

## OFFICE OF BUSINESS OPPORTUNITY

### Department Description and Mission

The mission of the Office of Business Opportunity (OBO) is to create a competitive and diverse business environment in the City of Houston by promoting the growth and success of local small businesses, with special emphasis on historically underutilized groups by ensuring their meaningful participation in the government procurement process.

The vision for the OBO is to administer a reputable certification process that is easy to complete, and attracts qualified certification candidates. The goal being that these certified companies regularly and successfully participate on City contracts. In addition, the OBO strives to ensure that prime contractors consistently meet and exceed utilization goals on contracts. OBO's accountability will be measured by newly implemented metrics to track achievements and maintain substantial progress toward the goals set in place for the department.

The primary services offered by the Office of Business Opportunity include the following:

- **Certification:** Certifies Small, Minority, Women, Person with Disabilities and Disadvantaged Businesses (S/MWPDDBE) to identify historically underutilized groups to ensure utilization on contract opportunities.
- **Contract Compliance:** Conducts audits to ensure S/MWPDDBE firms are utilized and receive payment; enforces Equal Employment Opportunity, nondiscrimination, prevailing wages, and other labor standards.
- **External Affairs and Outreach:** Administers programs to raise awareness of business opportunities; promotes S/MWPDDBE certification, develops events, newsletters, and maintains business relationships.
- **One Stop Business:** Provides free technical assistance, management consulting, financial advice, and business training workshops for individuals that would like to obtain information on how to start, own and operate their own business. One Stop also administers Hire Houston First which promotes the growth of the local economy by promoting contract opportunities to local companies.
- **Vendor Services:** Provides vendor management, technical assistance and development services for S/MWPDDBE firms; provides an assessment of services offered by S/MWPDDBE firms and promotes contracts with the City of Houston.

#### Department Short Term Goals

##### Maintain Program Visibility

- Rebrand the department to capture the mission and vision.
- Identify key areas for partner development.
- Target outreach eligible companies through partnerships.
- Incorporate feedback received from various sources including Transition Taskforces to improve program process and systems.
- Continue to support the Contract Compliance Commission, and the OBO Advisory Committee.
- Provide a Procurement Indicators Report
- Provide a new S/MWPDDBE participation report which identifies the utilization of S/MWPDDBE firms.
- Communicate the results of the Disparity Study citywide.

##### Ideal Certification Process

- Apply new streamlined certification procedures and the expedited certification Memorandum of Understanding (MOU) with community partners Houston Minority Supplier Development Council (HMSDC) and Women's Business Enterprise Alliance (WBEA).
- Develop and publish standard operating procedures for certification process.
- Improve service delivery in certification.
- Promote and increase three year certifications.

**Expand Services for Businesses: Educate. Connect. Grow.**

- Create frequent networking opportunities to give certified companies access to city purchasers and prime contractors
- Partner with the private sector and educational institutions to provide education and training to businesses.

**Hold Prime Contractors Accountable**

- Proactively monitor contracts to ensure progress towards meeting goals.
- Provide direct assistance as needed on finding S/MWPDBEs.
- Develop an incentive for establishing Mentor Protégé Programs that create contract opportunities.

**Department Long Term Goals**

**Maintain Program Visibility**

- Continue to enhance community awareness of OBO programs and services.

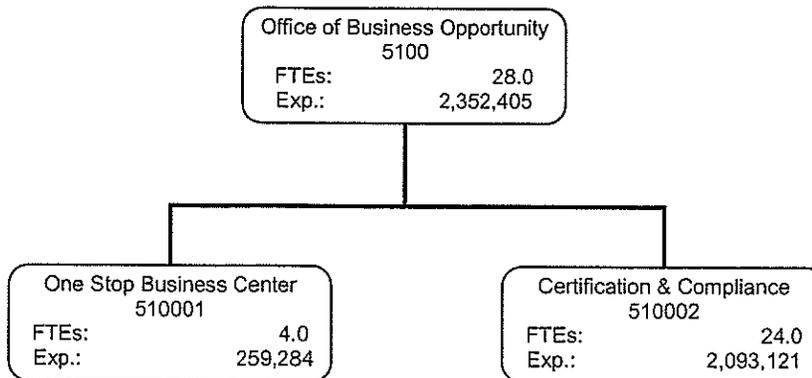
**Expand Services for Businesses: Educate. Connect. Grow.**

