



Buchanan & Associates
Small Business Planning and Program Management

“The Small Business Paramedic”

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Statement of Qualifications (SOQ)



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Introduction

What is Buchanan & Associates?

COMPANY OVERVIEW

Welcome to Buchanan & Associates (B&A), we are a professional supplier diversity business and program management firm located at 560 West Main Street, Suite C#105, Alhambra, CA 91801. The owner and key contact person is Gilbert Buchanan, MA; he can be reached at (626) 533-1186 as well as at e-mail address: gilbert@thebuchanangroup.net. As principal consultant and owner of Buchanan & Associates, Gilbert Buchanan, MA is the authorized executive to represent and bind this company to the terms and requirements of any contract we pursue.

As a veteran business management consulting firm, B&A provides diversity small business program management, contract compliance, labor compliance, outreach, mentorship assistance, contract-readiness training, and business infrastructure development planning for DBE/SBE subcontractors, primes, as well as supplier diversity contract-owners (public works agencies). Buchanan & Associates is a certified Small Business Enterprise (SBE) with Metro, as well as with the State of California (DGS), and the Network/BidNet; we are also Disadvantage Business Enterprise (DBE) certified with Metro and the CalTrans CUCP program.

Buchanan & Associates has formalized its legal structure in 2006 as a sole proprietorship, despite its long standing business management and consulting track record in the business community with formidable clients such as EXPO, Los Angeles Unified School District (LAUSD), Los Angeles Community College District (BuildLACCD), MTA (Metro), The Mayor's Office City of Los Angeles – LAMBOC, and Valley Economic Development Center (VEDC) just to name a few. The company is owned and operated by Gilbert Buchanan, MA who has been in the business infrastructure development, training, and construction industry since 1993.

Our Statement of Qualifications (SOQ) addresses key requirements within our service delivery efforts; it also demonstrates that B&A possesses the requisite skills, methodologies, and proven industry experience to efficiently and successfully fulfill our clients' DBE/SBE program plan objectives. The B&A team possesses more than seventy-five (75) years of proven experience in the development, implementation, and management of small business enterprise programs for diverse businesses within our local communities and surrounding Southern California regions.

Our proven track record can be demonstrated through exemplary work delivered to clients such as Exposition Metro line Construction Authority (EXPO) \$1.6 billion program [EXPO Phase 1 & 2], Los Angeles Community College District's (BuildLACCD) a \$6 billion 9-college campus sustainable building associated with Prop A/AA and Measure J bond-funded programs; Los Angeles Unified School District (LAUSD) a \$21 billion school



construction program, the largest in the nation which is another client for whom we have delivered quality services with measurable results. As a result of our expertise in outreaching to diverse and local communities,



Contract-readiness Workshop at Los Angeles Community College District (LACCD) Boot Camp Workshop at Valley Economic Development Center (VEDC)

\$598 million in contract awards were awarded to Local, Small, Emerging and, Disabled-Veteran Businesses; exceeding program goal by 48%. Under the LAUSD bond-funded construction program, Buchanan & Associates successfully coordinated and facilitated five 8-week series of Small Business Boot Camp Training Programs for small contractors, resulting in DBEs and SBEs obtaining more than **\$21.7 million** in contract awards and **\$7.7 million** in bonding. To-date we have assisted small businesses in securing more than \$71 million in contract awards.

Our team includes a handful of highly skilled professional consultants who possess specialized industry knowledge in their respective scope of services. The team members all possess dominance in the general business and construction project delivery arena with long-standing positive relationships with our strategic partners. We have taken on and successfully completed high profile projects for major public works agencies such as LACCD, LAUSD, Metro, and EXPO.

Buchanan & Associates is considered in the industry as the “go-to” sub-consultant for small business infrastructure development, contract compliance, labor compliance, and certification services by many small businesses as well as community development corporations, primes, and contract owners. Our diversified services add depth across multiple areas of our service offerings. The strength of the Buchanan & Associates’ team provides an expanded local presence and a regional reach in the light rail, sustainability building construction industry, as well as small business development to better serve public works, commercial, community-based organizations, and economic development agency clients. We will be a great compliment to your team.



Services

The Buchanan & Associates team provided services within light rail construction at Metro and EXPO, new and Modernized construction of schools and sustainable buildings.

