

## SBE NEWS ALERT

### Helping to Boost Business Development for Native American Entrepreneurs



By Christopher James, SBA Official

Native American Heritage Month is a time to reflect on the significant contributions the first Americans made to the establishment and growth of the U.S. The month is a time for Native people to share their culture, traditions, art, and ways of knowing with the entire nation. American Indians and Alaskan Natives were also the country's first entrepreneurs, and the SBA is working hard every day to ensure that the entrepreneurial spirit of Native people continues to thrive.

The SBA's Office of Native American Affairs offers a variety of Entrepreneurial Empowerment workshops nationwide. These workshops provide specialized training to new entrepreneurs and to established Native American businesses that are positioned to grow. They are developed to be culturally relevant and responsive to the challenges and needs of their communities.

This year alone we've held 19 workshops in 17 states, and more than 50 tribes have sent representatives. We also hold 8(a) business development workshops nationwide that focus on the unique rules and considerations for tribally and Native-owned corporations and organizations. In 2014, over 500 individuals representing 109 different tribal communities attended these sessions. In 2015, we will be increasing our number of workshops to ensure that we reach even more entrepreneurs throughout Indian Country.

American Indian veterans have played a vital and distinguished role in the United States military for over two hundred years. In fact, Native Americans serve at a higher rate than all other service members.

In partnership with the SBA's Office of Veterans Business Development, we held a Native American veteran-focused event called "Boots to Business: Reboot" this August in Albuquerque, New Mexico, which saw over 125 veterans join to receive entrepreneurial training.

Several months ago I had the opportunity to moderate a roundtable in Oregon City, Oregon, with my colleague Patrice Kunesh, Deputy Under Secretary of Rural Development at the USDA. Our panelists included SBA Administrator Maria Contreras-Sweet and Phil Karsting, USDA Administrator of the Foreign Agricultural Service. At the roundtable, we hosted 40 American Indian small business owners and tribal leadership representing nearly 15 different tribes nationally. The discussion included the importance of international trade for our Native businesses as well as Foreign Trade Zones as a potential economic driver. The participants ranged in age from tribal elders to young entrepreneurs fresh out of college.

I hosted another roundtable in Los Angeles with Administrator Contreras-Sweet and the California American Indian Chamber of Commerce in September. Common threads brought by participants at both events were strong entrepreneurial ideas and a desire to make a difference

■ Continued on page 8

### SMALL BUSINESS EXCHANGE

#### SBE OUTREACH SERVICES

With 1.5 million businesses in our database, SBE is California's #1 source for diversity outreach.

##### Advertisements

Placed in the Small Business Exchange newspaper, SBE Today newsletter, and online at [www.sbeinc.com](http://www.sbeinc.com)

##### Faxed and Eblast Solicitations

Targeted mailings sent to businesses per your criteria.

##### Telemarketing

Telephone follow-up calls that follow a script of 5 questions you create.

##### Computer Generated Reports

Will fit right into your proposal, along with a list of interested firms to contact.

##### Contact Info:

703 Market Street, Suite 1000

San Francisco, CA 94103

Email: [sbe@sbeinc.com](mailto:sbe@sbeinc.com)

Website: [www.sbeinc.com](http://www.sbeinc.com)

Phone: (415) 778-6250, (800) 800-8534

Fax: (415) 778-6255

Publisher of  
Small Business Exchange  
weekly newspaper

# California Sub-Bid Request Ads



C. Overaa & Co - General Building Contractor  
 200 Parr Blvd., Richmond, CA 94801  
 510 234-0926, Fax: 510 237-2435 - www.overaa.com

We request bids from all qualified subcontractors and suppliers for the following Project:

**SOTA-AAS High School Modernization**  
**Located in San Francisco, CA**

**Bid Date: December 16, 2014 before 2:00 PM**

**Estimator: TJ Sekel**

**Project Description:** The Project includes but is not limited to: to Comprehensive modernization and Interim Housing of School of the Arts and Academy of Arts and Sciences High School to address issues of accessibility, educational programming and renovation of building materials and systems. Including Building A – Academic Building, Building B - Gymnasium, Building C – Music Building; Building D - Cafeteria; and miscellaneous sitework items (parking lots, ramps, sidewalks, etc.). Site and building improvements to address ADA compliance including site-built concrete ramps, existing stair and handrail modifications, two new LU/LA elevators, new gates and hardware. Reconfiguration of interior spaces including new wall partitions, doors, hardware, interior windows, casework, wall, floor and ceiling finishes, and specialties and equipment. Repurposing of interior spaces to create a new Black Box Theater, Scene Shop, Vocal Music, Instrumental, and Piano Studio Suites. Replacement and upgrades to plumbing, mechanical, electrical power and lighting systems. Expansion, replacement and upgrades to data and fire alarm campus-wide system Hazardous material abatement and other misc. work.

**Trades include, but are not limited to;** earthwork, fences & gates, concrete, cast-in-place concrete, rebar, structural steel, steel deck, misc. metals, carpentry, FRP paneling, architectural cabinets, waterproofing, insulation, flashing & sheet metal, roofing, fire stopping, joint sealers, doors, frames & hardware, skylights, glass & glazing, gypsum, acoustical ceilings, flooring, resilient athletic flooring, ceramic tile, painting and coatings, toilet & bath accessories, metal lockers, visual display units, FEC, projection screens, corner guards, signage, display cases, shop equipment stage curtains, roller window shades, telescoping bleachers, security system, fire protections system, hydraulic elevators, vertical lifts, HVAC, plumbing, mechanical, electrical work, fire alarm systems, and telecommunications.

All Bidders are hereby notified that the District has a Project Labor Agreement (PLA) in effect on the Project and all contractors and subcontractors bidding this project will be required to comply with the PLA.

All General Contractors and Mechanical, Electrical and Plumbing Subcontractors must be prequalified in order to bid on this project.

**Three percent (3%) Participation Goal for Disabled Veteran Business Enterprise (DVBEs).**

The estimated cost for this work is \$23.5 million

**Project Location:** 55 Portola Avenue, San Francisco, CA 94102

**Plans and specifications** may be procured from the ARC NORTHERN CALIFORNIA - BID SERVICES

945 BRYANT STREET, SAN FRANCISCO, CALIFORNIA 94103. Contact: Priyantha De Pinto Tel: 415 537 2235 or Teddy Salonga Tel: 415 537 2235 Fax: 415 348 0684 Email: sf@e-arc.com Documents are also available for viewing in our plan room at 200 Parr Blvd., Richmond, CA, and at our iSQFT site, login is required. Contact jasonc@overaa.com for iSQFT access. Please call for additional information about project and/or project documents.

