

TANGIBLE RESULT #7

Be Fair and Reasonable to Our Partners



MDOT will provide an easy, reliable procurement experience throughout the system.

RESULT DRIVER:

Wanda Dade

State Highway Administration (SHA)

TANGIBLE RESULT DRIVER:

Wanda Dade
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Angela Martin
Maryland Aviation Administration (MAA)

PURPOSE OF MEASURE:

To track MBE participation achieved on contracts within MDOT

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT TBUs report the data on a quarterly basis to Governor's Office of Minority Affairs (GOMA) and MDOT. The information will be provided by MDOT from that report

NATIONAL BENCHMARK:

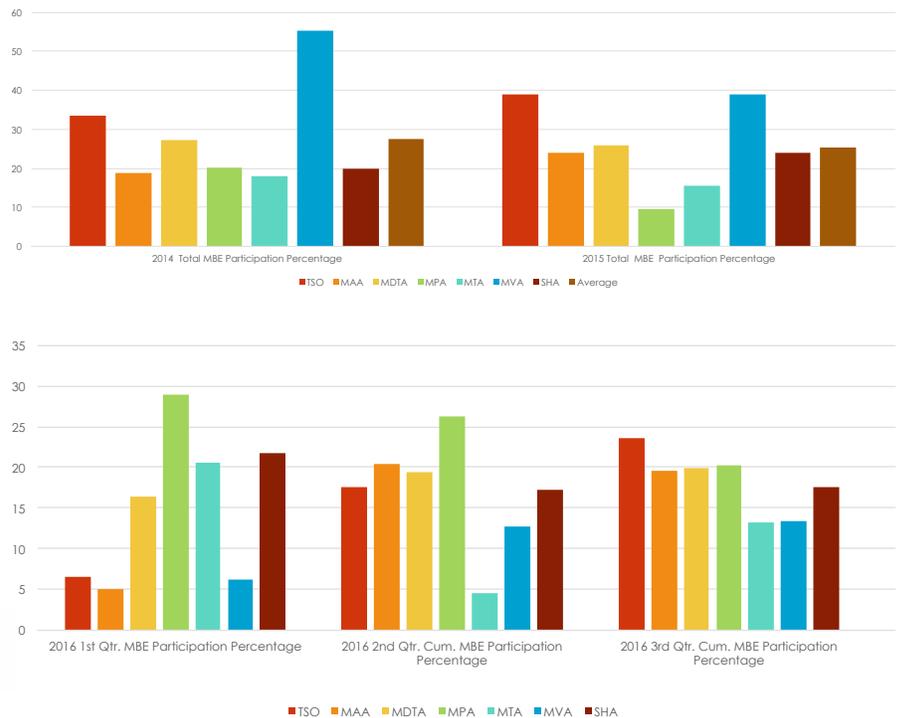
The state goal/benchmark is 29%

PERFORMANCE MEASURE 7.1

Percentage of Minority Business Enterprise (MBE) Participation Achieved by Each TBU

- MDOT MBE participation for the first three quarters of FY 2016 was 18.19% (average of all TBUs and TSO)
- Participation at the TBUs for the first three quarters of FY 2016 ranged from 13.20% to 23.56%
- Participation is reported on a quarterly year-to-date basis
- MDOT MBE Participation for FY 2014 was 27.5% (average of TBUs and TSO)
- MDOT MBE Participation for FY 2015 was 25.2% (average of all TBUs and TSO)

MBE Participation by TBU



Be Fair and Reasonable to Our Partners

TANGIBLE RESULT DRIVER:

Wanda Dade
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Angela Martin
Maryland Aviation Administration (MAA)

PURPOSE OF MEASURE:

To track MBE prime contractor participation achieved on contracts within MDOT to ensure MDOT provides opportunities to all of business partners.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Data will be collected from MDOT and TBUs.