Services provided include but not limited to:

Service Offerings	
1.	DBE/MBE/WBE/SBE/DVBE Program Management and Oversight
2.	Business Planning and Business Infrastructure Development for all Businesses
3.	Labor Compliance Oversight, Monitoring, and Enforcement
4.	Public Works Contract Compliance and Outreach
5.	Injury & Illness Prevention Program (IIPP) Plan Development
6.	Business Development and Best Practice Compliance (All Firms)
7.	Entrepreneurial Training and Workshop Delivery (Including Boot Camps)
8.	Pre-Construction and Post-Construction Program Management
9.	SBA 8(a) and Minority Certification Preparation and Management
10.	SmallBizPro - Back-Office Management, Support, and Technical Assistance

NAICS CODES

- 541611** - Business Management Consulting Services, Business Start-up Consulting Services, Administrative Management Consulting Services, Strategic Planning Consulting Services.
- 541613** - Marketing Consulting Services
- 541720** - Business Research and Development Services
- 561210** - Facilities Support Services
- 561410** - Document Preparation Services
- 611430** - Professional and Management Development Training
- 926110** - Small Business Development Agencies



Project Experience

Our dynamic team possesses more than 20 years of industry experience, working on design-bid-build, design-build, green technology, and sustainable building projects. We have assisted more than 500 firms to-date with business development and infrastructure services. However, below we have featured just a handful of some of the projects that we consider to be high profile and enhance communities while implementing successful methodologies with significant economic results.

Following is a list of projects on which Buchanan & Associates' highly skilled team of Business Management Consultants have performed with remarkable success:

CATEGORIES OF PROJECTS

CONTRACT

LABOR COMPLIANCE

BUSINESS & COMMUNITY OUTREACH



Metro Line Light Rail Construction Authority

Total Project Value is \$1.6 Billion

The Exposition Metro Line "Light Rail" Construction Authority (Expo) is a government agency established by Chapter 7 of Division 12.7 of the Public Utilities Code, commencing with Section 132600 which became effective January 1, 2004.

Expo is charged with the design and construction of the Los Angeles Exposition Metro Line a 26-mile light rail project from 7th and Flower in the City of Los Angeles to the downtown City of Santa Monica. Due to the nature of the Authority's mission, large design-build and engineering services contracts are primarily the type awarded by the Authority. The estimated value of this project is \$1.6 billion.

Services Provided: As a [Subcontractor to URS Corporation](#), provided contract compliance and labor compliance monitoring and enforcement of DIR requirements; performed certified payroll reporting (CPR) and audits on the Expo Metro Line Light Rail **Phase 1 and Phase 2** projects for 5 high-profile contracts for the labor force of 5 Prime contractors and more than 160 subcontractors; provided DBE/SBE contract compliance oversight, and management of local worker hiring program pursuant to CCP.

- Conducted spot audits to ensure accuracy of contractors' CPR reports and compliance with DIR guidelines.
- Reviewed DBE/MBE/SBE certifications and NAICS Codes to ensure validity and ascertain commercially useful function are consistent with EXPO's scope of work requirements.
- Reconciled monthly reporting with project compliance requirements on all contracts in preparation for close-out.

Utilized Expo's Document Control System to track and monitor key contractor reporting responsibilities throughout the life of the project.



FTR International Inc.

CONTRACTORS • ENGINEERS

Services Provided: [Consultant to FTR International, Inc.](#) – Project responsibilities included developing a streamlined community outreach plan for the City of Santa Monica's Civic Auditorium Remodel & Seismic Upgrade Project. The plan included but not limited to:

- Development of a community outreach protocol, preparation and distribution of all required notices as well as responding to complaints and resolving problems/ issues as soon as they arose before they escalate out of control.
- Proactively educated local community residents, key opinion leaders, business leaders, patrons, and the business community about the Civic Auditorium Seismic Remodel Project, its services and role to all members of the community.
- Provided a clear outreach plan to guide the project community outreach decision-making process.
- Built strategic relationships and empowered key groups to help the consulting team deliver the City's message to (e.g., Business Improvement Districts (BIDS), trade associations, small business associations, regional library associations, etc.).
- Built long-term goodwill and acceptance between the community and the City of Santa Monica design-build seismic remodel initiative.
- Developed and utilized outreach communication campaign system to effectively manage noise & dust pollution and traffic control.





