B2Gnow

BROWARD COUNTY
DIVERSITY MANAGEMENT SYSTEM

B2GNOW

- Leading Diversity Management Software Solution

- Government is our specialty (B2G)

- Largest customer base – market leader in public sector and aviation

- Unequalled functionality – market leader

- 100% web-based solution

- Offered as a cost effective hosted solution (SaaS)

- Unmatched process expertise

- Founded in 1999

Modular Architecture & Functionality

Modular system exceeds the County's
current needs while providing "room to grow" in the future.

Contracts	Projects	Goal Setting	Bid Compliance	Program Management	Concessions	Tier 2	Spend Analysis
Online App	User, Organization, and Vendor Management			Transaction Tracking & Auditing			Recipient Reporting
Certification	Standard & Ad-Hoc Reporting			Secure Document Management			Advanced Organization Management
	Import/Export Integration			Help Desk & Customer Support			
Vendor Registration	Disparity Study Data Management & Reporting						Utilization Reporting
Outreach	On The Job Training	Workforce Utilization	Certified Payroll	Title VI & ADA	Insurance	Dashboards	Goal Plans

Key Benefits

Automated and streamlined compliance data tracking

Eliminate staff data entry and focus on value add tasks

Staff labor savings of 50-70%

Increased vendor accountability & responsiveness; reduced fraud

Dramatically improved reporting

More comprehensive

More timely

Higher MBE/WBE/SBE/DBE utilization

More accurate

Increased program visibility (in a good way!)

Reduced disparity study costs

"The prettiest data ever seen"

Requires little IT involvement (hosted solution)

Solution & Service Highlights

350,000+ vendors nationally reporting on **$750+ Billion** in contracts.

Facilitating **3,000** certification applicants *per month.*

Florida presence since 2009, **tens of thousands of local firms** already using system for "**one-stop-shop**" compliance and certification.

Zero-effort connection to city, county, UCP & state certified directories – over **150 directories** currently in the system.

Comprehensive contract compliance monitoring for all departments, all contract types, and multi-tiered subcontracting.

Seamless data sharing between all records types – vendors, contracts, concessions, certifications, outreach, reporting, and exports.

Ability to add functionality cost effectively.

Opportunities for **regional** certification and compliance collaboration.

Solution & Service Highlights

Extensive and flexible reporting options – search/export, standard reporting, ad-hoc reporting.

Extensive integration and migration experience – millions of records.

Highly configurable system substantially reduces/eliminates need for customizations.

Large and growing community of customers driving enhancements

Weekly training classes and annual user conference for both staff and vendors to maximize system knowledge and efficiency.
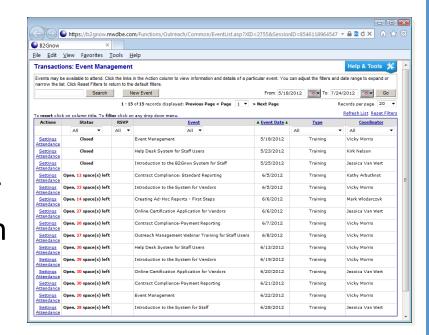
Full-time support team ready to provide staff and vendor technical support during all business hours.

Dedicated project manager and implementation team to guarantee every implementation is on-time and on-budget.
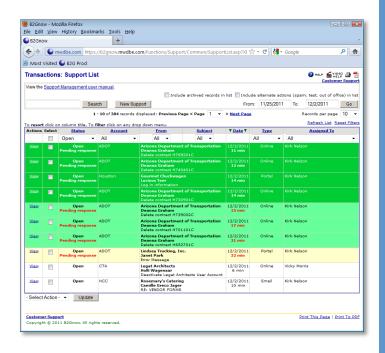
Training

- Initial staff training will be onsite.

- Unlimited, ongoing training is available by webinar at any time.

- The County can schedule additional webinar training as needed.

- B2Gnow offers regular vendor training webinars to all system users. Vendors can sign up at any time for these sessions.

