in any way to require that contracts be awarded to anyone other than the lowest or best value bidder. It does not supersede the requirement of any federal, state, or local laws and rules, regulations and policies adopted pursuant thereto.

The Office of Contracted Client Services is accountable for developing, managing and implementing the participation plan for woman-, veteran- and minority-owned business enterprises with the Department.

### Senior Official Responsible for Monitoring and Implementing Plan

The Assistant Staff Director of Purchasing will be responsible for the day-to-day monitoring and reporting of the Department’s plan while being assisted by the purchasing staff. The Assistant Staff Director of Purchasing, as well as purchasing and contract service personnel, will provide resources to educate staff on outreach activities and operations. Staff will develop realistic processes and procedures that support and enhance representation, availability and collaboration through engagement with certified woman-, veteran- and minority-owned businesses.

**Please direct correspondence and materials to:**

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### Data Tracking Related to DCF’s Plan

Monitoring data and awareness activities related to this plan are essential to measuring progress. Working actively with internal and external entities (DCF employees, Contracted Client Services, Office of Supplier Diversity, Vendors, etc.) ensures that we regularly receive pertinent data. To benchmark expenditure, DCF uses the Florida Accounting Information Resource (FLAIR) system, MyFloridaMarketPlace (MFMP) procurement system and other organizational systems. We implement strategies that track our proposed outreach activities, educational opportunities for business owners, new initiatives/internal procedures and activities to benefit woman-, veteran-, and minority-owned businesses enterprises and small business in Florida.

## Proposed Outreach Activities

DCF promotes the participation of woman-, veteran-, and minority-owned business enterprises, including those certified by OSD. We strengthen minority business opportunities whenever possible through staff education, vendor outreach, and procurement activities. We urge current state term contract prime vendors to seek business partnership resources to increase minority business development and potential reseller relationships. Also, through State Purchasing, advocate for proposed State Term Contracts that will assist in identifying possible sources for diversity partnering opportunities.

DCF is committed to creating an environment that affords all individuals and businesses open access to the business opportunities available in a manner that reflects the diversity of its service areas. The Department demonstrates good faith efforts to increase awareness and understanding of the procurement process through education and communication.

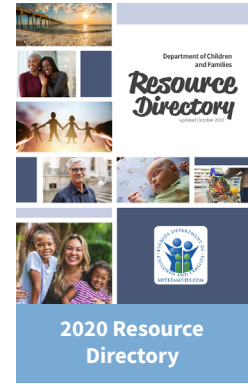
Our efforts include:

- » Supporting opportunities in eQuotes/competitive offers by woman-, veteran-, and minority-owned businesses by encouraging the use of at least one diverse provider
- » Providing data and requested help to women-, veteran- and minority-owned business enterprises to boost their capacity to compete efficiently for competitive opportunities
- » Coordinating supplier outreach operations and ensuring communication with OSD by giving advance notification of formal bids to increase involvement by women-, veteran- and minority-owned business enterprises
- » Contacting woman-, veteran-, and minority-owned business enterprises to encourage involvement in a particular competitive quote or bid opportunity
- » Emphasizing and encouraging prime contractors to partner with certified and non-certified woman-, veteran-, and minority-owned business enterprises for subcontracting opportunities at pre-bid conferences and through bid documents
- » The Department’s contract liaisons will encourage the participation of woman-, veteran-, and minority-owned business enterprises with scheduled conferences, conference calls, or pre-solicitation meetings
- » Dedicating a vendor advocate within the DCF Purchasing Management Office to develop opportunities for woman-, veteran- and minority-owned business enterprises through communication, establishing internal contacts, information gathering and educational assistance
- » Providing vendors with information and guidance on registration processes through the Department of Financial Services (DFS) W-9 Verification requirement and the MFMP procurement system
- » Encouraging outsourced partners, such as the Community Based Care and Managing Entity contract providers, to report their small business expenditures to us on a quarterly basis, specifically including certified woman-, veteran-, and minority-owned business enterprises
- » Agency attendance at regional minority outreach events and OSD Regional Exchange events. We participate in one-on-one sessions to build vendor outreach and communicate opportunities
- » Reducing non-certified minority spend by diligently assisting qualified vendors with certification through the OSD program. We produce a monthly Top 10 non-certified minority report to OSD, and we include the next 10 non-certified vendors. We actively reach out to communicate the advantages of certification to those 20 vendors on our report
- » Communicating consistently with OSD to ensure all efforts are made to help and educate non-certified minority suppliers on the certification process and to encourage their involvement in the certification process.
- » Develop our biweekly purchasing-related Helpful Hints series to MFMP requestors, endorsing the use of woman-, veteran-, and minority-owned business enterprises and containing OSD’s web page
- » Removing uncertified vendors from the monthly Top 10 report presented to OSD in a continuing attempt to reach out to more new vendors
- » Educate MFMP requestors to provide opportunities for woman-, veteran-, and minority-owned business enterprises through our weekly spreadsheet of newly certified minority vendor information organized by region.