We encourage bids from all Subcontractors/Suppliers including DBE/MBE/WBE/SBE/DVBE bidders. We are an equal opportunity employer. We offer to assist you with bonding, credit, and insurance. We are signatory to both Carpenters and Laborers. Subcontractors will be required to sign the Overaa Standard Subcontract Agreement, which includes the right for Overaa to require subcontractors to furnish a faithful performance and labor bond, in a form and from a surety acceptable to Overaa, in the amount of 100% of the Subcontract price. Subcontractors will be required to comply with all subcontract insurance requirements, which includes providing a waiver of subrogation endorsement to their worker compensation insurance. The Overaa Standard Subcontract Agreement is available for viewing at our website: www.overaa.com. Overaa utilizes the environmentally-friendly Textura electronic invoicing and payment system to streamline and expedite subcontractor invoicing and payment. Please contact our office if you would like more information.

**Shimmick Construction Company, Inc.**  
 DBE Subcontractor/Supplier Bids Requested For:  
**San Francisco Bay Area Rapid Transit District**  
**Construction of Hayward Maintenance Complex Project**  
**Site, Track and Systems**  
**Contract No. 01RQ-120**

**Bid Date: December 16, 2014 at 2:00PM**

**Fax all quotes to 510-777-5099**

Requesting certified DBE Subcontractor and Supplier Quotes on Safety, Pilings, Pipe, Fencing, Traffic Count, Clearing & Grubbing, Roadway Excavation, Grading, Embankment Construction, Aggregate Base, Asphalt Concrete, Paving Asphalt, Cast-In-Drilled-Hole Concrete Piling, Concrete Structure, Minor Concrete Structure, Reinforcing Steel, Railroad Work, Rail Vehicle/Railroad Quality Assurance Inspection, Railroad Track Inspection, Reinforced Concrete Pipe, Plastic Pipe, Corrugated Steel Pipe Inlet & Riser, Corrugated Steel Pipe Energy Dissipator, Welded Steel Pipe, Jacked Welded Steel Pipe, Debris Rack-Drainage Gate, Reinforced Concrete Sewer Pipe, Clay Sewer Pipe, Asbestos-Cement Sewer Pipe, Cast Iron Sewer Pipe, Sewer Manhole, Fencing, Signal & Lighting, Bottom Dump Trucking, Flat Bed Trucking

Bid Documents may be obtained from the District Secretary's Office, San Francisco Bay Area Rapid Transit District, in person on the 23rd Floor at 300 Lakeside Drive, Oakland, California 94612, or by mail at P.O. Box 12688, Oakland, California 94604-2688. Documents may also be viewed at Shimmick Construction's Office by appointment only: 8201 Edgewater Drive, Suite 202, Oakland, CA 94621; Phone (510) 777-5000.

Subcontractors and Suppliers interested in this project may contact Matt Azzi by phone at (510) 777-5038.

100% Performance and Payment bonds with a surety company subject to approval of Shimmick Construction Company, Inc. are required of subcontractors for this project. Shimmick Construction will pay bond premium up to 1.5%. Subcontractors will be required to abide by terms and conditions of the AGC Master Labor Agreements and to execute an agreement utilizing the latest SCCI Long Form Standard Subcontract incorporating prime contract terms and conditions, including payment provisions. Shimmick Construction's listing of a Subcontractor is not to be construed as an acceptance of all of the Subcontractor's conditions or exceptions included with the Subcontractor's price quote. Shimmick Construction requires that Subcontractors and Suppliers price quotes be provided at a reasonable time prior to the bid deadline to enable a complete evaluation. For assistance with **bonding, insurance or lines of credit contact Scott Fairgrieve at (510) 777-5000.**

**Shimmick Construction Company Inc.**

8201 Edgewater Drive, Suite 202  
 Oakland, CA 94621

Phone (510) 777-5000 • Fax (510) 777-5099  
 An Equal Opportunity Employer

GALEB PAVING, INC REQUEST FOR SUBCONTRACTOR BIDS

**PROJECT: C740 (13002F)**

**Milpitas Station Surface Parking and Roadway**

**OWNER: Valley Transportation Authority**

**BIDS: December 4, 2014 @ 2:00 PM**

Galeb Paving, Inc. is bidding this project as a prime bidder and is requesting DBE bids for the following trades: **Concrete, Underground Utilities, Electrical, Erosion Control, Trucking, Survey, Fence, Signs and Striping, Flexible Porous Paving System, Barrier Rail, Miscellaneous Iron and Steel**

Please fax your bids to (408) 253-4753 Attn: Lee Pellicciotti  
 100% Payment and Performance Bonds may be required.

**Galeb Paving, Inc.**

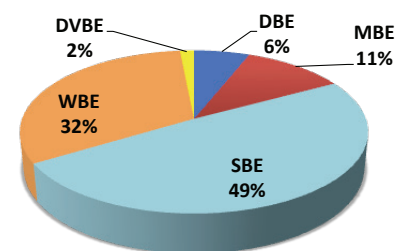
12340 Saratoga-Sunnyvale Road • Saratoga, Ca 95070

Phone: (408) 253-4747 • Fax: (408) 253-4753

Galeb Paving, Inc. is an Equal Opportunity Employer

## AUDIENCE PROFILE

Small Business Exchange, Inc.



# California Sub-Bid Request Ads

## REQUEST FOR QUALIFIED/CERTIFIED DBE SUBCONTRACTORS AND SUPPLIERS

**City of Fremont - Project No. 8460 (PWC)**  
**Niles Blvd Overhead Bridge Replacement Project**  
**Fremont, CA**  
**Bid Date: December 9th, 2014 at 2:00 PM**  
**DBE Goal 8%**

**Items of work available but not limited to:** CAS/Roadway Signs, Bridge Demolition, Clear & Grub, Erosion Control, Landscaping/Irrigation, AC Paving, Cold Plane AC, CIDH, Joint Seal Assembly, Post Tensioning, Rebar, AC Dike or curbs, Underground Utilities, Fencing, Metal Railing, MBGR, Bridge Concrete Barrier, Striping, Electrical, Minor Concrete, Masonry, Aggregates (Class 1 ASB, Class 2 AB, Rip Rap & Import Borrow R-40), Ready Mix, Concrete Pumping, Concrete Piling, Steel Pipe Pile, Welded Steel Pipe, Underground Pipe Products (RCP & ACP), Misc. Iron & Steel, Misc. Metals, Trucking, SWPPP Plan, SWPPP Materials, Lead Compliance Plan, Geotextile Materials, Bridge Bearings, Underground Precast, Street Sweeping, Traffic Control, Vibration Monitoring & Surveying.

Non-DBE Subs/Suppliers: You will be expected to carry a proportionate percentage of 2nd-tier DBE goal participation with your quote. 2nd-tier DBE goal participation will be evaluated with your price.

Performance & Payment Bonds by admitted surety, naming prime contractor as the obligee, in full amount of the subcontractor's bid, subject to approval by Flatiron required. Bonding and insurance assistance is available upon request. Flatiron will pay bond premium up to 2.0%. Worker's Compensation Waiver of Subrogation is required. Please contact Flatiron for any bonding and insurance needs, or if any other assistance is needed to facilitate your participation on this project. Flatiron is signatory to the Operators, Laborers, Carpenters, Cement Masons, Pile Drivers & Iron Workers Unions. Quotations must be valid for same duration as specified by owner for contract award. Plans and specs are available for purchase from ARC in Milpitas by calling 408-262-3000. Plans & Specs are available for viewing in Flatiron's Benicia office by appointment. Flatiron will grant you access to our FTP site for free download and viewing upon request. Please call for an appointment to view in our office or FTP Site access. Please contact Lillian Simon at LiSimon@FlatironCorp.com. Quotes can be sent directly to our BID FAX at 707-746-1603.



