



**Office of
General Services**

ANDREW M. CUOMO
Governor

ROANN M. DESTITO
Commissioner

November 29, 2016

Honorable Thomas P. DiNapoli
Comptroller
Office of the State Comptroller
110 State Street
Albany, NY 12236

Dear Comptroller DiNapoli:

In accordance with Section 170 of the Executive Law, the Office of General Services (OGS) is providing the attached Corrective Action Plan related to Audit Report 2015-S-81 Service-Disabled Veteran-Owned Business Program Implementation. We again appreciate your time and efforts in conducting this audit and are confident that we have addressed the recommendations in order to advance efficiencies and cost savings statewide.

If you have additional questions or comments please contact Theresa Bonneau at theresa.bonneau@ogs.ny.gov or (518) 402-5846.

Sincerely,

RoAnn M. Destito

Attachment



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cc: Hon. Andrew M. Cuomo
Hon. Carl Heastie
Hon. Brian Kolb
Hon. Herman D. Farrell, Jr.
Hon. Robert Mujica
Hon. Robert Barbato
Hon. Crystal Peoples-Stokes
Hon. Ellen Jaffee
Hon. Joseph Morelle
Hon. John J. Flanagan
Hon. Andrea Stewart-Cousins
Hon. Jeffrey D. Klein
Hon. Catherine Young
Hon. Andrew Lanza



Corrective Action Plan for Audit Report 2015-S-81 Service-Disabled Veteran-Owned Business Program Implementation

Recommendation #1:

Develop a formal strategic plan to guide the Program's future development. The plan should address, but not necessarily be limited to:

- *Future implementation activities and milestones in areas such as certification, marketing, and training;*
- *Division resource needs;*
- *Agency and authority plans and reporting; and*
- *Performance monitoring, both at the agency and authority level and on a statewide basis.*

Plan of Action – Already Implemented

OGS Division of Service-Disabled Veterans' Business Development (the Division) has converted the successful informal strategic plan to a formal written strategic plan that includes all of the specific elements cited in the audit recommendation. In addition to identifying specific goals and benchmarks, the strategic plan identifies the primary data that is expected to be generated during fiscal year 2016/17 that will put the Division in a position to create milestones and goals to help agencies and authorities meet their utilization goals.

The Division continues to focus on activities to identify and certify new service-disabled veteran-owned businesses (SDVOBs) and work with agencies and authorities to better understand the services and products that are available through the Program as well as to understand how to increase the participation of SDVOBs in State contracts. Once the Division analyzes SDVOB utilization for the first full year of the program, and then performs year-to-year comparisons, it will have a better understanding of the baseline for spending on SDVOBs. With that information, the Division will evaluate whether spending is meeting the goals and determine if agencies could meet the goals through improved use of firms or through other tools available for identifying available utilization or available spending.

Recommendation #2:

Expand efforts to gather and analyze information on agency contracting needs and potential service gaps, and work with strategic partners to increase the pool of certified SDVOBs to address any unmet needs.

Plan of Action – Already Implemented

The Division has expanded efforts to gather and analyze information on agency contracting needs and potential service gaps through implementing both primary and secondary research methodologies. These methodologies will be significantly enhanced once all data is available from the Statewide rollout of the program for FY2016/17. Implementation efforts include:



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- continually communicating with agencies and authorities to determine if any gaps exist for SDVOB contract participation
- analyzing agency and authority annual plans to explore any new SDVOB opportunities and
- continually participating in, as well as helping to plan, “matchmaking” events to connect not only potential contractors and subcontractors, but also to connect SDVOBs with agencies and authorities.

Information gleaned from these efforts will be useful in identifying needs and prioritizing the Division’s future efforts.