



**BAY AREA RAPID TRANSIT OFFICE OF CIVIL RIGHTS
SMALL BUSINESS SUPPORT SERVICES**

ANNUAL REPORT

FY 2022





SMALL BUSINESS SUPPORT SERVICES

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SMALL BUSINESS SUPPORT SERVICES

ANNUAL REPORT

FY 2022



2022 Marks the 50th Anniversary of San Francisco Bay Area Rapid Transit (BART) District keeping the Bay Area moving forward! As such, we celebrate the utilization of small, local, minority and women contractors throughout the nine-county Bay Area who have provided services to help build and maintain BART's dynamic infrastructure throughout these past fifty years. As BART continues to emerge from the COVID-19 Pandemic, so too has our Small Business Support Services (SBSS) Program. This 2022 Annual Report highlights key aspects of our SBSS Program which has now provided free technical assistance support to nearly 1,000 small, disadvantaged, minority, women and LGBT businesses. This is an intentional effort, championed by the BART Board of Directors and executive management, to make meaningful our commitment to the utilization of diverse firms.



— MACEO WIGGINS
Director, BART Office of Civil Rights



SMALL BUSINESS SUPPORT SERVICES

The Small Business Support Services (SBSS) Program is a free resource the San Francisco Bay Area Rapid Transit District (BART) has instituted to assist small, minority, women, disabled veteran and lesbian, gay, bisexual and transgender (LGBT) businesses with identifying construction opportunities and to 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 service is provided free.

There are two parts to the SBSS Program are:

PRE-AWARD: Assist small businesses in the procurement process on BART construction projects.

POST-AWARD: Assist small businesses successfully delivery on BART construction projects.

PRE-AWARD

- Marketing and statement of qualifications
- SB/DBE/SBE 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

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





SMALL BUSINESS SUPPORT SERVICES

SMALL BUSINESS SUPPORT SERVICES

COST ESTIMATING/BIDDING "ASK ME ANYTHING" WEBINAR
on Zoom
MONDAY, JANUARY 10, 2022 • 4:00 PM - 5:15 PM



MARTIN LEE, PE, CPE, CCS
CERTIFIED PROFESSIONAL ESTIMATOR
CHIEF ESTIMATOR, PRINCIPAL

Dear Prospective Bidders,

The San Francisco Bay Area Rapid Transit District (BART) Small Business Support Services (SBSS) Program is hosting a Pre-Construction Estimating Webinar featuring Mr. Martin Lee, PE, CPE, CCS. This informative webinar will cover the following topics critical when successfully estimating/bidding BART Contract Opportunities:

- Key elements of the construction cost estimate
- Overview of the different types of estimates
- Major components of a successful estimate
- Review of common estimate formats
- Critical cost factors impacting an estimate
- How to get the most from an estimate

ABOUT OUR PRESENTER

Martin Lee, PE, CPE, CCS
Certified Professional Estimator
Chief Estimator, Principal

Martin is a certified professional estimator (CPE) by the American Society of Professional Estimators, chartered quantity surveyor (CCS) by the Royal Institution of Chartered Surveyors and professional civil engineer (PE) licensed in California.

Martin has over 35 years of experience in construction cost management, cost estimating, scheduling and consulting services. Martin is an expert in construction cost estimating and project budgeting, in cost models and projections, in value engineering analysis, and in the development and analysis of cost estimates from conceptual to completion phases of a project. He is experienced in evaluating and analyzing time and cost impacts as they relate to contractor's delay claims. He is also experienced in reviewing and negotiating change orders.

Martin's BART-specific experience includes 135 projects including:

- C-25 Track Rebuild
- Downtown Canopies
- Downtown Escalators
- Hayward Maintenance Complex
- Station Modernization
- Transbay Corridor Core Capacity Program
- Warm Springs Extension

SMALL BUSINESS SUPPORT SERVICES

SBSS PRE-AWARD WORKSHOP

PROJECT STABILIZATION AGREEMENT & PREVAILING WAGE

SMALL BUSINESS SUPPORT SERVICES

POST-AWARD ONLINE ACADEMY

Welcome to the BART Small Business Support Services (SBSS) Online Academy. Our training modules are designed to help small contractors to successfully bid on and perform BART construction projects.

Our interactive courses were designed by experienced subject matter experts to provide you with practical knowledge to help your company succeed. **The cost to you is FREE!**

We realize small business owners have limited time, and we have designed these courses to be taken anytime that is convenient for you. We offer self-paced courses covering a variety of topics important to bidding on and performing BART construction projects. You can stop and pick up where you left.

