

Business Engagement and Compliance

ADOT to host Small and Disadvantaged Business Enterprise Virtual Conference

PHOENIX – To continue assisting members of disadvantaged groups during the current public health situation, the Arizona Department of Transportation is hosting a virtual conference in December to help owners of small businesses become more competitive within the highway industry.

Registration is now open at <https://adot.6connex.com/event/ADOT/login> for ADOT's Disadvantaged Business Enterprise (DBE) and Small Businesses Conference, scheduled for Dec. 8-9. The conference will include an orientation for new and prospective DBE firms, 15-minute speed appointments with agencies and prime contractors, and an opportunity to learn about ADOT programs designed to help build businesses.

The goal: help small businesses and those owned by members of socially and economically disadvantaged groups compete for transportation projects that receive federal funding.

With a theme of "Building for Success," workshops through a virtual platform, the conference will focus on people power, smart transportation and finding projects.

Although the conference is geared toward disadvantaged business enterprises and small businesses, it's open to all businesses, public agencies, vendors and community partners with an interest in highway related industry.

The virtual conference is one of several virtual gatherings ADOT has employed to engage members of the public during the current health situation and need for social distancing.

This summer, ADOT held a virtual public hearing on the future Interstate 40/US 93 traffic interchange in Kingman, allowing participants to listen and provide input on the project while others could listen to the meeting simultaneously on local radio stations. The attendance and public comment levels rivaled that of traditional, in-person public hearings.

ADOT has also used virtual technology to host construction academies, small business workshops, and the agency's Border Inspection Unit held online training to help truck drivers in Mexico better understand and prepare for inspections at the border.

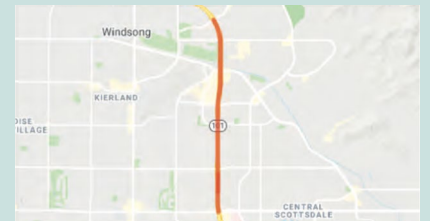
For more information and to register, please visit the ADOT's DBE Supportive Services Program page at azdot.gov/DBESupportiveServices.



ADOT Announces Virtual DBE Conference



How To Create Value That Keeps Clients Coming Back



Interchange Improvements Planned On Loop 101



Public Input Sought For I-10 Wild Horse Pass Corridor

- EVENTS
- OPPORTUNITIES
- EXTERNAL LINKS



NEWLY CERTIFIED DBE FIRMS:

- B&L Supply Inc of Colorado
- Image Concepts
- Big Apple Tire, Inc.
- Lucid Logistics LLC
- All Star Masonry
- S. Rowe Consulting LLC
- M.S. Clark Enterprises, Inc.
- Theuracare Inc.
- Euclid Energy LLC
- Rfwel Engineering Llc
- Team Work Electric, LLC
- U Street Parking, Inc.
- US Eco Products Corporation

How To Create Value That Keeps Clients Coming Back

Tips to help you avoid becoming a commodity

Most business owners find it challenging to identify what sets them apart from their competitors. They're in the trenches every day, and it's easy to stay focused on the challenges and tasks in front of them. Then, when they're in the midst of negotiating a contract, it seems like clients are just interested in the bottom line, aka your low cost proposal.

When the only thing clients use to compare services or products is price, you've become a commodity. And then it's a race to the bottom—lowest cost and barebone services.

When companies demonstrate value for their services, they have a better chance of long-term success and sustainable growth. Here's how.

First, here are some important definitions.

A **commodity** is a basic good used in commerce that is **interchangeable** with other commodities of the same type. (James Chen, Investopedia, 2/14/2020)

Value is the regard that something is held to deserve; the **importance, worth, or usefulness** of something. (Oxford Languages)

When a product or service is a commodity, price is the only discriminator. Below are some low-cost value-added tactics that your clients will love.

1.) Make your client's job easier.

Consider all the interactions you have with clients, and make them smoother, easier, and hassle-free. Do you return calls quickly, or do your clients have to call you several times to get an answer to a problem? Set a goal to respond to phone calls and emails within 24 hours (or quicker).

What about your invoicing process? Is it easy for you – AND your client? Ask your customers what their requirements are, and make sure your invoices are set up to help them, not just you.

If you're required to provide documentation for services, materials, etc., make sure your paperwork fits THEIR needs, not just "this is the way we always do it." While it's time-consuming to change paperwork processes for every client, your value will skyrocket because you're adapting to them, not forcing them to comply with you.

What's THEIR best communication method? Phone? Virtual? Email? Text? Be flexible and adaptable to their preferences, so they'll find it easier to work with you.

2.) Help your client win work.

Keep your ear to the ground and let them know if you hear of an upcoming project. Without risking confidentiality agreements or promoting unethical practices, help your customers identify opportunities, and they're likely to remember you when it comes time to submit proposals.

