

[START OF TRANSCRIPT]

Carla: Ladies and gentlemen, welcome and thank you for joining today's live SBA web conference. Please note that all participant lines will be muted for the duration of this event. You are welcome to submit written questions during the presentation, and these will be addressed by Deborah Crumity during the Q and A. To submit a written question, please use the chat panel on the right-hand side of your screen. Choose all panelists from the send to dropdown menu. If you require technical assistance, send a private note to the event producer. I would now like to formally begin today's conference and introduce Chris Eischen. Chris, please go ahead.

Chris: Thank you, Carla. Hello everyone and welcome to SBA's First Wednesday Webinar Series. Did you know that more than half of Americans either own or work for a small business, and they create about two out of every three new jobs in the United States each year? Every year since 1963, the president of the United States has issued a proclamation announcing National Small Business Week, which recognizes the critical contributions of America's entrepreneurs and small business owners. In an effort to recognize these top small businesses, entrepreneurs, small business advocates and champions, the US Small Business Administration hosts the National Small Business Week. This year, the annual event is being held from April 29th to May 5th.

As part of National Small Business Week, the SBA takes the opportunity to highlight the impact of outstanding entrepreneurs, small business owners, and others from all 50 states and the other US territories. Every day, they work to grow small businesses, create 21st century jobs, drive innovation, and increase America's global competitiveness. For more information on the 2018 National Small Business Week, please visit www.sba.gov/nsbw.

On to slide two. Now, for today's session, we will be focusing on SBA subcontracting tools. By the end of the program, you should have a better understanding of this topic as well as the resources available to you. We appreciate you taking this time to join us on the May edition of SBA's First Wednesday Webinar Series, and we hope that you benefit from today's session. If you are new to our event, this is a webinar series that focuses on getting subject matter experts on specific small business programs, in this case, SBA subcontracting tools, and having them provide you with valuable information you can use in the performance of your job as an SBA employee, a member of the Federal Acquisition Community, or a PTAC employee.

Today's training is focused on you, but may also be used to assist small business lenders with their subcontracting tools available for their use. Please note that SBA also has other methods to train these small business concerns regarding the subcontracting tools.

Now for a little background on the First Wednesday program. The program was initially created for contracting staff, which is why the training was called 1102 First Wednesday. The 1102 designated government series for contracting personnel with later drafts to be more inclusive of other GF series as federal agencies increased the requirements for non-1102's to obtain DAWIA and FAC-C certifications.

Additionally, other federal by-end activities, SBA staff, PTAC, and SBDC personnel who after hearing about this training requested access and were added to the list of participants. That is why SBA's First Wednesday program is aimed at federal government employees and our resource partners, like PTAC's and SBDC's. Thank you to those of you who are repeat attendees, and welcome to those of you who are new to our program.

On slide three. As Carla mentioned, I am Chris Eischen and I work as a Procurement Center Representative, or PCR, with the Small Business Administration. I'm located in Kansas City, Missouri. Additionally, Ms. Deb Crumity, who is the PCR located at the Rock Island Arsenal, will be reading your questions submitted during the program for our speaker to address at the end of today's session. Slide two includes both of our information. Actually, it's slide three.

Now on to slide four here. Please note that all lines are on mute. However, you may submit your questions anytime during today's session by entering them into the chat box on your screen. These questions will be addressed at the end of the speaker's presentation. As most of you know, we have transitioned to the new web application, and have been informed that some users may experience issues such as blocked website or other error messages when attempting to access the conference login from their computer. It is our understanding that it is your internal IT security settings that are restricting your access. The AT&T helpdesk or the SBA POC's will be unable to resolve this issue for you.

If you are affected by this, please make sure you are dialed in and follow along with the slides provided in this email. We will ensure the page numbers are clearly stated so you can follow along. We are hopeful this issue will be resolved soon, and we apologize for any inconvenience. Now, if you are having any other technical difficulties, please call the AT&T support desk at the following

number: 1-888-796-6118. This telephone number is also included in the email invitation for today's program and on slide four of the PowerPoint slide deck that accompanied the SBA email notifying you of today's training. Otherwise, just keep listening and follow along on the PowerPoint that accompanied the invitation for today.

We will continually announce the page numbers so you can follow along. For more SBA small business program training, you can also visit SBA Learning Center at www.sba.gov.

On slide five. The Association of Procurement Technical Assistance Centers, or APTAC, hosts a website where they post the first ones they programmed. Since these sessions are recorded, you can re-listen to this program as well as the previous sessions by visiting their website, which is provided here on slide five. The Procurement Technical Assistance Centers, or PTAC's, are a great resource and partnering with your local PTAC for an Industry Day, sharing a source of thought, or RFI notice, or referring small business concerns through PTAC are just a few reasons why they are such a useful resource for acquisition personnel. Please contact your local PTAC for additional information.

On slide six is a calendar of training sessions. The current program schedule for fiscal year 2018; and we have today's session on SBA subcontracting tools which is the eighth topic in the series. As you'll see, we have added a couple of new topics to our program list and improved on other topics that have been presented in the past. The participation continues to grow each month, and the positive word-of-mouth is greatly appreciated. We hope you find these topics interesting and applicable to your job.

Now on to slide seven. I'm sure many of you will want to receive credit for today's training so you'll be glad to know that today's session is worth one whole CLP. On slide eight, the next slide, you will find the training certificate. First, you will manually fill in your name and then print the certificate from the PowerPoint to request credit for today's session. The PowerPoint was part of the SBA email that was sent to you for today's session. Please note that SBA does not track your CLP's or communicate with your training program regarding your CLP achievements.

