

DOES OUR WORK
MEAN **MORE**
OPPORTUNITY
FOR YOUR
BUSINESS?

BUSINESS



PROGRAM



What's on the agenda?

- Introduction
- Business Opportunity Program
- Department Overviews
 - Legal
 - Finance
 - Internal Audit
 - IT
 - Safety & Security
 - Operations & Maintenance
- Managing Opportunities

BUSINESS



PROGRAM

Opening doors for Northeast Ohio minority-owned, women-owned, and small businesses

OPPORTUNITY PIPELINE

 **Northeast Ohio
Regional Sewer District**

MBE/WBE/SBE

- Disparity study overview
- Program objectives
- Definition of MBE and WBE
- Eligibility standards
- Economically disadvantaged
- Communications
- Outreach
- Next Steps

Disparity Study

- Intensive disparity study
- Examine evidence of discrimination against minority and women firms
- Study found statistical and anecdotal evidence of discrimination in the District's market area

Program Objectives

- MBE/WBE and SBE Program June 01, 2011
- Minority Business Enterprise goals (MBE)
- Woman Business Enterprise goals (WBE)
- Small Business Enterprises goals (SBE)
- Project-by-project goals

What is a MBE and WBE?

- Local small business
- Which is at least 51% owned by one or more Minority/Woman individuals
- Which is managed and controlled by one or more Minority/Women individuals
- Performs a commercially useful function

What is a MBE and WBE ?

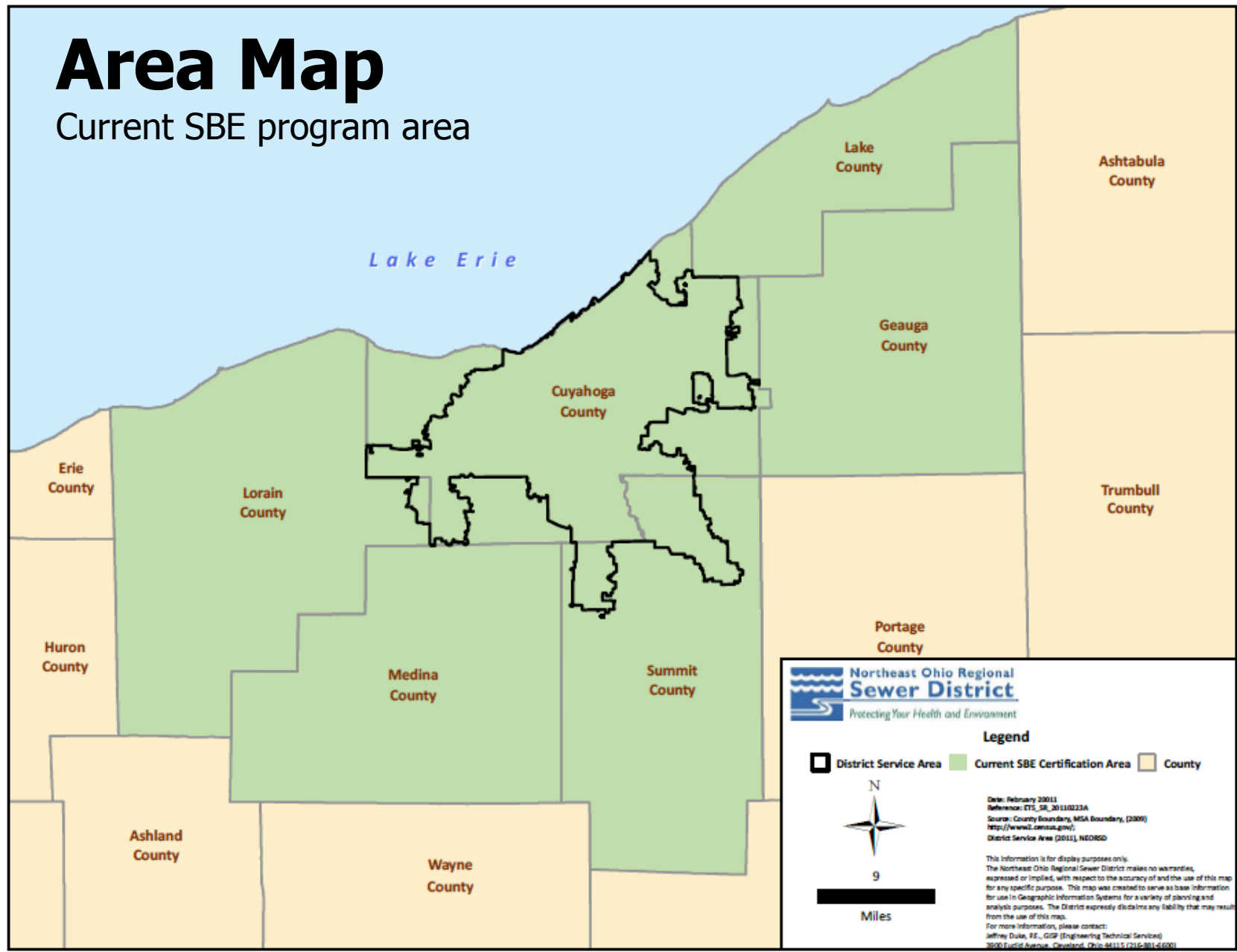
- Minority individual shall mean a person who is a member of one of the following groups:
 - African Americans
 - Hispanic Americans
 - Asian Americans
 - Native Americans
 - WBE
 - Shall mean a person of the female gender who is a business owner
 - Woman – as defined under Ohio law
- * Individual members of other groups found by the District to be socially disadvantaged.