### FLATIRON WEST

2100 Goodyear Rd. • Benicia, CA 94510  
 Phone (707) 742-6000 • Bid Fax (707) 746-1603  
 WE ARE AN EQUAL OPPORTUNITY EMPLOYER

RGW Construction Inc. is seeking all qualified DBE (Disadvantaged Business Enterprises) for the following project:

**Niles Boulevard Overhead Bridge Replacement**  
**City Project NO. 8460 (PWC)**  
**Federal Aid Project No. BRLZ-5322(019)**  
**Engineer Estimate: \$9,200,000 - 330 Working Days**  
**Goal: DBE 8%**  
**Bids: December 9th, 2014 @ 2:00 PM**

**Requesting Sub-quotes for (including but not limited to):** Fabric and Oils, Electrical Material, Construction Area Signs, Traffic Control, Cold Plane, Demolition/Bridge Removal, Clear & Grub, Roadway Excavation, Structure Excavation/backfill, Landscaping, Hydroseeding, Erosion Control, Irrigation, Aggregate Base, Asphalt Paving, AC Dike, Grinding, Pile Driving, CIDH Piles, Prestressing Concrete Cast-in-Place, Structural Concrete, Concrete Block & Masonry Retaining Wall, Joint Seal, Reinforcing Steel, Signs Roadside, Rock Slope Protection, Concrete Curb & Sidewalk-Misc., Fencing, Survey & Historical Monument, Object Marker, MBGR, Metal Railing, Concrete Barrier, Thermoplastic & Painted Traffic Stripe & Marking, Pavement Marking, Signal and Lighting, Message Signs, Lighting & Sign Illumination, Surveyor, SWPPP Planning, Water Truck, Sweeper, Storm Drain (Underground), & Trucker.

**Scope of Work:** Construction of a new cast-in-place pre-stressed concrete box girder bridge, removal of the existing bridge, clearing and grubbing, installation of AC pavement, concrete curbs, gutters and sidewalk, storm drainage treatment systems, street lighting, signing and striping and landscaping.

RGW is willing to breakout any portion of work to encourage DBE participation. Contact us for a specific item list.

Plans and specs are available at Arc Document Solutions, 1654 Centre Pointe Drive, Milpitas, CA 95035, or through Planwell at <http://www.earc.com/ca/milpitas>, Phone (408) 262-3000. For any questions, including bonding, lines of credit, insurance or equipment and material suppliers contact David Aboujoudom 925-606-2400 david@rgwconstruction.com. Subcontractors should be prepared to submit payment and performance bonds equal to 100% of their quotation. For bonding and other assistance, please call.

### RGW Construction, Inc.

Contractors License A/B 591940  
 550 Greenville Road • Livermore, CA 94550 • Phone: 925-606-2400 • Fax: 925-961-1925

An Equal Opportunity Employer

Sub Bids Requested From Qualified  
**MBE, WBE, DBE**  
 Subcontractors & Suppliers for

**City of Woodland - Water Transmission**  
**Main West, Surface Water Local Facilities**  
**CIP #12-05**

**Location: Woodland, CA**

**Bid Date: December 4, 2014 @ 2:00 PM**

McGuire and Hester is seeking qualified subcontractors in the following trades: cathodic protection; trucking; sawcutting; SWPPP; clearing & grubbing; survey; traffic control; electrical; micro-surfacing; and striping.

We will pay up to and including one and one-half percent (1-1/2%) of your bonding cost. Certification assistance is available, as well as viewing plans and specs.

### McGuire and Hester

9009 Railroad Avenue • Oakland, CA 94603  
 Phone: (510) 632-7676 • Fax: (510) 562-5209

**Contact: Dave Koerber**

An Equal Opportunity Employer

## REQUEST FOR DBE SUBCONTRACTORS AND SUPPLIERS FOR:

**Hwy 160 RHMA, MBGR, Excavation**  
**Sacramento County near Antioch**  
**Caltrans #03-3F6604**

**BID DATE: December 17, 2014 @ 2:00 PM**

We are soliciting quotes for (including but not limited to): Trucking, Lead Compliance Plan, Construction Area Signs, Traffic Control System, Portable Changeable Message Sign, WPCP, Treated Wood Waste, Cold Plane AC, Clearing & Grubbing, Shoulder Backing, Imported Borrow, Subgrade Enhancement Geotextile Class B2, Erosion Control, Compost, Crack Treatment, Rumble Strip, Data Core, AC Dike, Tack Coat, Delineator, Highway Post Marker, Object Marker, Midwest Guardrail System, Minor Concrete, Striping & Marking, Vegetation Control (Minor Concrete) and Construction Materials

### O.C. Jones & Sons, Inc.

1520 Fourth Street • Berkeley, CA 94710 • Phone:  
 510-526-3424 • FAX: 510-526-0990

**Contact: Donat Galicz**

An Equal Opportunity Employer

100% Performance & Payment Bonds may be required. Worker's Compensation Waiver of Subrogation required. Please call OCJ for assistance with bonding, insurance, necessary equipment, material and/or supplies. OCJ is willing to breakout any portion of work to encourage DBE Participation. Plans & Specs are available for viewing at our office or through the Caltrans Website at [www.dot.ca.gov/hq/esc/oe/weekly\\_ads/index.php](http://www.dot.ca.gov/hq/esc/oe/weekly_ads/index.php).

# California Sub-Bid Request Ads

REQUESTING SUB-QUOTES FROM QUALIFIED DBE SUBCONTRACTORS/SUPPLIERS FOR:

**Milpitas Station Surface Parking and Roadway**  
**Contract: C740 (13002F)**  
**Owner: Santa Clara Valley Transportation Authority**  
**Engineers' Estimate: \$6,000,000.**  
**BID DATE: December 11, 2014 @ 2:00 PM**

Items of work include but are not limited to: Erosion Control, Fencing, Construction Area Signs, Landscape, Minor Concrete, Striping, Electrical, Underground, Trucking, Survey, Brick Pavers and SWP Plan.

Granite Rock Company 'Graniterock' is signatory to Operating Engineers, Laborers, Teamsters, Carpenters and Cement Masons unions. 100% performance and payment bonds will be required from a qualified surety company for the full amount of the subcontract price. Bonding assistance is available. Graniterock will pay bond premium up to 1.5%. In addition to bonding assistance, subcontractors are encouraged to contact Graniterock Estimating with questions regarding obtaining lines of credit, insurance, equipment, materials and/or supplies, or with any questions you may have. Subcontractors must possess a current contractor's license, insurance and worker's compensation coverage. Subcontractors will be required to enter into our standard contract. Graniterock intends to work cooperatively with all qualified firms seeking work on this project. Granite Rock Company is an equal opportunity employer.