- Develop Vendor Services unit dedicated to assess newly certified firms, alert them of new opportunities, advise them on bids and proposals, and assist them in issue resolution.
- Advocate for policies that assist firms with access to bonding and/or insurance.

**Launch New Services for Departments**

- Create monthly training sessions on S/MWPDBE program administration for program, project and purchasing staff within the City.
- Pursue policy that requires that each department:
  - Designate S/MWPDBE Liaison with direct access to the Department Director
  - Require annual S/MWPDBE utilization plans by Department
  - Require that Departments works with OBO on setting appropriate contact specific goals
- Develop scorecards to help departments monitor performance on achieving goals.

**Department Organization**





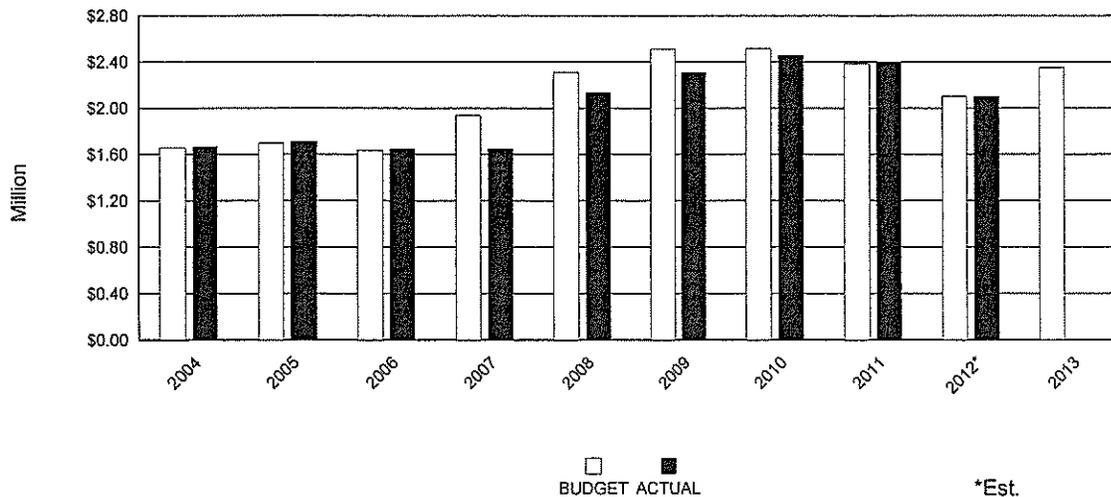
**FISCAL YEAR 2013 BUDGET**

**Business Area Budget Summary**

Fund Name : General Fund  
 Business Area Name : Office of Business Opportunity  
 Fund No./Bus. Area No. : 1000 / 5100

