



PALM BEACH COUNTY OFFICE OF SMALL BUSINESS DEVELOPMENT



GTAC MEETING- October 2025



**LET'S
GET
CERTIFIED
GLADES
COMMUNITIES**



Presenter

Angela Smith, Small Business Compliance Manager - Has been assisting local small businesses through the small business program for over 9 years.

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Call me: 561-616-6840



AGENDA



MISSION & VISION

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BENEFITS

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MISSION & VISION



Changes to the Program

NAME

Formerly known as the Office of Equal Business Opportunity - The Office of Small Business Development has joined the Department of Housing and Economic Development as one of their Divisions. Strategically strengthening the economic landscape in Palm Beach County.

PROGRAM

Emergency Ordinance 2025-014, as approved by the BCC on June 3, 2025 - suspended all race and gender conscious programmatic elements of the small business ordinance.





Mission-Purpose-Aim

MISSION

Changing lives and transforming neighborhoods into balanced communities.

PURPOSE

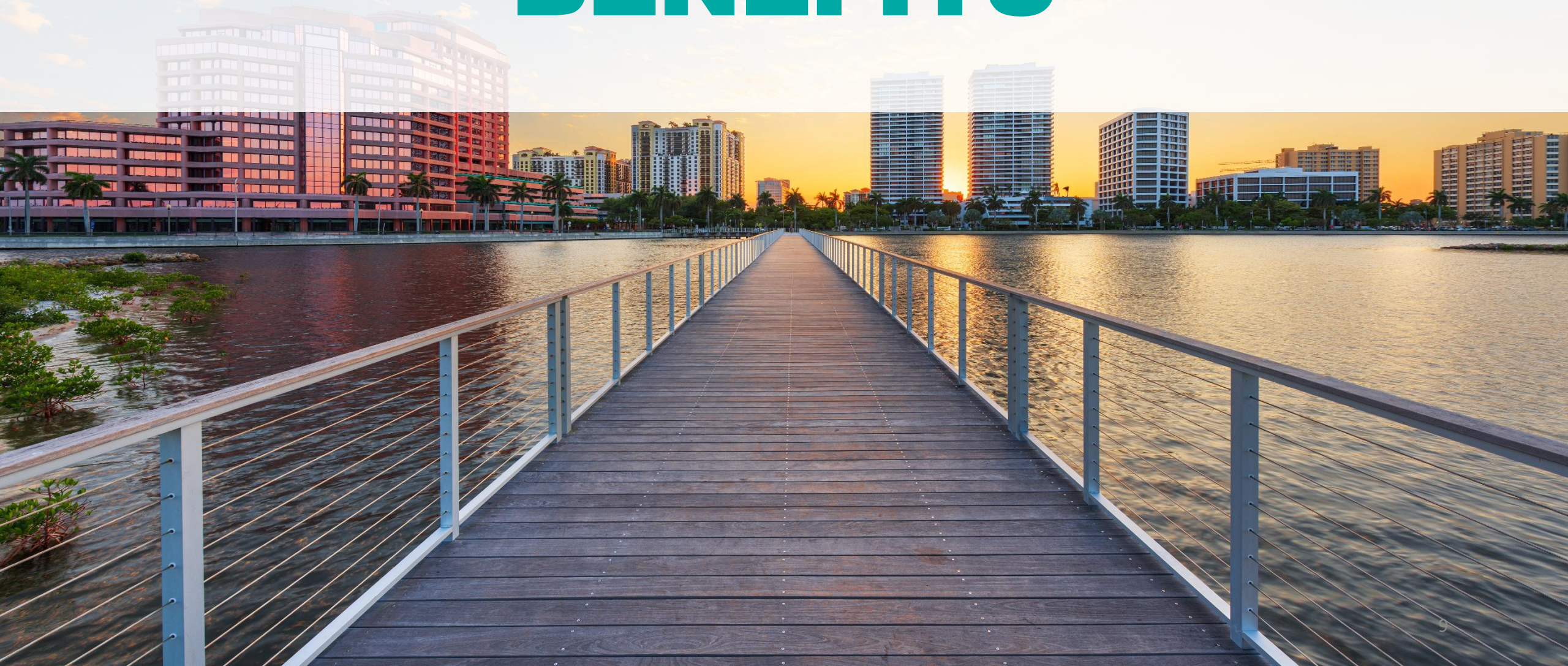
To promote the active participation of local small businesses in the county's procurement process, thereby driving inclusive economic growth and strengthening the County's development

