

B2GNow

Diversity Management Software

Comprehensive Functionality

B2Gnow is the most sophisticated software available to Manage government diversity programs. Whether DBE, ACDBE, SBE, MBE, WBE, or any other type, the system captures and reports on all information imaginable while allowing staff more time for outreach and enforcement. As a web-based, hosted solution, there are no costly technical aspects to worry about – we've got you covered.

Contract & Concession Compliance

- ✦ Track construction, service, supply, and professional service contracts.
- ✦ Track retail, food/beverage, parking, and rental car concession agreements.
- ✦ Compliant with U.S. DOT 49 CFR Part 26 and Part 23.
- ✦ All subcontractor payments and concession revenues are self-reported and verified electronically, including prompt payment status.
- ✦ Track real-time participation against goals up to 10 subcontractor tiers deep.

Certification Processing & Online Applications

- ✦ Track all types of applications (DBE, SBE, MBE, WBE, etc.) from receipt to approval.
- ✦ Generate letters and send emails/faxes to applicants.
- ✦ Note owners, PNW, and gross receipts; track site visits; and capture all relevant information.
- ✦ Publish certifications to real-time online directory with owner, keyword, commodity code, description search, and download capabilities.
- ✦ Detailed online application with configurable questions for firms to complete and submit.
- ✦ All application types supported – DBE, ACDBE, MBE, WBE, SBE, LBE, HUB, etc.
- ✦ Electronic and hardcopy documentation.
- ✦ Automated alerts by email and fax.

Goal Setting & Bid Tracking

- ✦ Set goals based on statistical (disparity study, census, bid list) data and past achievement.
- ✦ Track bids and prime/sub bidders for all applicable projects.

Labor Compliance & Prevailing Wage

- ✦ Contractors submit and certify online prevailing wage reports.
- ✦ Track workforce utilization and generate internal and public reports.
- ✦ Comply with federal Davis-Bacon, state, and local wage rules.
- ✦ Reporting and tracking of ARRA, EEO, residency, and apprentice requirements.

Outreach Management

- ✦ Create campaigns and add vendors based upon certification status, NAICS/NIGP code, location.
- ✦ Send solicitations and related procurement notices to vendors and post on the public bulletin board.
- ✦ Create and manage events, track reservations, and handle onsite check-ins.
- ✦ Distribute notices by fax and email.

Vendor Management

- ✦ Self-management and registration by vendors.
- ✦ Search the extensive vendor database and generate comprehensive reports.
- ✦ Export 100 fields of data.

Insurance Management

- ✦ Assess compliance with contract insurance requirements.
- ✦ Use electronic checklists to streamline and audit the validation process.
- ✦ Track Acord certificates, sureties, performance bonds, and more.
- ✦ Alert staff, agents and contractors of upcoming insurance expiration.



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Modular Design

Benefits

- ⊕ Staff labor savings of 50-70%.
- ⊕ Reduced disparity study cost.
- ⊕ Integrated platform saves time and effort.
- ⊕ Staff training is quick, easy, and unlimited.
- ⊕ Improved relationships between government, primes, and subs.
- ⊕ Consistently remind all contractors of responsibilities and program benefits.
- ⊕ Automated gathering of data.

Features

- ⊕ Comprehensive and user friendly.
- ⊕ Easy to configure to current processes; baseline system available within days.
- ⊕ Paperless transactions with everything documented in standardized format.
- ⊕ Comprehensive standard, graphic, and ad-hoc reporting capabilities.
- ⊕ No hardware or software to procure and maintain.
- ⊕ 100% web-based.

"I have cut costs, reduced overhead expenses and held my breath during the economic lull. All I need to respond to the MWBE Payment Confirmation is a Smart Phone and a few minutes between landscape jobs."

"I REALLY appreciate the forethought and sophistication of this reporting system. Someone thought the whole process through, and I thank you all."

Cindy Christmas
Landscape Builders, Orlando

The interconnected modules can be implemented as a multi-function enterprise system or a single module.