Eligibility Standards

- Proposed Locations
 - **Metropolitan Statistical Areas**
 - Cleveland
 - Elyria
 - Mentor
 - Akron
 - Canton- Massillon
 - Youngstown – Warren
 - Ashtabula

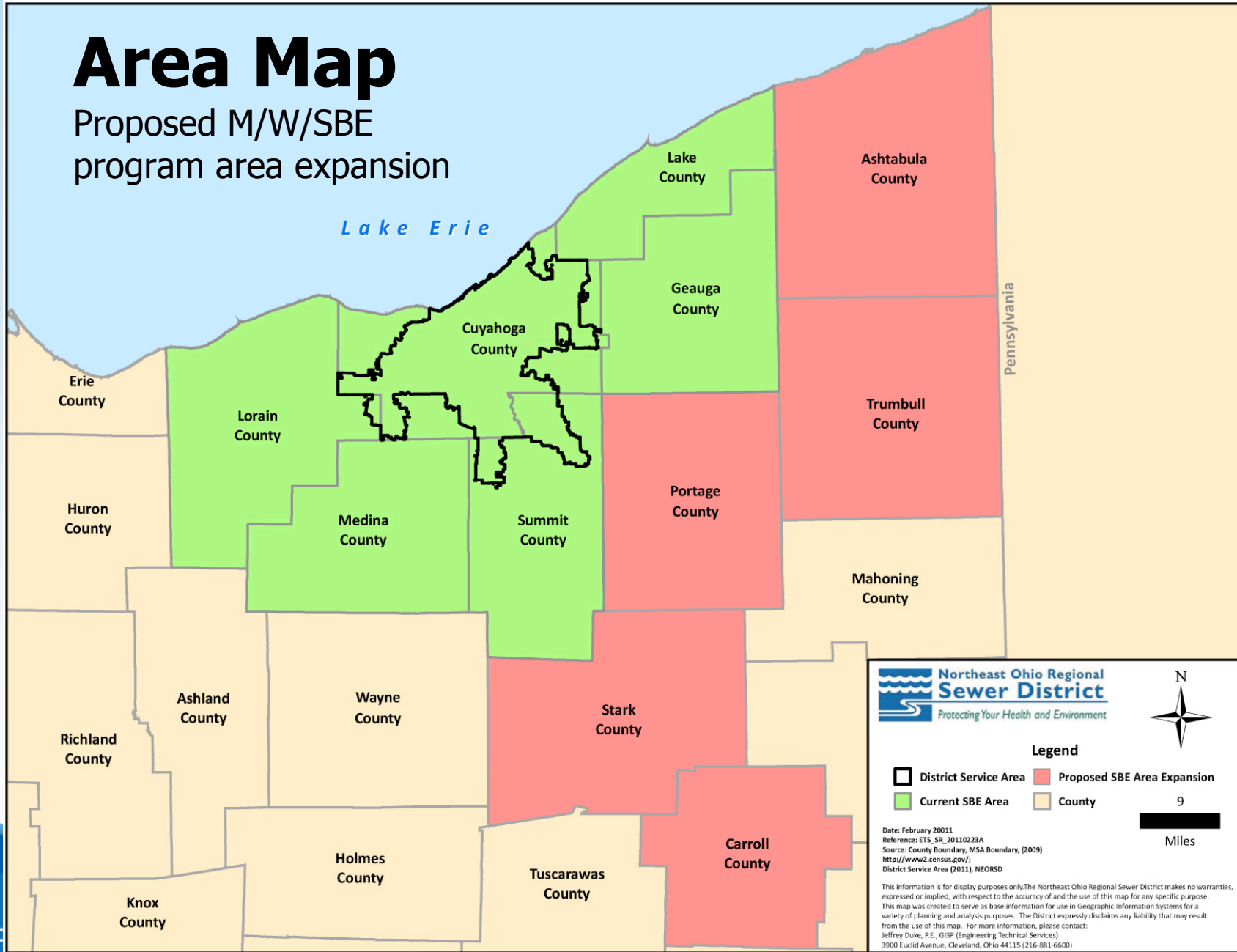
Area Map

Current SBE program area



Area Map

Proposed M/W/SBE
program area expansion



- Legend**
- District Service Area
 - Current SBE Area
 - Proposed SBE Area Expansion
 - County



Date: February 20011
Reference: ETS_SR_20110223A
Source: County Boundary, MSA Boundary, (2009)
<http://www2.census.gov/>
District Service Area (2011), NEORS

This information is for display purposes only. The Northeast Ohio Regional Sewer District makes no warranties, expressed or implied, with respect to the accuracy of and the use of this map for any specific purpose. This map was created to serve as base information for use in Geographic Information Systems for a variety of planning and analysis purposes. The District expressly disclaims any liability that may result from the use of this map. For more information, please contact:
Jeffrey Duke, P.E., GISP (Engineering Technical Services)
3900 Euclid Avenue, Cleveland, Ohio 44115 (216-881-6600)

Revenue Eligibility Standards

- District size standards (sample, in millions)
 - Construction \$33.5m
 - Plumbing \$33.5m
 - Electrical \$33.5m
 - Painting \$14m
 - Flooring \$14m
 - Engineering \$10m

***Based on a 5 year average**

Economically Disadvantaged

- **Personal net worth statement for SBEs, MBEs and WBEs**
- Individual personal net worth less than \$1.3m
- Owner must possess the power to direct the management and policy decisions