AIM

To be the most valuable resource and leading advocate for our certified SBEs.



BENEFITS



BENEFITS OF THE SBD PROGRAM

Equitable access to procurement opportunities.

A resource to improve the economic landscape of the local small business.

Provide mentor-protégé opportunities through collaboration and networking.

Access to resources, tools, and technical assistance for start-ups and existing businesses.

PROGRAMS & SERVICES



Core Programs

Core Programs:

- ☐ Certification
- ☐ Compliance
- ☐ Outreach
- ☐ Internal/External Training
- ☐ Referrals to resources for financial or technical assistance.

These programs are tailored to support the increasing number of business enterprises (SBE) seeking to do business with Palm Beach County.



Other Services

☐ Small Business Start-Up

Assist in the development of the necessary skills to start and operate an efficient and profitable business.

☐ Business Opportunities

Discuss upcoming or potential opportunities to perform a commercially useful business function with OSBD staff or resource partners.

☐ Solicitation Debriefing

Meet with your Business Specialist along with the OSBD liaison and/or the soliciting department to discuss shortfalls in bidding.

☐ New SBE Orientation

Learn how to bid on projects, understand the required forms, and understand procurement terminology.



Funding Opportunities Resources

Economic Development Division - Housing and Economic Development

- ☐ Business Loan Program
 - ☐ For Profit businesses
 - ☐ In operation for 2+ years
 - ☐ Start-up w/less than 2 years

Grants.gov

SBA.gov

Traditional Banks and Credit Unions

CDFI (Community Development Financial Institutions)

