

Idaho Transportation Department
Disadvantaged Business Enterprise (DBE)
Supportive Services Accomplishment Report
July 1, 2010 – September 30, 2010 and Fiscal Year-End Summary

Program Goals

I. Business Management Assistance

Help new, emerging or underperforming DBEs acquire increased proficiency in marketing and business management.

II. Procurement Assistance

Provide assistance to DBEs in better identifying and bidding on ITD federal-aid highway projects.

III. Contract Management Assistance

Provide training and networking opportunities to DBEs to enhance their contract management and performance on federal-aid highway projects.

Results-Oriented Objectives and Action Plan

I. Business Management Assistance

Objective: Help new, emerging or underperforming DBEs increase their proficiency in business management and marketing

Feedback obtained through surveys and interviews with DBEs participating in the following benefits and services indicates that this objective was easily met in FFY10. DBE/SS does not limit its activities and services to those listed in this work plan; DBE needs are always changing and evolving, and DBE/SS works to change and evolve along with them.

One DBE wrote to DBE/SS, “FYI - we work with many DBE offices in many different states. I think your office is the most responsive and has the best ideas. I really love the reimbursement program. Most states have standard workshops that have the same message and do not really add value. You allow us to choose the marketing and training programs that really help our business grow and give us opportunities. So ... thanks again for all of your help.”

Some highlights of business management assistance offered throughout the year:

At the beginning of the 2nd quarter, the DBE SS Coordinator invited all DBEs to send their Statements of Qualifications or Capability Statements so she could hyperlink them in the on-line DBE Directory (as needed, DBEs were assisted in compiling their statements). By the end of the fiscal year, 25 DBEs were hyperlinked.

DBEs also were notified of all upcoming pre-bid meetings on ITD projects and encouraged to attend in order to market themselves to primes and ITD staff.

Beginning in April, the DBE SS Coordinator began researching, compiling and emailing a bi-weekly Statewide Business Training Events Calendar to all DBEs and other interested stakeholders. The calendar focuses on short, inexpensive trainings

that will benefit strapped-for-time small business owners in the areas of finance, marketing and business management. (This is the only known comprehensive statewide business training calendar in Idaho.)

The advantages to this format include:

- DBE SS Coordinator doesn't get much advance notice on some training events, so she wasn't able to include many of them in the monthly DBE newsletters. The training calendar (kept in Microsoft Outlook format) can be updated much more frequently.
- Users can access course descriptions and locations, and click on a hyperlink to go straight to the training site for registration.
- Users are able to browse through a wide range of business training opportunities without having to take the time to research numerous websites on their own.

Towards the end of the 3rd quarter, the DBE SS Coordinator also began to send out emails (2-3 times per week on average) to targeted groups of DBEs, depending on their geographic location or line of business, about free or inexpensive assistance or services available to small businesses from other government agencies, universities or non-profits.

Action Plan:

ACTIVITY	PERFORMANCE MEASURE														
Provide \$750 "Marketing Grants" projected for 25 DBEs to obtain training in the field of business management or training to obtain proficiency in new areas of expertise.	<ul style="list-style-type: none"> • Number of DBEs requesting and receiving grants, and for what purpose <table data-bbox="722 1102 1427 1186"> <tr> <td>4th Quarter Requests</td> <td>19</td> </tr> <tr> <td>4th Quarter Reimbursements</td> <td>33</td> </tr> </table> <p>Professional membership dues; advertising; attending and exhibiting at regional conferences and business fairs; design and hosting company websites; printing business letterhead, cards and fliers; equipment signage;</p> <table data-bbox="722 1365 1427 1407"> <tr> <td>Year-End Total Requests</td> <td>59</td> </tr> </table> <p><i>This represents a 228% increase over original projection.</i></p> <table data-bbox="722 1449 1427 1491"> <tr> <td>Year-End Total Reimbursements</td> <td>\$36,788.64</td> </tr> </table> <table data-bbox="722 1501 1427 1627"> <tr> <td><u>FFY09 Total</u></td> <td>26</td> </tr> <tr> <td><u>FFY08 Total</u></td> <td>34</td> </tr> <tr> <td><u>FFY07 Total</u></td> <td>N/A</td> </tr> </table> • Track outcomes of grants through interviews with recipients <p>Two DBEs said they received comments on the professionalism and quality of their websites. Other DBEs got positive feedback from clients on their brochures (including newly designed graphics and logos). Three DBEs got calls from</p> 	4 th Quarter Requests	19	4 th Quarter Reimbursements	33	Year-End Total Requests	59	Year-End Total Reimbursements	\$36,788.64	<u>FFY09 Total</u>	26	<u>FFY08 Total</u>	34	<u>FFY07 Total</u>	N/A
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Year-End Total Requests	59														
Year-End Total Reimbursements	\$36,788.64														
<u>FFY09 Total</u>	26														
<u>FFY08 Total</u>	34														
<u>FFY07 Total</u>	N/A														