## Education of Business Owners

The Department continuously conducts one-on-one vendor education sessions regarding potential business opportunities. DCF provides assistance to vendors with registration in MFMP. We invite woman-, veteran-, and minority-owned business enterprises to meet with us to discuss possible business opportunities.

The Purchasing Management Office provides vendors with a “Resource Directory” containing agency contacts and contract partner information. We include our “Procurement Vendor Guide” to educate vendors on Department programs, research techniques, and understanding the procurement processes for the State of Florida.



## New Initiatives

Our new initiatives include continuing to target our top spend on non-certified Florida-based vendors for additional attempts to promote certification, as well as developing processes for setting and monitoring targets for use by woman-, veteran-, and minority-owned business enterprises. Purchasing Management will ask employees for voluntary involvement in which employees can set regional-level objectives. Procurement Management will provide employees with assistance for outreach and commitment to assist in achieving the objectives they have set.

Additionally, Purchasing Management has begun to provide the MFMP requestor user group with a formatted weekly update of newly certified minority vendors, organized by region. This spreadsheet uses data shared by OSD to simplify the process of finding new minority vendors in the local marketplace.

## Helpful Hints & OSD Web Page



Helpful Hints page on DCF's Intranet

DCF will continue to develop Helpful Hints, a series of short visual documents that are emailed to MFMP requestors on a biweekly basis. Some of the hints will promote the use of woman-, veteran- and minority-owned business enterprises, as well as a link to OSD's web page. We will continue to innovate in this effort by including animated and narrated videos that will allow us to share information in new and engaging ways. This information will be available on DCF's Intranet website under the Purchasing Management page.

In order to inform procurement personnel and requestors of DCF's commitment to the use of woman-, veteran-, and minority-owned business enterprises which contains a link to the OSD website, DCF has developed a Supplier Diversity Intranet page.

## MFMP eQuotes

DCF is active in utilizing the MFMP electronic quote process known as eQuote. The eQuote process allows a vendor the opportunity to be in front of active buyers at the point of competition. Solicitations are directed to vendors through electronic requests for a quote. The resource provides a notification of the quoting event and transmits a request directly to the vendors' email. This tool allows vendors to respond electronically, reducing time and effort for both the vendor and the agency buyer, via the MFMP Sourcing application.



MFMP Sourcing Application

Purchasing staff are instructed to seek woman-, veteran-, and minority-owned business enterprises when

available by requesting informal questions and processing MFMP e-Quotes for competition. For those commodity and service requests that are open to discretion under competitive thresholds, purchasing staff are asked to review additional Florida Certified Minority Business Enterprise (CMBE) resources for business opportunities. Lastly, when needed, purchasing assists vendors with guidance and strategies to use the MFMP eQuote system.

### **Capturing and Reporting Subcontractor Information**

In addition to information contained in MFMP, DCF includes all Department contracts within the Florida Accountability Contract Tracking System (FACTS) for contract information and reporting. The FACTS system is an online tool developed by DFS to make the government contracting process in Florida more transparent through the creation of a centralized, statewide contract reporting system. The Department will monitor to reinforce reporting of potential subcontract data that may not be captured through FLAIR. In specific situations, vendors provide data to the Department on subcontractor spending. GuideSoft Inc. dba Knowledge Services, for instance, is a non-certified minority business and is the state authorized Alternate Source Contract provider for temporary employment services. This vendor reports their tier II subcontract utilization spend data on a quarterly basis.