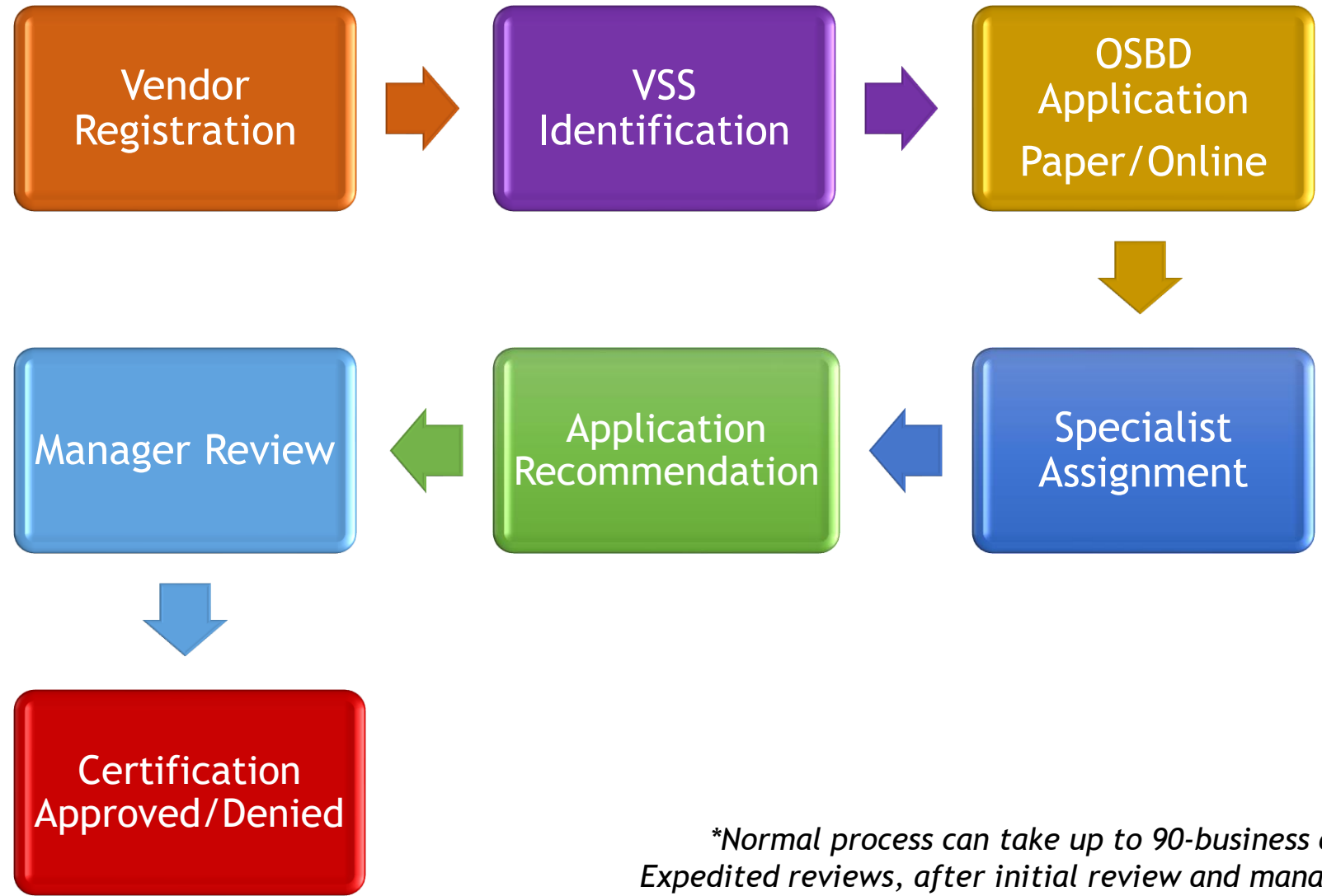




CERTIFICATION PROCESS

- CRITERIA
- ELIGIBILITY
- STEPS

OSBD CERTIFICATION PROCESS



**Normal process can take up to 90-business days.
Expedited reviews, after initial review and manager's approval can take up to 20-business days.*



Certification Criteria

- ☐ FOR-PROFIT Business domiciled in Palm Beach County
- ☐ Hold a current PBC Business Tax Receipt.
- ☐ Independently owned and operated.
- ☐ Capable to perform the work they certifying for with their own employees.



