



29 April 2009

Mr. Rick Cassady  
United States Transportation Command  
508 Scott Drive, Building 1900  
Scott AFB, IL 62225-5357

Subject: Defense Coordination Transportation Initiative (DTCI) Small Business  
Interaction Report

Reference: Contract Number: HTC711-07-D-0032

Dear Mr. Cassady,

In accordance with the Small Business Plan Menlo Worldwide Government Services hereby submits the subject deliverable, due to the United States Transportation Command on 01 May 2009.

Following are the Small Business Outreach actions Menlo accomplished during the period 01 February 2009 through 30 April 2009

**1. Menlo's efforts to ensure that all categories of small businesses have been given an equitable opportunity to compete for subcontracts.**

Total Carriers Invited to Bid	278
Total Carriers Returning Bids	226
Total SB Invited to Bid	184
Total SB Returning Bids	64

- a. 26 February 2009 – The Small Business Coordinator (SBC) worked with the Contracts Administrator to document the small businesses that were bidding on Phase 4
  - a. If the SB's were not bidding, details were gathered regarding why they were not
  - b. Verified Small Business list currently contains (as of 4/20/09) 319 vetted small businesses
    - a. HUBZone = 8 (2.5%)
    - b. VOSB = 98 (30.7%)

- c. SDVOSB = 13 (4.1%)
- d. SDB = 82 (25.7%)
- e. WOSB = 87 (27.3%)
- c. Vetted Small Business under contract
  - i. As of 4/20/09, there are 73 SB's under contract with Menlo
    - 1. 19 are WOSB (26%)
    - 2. 16 are VOSB (22%)
    - 3. 2 are SDVOSB (3%)
    - 4. 8 are SDB (11%)
    - 5. 5 are HUBZone (7%)
  - ii. SBC checked all 73 SB's with Contracts to ensure none were on the SBA's "Other Than Small Business List" (list of companies whose small business status has been protested and found to be large)
- a. Small Business Awards (per report 10/20/08)

Category	Goal	Actual
WOSB	1.90	16.02%
VOSB	2.10%	14.99%
SDVOSB	2.10%	1.53%
SDB	6.00%	8.98%
HUBZone	1.30%	2.12%
<b>Total Small Business</b>		\$41,367,906

**2. Menlo's outreach efforts to identify various categories of small businesses to facilitate their participation as subcontractors.**

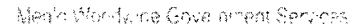
- a. Performed initial profile checks for 119 businesses – this included CCR profile checks to determine small business status and special classifications.
  - i. If and when the business registers on the Menlo master carrier list, the SBA profile is verified
    - 1. 107 businesses registered online this quarter and were vetted through their CCR and SBA profiles
      - a. Sent SB criteria to 74 new registrants to determine if they qualify as a small business concern
  - ii. SBC sent CCR registration documents to 17 new SB registrants that did not have a CCR Profile and qualified as small business concerns
    - 1. DUNS Guidance Document – To obtain a DUNS number
    - 2. Table of Small Business Size Standards – To determine which NAICS Code(s) to register under
    - 3. CCR Handbook – This document walks through the online registration with greater detail and has the CCR Help Desk number
- b. SBC periodically checks all VOSBs for a Vetbiz profile and sends information that Vetbiz is now being used to verify VOSB and SDVOSB status and to provide registration info
  - i. 11 February 2009 – Vetbiz information sent to 26 carriers

- c. 69 small businesses were checked for HUBZone eligibility this quarter
    - i. February 2009 - advised 6 SBs their address fell in a HUBZone and they could possibly qualify for the HUBZone certification if other criteria was also met
    - ii. March 2009 – advised 2 SBs their address fell in a HUBZone and they could possibly qualify for the HUBZone certification if other criteria was also met
  - d. Other Outreach
    - i. Attended 3 NDTA Luncheons during the quarter
    - ii. 24 February 2009 – Forwarded the SBA's SCAM Alert email to 718 Small Businesses that had registered at one time on the DTCL site
      - 1. The bogus letter looked authentic as it was on SBA's letterhead, however, it asking bank account information suggesting economic stimulus money might be available to them
    - iii. 26 February 2009 – Reached out to 134 HUBZone businesses that had been sent information previously and had never registered online
      - 1. 9 business registered online
    - iv. 26 February 2009 – Reached out to 16 HUBZone businesses that were not included in previous CCR HUB searches
      - 1. 0 businesses registered online
    - v. 19 March 2009 – Reached out to 5 SDVOSBs found on CA Gov's eProcurement website
      - 1. 0 businesses registered online
    - vi. 19 March 2009 – Reached out to 3 SDVOSBs found on CA DVBE Alliance's website
      - 1. 1 businesses registered online
    - vii. 25 March 2009 – Reached out to 4 air freight forwarders found on Business.com
      - 1. 3 businesses registered online
    - viii. 27 March 2009 – Reached out to 9 truck carriers found on Business.com
      - 1. 3 business registered online
    - ix. 6 April 2009 – Attended the SDDC Symposium and DTCL Breakout Sessions in Atlanta, GA
- 3. Assistance provided to various categories of small businesses to facilitate their participation as small businesses.**
- a. 2 February 2009 - Advised 572 small businesses on the master carrier list of the CCR's upcoming change of passwords replacing TPINs
  - b. 5 February 2009 - Forwarded instructions on how to obtain a SCAC code to 65 small businesses on the master carrier list
  - c. 3 March 2009 – Forwarded instructions on how to obtain a SCAC code to 1 SB
  - d. Sent reminders to 47 SBs that their CCR profiles were to expire in the current month
    - i. February – 14 to expire
    - ii. March – 13 to expire
    - iii. April – 20 to expire

**VOSB assistance**

- a. (b)(4)  
nt CCR  
registration documents
  - ii. 3 March 2009 – answered CCR registration questions
  - iii. 4 March 2009 – advised POC their CCR profile was missing mandatory information and how to update the profile
- b. (b)(4)
  - i. 4 February 2009 – Corresponded about DTCL program and next steps
  - ii. 1 April 2009 – Deemed out of scope based on their scope (office and household good moves only)
- c. (b)(4)
  - i. 17 February 2009 – Invited to Phase 4 Bid
  - ii. 10 March 2009 – Rates Reviewed
  - iii. 16 March 2009 – Invited to Phase 4 Round 2 Bid
  - iv. 23 March 2009 – Will contact later regarding bids for EOY depots
  - v. 20 April 2009 – Contract package sent
- d. (b)(4)
  - i. 27 February 2009 – Advised their CCR profile was pending changes and how to update
  - ii. 2 March 2009 – Deemed out of scope based on their scope of operations (passenger helicopter transportation)
- e. (b)(4)
  - i. 16 March 2009 – procurement sent air contract package
  - ii. 23 March 2009 – documented new POC
- f. (b)(4)
  - i. 11 February 2009 – requested carrier profile
  - ii. 16 February 2009 – deemed out of scope until we receive a response or profile
- g. (b)(4)
  - i. 11 February 2009 – requested carrier profile
  - ii. 16 February 2009 – requested carrier profile

- iii. 23 February 2009 – requested carrier profile
- iv. 2 March 2009 – spoke to POC regarding profile
- v. 10 March 2009 – deemed out of scope due to lack of response
- h. (b)(4)
  - i. 10 February 2009 – requested carrier profile
  - ii. 16 February 2009 – deemed out of scope until we receive a profile
- i. (b)(4)
  - i. 5 February 2009 – discussed DTCL program and next steps with the POC
  - ii. 2 March 2009 – forwarded Procurement's contact information to help answer bid questions
- j. 2 February 2009 -Sent HUBZone registration information to Sikes Inc.
- k. 6 February 2009 – Advised (b)(4) their CCR did expire
- l. 9 February 2009 – discussed DTCL program and next steps with (b)(4)
- m. 10 February 2009 – Corresponded with POC regarding procurement's decision and why they were not considered a fit for DTCL
- n. 11 February 2009 – Sent Vetbiz information to 27 VOSBs on the master carrier list
- o. 11 February 2009 – requested carrier profile from (b)(4)
- p. 24 February 2009 – Procurement advised (b)(4) (b)(4) they were out of scope due to Menlo having enough brokers and wanting to shift its focus to more asset based carriers
- q. 2 March 2009 – Advised (b)(4) (b)(4) their CCR did expire
- r. 20 March 2009 – Forwarded (b)(4) (b)(4) carrier profile to procurement
- s. 24 March 2009 – Received capabilities statement from (b)(4)
  - i. Deemed out of scope based on equipment type
  - ii. Corresponded further about program needs and passed on Michelle Mendez's contact information
- t. 27 March 2009 – Advised (b)(4) (b)(4) their CCR profile had pending changes and was not completely active