Thank you for enrolling in SBSS courses and we value your time and investment in growing your company and contributing to BART's construction projects.

- BART HQ Webinars
- Districtwide Workshops
- Pre-Construction Workshops

SMALL BUSINESS SUPPORT SERVICES

SBSS OFFICIAL ACADEMY

There is a wealth of BART contracting information on the SBSS Small Business Academy website designed to help you pursue and successfully complete BART construction contracts.

Visit our website where you'll find previous workshops including the following topics and more!

SBSS OFFICIAL ACADEMY PRE-AWARD RESOURCES	SBSS OFFICIAL ACADEMY POST-AWARD RESOURCES
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PRE-AWARD TOPICS

- SBSS Introduction
- Pre-Construction Submittals: Getting Started
- Understanding and Using E2Grow
- Estions - CPE Updates
- Understanding General & Supplemental Conditions
- Tackling Baseline Schedules & Preparing Comprehensive Schedule of Values
- Invoicing and Payment Process Workshop
- Change orders: Lump Sum vs. Time and Materials (T&M) Including Cost Estimating and Bidding
- Tackling BART's Site Specific Work Plans (SSWP's)
- BART Project Closeout Procedures Including Release of Retention

FREE!

POST-AWARD ACADEMY

SBSS POST-AWARD QUESTIONS
Harry Overstreet II at 510.989.2434
harry@the-allen-group.com

SMALL BUSINESS SUPPORT SERVICES

Get Your Project Check-Up Today!

BART Small Business Support Services and Project Specialists can give your project a quick check-up. It will only take 30 minutes.

STRONG REPORTS SUBMITTALS QUALITY CONTROL CONTRACT COMMUNICATION PROBLEM-SOLVING FINANCE

Has your project been awarded?
 Current with Contract (with Reports, Addend)
 Are you creating and keeping good records?
 The price of your work is you winning Best Bid/lowest?
 Know if the General and Submittals Checklist of your contract?
 Have you going with Project Closeout Submittals (including Invoicing)?
 How are you tracking to date any issues that arise?
 Are you tracking enough and keeping records to make a successful project?

SMALL BUSINESS SUPPORT SERVICES

BART's Office of Civil Rights provides Small Business Support Services (SBSS) to increase participation and successful performance for small businesses on BART construction projects. The goals of SBSS are:

- Increase the pool of qualified Small Business bidding on, and winning BART contracts
- Assist Small Businesses to successfully perform BART construction contracts

PRE-AWARD QUESTIONS? (FOR UPCOMING PROJECTS) Paul Pastergal, SBSS Program Administrator (415) 298-7782 or paulpastergal@theallen-group.com	POST-AWARD QUESTIONS? (FOR CURRENT PROJECTS) Harry Overstreet II, SBSS Program Administrator (916) 989-2434 or harry@the-allen-group.com
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BART OFFICE OF CIVIL RIGHTS

Fel Liu, SBSS Program Administrator
(510) 874-7348 or fel@bart.gov

Web: BART Small Business Support Services
Email: SBSSupportServices@bart.gov

YEAR 3 ACCOMPLISHMENTS/HIGHLIGHTS



YEAR 3 KEY PERFORMANCE INDICATORS

SMALL BUSINESS SUPPORT SERVICES

NUMBER OF FIRMS SOLICITED

PRE-AWARD	POST-AWARD
3,008	188
<p>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.</p>	

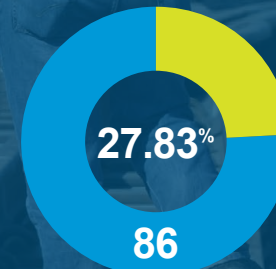
NUMBER OF FIRMS RECEIVING TECHNICAL ASSISTANCE

PRE-AWARD	POST-AWARD
309	28
<p>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.</p>	

SBSS KEY PERFORMANCE INDICATOR

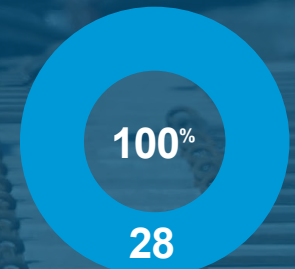
PRE-AWARD

NUMBER OF FIRMS THAT RECEIVED PRE-AWARD SBSS TECHNICAL ASSISTANCE THAT WERE LISTED ON A BIDDING TEAM



POST-AWARD

NUMBER OF FIRMS THAT RECEIVED POST-AWARD SBSS TECHNICAL ASSISTANCE THAT SUCCESSFULLY COMPLETED OR ARE IN THE PROCESS OF COMPLETING THEIR WORK