Becoming a Vendor

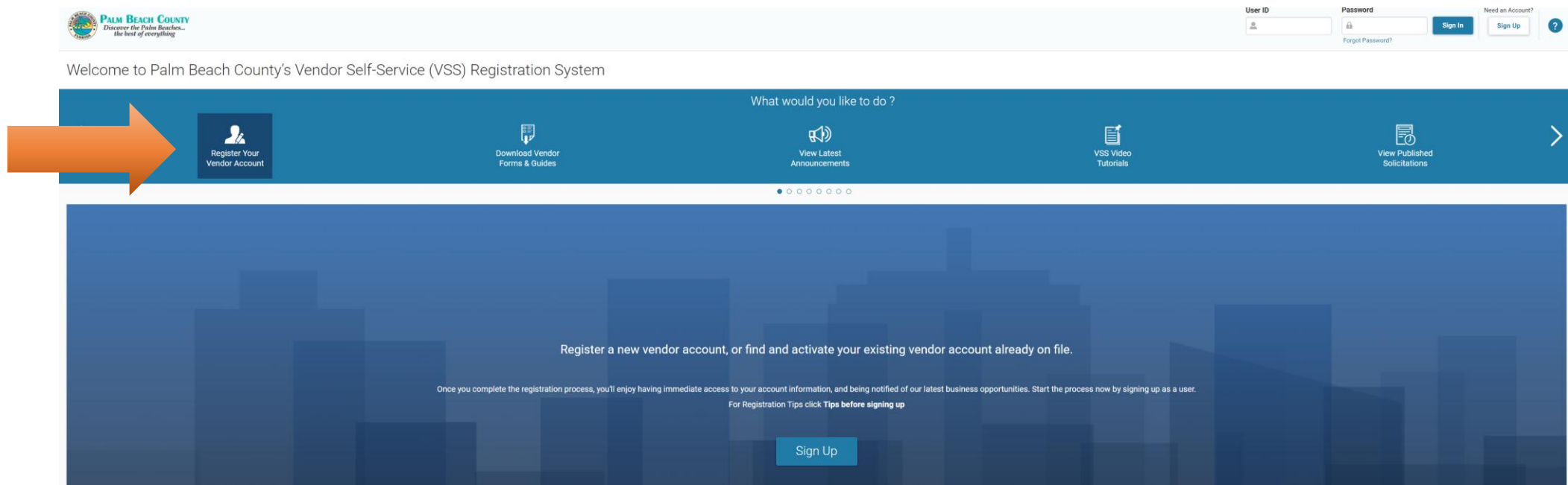
Palm Beach County's ("County") Vendor Self Service ("VSS") System provides New and Existing Vendors with access to County solicitations for all goods and services. VSS is updated daily to provide you with current information regarding County solicitations, vendor registration information and vendor payment/status information.

All existing vendors **MUST** activate their vendor information/account in VSS including their email address and commodity codes, to receive notifications of solicitations when advertised and to check payment status.



Vendor Registration

Registering as a vendor with Palm Beach County is an online process managed by our Purchasing Department. The public may register through the Vendor Self-Service System (VSS) at <https://pbcvssp.pbc.gov/vssprd/Advantage4>.



WELCOME TO PALM BEACH COUNTY'S VENDOR SELF-SERVICE (VSS) REGISTRATION SYSTEM

What would you like to do ?

- Register Your Vendor Account
- Download Vendor Forms & Guides
- View Latest Announcements
- VSS Video Tutorials
- View Published Solicitations

Register a new vendor account, or find and activate your existing vendor account already on file.

Once you complete the registration process, you'll enjoy having immediate access to your account information, and being notified of our latest business opportunities. Start the process now by signing up as a user.

For Registration Tips click [Tips before signing up](#)

[Sign Up](#)



Certification Eligibility

A business and any subsidiaries or affiliates must meet the size standard for SBEs based on gross receipts averaged over a three (3) year period in the following industries and must not exceed the following:

Construction	CCNA- Professional	Professional- Non-CCNA	Goods	Other Services
• \$13 Million	• \$7 Million	• \$5.7 Million	• \$7 Million	• \$5.7 Million