NATIONAL BENCHMARK:

TBD

PERFORMANCE MEASURE 7.2

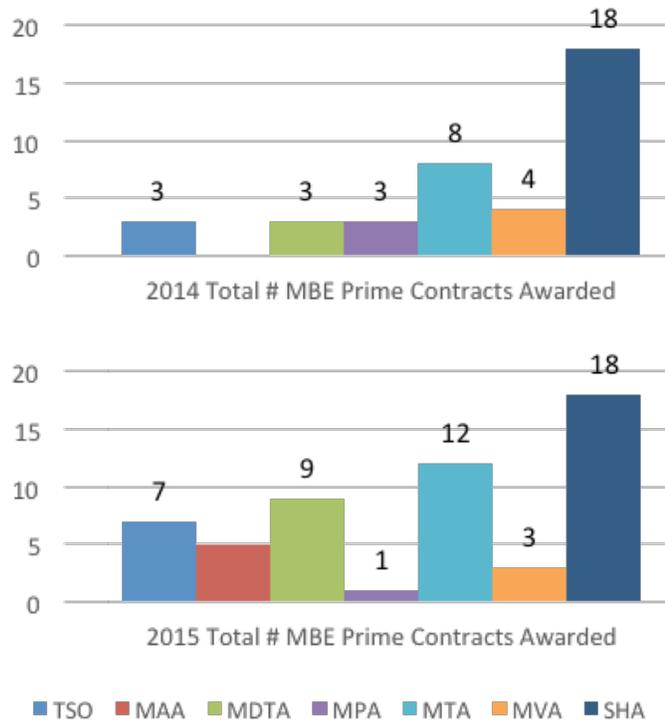
Number and Percent of Contracts Awarded to MBE Firms as the Prime Contractor

Participation of MBE firms as a prime contractor is important to facilitate their growth and enable them to compete after graduation. MBE firms “graduate” from the program when reaching designated thresholds (re. company gross receipts and personal net worth of owners).

The information reported in this measure is the number of MBE prime contractors awarded contracts at/above \$500,000. It does not include small purchases. The number of contracts awarded remains fairly low (0 – 9 awards for the third quarter).

The contracts cover a variety of areas including construction, architectural, engineering, maintenance and services.