SBE/MBE/WBE Project Goal Estimating Procedure – Capital Projects

- Project cost estimated by construction category
- Abilities of certified SBE/MBE/WBE correlated with category cost estimates
- Capacity and number of SBE/MBE/WBE firms taken into consideration
- Range of potential SBE/MBE/WBE participation opportunities calculated
- Goal calculation documented on SBE/MBE/WBE goal calculation spreadsheet

SBE/MBE/WBE Project Goal Estimating Procedure – Capital Projects



SBE Calculation Sheet

BID FORM

Project Title: _____
 Project Acronym: _____
 Project Number: _____

ITEM NO.	ITEM DESCRIPTION (Reference/Specification Section)	UNIT	ESTIMATED QUANTITY	UNIT BID PRICE		TOTAL BID AMOUNT		SBE low range		SBE high range		TYPICAL SBE CONTRACTORS
				DOLLARS	CENTS	DOLLARS	CENTS	DOLLARS	CENTS	DOLLARS	CENTS	
GENERAL ITEMS												
1	Construction Photography, Inspection, and Reports											
2	Site Work											
BID ITEMS												
3												
4												
5												
6												
7												
8												
BID ITEMS												
9												

Communications

- MBE/WBE/ SBE Community
- Prime Contractors
- Business Opportunity Exchange
- Community Leaders Meeting

Outreach

- Certification Workshops
- Partner with other organizations for construction workshops
 - City of Cleveland W.O. Walker
 - Gilbane Construction Management
 - Synergy Hopkins Airport
- Greater Cleveland Partnership
- Women Business Council
- National Association of Women Business Owners
- Hispanic Business Association

Program Summary

- Program based upon Disparity Study results
- MBE and WBE goals will be placed on projects
- Metropolitan Statistical Areas (MSAs)
- Revenue eligibility based on a 5 year average
- Personal net worth statement
- Advisory committee
- Outreach

BUSINESS



PROGRAM

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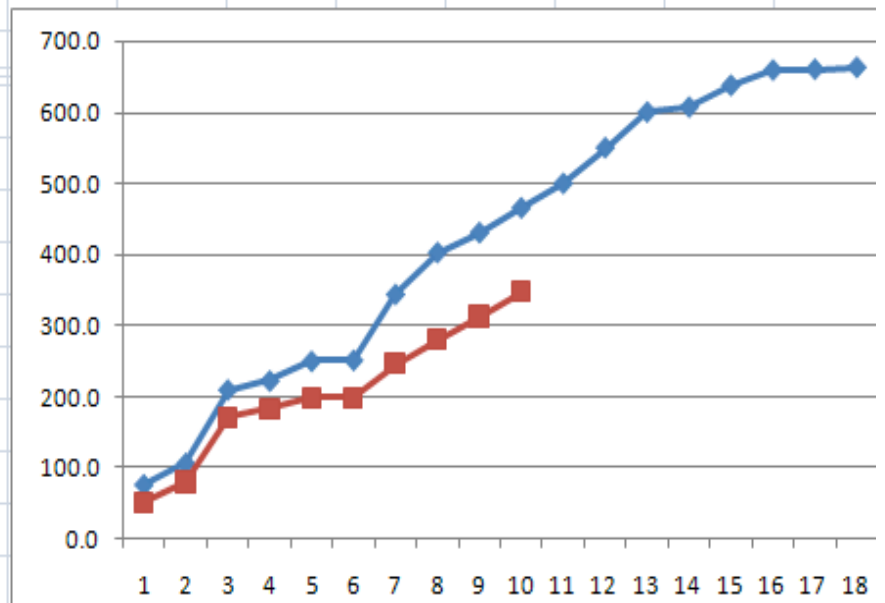
OPPORTUNITY PIPELINE

 **Northeast Ohio
Regional Sewer District**

Project Tracking

SBE/MBE/WBE TRACKING

Project Name:	Example Project
Contractor:	Jones Construction
Project Acronym:	EXPRJ
Oracle Project #:	EXPRJ
Contract Value	\$5,117,500
Contract #:	2000.00
Estimate Date:	Tuesday, February 23, 2010
Period Start:	Wednesday, February 24, 2010
Period End:	Thursday, February 25, 2010
Pay Request No.:	10.00