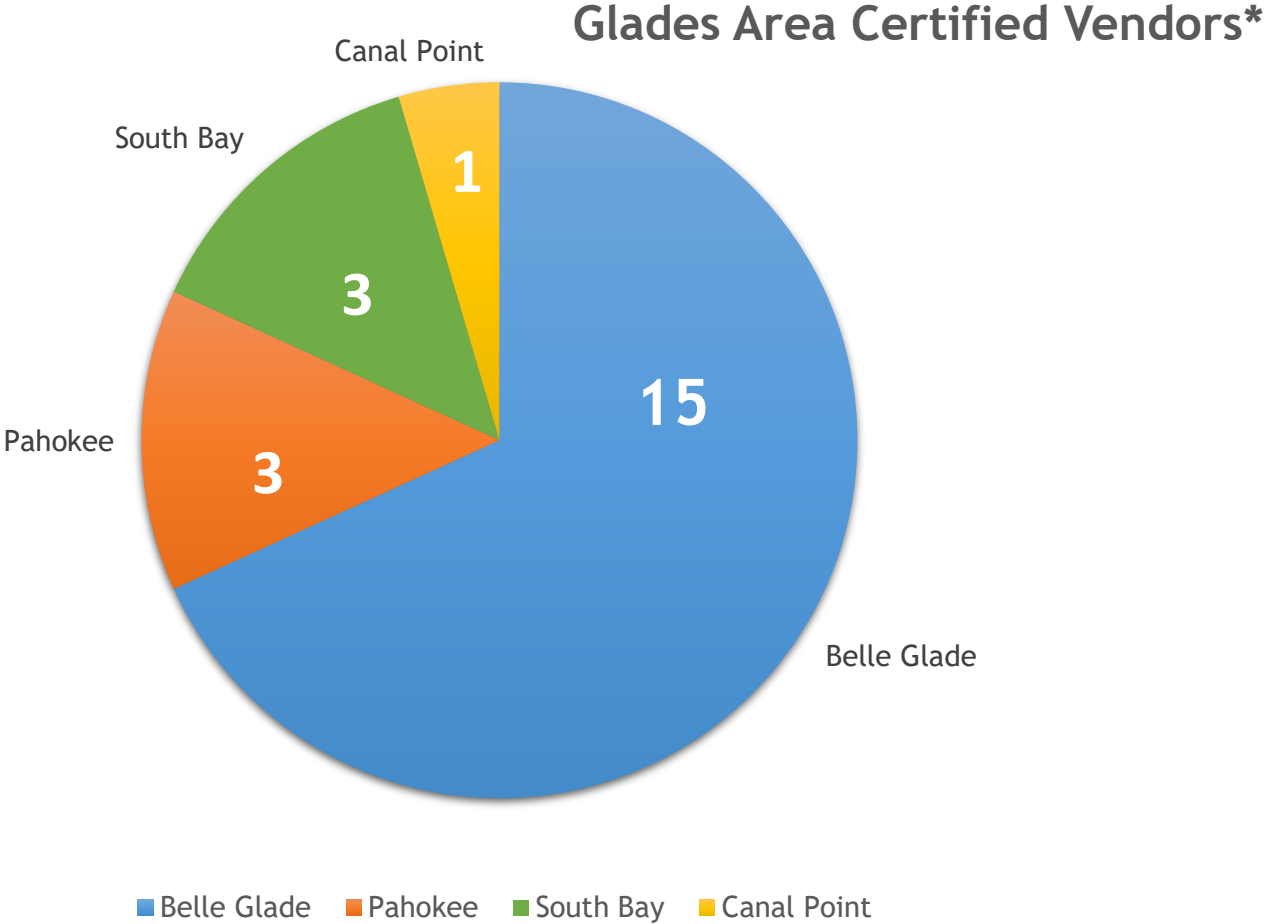
Application Process

- ❑ Vendors can register their business on the VSS by creating a User ID and Password. This process is managed by the Purchasing Department.
- ❑ They will choose commodity codes that will identify the services or goods they provide. Palm Beach County uses NIGP* codes.
- ❑ Vendors can complete the certification application through their vendor account portal.
- ❑ All documents are uploaded and reviewed through the online portal.

* NIGP (National Institute of Government Procurement)