clients who saw their equipment signage from job sites and were seeking bids. Other DBEs reported making excellent new contacts at conferences and getting contracts through them, or getting such benefits as lower health insurance rates for their employees through their AGC memberships. Many DBEs specifically spoke of how they would not have been able to afford to do this without this benefit, and hope to be able to pursue more marketing activities with DBE/SS help in FFY11.

Provide \$750 "Training Grants" projected for 20 DBEs to pursue marketing-related activities

- Number of DBEs requesting and receiving grants, and for what purpose

4 th Quarter Requests	16
4 th Quarter Reimbursements	\$13,527.93
Year-End Total Requests	44
<i>This represents a 220% increase over original projection.</i>	
Year-End Total Reimbursements	\$24,190.94
<u>FFY09 Total</u>	19
<u>FFY08 Total</u>	16
<u>FFY07 Total</u>	N/A

- Track outcomes of grants through interviews with recipients

One DBE reported receiving a contract because of the training she received although she wasn't the lowest bidder. Another reported that she was now able to review contracts and remove unwanted items without having to hire an attorney to check her paperwork. A precast concrete DBE feels she is manufacturing a better product because of the training she attended. Several stated that being able to train their employees allowed them to expand their work scope through being able to assign qualified, trained supervisors to jobsites. Many DBEs particularly mentioned that this training grant benefit enabled them to get training that they otherwise would not have been able to afford.

Offer one-on-one Business Planning Assistance to DBEs transitioning to prime contracting or consulting through contracted hourly consultant

- Number of DBEs receiving assistance

There were two requests during the year, but the DBEs declined to follow up with work/input required on their part from the consultant. Therefore, the assistance was stalled indefinitely.

Year-end Total	0
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Offer “marketing to the construction industry” training class to DBEs through contracted hourly consultant

- Track outcome of assistance through interviews with recipients **N/A**

Provide assistance to DBEs by writing, designing and publishing full-color Statements of Qualification (SOQ)s

- Number of DBEs receiving assistance
This activity was not performed during FFY10.
- Track outcome of assistance through interviews with recipients **N/A**

- Number of DBEs receiving assistance
Year-End Total 2

- Track outcome of assistance through interviews with recipients
Outcomes have been positive; one of the DBEs requires frequent re-prints, because of his enthusiastic distribution of the materials.

However, two other DBEs who would have received assistance did not get back with needed information to complete the brochures despite frequent reminders; as a result, they were never finished.

Publish monthly newsletter with articles on business management practices, resources and other relevant news

- Number of subscribers
Hard Copy* 424
Electronic 340
Total 764

A 12-month archive is also maintained on the EEO website.

**Some subscribers receive multiple copies for internal distribution.*

FFY09 Total 706

FFY08 Total 689

FFY07 Total 629

A prime contractor wrote to DBE/SS, “I just love your publication – very informative especially the new DBE’s added and what they do. You should be a model of excellence across the USA.”

II. Procurement Assistance

Objective: Provide assistance to DBEs in identifying and bidding on ITD federal-aid highway projects.

DBE/SS worked hard to achieve this objective throughout FFY10. The frequency with which DBEs consult this office on these matters – and the feedback they provide conveying their appreciation for the assistance they receive – demonstrate the success of these endeavors.