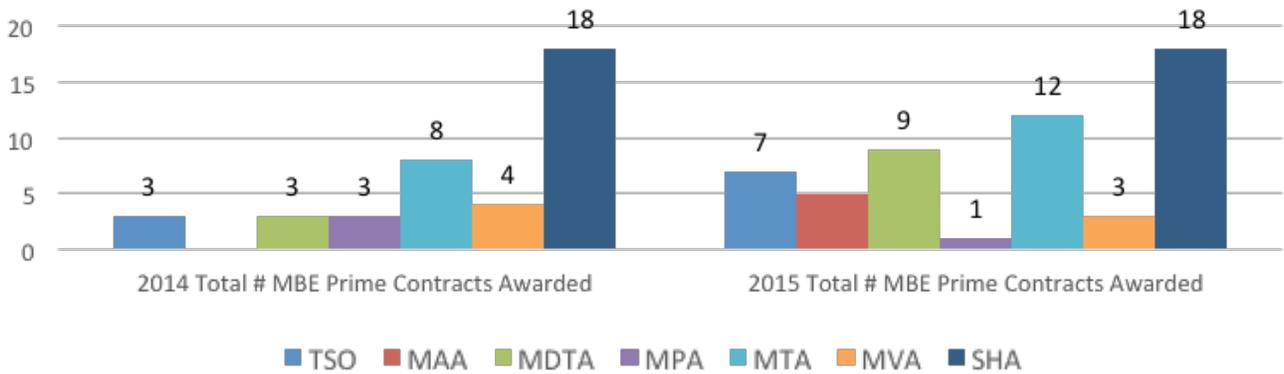
MBE Prime Contracts Awarded – Number



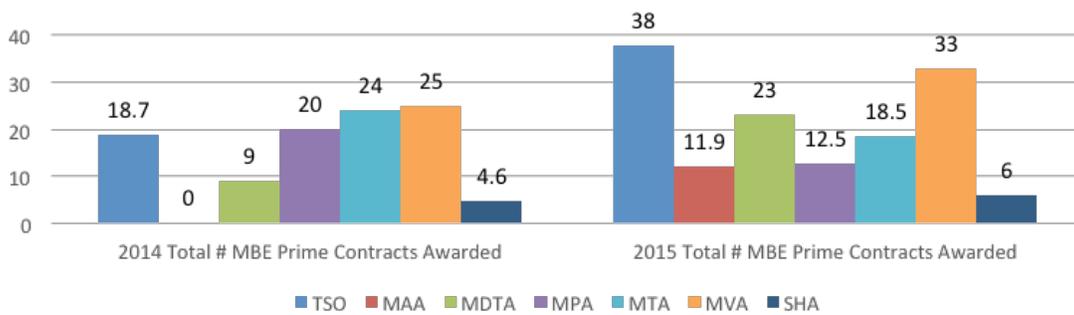
PERFORMANCE MEASURE 7.2

Number and Percent of Contracts Awarded to MBE Firms as the Prime Contractor

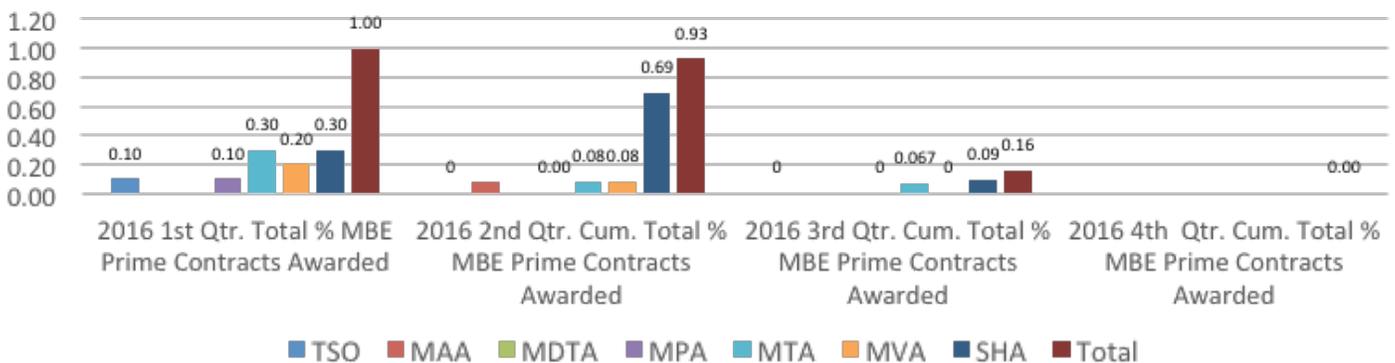
Number of MBE Prime Contracts Awarded



MBE Prime Contracts Awarded – Percent



Percent of MBE Prime Contracts Awarded



TANGIBLE RESULT DRIVER:

Wanda Dade
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Wonza Spann-Nicholas
Maryland Port Administration (MPA)

PURPOSE OF MEASURE:

To track compliance with the state mandate for awarding 10% of MDOT's total eligible procurement expenditures to certified Small Business Reserve (SBR) contracts

FREQUENCY:

Quarterly, compiled Annually

DATA COLLECTION METHODOLOGY:

SBR goal is calculated quarterly from eligible contracts and expenditure data exported from FMIS, iFMIS and the U.S. Bank for Corporate Credit Card data

NATIONAL BENCHMARK:

GOMA maintains the State's official record of SBR designation and spending across 23 participating agencies, including MDOT TBUs