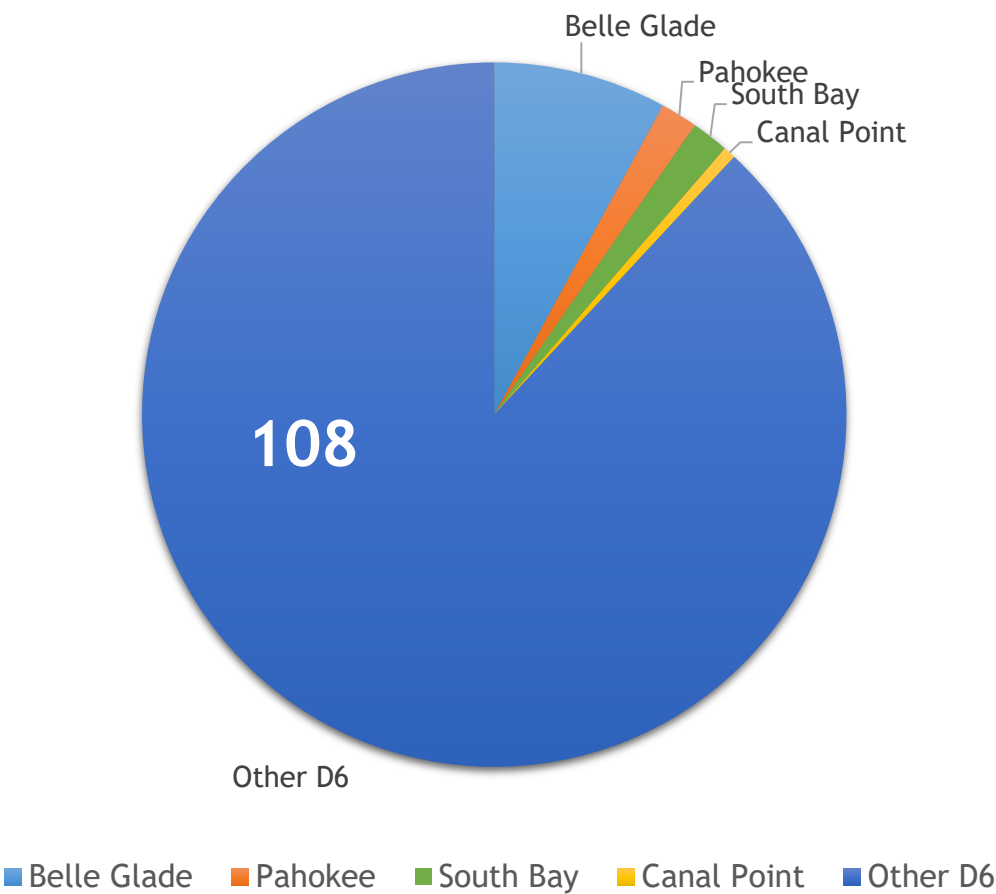
Glades Area Certified Vendors



***Data captured as of
10/24/2025**

DISTRICT 6 Certified Vendors

Glades Areas + Other District 6 Cities*



*Data captured as of
10/24/25

WHY CERTIFY?

All certified SBEs are listed in OSBD's online directory.

Other local government agencies recognize PBC certification to broaden vendor participation.

Interlocal agreement with City of West Palm Beach & School District.

Affirmative Procurement Initiative (API) plan designed to promote fair access and increased participation of certified SBEs in the procurement process.



COMPLIANCE PROCESS

- SBE UTILIZATION & PARTICIPATION
- SBE PAYMENTS
- SBE RESPONSIBILITIES

Compliance

Compliance Responsibilities:

- ☐ Monitor contract compliance during the term of the contract;
- ☐ Investigate vendor payment disputes;
- ☐ Conduct site visits to ensure that subcontractors are utilized per contract;
- ☐ Address/Resolve vendor performance reports.

Reporting Requirements:

- ☐ Report on SBE participation achieved on county contracts;
- ☐ Report on the progress of program elements to the Board of County Commissioners and County Administrator.



Maintaining Transparency

Vendors have an avenue to file a complaint regarding violations of the small business ordinance or process - through our “SPEAK UP” QR Code.



If you have experienced or witnessed a violation of the Small Business Ordinance or would like to file a complaint, **SPEAK UP**.

✓ Who Can File: ANY VENDOR — certified or not

✎ What to Do:

- Scan the QR code below to open the form or click on the Documents Tab above and under the Vendor Forms tile, select “ Ordinance Violation Complaint Form”
- Complete the form in its entirety
- Date and sign before submitting

☎ Questions? Call OSBD at (561) 616-6840

Let's work together to maintain fair and transparent business practices.