**Granite Rock Company**

120 Granite Rock Way • San Jose, CA 95136  
 Phone (408) 574-1400 • Fax (408) 365-9548  
 Contact: **Paul Brizzolara**  
 Email: [estimating@graniterock.com](mailto:estimating@graniterock.com)  
 We Are An Equal Opportunity Employer

REQUESTING SUB-QUOTES FROM QUALIFIED SBE SUBCONTRACTORS/SUPPLIERS FOR:

**Light Rail Efficiency Project:**  
**Mountain View Phase 2**  
**Contract: C835 (14139)**  
**Owner: Santa Clara Valley Transportation Authority**  
**Engineers' Estimate: \$8,500,000.**

**REVISED BID DATE: December 9, 2014 @ 2:00 PM**

Items of work include but are not limited to: Traffic Control, Survey, Trucking, Erosion Control, SWP Plan, Clear & Grub, Minor Concrete, Striping, Fence, Prefab Sound Wall, Railroad Track Work, Electrical and Landscape.

Granite Rock Company 'Graniterock' is signatory to Operating Engineers, Laborers, Teamsters, Carpenters and Cement Masons unions. 100% performance and payment bonds will be required from a qualified surety company for the full amount of the subcontract price. Bonding assistance is available. Graniterock will pay bond premium up to 1.5%. In addition to bonding assistance, subcontractors are encouraged to contact Graniterock Estimating with questions regarding obtaining lines of credit, insurance, equipment, materials and/or supplies, or with any questions you may have. Subcontractors must possess a current contractor's license, insurance and worker's compensation coverage. Subcontractors will be required to enter into our standard contract. Graniterock intends to work cooperatively with all qualified firms seeking work on this project. Granite Rock Company is an equal opportunity employer.

**Granite Rock Company**

120 Granite Rock Way, San Jose, CA 95136  
 Phone (408) 574-1400 Fax (408) 365-9548  
 Contact: **Rob Snyder**  
 Email: [estimating@graniterock.com](mailto:estimating@graniterock.com)  
 We Are An Equal Opportunity Employer

Granite Rock Company is requesting sub-bids from qualified DBE & SBE Subcontractors/Suppliers for:

**Project Owner: San Francisco Bay Area Rapid Transit District - BART**  
**Project Description: The Construction of Hayward Maintenance Complex Project Site, Track and Systems**  
**Contract No. 01RQ-120**

**Location: Hayward**  
**Bid Date: 12/16/14 @ 2:00 p.m.**  
**Engineer's Estimate \$23,000,000**

Note: Qualified firms must be located in the BART Market Area of Alameda, Contra Costa, San Francisco & San Mateo Counties.

Items of work include but are not limited to: Fencing, Clear & Grub including Tree Removal, Underground Utilities including Horizontal Boring, SWPPP items including Bioswale, Electrical, Train Rail Installation (trackwork), Train Control System, Structural Concrete Work (Retaining Wall), Earthwork, Trucking & Hauling, AC Sawcutting, AC Milling & Grinding, Hydroseeding, Soundwall, CIDH Piles, Pile Cap, Rebar, Striping & Signs, Concrete Barrier, & Masonry Walls.

Plans and Specs are available in our San Jose/Watsonville offices. Granite Rock Company 'Graniterock' is signatory to Operating Engineers, Laborers, Teamsters, Carpenters and Cement Masons unions. 100% performance and payment bonds will be required from a qualified surety company for the full amount of the subcontract price. Bonding assistance is available. Graniterock will pay bond premium up to 1.5%. In addition to bonding assistance, subcontractors are encouraged to contact Graniterock Estimating with questions regarding obtaining lines of credit, insurance, equipment, materials and/or supplies, or with any questions you may have. Subcontractors must possess a current contractor's license, insurance and worker's compensation coverage. Subcontractors will be required to enter into our standard contract. Graniterock will break down items of work to facilitate DBE/SBE participation. Granite Rock Company is an Equal Opportunity Employer.

**Granite Rock Company**

120 Granite Rock Way • San Jose, CA 95136  
 Phone: (408) 574-1400 • Fax: (408) 365-9548  
 Email: [estimating@graniterock.com](mailto:estimating@graniterock.com)  
 Contact Person: **Bob Williams**

DeSilva Gates Construction, L.P. is soliciting for DBEs  
**FOR CONSTRUCTION ON STATE HIGHWAY IN SACRAMENTO COUNTY IN AND NEAR ISLETON FROM ROUTE 12 TO 0.5 MILE NORTH OF ROUTE 220, CONTRACT NO. 03-2F9904, FEDERAL AID PROJECT ACNH-P160(022)**

**OWNER: STATE OF CALIFORNIA DEPARTMENT OF TRANSPORTATION**  
 1727 30th Street, Bidders' Exchange, MS 26, Sacramento, CA 95816  
**BID DATE: DECEMBER 3rd, 2014 @ 2:00 P.M.**

We hereby encourage responsible participation of local Business Enterprises, and solicit their subcontractor or materials and/or suppliers quotation for the following types of work including but not limited to:

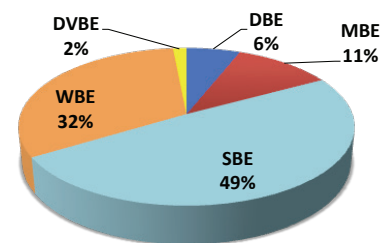
**AC DIKE, COLD PLANE, CONSTRUCTION AREA SIGN, CRACK SEALING, ELECTRICAL, GUARDRAIL, ROADSIDE SIGNS, RUMBLE STRIP, STRIPING, SWPPP PLAN, TRUCKING, WATER TRUCKS, STREET SWEEPING, RUBBERIZED HMA (GAP GRADE) MATERIAL.**

100% Performance and Payment Bonds may be required for full amounts of the subcontract price. Surety Company will have to be approved by DeSilva Gates Construction, L.P. DeSilva Gates Construction, L.P. will pay bond premium up to 2%. Subcontractors must possess current insurance and worker's compensation coverage meeting DeSilva Gates Construction, L.P.'s requirements. Please call if you need assistance in obtaining bonding, insurance, equipment, materials and/or supplies. Plans and Specifications are available for review at our Dublin office.