There are many factors hindering DBE participation on ITD project at this time. Undoubtedly, the current recession has caused a much more intense competition for procurement opportunities than seen only a few years ago; prime contractors are subcontracting out much less, and going after small projects that DBEs formerly had a better chance of bidding. The overall pool of contractors bidding ITD jobs has also increased, as shown by ITD's annual Bidders Registration List.

Other factors include the increased costs in fuels and materials cost (creating a lower overall percentage of the project dollar amount available for subcontracting), shortened bidding timeframes on GARVEE and ARRA projects, and finally, ITD's ongoing move towards maintenance vs. new construction projects. This trend particularly reduces the number and types of subcontracting opportunities available to DBEs.

ITD will continue to monitor and revise the DBE/SS program as needed to meet these challenges. (It should be noted that the FHWA ARRA Review Team gave high praise to ITD's DBE/SS Program earlier this year.)

Some highlights of procurement assistance offered throughout the year:

Coordinated by DBE Supportive Services, workshops on "Doing Business with the Government" were presented throughout FFY10, in a cooperative effort with the U.S. Small Business Administration, the Idaho Procurement Technical Assistance Center, the Small business Development Centers, and other federal agencies including the US Forest Service and Mountain Home Air Force Base.

The DBE SS Coordinator gave presentations on "Working as a Contractor with the Idaho Transportation Department", "Working as a Consultant with the Idaho Transportation Department", and "The DBE Program" (certification eligibility requirements and processes, as well as DBE Supportive Service benefits). These served not only as education/refreshers for existing DBEs, but also as a recruitment tool for attracting new potential DBE firms.

<u>Date</u>	<u>Location</u>	<u>Attendees</u>	
10/09	Boise	31	
11/09	Boise	35	
12/09	Meridian	44	
12/09	Garden Valley-	N/A	<i>Cancelled due to mountain snowstorm</i>
1/10	Caldwell	16	
1/10	Payette	12	
1/10	Council	11	
3/10	Idaho Falls	33	
3/10	Pocatello	12	
3/10	Twin Falls	7	
5/10	Bonnors Ferry	13	
5/10	Kellogg	12	
5/10	Lewiston	15	
5/10	Boise	30	
6/10	Post Falls -	N/A	<i>Cancelled due to low registration</i>
7/10	Nampa	12	
9/10	Boise	35	
Total		308	

2009: 524 attendees in 17 locations (highest attendance numbers yet, since it was both the recession, and stimulus funds had been announced)

2008: 51 in 6 locations

2007: 27 attendees in 4 locations (3 other locations were cancelled due to no registrations; this was pre-recession)

2006: 13 attendees in 2 locations (4 locations were cancelled due to no registrations – that was back when the construction industry was at its height, and businesses were less interested in highway construction-related work.)

2005: 26 attendees in 4 locations (2 locations were cancelled due to no registrations)

During the 1st Quarter, the DBE SS Coordinator staffed a booth at the Idaho Department of Commerce's Annual Business Opportunity Conference, which was held in Nampa. As usual, this was heavily promoted to DBEs; and DBE attendees were offered reimbursement for registration and travel costs if located out of the Treasure Valley area through either their DBE Training or Marketing Grant benefits. The DBE SS Coordinator introduced DBE attendees to purchasing officers at other agencies, and to other business owners.

Outreach during the 2nd Quarter featured the DBE SS Coordinator's involvement in the DBE Focus Groups (held as a part of the FY11 DBE Goal-Setting Methodology) throughout the state with DBEs, non-DBE contractors and consultants, unions, contracting groups, etc. Much valuable information about training needs and challenges facing DBEs and small businesses in general were gathered during these meetings, and the DBE SS Coordinator was able to give guidance and information to all participants.

The DBE SS Coordinator continued to help DBE consultants to get on ITD's Term Agreement List, and alert them when their term was due to expire. At the end of FFY10, 16 (11.11%) of the companies on the Term Agreement list were DBEs, a rise of 4 firms over the FFY09 year-end figure of 9.76% or 12 DBE firms. The average DBE percentage over the past five years is 12.30%, or 18 DBE firms.