Several of you may have received the information for this training from a friend or colleague, but if you want to receive an email directly from us notifying you of the upcoming training events, just email us at sbalearning@sba.gov. In the subject line, please enter the words "Add to List" and we'll ensure you're added to the distribution list.

Now, on slide eight. This is the certificate that I was referring to in the previous slide. First, you'll need to access the PowerPoint presentation that was emailed to you. The PowerPoint via the screen that you're looking at now will not enable you to insert your name here. Go to that initial PowerPoint presentation that was emailed to you, then you will manually fill in your name. Next, within the print settings on your computer, you will select print current slide which will allow for only the certificate to be printed. Another reminder, again, SBA does not track your CLP's or communicate with your training program regarding your CLP achievements.

Now, on to slide nine. Today's training has been assembled to address SBA subcontracting tools, and to provide you with the resources available for your use. Our speaker has graciously accepted our invitation, and she will be directing me to continue on to the next slide. As mentioned earlier, if you are unable to access the WebEx application, please follow along with the PowerPoint presentation that was included in the email regarding today's training. We will identify the page numbers so you can follow along. Also, please note that due to connectivity issues some viewers may experience a delay as the slide changes on your screen.

Now, I am pleased to introduce today's speaker to you, Ms. Angela Terry, who is the Subcontracting Program Manager for SBA. Angela, we appreciate that you can meet with us today. I'll turn the program over to you now.

Angela:

All right, thank you. Hi everyone! As Chris said, my name is Angela Terry. It is a pleasure for me to have the opportunity to speak with you. Last year when I did First Wednesday, SubNet was just in the making. We were going through those growing pains of developing and implementing the system. It is now live, so I'm very excited about that. We are going to talk about a couple of things today. Chris, you can go to the next slide. We're going to talk about a couple of things today. Go to the next one.

Slide 11. We're going to talk about a couple of things today. Some of you may know what SubNet is. You may have used the older version of it. I'm going to talk about what's SubNet, what's the mission, what's the purpose. How does it benefit those seeking small business-- not only subcontractors, but also prime contractors? It's also going to be a benefit to you to see how-- when you're getting ready to do a procurement, how you can use SubNet to see whether or not there's any subcontracting possibilities, or the procurement

that you're doing. We're going to talk about how does it-- how you post on SubNet, but just not a business. Government agencies can also post on SubNet to get more visibility about small business procurement.

I want to talk about how you search for opportunities. That search is not just for opportunities, you also can utilize that search again to see if there's any small, large businesses you seek subcontractors in certain NAICS code. Again, that helps you when you're starting that procurement process to see whether or not a subcontracting plan is even required. Even though it meets the threshold, you want to make sure that there are some possibilities. We're going to talk about who can assist you, but I have one better. We're not going to do that last slide, because I'm going to actually show you the system live.

Throughout this training, what I'll be doing is letting you know that I'm going to talk through-- show you the presentation and how the system works for a couple of slides. We're probably going to talk through slide 12, 13, 14, and then we're going to go to a live presentation.

We can go to slide 12 now. What's SubNet? SubNet is a small business administration subcontracting network system for all federal government subcontracting opportunities. The initial vision for SubNet was we needed a system where small businesses can dedicate searches to find opportunities to subcontract. We had SCO for prime contracts so we really didn't have anything for subcontracts. We wanted to build some-- small business administration should be the one that creates that system as we are-- once you administer the small business program.

You can go to Slide 13. The mission is to bridge the gap between businesses seeking small business subcontractors. Now, I'm going to change that to organizations seeking small businesses and a small business seeking opportunities. Now, small businesses—Now, when I go to SubNet, all I'm going to see opportunities for small business. I'm not going to see anything that's for large, non-profit; it's only going to be a small business. Now they have one designated place to go. It also allows any government opportunities to be designated to one system. That means our large business subcontractors can post, large business can post. We have city government posting; so, it is that place where small business opportunities is posted.

The purpose was to centralize that information-- have a centralized system to utilize and identify those subcontracting opportunities. When I used to go out and speak to businesses, "Well, we use this

website to post our construction contracts." I was like, "Well, how do businesses know that's where you post them at?" They'll say, "Well, they just know that's where the industry posts them." Well, there might be some new people to the industry who don't know that they post there. There may be some people out of state that can provide you a service that is not familiar with the in-state. I actually got the bridge the gap from one of the participants from the industry. He was like, "Angela, this really bridges the gap between what we are doing and what the small businesses are looking for." SubNet is going to be their go-to place when it comes to searching for small business opportunities.

From slide 15 through perhaps the rest of my presentation I'm actually going to be showing you the live demonstration of SubNet. I'm going to talk to the slides, but I'm going to the slides from the SubNet system. For all of you who can't visually see the SubNet system, I'm still going to talk to the slides. SubNet is live. You can Google it subnet@sba or subnetsba, and it'll come up. You can follow along that way as well. Okay. Carla, I'm ready.

Carla: All right. Angela, give it one second-- There you go. You should have presenting rights.

Angela: Okay. All right everyone. This is the SubNet homepage system. We're going to start with slide 15. Again, SubNet's going to be that one-stop shop you can advertise small business events, subcontracting opportunities. You can get more visibility on your SBO small business opportunities by coining in the system, and putting in a solicitation or notice of source of thought or an event and just cutting and pasting the information that you have in another document. I'm going to show you how to do that. It allows you to have one account used by multiple users. You can either register with a DUNS or you can register without a DUNS.

One of the things that you can definitely do is also promote SubNet to your prime contractors; because once they post a subcontracting opportunity in SubNet, we consider it a good faith effort to meet the requirement for small businesses. We also provided the feature of archiving in the system. What archive lets you do is once the solicitation notice that there's a software opportunity-- the matchmaking events or events close, it automatically stays it in your system, your user profile, so that you can go in and edit and open it at another time. I'm going to show you that as well.

