SMALL BUSINESS SUPPORT SERVICES

FY 2021 ANNUAL REPORT
BART – OFFICE OF CIVIL RIGHTS
Fiscal Year 2021 will be known as the year that small businesses, including those owned by minority, women, disabled veteran, and LGBT individuals, faced nearly insurmountable challenges brought on by the COVID-19 pandemic. Through it all, the BART Small Business Support Services (SBSS) Program was constantly adapting and evolving to effectively meet the needs of small businesses, allowing them to restart and recover with resilience. Nowhere was this more evident than in the delivery of both the Pre-Construction and Construction phases of the BART Headquarters Project provided by the SBSS Program, where not only did we meet, but we surpassed our small business goals.
With continued significant investment in planned capital infrastructure projects, the Small Business Support Services (SBSS) Program, which is a free resource the Bay Area Rapid Transit District (BART) has instituted, is designed to assist small, minority, women, disabled veteran and lesbian, gay, bisexual and transgender (LGBT) businesses with identifying construction opportunities and guide their efforts to successfully bid on these projects. Once a contract is secured, the BART SBSS program provides relevant support services to ensure the successful delivery of that project from start to finish. The two branches of the SBSS Program include:

**PRE-AWARD:** Assist with the identification of, and engagement with, small businesses who are ready, willing and able to compete on BART construction projects; and

**POST-AWARD:** Provide support to existing small businesses (SBs) to meet project scope and contractual requirements to ensure successful outcomes for BART construction projects.

### PRE-AWARD
- SB/DBE/SB Certification Assistance
- BART Procurement Portal Navigation
- Estimating and Bidding Strategies
- Plans, Scope & Specs Analysis
- Matchmaking & Teaming Introductions
- Communication Asset Analysis & Development
- Presentation Skills Training
- Financial Resiliency and Education
- Workforce Education & Compliance
- Assistance with Schedule of Values & Site Specific Workplan Development

### POST-AWARD
- Preconstruction Submittals
- Base Line Schedule and Schedule of Values
- Health and Safety Requirements
- Site Specific Work Plans (SSWP’s)
- Invoicing/Progress Payment Processing
- Differing Site Conditions
- Request for Information (RFIs)
- Change Notices / Change Orders
- Time Impact Evaluations
- Claims filing and supporting documentation
- Elations / Certified Payroll Reporting
- Notice of Potential Claims and documentation
YEAR 2 KEY PERFORMANCE INDICATORS

NUMBER OF FIRMS RECEIVING TECHNICAL ASSISTANCE

<table>
<thead>
<tr>
<th></th>
<th>PRE-AWARD</th>
<th>POST-AWARD</th>
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</thead>
<tbody>
<tr>
<td>Firms</td>
<td>390</td>
<td>26</td>
</tr>
<tr>
<td>Percentage</td>
<td>13.79%</td>
<td>15.66%</td>
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SBSS KEY PERFORMANCE INDICATOR

<table>
<thead>
<tr>
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<th>PRE-AWARD</th>
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</thead>
<tbody>
<tr>
<td>Firms</td>
<td>167</td>
<td>24</td>
</tr>
<tr>
<td>Percentage</td>
<td>42.82%</td>
<td>92.31%</td>
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NUMBER OF FIRMS SOLICITED

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<thead>
<tr>
<th></th>
<th>PRE-AWARD</th>
<th>POST-AWARD</th>
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<td>2019</td>
<td>4681</td>
<td>107</td>
</tr>
<tr>
<td>2020</td>
<td>2828*</td>
<td>166</td>
</tr>
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YEAR TO YEAR COMPARISON

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
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<tbody>
<tr>
<td>NUMBER OF FIRMS SOLICITED</td>
<td>4681</td>
<td>2828*</td>
</tr>
<tr>
<td>NUMBER OF FIRMS RECEIVING TECHNICAL ASSISTANCE</td>
<td>514 (10.98%)</td>
<td>390 (13.79%)</td>
</tr>
<tr>
<td>SBSS KEY PERFORMANCE INDICATOR</td>
<td>162 (32%)</td>
<td>167 (42.82%)</td>
</tr>
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</table>

* Numbers represent distinct businesses receiving technical assistance. Percentages represent number of firms receiving technical assistance over number of firms solicited. Technical assistance is defined as 1 on 1 assistance or workshops.

