B2GNOW — LCPtracker Labor Compliance Software

Diversity Management Software

B2Gnow/LCPtracker 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.
- 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

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Diversity Management Software

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.

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

Certification	Contracts	Concessions	Goal Setting	Bid Tracking	Outreach
Application Processing, Online Directory *MBE WBE DBE MDBE WDBE PDBE ACDBE LBE SBE DVBE DIBE AABE*	Primes, Subs, Payments, 49 CFR Part 26, Closeouts *Construction, Services, Suppliers, Professional Services, A & E*	49 CFR Part 23, Revenues, Expenses, JV Ownership *Rental Car, Food/Beverage, Newsstand, Retail, Currency, Duty Free, Passenger Services*	Step 1 & 2 Goals, Availability, Goals Cte	Prime & Sub Tracking, Goal Verification	Procurement, Seminars, Training, Conferences

Transaction and User Management

Reporting, Tracking and Auditing

Secure Document Management

Data Integration with External Systems

Support Query Management

Online Application	Payment Analysis	Insurance	Workforce Utilization	Certified Payroll	Online Vendor Registration
Pre-Qualification, Multi-Stage Application Submission, Doc Lists	Automated matchup to available Certified Directories	ACORD Certificates, Bonds, Checklists, Alerts, Agent Audits	Automated Audits, Contractor & Project Based Reporting	Prevailing Wages, Fed/Local/State Wage Rates	Vendor Registration, Affirmative Action Plans, Questionnaires, E-Forms

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Diversity Management Software

Company

The future of diversity compliance is now

Governments spend significant time tracking, certifying, auditing, and reviewing vendors. The B2Gnow/LCPtracker 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.

About B2Gnow & LCPtracker

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.

Best-of-Breed Solution

Since 1999, B2Gnow has provided the leading contract compliance, concession compliance, certification management, and outreach solution available. LCPtracker has offered the foremost prevailing wage and labor compliance system on the market. Although founded as separate companies, B2Gnow and LCPtracker have created a unique partnership that provides customers with the only best-of-breed solution available. Both solutions are now available in a single implementation with unmatched performance and functionality, or as stand-alone systems for governments that don't need all of the functionality.

B2Gnow and LCPtracker have been integrated to allow easy navigation between all system modules and functionality through a single system login. Once in the system, the capabilities of all modules are available to the user. Furthermore, 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.

B2Gnow/LCPtracker 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.

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Diversity Management Software

Customers

Over one hundred thousand vendors and government staff use the B2Gnow/LCPtracker Diversity Management system to manage their data in a secure and robust environment.

Cities & Counties

- City of Chicago
- City and County of Denver
- City of Houston
- City of Kansas City
- City of Memphis
- City of Minneapolis
- City of New Orleans
- City of New York
- City of Phoenix
- City of Oakland
- City of Orlando
- City of Berkeley
- City of San Antonio
- City of Sacramento
- City of San Leandro
- City of St. Paul
- City of Scottsdale
- City of El Paso
- City of Reno
- Los Angeles County
- Harris County (TX)
- Bexar County (TX)
- Travis County (TX)
- Leon County (FL)
- Ventura County (CA)

Airports & Ports

- Allegheny County Airport Authority
- Chicago O'Hare and Midway Airports
- Dallas/Fort Worth International Airport
- Nashville International Airport
- Denver International Airport
- Houston Airport System
- St. Louis Lambert Airport
- San Antonio Airport
- Oakland Airport
- Kansas City Airport
- New Orleans Airport
- Port of Houston

State DOTs & Transit Agencies

- Arizona DOT
- Nevada DOT
- New Mexico DOT
- St. Louis Metro
- Phoenix Transit
- San Mateo Transit
- Metro Light Rail (AZ)
- Houston Rapid Transit
- Chicago Transit Authority
- Houston Metro Transit Authority
- Jacksonville Transit Authority
- Reno Transit Commission

Schools & Other Agencies

- State of Tennessee
- Chicago Public Building Commission
- Chicago Housing Authority
- Chicago Park District
- Chicago Public Schools
- Metropolitan Pier & Exposition Authority
- California State University System
- University of California Irvine
- University of California San Diego
- University of California Santa Barbara
- Dozens of K-12 School Districts
- Houston Community College
- Minneapolis Public Housing Authority
- San Bernardino County Housing Authority
- Dayton Municipal Housing Authority
- El Paso Housing Authority
- Memphis Light, Gas & Water
- Palomar Pomerado Health System
- University Health System (San Antonio)
- Northeastern Ohio Regional Sewer District
- Brooks Development Authority (TX)
- San Antonio Water System

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Diversity Management Software

Solid Customer Experience

B2Gnow and LCPtracker are 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 and LCPtracker offer 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 June 2010)

- Tracking $57 billion in contracts.
- Automated the verification of over $3 billion in M/W/S/DBE payments to subcontractors.
- Collected 700,000 subcontractor payments electronically.
- Executed 700,000 searches of public certified directories.
- Imported 2 million prime contractor payment records worth $23 billion from Oracle, Peoplesoft, SAP, JD Edwards, Lawson, and other systems.
- 100,000+ contractors have round-the-clock access to their contract, payment, and certification data.
- Processed 75,500 certification applications (62,300 approvals, 4,900 delisted/ decertified/denied/graduated, and 8,300 currently pending).
- Assisted certified firms in resolving 5,000 disputes worth $150 million.
- Last year over 500 million people traveled through airports that use B2Gnow to track contracts and concessions for the Federal Part 23 and Part 26 programs. Over $5.7 billion in revenues have been recorded in the system.
- Over 25 million page views, 320,000 user logins, 3.3 million emails and faxes, 21,000 reports generated.