You'll have a listing of whatever you previously post. We now have spell check option, we have the ability to upload documents, and we didn't have any of that. You can duplicate a solicitation list that you

have to post the same solicitation, but in different areas. You'll now just have a duplicate button instead of having to type that whole solicitation notice of source of thought or event all over. Now, we allow you to put-- and copy and paste the URL. I want to show you that. I'm now on slide 17. I've talked to slide 15. I've talked to slide 16.

I'm going to go to slide 17, because that's what I'm about to show you now. SubNet, when it comes to searching for opportunities or searching to see if there is any possibilities, you do not need a user login. However, let's say you want to widen the visibility of post for small businesses that you have on FBO, you would need to register for an account. What I tell people is don't register for an individual account, register for your office account so that other people can utilize it in comment and post in SubNet, and then they can also duplicate what you've already done.

For SBA, we have SBA area offices account, right? But we share that account to do the work that we need to have done. I recommend that for you. When you do register for an account with SubNet to post, you will need to have a contact information. When it comes to the government, I tell them to utilize that email address where you allow customers to inquire for your contact information, or if you have a small business liaison that can take phone calls you can put that information in, but you will need to put in a small business pinpoint a contact, either email or telephone number, okay?

I've talked to slide 15, 16, and 17. I'm now going to show you what 15 and 16 has. This is SubNet's homepage. We're going to work in a test system and not production. I want to show you what the login looks like. On our homepage, you'll have a button that says post-modify solicitations or just posted modify. You will click that button. When you click that button, it will take you to our general login system. Our general login system is how you get behind our firewalls to log in to our system. It does require you to have a user ID, which is very simple.

Once you hit agree on this page, it actually takes you into the general login system. If you have a user ID and password, you would just log in, right? If you search DSPS and all, you may very well have one of it, because you get-- when you register with your government ID to First DSPS, you get additional information that's not available to the public. If you don't have a GLS password, very simple, you need to click on this button and it will give you the information you need to create one, okay? You will have to just fill out this form, hit submit, and it will provide you with a general login

ID. Once you get that general login ID, you just type it in. Again, I recommend that get you one that you can share amongst your office.

Once you log in, you just simply click login. You will need to ask for access to SubNet. You will just simply click access. When you click at access, you'll get a listing of things that you can request. SubNet is one of them. You will just click on SubNet, post solicitations, and hit submit. Once you do that, you will have access to SubNet immediately, and it will show up here. Now, whenever you log in and you want to go to SubNet, you will just simply click SubNet.

This is the SubNet homescreen. This is where it talks about the point of contact-- would be here. It gives basic business information. You enter this information if you're registering government that have DUNS. If your government DUNS is registered with **[00:20:54 inaudible]** and you enter it here, your information is pre-populated, just as if you had recommended to your prime contractors; which I'll show you another tool that we call a welcome letter that has that information in it. When they register with their DUNS Number, the information is pre-populated. If you don't register with a DUNS Number, you have a form that you would just fill out to put this information in that you would like to have in. We normally say just put your business address in the system. That's why we say don't have a personal account.

If you want to post a solicitation, you click post. The events module of the system would be out. Perhaps, we're testing it in about the second week of May. We'll probably release it the first week of June. For all those summer small business events, you will be able to post in there from June onward. Once you're in the system, as I said, you enter that small business PLC. This button will post propose solicitations. Let's say you have something in MPL that you now need some more visibility. You've heard of SubNet, and you're like, "I know small businesses go to SubNet. You know what I'm going to do? I'm going to take the information that I have in my FBO and put it here."

This is an **[00:22:14 inaudible]** field, right? You can just type your agency name. I'm going to say, SBA. This identifier is auto-ready prefix, so if you click solicitation, then it's going to already put S solicitation on your identifier. If you click NSF, it's automatically going to put that on your identifier as well. Notice of source of thought, or say you're looking to find out whether or not there's any small businesses that can perform a certain task, or you're getting ready to do a procurement that needs a subcontracting threshold,

and you can't-- no one in your office know if there's any subcontracting possibilities are there.

In the past, you've had contractors that said that they can't-- they're not going to do any subcontracting, but you now have that PCR, and Angela Terry say, "Zero is not a goal." There's always some indirect spin that a small business can do on a contract. Now you're looking to say, "Okay, what possibilities are out there? I just want to get a notice of source of thought." That's what NSF is. Solicitation is, "I have this posted out there on FBO and I want to get some more visibility to it, so I'm going to put it in here." You just type in whatever the identifier number is if it's a division included on it-- If you want a specific small business type that you're looking for-- Maybe you're looking for somebody that has a top secret security clearance, right?

Another thing that we do, if you see or if you want to use SubNet, but you don't see the types of businesses you're looking for, just send us an email to subnet@sba.gov, and we will add that information for you. You can copy and paste your NAICS code. Let's say, if you had NAICS codes that were already on the previous solicitation, you can copy and paste them. This first NAICS code field only takes one NAICS code. This one, you can just copy and paste as many-- you can search, I'm sorry. If you wanted to search on a NAICS code, you would type whatever letter's here, and then you would hit enter lookup. It'll open up in another window and wish it will look it up for you. Or you can just copy and paste the NAICS code here from a previous solicitation.