The State's mandate is 10% or better

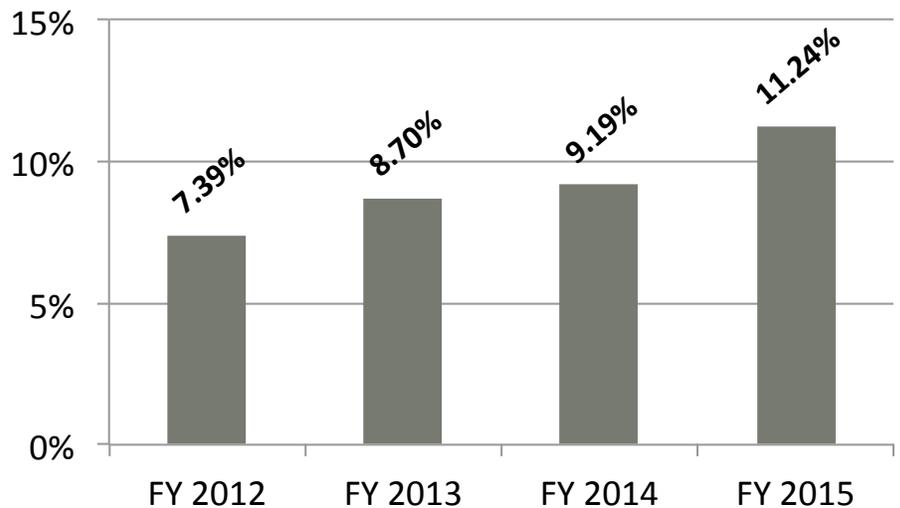
PERFORMANCE MEASURE 7.3

Percent of Payments Awarded to Small Business Reserve (SBR) Contracts

Maryland's economy is powered by the jobs and innovative resources generated by small businesses. The SBR Program is a race-and gender-neutral program that provides small businesses with the opportunity to participate as prime contractors on State contracts and procurements by competing with other small businesses instead of larger, more established firms.

Each TBU is required to participate in the SBR Program by spending at least 10% of their annual fiscal year eligible procurement expenditures with qualified small businesses. For the first time since the SBR Program was established in 2004, MDOT achieved an 11.2% participation rate in FY2015.