Refer your clients to other businesses contacts and friends. Be a "connector" in the business community. People like people who help them create success.

Provide testimonials—even when you're not asked to. Do you have a great working relationship with a customer? Write a note or send an email letting them know how great it was to work with them. And remind them that you're always available to serve as a reference. (And make sure you respond quickly to those reference calls and emails requesting your feedback!)

3.) Make your client a priority.

Check in to find out how your clients are doing.... even if they don't have a specific project for you right now. Let them know you're thinking about them, and create a strong human connection. People like to know that you're interested in them, not just looking for the next project.

Write thank you notes and emails. Drop by their offices with a box of donuts or goodies (respecting physical distancing and safety protocols, of course!) If you use social media, share your clients' posts and congratulate them on success. Show genuine gratitude, which is bound to increase your value as a vendor.

Do what you say you're going to do. Do your job well. It may seem like a no-brainer, but just doing what you'll say you do is not as common as you may think. Be reliable, responsible, and do a good job. Your clients and customers will love you for it.

Providing exceptional value doesn't always require charging a higher price. When companies make their client's job easier, help them be successful, and show that they care, the result is repeat clients who love working with you.

Provide value to show your worth, and don't give clients a reason to work with anyone else. When you help your customers be successful, your business will grow!•



Interchange Improvements Planned On Loop 101 Between Princess Drive And Shea Boulevard In Scottsdale

Drivers can comment on planned new interchange designs through online survey

The Arizona Department of Transportation has partnered with the city of Scottsdale and the Maricopa Association of Governments on an upcoming project to widen the Loop 101 (Pima Freeway) between Princess Drive and Shea Boulevard by one general-purpose lane in each direction, as well as modify existing interchanges to improve traffic flow. Final design of this project is scheduled to begin next year and construction is planned to begin in late 2022 or early 2023.

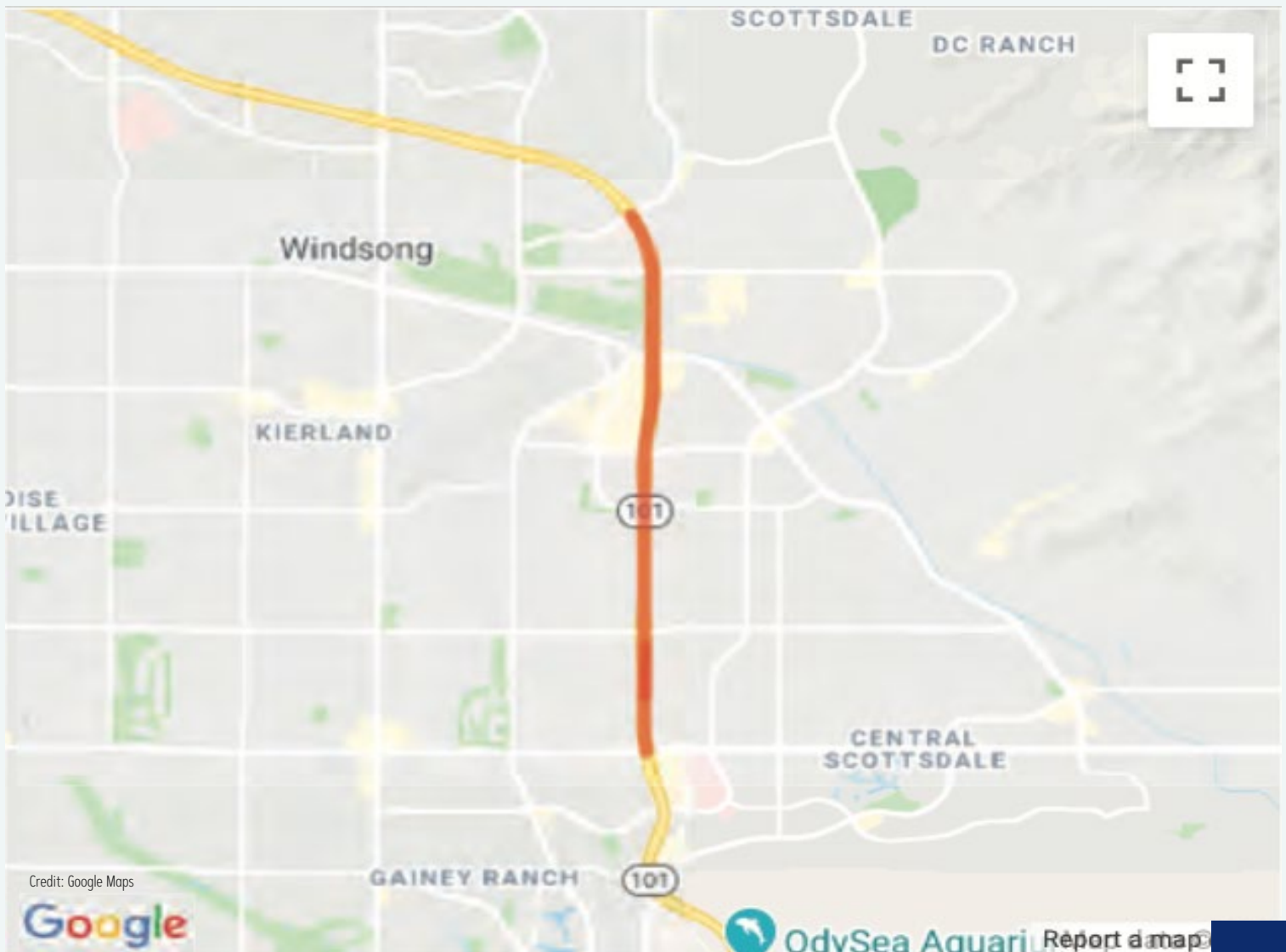
The Design Concept Report (DCR) for this project is currently being updated to modify the proposed interchange designs to better accommodate increased traffic volumes in this area.