Bay Area Rapid Transit
Contract value \$5 million

Services Provided: Provided community and business outreach services to BART for the Procurement of 14 new eBART rail passenger service vehicles that operate between Pittsburg/Bay Point BART station and a new station in the City of Antioch. Developed and launched a regional community outreach campaigns in the local communities to local, small, emerging, disabled veteran-owned business enterprises, and community residents. Developed and distributed bulletins to encourage local participation of key stakeholders, opinion leaders, and community-based organizations; developed community outreach protocol, prepared and distributed all required notices, responded to complaints and resolved problems as they arose before escalating out of control; planned/organized outreach event.



<p>LACCD: \$6 Billion Construction and Sustainable Building Program</p>	<p>Services Provided: Contract Compliance, community/ business economic development outreach services to local, small, emerging, disabled veteran-owned business enterprises, as well as community residents. Evaluated bids/proposals in excess of \$100 million and made recommendations for award. Developed, and implemented a Mini Boot Camp program to increase local participation and assist primes in meeting the District's 28% mandatory goal. Conducted multiple community outreach events to encourage buy-in from residents to the District's bond funded program designed to build new facilities at the District's 9 college campuses. Hosted multiple town-hall style meetings to resolve local issues. Coached and educated small contractors on the best practices of how to successfully conduct business with BuildLACCD. Facilitated \$4 million in contract awards to DBE/SBE subcontractors.</p>
<p>\$21 Billion Construction and Modernization Program</p>	<p>Services Provided: Program Management, Developed program for first-ever Small Business Boot Camp program in Southern California; facilitated Independent Contractor vs Employee workshops; facilitated pre-bid and post-award conferences to educate primes and subs on the District's contracting requirements; host multiple town-hall style meetings to recruit professional services and local construction contractors to bid LAUSD projects; performed outreach to develop pool of qualified JOC and interested SBE subcontractors for project awards under \$5MM; provided guidance to contractors on how to locate bidding opportunities, bid documents, and plan-holding sites; provided training in IIPP, Pre-qualification requirements, and how-to package bids for formal and informal contracts. Facilitated \$21.7 million in contract awards.</p>
<p>Valley Economic Development Center (VEDC)</p>	<p>Services Provided: Developed & managed community outreach program to address numerous issues and concerns raised by community residents before and during construction of Metro's Orange Line \$324 million Right-of-Way transit system in the San Fernando Valley. Conducted door-to-door problem-resolution campaigns; generated notices and bulletins to address community complaints; established partnerships with local leaders and key stakeholders to mitigate issues; implemented and managed a public works contracting program geared towards providing economic opportunity to the underserved communities impacted by the project which yielded \$35 million in public contract awards to DBEs and SBEs.</p>



 <p>LA MBOC Los Angeles Minority Opportunity Committee</p>	<p>Services Provided: Assisted with the growth and business development of minority entrepreneurs in the greater Los Angeles Region. Established Mentor-Protégé partnerships between public/private primes & subs, as well as ensuring DBE/SBE certification is achieved by all small firms. Conducted Community Outreach to small firms, primes, public-private partners, then record and report achievements and findings to the Minority Business Development Agency (MBDA) Department of Commerce. Attended pre-bid conferences for various construction projects and advocated for the utilization of minority and disadvantaged subcontractors on city projects. Measured MBE/WBE/OBE firms' effectiveness by generating a variety of statistical reports and conducted trend analyses.</p>
 <p>Metro</p> <p>A \$900 million DBE/SBE contract compliance program</p>	<p>Services Provided: Supervision of a \$900 million DBE/SBE contract compliance program with approximately 140 federal contracts for the MTA (Metro); provided contract compliance and labor compliance monitoring and oversight services; conducted outreach campaigns to ensure under-served DBE, SBE, & LSBE subcontractors are given equal opportunity to bid in the Authority's contract and procurement programs; planned and hosted quarterly outreach events to increase pools of qualified subcontractors; provided community outreach, business development, and Good Faith Effort enforcement; set small business (DBE/SBE/MWBE) participation goals on construction and professional services contracts; generated and approved Board Reports for all contracts above \$25,000 that required DBE/SBE/MWBE goals.</p>