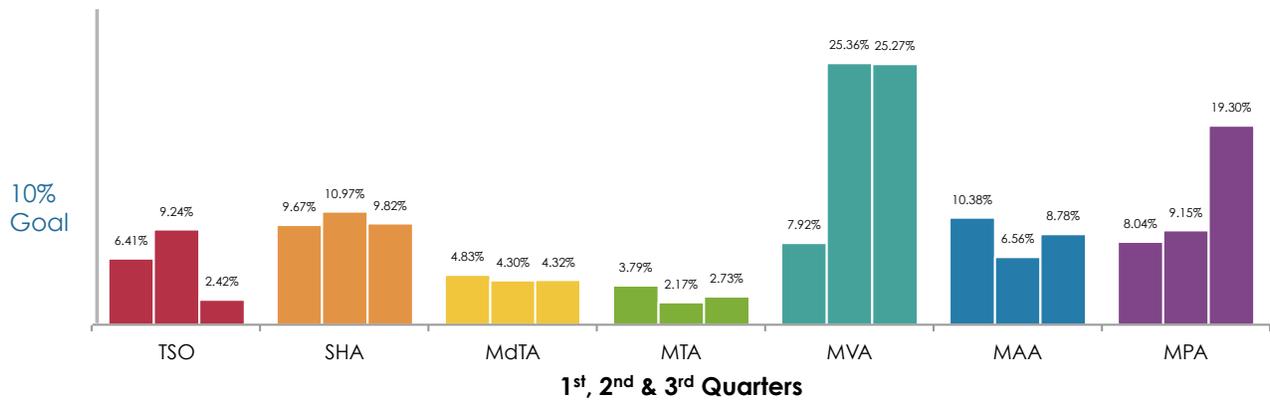
MDOT SBR Achievement Rates



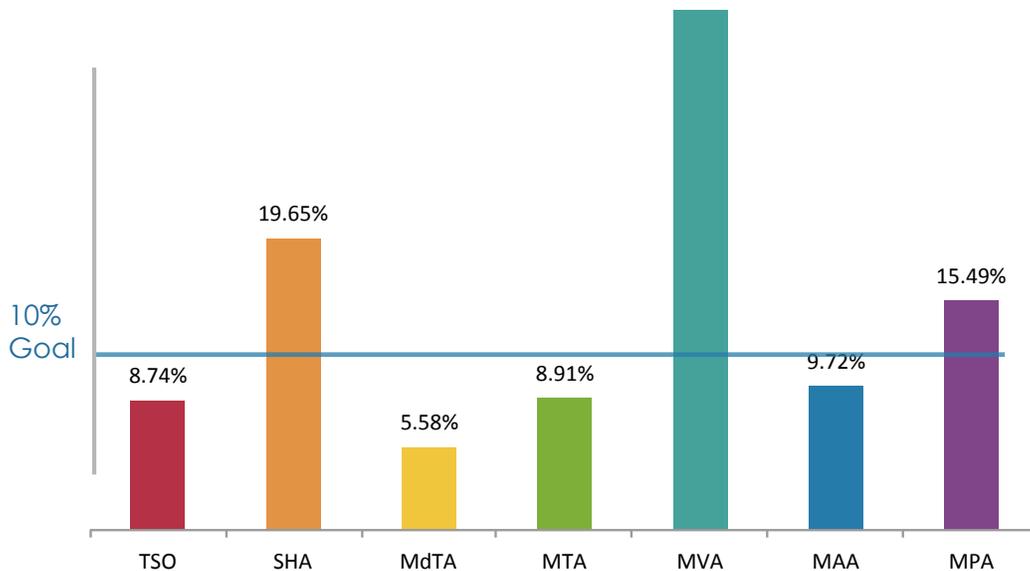
PERFORMANCE MEASURE 7.3

Percent of Payments Awarded to Small Business Reserve (SBR) Contracts

FY 2016 Quarterly – SBR % of Payments



FY 2015 Annual – SBR Rate – 11.24%



Be Fair and Reasonable to Our Partners

TANGIBLE RESULT DRIVER:

Wanda Dade
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

William P. Ward
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:

To track the percent of Veteran Small Business (VSBE) contract values to ensure that MDOT continues a contractual relationship with VSBs in Maryland

FREQUENCY:

Annually (in October)

DATA COLLECTION METHODOLOGY:

Using the Financial Management system at MDOT

NATIONAL BENCHMARK:

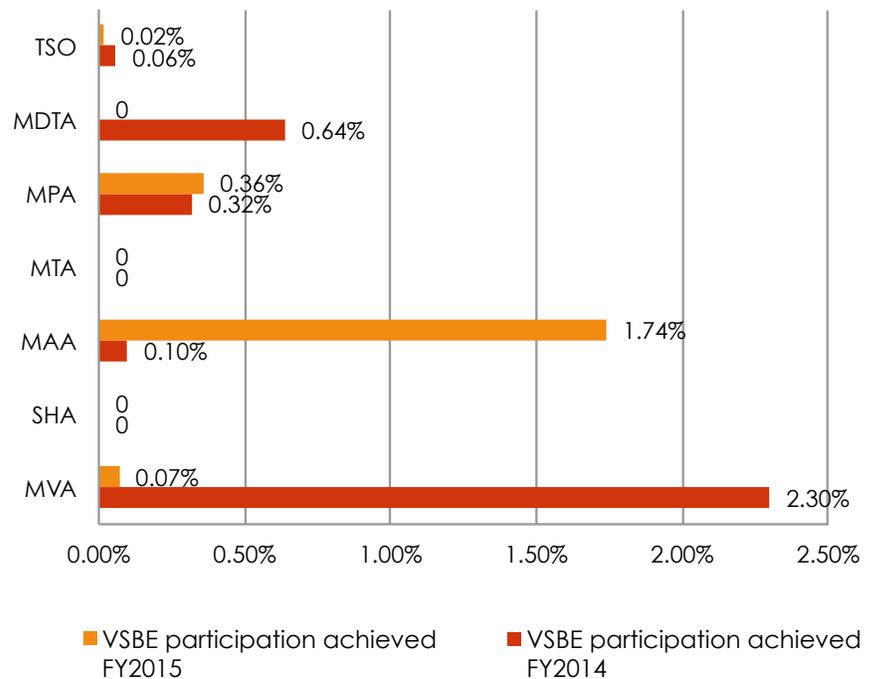
The State's mandate is 1% or better of its total dollar value of procurement contracts

PERFORMANCE MEASURE 7.4

Percent of Veteran Owned Small Business Enterprise (VSBE) Participation

MDOT considers small business, especially veteran owned small businesses, to be an important sector of the business community. Procurement opportunities for this business segment are directly linked to the socioeconomic well-being of the State of Maryland. MDOT is committed to attaining or exceeding the State mandated goal for veteran businesses.