## SDVOSB assistance

- iv. 5 February 2009 – Discussed the DTCL program and next steps with (b)(4)
- v. 6 February 2009 – Sent to the registration link to an SDV who contacted the SBC (b)(4)
- vi. 9 February 2009 - Procurement reviewed rates for and is working with them as a possible supplier for (b)(4)
- vii. SBC continuing the weekly meetings with the Procurement team to review carrier profiles for project fit
- viii. 9 February 2009
  - 1. SBC requested carrier profiles from:
    - a.
    - b.
    - c.
    - d.
    - e.
    - f.
    - g.
    - h.
    - i.
    - j.
    - k.
    - l.
    - m.
    - n. (b)(4)
    - o.
    - p.
    - q.
    - r.
    - s.
    - t.
    - u.
    - v.
    - w.
    - x.
    - y.
    - z.

- aa.
- bb.
- cc.
- dd.
- ee.
- ff.
- gg.
- hh.
- ii.
- jj.
- kk.
- ll. (b)(4)
- mm.
- nn.
- oo.
- pp.
- qq.
- rr.
- ss.
- tt.
- uu.
- vv.
- i. (b)(4) is a primary supplier for Albany; contract complete
- ww. Followed up with (b)(4) (b)(4) to return their bids
- xx. Received profile for (b)(4) (b)(4) to review at next meeting
- yy. (b)(4) is being considered as a possible supplier for Albany
- zz. SBC forwarded extra information gathered to procurement regarding (b)(4) (Yard 100 miles from Corpus, etc.)
- aaa. (b)(4) considered a possible supplier for outbound Charleston and is invited to Phase 4 bid
- bbb. Procurement reviewing rates for (b)(4) (b)(4) and (b)(4)
- ccc. (b)(4) deemed out of scope for the time being since Menlo is where they want to be with brokers
- ddd. (b)(4) deemed out of scope because their only interest was Albany and (b)(4) and Menlo is set for those sites
- eee. (b)(4) is deemed out of scope based on time in the business and discussions with (b)(6) /Procurement
- fff. (b)(4) is deemed out of scope

- ggg. SBC followed up with (b)(4) to determine how they would subcontract to Menlo; if a broker, who are their TL and LTL carriers, etc.
- hhh. (b)(4) bids to be reviewed by pro
- iii. (b)(4) rates to be reviewed by procurement

ix. 16 February 2009

1. Ruled the following out of scope due to lack of response (requested carrier profile multiple times, no response to emails and calls, etc.)
  - a.
  - b.
  - c.
  - d.
  - e.
  - f. (b)(4)
  - g.
  - h.
  - i.
  - j.
  - k.
  - l. (b)(4) cope because their work hours are not conducive to the DTCT project
2. Forwarded extra details about (b)(4) to the procurement team
3. Rates reviewed for (b)(4) are too high and sent back for them to review
4. Rates reviewed for (b)(4) and sent back for them to review; invited to Phase 4 bid
5. (b)(4) i
6. (b)(4) r (b)(4) and sent back for them to review
7. (b)(4) invited to Phase 4 bid

x. 23 February 2009

1. Rates reviewed for (b)(4); still a possible supplier for (b)(4)
2. Rates reviewed for (b)(4) seem high and limited in scope; procurement following up
3. (b)(4) invited to Phase 4 bid
4. SBC requested carrier profiles from:
  - a.
  - b.
  - c.
  - d. (b)(4)
  - e.
  - f.



g.  
h.  
i.  
j.  
k.  
l.  
m.  
n.  
o.  
p.  
q.  
r.  
s.  
t.  
u.  
v.  
w.  
x.  
y.  
z.  
aa.

(b)(4)

5. Ruled (b)(4) out of scope  
based on size

a. Forwarded information to (b)(6) (VOSB broker)  
as he may be able to utilize them for DTIC  
freight

xi. 26 February 2009

1. SBC gave procurement's contact information to (b)(4)  
to answer bidding questions

xii. 27 February 2009 – Discussed the DTIC program and next  
steps with (b)(4)

xiii. 2 March 2009

1. Waiting on rate analysis to review rates for the  
following

a.  
b.  
c.  
d.  
e.  
f.  
g.  
h.  
i.

(b)(4)

2. SBC requested carrier profiles from:

i.  
ii.  
iii.  
iv.  
v.

(b)(4)

vi.  
vii.  
viii.

ix.  
x.  
xi.  
xii.  
xiii.  
xiv.  
xv.  
xvi.  
xvii.  
xviii.  
xix.  
xx.  
xxi.

(b)(4)

- b. Rates reviewed for (b)(4) – pricing spotty and limited on their volume
  - i. Procurement to work with them
- c. (b)(4) deemed out of scope
- d. (b)(4) deemed out of scope because of LTL limitations
- e. Procurement following up with (b)(4) (b)(4) to find out their scope of business (air

3. 3 March 2009 – (b)(4) deemed out of scope based on lack of time in the business and not being established

4. 10 March 2009

- a. Deemed the following out of scope due to lack of response (requested carrier profile multiple times, no response to emails and calls, etc.)

i.  
ii.  
iii.  
iv.  
v.  
vi.

(b)(4)

- 1. POC is military getting ready to mobilize; will move back into scope if and when we receive a

vii.  
viii.  
ix.

(b)(4)

- b. (b)(4) deemed out of scope due to their connection with (b)(4)
    - i. Contract would not be First Tier
  - c. (b)(4) deemed out of scope because they are interested in warehousing only
  - d. Deemed out of scope due to lack of time in the business and not being established
    - i.
    - ii. (b)(4)
    - iii.
  - e. (b)(4) deemed out of scope due to lack of volume on their bids
5. 16 March 2009
- a. Rates reviewed for (b)(4) they're on the shortlist for (b)(4)
  - b. Invited to Phase 2 Bid
    - i.
    - ii. (b)(4)
  - c. Contract and bid package sent to:
    - i. (b)(4)
    - ii.
6. 20 March 2009
- a. (b)(4) deemed out of scope based on teaming agreement situation with (b)(4) canceled the week before)
7. 23 March 2009
- a. Deemed the following out of scope due to lack of response (requested carrier profile multiple times, no response to emails and calls, etc.)
    - i.
    - ii. (b)(4)
    - iii.
  - b. (b)(4) deemed out of scope because equipment (dumptrucks) doesn't fit DTCI program
  - c. (b)(4) deemed out of scope
  - d. (b)(4) deemed out of scope due to lack of time in the business and not being established
  - e. SBC found new contact for (b)(4) and requested a carrier profile to be reviewed
  - f. (b)(4) ested carrier profile from (b)(4)
  - g. SBC requested carrier profile from (b)(4)
  - h. Rates reviewed for (b)(4) ranked around 20<sup>th</sup>

- i. SBC spoke to (b)(4) regarding the next steps (b)(4) ails regarding EDI and Powertrac
    - i. SBC requested carrier profile
- 8. 24 March 2009
  - a. SBC sent (b)(4) the Bid Response Team email to answer bidding questions
- 9. 30 March 2009
  - a. (b)(4) deemed out of scope due to
    - i. Forwarded them to (b)(4) (b)(4) to see if they could be used under DTCL in that manner
  - b. (b)(4) deemed out of scope due to size of business
    - i. Forwarded them to (b)(4) (b)(4) to see if they could be used under DTCL in that manner
  - c. (b)(4) invited to re-bid (b)(4) in Phase 4
  - d. Contract and bid packages sent to:
    - i. (b)(4)
    - ii. (b)(4)
  - e. Invited to Phase 4 Round 2 Bids
    - i. (b)(4)
    - ii. (b)(4)
- 10. 16 April 2009
  - a. Contract package sent to (b)(4) (b)(4)
- 11. 20 April 2009
  - a. Deemed the following out of scope due to lack of response (requested carrier profile multiple times, no response to emails and calls, etc.)
    - i. (b)(4)
    - ii. (b)(4)
  - b. (b)(4) Industries deemed out of scope because equipment doesn't fit DTCL program
  - c. Waiting on insurance from (b)(4) to complete contract
  - d. (b)(4) on hold for now; determining new air strategy \*
  - e. Waiting on contracts back from:
    - i. (b)(4)
    - ii. (b)(4)
  - f. Waiting for bid analysis to review rates on the followin
    - i. (b)(4)



iii.