* Firms listed on multiple teams on one contract count multiple times. Firms listed on multiple contracts count multiple times.

* Solicitation is defined as sending emails inviting firms to avail themselves of SBSS services. Focused on DBEs, SBs, WBEs, DVBEs, and SBs certified by DGS.

* The reduction in the number of firms solicited between 2019 and 2020 is due to the number of solicitations released by the district during that time period.
CONSTRUCTION OUTREACH EVENTS: From July 2021 through October 2021 the SBSS, in concert with Turner Construction, held four virtual outreach events to engage and build small business participation in the BART HQ Project. Each of the events were held at a different time of day to ensure the busy schedules of small contractors were being taken into consideration. The events provided a project overview and featured ‘breakout’ room where each of the small, local minority/women/DVBE/LGBT firms could meet directly with the project decision makers. The SBSS Program outreached to 4,673 firms for these events and 349 firms participated in the actual events.

CUSTOMIZED MATCHMAKING SERIES: From late August 2021 through mid-October SBSS worked with Turner Construction to organize and conduct one-on-one matchmaking meetings where small/minority contractors had the ability to meet with project decision makers. A total of 60 matchmaking meetings were schedule and each followed the same format which included a statement of qualifications followed by a focused question and answer period. The 60 small, minority firms who took part in this activity matched the following scopes of work (among others):

- Millwork
- Glazing
- Steel
- Iron
- Acoustical Ceilings
- Doors/Frames/Hardware
- Painting
- Flooring
- Ceramic Tiles
- Way-finding Signage

MEASURING SUCCESS: The SBSS Program conducted a survey of the 60 participants of the matchmaking sessions of which 14 firms responded with the following feedback:

On a scale of 1–10, on average, firms rated their firm’s interest in submitting a bid on the BART HQ Project BEFORE matchmaking, a score of 9.

On a scale of 1–10, on average, firms rated their firm’s interest in submitting a bid on the BART HQ Project AFTER matchmaking, a score of 9.

All 14 firms indicated that working with the BART SBSS Program would provide benefit to them bidding on the BART HQ Project.

BART HQ project awarded 34.7% of work to SB. 77% of the 51 companies awarded SB contracts received SBSS support.
BART HEADQUARTERS COMMUNITY ENGAGEMENT: The BART SBSS Program, working in collaboration with Turner Construction, conducted extensive outreach and engagement with key community-based business groups. These community-based organizations became collaborators with SBSS and Turner to ensure contract opportunity information, relevant deadlines, qualifications were reaching deep into the regional minority, women, disabled veteran, and LGBT communities. The community-based organizations/collaborators included:

- AAAE Asian American Architects & Engineers
- Alameda County Bldg & Construction Trades Council
- Asian American Architects
- Asian Pacific Environmental Network
- Builders Exchange of Alameda County
- CalAsian Chamber of Commerce
- California American Indian Chamber
- California Disabled Veterans Alliance
- California Hispanic Chamber
- Contractors Assistance Center
- Cypress Mandela Training Center
- Filipinos for Affirmative Action
- Golden Gate Business Association
- MBDA Business Center
- Metro Chamber
- NorCal PTAC (Procurement Technical Assist Center)
- Oakland Black Board of Trade & Commerce
- Oakland Builders Alliance
- Oakland Chinatown Chamber of Commerce
- Oakland Private Industry Council
- Port of Oakland
- Richmond Works
- Sacramento Rainbow Chamber
- SF Contractors Assistance Center
- Silicon Valley Hispanic Chamber
- Silicon Valley Rainbow Chamber of Commerce
- Tradeswomen
- Unity Council
- US Small Business Administration
- Vietnamese Chamber of Commerce
- West Oakland Job Resource Center
- WRMSDC