Certification

Application Processing,
Online Directory
MBE WBE DBE MDBE WDBE PDBE
ACDBE LBE SBE DVBE DIBE AABE

Contracts

Primes, Subs, Payments,
49 CFR Part 26, Closeouts
Construction, Services, Suppliers,
Professional Services, A & E

Concessions

49 CFR Part 23, Revenues,
Expenses, JV Ownership
Rental Car, Food/Beverage,
Newsstand, Retail, Currency, Duty
Free, Passenger Services

Goal Setting

Step 1 & 2 Goals,
Availability, Goals Cte

Bid Tracking

Prime & Sub Tracking,
Goal Verification

Outreach

Procurement, Seminars,
Training, Conferences

Transaction and User Management

Reporting, Tracking and Auditing

Secure Document Management

Data Integration with External Systems

Support Query Management

Pre-Qualification,
Multi-Stage Application
Submission, Doc Lists

**Online
Application**

Automated matchup to
available Certified
Directories

**Payment
Analysis**

ACORD Certificates,
Bonds, Checklists, Alerts,
Agent Audits

Insurance

Automated Audits,
Contractor & Project
Based Reporting

**Workforce
Utilization**

Prevailing Wages, Fed/
Local/State Wage Rates

**Certified
Payroll**

Vendor Registration,
Affirmative Action Plans,
Questionnaires, E-Forms

**Online Vendor
Registration**



Diversity Management Software

Company

The future of diversity compliance is now

Governments spend significant time tracking, certifying, auditing, and reviewing vendors. The B2Gnow system assigns the responsibility of reporting and entering data to those who have the data in the first place – the vendors. Instead of spending hundreds or thousands of hours recording information that is perfectly fine, the system uses exception based reporting to draw staff attention to critical issues that need review – contractor disputes, unresponsive primes, incomplete applications.

The result is a substantial reduction of cost and effort for governments and vendors. The simplicity of the system keeps training time low (just a few hours), and the self-guiding forms reduce support calls and emails. The sophisticated baseline software functionality is complemented by advanced standard and ad-hoc reporting, sophisticated search functions, transaction auditing, and import/export capabilities.

Even better, the system can exchange data with existing financial, ERP, procurement, and other third party systems to further reduce data entry. Smart automation frees up staff time to focus on program management.

B2Gnow diversity management software is the leading web-based system for managing government diversity programs. Streamline and automate administrative functions with our turn-key hosted solution.

About B2Gnow

After a chance meeting with a government official at one of the largest cities of the country, we were amazed at the level of manual data management and related issues they endured. But the staff said they didn't want the hassle of managing the software or technology. So we created a 100% web-based tracking system that could handle all of their data – thousands of contracts worth billions of dollars, tens of thousands of contractors, a long list of certified firms, and all of the related processes, notifications, and audit logs. It was a tremendous task and took months to develop and implement.

Since then, we have provided our software exclusively to governments and their contractors. It is easy to use, with intuitive graphical interfaces developed with input from a wide range of government users and minimal training is required. At the same time the software is powerful, secure, and scalable, supporting thousands of simultaneous users and transactions in a completely secure, robust environment.

Our modular design and configuration results in system deployments measured in weeks, rather than months or years. The effort is much less labor-intensive than that of the competition, and our experience ensures a successful implementation on the first attempt.

"We've been very pleased with your proactive leadership on improvements and developments."

**Luz Maria Frias, Director
Former Human Rights and Equal
Economic Opportunity Dep't
City of Saint Paul**

Best-of-Breed Solution

Since 1999, B2Gnow has provided the leading contract compliance, concession compliance, certification management, and outreach solution available. Each implementation is provided by a highly experienced combined team that has worked together to successfully implement many major cities, counties, airports, and agencies across the country.