(b)(4)

## xiv.

(b)(4)

- xv.

(b)(4)

- 009 – Contract package sent

xvii.

(b)(4)

- xvii.

(b)(4)

- xviii.

(b)(4)

- xix.

(b)(4)

- xx.

(b)(4)

1. 9 March 2009 – advised their CCR was expired
2. 26 March 2009 – Procurement visited with carrier while on Tobyhanna site visit
3. 30 March 2009 – Rate feedback given to carrier

4. 20 April 2009 – waiting on finalized contract
- xxi. (b)(4)
  1. 27 February 2009 – advised CCR pending changes and how to update the profile
  2. 2 March 2009 – requested carrier profile
  3. 10 March 2009 – requested carrier profile
  4. 16 March 2009 – spoke to POC and obtained further business details to give to procurement
  5. 30 March 2009 – requested carrier profile
  6. 3 April 2009 – ruled out of scope based on lack of response and no profile submitted
- xxii. 9 February 2009 – forwarded profile for (b)(4) to procurement to review
  1. (b)(4)
    - a. 16 February 2009 – requested carrier profile
    - b. 23 February 2009 – requested carrier profile
    - c. 2 March 2009 – spoke to POC who said profile would be sent soon
- xxiii. 10 March 2009 – ruled out of scope based on lack of response and no profile submitted 11 February 2009 – Requested carrier profiles to be reviewed at next weekly meeting
  - 1.
  - 2.
  - 3.
  4. (b)(4)
  - 5.
  - 6.

file to procurement
- xxiv. 16 Feb (b)(4) inesses out of scope due to lack of response and not submitting profiles
  - 1.
  2. (b)(4)
  - 3.
- xxv. 27 Feb TCI program and next steps with (b)(4)
- xxvi. 27 February 2009 – Advised the following businesses their CCRs had pending changes and how to update the profiles
  - 1.
  2. (b)(4)
- xxvii. 2 March 2009 – Ruled these businesses out of scope
  1. (b)(4) – out of scope; passenger tion
  2. (b)(4) – based on equipment type
  3. (b)(4) – based on equipment type
  4. (b)(4) – based on size; passed contact information to (b)(4) (VOSB broker) who might be able to use

- xxviii. 2 March 2009 – Worked with SBA HUB Liaison to determine  
(b)(4) HUB effective date (no SBA profile  
online)
- xxix. 2 March 2009 – (b)(4) commercial contact information  
to (b)(4)
- xxx. 9 these businesses out of scope
1. (b)(4) – based on doing household  
goods moving only
  2. (b)(4) – based on size; passed contact  
information to (b)(4) (VOSB broker) who might be able
  3. (b)(4) – based on size and  
phic scope
  4. (b)(4) – based on limited geographic scope  
(LTL out of SW only)
- xxxi. 23 March 2009 – Procurement reviewing (b)(4)  
(b)(4) rates
- xxxii. 2009 – SBC advised Procurement that (b)(4)  
(b)(4) has not been used often  
and rates not completely loaded in system
2. Logistics Analyst added rates and routing guide  
information
    - a. This should increase the opportunity for  
(b)(4) to be selected by a load planner
- xxxiii. 009 – SBC confirmed with Logistics that (b)(4)  
(b)(4) rates were never loaded into system
1. left voicemail to see if still interested in DTCI
- xxxiv. 1 April 2009 – ruled (b)(4) out of scope based on  
scope (household g

#### WOSB assistance

- xxxv. (b)(4)
1. 2 February 2009 – Discussed and forwarded  
information regarding the “money held in trust” detail  
for NAICS code 488510
  2. 2 March 2009 – Spoke to POC regarding why his CCR  
profile is no longer visible on the public search
- xxxvi. (b)(4)
1. 26 February 2009 – POC advised they will not be  
bidding on Phase 4; no feedback given from last bid
    - a. Deemed out of scope due to size – 1 truck/2  
rs working as a team
- xxxvii. (b)(4)
1. 23 March 2009 – contacted new POC regarding getting  
a carrier profile to review
  2. 24 March 2009 – spoke to POC regarding their CCR  
profile
  3. 1 April 2009 – Followed up to obtain carrier profile
  4. 3 April 2009 – Advised CCR IRS Validation failed

5. 21 April 2009 – advised procurement they're interested in TL and expedited from Richmond
- xxxviii. (b)(4)
  1. 31 March 2009 – Advised CCR profile was missing mandatory information and how to update the profile
  2. 14 April 2009 – Updated all records with new POC
    - a. Advised new POC the CCR expired
  3. 15 April 2009 – Gave POC the CCR Help Desk number
- xxxix. (b)(4) t
  1. 5 February 2009 – Updated all records with new POC
  2. 5 February 2009 – Discussed DTCL program and next steps
  3. 6 February 2009 – Advised their CCR was missing mandatory information and how to update the profile
- xl. (b)(4)
  1. 27 February 2009 – advised CCR profile has pending changes and how to update the profile
  2. 2 March 2009 – ruled out of scope based on equipment type
- xli. (b)(4)
  1. 23 February 2009 – Spoke to POC about DTCL program and scope
  2. 23 March 2009 – Forwarded carrier profile to the procurement team for review
  3. 20 April - Will contact later regarding the Co. Springs depot opening in July 09
- xlii. (b)(4)
  1. 2009 – WOSB in VA per POC
    - a. Emailed SB criteria to confirm if SB
  2. 3 April 2009 – deemed out of scope because have been on master carrier list over a year with no CCR or carrier profiles submitted
- xliii. (b)(4)
  1. 11 February 2009 – requested carrier profile
  2. 2 April 2009 – advised CCR expired
    - a. Contract package sent
- xliv. (b)(4)
  1. 27 February 2009 – SBC requested DUNS since online registration stated they had active CCR
  2. 2 March 2009 – SDB requested carrier profile
  3. 20 March 2009 – additional company background passed to Procurement
  4. 23 March 2009 – waiting for site visit to Warner Robbins
- xliv. (b)(4)
  1. 9 March 2009 – advised their CCR was expired
  2. 26 March 2009 – Procurement visited with carrier while on Tobyhanna site visit
  3. 30 March 2009 – Rate feedback given to carrier