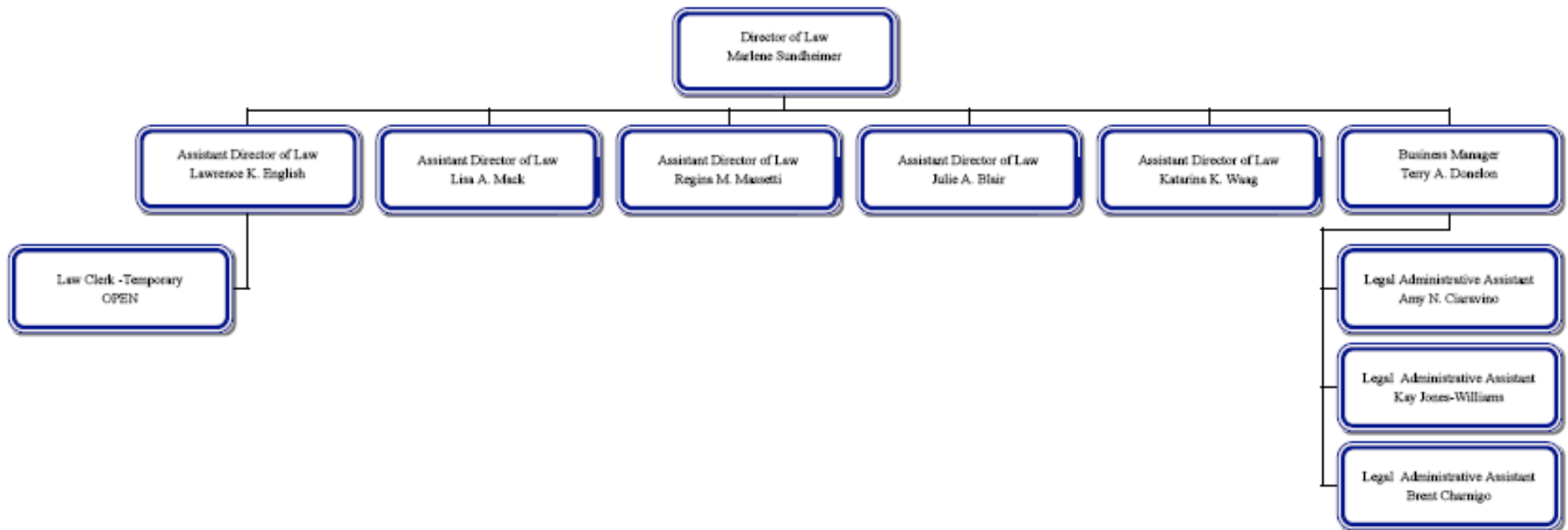
Subcontractor	MBE/WBE/ SBE	Goal %	Goal \$		Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12
ATB Enterprises	MBE	8.84%	\$452,600.00	PLANNED	431,927		87,550	1	12,356	500	58,914
				ACTUAL	153,338		77,000	1			38,514
Paving & Construction Co.	MBE	3.22%	\$165,000.00	PLANNED	78,726						25,000
				ACTUAL	0						
ABC Corp	SBE	2.34%	\$120,000.00	PLANNED	104,341	1,540	3,000	1	12,750		3,000
				ACTUAL	125,112	1,536	3,000	1	12,551		3,485
123 Trucking	MBE	60.00%	\$30,000.00	PLANNED	29,501			4,500	1	1,020	1,250
				ACTUAL	16,189			4,427	1	1,018	1,215
				DI PLANNED	255,903	75,000	30,000	12,760	8,000	2,500	4,278

Law Department Overview

Katie Waag

Assistant Director of Law

Northeast Ohio Regional Sewer District
LAW
Budget Center - 7000



Legal Department

- Outside Counsel
 - Specialized Matters
 - Revenue Bond Issues
 - Labor Negotiations
 - Complex Litigation
- Appraisal other Real Estate Services
- Document Management/Storage
- Court Reporting and Transcription
- Insurance
 - Risk Management Services
 - Brokerage Services