We will continue our efforts to capture subcontractor information by encouraging prime contractor reporting of purchase orders or contracts processed throughout the year. DCF follows up with those vendors to obtain the data necessary to report.



**Supplier Diversity Exchange - Tallahassee, FL - October 2019**



**One-on-One Exchange  
Pensacola, FL - February 2020**



**Supplier Diversity Exchange  
Gainesville, FL - March 2020**

### Fiscal Year 2019-2020 Data Summary

The data below reflect last year’s DCF spending with woman-, veteran-, and minority-owned business enterprises. Overall spend for the 2019-2020 fiscal year for certified and non-certified categories of woman-, veteran-, and minority-owned business enterprises was **\$26,826,388**. There was a yearly spend increase of **\$1,469,078** in certified and non-certified minority expenditures from the previous year total of **\$25,357,310**.

Certified Minority-, Woman-, and Veteran-Owned Business Enterprises					
Classification	Architects/ Engineers	Commodities	Construction	Contractual Services	Grand Total
H - African-American, Certified		\$89,297.87		\$44,212.40	\$133,510.27
I - Hispanic, Certified		\$528,024.56		\$451,678.09	\$979,702.65
J - Asian-American, Certified		\$1,032.50		\$625,586.50	\$626,619.00
K - Native American, Certified		\$273.50		\$912.60	\$1,186.10
M - Women, Certified	\$17,500.00	\$2,505,944.50	\$7,801.82	\$528,588.14	\$3,059,834.46
W - Florida Veteran, Certified		\$2,495.00		\$133,193.43	\$135,688.43
Grand Total	\$17,500.00	\$3,127,067.93	\$7,801.82	\$1,784,171.16	\$4,936,540.91

Non-Certified Minority-, Woman-, and Veteran-Owned Business Enterprises					
Classification	Architects/ Engineers	Commodities	Construction	Contractual Services	Grand Total
N - African-American, Non-Certified	\$15,600.00	\$162,800.85		\$6,128,896.42	\$6,307,297.27
O - Hispanic, Non-Certified		\$366,304.16		\$462,464.78	\$828,768.94
P - Asian-American, Non-Certified		\$3,622,864.99		\$980,437.94	\$4,603,302.93
Q - Native American, Non-Certified		\$910,812.76		\$444,522.76	\$1,355,335.52
R - Women, Non-Certified	\$3,325.00	\$822,059.91	\$74,485.80	\$6,878,572.46	\$7,778,443.17
Y - Florida Veteran, Non-Certified		\$274,813.17	\$12,552.00	\$729,335.74	\$1,016,700.91
Grand Total	\$18,925.00	\$6,159,655.84	\$87,037.80	\$15,624,230.10	\$21,889,848.74

The chart below contains the spend breakdown for subcontracting tier II dollars spent which accounted in the amount of **\$652,037** for fiscal year 2019-2020. This represents a decrease from the previous year spend amount of **\$776,248**.

Tier II Spend				
Vendor (Company Name)	Classification Code	Description of Products/Services	PO Spend	Industry
GDKN Corporation	J	Temporary Staffing Services	\$248,009.28	Services
Moten Tate, Inc.	H	Temporary Staffing Services	\$286,699.85	Services
Remedy Intelligent Staffing	M	Temporary Staffing Services	\$117,327.69	Services

Note: The Department continues to adopt and report the DMS Office of Fiscal Integrity criteria, which specifically removes financial expenditure categories and object code data utilized through accounting processes that do not represent Agency proportionate business situations. Removal of non-business related expenditure categories, such as transfers, grants, subsidies, salaries, debt, or other pass through payments (to other state agencies or recipients) has reduced the overall reportable spend significantly. The filtered categories provide a more realistic picture of Department reportable spend and minority transaction data. This year, DCF reports **\$4,936,541** filtered spend for certified minorities based on total Department expenditures of **\$279,767,200**. The combined spend for certified and non-certified minority businesses (\$26,826,388) constitutes **9.59%** of total Department expenditures. The certified minority category spend is **1.76%** of total filtered spend for fiscal year 2019-2020 and is lower than previous fiscal year spend of **2.75%**. DCF used a total of **79** certified woman-, veteran-, and minority-owned suppliers in fiscal year 2019-2020. Out of the 79 vendors used, **60** were also used in the previous fiscal year and **19** vendors were newly utilized.