		FY2011 Actual	FY2012 Current Budget	FY2012 Estimate	FY2013 Budget
Expenditures	Personnel Services	2,213,587	1,765,963	1,765,963	2,115,464
	Supplies	30,090	33,568	33,568	28,572
	Other Services and Charges	164,144	303,066	303,066	208,369
	Non-Capital Equipment	(12,044)	0	0	0
	Total M & O Expenditures	2,395,777	2,102,597	2,102,597	2,352,405
	Debt Service & Other Uses	7,776	0	0	0
	Total Expenditures	2,403,553	2,102,597	2,102,597	2,352,405
Revenues		76,381	70,000	110,000	169,000
Staffing	Full-Time Equivalents - Civilian	31.6	25.0	25.0	28.0
	Full-Time Equivalents - Classified	0.0	0.0	0.0	0.0
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	0.0
	Total	31.6	25.0	25.0	28.0
	Full-Time Equivalents - Overtime	0.0	0.0	0.0	0.0
Significant Budget Changes and Highlights	<ul style="list-style-type: none"> <li>o FY2013 Budget includes funding for expenditure increases in health benefit (\$48,383) and pension contribution (\$13,587).</li> <li>o The Office of Business Opportunity has received \$68,130 for Hire Houston First in FY2012 and \$39,951 in FY2013 to continue the administration of Hire Houston First and promote the growth of local businesses and the economy.</li> <li>o FY2013 budget also includes \$69,851 for 1 FTEs to analyze and produce Procurement and Financial Reporting.</li> <li>o Continue marketing and advertising efforts to promote services offered by the Office of Business Opportunity.</li> <li>o Launch a new Business Solution Center conveniently located at 611 Walker with open access for individuals to obtain information on how to start and operate their own business.</li> <li>o Market and promote our new three year certification, which allows small businesses and historically underserved groups to remain certified for three years ensuring their meaningful participation in government procurement.</li> <li>o Includes \$40,000 of revenue from auditing contractors that do not comply with the Texas Law regarding prevailing wages and is spent toward the costs to administer and enforce the government code.</li> </ul>				

**Office of Business Opportunity  
Current Budget vs Actual Expenditures**



**FISCAL YEAR 2013 BUDGET**

**Division Mission and Performance Measures**

**Fund Name** : General Fund  
**Business Area Name** : Office of Business Opportunity  
**Fund No./Bus Area No.** : 1000 / 5100

**Name: One Stop Business Center -- 510001**

**Mission:** Provide free technical assistance, management consulting, financial advice, and business training workshops for individuals that would like to obtain information on how to start, own and operate their own business. Promote economic opportunity for Houston businesses through Hire Houston First.

**Goal:** Expand the service delivery of the office to include services that help companies more efficiently start, operate, and grow in the City of Houston.

Performance Measures	FY2011 Actual	FY2012 Estimate	FY2013 Budget
Business Owners Counseled	9,000	9,000	10,800
Bus Ownership, Lics & Permit Packets Distributed	7,500	7,000	7,500
Business Workshops and Outreach Events	25	73	109
Hire Houston First Applications Processed	0	556	744

**Name: Certification & Compliance -- 510002**

**Mission:** Provide quality certification, compliance, business development, and training programs to promote equal access, employment and economic opportunity at every level of government, and to ensure compliance with Local, State and Federal mandates. Provide a supportive work environment where all employees are appreciated, encouraged, and respected.

**Goal:** Promote the new outlook of the department and create a positive perception of the programs. Improve the process for S/MWDBE certifications. Coordinate and review completion of Disparity Study. Coordinate Government Procurement Connections contracting affairs. Continue to enhance Mentor/Protege programs. Coordinate Government Procurement Connections contracting affairs.

Performance Measures	FY2011 Actual	FY2012 Estimate	FY2013 Budget
Audits of Payrolls to Monitor Prevailing Wages	18,000	18,000	21,600
New S/MWPDBE Certification Site Visits	307	284	341
Days to Process S/MWPDBE Applications	38	27	26
Annual Certification Updates Processed	1,250	1,407	1,688
New S/MWDBE Applications Processed	766	574	689

**FISCAL YEAR 2013 BUDGET**

<b>Division Summary</b>						
<b>Fund Name : General Fund</b> <b>Business Area Name : Office of Business Opportunity</b> <b>Fund No./Bus Area No. : 1000 / 5100</b>						
Division Description	FY2011 Actual		FY2012 Estimate		FY2013 Budget	
	FTEs	Cost \$	FTEs	Cost \$	FTEs	Cost \$
<b>One Stop Business Center</b> <span style="float:right">510001</span> The One-Stop Business Center provides free information and referral services for Houston metropolitan area business owners, conducts seminars, and administers the Hire Houston First Program.	3.0	187,895	2.5	271,231	4.0	259,284
<b>Certification &amp; Compliance</b> <span style="float:right">510002</span> The Certification and Compliance section consists of; Certification, External Affaris and Outreach, Vendor Services, Contract Compliance and Administration.	28.6	2,215,658	22.5	1,831,366	24.0	2,093,121
<b>Total</b>	<b>31.6</b>	<b>2,403,553</b>	<b>25.0</b>	<b>2,102,597</b>	<b>28.0</b>	<b>2,352,405</b>