ASK ME ANYTHING EVENTS: The SBSS Program conducted a total of 8 ‘Ask Me Anything’ Events with the goal of preparing small/minority-owned firms with the access to customized information as they prepared for their BART HQ Project between October 2021 through January 2021. These ‘small group’ events (ten participants and under) were designed to provide a ‘safe environment’ where small/minority owned businesses could ask questions of key subject matter experts that would pertain directly to their firm. The Ask Me Anything events were focused on delivering customized information regarding:

- Bidding/Estimating Strategies
- Project Stabilization Agreement
- Certified Payroll
- Workforce Development
- Strategic Team Building
YEAR 2 WORK PROGRAM INITIATIVE HIGHLIGHTS: WORKSHOPS

SUBCONTRACTORS WHO HAVE ATTENDED SBSS WORKSHOPS (PARTIAL LIST)

Air and Lube Systems Inc.
360 Total Concept
All Bay Area Glass
All Modular Systems
Ascent HVAC
Baines Group Construction
Big Mouth Productions
Big Pipe Mechanical
Brown 3 Plumbing
Caryatid
Chavez and Associates
Collective Space
Cordoba Corporation
Crusader Fence
Digital Concrete Scanning
FMK Construction Inc.
Lowe Consulting Group
Mack 5 Team
Metro Contract Group
Ojo Technologies
Pacific States Insulation and Acoustical Services
Paulette Taggart Associates
Professional Glass Installations
Red Dipper Electric
Rubecon Construction
Temper Insulation

SUBCONTRACTORS LISTED IN BOLD

BHQ WORKSHOPS HELD IN 2021

| 1 | SBSS Introduction |
| 2 | Pre-Construction Submittals: Getting Started the critical submittals required to get onsite and begin a BART Construction project |
| 3 | Understanding and Using B2Gnow: B2Gnow for subcontractor awards, commitments and payment including prompt payment status |
| 4 | Elations-CPR Uploads: Overview of the Elations software and how to upload Certified Payroll reports |
| 5 | Understanding General & Supplemental Conditions: Overview of the basic BART contractual requirements |
| 6 | BART Headquarters (BHQ) Quality Assurance and Closeout Requirements for Successful Completion |

WORKSHOPS: Fiscal year 2021, began with a focus on the construction of a new BART Headquarters (BHQ) Tenant Improvement Project. The SBSS Post-Award Team hosted a series of workshops to provide subcontractors with key operating knowledge on BART contracting experiences. The BHQ workshops were specifically designed to assist firms in the following areas: Certified payroll record, Subconsultant Payment Tracking, Rules and Regulations, and Closeout Policies and Procedures. Each of these workshops were presented by experienced BART construction professionals who previously managed contracts, understand the challenges of construction contracting.
BHQ VISITS:

BHQ visits consisted of outreach to Construction Management (CM) teams, General Contractors (GC), and subcontractors to promote awareness of the supportive services available at all levels of the construction process. With the aggressive construction schedule of the BART Headquarters Tenant Improvement Project the SBSS Team conducted periodic visits to ensure a proactive approach to any upcoming issues.

The SBSS team conducted 10 BHQ Visits over the initial five months of BHQ construction; meeting directly with the CM team and small business contractors.

SUBCONTRACTORS ON SITE (PARTIAL LIST):

- DMS Dry Wall,
- Baines Group
- Beci Electric
- Big Pipe Mechanical
- Brown 3 Plumbing
- Bullard Construction
- Net Electric
- Org Metrics
- RCM Fire
- Red Dipper Electric
SBSS SUCCESS STORIES

Right-of-Way Relocation Refuse Handling

Housing Authorities' and P&O Consultants' preferred partner for large-scale relocation and rehabilitation projects.

About Us

M. DEFREITAS CONSTRUCTION

- Pre-Construction, Post Bid, Change Management
- Claim & Dispute Resolution, and Technical Writing & Analysis services focused on infrastructure construction.