FINANCE DEPT

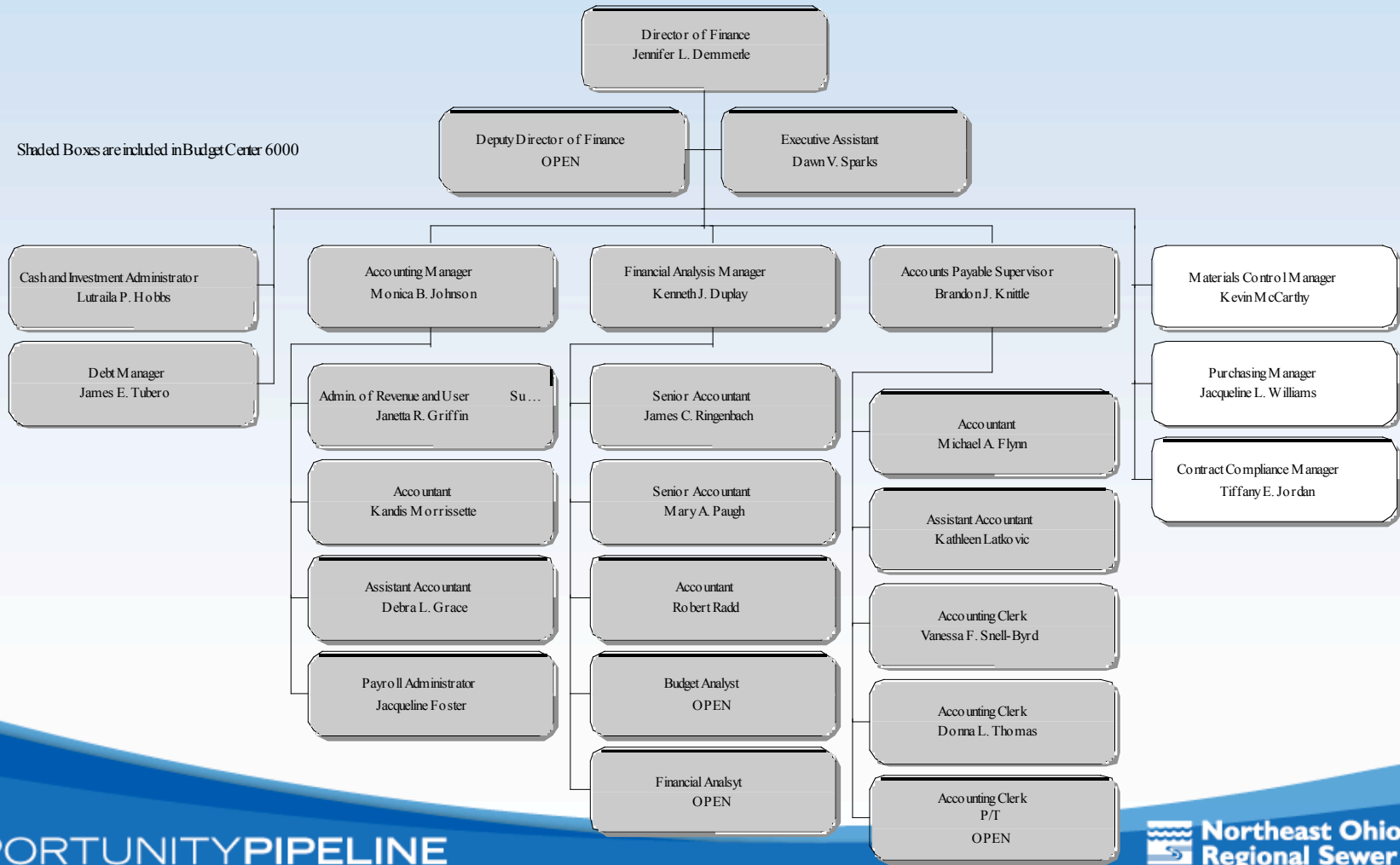
JACQUELINE WILLIAMS
PURCHASING MANAGER

Finance Budget Centers

- Finance
- Inventory Control
- Purchasing
- Contract Compliance

Northeast Ohio Regional Sewer District
Finance
Budget Center - 6000

Shaded Boxes are included in Budget Center 6000



Request for Proposal Process

- Finance partners with firms or individuals who provide specific knowledge or expertise to complement NEORSD staff and provide required services
- Financial services bid including investment portfolio management, financial advisors, audit services
- RFP's are written and reviewed by department management and subject matter experts.

Requirement Contract Bid Process

- Classes of individual stock items are bid as a contract
- Bids are evaluated by Purchasing and Inventory Control
 - Bid completeness and price are considerations

2011 Opportunities

- Finance
 - Annual Financial Audit Services
 - Investment Advisory Services
- Inventory Control Requirements Contracts
 - Safety/First Aid
 - Bearings
 - Belts

INTERNAL AUDIT

MICHAEL CARR
SENIOR INTERNAL AUDITOR

Business Opportunity Pipeline

- REQUEST FOR PROPOSAL PROCESS
 - NEORSO solicits partners to provide assistance to its Internal Audit Department
 - Seek to leverage the talents of its existing staff with its partners to achieve strategic business objectives
 - Looking for interested firms to dedicate professionals having the requisite experience and knowledge

Business Opportunity Pipeline

INTERNAL AUDIT SERVICES REQUEST SCOPE

- What we want tested, confirmed or assessed

OBJECTIVES

- What we are trying to achieve

PROCEDURES

- How we want it accomplished

TIMING & DURATION

- Time Frame & Estimated Hours

Business Opportunity Pipeline

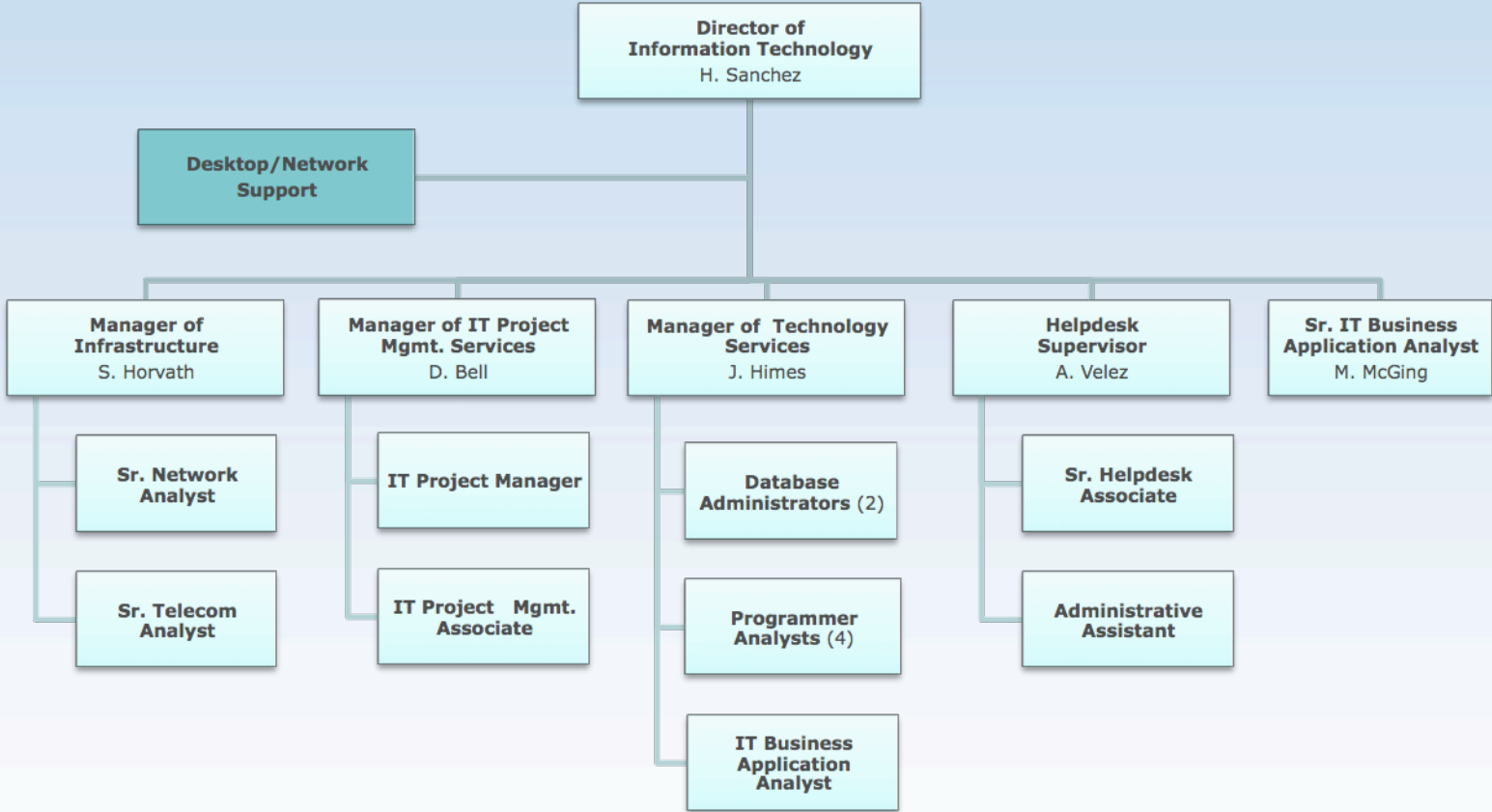
- ENGAGEMENT TYPES
 1. Internal Audit
 2. Information Technology
 3. Construction