**DESILVA GATES CONSTRUCTION, L.P.**

11555 Dublin Boulevard  
 P.O. Box 2909  
 Dublin, CA 94568-2909  
 (925) 829-9220 / FAX (925) 803-4263  
 Estimator: **Steve Lippis** • Website: [www.desilvagates.com](http://www.desilvagates.com)  
 An Equal Opportunity Employer

**AUDIENCE PROFILE**  
**Small Business Exchange, Inc.**



# California Sub-Bid Request Ads

## REQUEST FOR DBE SUBCONTRACTORS AND SUPPLIERS FOR:

**Hwy 160 Isleton**  
**Caltrans #03-2F9904**  
**BID DATE: December 3, 2014 @ 2:00 PM**

We are soliciting quotes for (including but not limited to): Trucking, Lead Compliance Plan, Construction Area Signs, Traffic Control System, Portable Changeable Message Sign, Prepare WPCP, Treated Wood Waste, Reconstruct Guardrail, Cold Plane AC, Shoulder Backing, Crack Treatment, AC Dike, Rumble Strip, Tack Coat, Delineator, Object Marker, Striping & Marking, Traffic Monitoring System, Modify Signal and Construction Materials

### O.C. Jones & Sons, Inc.

1520 Fourth Street • Berkeley, CA 94710 • Phone: 510-526-3424 • FAX: 510-526-0990

Contact: Jean Sicard

An Equal Opportunity Employer

100% Performance & Payment Bonds may be required. Worker's Compensation Waiver of Subrogation required. Please call OCJ for assistance with bonding, insurance, necessary equipment, material and/or supplies. OCJ is willing to breakout any portion of work to encourage DBE Participation. Plans & Specs are available for viewing at our office or through the Caltrans Website at [www.dot.ca.gov/hq/esc/oe/weekly\\_ads/index.php](http://www.dot.ca.gov/hq/esc/oe/weekly_ads/index.php).

## REQUEST FOR DBE SUBCONTRACTORS AND SUPPLIERS FOR:

**Milpitas Station Surface Parking and Roadway**  
**Contract C740 (13002F)**  
**Santa Clara Valley Transit Authority**  
**BID DATE: December 11, 2014 @ 2:00 PM**

We are soliciting quotes for (including but not limited to): Trucking, Construction Staking, SWPPP, Flagging, Sweeping, Temp. Hydraulic Mulch, Temp. Fence, Construction Area Signs, Clearing & Grubbing, Develop Water Supply, Erosion Control, Irrigation, Import Topsoil, Bio Retention Basin, Roadside Sign, Underground, Rock Slope Protection, Minor Concrete, Detectable Warning Surface, Misc. Iron & Steel, Bollard, Survey Monument, Striping & Marking, Signals & Lighting, Fire Hydrant, Minor Structures, Porous Paving System, Bollards, Underground, Security Infrastructure and Construction Materials

### O.C. Jones & Sons, Inc.

1520 Fourth Street • Berkeley, CA 94710 • Phone: 510-526-3424 • FAX: 510-526-0990

Contact: Greg Souder

An Equal Opportunity Employer

100% Performance & Payment Bonds may be required. Worker's Compensation Waiver of Subrogation required. Please call OCJ for assistance with bonding, insurance, necessary equipment, material and/or supplies. OCJ is willing to breakout any portion of work to encourage DBE Participation. Plans & Specs are available for viewing at our office on the VTA's website.

## REQUEST FOR DBE SUBCONTRACTORS AND SUPPLIERS FOR:

**Niles Boulevard Overhead Bridge Replacement Project**  
**Fox Avenue to Linda Drive**  
**City of Fremont**  
**City Project No. 8460 (PWC)**  
**BID DATE: December 9, 2014 @ 2:00 PM**

We are soliciting quotes for (including but not limited to): Trucking, Engineer's Field Office Facilities, SWPPP, Rain Event Action Plan, Storm Water Sampling, Analysis and Annual Report, Construction Area Signs, Traffic Control System, Abandon Culvert, Adjust Monument to Grade, Cold Plane AC, Bridge Removal, Temporary Erosion Control, Clearing & Grubbing, Lead Compliance Plan, Structure Excavation (Bridge), Structure Backfill (Bridge), Imported Borrow, Amended Soil, AC Dike, Tack Coat, Permanent Steel Casing, CIDH Concrete Piling, Furnish Piling, Prestressing Cast-In-Place Concrete, Structural Concrete, Minor Concrete (Minor Structure), Modular Block Wall, Joint Seal Assembly, Bar Reinforcing Steel, Roadside Signs, Underground, Drainage Inlet Marker, Rock Slope Protection, Minor Concrete (Curb and Gutter), Misc. Iron & Steel, Misc. Metal, Survey Monument, Delineator, Object Marker, MBGR, Chain Link Railing, Pedestrian Barricade, Concrete Barrier, Transition Railing, Striping & Marking, Electrical, Planting & Irrigation and Construction Materials

### O.C. Jones & Sons, Inc.

1520 Fourth Street • Berkeley, CA 94710 • Phone: 510-526-3424 • FAX: 510-526-0990

Contact: Jean Sicard

An Equal Opportunity Employer

100% Performance & Payment Bonds may be required. Worker's Compensation Waiver of Subrogation required. Please call OCJ for assistance with bonding, insurance, necessary equipment, material and/or supplies. OCJ is willing to breakout any portion of work to encourage DBE Participation. Plans & Specs are available for viewing at our office.

DeSilva Gates Construction, L.P.  
 is soliciting for DBEs

**FOR CONSTRUCTION ON STATE HIGHWAY IN  
 SACRAMENTO COUNTY NEAR ANTIOCH  
 FROM 1.2 MILES SOUTH OF SHERMAN ISLAND  
 LEVEE ROAD TO WEST SHERMAN ISLAND ROAD,  
 CONTRACT NO. 03-3F6604,  
 FEDERAL AID PROJECT ACNH-P160(023)**

**OWNER: STATE OF CALIFORNIA  
 DEPARTMENT OF TRANSPORTATION  
 1727 30th Street, Bidder's Exchange, MS 26,  
 Sacramento, CA 95818**

**BID DATE: DECEMBER 17, 2014 @ 2:00 P.M.**

We hereby encourage responsible participation of local Business Enterprises, and solicit their subcontractor or materials and/or suppliers quotation for the following types of work including but not limited to:

AC DIKE, CLEARING AND GRUBBING/DEMOLITION, CONSTRUCTION AREA SIGNS, CRACK SEALING, EROSION CONTROL, GUARDRAIL, INERTIAL PROFILOGRAPH, ROADSIDE SIGNS, RUMBLE STRIP, STRIPING, SWPPP/LEAD PLANS, VEGETATION CONTROL, TRUCKING, WATER TRUCKS, STREET SWEEPING, RUBBERIZED HMA (OPEN GRADE) MATERIAL, RUBBERIZED HMA (GAP GRADE) MATERIAL

100% Performance and Payment Bonds may be required for full amounts of the subcontract price. Surety company will have to be approved by DeSilva Gates Construction, L.P. DeSilva Gates Construction, L.P. will pay bond premium up to 2%. Subcontractors must possess current insurance and worker's compensation coverage meeting DeSilva Gates Construction, L.P.'s requirements. Please call if you need assistance in obtaining bonding, insurance, equipment, materials and/or supplies. Plans and specifications are available for review at our Dublin office.

### DESILVA GATES CONSTRUCTION, L.P.

11555 Dublin Boulevard  
 P.O. Box 2909  
 Dublin, CA 94568-2909  
 (925) 829-9220 / FAX (925) 803-4263  
 Estimator: Steve Lippis  
 Website: [www.desilvagates.com](http://www.desilvagates.com)

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Visit [www.sbeinc.com](http://www.sbeinc.com)  
 to download the latest SBE  
 Newspaper and Newsletter



# California Sub-Bid Request Ads

WEST BAY BUILDERS INC. is requesting bids from **DVBE** subcontractors, suppliers & truckers for the following project.