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

YEAR 3 PRE-AWARD PROGRAM HIGHLIGHTS

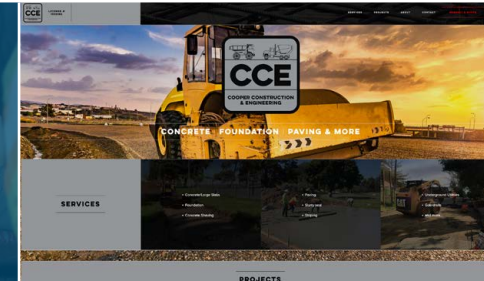


SMALL BUSINESS SUPPORT SERVICES

The Pre-Award Program provides one on one technical assistance services that prepare Small, Minority, Women, Disabled Veteran, and LGBT businesses to be more competitive in BART's procurement process. Throughout Fiscal Year 2021 through 2022 the Pre-Award Program delivered over 850 staff hours as outlined below.

35%

35% of Pre-Award's hours were dedicated to providing marketing assistance which included the wholesale development and updating of statements of qualifications/capabilities statements/resumes/project descriptions, website review, analysis and development, LinkedIn profile production, and communication asset analysis.



28%

28% of Pre-Award's hours were dedicated to providing Networking and Matchmaking services which included customized presentation skills development for a firm's 30-second elevator pitch, a 3-minute outreach interaction pitch, and a 5-minute presentation with the use of a dynamic PowerPoint presentation. Services in this area included preparing firms for participation in select BART Matchmaking Sessions. Specific emphasis was placed on making one-on-one introductions where the small businesses' capacity, qualifications, and experience were highlighted.



24%

24% of Pre-Award's hours were dedicated to Estimating and Bidding Strategies. Participating firms were also provided one on one assistance in navigating key aspects of BART's standard operating procedures.



YEAR 3 PRE-AWARD PROGRAM HIGHLIGHTS



SMALL BUSINESS SUPPORT SERVICES

4%

4% of Pre-Award's hours were dedicated to certification assistance. The SBSS Program works in tandem with the federally funded Procurement Technical Assistance Center (PTAC) for those businesses who wish to apply for/secure their Disadvantaged Business Enterprise (DBE) certification. Other certification assistance provided by SBSS includes the BART SBE, MBE, WBE, and LSB programs as well as the California Department of General Services (DGS) Small Business certification.



2%

2% of Pre-Award's hours were dedicated to financial assistance. With the continued emergence from the COVID-19 Pandemic and the cessation of programs such as the Federal Payment Protection Program and the Economic Injury Disaster Loans (EIDL) – the SBSS Program focused on assisting small businesses understand the importance of financial accountability, Generally Accepted Accounting Practices, and developing working relationships with their business bankers.



U.S. Small Business Administration

YEAR 3 WORK POST-AWARD PROGRAM INITIATIVE HIGHLIGHTS: ONE-ON-ONE TECHNICAL ASSISTANCE



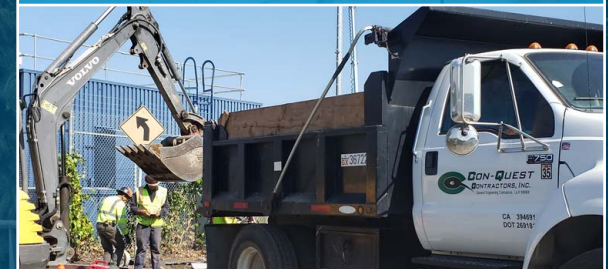
SMALL BUSINESS SUPPORT SERVICES

To increase the success of SBs working on complex BART construction projects, our “One-on-One” technical assistance service connects SBs with subject-matter experts to address issues that arise during the execution of projects. The SBSS program’s Technical Specialists, with expertise in a wide range of construction subjects—including project management, scheduling, design, cost control, and risk management—are responsible for providing customized results-driven advice and assistance. In addition to helping SBs meet their contractual requirements, SBSS assists with the transfer knowledge that increases the capacity and effectiveness of SBs. Below are examples that illustrate the value of this service.