## Top 50\* Certified Vendors Woman-, Veteran-, and Minority-Owned Business Enterprises

	Vendor (Company Name)	Classification Code	Classification	PO Spend
1	Osceola Supply, Inc	M	Woman	\$1,143,756.29
2	Northgate Limited, Inc.	I	Hispanic	\$778,137.37
3	STRICTLY TECHNOLOGY, LLC	M	Woman	\$533,850.74
4	Vitaver and Associates, Inc.	I	Hispanic	\$338,700.00
5	Sun Surgical Supply	M	Woman	\$228,886.40
6	Hayes E-Government Resources, Inc.	M	Woman	\$218,074.60
7	L. V. Hiers, Inc.	M	Woman	\$188,975.00
8	Sanrose Information Services Inc.	J	Asian-American	\$181,280.00
9	Five Points Technology Group, Inc.	M	Woman	\$147,500.00
10	THREEZ COMPANY LLC	H	African-American	\$103,446.73
11	ISF, INC.	I	Hispanic	\$81,120.00
12	Mister Gene Clean Janitorial Services, Inc.	W	Veteran	\$76,031.04
13	Defined Software Development, LLC	I	Hispanic	\$74,950.00
14	United Data Technologies, Inc.	I	Hispanic	\$72,403.60
15	CMC & Associates	M	Woman	\$67,900.00
16	Seacoast Embroidery Inc	M	Woman	\$60,000.00
17	Accent Office Interiors, Inc.	M	Woman	\$51,516.06
18	VRC Companies, LLC formerly Secure On-site Shredding	M	Woman	\$49,245.00
19	J&M Janitorial Services LLC	H	African-American	\$36,800.00
20	Remedy Intelligent Staffing	M	Woman	\$32,125.41
21	W.E. FALK BOOKS, INC	M	Woman	\$31,324.00
22	American Sign Language Services, Inc.	I	Hispanic	\$29,981.25
23	Simmons Process Service, LLC	M	Woman	\$27,669.00
24	TARGET COPY INC.	M	Woman	\$25,208.44
25	Absolute Quality Interpreting Services	J	Asian-American	\$25,000.00
26	Sencommunications, Inc.	M	Woman	\$22,528.52
27	Leitz & Reed Office Products, Inc. IA: 09/20	M	Woman	\$16,253.80
28	Yown's Boiler	W	Veteran	\$15,137.56
29	Amazon Services Inc.	M	Woman	\$13,916.68
30	Vanguard Electrical Contractors, Inc.	M	Woman	\$12,564.98
31	HARVEST PRINT & MARKETING SOLUTIONS, LLC	M	Woman	\$10,129.29
32	Promotional Specialties of South Florida, Inc.	I	Hispanic	\$10,007.55
33	Executive Reporting Service	M	Woman	\$9,830.00
34	MLI Integrated Graphic Solutions	I	Hispanic	\$9,335.20
35	Elite Office & Business Solutions	H	African-American	\$9,069.51
36	Red Enterprises, LLC	M	Woman	\$6,103.00
37	Total Construction & Maintenance Corp.	W	Veteran	\$5,802.00
38	Gulf Ice Systems, Inc.	M	Woman	\$5,207.50
39	GSC Systems, Inc.	M	Woman	\$4,200.00
40	UltraShred Technologies, Inc	I	Hispanic	\$3,707.50
41	FB Security Solutions Inc.	H	African-American	\$3,650.00
42	Sign Language Services, Inc.	M	Woman	\$3,601.00
43	RELIABLE INTERPRETERS AND TRANSLATORS	H	African-American	\$3,503.00
44	Elsasser's Lock & Key, Inc.	K	Native American	\$2,832.50
45	Martinez Architecture, LLC	I	Hispanic	\$2,625.00
46	SSES, Inc.	M	Woman	\$2,581.92
47	LRE INC	M	Woman	\$2,516.01
48	JET SET II, LLC	W	Veteran	\$2,496.00
49	Consolidated Environmental Engineering, LLC	M	Woman	\$2,410.00
50	Golden Rod Consulting, LLC	H	African-American	\$2,400.00