VSBE Percentage Across MDOT



TANGIBLE RESULT DRIVER:

Wanda Dade

State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Donna DiCerbo

*Maryland Transportation Authority
(MDTA)*

PURPOSE OF MEASURE:

To determine the level of satisfaction of business partners that attend outreach events, seminars; and satisfaction with processes MDOT-wide

FREQUENCY:

Quarterly for outreach, etc.;
and Annually for MDOT-wide

DATA COLLECTION METHODOLOGY:

The TBU Data Drivers report provides the data to the MDTA Performance Measure Driver where it is compiled on an Excel spreadsheet and analyzed. The results are provided to MDOT management

NATIONAL BENCHMARK:

TBD

PERFORMANCE MEASURE 7.5

Level of Satisfaction of Our Business Partners

Tracking business partner satisfaction will allow MDOT to determine how satisfied partners are with current business processes. Partners include contractors, consultants, vendors, other state agencies, Federal, State, and Local governments, trade associations, commissions, etc. This data can be used to improve those processes that may be ambiguous or cumbersome, and make them more user-friendly. It is important that people who avail themselves of this opportunity know that their comments are taken seriously, and that MDOT is committed to meeting or exceeding business partner expectations.

In 2015, three (3) business units (MDTA's Office of Civil Rights and Fair Practices (CRFP); TSO's Office of Human Resources (OHR); and TSO's Office of Minority Business Enterprise (OMBE)) conducted business partner surveys. MDTA's CRFP survey was conducted upon completion of an MBE/SBR/VSBE Outreach; TSO's OHR survey was conducted upon completion of employee in-house training; and TSO's OMBE survey was conducted on the MBE certification process.

For all of the surveys conducted, data was compiled and analyzed. In the case of MDTA's CRFP survey, MDTA made improvements to their outreach event based on suggestions received within the survey results. In the case of TSO's OHR, the information was used to improve employee development programs; and in the case of TSO's Office of MBE, the information was used to assess how customers received information about the programs, determined areas of the state where they need to promote the programs, the value of the information provided at workshops and at certification interviews, and how well they are delivering customer service.

In addition to obtaining the survey information MDOT-wide, a request for transportation department related survey samples was submitted through the National Institute of Governmental Purchasing (NIGP)'s website "NSite" to NIGP's national, state and local members. No responses have been provided to date.

PERFORMANCE MEASURE 7.5

Level of Satisfaction of Our Business Partners

- **MDTA's Civil Rights and Fair Practices**

Results – Made improvements to next outreach events based on survey comments.

- **TSO's Office of Human Resources**

Results - Information used to improve employee development programs.

- **TSO's Office of Minority Business Enterprise**

Results - Information was used to assess how customers received information about the programs, determined areas of the state where they need to promote the programs, the value of the information provided at workshops and at certification interviews, and how well they are delivering customer service.



Be Fair and Reasonable to Our Partners

TANGIBLE RESULT DRIVER:

Wanda Dade
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

David Lynch
Maryland Transit Administration (MTA)

PURPOSE OF MEASURE:

To assess the number and percent of invoices properly paid to MDOT's partners in compliance with state requirements so MDOT can be responsive to business partners' needs

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT Finance reports data monthly by TBUs.

NATIONAL BENCHMARK:

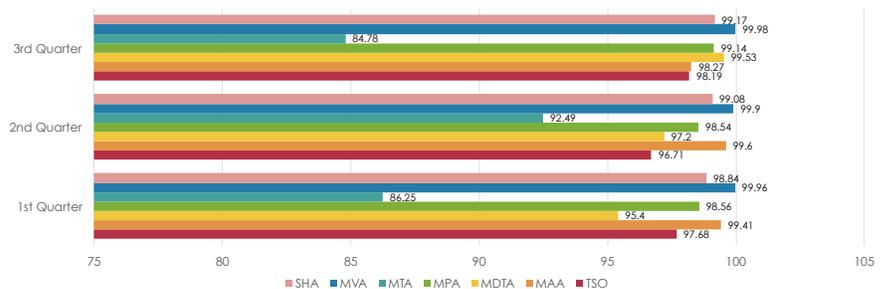
99% paid within 30 calendar days

PERFORMANCE MEASURE 7.6

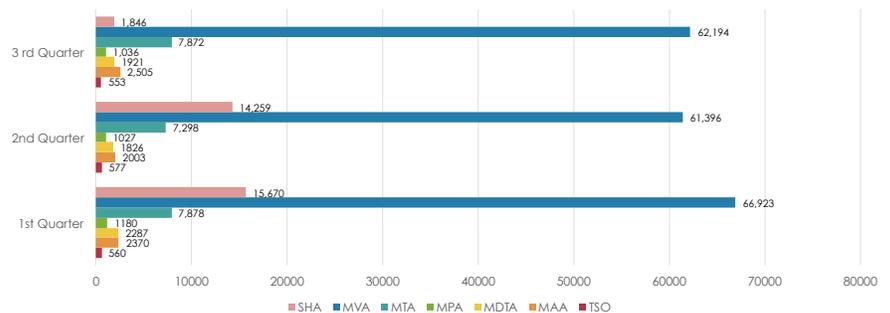
Number and Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements

MDOT will treat contractors fairly by promptly paying invoices. Contractors should be able to trust MDOT's TBUs consistency of payment. Percentages have been consistently at or near the national benchmark. Currently, the MDOT average is 98.5% on time payment with four of the seven TBUs exceeding the goal.

Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements Within Thirty Days First, Second and Third Quarters of Fiscal Year 2016



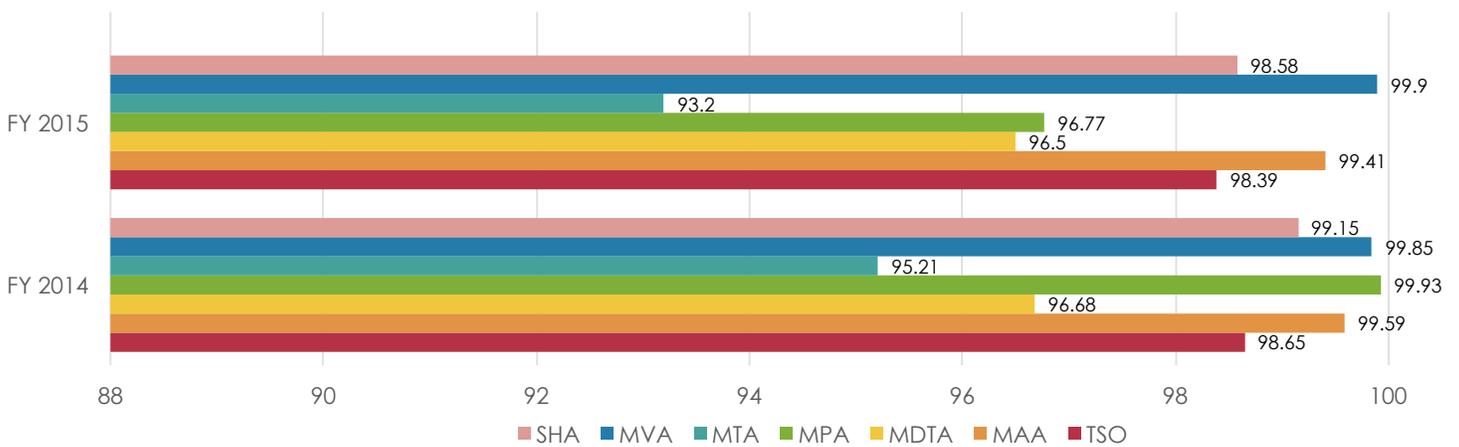
Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements Total Number of Invoices First, Second and Third Quarters of Fiscal Year 2016