The isquarefoot reimbursement benefit proved to be very popular with DBE contractors in FFY10. Memberships to this on-line plan room and bid exchange service are expensive, and without monetary assistance, are among the first amenities to be cut by small businesses during a recession. By utilizing their membership privileges, DBEs greatly expanded their searches for jobs they could bid on, access the plans, and found more contractors to request quotes from/post quotes to. The statewide DBE Focus Groups, conducted by the ITD's EEO Office in March, made it clear that currently construction work is very hard to come by, and it's important for DBEs to find work – any type, any size – in order to keep their cash flow going. Feedback received from DBEs indicates that the isquarefoot benefit enables DBEs to do this. Originally projected for 10 firms, a final total of 31 DBEs signed up.

During the 3rd Quarter, the DBE SS Coordinator gave a presentation on becoming certified as a DBE and staffed a vendor table at the Native American Business Summit (Shoshone-Bannock Tribe) which was held in Pocatello.

During the year, the DBE SS Coordinator also sent out emails (2-3 times per week on average) to targeted groups of DBEs, depending on their geographic location

or line of business, about upcoming changes to ITD procurement procedures, selected contracting or consulting opportunities and pre-qualifications, vendor registrations with various agencies and corporations, and related topics. She encouraged DBEs to expand their areas of expertise and joint-venture with other companies to go after larger projects and increase their capacity. In the current economy, DBEs seem more receptive to these suggestions than they have in the past.

The DBE SS Coordinator also assisted DBEs and other small businesses with questions about other programs such as the Small Business Administration's 8(a) Small Business Development and HUBZone Programs and with getting registered on the federal Central Contractor Registration (CCR).

Other observations: during FFY10, 7 DBEs obtained a Public Works licenses; 6 upgraded their licenses; and 3 DBEs added on new specialty categories. 6 DBEs downgraded their capacities, and 6 let their Public Works licenses drop.

Action Plan:

ACTIVITY	PERFORMANCE MEASURE																
Provide orientations to new DBEs on working for ITD as highway contractors and consultants	<ul style="list-style-type: none"> • Number of DBEs given orientations <table border="0" style="width: 100%;"> <tr> <td style="padding-left: 20px;">1st Quarter</td> <td style="text-align: right;">5</td> </tr> <tr> <td style="padding-left: 20px;">2nd Quarter</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="padding-left: 20px;">3rd Quarter</td> <td style="text-align: right;">10</td> </tr> <tr> <td style="padding-left: 20px;">4th Quarter</td> <td style="text-align: right;">7</td> </tr> <tr> <td style="padding-left: 20px;">Total</td> <td style="text-align: right;">24</td> </tr> <tr> <td style="padding-left: 20px;"><u>FFY09 Total</u></td> <td style="text-align: right;">23</td> </tr> <tr> <td style="padding-left: 20px;"><u>FFY08 Total</u></td> <td style="text-align: right;">13</td> </tr> <tr> <td style="padding-left: 20px;"><u>FFY07 Total</u></td> <td style="text-align: right;">Not Available</td> </tr> </table> <p>192 DBEs were certified in the State of Idaho at Fiscal Year End. DBE/SS staff helped more than 30 new applicants with the certification process during this period, and also guided existing DBEs through the No Change/Three-Year Certification Renewal process.</p> 	1 st Quarter	5	2 nd Quarter	2	3 rd Quarter	10	4 th Quarter	7	Total	24	<u>FFY09 Total</u>	23	<u>FFY08 Total</u>	13	<u>FFY07 Total</u>	Not Available
1 st Quarter	5																
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3 rd Quarter	10																
4 th Quarter	7																
Total	24																
<u>FFY09 Total</u>	23																
<u>FFY08 Total</u>	13																
<u>FFY07 Total</u>	Not Available																
Provide free ITD non-bidder's highway construction plans & specifications and addenda	<ul style="list-style-type: none"> • Number of plan sets provided to DBES <table border="0" style="width: 100%;"> <tr> <td style="padding-left: 20px;">1st Quarter</td> <td style="text-align: right;">200</td> </tr> <tr> <td style="padding-left: 20px;">2nd Quarter</td> <td style="text-align: right;">203</td> </tr> <tr> <td style="padding-left: 20px;">3rd Quarter</td> <td style="text-align: right;">158</td> </tr> <tr> <td style="padding-left: 20px;">4th Quarter</td> <td style="text-align: right;">107</td> </tr> <tr> <td style="padding-left: 20px;">Total</td> <td style="text-align: right;">668</td> </tr> <tr> <td style="padding-left: 20px;"><u>FFY09 Total</u></td> <td style="text-align: right;">603</td> </tr> <tr> <td style="padding-left: 20px;"><u>FFY08 Total</u></td> <td style="text-align: right;">562</td> </tr> <tr> <td style="padding-left: 20px;"><u>FFY07 Total</u></td> <td style="text-align: right;">378</td> </tr> </table> 	1 st Quarter	200	2 nd Quarter	203	3 rd Quarter	158	4 th Quarter	107	Total	668	<u>FFY09 Total</u>	603	<u>FFY08 Total</u>	562	<u>FFY07 Total</u>	378
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<u>FFY07 Total</u>	378																