\*Above report captured FLAIR spend data without exceptions

**Top 50\* Non-Certified Florida-Based Vendors  
Woman-, Veteran-, and Minority-Owned Business Enterprises**

	Vendor (Company Name)	Classification Code	Classification	PO Spend
1	AAJ Computer Services, Inc.	P	Asian-American	\$562,900.00
2	Presidio Networked Solutions LLC	R	Woman	\$320,837.98
3	Shands Teaching Hospital & Clinics	N	African-American	\$225,000.00
4	Holmes & Brakel International, Inc.	N	African-American	\$202,049.99
5	CBRE, Inc.	Y	Veteran	\$170,688.51
6	GCOM Software LLC	P	Asian-American	\$168,000.00
7	Connect ASL, Inc	R	Woman	\$145,000.00
8	Workflow Technologies Inc	P	Asian-American	\$117,000.00
9	America's Center for Translations	O	Hispanic	\$92,000.00
10	RSM US LLP	Q	Native American	\$75,000.00
11	Pro-Med International, Inc.	P	Asian-American	\$56,690.60
12	Jaacks Consulting, LLC	R	Woman	\$50,000.00
13	Liberty Ambulance Service, Inc.	R	Woman	\$50,000.00
14	Legal Process, Inc.	O	Hispanic	\$47,413.00
15	Rinda K Reed	R	Woman	\$43,200.00
16	TRI-STATES AUTOMOTIVE WAREHOUSE, INC.	R	Woman	\$39,373.56
17	Courtyard by Marriott Gainesville	Q	Native American	\$38,437.00
18	GA SERVICES OF NORTH FLORIDA LLC	R	Woman	\$38,400.00
19	Ellen B. DiSalvo	R	Woman	\$36,550.00
20	w w gay fire protection inc	P	Asian-American	\$35,599.74
21	LMD Consulting Group	R	Woman	\$34,950.00
22	Cummins Inc.	Y	Veteran	\$33,533.41
23	Madison Street Communications, LLC	R	Woman	\$33,285.00
24	BARGAY ADVERTISING	O	Hispanic	\$32,324.12
25	Marvin Wells, D.M.D.,P.A. dba Wells Oral and Maxillofacial S	N	African-American	\$30,000.00
26	J & J Installations	O	Hispanic	\$29,699.99
27	Amerimove	R	Woman	\$29,230.75
28	Crawford and Moultry Funeral Home Inc.	N	African-American	\$27,500.00
29	Crown Health Care Laundry Services, LLC.	R	Woman	\$27,182.79
30	Best Communications of Tampa	O	Hispanic	\$27,000.00
31	Kaila Arline Givens	N	African-American	\$25,440.00
32	south florida express bankserv	O	Hispanic	\$25,440.00
33	TURTLE MOON GRAPHICS INC	R	Woman	\$24,231.00
34	Tamayo Mediation & Consulting, LLC	R	Woman	\$24,038.00
35	Kay Casey Consulting, Inc.	R	Woman	\$22,500.00
36	Best Product Solutions	Y	Veteran	\$21,800.00
37	Proctor's Landscaping and Lawn Care, Inc.	N	African-American	\$20,574.00
38	TriCounty Courier, Inc.	N	African-American	\$20,493.00
39	EDCO Awards & Specialties	R	Woman	\$20,405.01
40	International Languages Service, Inc.	O	Hispanic	\$20,000.00
41	The Water Spigot, Inc.	R	Woman	\$18,000.00
42	SOUTH FLORIDA LEGAL SERVICES	R	Woman	\$17,999.99
43	Smooth Move Logistics, Inc.	O	Hispanic	\$17,960.00
44	Johnson Controls Inc.	Q	Native American	\$17,899.11
45	2SBW & Associates Inc.	N	African-American	\$17,250.00
46	Commercial Fire & Communications, Inc.	Y	Veteran	\$17,073.00
47	Premier Investigative Agency	R	Woman	\$17,000.00
48	c and m landscaping and lawn inc.	R	Woman	\$16,850.00
49	Tech Care X-Ray, LLC	R	Woman	\$16,500.00
50	Family & Court Services, LLC	R	Woman	\$16,363.00

\*Above report captured FLAIR spend data without exceptions