**FISCAL YEAR 2013 BUDGET**

**Business Area Roster Summary**

Fund Name : General Fund  
 Business Area Name : Office of Business Opportunity  
 Fund No./Bus Area No. : 1000 / 5100

Job Description	Pay Grade	FY2012 Current Budget FTE	FY2013 Budget FTE	Change
ADMINISTRATION MANAGER	26	1.0	1.0	
ADMINISTRATIVE AIDE	10	3.0	2.0	(1.0)
ADMINISTRATIVE ASSOCIATE	13	2.0	3.0	1.0
ADMINISTRATIVE COORDINATOR	24	2.0	3.0	1.0
AFFIRMATIVE ACTION DIVISION DIRECTOR (EXE LEV)	34	1.0	1.0	
ASSISTANT DIRECTOR (EXE LEV)	32	1.0	1.0	
CONTRACT COMPLIANCE OFFICER	15	2.0	3.0	1.0
CONTRACT COMPLIANCE SUPERVISOR	22	1.0	1.0	
DIVISION MANAGER	29	2.0	2.0	
EXECUTIVE OFFICE ASSISTANT	15	1.0	1.0	
MANAGEMENT ANALYST I	15	0.0	1.0	1.0
MANAGEMENT ANALYST III	21	1.0	2.0	1.0
PROCUREMENT SPECIALIST	24	1.0	1.0	
SENIOR CONTRACT COMPLIANCE OFFICER	18	4.0	4.0	
SENIOR STAFF ANALYST	28	1.0	0.0	(1.0)
SENIOR STAFF ANALYST (EXE LEV)	28	1.0	0.0	(1.0)
STAFF ANALYST	26	1.0	1.0	
STUDENT INTERN II	10	0.0	1.0	1.0
<b>Total FTEs</b>		<b>25.0</b>	<b>28.0</b>	<b>3.0</b>
<b>Less adjustment for Civilian Vacancy Factor</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Full-Time Equivalent</b>		<b>25.0</b>	<b>28.0</b>	<b>3.0</b>

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FISCAL YEAR 2013 BUDGET

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Business Area Revenue Summary

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Fund Name : General Fund  
Business Area Name : Office of Business Opportunity  
Fund No./Bus Area No. : 1000 / 5100

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Commit Item	Description	FY2012 Current Budget	FY2012 Estimate	FY2013 Budget
5100020001	Certification and Business Development			
424160	Interfund Affirmative Action Services	70,000	70,000	129,000
5100020002	Prevailing Wages			
452030	Miscellaneous Revenue	0	40,000	40,000
<b>Total</b>	<b>Office of Business Opportunity</b>	<u>70,000</u>	<u>110,000</u>	<u>169,000</u>

**FISCAL YEAR 2013 BUDGET**

**Business Area Expenditure Summary**

Fund Name : General Fund  
 Business Area Name : Office of Business Opportunity  
 Fund No./Bus. Area No. : 1000 / 5100