IT Department Overview

Humberto J. Sanchez

Director of Information Technology

Information Technology Department



Information Technology Department

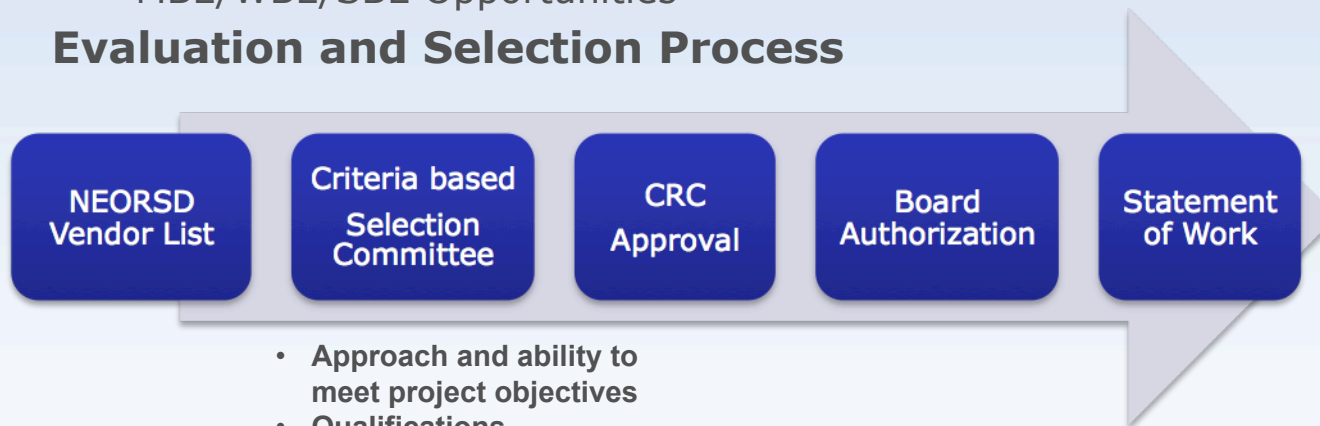
- Plan for technology selection and deployments
- Manage the District information technology infrastructure and business systems
- Support District departments during lifecycle of business applications
- Provide business process management support
- Provide end user support (network & desktop applications)
- Support District Plant Automation network and infrastructure

Information Technology Department

Infrastructure	Business Applications	Enterprise Technology
<ul style="list-style-type: none"> • Network / Security • Storage Area Network • Telephony • Radio • Disaster Recovery • Network/Desktop Support • Server/Desktop Hardware • Desktop Applications • Remote Access 	<ul style="list-style-type: none"> • Oracle <ul style="list-style-type: none"> • Work & Asset Management • eBusiness (HR, Finance, OLM) • Discoverer • CC&B (Division of Water) • GIS • LABLynx • ODMS • Kronos • Noetix • Inquiry Tracking Log • Track-IT • Groupwise (>>Exchange) 	<ul style="list-style-type: none"> • Oracle Database • MS SQL Server • Avaya • VMWare • Compellent • M+Archive • ESRI / Geocortex • Linux / Windows Server

Procurement

- **Purchases**
 - Ohio State Term Schedule
 - Quotations / Competitive Bidding
- **Professional Services**
 - RFQ/RFP
 - MBE/WBE/SBE Opportunities
- **Evaluation and Selection Process**



- Approach and ability to meet project objectives
- Qualifications
- Experience
- Past performance on similar projects & references
- Level of effort / Cost
- Quality of Proposal
- Quality of Presentation

Project Opportunities

Systems

- Groupwise to Exchange email Migration
- Oracle iRecruitment Implementation
- SharePoint
- ODMS Replacement
- Business Intelligence
- Business Process Management
- Enterprise Content Management