OUTREACH & TRAINING

- WORKSHOPS
- TRAINING (IN-PERSON/ONLINE)
- INFORMATIONAL EMAILS
- NEWSLETTERS

Outreach & Training

Internal/External Training:

- ☐ Provide training of key County personnel regarding the SBD Ordinance, Countywide PPM (CW-O-043) and proper use of the Enterprise Contract Management (eCMS) System;
- ☐ Provide training to certified SBEs, trade groups and other resource partners regarding the Ordinance requirements, the proper execution of Schedules, bid responses and other program requirements.

Outreach:

- ☐ OSBD conducts outreach events around the county to reach out to small businesses looking to learn about government procurement and the benefits of certification.



GOAL SETTING



Goal Setting Committee (GSC)

- ❑ The Goal Setting Committee establishes SBE goals and Affirmative Procurement Initiatives (APIs) for the program based upon industry categories, vendor availability, project-specific characteristics.
- ❑ Meetings are held the 1st and 3rd Wednesday of every month at 3:30 pm. Both in person at 50 S. Military Trail in West Palm Beach or via WebEx.

OFFICE OF SMALL
BUSINESS DEVELOPMENT -
GOAL SETTING
ANNOUNCEMENT PAGE



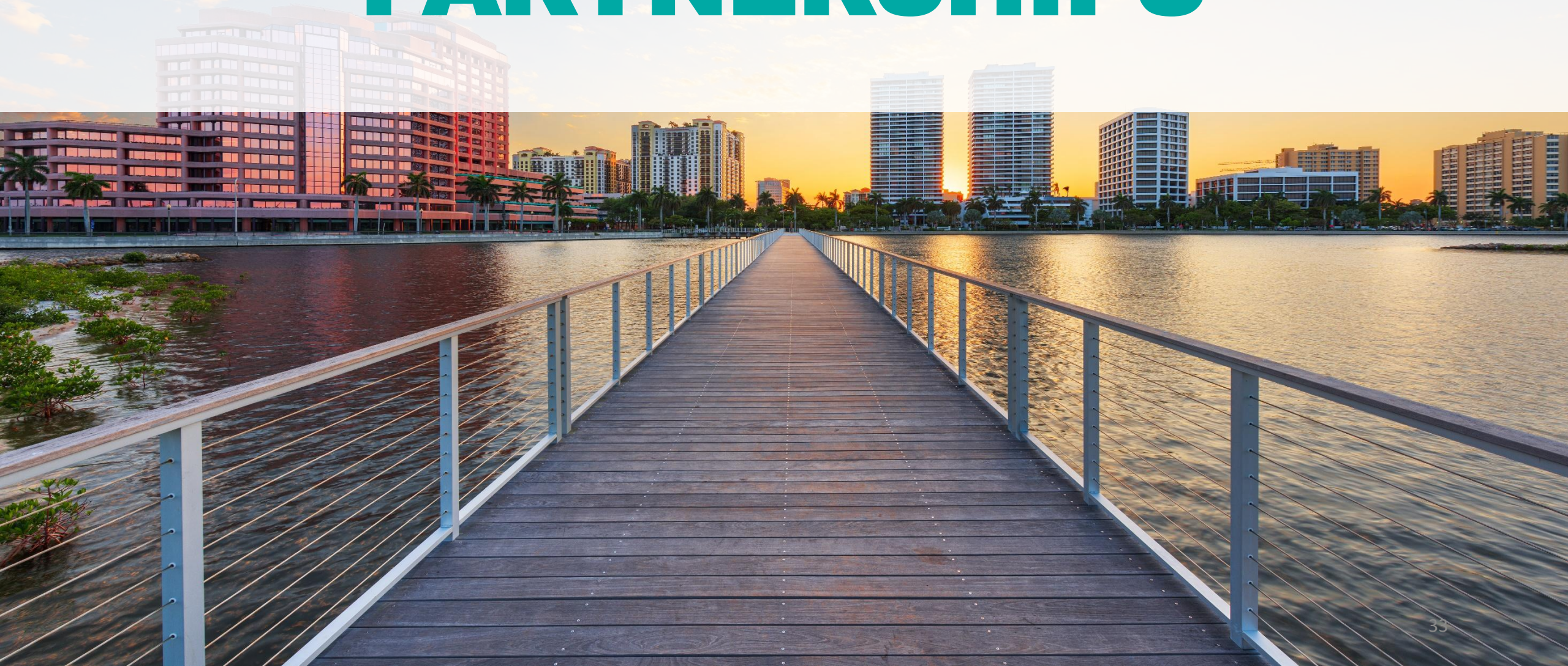


GSC Responsibility

- Evaluate Solicitation documents being prepared for contract award.
- Apply Industry specific API(s) to Palm Beach County contracts that use ad valorem dollars
- Discussion with Department presenter on the scope and the recommended API.
- Respondents are required to meet or exceed that API.



PARTNERSHIPS



How can certification numbers increase?

- **Outreach and Education**
 - Disseminate information about SBE programs
 - Host Workshops on Certification
- **Networking Opportunities**
 - Facilitate or participate in matchmaking sessions to connect certified SBEs with potential clients
- **Advocacy and Policy Support**
 - Lobby government officials to support policies that promote SBE participation
 - Advocate for increased funding and resources for SBE programs
- **Data Collection and Analysis**
 - Track the participation of SBEs in the local business community to identify areas for improvement and highlight success stories.