My webpage is needing to be recovered. I'm going to keep speaking. Another thing that we'll be able to do, so let's say, I have that solicitation in FBO already. I've already typed it. I don't feel like doing that again, right? The only thing you have to do is copy that link to wherever you have that solicitation. Okay, this is the next lookup, guys. Let me just show you this real quick. I only remembered three of the NAICS codes. You just hit search. It's going to bring you up a listing that has those numbers in it that you put in and then you just click on the one that you want, okay. It will pre-populated here for you, as you can see. Or as I said, you can copy and paste. You don't have to have commas in it if you just have a listing of them. If you want, just copy and paste them in there.

The brief **[00:25:34 inaudible]** it only allows you to put in 50 words, because we do allow you to post. But, if you have that link, you will just say, small business opportunity. Now click link for more information. Right? We're pretty much done there. You can put the

name of the PLC, which is the site PLC that you already have in FBO. You can either put the phone number or email address here. You do have to put one. We do allow you to put places of performance where the work is going to be performed. You do need to select one if it's a solicitation. If it's a notice to source of thought, it is not a mandatory field. We have most of our headings explain to you what you can and cannot do.

We even let you go down to the metro area. We let you dig down a little deeper to identify a specific area in the state that you want to look at. We also allow you to say when the worker's going to start. Maybe this is something that you're putting up for work that's not going to start until next year. Sometimes that information can be very valuable to a small business, because if they know this work is not going to be done until next year, perhaps this is not the right opportunity for us to bid on at this time. We really are looking for something that we're going to get some work done on now, right? You do put in that. We would only let you put in one year in advance.

The closing date. The closing date is-- I need the information by this date. If you're going to respond to this-- I need to buy, so if it's talking that you have an FBO, that you just post them here for more visibility. Whatever your closing date is there, you can put here. If it's your contractors that you're educating about it, whenever their closing date ends, they put it here. When your closing date ends, whatever time that you put in, you can put it with the colons or without. You do need to click a time zone. Your solicitation will automatically archive in your account, and I'll show you how that's done. When you click next, your solicitation from this, it was already posted, right?

Next, it's just giving you the opportunity to upload an attachment to what you're posting. If you have any error messages, your error messages will show at the very top of the screen. Now, it's allowing you to attach a document and all you have to do is hit browse. It takes you to your file. You go in and click on the document you want. You hit open. You just simply hit upload. It's very simple. We do allow you to do four attachments, or if you have a pretty large document, or several large documents, you might want to zip it. But, these are all the file exchanges that we do allow.

It's now telling you that it has been uploaded successfully. If you did not want to upload a document, you just wanted to review your posting, you wanted to just hit-- you could have bypassed that and just hit review.

Now, I'm ready to post a solicitation. I think my internet is moving. Then you will get a message to let you say, 'It's posted successfully'. Now, what I just did, I've posted something in the FBO on some other site, I now want individual-- maybe I'm doing a matchmaking event, an outreach event, you now can come here, and also post that information here. I always say this is very good to use, as I stated earlier, if you post it to some small business opportunity SBO, and you wanted to get more visibility, or you're seeking information to see if there's any small businesses out there who can do the work.

If you're ever in need of assistance, we have a great help site. We have videos **[00:29:46 inaudible]** every user guide that you can use. We are getting ready to launch the event for-- this would change any videos-- we'll have video on it, and **[00:29:56 inaudible]** these are all videos. Then we'll have the user guide as well, and their YouTube videos guide, so you'll be able to watch them on YouTube.

Another thing that I wanted to show you-- So now, let's say, we post it. You see that post-modified button there that I was telling you about earlier? Let's say, we're now back into our profile. Remember, earlier I told you when you post something say into to your profile, so you now can go see all the solicitations and notices and source of thoughts you posted or all the events you've posted. It would also show you the details of the last solicitation that you posted to the system. When you look at the solicitations that this person has posted, let's say, you know what, we're not going to do that opportunity anymore. We've removed it already on FBO, so now we need to remove it from SubNet. All you have to do is hit edit, change the closing date to today's date, and it will show up in archive.

All right? Hold on, let's see. It didn't post. Error. Oops, sorry. You've got to put an O in front of it. As you see, when you make an error, it will tell you whatever the error is that you've done, right? What's today, guys? Is today the first or the second? Today's the second. If you notice, it told me that the closing date cannot be in the past. If I'm going to close it, then I have to close it for today's date and not for any past dates. I'm going to do this correctly. I put in O2, and then I'm going to hit post. Okay, I always use the arrow. I always tell people, "We always say the system is wrong" but as you can see, whenever you're doing something that doesn't work, you have to put in the time. I'm going to put it in as PM. I still have **[00:32:13 inaudible]**

I'm going to tell you something else that is the-- that you can see. I've made several-- on purpose-- several errors. One thing it will do,

whatever you had in the system, you can make changes all you want, but that change did not take because you had an error. It's going to pre-populate back to the original setting that did take, right? It will do that; it will always tell you if you've done something incorrect. It will either come up with that little white message that first came up when I did the date incorrectly, or it will have this white weird message here so that you'll know what to-- how to put it in.

When you do have an error, you will have to go back and populate the time, because you can see I did not have the time the first time, and then I messed up the date, so I have to go back and correct everything that I had did incorrectly.

Once you correct everything, it now will tell you that it has been posted successfully. Now, when I go back to post-modify I can either go here or I could have hit the back button at the bottom of the page that go to my solicitations, right? At 10 PM today, this one will close. If you want to see any archived solicitation, once hit archives, you'll have a link here. This is click to view archives solicitation. I want you to see how easy that was. All I did was hit edit and duplicate. Now, I could have closed it at 2:34 as it is today as well. If you're using this system, you post something then you decide you no longer want to do it, you can just hit edit. If you want to duplicate something that you've already done, all you have to do is open up a file by hitting duplicate, and it's automatically there.