- Average/Median Percentage of plan sets bid by DBEs

1 st Quarter	67.40% / 83.22%
2 nd Quarter	57.88% / 65.38%
3 rd Quarter	76.06% / 97.06%
4 th Quarter	63.15% / 83.33%
Total	66.12% / 83.28%
<u>FFY09 Total</u>	76.16% / 86.43%
<u>FFY08 Total</u>	71.39% / 86.02%
<u>FFY07 Total</u>	54.81% / 59.15%
- # of federal-aid prime construction contracts awarded to DBEs

1 st Q	4 out of 34, or 2.13% of contracting dollars
2 nd Q	1 out of 41, or 1.08% of contracting dollars
3 rd Q	1 out of 47; or .44% of contracting dollars
4 th Q	1 out of 36, or .25% of contracting dollars
Total	7 out of 58 or 1.02% of contracting dollars
<u>FFY09 Total</u>	3 out of 91 or .08% of contracting dollars
<u>FFY08 Total</u>	5 out of 74 or .63% of contracting dollars
<u>FFY07 Total</u>	4 out of 78, or .36% of contracting dollars
- # of federal-aid construction subcontracts awarded to DBEs

1 st Q	40 out of 210, or 23.72% of subcontracting dollars
2 nd Q	30 out of 173, or 19.92% of subcontracting dollars
3 rd Q	28 out of 172; or 20.85% of subcontracting dollars
4 th Q	21 out of 71, or 24.88% of subcontracting dollars
Total	119 out of 626, or 21.81% of subcontracting dollars
<u>FFY09 Total</u>	125 out of 648, or 14.34% of contracting dollars
<u>FFY08 Total</u>	108 out of 409, or 14.46% of contracting dollars
<u>FFY07 Total</u>	116 out of 499, or 15.29% of subcontracting dollars

- # of state-funded prime construction contracts awarded to DBEs

1 st Q	0 out of 1, or 0% of contracting dollars
2 nd Q	0 out of 4, or 0% of contracting dollars
3 rd Q	2 out of 16, or 6.27% of contracting dollars
4 th Q	0 out of 9, percentage of contracting dollars unknown
Total	2 out of 30, or 2.70% of contracting dollars
<u>FFY09 Total</u>	<i>0 out of 37, or 0% of contracting dollars</i>
<u>FFY08 Total</u>	<i>1 out of 32, or .52% of contracting dollars</i>
<u>FFY07 Total</u>	<i>0 out of 30, or 0% of contracting dollars</i>

- # of state-funded construction subcontracts awarded to DBEs

1 st Q	0 out of 4, or 0% of contracting dollars
2 nd Q	5 out of 16, or 36.67 % of contracting dollars
3 rd Q	10 out of 36, or 28.52 % of subcontracting dollars
4 th Q	0 out of 9, or 0% of subcontracting dollars
Total	18 out of 88, or 15.75% of subcontracting dollars
<u>FFY09 Total</u>	<i>26 out of 106 or 24.06% of subcontracting dollars</i>
<u>FFY08 Total</u>	<i>33 out of 138, or 14.2% of subcontracting dollars</i>
<u>FFY07 Total</u>	<i>34 out of 111, or 15.91% of subcontracting dollars</i>