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Customers

B2Gnow

Diversity Management Software

Cities & Counties

- ✦ City of Chicago
- ✦ City of Cleveland
- ✦ City and County of Denver
- ✦ City of Houston
- ✦ City of Louisville
- ✦ City of Kansas City
- ✦ City of Memphis
- ✦ City of Milwaukee
- ✦ City of Minneapolis
- ✦ City of New Orleans
- ✦ City of Philadelphia
- ✦ City of Phoenix
- ✦ City of Orlando
- ✦ City of San Antonio
- ✦ City of Scottsdale
- ✦ City of St. Paul
- ✦ Los Angeles County
- ✦ Milwaukee County
- ✦ Bexar County (TX)
- ✦ Travis County (TX)
- ✦ Leon County (FL)

Airports & Ports

- ✦ Allegheny County Airport Authority
- ✦ Chicago O'Hare and Midway Airports
- ✦ Dallas/Fort Worth International Airport
- ✦ Nashville International Airport
- ✦ Port Authority of New York & New Jersey
- ✦ Memphis-Shelby County Airport Authority
- ✦ Jackson Municipal Airport Authority
- ✦ Denver International Airport
- ✦ Houston Airport System
- ✦ San Antonio Airport
- ✦ Kansas City Airport
- ✦ Port of Houston
- ✦ Massport

State DOTs & Transit Agencies

- ✦ Arizona DOT
- ✦ New Mexico DOT
- ✦ Colorado DOT
- ✦ St. Louis Metro
- ✦ Phoenix Transit
- ✦ Metro Light Rail (AZ)
- ✦ VIA Metro Transit (TX)
- ✦ Chicago Transit Authority
- ✦ Houston Metro Transit Authority
- ✦ Hillsborough Area Regional Transit
- ✦ Jacksonville Transit Authority
- ✦ New Orleans Regional Transit Authority
- ✦ Santa Clara Valley Transportation Authority

Certifying Authorities & Other Agencies

- ✦ State of New York
- ✦ State of Oregon
- ✦ State of Tennessee
- ✦ Federal Aviation Administration
- ✦ Chicago Public Building Commission
- ✦ Chicago Housing Authority
- ✦ Chicago Park District
- ✦ Chicago Public Schools
- ✦ University of Texas System
- ✦ Houston Community College
- ✦ Milwaukee Public Schools
- ✦ Brooks Development Authority (TX)
- ✦ Central CERT Program (MN)
- ✦ University Health System (San Antonio)
- ✦ JPS Health Network
- ✦ Northeastern Ohio Regional Sewer District
- ✦ San Antonio Water System
- ✦ Milwaukee Municipal Sewer District
- ✦ North Central Texas Regional Certification Authority
- ✦ South Central Texas Regional Certification Authority
- ✦ Metropolitan Pier & Exposition Authority
- ✦ Colorado Unified Certification Program
- ✦ San Diego Association of Governments
- ✦ San Antonio Independent School District

"Last week's training session was great and very informative for me. I have such a better understanding of the overall B2Gnow system and I'm so impressed with the software and the capabilities. You really have a great product!"

"I admire your consideration of adding and enhancing each module to fit the needs of your customers. The more I use the system, the more I really appreciate it!"

Kebbyn Bryant
Nashville Airport

5025 North Central Ave., #494
Phoenix, Arizona 85012
<http://www.b2gnow.com>
P: 602-325-9277
F: 866-892-2913
E: info@b2gnow.com

Strengths

Solid Customer Experience

B2Gnow is used by 4 of the 5 largest cities in the United States, and 13 of the top 50. Most of the largest airports track concessions and contracts through the system. The hurdles you face in your program are not new to our experienced team. We have extensive experience successfully implementing with many different types and sizes of government, including cities, counties, airports, states, federal agencies, transit authorities, school districts, development authorities, and health districts.

Established Implementation Program

Our team has successfully implemented its system at over 60 large governments. This experience has allowed us to develop and refine a comprehensive implementation approach that guarantees project success and client satisfaction. Our proven implementation methodology, while structured in approach, offers flexibility to be tailored to your unique requirements.

Comprehensive Support and Training

B2Gnow offers world-class support and training to our customers and their vendors. Our comprehensive training and support program includes onsite training sessions, web-based training, online help system, online video help, user quick guides, detailed user manuals, phone based support, and email support. Beyond initial training, we offer unlimited web-based training and support throughout the entire relationship. Our users say the system is easy to use, and we stand behind it to provide exceptional support.

Quality Customer Service

Janice Ruley, contract compliance officer at the City of Houston (B2Gnow's first customer), said it best: "Happy birthday to B2Gnow...What you need to know is even though you have made the "big time", you have never lost that great customer service. You always respond to our questions and concerns and go that extra mile. It's a pleasure doing business with you."