Let's say, I want everything. I want the same PLC. I want it in Birmingham. I want it for the same dates, but I just want to use a different NAICS code. The only thing you need to do now is to change the NAICS code and duplicate. Now, it takes you through if you want to upload a document, no, I'm just going to go straight through and review it. Now, I'm going to post. You see we had quick SOL in the beginning, then you see it's now prefixed there. Now, I just duplicated one and I'm just going to hit post, and it's now posted. If I go back to that list, I'll see that duplicated solicitation, okay? That's been duplicated.

If you want to see events, you can also see events in the system. Events, remember, it doesn't start to **[00:35:09 June 1st]**, but this will be the tab that you'll see all the events for. And then you'll also be able to see solicitation detail from whatever company that you have entered into the system. Right? I just spoke to you from slide 15 to 17. I'm going to speak to you about slide 18 which is an upcoming release that we're going to be doing. As you know, SBA does compliance reviews on contractors who receive a contract

award with a subcontracting plan. We are trying to become more efficient. We're communicating to the contracting agencies who would contract when we receive those reviews. One of the things that we-- as well as making sure that that information is also available to the prime contract and expedition planner.

One of the things that we will be developing is another module within SubNet where only the government and the contractor themselves will be able to see the compliance review information. Let's say that we've chosen this [00:36:25 inaudible] manufacturers for a compliance review we'll be able to communicate through SubNet to let them know that they have been chosen, what documents that they need to provide. They will be able to upload the documents into the system. They will be able to review their rating. They will be able to comment and communicate with us and we will be able to communicate with them. If they receive less than satisfactory, they will be able to upload their corrective action plan and that we will be able to communicate with you, the government agency awarded, and let you know where you can log into SubNet and give you permission to see the data. Okay.

It's kind of hard for me to do these for people who are not interacting with me. I now want to show you the advance search or just searching in general. We're just going to speak to slide 19. We're not going to do pretty much the rest of the slides at this point in time. We have the other [00:37:24 SCU] search. I'm going to show you the resource page. It has a wonderful tool also for you. When I click on the advance search, which we are getting ready to test-- we're tested, now we're getting ready to post it, but before I do that so there's two ways you could search in SBA SubNet system. You can do the easy map search, and by doing the map search you're just clicking on the map that you're looking for opportunities in. If there's nothing there, you'll always get 'No solicitations found'.

But for the government contracting staff, I think it's best that you use advance search, because you're going to be utilizing the system again to see whether or not there's any subcontracting possibilities. You might want to look at solicitations or notices and source of thought by NAICS code, right? You might want to see if there's any businesses out there. I'm going to show you the business directory who just part of contracts in a certain industry that you're looking at and see if they have posted any solicitations, or opportunity like the one you're getting ready to award. Maybe you put out there, and all that your people are saying, "Hey! There's no opportunities" you can search on that primary NAICS in our business directory. It'll give you a list of businesses, and then you can go to their All Solicitation tab

to see if they ever post this. You can look for possibilities in arrangement arrays using SubNet. But for this purpose, we're going to do it by NAICS code.

If you type in the NAICS code that you want and if you don't know, remember you can always use Vlookup; you just hit submit. You've always got to hit submit twice, because it's going to tell you the name of the NAICS code that you put in and then it's going to go and do the search for you. What it says is we have one solicitation in here for that particular NAICS code. Now you can actually say, "Well, I did find one in here that this shows that there are some subcontracting possibilities for that particular NAICS" Let's say now, if you wanted to contact that company just to act hypothetical about the types of subcontracting they do to small business when it comes to this type of award. You want that business information? Just click on the business information tab, and it provides you with an email or a telephone number of that company if you wanted to get more source information from them. That's one way that you can utilize SubNet search to help what you're doing.

Let's see, if you posted something in here, and you wanted to see whether or not it's visible, that's another thing you can do. You can search on your NAICS code and bring it up. I want to also show you the business directory because you might be looking for businesses now. In our business directory, they're really large businesses. But, again, you might be looking for some possibilities on a particular primary NAICS. Historically, everybody has say there's none, but those PCR's are non-solitary. Keep saying that there's no such thing as a 0% goal, because there is something that you could subcontract to small businesses. You buy paint or you buy office supplies, you rent storage material, you buy software, you buy computers, you buy plugs. There's always something that can be subcontracted out to a small business.

Again, this NAICS search is different from the NAICS search we did in solicitation in NSF. These are large businesses that operate in specific NAICS code. What you're looking for here is the business to see whether or not the business has solicited in SubNet, and what type of subcontracts they have, because maybe you don't know the NAICS code that are associated with the-- on the primal-- maybe some new people come-- contracting, and they don't really know contracting. This is the way that you can find out what types of NAICS are subcontracted in a particular name.

With this search though, there is this step one which you have to select the type of business that is in-- this is the test system, guys,

it's going to change level, but this will be under step one. You need to select businesses with a solicitation, or businesses without a solicitation.

Okay, next. For the sake of what I'm trying to educate you on, you can definitely see-- you want to know [00:42:15 inaudible]. You can also check people without, because what happens if that solicitation archived or is no longer current you still want to know those companies, because then you can still see that they are out there and they are able to provide this; I mean, they are seeking small business subcontractors.

But again, the only thing you do is just type in the NAICS code. I have one in there I want to see. You can also look it up. Okay, that's right. You remember this is the step one; you have to select a business. Okay, and if there's nothing that meets my criteria, you're going to get this message. It says that and then you could split and search for new-- let's see, one, two, three, four five. I put too many. Too full. Yeah, I think I put one too many. I'm not picking the lucky one.