4. 20 April 2009 – waiting on finalized contract
- xlvi. 9 February 2009 – (b)(4) ruled out of scope – out of busi
- xlvi. 9 February 2009 – (b)(4) ruled out of scope based on size and limited scope
- xlvi. 11 February 2009 – Requested carrier profiles from:
  1. (b)(4)
    - a. Ruled out of scope based on profile – shipping consultant
  - 2.
  3. (b)(4)
  - 4.
- xlix. 16 February 2009 – Ruled out of scope based on lack of response
  - 1.
  2. (b)(4)
- I. 2 March 2009 – Gave Menlo commercial contact information to (b)(4)
- li. 3 March 2009 – (b)(4) deemed out of scope based on lack of time in the business and not being established
- lii. 3 March 2009 – forwarded profile for (b)(4) to procurement for review
- liii. 4 March 2009 – (b)(4) ruled out of scope based on size and geographic limits (shipments must originate in MO)
- liv. 11 March 2009 – Requested, received, and forwarded carrier profile from (b)(4) to the Procurement team
- lv. 17 March 2009 – Corresponded with (b)(4) about the bidding process
- lvi. 20 March 2009 – Sent HUBZone registration information to (b)(4)
- lvii. 23 March 2009 – Followed up on behalf of (b)(4)
  1. Contract in place but no loads have been moved
- lviii. 23 March 2009 – Sent CCR registration documents to (b)(4)
- lix. 31 March 2009 – Advised (b)(4) their CCR profile was missing information and how to update the profile
- lx. – Forwarded Bid Response Team's email to (b)(4)
- lxi. 20 April 2009 – Followed up with procurement on behalf of (b)(4)
  1. No profile on record
  2. Asked POC to resend their profile
  3. SBC sent profile template
- lxii. 20 April 2009 – Sent (b)(4) the DTCL portal after responding to questions about SB usage within DTCL

lxiii. 21 April 2009 - Received contact information for (b)(4)  
(b)(4) from (b)(6) / DTCL

1. Discussed DTCL program and next steps with the POC
2. Forwarded DTCL registration link to POC

**SDB assistance**

- lxiv. (b)(4)
1. 27 March 2009 – POC sent new address to be updated on all records; checked this address for HUBZone eligibility
  2. 13 April 2009 – discussed the SDDC Symposium and NDTA organization with the POC who was upset for not knowing about the event in Atlanta
    - a. Asking to resend profile so procurement can review
  3. 15 April 2009 – sent POC website links to find networking events pertinent to his field
  4. 20 April 2009 – requested carrier profile again
- lxv. (b)(4)-
1. 23 February 2009 – Followed up with POC to determine if still interested in DTCL
  2. 25 February 2009 – Spoke to POC who said profile would be submitted soon
  3. 10 March 2009 – ruled out of scope due to lack of response and no profile submitted
- lxvi. (b)(4)
1. 10 March 2009 – requested carrier profile
  2. 16 March 2009 – ruled out of scope based on lack of response and no profile submitted
- lxvii. (b)(4)
1. 17 February 2009 – received and forwarded profile to procurement to review
  2. 23 February 2009 – ruled out of scope based on size; gave information to (b)(4) (VOSB broker) who might be able to use them
- lxviii. (b)(4)
1. 16 March 2009 – rates reviewed and they're on shortlist for (b)(4)
- lxix. (b)(4)
1. 23 March 2009 – after review, decided to contact later based on their interest in depots opening end of the year
  2. 20 April 2009 – contract package sent
- lxx. (b)(4)
1. 10 March 2009 – requested carrier profile
  2. 16 March 2009 – requested carrier profile
    - a. Ruled out of scope based on lack of response (no voicemail) and no profile submitted

- lxxi. (b)(4)
1. 31 March 2009 – received contact information from the DTCI PMO
  2. 1 April 2009 – exchanged emails with the POC regarding their scope of operations; sent online registration link
  3. 14 April 2009 – advised the POC their CCR profile is incomplete and how to update the profile
    - a. Also advised them their CCR profile states they're a non profit business
- lxxii. (b)(4)
1. 23 March 2009 – invited to Round 2 bid
  2. 30 March 2009 – invited to Phase 4 Round 2 bid
  3. 20 April 2009 – rating for rate analysis to be reviewed by procurement
- lxxiii. (b)(4)
1. 9 February 2009 – requested carrier profile
  2. 23 February 2009 – requested carrier profile
  3. 24 February 2009 – received and forwarded profile to procurement to review
  4. 26 February 2009 – ruled out of scope based on their scope (air charter) and inability to contract with them due to their unique Joint Venture situation with Chrysler
- lxxiv. (b)(4)
1. 30 March 2009 – contract and bid package sent
  2. 20 April 2009 – rating for rate analysis to be reviewed by procurement
- lxxv. (b)(4)
1. 4 February 2009 – resent carrier profile to the procurement team
- lxxvi. 10 February 2009 – Corresponded with (b)(4) about why Procurement felt they were not a fit for DTCI
- lxxvii. 11 February 2009 – resent Menlo's welcome email to the POC
- lxxviii. 12 February 2009 – ruled (b)(4) out of scope based on size and equipm
- lxxix. 13 February 2009 – advised (b)(4) their CCR profile expired
- lxxx. 3 March 2009 – Forwarded letter from (b)(4) to procurement regarding their need for a brokers license
1. ruled out of scope based on lack of time in business and not being established
- lxxxi. 3 March 2009 – forwarded (b)(4) ' profile to procurement
- lxxxii. 3 March 2009 – spoke to (b)(4) and ruled them out of scope based on their lack of interest in DTCI at this time
- lxxxiii. 11 March 2009 – Sent (b)(4) a carrier profile to complete and submit to Procurement

1. received carrier profile and forwarded to Procurement to review
- lxxxiv. 09 – sent HUB registration information to (b)(4)  
(b)(4)
  1. gave contact information to Procurement to help answer bidding questions
- lxxxv. 23 March 2009 – SBC advised Procurement that (b)(4)  
(b)(4) has not been used often
  1. Research found rates not completely loaded in system
  2. Logistics Analyst added rates and routing guide information
    - a. This should increase the opportunity for (b)(4)  
(b)(4) to be selected by a load planner
- lxxxvi. 23 March 2009 – SBC advised Procurement that (b)(4)  
(b)(4) has not been used often
  1. Research found rates not completely loaded in system
  2. Logistics Analyst added rates and routing guide information
    - a. should increase the change of (b)(4)  
(b)(4) being selected by a load planner
- lxxxvii. 31 March 2009 – advised (b)(4) their CCR missing mandatory information and how to update the profile
- lxxxviii. 31 March 2009 – advised (b)(4) their CCR missing mandatory information and how to update the profile
- lxxxix. 13 April 2009 – sent bid response team email to (b)(4)
  - 1.
- xc. 20 April 2009 – exchanged emails with regarding DTCL SB percentages and questions
  1. forwarded link to DTCL portal

Please direct related questions or comments regarding the content of this deliverable to me at (703) 626- (b)(6)

Respectfully,

// Signed //

(b)(6)

Director



03 August 2009

Mr. Rick Cassady  
United States Transportation Command  
508 Scott Drive, Building 1900  
Scott AFB, IL 62225-5357

Subject: Defense Coordination Transportation Initiative (DTCI) Small Business Interaction Report

Reference: Contract Number: HTC711-07-D-0032

Dear Mr. Cassady,

In accordance with the Small Business Plan Menlo Worldwide Government Services hereby submits the subject deliverable, due to the United States Transportation Command on 1 August 2009. Following are the Small Business Outreach actions Menlo accomplished during the period 01 May 2009 through 31 July 2009.