- Pre-Construction: Constructability review, phase construction analysis, procurement/outreach, schedule development, quantity take-off, risk analysis, plan/specification review, site investigation, proposal development

- Post Bid: CPM scheduling, planning/coordination, change analysis, project documentation, cost estimating, change management, cost control, financial analysis, project accounting, procurement/contract administration, project documentation, change order documentation, project evaluation, change order administration.

- Change Management - Claim & Dispute Resolution: Change management, cost estimating, project documentation, claim mitigation-documentation-preparation, negotiation, dispute resolution, DRB/DRA technical support, 3rd party review and analysis.


NAICS CODES:
- 237310, 237990, 541219, 541330, 541618, 541611, 541990

BUSINESS CERTIFICATIONS:
- City & County of San Francisco Local Business Enterprise (LBE)

BUSINESS TYPE:
- LLC

415.601.5056
mitch@mdcpm.com
912 Cole Street #172
San Francisco, CA 94117
mdcpm.com

CLIENT PROJECTS

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Certifications, Licenses & Insurance

- Class A/B Contractors License # 965284
- SB | DBE (California, Oregon, Washington, Nevada, Tennessee)
- LBE (San Francisco)
- M/WBE (California, Seattle, Oregon, Tennessee)

Certifications, Licenses & Insurance

- Errors & Omissions | Workers Comp | General Liability | Automobile

Awards

- 2017 - San Francisco Small Business of the Year
- 2016 - #Pitch Lebron James Small Business CNBC Cleveland Hustles Show - LeBron James and Bonin Bough
- 2013 - National Council of Negro Women recipient of “Business Leader of the Year 2013”
- 2012 - Small Business of the Year by the San Francisco Small Business Network (SFSBN)

Business Info

- Years in Business: 10
- Total Employees: 18

Profile

Yolanda’s Construction Administration and Traffic Control, Inc. (YCAT-C) is an African-American, woman-owned business that offers a range of construction project administrative and traffic control services to support public and private sector clients on infrastructure and development projects.

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### Baines Group Inc.

With over fifty years of experience, the Baines Group Inc. (BGI) is a leading General Contractor in the San Francisco Bay Area specializing in commercial tenant improvement projects, construction management, and the development of residential affordable housing projects. **BGI was awarded the $1.2M General Requirements Package on the BART Headquarters Project.**

The BGI team regularly attended workshops, pre-bid meetings and matchmaking session offered by the BART SBSS Program.

> You’ve got to show up, make the connections and communicate your value to the General Contractors on projects like the BART Headquarters. And, you can’t just do it one time - you need to be persistent, focused and resourceful.

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### Tulum Innovative Engineering, Inc.

Based in Oakland, CA, Tulum Systems specializes in communications engineering, design, and contractor installation of voice, data and video network infrastructure, equipment, and services. They also offer expertise with a full array of engineering, design, and contractor services for all electrical systems including photovoltaic systems (Solar), intrusion/security, and fire alarm. Tulum worked as a subcontractor to Rosendin Electric on the BART HQ Project. Small Business Support Services has assisted Tulum with general branding, presentation skills coaching, and professional headshots. Tulum also regularly attends SBSS educational workshops.

> Normally, small businesses would have to hold off on paying for the services offered by the BART SBSS program, as SBs would much rather use that money for payroll or other business expenses. The BART SBSS program makes SBs more knowledgeable and provides them with better leverage in pursuit of projects.
SBSS SUCCESS STORIES: PRE-AWARD

YCAT-C

Ms. Jones passed away in February 2021 and, leaves behind a legacy of what it truly means to ‘build community.’ She was relentless in her efforts to build her business from the ground up, provide opportunities for those who were often overlooked, and provide an example of what it means to be tenacious, giving and resourceful.

The BART SBSS Program is committed to supporting YCAT and its staff’s efforts to grow through tragedy.

“From the time Yolanda started the business BART was a very important client for us. We started working on projects that were part of BART’s Earthquake Safety Program and we never stopped growing! Yolanda always utilized the services of the BART SBSS Program and we will continue her legacy forward.”