For this particular NAICS code is there's no businesses for this NAICS, but if there were, then it will come up, but if it's not, it gives you the option to search for a new NAICS code. What I've just shown you is the map searching, how you as a contract professional can benefit from it. I'll give you another one. You want to check up on a contractor. You've searched their ESRS, and you've seen that they're not [00:43:49 inaudible] yet they're telling you that they have been looking for small business subcontractors, and they just can't find any.

If you wanted to come here to see whether or not they've ever posted a solicitation or notice of source of thought, you can definitely come and just search; maybe they post, they have one active. You can now come and search to see if they do, and if they don't, now you can say, "Hey! These goals are mandatory, and if you need assistance finding small businesses, you can utilize our SBA SubNet system, because I've verified that you have no solicitations or notice of source of thought posted there seeking small businesses." That is another way that you can utilize the system to verify your contractor's compliance; because again, as long as they are in there looking and nobody responds, they still made a good faith effort to try and locate someone. Okay?

All right, I'm now going to move on to slide 24. It talks about different resources that we have under the SBA small business SubNet system, which is here. We have one that we do annually that I think is a great tool for you. Again, looking to see what other

people require subcontracting plans for, and maybe this is your first procurement in that industry and you're really not aware of the type of information that requires a plan. I mean, it needs a threshold amount. Now, PCR is saying that you've got to get one, but your co-worker says, "We don't normally do subcontracting plans on that" and you need to meet with our requirements to say that I at least searched to look for subcontracting possibilities. This can be one of your marketing research tool, right? As one of your marketing research tool, we have the subcontracting possibilities directory, but even before I get to that, I apologize, it is listed under help, but it's listed here too. If you ever have any technical issue with the system you just hit send and it will open up in an email **[00:46:03 inaudible]** you would need to email from. If it's questions, click in here. If it's technical issues, you go to the TLS email and send it. If you're ever wondering what's SBA's areas and what states make up those areas-- research page, and these are live links to contact your commercial marketing representative which helps you with any post-award subcontracting questions.

Okay. I wanted to teach you this new tool. It's called the subcontracting software ability directory. It's an Excel file that allows you to search on product and services in NAICS that has required a subcontracting plan for a particular fiscal year. Not sure whether that-- Again, this award needs a plan. You can identify it this way. This is the file that says how to open and it just downloads in an Excel file. Once it downloads in the Excel file you can use the find feature to look for any NAICS codes that show award, because these are prime contracts that we-- We post it every year, and it stays up for at least five years, because most contracts are five-year contracts. It tells you about task quarters as well as base contracts. All right, so that's one resource that we have out there for you.

We are now developing the compliance guide which is a guide to teach you how to do compliance reviews on your contractors. We're also doing a regulation guide. The regulation guide is to assist you with regulation questions that you may have, right? These are all live documents that we will always be updating and adding information to them. We're also doing a subcontracting orientation assistance and review training series, which are-- You'll have opportunities to attend live training, or there will be prerecorded video training that we will provide which will also be available on SubNet's resource page. It'll be just a little training tab and it'll all have live links to those as well as the required schedule.

We're now re-doing our welcome letter, which is a letter that we will have posted here as well that allows you to print all and provide

to your prime contractor. It welcomes them to the subcontracting program. It provides them with information of who their commercial marketing representative is, how SBA can assist them, what is required of them and their roles and responsibilities. We also have one for our subcontractors or our prime contractors who have to subcontract and their subcontractors. We have a letter that they too can print all to give to anyone that they have flowed down the subcontracting requirements to. This will help when it comes to explaining to someone their responsibilities.

One of the things that we did get from industry was a feedback that said, "I keep telling my business that they have to do this", but they always say, "Says who?" "I need something what SBA's letterhead on it so that I can present to them and say these are the [00:49:35 inaudible]." We figure why not provide it so in a place where the contracting officers, assistants, or whoever creating that contract file for your prime contractor can print it off and put it in, and let them be able to read just quickly some of the responsibilities with timelines that they are going to have.

We've talked about the SubNet's system and how SubNet is going to be that one-stop shop for all of your resources, how it will assist you when trying to widen the visibility to small business about events as well as contracting opportunities, how it will assist you with posting with your pre-award requirements of finding subcontracting possibilities. That concludes the training. I've pretty much gone through all the slides. Chris, I turn it back to you. We're on the question slide.

Chris: Yes. Slide 26.

Angela: Six, yeah.

Chris: Deborah, do you have a list of questions for Angela?

Deborah: Yeah Chris, I do. Angela, you did such a great job.

Angela: Thank you.

Deborah: We only have four questions so far.

Angela: Okay.

Deborah: The first question relates to what time zone is SubNet clocked on? I'm not really sure what that means, but is there a difference in time zones or the data that's showing?

Angela: It depends on the time zone that the customer selects, right? As you could see, I had the ability to select different time zones. I don't

know if you can give me presenter rights again. It's not going to show the customer.

Carla: Yes. Give me just a moment, Angela. All right, there you go.

Angela: Okay.

Deborah: Hey Angela, while you're in there, can you show the login registration again, if possible?

Angela: Okay.

Deborah: Okay, thank you.

Angela: All the way from this screen, or do you want me to log in again?

Deborah: I believe just starting from the registration screen, the login.

Angela: Okay, no problem. When you Google SubNet SBA, depending on which one you click, you'll either go straight to the homepage or you'll get the GLS log in. Once you agree to do, if you need any assistance creating an account, you hit the create new GLS account. When you open that up, this help will give you help to how to fill that out. This is the login screen. Once you've created that user ID, then you have to access SubNet. All you've done now is gotten into our general login system. You're now going to access SubNet by clicking on SubNet and hitting submit. Once you do that, you now have this icon which you can get straight into SubNet, and then you have to register into SubNet. This account has already been registered. You'll have the option to register with a DUNS or without a DUNS, and it just fills in this business information for you.