Customer Support

- Phone and email customer support is provided to staff and first tier technical support/Help Desk is provided to vendors.

- Emergency technical support is provided 24/7.

- We aim to respond to all queries within 60 minutes.

- Integrated Help Desk module provides immediate visibility of user issues and questions.

- Access to the Help Desk module to respond to vendors' questions.

Data Migration

- We have successfully migrated over fifteen million records into B2Gnow.

- Standard data migration guide and maps:
  - Vendors & certifications
  - Contracts
  - Payments to prime contractors
  - Subcontractor plans
  - Subcontractor payments

- B2Gnow Data Manager will manage the data migration process and work with the County to generate migration files.

- Migration files will be loaded into system for review and validation by the County.

Data Integration

- We have extensive experience interfacing with external data sources to import data into B2Gnow (**30+ million records to date**).

- We have developed interfaces for sources including:

  - **Excel spreadsheets**
  - **Text files**
  - **Access databases**
  - **XML files**
  - **SQL applications**
  - **Web services**

  - **AMS**
  - **PeopleSoft**
  - **Oracle**
  - **SAP**
  - **Timberline**
  - **JD Edwards**

  - **ADPICS**
  - **Lawson**
  - **Epicore**
  - **MP2**
  - **HTE**
  - **Primavera**

- Data can also be entered into B2Gnow manually with intuitive data entry screens that offer complete data validation.

- B2Gnow's highly sophisticated data interface engine was designed to minimize duplicate data and maximize data completeness/quality.

- The system includes a process where rejected data records can be reviewed by staff for correction and reloading.

System – Security

- Rigid and robust security posture.
- All primary components monitored continuously by multiple third party services from 17 locations. System is checked every **10 seconds**.
- System is tested for vulnerabilities daily; PCI & OWASP compliant.
- **All data is encrypted** both at rest and in transit.
- No data has been lost or compromised since system launch in 2001.
- Programming conforms to industry standard and B2Gnow template process; all software code is reviewed and approved by system architect.

System – Redundancy & Disaster Recovery

- State of art server and network equipment, firewalls, intrusion detection system, and load balancers.

- All equipment is double, triple, or quadruple redundant – **99.9%** availability in past year.

- Databases & file attachments replicated real-time to multiple locations.

- Multiple fully functional disaster recovery systems are maintained for immediate switchover.

- System has been audited by MasterCard, New York State, City of Chicago, City of Phoenix, City of Seattle, and City of Denver.

- Full-time IT staff monitor system security and performance.

System Monitoring

- B2Gnow guarantees system availability of 99.9%; actual available at 99.99% in 2015.

- We utilize four third-party services (McAfee, AlertSite, Pingdom, Alertra) to monitor system availability and security.

- Services check site availability and performance every ten seconds from seventeen cities across the country.

- B2Gnow staff is alerted immediately if a potential problem is detected.

- Reports available for client review.

System – User Controls & Accessibility

- User access is role-based and strictly controlled.

- Requires strong passwords and incorporates user password expiration, automated account lockout, "bot"-blocking, and session time-outs.

- Organizations can define security configuration of system.

- Designed to Section 508 protocols.

System Maintenance & Enhancements

- All customers use the latest version.

- All standard enhancements are provided as part of annual service.

- Deployments are transparent, customers can "opt-in" to new features.

- B2Gnow performs **all** maintenance, upgrades, system tuning, and monitoring.

Implementation Model: Software-As-A-System

Annual Service

- Software licenses
- System management & maintenance
- Managed hardware
- Database management
- Unlimited staff users
- All standard reports
- 1st tier vendor technical support
- Staff technical support
- Unlimited staff training
- Training manuals & quick guides
- Online help tools
- Updates to data interfaces

Implementation

- Dedicated Project Manager
- Setup & configuration
- Configuration of notification templates
- Configuration of portal
- Staff training
- Standard reports
- Creation of initial staff accounts
- System interfaces per RFP

Our pricing is inclusive of all SaaS services and software

Why B2Gnow?