Industry-Leading Financial Strength

B2Gnow's success is not a mistake. Our management team has built a profitable, debt-free business that will be around to support you. The company maintains significant cash reserves, plus has access to significant credit and potential investment, to sustain itself for many years.

Unrivaled Technical Architecture

We maintain the most advanced technology infrastructure and security in the market, with 24/7/365 systems monitoring, better than 99.9% availability, system redundancy, and full disaster recovery plans in place. The system is maintained by a full-time technical staff that watches over 100 servers in three Tier 1 co-location facilities around the country. We meet or exceed requirements of the most stringent governments and have successfully completed onsite audits for the City of Phoenix and MasterCard.

System Statistics (as of 2013)

- ✦ Tracking \$220 billion in contracts.
- ✦ Automated the verification of over \$15 billion in M/W/S/DBE payments to subcontractors.
- ✦ Collected 1.5 million subcontractor payments electronically.
- ✦ Executed 1.6 million searches of public certified directories.
- ✦ Imported 12 million contract and contract payment records from Oracle, Peoplesoft, SAP, JD Edwards, Lawson, and other systems.
- ✦ 215,000+ contractors have round-the-clock access to their contract, payment, and certification data.
- ✦ Processed 300,000 certification applications.
- ✦ Assisted certified firms in resolving 10,000 disputes worth \$350 million.
- ✦ Last year over 600 million people traveled through airports that use B2Gnow to track contracts and concessions for the Federal Part 23 and Part 26 programs. Over \$11.2 billion in revenues have been recorded in the system.
- ✦ Over 65 million page views, 1.3 million user logins, 15 million emails and faxes, 70,000 reports generated, and 80,000 PDF files generated.
- ✦ 286,000 files downloaded 800,000 times.
- ✦ 5 million NAICS & NIGP codes assigned.

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Physical Security

Our equipment is hosted in Arizona, California, and Virginia, in multiple facilities with 24-hour security, redundant power, connectivity, cooling, and other backup equipment to keep our system running and available.

Database Security

Database access is controlled at the operating system and database connection level for additional security. Access to production databases is restricted to a limited number of points, and all databases have unique passwords.

Perimeter Defense

The network perimeter is protected by multiple firewalls and monitored by intrusion detection systems. In addition, B2Gnow monitors and analyzes firewall logs to identify security threats. Also, B2Gnow also contracts with a third-party security firm to monitor our security configurations for changes, vulnerabilities, and errors and regularly conducts vulnerability threat assessments including penetration tests.

System Monitoring

B2Gnow monitors the system from 17 locations across the country, 24 hours a day, 7 days a week. If performance, latency, or availability is degraded in any way, the System Administrators are automatically notified for immediate resolution.



Application Security

Our robust application security model prevents one customer from accessing another's data. This security model is reapplied with every request and enforced for the entire duration of a user session.

User Authentication

Users access B2Gnow only with a valid username and password combination, which is encrypted via SSL while in transmission. Every user has a unique login, and users are prevented from choosing weak or vulnerable passwords. Encrypted session keys are used to uniquely identify each user. For added security, the system automatically scrambles and reestablishes the session key on a regular basis. No cookies or any other form of client-based token are used to identify or authenticate the user.

Data Encryption

B2Gnow uses the strongest encryption products to protect your data and communications. The lock icon in the browser shows that 100% of your data is fully encrypted while in transit. Passwords, financial information, and other confidential data are encrypted immediately upon receipt and stored in the database in that format. Encryption keys are compiled into objects that cannot be broken.

Internal Systems

Inside the perimeter firewalls, systems are safeguarded by network address translation, port redirection, IP masquerading, non-routable IP addressing schemes, and more. The specific details of these features are proprietary.

Security Summary

- Data and system access strictly controlled.
- Very strict non-disclosure agreement for client data.
- Hardware and software firewalls.
- Servers in locked cabinets in extremely secure co-location facilities with redundant power/connectivity.
- Back-up systems located around the country.
- Password-protected user accounts.
- Detailed user and transaction audit trails.
- Data encryption for data transmission and storage.
- 100% Internet-based.
- No software to install.