**SOTA- AAS High School Modernization Project No. 11522**

555 Portola Avenue, San Francisco, CA 94102

Owner: San Francisco Unified School District

**Bid Date: 12/16/14 @ 2:00 PM Estimate: \$23,500,000 3% DVBE Goal**

**Scope:** Comprehensive modernization and Interim Housing of School of the Arts and Academy of Arts and Sciences High School to address issues of accessibility, educational programming and renovation of building materials and systems. Including Building A- Academic Building, Building B- Gymnasium, Building C- Music Building; Building D - Cafeteria; and miscellaneous sitework items (parking lots, ramps, sidewalks, etc.) Site and building improvement to address ADA compliance including site-built concrete ramps, existing stair and handrail modifications, two new LU/LA elevators, new gates and hardware. Reconfiguration of interior spaces including new wall partitions, doors, hardware, interior windows, casework, wall, floor and ceiling finishes, and specialties and equipment. Repurposing of interior spaces to create a new Black Box Theater, Scene Shop, Vocal Music, Instrumental, and Piano Studio Suites. Replacement and upgrades to plumbing, mechanical, electrical power and lighting systems. Expansion, replacement and upgrades to data and fire alarm campus-wide system. Hazardous material abatement and other misc work.

**TRADES NEEDED (but not limited to):** Selective Demolition; Site Preparation and Plant Protection; Earthwork; Trenching, Backfilling, and Compacting; Subgrade Preparation and Base Material; Sanitary Sewage Systems; Asphalt Paving and Surfacing; Site Concrete; Painted Pavement Markings; Tactile Warning Surfacing; Chain Link Fencing; Ornamental Fencing; Parking Bumpers; Concrete Forms and Accessories; Concrete Reinforcement; Cast-In-Place Concrete; Polished Concrete Finishing; Hydraulic Cement-Based Underlayment; Concrete Rehabilitation; Structural Steel; Steel Deck; Cold Formed Metal Framing; Metal Fabrications; Metal Ladders; Expansion Joint Cover Assemblies; Finish Carpentry; Plastic-Laminate Faced Architectural Cabinets; Fiberglass Reinforced Plastic Paneling; Self-Adhering Sheet Underlayment; Bituminous Sheet Waterproofing; Building Insulation; Roof and Deck Insulation; Building Envelop Underlayment; Fluid Applied Moisture Treatment; Below Grade Vapor Barrier; Standing Seam Sheet Metal Roofing; Metal Wall Panels; Aluminum Composite Panels; SBS Modified Bitumen Membrane Roofing; PMMA Waterproofing Liquid Applied System; Preparation for Re-Roofing; Sheet Metal Flashing and Trim; Elastomeric Sheet Flashing; Cementitious Fireproofing; Firestopping; Joint Sealants; Steel Doors and Frames; Flush Wood Doors; Access Panels; Overhead Coiling Doors; Metal Sound Control Door Assemblies; Aluminum Framed Entrances and Storefronts; Unit Skylights; Door Hardware; Glazing; Metal Support Systems; Gypsum Board; Ceramic Tile; Acoustical Ceilings; Integrated Ceiling System; Wood Floating Floors; Resilient Flooring; Resilient Athletic Flooring; Epoxy Flooring; Carpet Tile; Acoustical Wall Panels; Cementitious Wood Fiber Wall Panels; Acoustical Tack Board; Painting; Visual Display Units; Display Cases; Solid Color Reinforced Composite Toilet Compartments; Fixed Wall Louvers; Corner Guards; Graphics and Signage; Parking Lot Signage; Metal Lockers; Fire Extinguishers and Cabinets; Toilet Accessories; Tension Wire Grid; Stage Curtains; Platforms and Seating; Audio Visual Systems; Projection Screens; Projector Mounts; Gymnasium Wall Padding; Shop Equipment; Laboratory Fume Hoods; Music Education Storage Casework; Entrance Floor Grilles and Frames; Roller Window Shades; Telescoping Bleachers; Sound Conditioned Rooms; Digital Video Surveillance System; Fire Alarm System; Wet Pipe Sprinkler System; Hydraulic LU/LA Elevators; Vertical Lifts; Evacuation Chairs; Mechanical; Electrical;

We are signatory to both the Carpenters Collective Bargaining Agreement and the Laborers Collective Bargaining Agreement. Certification of insurance for General Liability and Workers' Compensation are required. A Waiver of Subrogation will also be required with all Subcontract Agreements. Subcontractors' faithful performance and payment bonds in the amount of the subcontract price will be required, unless contract is under \$200,000. Reasonable market rate bond premium will be reimbursed by West Bay Builders, Inc.

WBB is willing to discuss breaking down bid items into economically feasible units for minority participation. Our estimating department is available for assistance with bonding, lines of credit, insurance, equipment, supplies and/or materials. The Small Business Administration ([www.sba.gov](http://www.sba.gov)), the California Dept. of General Services ([www.dgs.ca.gov](http://www.dgs.ca.gov)) and U.S. Dept. of Transportation Office of Small and Disadvantaged Business Utilization ([www.osdbu.dot.gov](http://www.osdbu.dot.gov)) may also be able to offer financial assistance and/or information regarding insurance and bonding. Plans and specs may be viewed in our office at 250 Bel Marin Keys Blvd., Bldg. A, Novato Monday through Friday from 7:30 AM to 4:30 PM or can be e-mailed upon request.

**WEST BAY BUILDERS, INC. IS AN EQUAL OPPORTUNITY EMPLOYER**

Contact: **Dalia Nieto** • (415) 456-8972 • FAX: (415) 459-0665 • EMAIL: [dalian@westbaybuilders.com](mailto:dalian@westbaybuilders.com)

**Project:**  
**I- 215 at Newport Road Interchange Improvements**  
**City of Menifee**  
**County of Riverside Transportation Dept.**  
**Project No. B5-0682**

**\*\*THIS PROJECT HAS A 3% DBE Goal \*\***

**BID DATE: Wednesday Dec. 10, 2014 • BID TIME: 2:00 P.M.**

**Please respond by 5:00 p.m., Dec 9th, 2014**

We are seeking sub-bids from DBE subcontractors/ subconsultants, and material and/or equipment suppliers in the areas of work included in, but not limited to: Construction Area Signs, PCMS, Temp Railing (Type K), Bridge Removal, Clear & Grub, Structure Ex & Backfill, Imported Borrow, Rock Blanket, Landscape & Irrigation, Hydromulch, Hydroseed, Compost, Class 2 Agg Base, Hot Mix Asphalt, Liquid Asphalt, PCC Materials, Joint Seal, Isolation Joint Seal, Steel Piling, CIDH Piling, Prestressing, Structural Concrete, Minor Concrete (Minor Structure), Fractured Rib Texture, Bar Reinforcing Steel (Bridge, RW, Box Culvert), Shotcrete, Sign Panels, Roadside Signs, Pipe Culvert, RCP, Underground, Rock Slope Protection, Fencing, Midwest Guardrail System, Concrete Barrier, Striping & Marking, Electrical, Sweeping, Trucking.