TRAINING & DEVELOPMENT

 <p>PEPPERDINE UNIVERSITY</p>	<p>Services Provided:</p> <p>Trainer of Record for three (3) years for the Micro-Enterprise Entrepreneur training Program. Designed, developed, and delivered Business Plan Writing and Entrepreneurial Training workshops to start-ups and existing businesses. Provided education and provided technical assistance to entrepreneurs in the following Course areas:</p> <ul style="list-style-type: none"> Session 1: Introduction and Business Plan Getting Started Session 2: Company and Product Overview Session 3: Market Analysis Session 4: Marketing and Sales Plan Session 5: Operations and Management Plan Session 6: Financial Plan and Funding Requirements Session 7: Final Business Plan Presentations
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	<p>Services Provided:</p> <p>The development and delivery of a Supplier Diversity Procurement Boot Camp Training Program as well as providing technical assistance to 20 small business owners twice per year since 2007 to present; program delivery included: How to Develop and Present your Statement of Qualifications (SOQ) to Contract Providers; How to Develop an Operational Plan; Business Planning & Strategy; Business Development & Marketing; and Cash flow Management; Certifications: Types of Certifications and What They Offer Small Businesses; How to Apply for each Certification; Procurement: The Bidding Process; Types of Bids; What to look for in the bid documents; Preparing and Submitting official Bids.</p>
	<p>Services Provided:</p> <p>Since 2007 to present, designed, developed, and delivered more than 100 Business Plan Writing and Entrepreneurial Training workshops to educate and provide technical assistance to start-up and existing businesses. Class Topics included:</p> <p>Session 1: Introduction and Business Plan Getting Started Session 2: Company and Product Overview Session 3: Market Analysis Session 4: Marketing and Sales Plan Session 5: Operations and Management Plan Session 6: Financial Plan and Funding Requirements Session 7: Final Business Plan Presentations</p>
 <p>Supplier/Vendor Training</p>	<p>Services Provided: Designed, development, and delivery of workshops and technical assistance for 1,000s of Tier 2 & 3 Vendors and Suppliers in the following discipline:</p> <p>Value Proposition & Capability Statement Development</p> <ul style="list-style-type: none"> Defining core capabilities and competitive advantage Communicating the business value proposition Creating effective capability statements and business profile <p>Building Operational Capacity</p> <ul style="list-style-type: none"> Evaluating operational structure and/or internal processes and systems Determining resource requirements and costs based on multiple clients' needs Determining and managing risk <p>Relationship Management</p> <ul style="list-style-type: none"> Managing relationships pre and post award Communication management – channel, frequency, verbal versus written, etc. Understanding how to ask and/or answer questions of the client



	<p>Effective Negotiations</p> <ul style="list-style-type: none"> • Understanding the types of contracts – Fixed, Time & Material, etc. • Everything is negotiable – common negotiated areas • What is the business objective – Long-term growth versus short-term profits
	<p>Services Provided:</p> <ul style="list-style-type: none"> • Facilitated Independent Contractor vs Employee training. • Workshops: Develop effective Vision Statements for this client's small business membership utilizing our trademarked Vision Statement structure. • Developing a winning Mission Statement for small business workshop participants by utilizing our trademarked Mission Statement structure. • Teach participants how to develop an effective Business Plan utilizing hands-on templates and methodologies. • Preparing small business participants in becoming contract-ready and bank-ready. • Providing training to client's small business membership in developing their company's Capability Statements. • SmallBizPro – Managing your Paperwork
	<p>Services Provided (Contract-readiness Training):</p> <ul style="list-style-type: none"> • How to Develop and Present your Statement of Qualifications (SOQ) to Contract Providers; How to Develop an Operational Plan; Business Planning & Strategy; Cash flow Management; Certifications: Types of Certifications and What Benefits They Offer Small Businesses; How to Apply for each Certification; Procurement: The Bidding Process; Types of Bids; What to look for in the bid documents; Preparing and Submitting official Bids. • Developing effective Vision & Mission Statements for participants utilizing B&A's trademarked Vision & Mission Statement structure. • Preparing small business participants in becoming contract-ready and bank loan-ready. • Assisted clients in developing Capability Statements.

Buchanan & Associates continues to provide exceptional work for its clients alongside nationally acclaimed and respected supplier diversity giants such as Southern California Edison, PG&E, SEMPRA Energy Utilities (The Gas Company), and general contractors such as URS Corporation, FTR International, Torres Construction, and many more in the building and development of various commercial, industrial, and private projects.



Statement of Insurance Compliance

B&A has maintained insurance to protect against claims for injuries to persons or damages to property arising from or in connection with the performance of the work performed by Buchanan & Associates, its officers, agents, employees, or volunteers.