- #of agreements awarded to DBE consultants

1 st Q	4 out of 31, or 1.47% of consulting dollars
2 nd Q	3 out of 64 , or 1.90% of consulting dollars
3 rd Q	2 out of 77, percentage of consulting dollars unknown
4 th Q	6 out of 73, percentage of consulting dollars unknown
Total	15 out of 245, or .81% of consulting dollars
<u>FFY09 Total</u>	<i>15 out of 151 or 2.22 % of consulting dollars</i>
<u>FFY08 Total</u>	<i>16 out of 123, or 5.17% of consulting dollars</i>

FFY07 Total **7 out of 126,
or 1.05 % of consulting dollars**

- # of agreements awarded to DBE subconsultants

1 st Q	2 out of 21, or 31.17% of subconsulting dollars
2 nd Q	4 out of 33, or 14.68% of subconsulting dollars
3 rd Q	1 out of 19, or 2.51 % of subconsulting dollars
4 th Q	4 out of 23, or 5.86% of subconsulting dollars
Total	11 out of 96, or 8.58% of subconsulting dollars

FFY09 Total **13 out of 104,
or 4.69% of subconsulting dollars**

FFY08 Total **21 out of 93,
or 15.50% of subconsulting dollars**

FFY07 Total **16 out of 77
or 4.74 % of subconsulting dollars**

Create on-line DBE Non-Bidders ITD Plan Holder List cross-linked to ITD's main Contractor Page

- Non-measurable (ITD currently has no software to track visitor volume)
The on-line DBE Non-Bidders Plan Holder List was updated at least twice a week on average throughout FFY10.

Publish and distribute "Invitations to Bid" from Prime Contractors to DBEs

- Number of Invitations published and distributed

1 st Quarter	34
2 nd Quarter	46
3 rd Quarter	33
4 th Quarter	28
Total	141
<u>FFY09 Total</u>	36
<u>FFY08 Total</u>	28
<u>FFY07 Total</u>	12

- Feedback from prime contractors on DBE response
Feedback was mixed during the year. Some primes got a good response from DBEs, some didn't hear back from any DBEs, and others got just enough to easily choose from. One prime said that of the DBEs he dealt with, "All but one that I was able to get a hold of knew about the [Invitation to Bid] website and used it." One prime told us, "We did get a few quotes from DBE's. I don't think we had quotes from all categories but at least some! I do know that I get a much better response for DBE's in Idaho

than I do in California!” Other primes don’t track DBE response, but are glad to have a venue through DBE/SS to solicit DBEs.

Isquarefoot Membership
Reimbursements: projected at
10 firms @\$1,795 per firm

- Number of accounts reimbursed

1 st Quarter	6
2 nd Quarter	11
3 rd Quarter	11
4 th Quarter	3
Total	31

This represents a 310% increase over original projection.

FFY09 Total **N/A**

FFY08 Total **N/A**

FFY07 Total **N/A**

- Track outcome through interviews on usage

Feedback were uniformly positive:

It is easy to bid and download. We are getting a lot of bidding opportunities. We really like the service and have recently hired a part time person to sort through all the plans. We would like to see it offered as a benefit again in the future.

Without your help for paying for this service we would not be able to use this tool for estimating.

I am finding the projects I need ... The plans are easy to download ... we are getting a lot more opportunities to bid using the I sq Ft.-I use it every day. This is a great benefit and has made our company more competitive ... please help us DBE's and continue the reimbursement-it is absolutely essential to our business.

ISQFT has fulfilled much of my needs. There are several projects that are available for bidding and they are easily downloaded and accessible. If one didn't purchase the Toolbox software, then it may be harder to bid. However, I really enjoy using the Toolbox software, it makes online bidding very easy for me. I do feel I am getting much more bidding opportunities through ISQFT. One way ISQFT has made my company more efficient is that I spend less time preparing bids, less time looking for projects to bid, and less time finding out who is bidding each project. I am greatly hoping that the DBE will offer reimbursement on ISQFT next year.