9685 Via Excelencia, Ste 200  
 San Diego, CA 92126

Phone: (858) 536-3100 • Fax: (858) 586-0164

e-mail inquiries to:

[estimating@coffmanspecialties.com](mailto:estimating@coffmanspecialties.com)

Coffman Specialties, Inc. is signatory to Operating Engineers, Laborers, Teamsters, Cement Masons and Carpenters unions. Quotations must be valid for the same duration as specified by the Owner for contract award. Insurance and 100% Payment & Performance Bonds will be required. We will provide assistance/advice with obtaining Bonds/ Insurance/Credit. Waiver of Subrogation will be required. Plans are available through RCTD and our San Diego Office. We are an EOE & seriously intend to negotiate with qualified firms. Non-DBE Subs/Suppliers: Indicate 2nd tier UDBE participation offered on your quotation as it will be evaluated with your price.

## Looking for Subcontractors, Vendors, and Suppliers?

Advertise your Sub-Bid Requests in the **Small Business Exchange.**

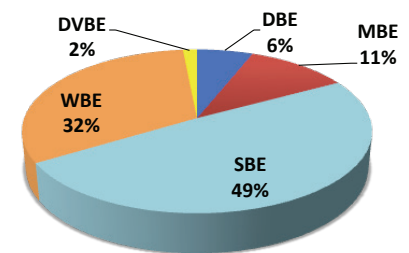
With a monthly readership of 75,000, SBE reaches a diverse audience, cutting across ethnic and gender lines as well as traditional industry segments.

Call 1-800-800-8534

or visit us at [www.sbeinc.com](http://www.sbeinc.com)



## AUDIENCE PROFILE Small Business Exchange, Inc.



# Public Legal Notices

**Candlestick Point in San Francisco  
Opportunity to Perform  
Construction Manager for  
Hunters Point Shipyard – Phase 1  
during the development of  
CANDLESTICK POINT in San Francisco.**

Lennar Urban is requesting qualified, interested construction firms to respond to a public request for proposals to perform

**Construction Manager for  
Hunters Point Shipyard – Phase 1 for  
Candlestick Point Redevelopment**

For more information, please visit:  
<http://mission.sfgov.org/OCABidPublication/BidDetail.aspx?K=8854>

The Successor to the San Francisco Redevelopment Agency (SFRA) has established the 50% Small Business Enterprise (SBE) Participation goal for Construction Subcontracting.

Respondents are encouraged to check this website regularly for updates.

Pre-Bid Coordination Meeting and Job Walk:

**December 4 at 10:00 AM  
Lennar Urban**

**1 Sansome Street, Suite 3200  
San Francisco, CA 94104**

Proposals must be submitted by  
**December 18, 2014 @ 2:00 PM (PST).**



**SAN FRANCISCO HOUSING AUTHORITY**

**REQUEST FOR QUALIFICATIONS/PROPOSALS  
FOR**

**AS-NEEDED MECHANICAL ENGINEERING  
SERVICES – Solicitation 15-620-RFQ-0002**

**AS-NEEDED ARCHITECTURAL SERVICES –  
Solicitation 15-620-RFQ-0003**

**AS-NEEDED STRUCTURAL ENGINEERING  
SERVICES – Solicitation 15-620-RFQ-0004**

**AS-NEEDED ENVIRONMENTAL  
CONSULTANT SERVICES –  
Solicitation 15-620-RFP-0005**

**SAN FRANCISCO HOUSING AUTHORITY**

The San Francisco Housing Authority will receive statements of qualifications for as-needed consultants on: mechanical at \$50,000, architectural at \$100,000, structural at \$50,000 and environmental at \$100,000. Consulting services are needed to assist in the design and construction work on existing San Francisco Housing Developments.

Qualifications are due 2:00 PM Eastern Pacific Time on **December 11, 2014**. To obtain a set of the RFQ Document, go to <http://www.sfha.org/business/RFP.htm>. To obtain a hardcopy, please come to Authority's office at 1815 Egbert Avenue, San Francisco, and contact Ms. Brenda Moore, at (415) 715-3170, e-mail [moorebr@sfha.org](mailto:moorebr@sfha.org).



**CITY & COUNTY OF SAN FRANCISCO  
DEPARTMENT OF PUBLIC WORKS**

**Contract No. 2534J (ID No. FCE15032)  
AS-NEEDED PAVING CONTRACT NO. 11**

Sealed bids will be received at 1155 Market Street, 4th Floor, San Francisco, California 94103 until **2:30 p.m. on January 7, 2015**, after which they will be publicly opened and read. Digital files of Bid Documents, Plan Holders Lists, and Addenda may be downloaded at no cost from the Department of Public Works (DPW) Electronic Bid Documents Download site at [www.sfdpw.org/biddocs](http://www.sfdpw.org/biddocs), or purchased on a CD format from 1155 Market Street, 4th Floor, San Francisco, California 94103, telephone 415-554-6229, for a non-refundable \$15.00 fee paid by cash or check to "Department of Public Works". Please visit the DPW's Contracts, Bid Opportunities and Payments webpage at [www.sfdpw.org](http://www.sfdpw.org) for more information. Notices regarding Addenda and other bid changes will be distributed by email to Plan Holders.

The Work is on an as-needed basis at various locations in San Francisco, California and consists of pavement renovation, curb ramp construction, sewer replacement, traffic routing, and all associated work. The time allowed for completion is 730 consecutive calendar days. The Engineer's estimate is approximately \$9,600,000. For more information, contact the Project Manager, Ramon Kong at 415-554-8280.

This Project shall incorporate the required partnering elements for **Partnering Level 2**. Refer to Section 01 31 33 for more details.

Pursuant to San Francisco Administrative Code (SFAC) Section 6.25, "Clean Construction" is required for the performance of all work.

The Specifications include liquidated damages. Contract will be on a Lump Sum Bid Items With Unit Prices basis. Progressive payments will be made.

The Contract will be awarded to the lowest responsible responsive bidder.

A Bid may be rejected if the City determines that any of the bid item prices are materially unbalanced to the potential detriment of the City.

Bid discounts may be applied as per SFAC Chapter 14B. Subcontracting goal is **25% LBE**. Call Selormey Dzikunu at 415-558-4059 for details. In accordance with SFAC Chapter 14B requirements, all bidders, except those who meet the exception noted below, shall submit documented good faith efforts with their bids and must achieve 80 out of 100 points to be deemed responsive. Bidders will receive 15 points for attending the pre-bid conference. Refer to CMD Form 2B for more details.

Exception: Bidders who demonstrate that their total LBE participation exceeds the above subcontracting goal by 35% will not be required to meet the good faith efforts requirements.

A pre-bid conference will be held on **December 15, 2014; 2:30 p.m.** at 1680 Mission Street, 3rd Floor.

For information on the City's Surety Bond Program, call Jennifer Elmore at (415) 217-6578.

A corporate surety bond or certified check for ten percent (10%) of the amount bid must accompany each bid. SFAC Sec. 6.22(A) requires all construction greater than \$25,000 to include performance and payment bonds for 100% of the contract award.

