



Diversity, Opportunity, and Inclusion 2024 Annual Report

**TO GOVERNOR YOUNGKIN AND MEMBERS OF THE GENERAL ASSEMBLY**



**COMMONWEALTH OF VIRGINIA  
RICHMOND  
JULY 1, 2025**



**COMMONWEALTH of VIRGINIA**  
**DEPARTMENT OF GENERAL SERVICES**

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July 1, 2025

**MEMORANDUM**

To: Governor Youngkin and Members of the Virginia General Assembly

From: Banci Tewolde, Director of the Department of General Services

Re: Section 2.2-602.B. Annual report submission (2024)

Section 2.2-602.B. requires agencies to establish and maintain diversity, opportunity, and inclusion goals in coordination with the Governor's Office and report annually. Please find enclosed the Department of General Services (DGS) annual report for calendar year 2024.

DGS is committed in improving its diversity, opportunity, and inclusion goals into the agency's mission, operations, programs, and infrastructure to enhance opportunities for the populations it serves.

# DIVERSITY, OPPORTUNITY, & INCLUSION 2024 ANNUAL REPORT

## 2024 ACCOMPLISHMENTS

### Plan Goal 1: Access & Success

**Objective 1: Improve the user experience and digital access of the DGS website, with particular attention on improving accessibility.**

- DGS is updating its website design to be more user-friendly and to improve the readability of DGS website web pages.
- The updated website will improve overall accessibility of the website as well as improve the overall user experience of the website.

**Objective 2: Update DGS business forms to ensure access for diverse needs.**

- DGS has removed outdated forms and documents from the DGS website and has a checklist that all documents and forms must meet before being posted onto the updated DGS website.
- DGS has added some business forms to DocuSign increasing the forms accessibility and ease.

**Objective 3: Shape the OnTheSquareVA 2024 season around diverse, cultural events for state employees.**

- OnTheSquareVA partners with people and agencies that offer diverse, cultural programs and has incorporated more cultural activities into the schedule.
- OnTheSquareVA includes diverse food choices and cuisines at the weekly food trucks.

**Objective 4: Provide a structured training program (Apprenticeship Program) to increase opportunities for a more diverse workforce.**

- DGS continues to identify work areas and potential sponsors for a structured training program
- DGS provided multiple internships and provided several mentorship opportunities.

### Plan Goal 2: Business Opportunities

**Objective 1: Provide opportunities for all vendors to do business with the Commonwealth.**

- DGS marketed eVA to unregistered vendors to increase the number of businesses able to compete for government spend. Currently, eVA has more than 200,000 registered Suppliers. Registration is free.
- As upgrades to the eVA platform were unveiled, DGS ensured vendors received frequent, easy-to-understand information to take full benefit of the system.
- DGS ensured vendors knew about the opportunity to participate in the vendor expo as part of the 2024 Public Procurement Forum.

**Objective 2: Provide training opportunities for vendors to learn how to maximize their business competitiveness through the use of eVA and other DGS-managed programs.**

- DGS held multiple training/outreach events, over 55 events, throughout the year.
- DGS participated in training events hosted by other state agencies, universities, local governments, economic development entities, chambers of commerce, and other business development organizations, as available.
- DGS ensured its online training system is updated and easy to understand.

## 2024 ACCOMPLISHMENTS

**Objective 3: Take findings from JLL and DGS research and apply those findings to make informed decisions on how to best use DGS-owned space and leased space for state agencies.**

- Through a public facing RFP process, DGS continues to provide open opportunities to the business community to furnish leased space for state agency use in providing public services.
- DGS applies fair and equitable assessment of needs in the assignment of state owned office space to client agencies.

### **Plan Goal 3: State Agency DOI Infrastructure & Training**

**Objective 1: Require all DGS employees to complete “Working Together for Virginia” training.**

- All DGS employees completed the “Working Together for Virginia” training.

**Objective 2: Cultivate meaningful training and mentoring experiences for employees and youth.**

- DGS business units hosted several fellows and interns over the past year and fostered partnerships with schools and other organizations to improve shared educational experiences.

**Objective 3: Increase training opportunities for supervisors/managers to foster improved communication related to policy, performance management, and work life balance.**

- DGS established a DGS policy library on SharePoint and communicated with its various business units regarding the procedures to update and create new policies.
- DGS established an employee program for all employees to learn about DGS policies, performance management, work-life balance and other topics.

## 2025 AGENCY DOI GOALS

### **Plan Goal 1: Access & Success**

**Objective 1:**

Continue to improve the user experience and digital access of the DGS website, with particular attention on improving accessibility.

**Objective 2:**

Continue to pursue a structured training program (Apprenticeship Program) to increase opportunities for a more diverse workforce.

### **Plan Goal 2: Welcoming & Respectful Culture**

**Objective 1:**

Persist in creating and maintaining a climate that is supportive and respectful and that values and integrates differing perspectives and experiences.

**Objective 2:**

Continue to cultivate meaningful training and mentoring experiences for employees and students.

### **Plan Goal 3: State Agency DOI Infrastructure & Training**

**Objective 1:**

Continue to provide training and educational workshops available to all employees.