But to the question that the person asked, I'm going to just edit a document to show you. See the closing the time zones, we have several. We have Alaska, Arizona, Eastern, Central, Hawaii, Mountain, Specific, so you get to select what time zone you're looking for.

Deborah: Okay. Thanks, Angela! Moving to the next question. When a client contractor has trouble entering subcontracting opportunity into SubNet, who can they call when they get no response from the helpdesk email? Is there a phone number?

Angela: Repeat that one to me.

Deborah: When a contractor is entering information into SubNet for a subcontracting opportunity, if there is no response from the helpdesk email, is there a phone number that they can call or a phone contact for technical assistance?

Angela: Yes, ma'am. Let's say, technical assistance is always going to be our helpdesk. However, if you sent your email over to GLS and they're not picking up, you can contact your commercial market representative. As stated, they are the ones responsible in assisting you with [00:54:18 inaudible]. They will not be able to fix the technical issue, but you can call them and they will know how to get in contact with me, right, so that I will understand if there is a technical issue going on and helpdesk is non-responsive.

I will tell you that helpdesk does read the emails. They may be trying to fix the problem and just hasn't gotten back to you. I always tell people to give them 24 hours to get back to you, because some problems are longer than others. I also will recommend-- I'm going to show you how to get that number, but I also recommend you watching the help videos, because when we first launch, people just couldn't have-- people don't know to use the guide for some reason or another, but these videos are so-- all I'm doing is-- and this is my horse kind of voice on there, so be nice to me when you listen to it. But it is literally me walking through the system, right? Because I've built systems whenever something doesn't work right, I know it's user error, so I have to go back and see what I've done. I always will recommend that you watch the YouTube video. Once you watch the YouTube video, then if you realize, "Okay, I followed these steps, step-by-step. I'm getting some kind of error message." You can always go to SubNet resource page. Then when you click the resource page, you'll be able to click on SBA commercial market representative and they will give you-- You can click on the areas you want or you can just scroll down and it will give you a contact information. I do need to change and update [00:55:58 inaudible] that'll give you the phone number or whatever to your SBA commercial market representative that can help you as well. If that doesn't work out then you can always send an email to SubNet. You can just click here and send an email. If you click there, it opens in an email box and I will get that email. I monitor that mailbox.

Deborah: Okay. Thank you, Angela! Moving to the next question. The information that's in SubNet, are the subcontracting opportunities tool from FPDS or does the system maintain a contract noted by the prime contractor?

Angela: Can you repeat that question? I'm sorry.

Deborah: Okay. The question is, the subcontracting opportunities that are in SubNet, do they come from FPDS?

Angela: No. For FPDS-NG, our contracts are already awarded. That's our repository to show what contracts that the government has

awarded already. SubNet is any opportunities that you have for a contractor, small business contractor. That could either be prime contracts that you posted in the FBO, that you're now posting in SubNet to get more visibility. You're posting that link to FBO is a supplemental for that. Or you have contractors, large business contractors who are looking for small businesses or require to do business with small business that you're telling them to go in here and post a small business opportunity. So, the opportunities in here are coming directly from people who have opportunities or seeking people to do work.

Deborah: Okay. Thank you, Angela! Next question. You mentioned advance search, there was a question that whether they were in SubNet right now, and again to the advance search test...

Angela: It's not there. Remember, I said we're getting ready to launch it. We're testing it. We're in the test as to we know that anything in the database, but we're getting ready to a test, I mean launch it. I couldn't launch it right now anyway, because I just thought that if you paid attention to business directory-- She fixed it already, because this was under step two. I'm like, "Wait a minute, that's not how we're supposed [00:58:17 inaudible]." We have a couple of tweaks that we're doing to it, but it will be launched by next weekend.

Deborah: Okay. Thank you. Next question.

Angela: Thanks for going to SubNet, by the way.

Deborah: Next question. Directory of federal government signed contractors with subcontracting plans, is that the same as subcontracting possibility directory?

Angela: Yes. Yes, it is. The possibility directory is a data pool from FPDS-NG. It will tell you every contract that was awarded for a government, in the government, for a fiscal year. If you don't see the NAICS code on one year, you can search for it another year. But it is the federal government awards that required a subcontracting plan for the entire federal government, not just one agency. That is a great tool because maybe you're new at issuing contracts for nuclear reactors and thinking there's no small business that can do any of this, but maybe someone else has already has SubNet, and they know that there are some things a small business can do. When you're going through that and you have a contractor who's saying, "Hey, there's no opportunities!" you now have something where you can go and look historically or even currently to see if the government has required.

Now, this is one of many tools, right? Because I work for the Small Business Administration, I'm definitely going to say if you don't see it here, you need to try other market resources, and you then need to document the file. But zero is not a goal, because there's always something that small business can do.

Deborah: Right. Thank you. The next question, Angela, I think you mentioned in one of the slides the just base effort with that of SubNet. It's a valuable tool to have signed subcontractors, but the question is should we, meaning agencies, not be expecting large businesses to be far more proactive in looking towards the subcontracting participation goal than simply looking for **[01:00:31 inaudible]** on the system?

Angela: I'm going to ask you to do that one more time, just the question part.

Deborah: Okay. Yeah, let me just break it up a little bit. SubNet is a valuable tool to help find subcontractors, but should agencies not be expecting large businesses to be far more proactive and walking towards a subcontracting participation goal. **[01:00:01 crosstalk]** Does that make sense to you?