1 **TEAM** of experts in public sector software with the resources necessary for project success, with extensive MBE, WBE, SBE, DBE, ACDBE, LBE program experience.

2 The most comprehensive **TECHNOLOGY** available delivered using state-of-the-art technical infrastructure.

3 17 years **EXPERIENCE** delivering 180 systems <u>on time</u> & <u>on budget</u> while exceeding client expectations.

Why B2Gnow?

1 The most qualified **TEAM** available – experts in MBE, WBE, SBE, DBE, ACDBE, LBE programs and processes.

Why B2Gnow? ➢ Team

We understand government. It's all we do. B2G = Business to Government.

Our staff includes experts in contract compliance, certification, goal setting, prevailing wage, project management, software development, systems administration, and customer support.

We have the resources and talent to successfully manage multiple projects simultaneously.

B2Gnow is financially strong with sufficient resources to guarantee your project's success.

Top level quality customer service for staff and vendors

*"… 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."*

Janice Ruley, Houston Airport System

Why B2Gnow?

2 The most comprehensive **TECHNOLOGY** available, delivered using state-of-the-art technical infrastructure.

Why B2Gnow? ➢ Technology

Comprehensive	B2Gnow is the **most comprehensive diversity management system available**, and our modular design allows you to implement functions as needed.
Cost Effective	100% web-based hosted solution is considerably **less expensive** than traditional installed software solutions.
Collaborative	Collaborative architecture will permit the organization and its departments to minimize cost while providing a **one-stop solution for the vendor community**
Advanced	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. We **meet or exceed** requirements of the most stringent governments.
Integrated	B2Gnow can **easily exchange** vendor, contract, and payment data with external systems.
Scalable & Robust	Our system will support **thousands of users at the same time** and is usable over dial-up Internet connections still used by many vendors.
Optimized	The system is designed to maximize vendor participation and **reduce staff time** required to enter and manage data. Used by 350,000 vendors and 9,000 staff, B2Gnow tracks contracts worth more than $750 billion.

Why B2Gnow?

3 Unmatched **EXPERIENCE** managing and implementing diversity management technology <u>on time</u> & <u>on budget</u>, while exceeding client expectations.

B2Gnow Customers

- Bexar County (TX)
- Cuyahoga County (OH)
- Dallas County
- Fulton County (GA)
- Hillsborough County (FL)
- Howard County (MD)
- Leon County (FL)
- Los Angeles County Public Works
- Milwaukee County
- Travis County (TX)
- State of New York
- State of Illinois
- State of Oregon
- State of Tennessee
- City of Chicago
- City of Cleveland
- City of Dallas
- City and County of Denver
- City of Houston
- City of Kansas City
- City of Louisville
- City of Memphis
- City of Milwaukee
- City of New Orleans
- City of New York
- City of Orlando
- City of Pensacola
- City of Philadelphia
- City of Phoenix
- City of St. Paul
- City of San Antonio
- City of Seattle
- City of Tampa

- Federal Highway Administration
- Arizona Department of Transportation
- Colorado Department of Transportation
- Delaware Department of Transportation
- Idaho Department of Transportation
- Michigan Department of Transportation
- Nevada Department of Transportation
- New Mexico Department of Transportation
- North Dakota Department of Transportation
- Oklahoma Department of Transportation
- Texas Department of Transportation
- DC Department of Transportation
- Capital Metro
- Chicago Transit Authority
- Corpus Christi RTA
- Hillsborough Area Regional Transit Authority
- Houston Metro Transit Authority
- Jacksonville Transit Authority
- Los Angeles County MTA
- New Orleans RTA
- Phoenix Transit Authority
- St. Louis Metro Transit Authority
- San Mateo County Transit District
- Santa Clara VTA
- Sound Transit
- Valley Metro Transit
- VIA Metro Transit (TX)
- CERT Authority
- Milwaukee Metropolitan Sewer District
- University of Texas System
- Johns Hopkins University
- Chicago Parks Department
- Chicago Housing Authority