Commit Item	Description	FY2011 Actual	FY2012 Current Budget	FY2012 Estimate	FY2013 Budget
500010	Salary Base Pay - Civilian	1,569,184	1,232,452	1,232,452	1,446,803
500060	Overtime - Civilian	0	152	152	0
500110	Bilingual Pay - Civilian	5,307	3,650	3,650	2,742
501070	Pension - Civilian	250,088	221,841	221,841	309,617
501120	Termination Pay - Civilian	79,114	15,584	15,584	0
502010	FICA - Civilian	116,710	94,282	94,282	110,522
503010	Health Ins-Act Civilian	186,375	117,789	117,789	171,108
503015	Basic Life Insurance - Active Civilian	940	744	744	860
503060	Long Term Disability-Civilian	0	2,040	2,040	2,380
503090	Workers Compensation-Civilian-Admin	5,869	4,800	4,800	6,692
504030	Unemployment Claims - Administration	0	72,629	72,629	64,740
<b>Total</b>	<b>Personnel Services</b>	<b>2,213,587</b>	<b>1,765,963</b>	<b>1,765,963</b>	<b>2,115,464</b>
511020	Construction Materials	0	127	127	0
511045	Computer Supplies	(415)	2,800	2,800	2,700
511055	Publications & Printed Materials	8	300	300	272
511060	Postage	11,415	11,323	11,323	10,000
511070	Miscellaneous Office Supplies	8,519	9,944	9,944	8,400
511110	Fuel	4,276	6,000	6,000	4,000
511115	Vehicle Repair & Maintenance Supplies	0	200	200	200
511150	Miscellaneous Parts & Supplies	6,287	2,874	2,874	3,000
<b>Total</b>	<b>Supplies</b>	<b>30,090</b>	<b>33,568</b>	<b>33,568</b>	<b>28,572</b>
520100	Temporary Personnel Services	7,478	55,529	55,529	0
520109	Medical Dental & Laboratory Services	2,525	1,000	1,000	1,000
520110	Management Consulting Services	12,100	15,000	15,000	0
520114	Miscellaneous Support Services	31,208	17,000	17,000	16,000
520119	Computer Equipment/Software Maintenance	0	7,700	7,700	5,100
520121	IT Application Svcs	3,364	4,574	4,574	7,040
520123	Vehicle & Motor Equipment Services	6,144	11,000	11,000	9,000
520126	Construction Site Work Services	7,439	1,698	1,698	0
520515	Print Shop Services	7,380	12,024	12,024	11,540
520520	Printing & Reproduction Services	0	23,200	23,200	20,000
520605	Advertising Services	0	10,007	10,007	10,000
520705	Insurance Fees	422	526	526	570
520765	Membership & Professional Fees	550	5,000	5,000	2,000
520805	Education & Training	335	5,000	5,000	6,000
520905	Travel - Training Related	1,158	12,000	12,000	14,462
520910	Travel - Non-Training Related	10,197	2,500	2,500	1,000
521405	Building Maintenance Services	2,500	0	0	0
521605	Data Services	4,943	7,500	7,500	10,605
521610	Voice Services	14,455	22,886	22,886	22,428
521620	Voice Equipment	20,175	1,203	1,203	735
521625	Voice Labor	200	1,203	1,203	540
521630	GIS Revolving Fund Services	1,164	1,396	1,396	952
521730	Parking Space Rental	19,129	19,000	19,000	18,552
522430	Miscellaneous Other Services & Charges	421	34,000	34,000	21,962
522721	Interfund HR Client Services	0	18,984	18,984	16,059
522722	KRONOS Service Chargeback	0	1,136	1,136	824
522780	Interfund Photo Copy Services	10,857	12,000	12,000	12,000
<b>Total</b>	<b>Other Services and Charges</b>	<b>164,144</b>	<b>303,066</b>	<b>303,066</b>	<b>208,369</b>
551015	Non-Capital Computer Equipment	(12,044)	0	0	0
<b>Total</b>	<b>Non-Capital Equipment</b>	<b>(12,044)</b>	<b>0</b>	<b>0</b>	<b>0</b>
532120	Transfer to Fleet/Eq	7,776	0	0	0
<b>Total</b>	<b>Debt Service and Other Uses</b>	<b>7,776</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Grand Total Expenditures</b>		<b>2,403,553</b>	<b>2,102,597</b>	<b>2,102,597</b>	<b>2,352,405</b>