This service helps my business because I can review upcoming projects and prepare bids without leaving my office or having to wait for plans to become available at the AGC. This makes the bidding process a lot easier and less expensive to prepare a bid.

The isqft is working great. It is really helpful for looking up projects, in particular addendums. It saves A BUNCH of driving time to and from the AGC getting updates. Thanks again for the membership to isqft.

We love ISQUAREFOOT! We use it multiple times every day. It definitely helps us make our bread and butter! We are finding the projects we need and the plans are easy to download. We also receive many invitations to bid. Our bidding opportunities have gone up because of it. Yes, I definitely think that DBE Supportive Services should offer the membership for the next fiscal year.

Offer One-On-One Bidding & Estimating Assistance to DBEs through contracted hourly consultant

• Number of DBEs receiving assistance	
1 st Quarter	0
2 nd Quarter	2
3 rd Quarter	1
4 th Quarter	0
Total	3
<u>FFY09 Total</u>	14
<u>FFY08 Total</u>	2
<u>FFY07 Total</u>	0

- Track outcome of assistance through interviews with recipients

While DBEs who received this service expressed appreciation, they did not provide tangible examples of the long-term benefits.

Offer One-On-One Contract Clause and Documentation Assistance to DBEs through contracted consultant

• Number of DBEs receiving assistance	
1 st Quarter	1
2 nd Quarter	1
3 rd Quarter	1
4 th Quarter	5
Total	8
<u>FFY09 Total</u>	2
<u>FFY08 Total</u>	N/A

FFY07 Total

N/A

Offer "Bidding and Estimating Strategies" training class to DBEs through contracted consultant

- Track outcome of assistance through interviews with recipients
Consultant helped DBEs in collecting overdue accounts receivable, defining project scope, and drawing up contract agreements for subconsultants. The DBEs were pleased with the tools they came away with.
- Number of DBEs receiving assistance
This workshop was held at Fort Hall for 20 participants in July.
- Track outcome of assistance through interviews with recipients
Since the attendees were Shoshone-Bannock tribal members, outcomes were difficult to obtain. However, feedback from the Shoshone-Bannock TERO has indicated positive effects, and the desire for more training.

Identify non-ITD federal-aid procurement opportunities for DBEs through weekly e-mails

- Number of subscribers **152**
FFY09 Total **71**
FFY08 Total **63**
FFY07 Total **64**

- Track outcome of assistance through subscriber surveys
This benefit continues to be among the most popular offered by DBE/SS.
While the state Procurement Technical Assistance Center (PTAC) provides free bid-matching services to all Idaho businesses, its automated database searches mainly turn up primary federal procurement opportunities. DBE/SS manually searches state, federal, county and city procurement listings often missed by automated systems. DBE/SS also continues to format and modify the weekly listings to make it as user-friendly as possible.
During the week, procurement opportunities tailored to specific DBEs are emailed out individually as well, with encouragements to bid along with contact information.
Approximately 1,000 state and regional bidding opportunities were sent out to DBEs in FFY10
DBEs inform this office that without these listings, they would never have known about

these bidding opportunities. Access to this kind of information (particularly paired with the ability to download plans from isquarefoot) is helping sustain DBEs during this major recession, since federal-aid transportation contracting opportunities are dwindling.

Some examples of the types of work DBEs have gotten this year due to notification from DBE/SS include: a right-of-way DBE secured a field appraisals service agreement from the Bureau of Land Management. A design and construction DBE won a contract to design-build an indoor shooting range for the City of Meridian.

Publish monthly newsletter with articles on business management practices, resources and other relevant news

• Number of subscribers	
Hard Copy*	424
Electronic	340
Total	764

A 12-month archive is also maintained on the EEO website.

*Some subscribers receive multiple copies for internal distribution.

<u>FFY09 Total</u>	706
<u>FFY08 Total</u>	689
<u>FFY07 Total</u>	629

III. Contract Management Assistance

Objective: Provide training and technical assistance to improve the capabilities of at least 35 DBEs in ITD contract management and performance.