B&A possesses the following insurance coverage:

Commercial General Liability	\$2,000,000/\$4,000,000
Business Automobile Liability	\$1,000,000/\$2,000,000

Prior to the start of work, B&A will provide evidence of insurance from an insurer(s) certifying to the coverage, including an endorsement naming contract provider as an additional insured covering both Buchanan & Associates' ongoing operations and completed operations.

Certifications

- SBE Certification** – State of California, Department of General Services (DGS)
- CBE/MBE Certification** – County of Los Angeles, Office of Affirmative Action Compliance
- DBE/MBE Certification** – CPUC Supplier Clearinghouse for the Utility Supplier Diversity Program of the California Public Utilities Commission – Sempra Energy Utilities
- DBE Certification** – Disadvantaged Business Enterprise - CUCP Metro
- SBE Certification** – Small Business Enterprise - Metro
- SBE Certification** – Small Business Enterprise – Port of Long Beach

Copies of Actual Certification Documents are available for review.



Primary Contact(s)

- Gilbert Buchanan, MA - e-mail: gilbert@TheBuchananGroup.net

Special Team Strengths

Team of consultants possesses the following key strengths in order to perform the work within our diversified scope of services:

Gilbert Buchanan, MA – Principal Consultant/Owner



Our highly skilled staff along with various in-house capabilities allows us to provide customer satisfaction, superior project delivery, and a quality finished product.

- Skilled at utilizing relationship-building strategies to help work more closely with the project managers and facilities directors of leading public works agencies to bring about desired outcomes for clients.
- All project decisions and approaches are funneled through the team to ensure that the client's best interest is not being compromised prior to implementation.
- Gilbert Buchanan is a key player in this industry and knows how to get the job done.
- Working knowledge of the public contracting code (federal and state).

Key Personnel

Statement of Qualifications of Key Personnel

The Buchanan & Associates team is pleased to provide you our team of key personnel; we possess the expertise to develop, manage, and ensure compliance with State and Federal Labor Compliance, Contract Compliance, Business Infrastructure, and Supplier Diversity DBE/SBE Business & Program Management.

Buchanan and Associates' key personnel are listed below:

- 1) Gilbert Buchanan, MA - DBE/SBE Program Manager/Business Back-office Management Consultant**
- 2) Debra A. Hunter - Senior Project Manager/Risk Manager/Negotiations Consultant**
- 3) Marjorie Gayle – DBE/SBE Program Support & Labor Compliance Consultant**
- 4) Crystal Mitchell – Bookkeeper/Accountant/Payroll Consultant/1099 Preparer**
- 5) Kamie Taylor - Business Development & Training Consultant/ Office Management**
- 6) Cesar Garcia - Marketing and Public Relations Consultant**
- 7) Dori Bailey – Senior Management Consultant/Mentoring**
- 8) Khoa Pham – Internet Technology, Programming, and Web Development**



Gilbert Buchanan, MA

PRINCIPAL CONSULTANT/OWNER (DBE/SBE PROGRAM MANAGER)

Gilbert Buchanan, MA (Principal Consultant and Owner): is responsible for managing and directing all primary business operations, DBE/SBE program management and training functions which include but not limited to: contract compliance, labor compliance, small business outreach, business management training, and business infrastructure development coordination efforts on client projects.

Professional Certifications

- Strategies for Public Sector Contracting Certificate (**How to Respond to an RFP**), Metropolitan Water District of Southern California.
- Small Business Contracting Certificate, National Contracts Management Association/MTA.
- Elements of Government Contracts Administration Certification Program – UCLA/MTA, Los Angeles.

Awards and Commendations

Certificates of Recognition

- Recipient of Los Angeles Business Journal Latino Business Advocate of the Year Award for 2016.
- Certificate of Recognition for Outstanding Job Performance from Mayor Richard Riordon, City of Los Angeles.
- Award for Outstanding Achievement in Economic Development, Simpson County, Mississippi.
- Certificate of Recognition for Exemplary Service to clients, assisting businesses in securing \$35 million in Public Works Contracts - Valley Economic Development Center, Van Nuys, California.
- **Outstanding Trainer** Award Recognition from the National Latina Business Women Association of Inland Empire (NLBWA-IE) for Facilitating the **Business Management Academy 8-Week Training Program 2015**.

References

References for Buchanan & Associates' principal consultant to be provided upon request.

Letters of Reference to be provided.