**1. Menlo's efforts to ensure that all categories of small businesses have been given an equitable opportunity to compete for subcontracts.**

- a. Verified Small Business list currently contains (as of 7/17/09) 350 vetted small businesses
  - a. HUBZone = 7 (2%)
  - b. VOSB = 97 (28%)
  - c. SDVOSB = 15 (4%)
  - d. SDB = 92 (26%)
  - e. WOSB = 93 (27%)
- b. Vetted Small Business under contract, as of 7/17/09, there are 74 SB's under contract with Menlo
  - 1. 18 are WOSB (24%)
  - 2. 13 are VOSB (18%)
  - 3. 3 are SDVOSB (4%)
  - 4. 16 are SDB (22%)
  - 5. 5 are HUBZone (7%)

c. Small Business Awards (per Cumulative report Inception through 21 July 2009)

Category	Goal	Actual
WOSB	1.90%	15.62%
VOSB	2.10%	14.34%
SDVOSB	2.10%	1.82%
SDB	6.00%	11.14%
HUBZone	1.30%	1.93%
<b>Total Small Business Transportation</b>		<b>\$61,416,035</b>

**2. Menlo's outreach efforts to identify various categories of small businesses to facilitate their participation as subcontractors.**

- a. Performed initial profile checks for 143 businesses – this included CCR profile checks to determine small business status and special classifications.
  - i. Business registration on the Menlo master carrier list, triggers SBA profile verification
    1. 105 businesses registered online this quarter and were vetted through their CCR and SBA profiles
      - a. Sent SB criteria to 14 new registrants to determine if they qualify as a small business concern
  - ii. Menlo's Small Business Coordinator (SBC) sent CCR registration documents to 19 new SB registrants that did not have a CCR Profile and qualified as small business concerns. Menlo provides the documentation to the small businesses:
    1. DUNS Guidance Document – To obtain a DUNS number
    2. Table of Small Business Size Standards – To determine which NAICS Code(s) to register under
    3. CCR Handbook – This documents guides the small business through online registration providing greater detail and the CCR Help Desk number
  - iii. Ran D&B checks on 62 SB's that registered online during this quarter
    1. The D&B information is used later in the contracting process
    2. 3 additional areas are reviewed: Commercial Credit Score Class, Paydex, and Financial Stress Class
- b. SBC periodically checks all VOSBs for a Vetbiz profile and sends notification that Vetbiz is verifying VOSB and SDVOSB status and we provide registration information
  - i. 6 May 2009 – Vetbiz information sent to 16 carriers
- c. 46 small businesses were reviewed for HUBZone eligibility this quarter
  - i. May 2009 - advised 2 SBs their address fell in a HUBZone and they may qualify for the HUBZone certification if they met other criteria
  - ii. June 2009 – advised 2 SBs their address fell in a HUBZone and they may qualify for the HUBZone certification if they met other criteria
  - iii. July 2009 – advised 2 SBs their address fell in a HUBZone and they may qualify for the HUBZone certification if they mat other criteria
- d. Other Outreach
  - i. Attended 1 NDTA Luncheon during the quarter

- ii. 1 May 2009 – Followed up with 11 SB's that registered for HUBZone status; however, certifications have not gone through at this time
- iii. 1 May 2009 – Forwarded SBA's Quarterly Newsletter to 30 SB's in Missouri
  - 1. Contained information regarding Small Business Week and SCORE's upcoming loan workshops
- iv. 4 May 2009 – Reached out to 35 SB's on the 2009 SDDC Symposium attendee list that had not previously registered an interest in DTIC
  - 1. 2 businesses registered online
- v. 8 June 2009 – Reached out to 84 '8a' SB's regarding their capabilities above and beyond transportation and sought other contracts on which they worked
  - 1. Passed the information I received onto (b)(6) for possible teaming arrangements in future
  - 2. Next step is to send RFP information to the appropriate business if a fit
    - a. Example – (b)(6) from (b)(4) sends RFP's with specific 8a
- vi. 2 July 2009 – Forwarded link to FedBizOpps trucking opportunity to 541 SB's
- vii. 7 July 2009 – Advised 400 SB's of the CCR warning listed on [www.ccr.gov](http://www.ccr.gov)
  - 1. Fraudulent notices being sent asking for TPIN/passwords
- viii. 15 July 2009 – Reached out to 9 VOSB's from list of brokers obtained from Textainers (Michelle Mendez introduced us at 2009 SDDC Symposium)
  - 1. 0 businesses registered online
- e. Other Unclassified Assistance
  - i. 15 May 2009 – Spoke to (b)(6) from (b)(4) regarding my practices
    - 1. Discussed how SB's were reported
    - 2. Sent (b)(6) information regarding Vetbiz and CCR registration
  - ii. 1 July 2009 – sent Cynthia Woods/DTIC PMO the Table of Small Business Size Standards and discussed the trucking codes

**3. Assistance provided to various categories of small businesses to facilitate their participation as small businesses.**

- a. June 2009 - Forwarded instructions regarding obtaining SCAC codes to 2 small businesses on the master carrier list
- d. Sent reminders to 43 SBs that their CCR profiles were to expire in the current month
  - i. May – 12 to expire
  - ii. June – 15 to expire
  - iii. July – 16 to expire

**VOSB assistance**

- i. (b)(4) formation
  - 2. 28 May 2009 – confirmed the carrier is waiting on rate approval before completing the contract
  - 3. 25 June 2009 – sent additional bid worksheets to carrier
  - 4. 17 July 2009 – followed up with carrier to determine interest
    - a. Updated rates were never received from carrier

5. 20 July 2009 – confirmed with POC that rates would be submitted in midweek
- ii. Action Express
  1. 6 May 2009 – sent Vetbiz information
- iii. (b)(4)
  - re sent a contract package
  - a. No contract documents received to date
  - b. Review at Phase 4 rates shows average rank of 30
  2. 12 June 2009 – reminded procurement to review rates
  3. 17 June 2009 – approved POC's request for time extension on contracting documents
  4. 7 July 2009 – left voicemail regarding their email address not working
    - c. There's currently a glitch in their network that is being fixed
    - d. Received an alternate email address
  5. 17 July 2009 - during weekly review meeting, reminded procurement to review rates
- iv. (b)(4)
  1. 11 May 2009 – reminded procurement to review rates
  2. 8 June 2009 - reminded procurement to review rates
  3. 2 July 2009 – spoke to POC regarding new capabilities
    - a. Sent carrier profile requesting update with additional aation
- v. (b)(4)
  - received on emails regarding the possible cancellation of their contract
  2. 17 July 2009 - advised discussions between Menlo and the carrier were fruitful and the contract is still intact
  3. 21 July 2009 – Received call from POC regarding a PowerTrak issue
    - a. Sent information regarding the need to do an Ebill in Trak
- vi. (b)(4)
  - advised carrier CCR was missing mandatory information and provided profile correction profile
- vii. (b)(4)
  - 009 – advised carrier their CCR expires this month
  2. 2 June 2009 – checked their new address for HUBZone eligibility
  3. 21 July 2009 – requested email confirmation they sent in ate addenda for Ft. Knox (last day)
- viii. (b)(4)
  1. 8 June 2009 – procurement confirmed carrier was included in Phase 4 bids
  2. 15 June 2009 – procurement reminded to review rates
  3. 6 July 2009 – we decided that post procurement rate review, if their rates are approved, we need to determine the validity



of (b)(4) teaming agreement to ensure it would not break the agreement

- ix. (b)(4)
  - 1. 11 May 2009 – contract package sent to carrier
  - 2. 12 May 2009 – worked through contract insurance issues
  - 3. 15 May 2009 – bids received and confirmed on contract package check sheet
  - 4. 8 June 2009 – procurement worked with carrier to reduce some of their rates help make them competitive
  - 5. 22 June 2009 – procurement reviewed the bids with the carrier
  - 6. 6 July 2009 – reminded procurement to review final bids on contract received and ready for review
- x. (b)(4)
  - tbiz information
- xi. (b)(4)
  - etbiz information
- xii. (b)(4)
  - 1. 6 May 2009 – sent Vetbiz information
  - 2. 15 May 2009 – contract sent to carrier
  - 3. 1 June 2009 – the POC registered online a second time
    - a. Reached out to POC to determine if a carrier profile was ever submitted
  - 4. 16 June 2009 – followed up with procurement to determine if we want to pursue contract
  - 5. 17 July 2009 – followed up with POC to confirm they want to submit rates and pursue DTCI
    - a. Walked POC through the rate worksheet
  - 6. 22 July 2009 – contract re-sent to carrier
- xiii. (b)(4)
  - criteria to determine if a small business
    - a. Sent 2008/2009 bid worksheets
  - 2. 13 July 2009 – sent Vetbiz information
    - a. Received and filed carrier profile
    - b. Discussed legal business name
- xiv. (b)(4)
  - curement regarding carrier rates since most contracting documents are on hand
  - 2. 22 June 2009 – reminded procurement to review rates
  - 3. 17 July 2009 – followed up with procurement regarding carrier's rates
    - a. Procurement sending rates to the analysis team to be loaded
  - r rates are loaded, they can be reviewed
- xv. (b)(4)
  - 1. 6 May 2009 – sent Vetbiz information

xvi.