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Technology

B2Gnow

Diversity Management Software

Operating System Security

B2Gnow enforces tight operating system security by using a limiting server access points. We protect operating system accounts with strong passwords, and servers do not share a master database password. All operating systems are maintained at each vendor's recommended patch levels for security and are hardened by disabling and/or removing any unnecessary users, protocols, and processes.

Disaster Recovery

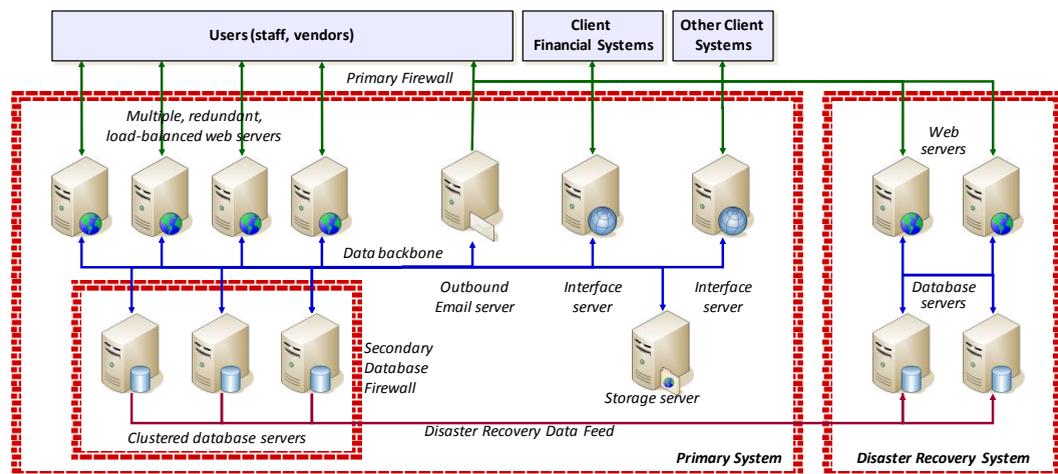
In the event of an unexpected situation that results in our primary system being unavailable to users, we maintain an alternate system in a secure location at least 500 miles from Phoenix. This system has the capability to provide full user activity until the primary system is restored. Our disaster recovery plans are comprehensive and are tested regularly in our QA environment and in full, simulated scenarios with the alternate system.

Server Management Security

Your data belongs to you. Access to our production equipment is limited to specifically authorized technical personnel for system maintenance, management, monitoring, and backups. We do not utilize any third party vendors or managed service providers.

System Architecture

B2Gnow manages millions of records while being secure, robust and scalable. Web servers are load balanced and exchange data with a set of clustered database servers. Important data is stored on a redundant disk array that is regularly backed up. Inbound and outbound data is processed by a set of interface servers that perform all required actions and either save the information to the database or send it on to the designated customer system.



The number of servers is for illustrative purposes. At least two of each type of server are used, but the exact number is never disclosed for security.

Reliability & Backup

All system components have at least dual redundancy, including networking components, load balancers, web servers, application servers, database servers, and Internet connectivity. All server hard drives are configured with RAID 5, and critical storage components contain "hot spares" that are automatically brought online in case of hard drive failure. The database system is clustered for performance and redundancy. All data is backed up nightly to an off-site location that is secure and fire-resistant.

"This system makes the monthly reporting so much faster and easier. What I know about computers I have pretty much learned hands on and since we didn't have computers when I went to school, it took awhile but it is time saving and saves on paper and all, you just go one, two, three.

I do have to hand it to whoever thought of this system, I went to the meeting before you started implementing the system and wasn't quite sure how it would work, but it's great.

Mary Lara
All Pests Controlled, Inc.

5025 North Central Ave., #494
Phoenix, Arizona 85012
<http://www.b2gnow.com>
P: 602-325-9277
F: 866-892-2913
E: info@b2gnow.com

Evaluation of B2Gnow by a large state DOT

1. Qualifications/Experience

Evaluator 1	Evaluator 2	Evaluator 3
Overview was fully provided on proposal pages 15-19 for all 17 bulleted items requested for each of the involved parties. Financials were provided as requested. Young firm, yet has strong ability to market product. Local firm with strong ties to city and county, which would allow [us] to be a part of a unified approach to Labor/Civil rights compliance.	In business since 1999, has 8 FTEs, has various government customers and several small government customers. Business focus is government.	Well qualified personnel, strong team presentation. Offered great support with permanent staff availability. Local presence and experience is a big plus.