The proposed revised concepts modify the interchange design at **Frank Lloyd Wright Boulevard to a new diamond configuration** and make **minor modifications to the interchanges and cross-streets at Princess Drive, Raintree Drive and Shea Boulevard** to improve turning movements.

Provide Input

ADOT is currently accepting comments about the four proposed interchange concepts included in this project.

To view maps of the interchange concepts and provide comments, participate in a [brief survey](#) through Nov. 20. Learn more on the [project website](#). •



Public Input Sought For I-10 Wild Horse Pass Corridor Improvement Options Between Phoenix And Casa Grande

Public encouraged to attend Nov. 18 public meeting and provide comments online survey

With a goal of reducing traffic congestion on Interstate 10 between Loop 202 (Santan Freeway) and State Route 387, the Arizona Department of Transportation, in cooperation with the Gila River Indian Community, the Bureau of Indian Affairs, the Federal Highway Administration and the Maricopa Association of Governments, is conducting a study to evaluate options for widening I-10 and modifying traffic interchanges and crossroads to improve traffic flow.

A live, call-in/online public meeting will be held Nov. 18 between 5:30 and 7 p.m. to provide details about the alternatives being evaluated and an opportunity for the public to provide feedback. The public meeting will be conducted both online and by phone.

This study will evaluate and assess the benefits and impacts for a range of feasible alternatives, including a no-build (do nothing) alternative. It also will identify mitigation necessary to offset potential impacts. Comments received during the public comment period will be used to help identify a recommended build alternative for the I-10 corridor and to complete the environmental assessment and design concept report documents.

There are three ways to participate in the public meeting on Nov. 18:

- **Register to receive a call at the time of the event** inviting you to join by visiting vekeo.com/i10wildhorsepass before 4:30 p.m. on Nov. 18.
- **Call 833-380-0669** at the time of the event to listen to the meeting.
- **Visit the study website** at i10wildhorsepasscorridor.com on the day of the meeting a few minutes before 5:30 p.m. and click on the meeting link to listen in, watch the presentation and participate.
- **Visit i10wildhorsepasscorridor.com to learn more about the alternatives and provide comments** via an interactive map

commenting tool for the I-10 alternatives and crossroad options. Study related materials, including exhibits, maps and evaluation criteria results for the alternatives and options, are available on the study web page.

Comments may be submitted in any of the following ways during the public comment period through Dec. 4:

- **Online:** Visit the website at i10wildhorsepasscorridor.com
- **Email:** i10wildhorsepasscorridor@hdrinc.com
- **Phone:** Call the bilingual study line at 602-522-7777

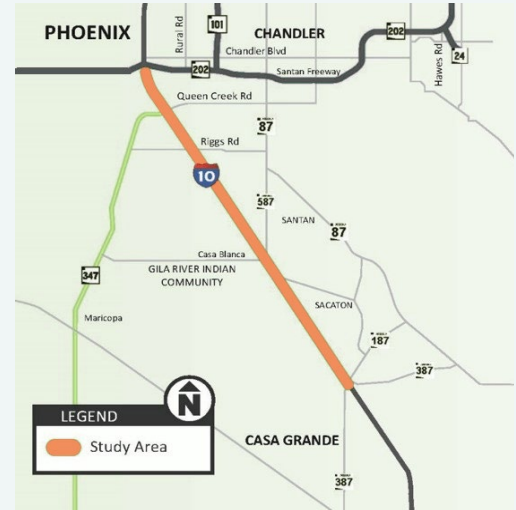
Mail: I-10 Wild Horse Pass Corridor Study Team c/o HDR, Inc., 20 E. Thomas Road, Suite 2500 Phoenix, AZ 85012

If you do not have access to the technology necessary to participate in the live public meeting or wish to receive printed copies of the online materials via mail, please contact the study team at 602-522-7777 or i10wildhorsepasscorridor@hdrinc.com no later than November 10, 2020.

Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA)

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons who require a reasonable accommodation based on language or disability should contact Daina Mann at 855-712-8530 or dmann@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y



leyes antidiscriminatorias, el Departamento de Transporte de Arizona (ADOT) no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con la contact Daina Mann a 855-712-8530 o dmann@azdot.gov. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.

The environmental review, consultation, and other actions required by applicable Federal environmental laws for this project are being or have been carried out by ADOT pursuant to 23 U.S.C. 327 and a Memorandum of Understanding dated 04/16/2019 and executed by FHWA and ADOT.

Las consultas, la revisión ambiental y otras acciones requeridas según las leyes ambientales federales correspondientes para este proyecto se están llevando a cabo o se han llevado a cabo por ADOT de acuerdo con 23 U.S.C 327 y un Memorandum de Acuerdo con fecha del 16 de abril de 2019 y se han realizado por FHWA y ADOT. •

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ATTENTION TO ALL FIRMS

Need help preparing DBE Affidavits?
Please see our tutorial video below:

["Preparing DBE Affidavits"](#)



NOVEMBER

- 19** LAI: Project Tour
12:00-1:00pm
Location: *Online Only*
- 19** ASCE: Future of Transportation with MAG and Sky Harbor, and a review of the ASCE 2020 Infrastructure Report Card
12:00-1:00pm
Location: *Online Only*
- 20** Pinal Partnership: Pinal County BOS – reflect, celebrate & look ahead
8:00am
Location: *Online Only*
- 21** AZ Water Association: Pedal with Purpose at El Tour De Tucson
SAVE THE DATE
7:00am-5:00pm
Location: *Online Only*
- 24** AZ BIZ: Workforce Generational Gaps
8:00am-9:30am
Location: *Online Only*
- 26** MPA: Cocktails & Connections
5:00pm-7:00pm
Location: *Online Only*

DECEMBER

- 1** ASHRAE Standard 191 – Efficient Use of Water in Building Mechanical Systems
11:30am-1:00pm
Location: *Online Only*
- 2** ULI AZ: 2020 Virtual Resilience Summit
10:30am-3:00pm
Location: *Online Only*
- 9** Local First: Streamlining Your Back Office and Building Team Culture to Come Back Stronger in 2021
12:00pm-1:00pm
Location: *Online Only*
- 14** Valley Partnership & Arizona Commerce Authority: Arizona Economic Resiliency Webinar Series #3
1:00pm-2:00pm
Location: *Online Only*
- 15** NAIOP: The Forces Shaping Office Space Demand Webinar (2020)
12:00pm
Location: *Online Only*
- 17** AZ Green Chamber: Community Networking With Breakout Sessions
5:00pm-6:15pm
Location: *Online Only*

Featured Federal-Aid Projects

CURRENT OPEN SOLICITATIONS

Due Date	Project Valuation	DBE Goal	Solicitation / Project Number	Type	Project Owner and Description	Contact
12/1/20 2pm		9.69%.	ST87100169; 6000001045	IFB	City of Phoenix - Roeser Road: 32nd Street to 37th Street. The work consists of roadway widening, including 20 new streetlights, placement of approx. 2,884 tons of asphalt concrete surface course & 6,838 SY of subgrade preparation, new sidewalk, curb & gutter; several driveways, curb ramps, bus stop improvements & drainage improvements.	Kathleen Lewis, Contracts Specialist, at 602-534-5789 or kathleen.lewis@phoenix.gov .
12/11/20 11am MST	\$9.8M	5.44%.	040-C(217)T; H877701C	IFB	ADOT - Bridge Replacement Re-Bid, West Flagstaff TI Overpass EB/WB, Ashfork-Flagstaff Hwy (I-40). The work consists of replacing existing 3-span concrete T-girder bridges in eastbound & westbound direction with new single-span precast, prestressed AASHTO Box Beam bridges, including widening of approach roadway, replacing guardrail, & replacing pavement markings.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
12/11/20 11am MST	\$590K	7.88%.	095-D(219)T; F024501C	IFB	ADOT - Construct SB Right Turn Lane, State Route 95 & Marina Blvd, Bullhead City. The work consists of the installation of a right turn lane.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .

External Links:

[ADOT Current Advertisements](#)

[ADOT Advertised Alternative Delivery Projects](#)

[ADOT Engineering Advertisements](#)

[Bidding Opportunities Around the State](#)

[ADOT Public-Private Partnership Initiatives](#)

DBE SUPPORTIVE SERVICES PROGRAM

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