(b)(4)

1. 21 July 2009 – spoke to POC regarding, advised we would follow after next weekly meeting if Menlo is interested in contracting
  - a. POC previously spoke to Menlo regarding an SDVOSB brokerage

xvii.

(b)(4)

- procurement reminded to review rates
2. 8 June 2009 – procurement sent requested rate revision to carrier & asked for contract completion
3. 12 June 2009 – SBC sent new version of contract because carrier had an outdated Schedule of Government Services
  - a. Sent SDB criteria to POC and advised they cannot claim SDB status on their contract unless they meet the criteria
    - i. Advised if they do meet the criteria, CCR must be updated
4. 15 June 2009 – procurement reminded to review rates
5. 17 June 2009 – advised POC of missing documents that are required to complete the contract package
6. 18 June 2009 – forwarded copy of master agreement to insurance agency to help them determine if they'll agree to Additional Insured and Waiver of Subrogation requirements
7. 22 June 2009 – procurement reminded to review rates
  - a. Received partial contracting documents
8. 7 July 2009 – received more partial contracting documents
  - a. Advised POC of missing contract documents
9. 6 July 2009 – during weekly review meeting, procurement reminded to review rates
  - a. Resent accessorial documents
10. 8 July 2009 – received more contracting documents
  - a. Advised POC the final item to submit is insurance
11. 13 July 2009 – worked with POC and insurance company to understand Menlo requirements
  - a. Sent example certificate
12. 17 July 2009 – informed procurement the contract is in place re once rates are approved

xviii.

(b)(4)

etbiz information

xix.

(b)(4)

1. 18 June 2009 – advised POC their CCR status stated IRS Consent Failed
  - a. Discussed calling the IRS to see if this could be overturned
2. 1 July 2009 – received carrier profile
3. 7 July 2009 – sent Vetbiz information
  - a. Found their address resides in HUBZone; sent HUB criteria and urged them to get certification if all criteria is met

- 4. 16 July 2009 – followed up with POC to see if carrier profile had been reviewed
- xx. (b)(4)
  - 1. 17 June 2009 – waiting on redlined contract approval to move forward
  - 2. 7 July 2009 – gave POC contact information to (b)(6) regarding a possible teaming agreement
  - 3. 10 July 2009 – followed up with contracts team regarding the approval of contract changes
  - 4. 13 July 2009 – redlined contract approved
    - a. Updated contracting documents sent to carrier for completion
  - 5. 22 July 2009 – contract discussion regarding how the carrier completed their contract and acceptance criteria
    - a. Air freight agreement completed and 2 SCAC's referenced (1 for ground and 1 for air)
- xxi. (b)(4)
  - 1. 15 May 2009 – Per request, resent the welcome email & advised carrier to complete carrier profile
    - a. Discussed company set up and backing from other large businesses
  - 2. 26 May 2009 – Answered carrier's questions regarding the carrier profile
  - 3. 7 July 2009 – Contract and bids sent to carrier
    - a. Gave (b)(6) contact information for help with the bidding worksheet
- xxii. (b)(4)
  - sent Vetbiz information
  - 2. 19 June 2009 – resent welcome email with carrier profile requesting completion and submission
    - a. Discussed HUBZone criteria and application with carrier
    - b. Answered carrier profile questions
  - 3. 16 July 2009 – answered additional carrier profile questions
    - a. Received and carrier profile
- xxiii. (b)(4)
  - 1. 15 July 2009 – spoke to POC regarding completion and submission of the carrier profile
- xxiv. (b)(4)
  - 1. 5 May 2009 – bids sent to carrier
  - 2. 9 June 2009 – spoke to POC regarding work in Iraq and other special SDVOSB projects
    - a. Forwarded information to (b)(6) Menlo Director of Contracts for possible teaming arrangement in future
    - b. Forwarded information to (b)(4) for possible teaming arrangement in future
  - 3. 12 June 2009 – contracting documents sent to carrier



xxx.

(b)(4)

1. 8 July 2009 – requested tribal ID card to determine if IIP eligible
2. 13 July 2009 – followed up on their behalf
  - a. Informed procurement they are IIP eligible and are interested in more loads from Tinker
    - i. Found out they need more rates submitted and loaded into system in order to obtain that business
    - ii. Advised the POC and they're looking into the situation

xxxi.

(b)(4)

1. 17 July 2009 – contacted POC to confirm interest in contract (sent October 2008) and if rates were submitted
2. 20 July 2009 – POC responded they were looking into bond first
  - a. Corresponded regarding the insurance requirements of contract
  - b. Suggested submitting rates for approval before binding any additional insurances
3. 22 July 2009 – confirmed carrier is still interested in contract
  - a. Followed up with procurement regarding rates to send them
    - i. Determined they need to submit carrier profile first
      1. Carrier advised to submit profile (profile template was also sent)

xxxii.

(b)(4)

1. 18 May 2009 – received carrier profile
  - a. Sent information to augment NAICS codes on their CCR
  - b. Advised CCR expired
  - c. Sent Vetbiz information
2. 23 June 2009 – advised carrier the CCR profile came through and states large business
  - a. Confirmed revenues fell into small business category, and gave instructions how to fix CCR

xxxiii.

(b)(4)

1. 8 June 2009 – sent SCAC instructions and information for POC regarding the importance of obtaining a SCAC for bidding purposes
2. 20 July 2009 – deemed out of scope based on lack of response to phone and emails and no SCAC

xxxiv.

(b)(4)

1. 6 May 2009 – sent Vetbiz information

xxxv.

(b)(4)

1. 1 June 2009 – followed up to see why POC registered online two times when a contract was already in place

xxxvi.

(b)(4)

1. 11 May 2009 – confirmed rates were on hand and ready to be reviewed as we get closer to start up time (based on carrier's interests)
2. 8 June 2009 – reminded procurement to review rates
3. 15 June 2009 – rates discussed and were determined to be too high
  - a. Will review Phase 4 to determine carrier interest
4. 6 July 2009 – during weekly review meeting, reminded procurement to review rates

xxxvii.

(b)(4)

1. 11 May 2009 – confirmed rates are on hand and ready to be reviewed
2. 8 June 2009 – reminded procurement to review rates
3. 15 June 2009 – procurement to follow up with carrier since they didn't bid Phase 4

xxxviii.

(b)(4)

1. 11 May 2009 – confirmed rates are on hand
  - a. Quick review found van rates to be high but OK for open equipment across other lanes
2. 8 June 2009 – confirmed procurement to review rates with carrier by June 12
3. 22 June 2009 – confirmed Menlo's interest with completion of the final contract documents
  - a. Spoke to POC regarding interest in the contract
    - i. should have by end of the week
4. 8 July 2009 – sent follow up email when no documents were received
5. 17 July 2009 – spoke to POC to follow up again regarding contract documents
  - a. POC advised we should have them by the end of the week for review

#### **SDVOSB assistance**

i.