PROJECT	SB	SUMMARY ACTION AND RESULT(S)
17HN-000 BART Headquarters (BHQ)	Ruebecon Construction	The technical specialists undertook a review of the contract requirements and materials reimbursement procedures which resulted in expedited invoicing to the General Contractor and payments to the SBE.
54RR-260, Hayward Fire Protection	Con Quest Contractors	With site access delayed by approximately 6 months, SBSS provided Time Impact Evaluation materials to help the SBE account for project delays and submit an approved recovery schedule.
07EA-120, 19th Street Modernization	Brown 3 Plumbing	The technical specialist provided assistance with the production and coordination of the subcontractor’s O & M Manual, following a previous rejection. The accepted revised manual has been submitted for close out and release of retention.
15IF-140, Powell Street Station Modernization	Professional Glass Installers	In coordination with Labor and Union representatives, the technical specialist provided guidance regarding staffing requirements for BART’s Project Stabilization Agreement. This support aided the SB in remaining contract compliant and successfully completing the project.



07EA-120, 19th Street Modernization



54RR-260 Hayward Yard Fire Protection



15LK-140 - Market Street Canopies

YEAR 3 WORK POST-AWARD PROGRAM INITIATIVE HIGHLIGHTS: WORKSHOPS



SMALL BUSINESS SUPPORT SERVICES

SBSS Workshops create opportunities for SBs to discuss questions, brainstorm ideas, identify problems, and develop best practices for various issues that may be encountered during the BART construction process. The workshop forum serves to promote collaboration among SB participants, share difficult challenges, and incorporate lessons learned that directly lead to more effective contract execution. SBSS plans workshops, based on feedback solicited from various participating SBs, to address the most challenging parts of BART's construction process. In 2022, input from SBs indicated that two issues, the Site-Specific Work Plan (SSWP) and Close Out and Release of Retention, posed significant challenges. In response, SBSS organized workshops—facilitated by subject-matter experts and technical specialists—that focused on bringing specific tools and solutions to address concerns related to the SSWP and Close Out and Retention processes. Post-workshop feedback indicated the workshops provided practical, real-world training and knowledge that could immediately be transferred to project work.

BART Small Business Support Services

Contract Close Out & Release of Retention

Workshop / SBSS Tech. Assistance Survey Link

SMALL BUSINESSES AND CONTRACTORS WELCOME! HOSTED BY SMALL BUSINESS SUPPORT SERVICES

Thursday, March 17, 2022

4:00 - 5:00 PM

REGISTRATION IS FREE

This workshop is designed to give an overview of BART project closeout and release of retention procedures.

DON'T MISS IT!

Project deliverables:

- The Closeout Change Order
- Final Payment Application
- Release of Retention

WORKSHOP
ONLINE VIA
Zoom

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The goals of SBSS are:

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- Assist Small Businesses to successfully perform BART construction contracts

MORE INFORMATION
POST-AWARD SBSS: Harry Overstreet II at harry@the-allen-group.com
BART OFFICE OF CIVIL RIGHTS: Fei Liu at fei.liu@bart.gov

REGISTRATION REQUIRED

SMALL BUSINESS SUPPORT SERVICES

PRE-AWARD WORKSHOPS

<https://bartpreawardsbss.official.academy/>

POST-AWARD WORKSHOPS

<https://bartsbss.official.academy/>

BART Small Business Support Services

Site Specific Work Plan Workshop SSWP's Role, Purpose and Process.

SMALL BUSINESSES AND CONTRACTORS WELCOME! HOSTED BY SMALL BUSINESS SUPPORT SERVICES

Wednesday, January 26, 2022

4PM - 5PM

REGISTRATION IS FREE

This workshop will provide an overview of the BART Site Specific Work Plan process including review times that will be required on your BART project.

DON'T MISS IT!

Site Specific SSWP Plans Overview:

- General SSWP's
- Subcontractor SSWP participation
- SSWP approval process

WORKSHOP
ONLINE VIA
Zoom

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REGISTRATION REQUIRED

SMALL BUSINESS SUPPORT SERVICES



SMALL BUSINESS SUPPORT SERVICES



SBSS SUCCESS STORIES



ANCO IRON & CONSTRUCTION



Anco Iron & Construction is a third-generation, minority-owned, firm specializing in steel fabrication and materials supplies.

“ I can’t begin to tell you what an impact the BART SBSS Pre-Award Program has been for us here at Anco. The connections they’ve provided us have resulted in significant new business. Their work with us on our marketing materials and most recently our website is a real game-changer. We are ‘all-in’ with SBSS!

”

NICK COLINA
CHIEF OPERATING OFFICER , ANCO IRON & CONSTRUCTION

TULUM SYSTEMS



Tulum Systems is a licensed communications and electrical company headquartered in Oakland.