Angela: Yep. First of all, we need to see small business participation. I'm not really sure what agency are your DOD, but there is no goals for small business participation so to speak. They're kind of mirroring it to the subcontracting client and they're asking you to detail out who you're going to be giving awards to. We always expect for our contractors to be proactive, because they are the ones who indicated who and what they're going to subcontract.

We should not have to hold their hands, but we put that welcome letter as an easy tool for you to print copies off and just stick in that contract file as a quick two-pager with bullets to say, "Hey, these are additional resources to help you reach your goal, right?" Definitely, we can easily say, if you're ever looking for small businesses, you can go to SubNet. We do a lot of outreach events as well. But to answer your question, you should be expecting them to be proactive to reach their goals. You should be expecting them to utilize SubNet, definitely as a tool if they are not reaching their goals, right? Even if they're reaching their goals for them to get additional visibility to small businesses, we should offer-- expect for them to be utilizing tools, such as the SubNet to use, but we always want them to be proactive.

Deborah: Awesome! Thank you, Angela. I have a few other questions. I know we are few minutes over, but another question is: Will SubNet be integrated to the new data that SAM [01:02:36 inaudible], Angela?

Angela: Now, it has a reason too... SAMYUNG is the government system, right? We have contractors who are registering in there-- or let me not say that, let me break that down, because integrated could mean a whole lot of things. It will never be a part of SAM, but SAM data is already integrated into SubNet. We do have a feed. That feed is the business search directory. When you're looking for businesses that do not have solicitations in our system or has not posted a solicitation, that data's pretty much coming in from SAM.

When you are registering into the database and you're putting in that DUNS Number, that DUNS Number is coming over from SAM. All that information is being pre-populated from SAM. We do have an interface. If you mean integration by that regard, there is an interface where we do get data from SAM. But, if you mean integration by being part of their platform, we are on data.gov, but we are not part of the SAM platform.

Deborah: Okay. Thank you! We have a question here also about cyber, and they want to know how the SBA [01:03:48 inaudible] again, cyber trolling by companies essentially marking themselves to all SB categories in all states.

Angela: Okay. Yeah, that's a good one. Let me show you that one. I was in-- Give me one moment, I've got so many things open here. Right, no one to go here. This won't be released until I do events, but you can see it already. Oops, nope I went to the wrong place, sorry! We did that post of solicitation. Was it in DC? DC, yes. Okay, great. If you look here, so let's say-- I get this already. This tool is not in here yet, but the small businesses pull these other small businesses.

When you have businesses, you actually do use it for marketing material. I'm going to show you two things: one, we have a little message that says, when you're in post-modify. Let's go here. I want to show that one to you, too. But I'm not-- I'm in the wrong place. When you're in post-modify posting a solicitation or a notice. Okay, I can't get to-- sorry. We have this message that you know that one this for subcontracting opportunity, marketing material post that we will move it ourself and you may be barred from our system, because we will bar you. We do have the ability to block users from the system; so that's one way.

The other way that we have it is on the search page, we allow the users to tell us someone has posted something inappropriately just

by clicking this box. If they see that a solicitation is inappropriate, they click the box, they remove it. It sends an email to the people who posted it, as well as an email to the CMR and myself. We will contact them and ask, is this the actual solicitation or is this a small business marketing, and explain to them what it is, and remove it from the system.

Deborah: Okay. Thank you, Angela! Carla, I have one additional question, and I think that'll be it on the questions.

Angela: No problem.

Deborah: I just want to clarify, Angela, and I think you mentioned this. The SubNet is only to be utilized by large businesses, and not contracting officers?

Angela: As I've been saying for the last hour, anyone with a small business opportunity should use it. I catered this training to contracting staff to let you know if you are posting something in FBO for a small business to increase your visibility posted here as well. I've shown you how you can just copy and paste the link to FBO and put it into the solicitation page within SubNet so that you can get more visibility on that particular contract.

In addition to that, you can use SubNet to post your outreach events, right? Maybe you guys are doing an event, and you want to get small businesses there, you can put that here. You might be looking for notice of source of thought to see if there's any small business prime or subcontractors or something. We're saying post that event here as well. If you post it in one system, and you just want to post it here, as I wrote small business opportunities. Click the link for more information. You don't even have to retype it. If you just want to upload the document, you come here and upload it, but this is definitely a tool that will increase your small business marketing as well as research because now you're off-hooking user system to research to see what makes codes-- small business that can also work, or who's doing business out there, or requesting businesses, as well as who's in compliance in searching for small businesses in your portfolio looking for-- your large business portfolio looking for small businesses. Yes, this is definitely a tool that the government can use.

Deborah: Okay, great! Chris, that concludes the questions for now.

Chris: Awesome. Sure, and that was a good Q and A session we had there. If for some reason, you thought your question wasn't answered or if we accidentally missed it, please send that question to

sbalearning@sba.gov, and we will forward that on and get you an answer. Angela, thank you for all the great information on SubNet that you shared with us today. I felt the live demo was very beneficial.

Angela: Can I just answer that question that just popped up?

Chris: No, you're not allowed. Yeah, that's fine.

Angela: They asked whether or not they can post large business. I want to make sure that they understand. SubNet is for small business opportunities to be posted. If the PTAC has a large business who have some opportunities and they want to help that large business by posting their small business opportunities, by all means, they can definitely post that. Anyone can post any opportunity for small business. This is not a system where you-- if you're looking for large businesses that you will post an opportunity.

Chris: Good clarification. Angela, thanks again for that. For all of you who tuned in today's session, thanks again for your participation. We look forward to you attending the next future sessions, and hope you have a great day.

Angela: Okay. Have a great day everyone.

Deborah: You, too, Angela.

Angela: Bye-bye.

Carla: Thank you for joining today's conference. The session has now concluded and you may...

[END OF TRANSCRIPT]