RESOURCES

- EDUCATION & SUPPORT
- CERTIFYING ORGANIZATIONS
- RESOURCE PARTNERS



EDUCATION & SUPPORT

- Your OSBD Business Specialist is here to answer questions and help resolve issues that sometimes occur.
- Take advantage of educational opportunities through our partners such as [Small Business Development Center \(SBDC\)](#), [TED Center](#), [Equity Entrepreneur Center](#), [PROSPERA-USA](#), and [SCORE](#). They can provide assistance with back office set up, business plans and/or bid preparation.
- Find a mentor! OSBD staff may have some suggestions, if you need assistance.





OTHER SBE PROGRAMS

- ❑ City of West Palm Beach (561) 822-2103 or www.wpb.org/Departments/Procurement/SmallBusiness
- ❑ School District of Palm Beach County (561) 681-2412 or www.palmbeachschools.org/departments/small-business-development
- ❑ Solid Waste Authority of Palm Beach County (561) 640- 4000 ext.4529 or www.swa.org/279/Purchasing-Bids
- ❑ South Florida Water Management District (561) 686-8800 or www.sfwmd.gov
- ❑ City of Riviera Beach (561) 882-1810 or <https://www.rivierabch.com/government/development/economic>





RESOURCE PARTNERS

- ❖ SCORE (561) 833-1672 or www.score.org
- ❖ Small Business Development Center www.sbdc.fau.edu
- ❖ The TED Center (561) 265-3790 or www.tedcenter.org
- ❖ Pathway Capital Funding and the Black Business Investment Corporation (BBIC)
E-Mail: info@pbcbbic.biz or their website: <https://pbcbbic.biz>
- ❖ Equity Entrepreneur Center (E2C) <https://www.equityentrepreneur.center/>
- ❖ PROSPERA <https://prosperausa.org>





CONTACT INFORMATION

- ❖ **PBC Office of Small Business Development | SBE Certification | 561.616.6840**
www.pbc.gov/hed/osbd
- ❖ **PBC Housing & Economic Development | Funding Sources | 561.233.3600**
www.pbc.gov/hed
- ❖ **PBC Purchasing Department - Registration | 561.616.6800**
www.pbc.gov/purchasing
- ❖ **PBC Engineering & Public Works Department | CCNA Certification | 561.684.4150**
www.pbc.gov/engineering/roadwayproduction



QUESTIONS



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THANK YOU!



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