“ As a contractor that holds a C-10 Electrical License the majority of our work had always been in the education sector. Once we made the decision to explore work in the public sector with BART our first stop was the SBSS Program. They were enormously helpful right from the very start in helping us find our way through the BART Website, identifying real opportunities for us to bid on, and of course helping us meet some of the firms who are actively bidding on BART projects. SBSS has been an incredibly important resource for us.

”

MARISSA ZAMORA
CEO, TULUM SYSTEMS



MCWOODS DISTRIBUTION



McWoods Distribution Company is a family-owned, minority firm headquartered in Oakland providing products and services within the construction industry.

“ Working with the BART Pre-Award SBSS Program has added real, and meaningful, value to our business. They’ve made the connections for us so we can grow our financial strength, they’ve provided us the navigation skills to identify contract opportunities within BART and they’ve helped us sharpen our business development materials so we can be more competitive. This program has been incredibly valuable to our firm. ”

JOEL MCGILL
PRESIDENT & CEO, MCWOODS DISTRIBUTION

MITCHELLS TRANSPORT



Catherean Mitchell is the Co-Founder and President of Mitchells Transport which began operations in 2013.

“ As an African American Woman in the trucking industry I can personally attest to the effectiveness of the SBSS Program. The presentation skills training they’ve provided me has lifted my ability to share my company’s value proposition in a way I had never done before. Because of the custom action plan they developed with me last year I feel I’ve made real progress on a number of ways toward winning new work, accessing grants for capital improvements and meeting new potential teaming partners. ”

CATHEREAN MITCHELL
PRESIDENT, MITCHELLS TRANSPORT



AJS PAINTING & DECORATING



AJS Painting & Decorating was founded by Alphonso Rhodes in 2001. With more than 30 years in the industry Alfonso has been the recipient of multiple industry awards. AJS Painting and Decorating's primary scope with BART involved the preparation and painting of new and existing Hayward Maintenance Complex central warehouse buildings, including offices, storage areas, indoor & outdoor building spaces, and appurtenances.

“Doing business with BART is very important to us and having the opportunity to work on the Hayward Maintenance Complex project, with the support of the SBSS Program, is huge. Having this experience under our belt makes us even more competitive.”

ALFONSO RHODES
OWNER, AJS PAINTING & DECORATING

BROWN PLUMBING



Brown 3 Plumbing Co., Inc. has been in business for over 15 years and is a Union Signatory Shop.

“SBSS has been instrumental to our success at on time and on budget project delivery for the 19th Street/Oakland Station Modernization project. By adding BART to our list of clients including the Oakland Airport and East Oakland Sports Center, we are on track to growing our business.”

WILLIAM R. BROWN III
OWNER, BROWN PLUMBING COMPANY, INC.



ISI INSPECTION SERVICES, INC.



Since 2010, ISI has provided special inspection and materials testing and inspection services for multiple BART projects.

“ Being a WMBE, DBE, SBE firm we greatly value the opportunities BART has given us. The SBSS Close Out and Release of Retention Workshop helped us update and streamline our project close out procedures. We look forward to our continued partnership. ”

TOBIN GAUT
RESEARCH AND DESIGN/PROJECT MANAGER, ISI INSPECTION SERVICES, INC.

PROFESSIONAL GLASS INSTALLATIONS



Professional Glass Installations (PGI) is a glazing contractor with a combined 25 years of union trained experience in all aspects of commercial glazing. PGI's primary scope of work on BART's Powell Street Project involved the procurement and installation of new fare evasion glass wall barriers and safety-glass panel service gates.

“ I feel like we have come 'full circle' with the SBSS Program. The Post Award program has provided great support to us on invoicing procedures, change order management, financial gap analysis, scheduling, and certified payroll. Because of our work on this project we are now fully engaged with the Pre-Award program to identify future contract opportunities and use our 'lessons learned' to make us more competitive. ”

LEROY BROCK
PRESIDENT, PROFESSIONAL GLASS INSTALLATIONS

WHO DO I CONTACT?



SMALL BUSINESS SUPPORT SERVICES



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SBSS Program Administrator
510-874-7348
fliu@bart.gov



PAUL PENDERGAST
Pre-Award Program Administrator
415-290-7780
paul@pendergastconsultinggroup.com



HARRY OVERSTREET II
Post-Award Program Administrator
510-989-2434
harry@the-allen-group.com

FOR MORE INFORMATION ON THE SBSS PROGRAM VISIT:

WEB: www.bart.gov/about/business/ocr/services

EMAIL: SBSupportServices@bart.gov