- Federal Aviation Administration
- Chicago O'Hare & Midway Airports
- JFK, Newark, and La Guardia Airports
- Dallas/Fort Worth International Airport
- Greater Orlando Aviation Authority
- Houston Intercontinental & Hobby Airports
- Los Angeles World Airports
- Memphis-Shelby County Airport Authority
- Metropolitan Washington Airport Authority
- Raleigh-Durham International Airport
- Jackson Municipal Airport Authority
- Allegheny County Airport Authority
- Nashville International Airport
- Denver International Airport
- Phoenix Sky Harbor Airport
- Boston Logan Airport
- Charlotte Douglas International Airport
- San Antonio Airport
- St. Louis Airport
- Port Authority of New York & New Jersey
- Port of Houston
- Port of Portland
- Port San Antonio
- San Diego Association of Governments
- Baltimore City Public Schools
- Chicago Public Schools
- Denver Public Schools
- Houston Independent School District
- Miami Dade County Schools
- Milwaukee Public Schools
- Palm Beach County Schools
- Portland Public Schools
- University Health System

Extensive DBE & ACDBE Experience

12+ years experience working with airports across the country:

- **20** airports tracking DBE compliance and ACDBE revenues.
- **25** agencies certifying DBE & ACDBE firms.
- **50** agencies reporting to FAA, FHWA, and FTA.

Provider of **FAA dbE-Connect** system for DBE, Title VI, and ADA program management and reporting. 2000+ airports using dbE-Connect. Select in July to provide a similar system for **FHWA**

All standard DBE and ACDBE reports and related data tracking facilitated.

Built to Part 26 and Part 23 regulations and **guaranteed** to comply.

Multiple B2Gnow staff previously worked in airport DBE and ACDBE programs.

Contract relationship with AMAC to support **National Certified Directory**.

B2Gnow is the "Go-To Solution"

Organizations that have used B2Gnow to replace an existing system

- Chicago Housing Authority
- City of Cincinnati
- City of Cleveland
- City of Dallas
- City of St. Paul
- Cook County
- Dallas County
- Fulton County
- Hillsborough County
- New York State/DASNY
- Charlotte Airport
- Cleveland Airport
- Memphis Airport
- MWAA
- Cap Metro
- St Louis METRO
- Houston METRO
- DC DOT
- Nevada DOT
- Baltimore City Public Schools
- Houston Schools
- Houston Community College System
- Port of Houston
- CERT Authority
- WBENC

Organizations that have replaced B2Gnow

Final Thoughts

B2Gnow is the **best** partner for Broward County:

1. Responsive and Responsible
2. Most comprehensive functionality available
3. World-class technology and security
4. All-inclusive implementation and annual service fee
5. Proven industry expertise
6. Highly experienced team of over 40 full-time staff
7. Financial resources to guarantee success
8. Trusted solution for over 180 clients
9. Zero client turnover
10. Lowest Risk

B2Gnow

Questions
&
Answers

B2Gnow Software

Serving Size: 1 project

Amount Per Serving

Calories 0   Calories from Fat   0

% Daily Value*

High Quality Data	**100%**
Reporting	**100%**
Time Savings & Automation	**100%**
Total Problems 0g	**0%**
Data Duplication 0g	**0%**
Stress 0g	**0%**
Headaches 0g	**0%**
Delay 0g	**0%**

*For more information, please view our web site
www.b2gnow.com

Ingredients: Certifications, contracts, DBEs, concessions, no change affidavits, change orders, Davis-Bacon, bid tracking, prevailing wage, certified payroll, outreach, capacity, availability, disparity study data, semi-annual report, ACDBEs, financial system integration, data imports, ad-hoc reporting, exports, NAICS codes, gross receipts, size standards, personal net worth, decertification, graduation, multi-tiered utilization, data cleaning, configuration, file attachments, encryption.