2. Approach

Evaluator 1	Evaluator 2	Evaluator 3
Provided all required information for a successful approach, project schedule, implementation strategy on pages 41-45 was clear and concise, has comprehensive training program, included under separate cover copies of training materials, maintenance detail was good, support was documented very well.	Utilizes recognized software called B2Gnow. Utilizing Brabec Consulting to address DBE outreach. Product meets the requirements; support of proposer is what takes this proposal to a relatively high score...excellent support. Keeps use of consultants to a minimum. Full accountability positioned on proposer.	Product is able to import information from contractor's accounting system, which is key to maintaining consistency between the two entities. Excellent user guides, which will assist in timely and easily understood usage. Support is above average as firm has local FTE staff which continuously works with product and customer base. Approaches information sharing through interviews, which is a positive way to gain exact information.

3. Pricing

Evaluator 1	Evaluator 2	Evaluator 3
Supplier expressly provided an Application Service Provider hosting solution. The supplier provided a menu pricing solution. Offering substantial discounts if some pre-work (data input) is done by the department. Initial investment is [low]. Overall costs are lower than any other proposal.	Baseline costs and Full Options were provided. Offer gave choices of how this product is to be deployed and any associated costs or savings. Very good pricing. Lowest overall costs.	Maintenance is [per] year ... remains constant or little or no escalation. Initial start up is [low]. Very good pricing. Lowest lifecycle costs.

The B2Gnow system was evaluated recently by a large state DOT, resulting in a contract award. The process included a written proposal in response to an RFP, in-person presentation by the project management team, and final decision by a committee of evaluators.

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Customer Evaluation

B2Gnow

Diversity Management Software

Evaluation of B2Gnow by a large state DOT

4. Response to Requirements

Evaluator 1	Evaluator 2	Evaluator 3
<p>Technical and functional requirements were stated in pages 23-40 with some remaining items in progress. This will allow us to get the latest versions. Project appendix as required was provided, including system snapshots.</p>	<p>Excellent response to technical requirements, very capable of integrating with [our] system. Great functionality, user friendly applications and easy to work with.</p>	<p>System is housed in multiple secure, guarded locations, hosted solution is very good. Electronic signature available, [data] can be imported from contractors' payroll information systems. Provided all needed information including screen snapshots which provided an initial look and feel of the product.</p>

5. Overall Response to RFP

Evaluator 1	Evaluator 2	Evaluator 3
<p>Overall response was very good, and meets and or exceeds the stated requirements. Provided excellent information and organization within the 76 pages, well documented references, appendices, including system snapshots. Content indicated that proposer was well established and well organized to address customer needs. Proposal was easy to navigate and read.</p>	<p>Good, local company with strong presence in DBE community. Has knowledgeable support staff, product is focused on certified payroll data collection as well as civil rights data. Company has a lot of customers using product, so success of product use is proven. Time line for roll out is very quick which is a definite plus. Product has numerous included features, rather than add-ons.</p>	<p>Proposal was very good, represented product capabilities well. Product is more robust than expected, as seen in system snapshots. Overall proposal shows firm is very capable and does provide product today to satisfied customer base. Has multiple features and support mechanisms which provides for success of this project...updates were addressed, and will be forth coming in established calendar. Product provides for audit capabilities, tracking of fringe benefits...features that normally would be additional costs.</p>

6. References

Evaluator 1	Evaluator 2	Evaluator 3
<p>References were well documented pages 51-59 with excellent supporting information beyond as requested in RFP.</p>	<p>Proven track record for product as shown in references. Many customers currently using product successfully.</p>	<p>Very detailed submittal of this information. Over [10,000] contracts of various degrees, [60,000] vendors across the country].</p>

"I was extremely impressed with the conference and training. You guys do a first class job and your customer service is hard to beat. Thanks again."

Neil Polansky
City of Houston

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