(b)(4)

1. 8 June 2009 – confirmed they were sent a contract package
  - a. No contract documents received to date
  - b. Review of Phase 4 rates indicates average rank of 30
2. 12 June 2009 – reminded procurement to review rates
3. 17 June 2009 – approved POC's request for time extension on contract documents
4. 7 July 2009 – left voicemail regarding their email address not working
  - a. There's currently a glitch in their network that is being fixed
  - b. Received an alternate email address
5. 17 July 2009 - during weekly review meeting, reminded procurement to review rates

- ii. (b)(4)
  - 1. 11 May 2009 – reminded procurement to review rates
  - 2. 8 June 2009 - reminded procurement to review rates
  - 3. 2 July 2009 – spoke to POC regarding new capabilities
    - a. Sent another carrier profile to update with additional information
- iii. (b)(4)
  - 1. 13 July 2009 – Was copied on emails regarding the possible cancellation of their contract
  - 2. 17 July 2009 - Was advised discussions between Menlo and the carrier were fruitful and the contract is still intact
  - 3. 21 July 2009 – Received call from POC regarding a PowerTrak issue
    - a. Sent information regarding the need to do an Ebill in PowerTrak
- iv. (b)(4)
  - 1. 1 June 2009 – advised their CCR expires this month
  - 2. 2 June 2009 – checked their new address for HUBZone eligibility
  - 3. 21 July 2009 – emailed to confirm they sent in signed rate addenda for Ft. Knox (last day)
- v. (b)(4)
  - 1. 8 June 2009 – procurement confirmed they were included in Phase 4 bids
  - 2. 15 June 2009 – procurement reminded to review rates
    - a. 6 July 2009 – during weekly review meeting, we decided that post procurement rate review, if their rates are approved, we need to determine the validity of DW's teaming agreement to ensure it would not break the rules of the co-broker agreement
- vi. (b)(4)
  - 1. 21 July 2009 – spoke to POC regarding follow up during next weekly meeting to determine Menlo's interest
    - a. POC had previously spoken to Menlo regarding an SDVOSB brokerage
- vii. (b)(4)
  - 1. 11 May 2009 – procurement reminded to review rates
  - 2. 8 June 2009 – procurement requested rate revision & asked for completed contract
  - 3. 12 June 2009 – SBC sent new version of contract (they had older Schedule of Government Services)
    - a. Sent SDB criteria to POC and advised they cannot claim SDB status on their contract unless they meet the criteria
      - i. Advised if they do meet the criteria, CCR must be updated
  - 4. 15 June 2009 – procurement reminded to review rates
  - 5. 17 June 2009 – advised POC of missing documents to complete the contract package

6. 18 June 2009 – forwarded copy of master agreement to insurance agency to help them agree to Additional Insured and Waiver of Subrogation requirements
7. 22 June 2009 – procurement reminded to review rates
  - a. Received partial contract documents
8. 7 July 2009 – received more partial contract documents
  - a. Advised POC of final documents
9. 6 July 2009 – during weekly review meeting, procurement reminded to review rates
  - a. Resent accessorial documents
10. 8 July 2009 – received more missing contract documents
  - a. Advised POC the final item is insurance
11. 13 July 2009 – worked with POC and insurance company to understand Menlo requirements
  - a. Sent example certificate
12. 17 July 2009 – informed procurement the contract is in place signature once final rates are approved

viii.

(b)(4)

1. 15 May 2009 – Per request, resent the welcome email & advised carrier to complete the carrier profile
  - a. Discussed company set up and backing from other large businesses
2. 26 May 2009 – Answered carrier's questions regarding the carrier profile
3. 7 July 2009 – Contract and bids sent to carrier
  - a. Gave (b)(6) contact information for help with the bidding worksheet

ix.

(b)(4)

1. 5 May 2009 – bids sent to carrier
2. 9 June 2009 – spoke to POC regarding work in Iraq and other special SDVOSB projects
  - a. Forwarded information to (b)(6) for possible teaming arrangement in future
  - b. Forwarded information to (b)(4) for possible future teaming ar
3. 12 June 2009 – contract documents sent to carrier
4. 8 June 2009 – advised carrier rates worksheet not complete for Point to State
  - a. Rates fixed and re-submitted
5. 15 June 2009 – during weekly review meeting, procurement reminded to review rates
6. 6 July 2009 – contracting documents on hand and ready to be reviewed

x.

(b)(4)

1. 11 May 2009 – Advised carrier their rates have not been received
2. 8 June 2009 – Procurement advised rates not received and confirmed interest



3. 15 June 2009 – confirmed no one has received a response from carrier
- xi. (b)(4)
  1. 16 July 2009 – spoke to POC regarding DTCL and how to be considered
    - a. Sent email with registration link and next steps
  2. 17 July 2009 – advised carrier their CCR profile is expired
  3. 20 July 2009 – sent Vetbiz information
  4. 22 July 2009 – received carrier profile for procurement to review
- xii. (b)(4)
  1. 18 May 2009 – received carrier profile
    - a. Sent information to augment NAICS codes on their CCR
    - b. Advised CCR expired
    - c. Sent Vetbiz information
  2. 23 June 2009 – advised carrier the CCR profile came through and states large business
    - d. Confirmed revenues fell into small business category, ructions how to fix CCR
- xiii. (b)(4)
  1. 8 June 2009 – sent SCAC instructions and called POC regarding the importance of obtaining a SCAC for bidding purposes
  2. 20 July 2009 – deemed out of scope based on lack of response to phone and emails and no SCAC
- xiv. (b)(4)
  1. 11 May 2009 – confirmed rates on hand and ready for reviewed closer to start up time (based on carrier's interests)
  2. 8 June 2009 – reminded procurement to review rates
  3. 15 June 2009 – rates discussed and look high
    - a. Will review Phase 4 to determine carrier interest
  4. 6 July 2009 – reminded procurement to review rates
- xv. (b)(4)
  1. 11 May 2009 – confirmed rates are on hand and ready to be reviewed
  2. 8 June 2009 – reminded procurement to review rates
  3. 15 June 2009 – procurement to follow up with carrier since
- xvi. (b)(4)
  1. 11 May 2009 – confirmed rates are on hand
    - a. Quick review found van rates to be high but OK for open equipment across other lanes
  2. 8 June 2009 – confirmed procurement to review rates with carrier by June 12
  3. 22 June 2009 – confirmed Menlo's interest and pursuing the final contract documents
    - a. Spoke to POC regarding interest in the contract
      - i. should have by end of the week



4. 8 July 2009 – sent follow up email that no documents were received
5. 17 July 2009 – spoke to POC to follow up again regarding contracting documents
  - a. POC advised we should have them by the end of the week for review

#### **HUBZone assistance**

- i. (b)(4)
  1. Voicemails and emails sent since 20 April 2009
  2. During next weekly review meeting, if no communication has been made, will move them to out of scope
- ii. (b)(4)
  1. 11 May 2009 – after numerous attempts to contact, during the weekly review meeting, ruled out of scope due to lack of response
- iii. (b)(4)
  1. 20 July 2009 – bid worksheets sent to carrier and advised CCR is expired
  2. 21 July 2009 – Sent SBD criteria to determine if they qualify & can add distinction to CCR profile
  3. 22 July 2009 – worked with carrier to update their Schedule of Government Services (contracting document)
    - a. Advised of missing documents (W9, carrier profile, operating authority, & SBA HUBZone letter)
  4. 24 July 2009 – corresponded regarding carrier's insurance not agreeing to Waiver of Subrogation
    - a. Sent (b)(4) contact information & informed them Menlo does not endorse or require their usage
- iv. (b)(4)
  1. 14 May 2009 – bid worksheets sent to carrier
  2. 26 May 2009 – contract documents sent to carrier
  3. 27 May 2009 – advised carrier of missing operating authority
  4. 3 June 2009 – advised carrier of error in operating authority
  5. 22 June 2009 – final contract signed
- v. (b)(4)
  1. 5 May 2009 – discussed we were waiting on insurance requirements to be met for contract to be finalized
    - a. Due to insurance issues, they contracted under their large business motor carrier side (b)(4)
- vi. (b)(4)
  1. 15 May 2009 – advised carrier their CCR was expired
  2. 8 June 2009 – requested carrier profile to be submitted if still interested in DTCL
  3. 15 June 2009 – called carrier to see if still interested because have not received any response
    - a. Not interested at this time, might call or email in future