Infrastructure

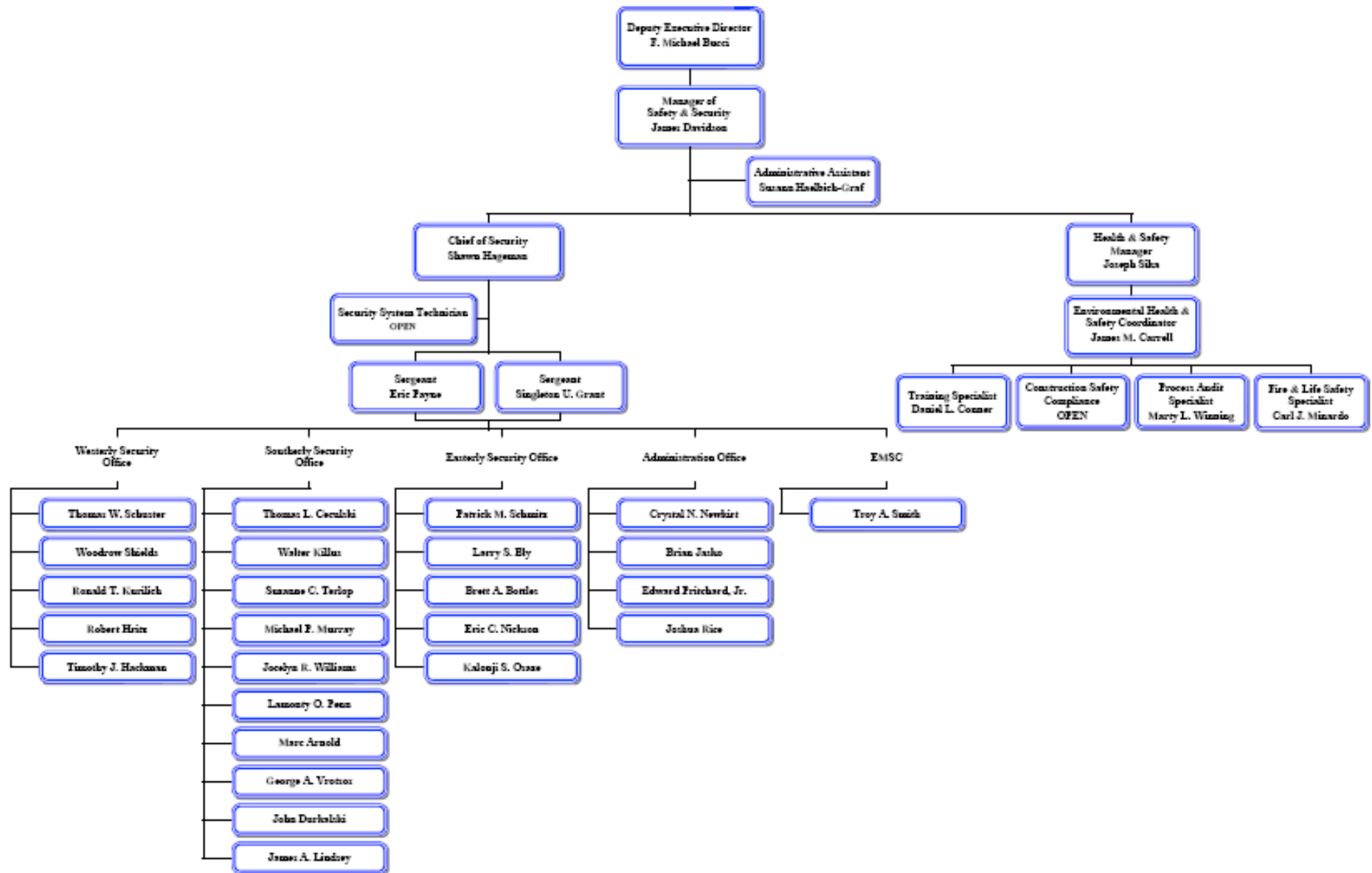
- Fiber Rehabilitation
- Collection System Wireless Upgrade
- A/V, Paging, and Remote Access Upgrades
- Phone System VoIP Upgrade
- A/V, Cabling, Paging, Radio Maintenance Services
- Remote Call Center
- Network Enhancements