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Diversity Management Software

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Strengths

Dedicated and Experienced Team

25 full-time staff are standing by to support you, all located in the United States. From a project manager dedicated to your project to support, training, development, and management resources. We are proud of our expertise in this industry, which is backed up by our attendance, presentations, and participation at relevant conferences. Your dedication to the field is matched only by our commitment. We work every day side-by-side with our customers. Our executive management is actively involved, with key executives having been with the company since founding and have assisted with the generation of many semi-annual Part 26 reports and supported several disparity studies.

No Litigation and 100% Ownership

We maintain excellent relationships with all of our customers; after all, we'll be working with them for many years to come. We have never been involved in litigation and completely own the intellectual property of our software. There will be no unexpected surprises when you contract with B2Gnow and LCPtracker.
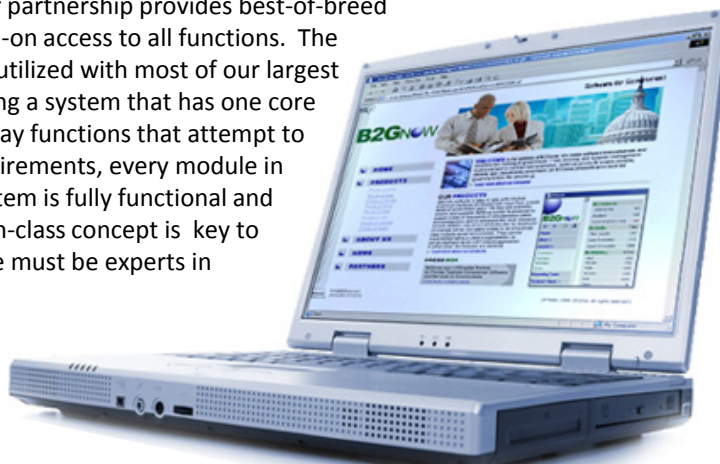
Flexible System Architecture

B2Gnow and LCPtracker is provided as a hosted system, but that doesn't mean it can't be enhanced. Every government is a little different, but our system will meet almost all of these differences through standard configuration options. When there is a gap, our cost-effective enhancement process delivers value and functionality within the project schedule.

Save a Tree – Go Green

The system is designed to maximize vendor participation and reduce staff time required to enter and manage data. Eliminate paper, eliminate waste, eliminate disputes – B2Gnow will completely digitize your processes while still providing hard copy capabilities when needed. And just because a contractor isn't on the Internet doesn't mean they can't participate; the system will support your collaboration with these firms to keep them in the loop.

Integrated Solution

The B2Gnow and LCPtracker partnership provides best-of-breed functionality with single sign-on access to all functions. The integrated solution is being utilized with most of our largest customers. Rather than being a system that has one core module and a few throw-away functions that attempt to meet wide ranging RFP requirements, every module in the B2Gnow/LCPtracker system is fully functional and can stand alone. This best-in-class concept is key to our technical philosophy: we must be experts in everything we do.

B2Gnow Software
Serving Size: 1 project

Amount Per Serving

Calories 0	Calories from Fat 0

	% Daily Value*
On Budget	**100%**
On Schedule	**100%**
Functionality	**100%**
Total Problems 0g	**0%**
Work Overload 0g	0%
Stress 0g	0%
Headaches 0g	0%
Delay 0g	0%

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

Ingredients: Software, servers, services, systems integration, consulting, training, configuration, broadband pipe, routers, firewalls, data management, vendor lists, data cleaning, bulk uploads, customization, programming, and documentation.

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B2GNOW

LCPtracker. Labor Compliance Software

Diversity Management Software

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.

The B2Gnow/LCPtracker 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.

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 LCPtracker. 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.

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Customer Evaluation

Evaluation of B2Gnow by a large state DOT

4. Response to Requirements

Evaluator 1	Evaluator 2	Evaluator 3
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.	Excellent response to technical requirements, very capable of integrating with [our] system. Great functionality, user friendly applications and easy to work with.	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.

5. Overall Response to RFP

Evaluator 1	Evaluator 2	Evaluator 3
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.	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.	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.

6. References

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

B2GNOW

LCPtracker — Labor Compliance Software

Diversity Management Software

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 and LCPtracker monitor and analyze 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.

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.*

System Monitoring

B2Gnow and LCPtracker monitor 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.

Seattle, Minneapolis, Detroit, Boston, New York, Chicago, San Francisco, Denver, Washington, St. Louis, Cincinnati, Las Vegas, Los Angeles, Phoenix, Dallas, Atlanta, Miami

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 and LCPtracker 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 and LCPtracker use 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.

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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.

Technology

Diversity Management Software

Operating System Security

B2Gnow and LCPtracker enforce 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 and LCPtracker manage 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.

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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.