This objective was easily met through formal trainings, ongoing one-on-one assistance (by a consultant and EEO/ITD office staff), and other services provided by the ITD DBE/SS Office and its partners at other government agencies. .

By October 2010, 75% of participating DBEs should report positive business growth.

This objective fell short by 18.35% -- not surprising in light of current economic conditions. According to financial data gathered during this year's certification renewal period (November 2009-February 2010), 56.65% of the DBE firms showed positive growth in gross receipts during the last fully available tax year (2008).

Of the DBEs who saw growth, the increase in three-year average annual gross receipts over last year's three-year average annual gross was an average of 41.46%, with a median of 19.03%.

In FFY09, 68.18% of the DBE firms showed positive growth. Of the DBEs who saw growth, the increase was an average of 28.90%, with a median of 16.70%.

In FFY08, 70.72% of the DBE firms showed positive growth in annual gross receipts. The average growth was 27.69%, with a median of 14.07%.

Some highlights of contract assistance offered throughout the year:

A “Working as a Consultant for ITD” workshop (to be presented by a DBE with heavy experience working for ITD) was scheduled during the 1st Quarter in Boise, with optional webinar participation for out-of-area DBEs. Unfortunately, since only two DBEs signed up – for the webinar portion – it was cancelled. It is difficult to state why DBE consultants did not register for this training, since they had expressed interest before it was scheduled and interest again after it was cancelled. However, other state DBE/SS offices (as well as in-state organizations) report the same lack of attendance for their well-promoted trainings, so ITD DBE/SS is not alone in encountering this situation.

During the 2nd Quarter, the DBE SS Coordinator helped two DBE firms apply for bonding fee reimbursement through the ARRA Bonding Assistance Program on three ITD ARRA-funded projects. The applications were approved in April, for a total of \$7,763. The DBE SS Coordinator also researched which projects – not only ITD, but county, US Forest Service and Bureau of Land Management – were ARRA-funded, in order to alert DBEs to reimbursement opportunities. (Note: the program expired in September 2010.)

Action Plan:

ACTIVITY	PERFORMANCE MEASURE
Offer ITD Highway Construction Specification and Contract Provision class to DBE Contractors (also open to non-DBEs and ITD staff to increase networking opportunities)	<ul style="list-style-type: none"> • Number and locations of workshops held This activity was not performed during FFY10, as DBE/SS was unable to schedule ITD staff to teach the class. • Number of attendees N/A • Workshop Evaluations N/A • Track post-workshop outcomes through interviews with attendees N/A
Offer “Contract Language, Negotiation, Documentation and Claims” class to DBEs through contracted consultant	<ul style="list-style-type: none"> • Number and locations of workshops held 4/29/10 “Red Flag” Contract Provisions (Boise) 26 5/13/10 Project Documentation (Boise) 19 • Workshop Evaluations The evaluation response rate to the first workshop was 69.2%. 61.1% of attendees gave an overall rating of “Excellent.” 77.8% stated that the workshop would “Definitely” help them administer ITD contracts in the future. 72.2% would like to see the workshop offered again. Comments included, “It will better allow me to know my rights and limitations” and “Will use as

a reference guide.”

The evaluation response rate to the second workshop was 94.7%. 72.2% of attendees gave an overall rating of “Excellent”. 66.7% would like to see the workshop offered again. A typical comment was, *“I think reviewing the different types of documents was extremely useful. The real world situations were beneficial to review.”*

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<u>FFY07 Total</u>	629

Performance Period

The performance period of this work statement will cover a period of one year, October 1, 2009 through September 30, 2010; the program is administered in-house by 1.75 FTEs.

Project Personnel

DBE/SS Project Administrator: **Julie A. Caldwell**

DBE/SS Project Director: **Elizabeth J. Healas**

Additional DBE/SS Program Personnel: **Debby McCarthy**

Budgeting and Financial Requirements

First Quarter Expenditures.....	\$15,506.71
Second Quarter Expenditures.....	\$31,229.11
Third Quarter Expenditures.....	\$37,632.18
Fourth Quarter Expenditures	\$54,667.52
Fiscal Year Total-to-Date.....	\$139,035.52