**Class "A" license required to bid.**

In accordance with San Francisco Administrative Code Chapter 6, no bid is accepted and no contract in excess of \$400,000 is awarded by the City and County of San Francisco until such time as the Mayor or the Mayor's designee approves the contract for award, and the Director of Public Works then issues an order of award. Pursuant to Charter Section 3.105, all contract awards are subject to certification by the Controller as to the availability of funds.

Minimum wage rates for this project must comply with the current General Prevailing Wage as determined by the State Department of Industrial Relations. Minimum wage rates other than applicable to General Prevailing Wage must comply with SFAC Chapter 12P, Minimum Compensation Ordinance.

This Project is subject to the requirements of the San Francisco Local Hiring Policy for Construction ("Policy") as set forth in Section 6.22(G) of the SFAC. Bidders are hereby advised that the requirements of the Policy will be incorporated as a material term of any contract awarded for the Project. Refer to Section 00 73 30 of the Project Manual for more information.

Bidders are hereby advised that the Contractor to whom the Contract is awarded must be certified by the Human Rights Commission as being in compliance with the Equal Benefits Provisions of Chapter 12B of the City's Administrative Code within two weeks after notification of award.

If a bidder objects on any ground to any bid specification or legal requirement imposed by this Advertisement for Bids, the bidder shall, no later than the 10th working day prior to the date of Bid opening, provide written notice to the Contract Administration Division, Department of Public Works, setting forth with specificity the grounds for the objection.

Right reserved to reject any or all bids and waive any minor irregularities.

12/4/14  
**CNS-2693217#  
SMALL BUSINESS EXCHANGE**

**SBE Advertisers are always  
among good company!**

- San Francisco BART
- San Francisco DPW
- San Francisco Housing Authority
- San Francisco International Airport
- City of Berkeley
- CA Highway Patrol
- CA State Lottery
- CSU Fresno
- CSU Fullerton
- CSU Los Angeles
- CSU Monterey Bay

- CSU Office of the Chancellor
- City of Ontario
- CSU Stanislaus
- DPR Construction Inc.
- Golden Gate Bridge District
- Los Angeles Co DPSS
- Los Angeles Co MTA
- Metropolitan Water District of Southern California
- Oakland USD
- Palos Verdes Peninsula USD
- San Jose State University
- San Mateo Co Transit District
- Santa Clara Valley Water District

- Santa Clara VTA
- Southern California Regional Rail Authority
- Tri Delta Transit
- UC Santa Cruz
- UC Davis
- UC Davis Medical Center
- UC Irvine Design & Const Services
- UC San Francisco CPM
- UC San Francisco Medical Center
- UCLA

**...and many more!**

# Give Thanks to Your Customers

For retailers, this time of year is a hum of activity preparing for holiday sales. While B2B companies may find the holidays a slowdown, rather than a time of intense activity, smart B2B entrepreneurs will seize the season as an opportunity to build relationships with customers. What better way to do that (and what better time of year to do it) than by rewarding your loyal clients for their business?

A study by Loyalty360 reported in Marketing-Prof, more than 44 percent of B2B marketers say at least 60 percent of their new sales come from current customers.

Rewarding B2B customers is a bit different than rewarding B2C customers. You can't exactly offer a company a "Buy 10 software system installs, get one free!" punch card. Discounts don't work as well for B2B customers. Instead, try the opposite tack: Rather than providing products or services for less, reward your regular customers with something extra. Here's how.

- **Mine your data.** Start by reviewing how, when and why your B2B customers purchase. Use a CRM (customer relationship management) system to capture this information if you haven't already. This way, you'll know when customers are likely to be in the market for more or new services, what types of purchases they're likely to make and what tactics worked in the past to seal the deal.
- **Ask for feedback.** Regular email or phone surveys asking existing customers for their honest feedback show them that you value their opinions and business. Don't just call unexpectedly or send a mass email; start by contacting the customer to tell them you value their input and would like to send them a survey or call them to conduct a survey (set an appointment for the latter). Be sure to record the feedback in your CRM system.
- **Offer useful information.** Stay on top of your industry's news and challenges, as well as your key customers' specific issues. This will enable you to craft content that helps them meet those challenges. For instance, if you own a staffing service and your customers want to do more with a smaller payroll, you could create an ebook or webinar about the benefits of outsourcing to temporary workers and offer it to key customers free as a thank-you.



- **Provide extra service.** Rewarding major customers with extra levels of service is a good way to keep them coming back. For example, assigning them to a dedicated account representative, guaranteeing next-day delivery or giving them your personal cell phone number so they can always reach you will make clients feel special. Pump their egos by saying something like "As a Gold Level customer, we would like to thank you by \_\_\_\_\_." (Just make sure you live up to your promises—when you tell someone they're "gold level," they're going to hold you to it!)
- **Create exclusivity.** Offering existing customers early access to new products and services, asking them to join a "VIP" board that gets polled quarterly about their concerns to help you develop new offerings, or hosting "Best Customer" events are all ways to make regular customers feel like part of a special group. Why would they go elsewhere when they're getting such VIP treatment from you?
- **Provide an annual review.** Contact customers and tell them they are so valuable that as a re-

ward, you'd like to meet with them for a free review of the past year and to discuss how you can help them grow their businesses in the coming year. Get it on the schedule now, even if customers can't meet until January. Prepare carefully by familiarizing yourself with the customer's challenges and thinking through various new services, products or bundles you could offer them. Be sure to ask how you can provide better service or what you should change.

- **Go the traditional route.** Of course, it's always nice to send a holiday thank-you. Sending your holiday gifts at Thanksgiving time (instead of waiting for the holiday rush, when they'll get lost in the crowd) along with a Thanksgiving card is unexpected and will put your business top-of-mind. That's important, because November is when some business clients are spending year-end budgets or gearing up to plan for next year's expenditures.

Source: MBDA

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## Helping to Boost Business Development for Native American Entrepreneurs

■ Continued from page 1

in their communities. My family has owned small businesses in Cherokee, North Carolina, for several generations, so I could strongly relate to the concerns, needs, and questions of those in attendance.

For the past 15 years I have worked with Native entrepreneurs and small business owners throughout the U.S., helping them access the tools they need to start, maintain, and grow their entrepreneurial ventures. In the past year, the SBA has

provided over 100 million dollars in SBA loans and microloans to firms owned by Native Americans. Across the federal government we have also provided over 10 billion dollars in small business contracts to Native-owned businesses through the 8(a) program.

As my office looks toward 2015, I am excited for what lies ahead. We will be rolling out numerous new initiatives in the coming months, and we are looking forward to meeting the challenge of increasing the strength and number of successful Native

American-owned businesses throughout the nation.

The interactions I have every day leave me with no doubt that the strength and power of America's entrepreneurial spirit is as strong in Indian Country as it has ever been. Let's work together to ensure that both today's and tomorrow's Native American entrepreneurs have the resources they need to make their business dreams a reality as they spur job creation and economic opportunity in their communities.

Source: U.S SBA