SAFETY & SECURITY

Joe Sika

MANAGER OF SAFETY &
SECURITY

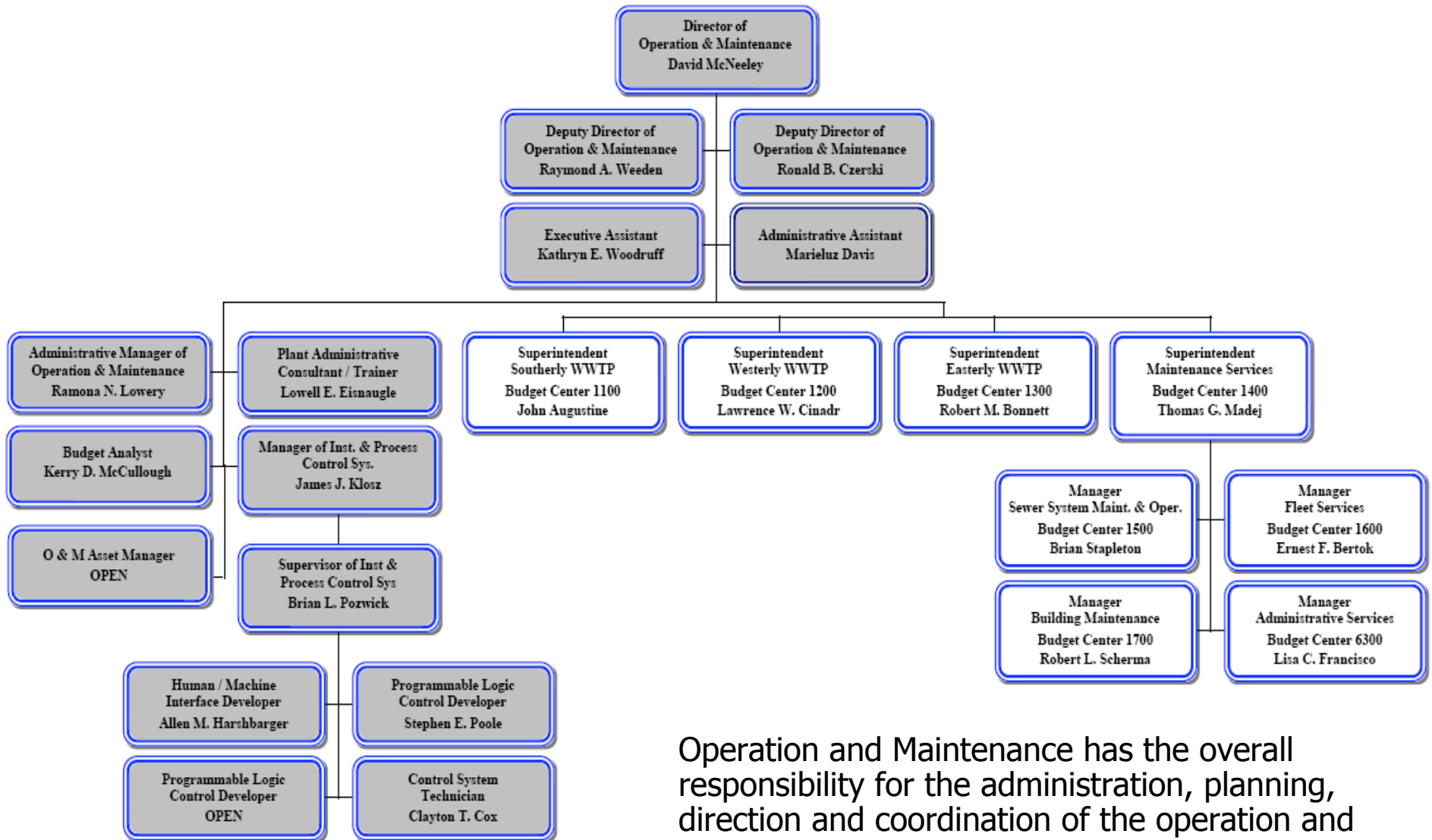
**Northeast Ohio Regional Sewer District
Safety & Security
Budget Center - 2100**



Operation & Maintenance

Ramona Lowery
Administrative Manager

Northeast Ohio Regional Sewer District
Operation and Maintenance
Budget Center 1000



Operation and Maintenance has the overall responsibility for the administration, planning, direction and coordination of the operation and maintenance of the plants and collection systems.

Operation & Maintenance

- Administration
 - Administrative Services Contracts: **Snow Plowing, Lawn Maintenance**, Copier Maintenance Services, **janitorial services**, office furniture and office supplies
- Planning
 - Building Maintenance Projects: windows, overhead doors, fencing
 - Collaboration with engineering and other departments
- Instrumentation & Process Control Systems
 - Contracts: Wonderware HMI software Support and Predictive Maintenance

Operation & Maintenance

- Fleet Services
 - Contracts: all District vehicles, fuel for District vehicles and services (i.e. power washing)
- Coordination of the operation and maintenance of the Plants (Southerly, Easterly & Westerly WWTPs)
 - Plant contracts: chemicals, utilities (i.e. natural gas), backflow inspection and repair, uniforms, bulk treated ice control (salt) and ash removal & hauling, industrial cleaning
- Coordination of the operation of the collection systems
 - Sewer System Maintenance & Operations contracts: sewer repairs (3 year emergency contract; 5 of the 8 contractor's on this list are SBEs) and sewer cleaning/general maintenance

Evaluation Process

- Operation & Maintenance is responsible for over 50 contracts
 - \$10,000 to \$10 million
 - Contracts are combination of direct purchases, quotes, RFP, bids
 - **Direct Purchases:** motors, repairs and other miscellaneous items
 - **Quotes:** rubbish removal, backflow inspections and nitric acid

Evaluation Process

- RFPs issued in 2010 (eligibility criteria varies)
 - Southerly WWTP pH issue, Natural Gas, Electricity and Copy machine service
- Bids issued
 - **2008:** 22 | **2009:** 26 | **2010:** 32
 - O&M process in place to identify/reach SBEs
 - Of those issued, possible SBE opportunities:
 - Lawn, snow, backflow inspections, chemicals, fence, windows, overhead doors, freight for tanks (i.e. ferric chloride), sludge cake hauling (Southerly & Westerly), Ash removal (Westerly), janitorial services and HVAC maintenance

How District Opportunities are Managed

OPPORTUNITYPIPELINE

neorsd.org/sbe



Northeast Ohio
Regional Sewer District

Law Governing Opportunities

- Governed by Ohio Revised Code 6119.10
 - Construction Requirements
 - Competitive Bidding
- Ohio Revised Code Chapter 153
 - Public Improvements
 - Professional Design Service Requirements

Notification of Opportunities

- NEORSD.ORG
- Plain Dealer/Call & Post
- Direct email/fax

After Opportunity Award

- Successful bidder
 - Contract submitted for signature
- Unsuccessful bidder
 - Follow-up to review winning bidder/proposers submission

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