CRYSTAL TIMMS
TECHNICAL SUPPORT ADMINISTRATOR, YCAT-C

MITCHELLS TRANSPORT

Mitchells Transport is a minority, women-owned business offering full service hauling and logistic services. The organization acts as a dedicated and reliable carrier for cargo, transporting goods Intrastate since 2018. Small Business Support Services has offered assistance with personal branding, BART portal navigation, and presentation coaching. Mitchell’s Transport is a regular attendee of SBSS educational workshops and matchmaking opportunities.

“Learning about the BART portal and how to access the projects and planholder lists, combined with the presentation coaching helped us connect effectively with the project planholders, giving us an opportunity and advantage to be recognized on the BART agency platform.”

CATHEREAN MITCHELL
CO-FOUNDER, MITCHELLS TRANSPORT
SBSS SUCCESS STORIES: POST-AWARD

ALL BAY AREA GLASS

All Bay Area Glass (ABAG) is an African American/Woman-owned business firm located in Oakland. The firm is a second generation Glass and Glazing company with a proven 15 year track record providing services on Public, Private, State and Local Projects. Under Shaune Gbana’s ownership ABAG has been awarded two BART contracts: BHQ and the BART canopies in San Francisco.

All Bay Area Glass has participated in the following workshops and has benefited from the following services:

• Matchmaking Services
• Change Order Services

“SBSS has been a great liaison with providing essential information to our small business that is not always accessible! The workshops are strategic for success and we are glad to have been given the opportunity to participate!”

SHAUNE GBANA
PRINCIPAL, ALL BAY AREA GLASS

BECI ELECTRIC

Beci Electric is a family-owned business that was established in 1985. Starting out with two electricians that were trained in-house, they now have 25 employees. Their electricians take pride in the projects they’ve participated in throughout the greater Bay Area over the last 36 years.

Beci Electric has participated in the following workshops:

• Matchmaking
• Certification Process
• Safety
• NDA
• Badging Process Schedule of Values

“We are appreciative of the opportunities afforded us through BART’s Small Business program. These large projects with their set-asides, have given us a growth opportunity that we would not have otherwise had.”

REBECCA ANDERSON
PRESIDENT & CEO, BECI ELECTRIC
SBSS SUCCESS STORIES: POST-AWARD

RUBECON

Rubecon Builders, Inc. was founded 1993, by President Ruben Santana in San Francisco (SF) to provide building construction services in Northern California. Ruben, a SF native, is a trusted general contractor and construction manager.

Rubecon has participated in the following workshops and has benefited from the following services:

- BHQ Quality Assurance and Closeout
- Requirement for Successful Completion
- Elations-Certified Payroll Report (CPR’s)

"The SBSS program has surrounded our small business with full support to our estimating and project management needs. It’s a great consolation to know we’re not alone as they’re constantly providing support that we need for success. The Allen Group is highly commendable and appreciated!"

RUBEN SANTANA
OWNER / PRESIDENT / CEO, RUBECON BUILDERS, INC.

RED DIPPER

Founded in 2009, Red Dipper, Inc., an African American owned C-10 Electrical firm located in SF’s Bayview Hunter’s Point neighborhood is headed up by Chief Executive Officer Doug Parrish. The firm has worked on three BART projects: The Civic Center Station in SF, the 19th Street Station and BHQ located in Oakland.

The SBSS team worked closely with Red Dipper and helped them navigate transportation contracts.

- Know Your Rights: Stop Payment Notices and Subcontractor Bond Rights
- Certified Payroll
- Schedule of Vales workshops to provide a roadmap to a successful partnership with BART

"The SBSS Team’s dedication to see us become successful on our various BART projects was evident in every meeting. We appreciate their attention to detail and creative approaches to ensure that BART and Red Dipper were both successful!"

DOUGLAS M. PARRISH
CHIEF EXECUTIVE OFFICER, RED DIPPER, INC.
WHO DO I CONTACT?

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