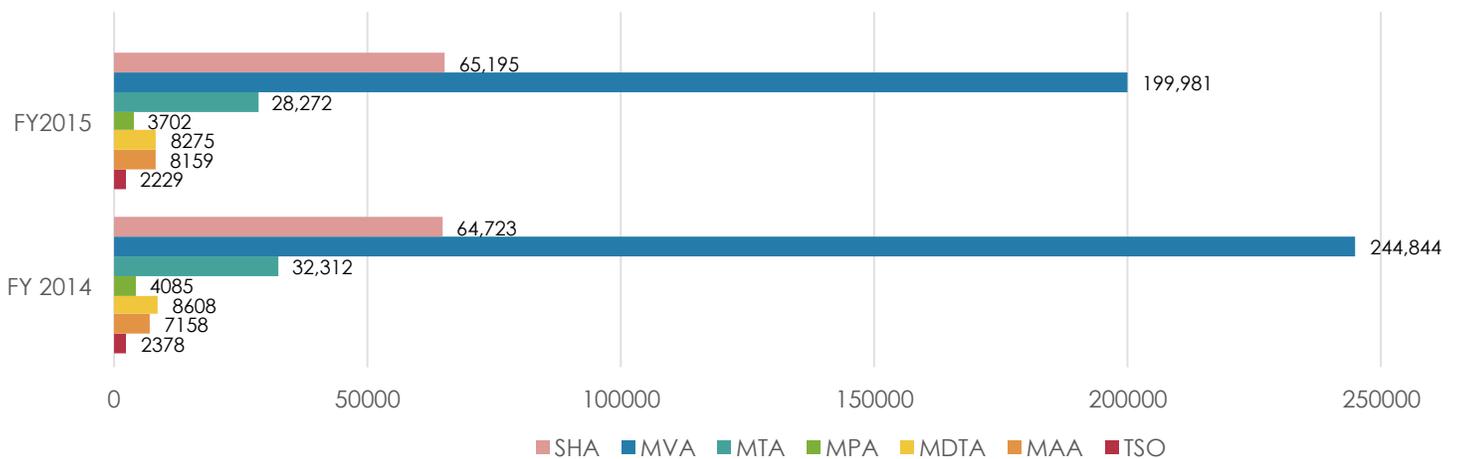
PERFORMANCE MEASURE 7.6

Number and Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements

Percentage of Invoices Paid within Thirty Days Time Fiscal Year 2014 and 2015



Total number of invoices Fiscal Years 2014 and 2015



Be Fair and Reasonable to Our Partners

TANGIBLE RESULT DRIVER:

Wanda Dade
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Mike Zimmerman
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

To determine what percentage of protests are legitimate and how MDOT can reduce the number of non-legitimate protests to create better solicitations for business partners

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT TBU procurement departments report protest data to TSO Procurement on a monthly basis. Data is aggregated for reporting purposes

NATIONAL BENCHMARK:

TBD

PERFORMANCE MEASURE 7.7

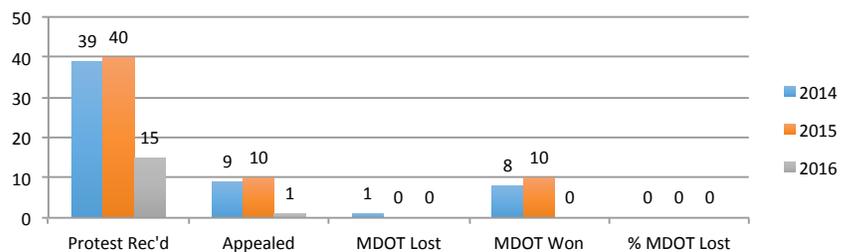
Number of MDOT Procurement Protests Filed and Percent of Protests Upheld by the Board of Contract Appeals

Minimizing protests and understanding how to avoid non-legitimate protests will enable the Department to develop better solicitations and foster better relationships with business partners. Tracking contract protests will allow MDOT to determine how many protests are being filed without warrant and how many are truly legitimate. This data can be used to create clearer, more concise solicitations for partners.

The protest process is important because it allows a company doing business with the State to have confidence in the State's solicitation process by understanding that an aggrieved entity has the ability to be heard.

The State, however, has experienced a number of frivolous protests over the years which delay the award of a procurement and hinders the ability of the State to move forward with the new contract. Often this is the result of an incumbent who is seeking to achieve a longer contract period and more revenue while the protest plays out. Tracking protests gives MDOT the tools necessary to mitigate protests, both frivolous and good, through proactive corrective/preventive action.

Procurement Protests



Current Year Procurement Protests by Quarter