**WOSB assistance**

- i. (b)(4)
  - 1. 2 June 2009 – sent CCR registration documents
- ii. (b)(4)
  - 1. 28 May 2009 – responded to carrier's email regarding concerns of not being chosen by Menlo to be a broker under DTCL
    - a. Forwarded email and response to Menlo's Director of Contracts
- iii. (b)(4)
  - 1. 5 May 2009 – followed up on carrier's behalf at weekly review meeting
    - b. No response from procurement yet – carrier profile has not been reviewed
  - 2. 11 May 2009 – procurement agreed to look at carrier profile and contact carrier
  - 3. 15 May 2009 – contract documents sent to carrier
  - 4. 25 May 2009 – corresponded regarding insurance requirements of the contract
  - 5. 29 May 2009 – spoke to carrier regarding small business subcontracting requirements of DTCL
  - 6. 4 June 2009 – more correspondence / negotiation regarding insurance
  - 7. 23 June 2009 – more correspondence / negotiation regarding
- iv. (b)(4)
  - 1. 6 May 2009 – advised carrier CCR profile was missing mandatory information and details how to update the profile
- v. (b)(4)
  - 1. 17 July 2009 – Advised their CCR is expired & provided reinstatement process
- vi. (b)(4)
  - 1. 12 June 2009 – sent SB criteria to determine if meet small business criteria
    - a. Determined carrier is a small business; sent CCR registration documents
- vii. (b)(4)
  - s sent since 20 April 2009
    - a. During next weekly review meeting, if no communication has been made, will move them to out of scope
- viii. (b)(4)
  - 1. 1 June 2009 – advised carrier CCR profile was missing mandatory information and details how to update the profile
  - 2. 12 June 2009 – discussed where carrier was in the DTCL process
    - a. Sent carrier profile to complete and submit
    - b. Discussed other 8a opportunities
- ix. (b)(4)
  - 1. 6 May 2009 – corresponded regarding the HUBZone application and process
    - a. Discussed next steps & encouraged submitting the carrier profile

- x.
  - 1. 22 June 2009 – followed up with procurement regarding carrier's rate approval
    - a. Almost all contract documents are on hand and ready for signature once rate approval is in place
- xi.
  - (b)(4)
  - 1. 12 June 2009 – advised carrier their CCR profile is expired and how to reinstate
  - 2. 22 June 2009 – determined carrier's address fell within a HUBZone
    - a. Urged HUBZone application and sent HUBZone criteria and link to register
- xii.
  - (b)(4)
  - 1. 7 July 2009 – determined carrier's address fell within a HUBZone
    - a. Urged HUBZone application and sent HUBZone criteria and link to register
  - 2. 13 July 2009 – helped POC get local SBA office contact for HUBZone questions
    - a. Re-sent welcome email with carrier profile to complete and submit
- xiii.
  - (b)(4)
  - 1. 18 June 2009 – discussed other government opportunities
    - a. Gave SDDC website address
    - b. Discussed other 8a opportunities
      - i. Forwarded capabilities and 8a information to Menlo, Director of Contracts for possible future teaming
- xiv.
  - (b)(4)
  - 1. 16 June 2009 – returned phone call to POC to discuss 8a opportunities
- xv.
  - (b)(4)
  - 1. 15 June 2009 – reached out to carrier to determine interest in contract (contract sent in 2008)
  - 2. 1 July 2009 – told POC to submit bids before contract documents
- xvi.
  - (b)(4)
  - 1. 17 June 2009 – re-sent link to register business as being interested in DTCL
- xvii.
  - (b)(4)
  - 1. 2 June 2009 – advised carrier's CCR is missing mandatory information and how to update the profile
- xviii.
  - (b)(4)
  - 1. 5 May 2009 – requested tribal ID card to determine if carrier is IIP eligible
  - 2. 6 May 2009 – received tribal ID card
- xix.
  - (b)(4)
  - 1. 1 June 2009 – re-sent welcome email with carrier profile to complete and submit
    - a. Spoke to POC and gave Menlo Commercial contact information (carrier interested in (b)(4))

- xx. (b)(4)
  - 1. 15 June 2009 – followed up with carrier to confirm interest in contract (unsure if they could meet insurance requirements)
  - 2. 18 June 2009 – corresponded with POC; still interested and working with insurance carrier
  - 3. 1 July 2009 – followed up with carrier to see if insurance fulfilled
- xxi. (b)(4)
  - 1. 5 June 2009 – spoke to POC regarding the need of CCR Profiles
- xxii. (b)(4)
  - 1. 6 June 2009 – gave procurement's contact information for POC to contact regarding their fit in the program
    - a. Carrier had previously submitted profile and bid worksheets
- xxiii. (b)(4)
  - 1. 20 July 2009 – bid worksheets sent to carrier
    - a. Advised CCR is expired
  - 2. 21 July 2009 – Sent SBD Criteria to determine if they qualify & can add distinction to CCR profile
  - 3. 22 July 2009 – worked with carrier to update their Schedule of Government Services
    - a. Advised of missing documents (W9, carrier profile, operating authority, & SBA HUBZone letter)
  - 4. 24 July 2009 – corresponded regarding carrier's insurance not agreeing to Waiver of Subrogation
    - a. Sent (b)(4) contact information & informed them Menlo does not endorse or require their usage
- xxiv. (b)(4)
  - 1. 5 May 2009 – corresponded regarding the carrier profile being the next step
    - a. Confirmed with carrier their CCR profile now valid
- xxv. (b)(4)
  - 1. 18 June 2009 – advised carrier the CCR profile was missing mandatory information and how to update the profile
    - a. Received and saved carrier profile for procurement to review
- xxvi. (b)(4)
  - 1. 16 June 2009 – spoke to POC regarding getting back into consideration for DTCL
    - a. Gave Menlo's commercial contact information regarding other non-DTCL opportunities
  - 2. 22 June 2009 – followed up on behalf of carrier during weekly review meeting
- xxvii. (b)(4)
  - 1. 12 June 2009 – advised carrier their CCR profile is expired and provided reinstatement process

**SDB assistance**

- i. Allied Logistics
  - 1. 7 June 2009 – requested carrier profile again as the next step to be considered as a carrier for DTCL
    - a. Received and save carrier profile for procurement to review



Memorandum for the Record

- ii. (b)(4)
  - 1. 2 June 2009 – advised carrier CCR Profile is missing mandatory information and how to update
- iii. (b)(4)
  - 2. 11 May 2009 – reminded procurement to review rates
  - 3. 8 June 2009 - reminded procurement to review rates
  - 4. 2 July 2009 – spoke to POC regarding new capabilities
    - a. Sent another carrier profile to update with additional information
- iv. (b)(4)
  - 5. 21 July 2009 – followed up with carrier to remind them their signed rate addenda is due today for Ft. Knox
- v. (b)(4)
  - 6. 2 July 2009 – sent SDB criteria and how to update CCR profile if meet Self Certified SDB criteria
- vi. (b)(4)
  - 7. e carrier certified as an SDB on their contract
    - a. Confirmed they met SDB criteria and helped them update their CCR profile appropriately
- vii. (b)(4)
  - 8. 8 June 2009 – procurement confirmed they were included in Phase 4 bids
  - 9. 15 June 2009 – procurement reminded to review rates
  - 10. 6 July 2009 – we decided after procurement reviews rates and if they're approved, we need to involve contracts to determine the validity of DW's teaming agreement to ensure it would not break the rules of the co-broker agreement
- viii. (b)(4)
  - 11. 12 June 2009 – received carrier's extra 8a information
- ix. (b)(4)
  - 12. 22 June 2009 – followed up with procurement regarding carrier's rate approval
    - a. Almost all contract documents are on hand and ready for signature once rate approval is in place
- x. (b)(4)
  - 13. 17 July 2009 – followed up with procurement to verify rates were received
    - a. Received and sent to analysis team for loading
- xi. (b)(4)
  - 14. 18 May 2009 – worked with procurement and demonstrated with the SBA's HUBZone map how this carrier does not reside in a HUBZone
  - 15. 27 May 2009 – worked with procurement again regarding their claim to be a HUBZone
    - a. HUBZone status expired and never renewed
- xii. (b)(4)
  - 16. 27 May 2009 – responded to email regarding next steps and POC's claim of sending rates directly to Travis AFB

- a. Contract was terminated in September 2008 due to lack of response
  - b. Received and saved carrier profile for procurement to review
- xiii. (b)(4)
  - 17. 5 May 2009 – corresponded with carrier regarding missing items in the contract package
  - 18. 6 May 2009 – worked with procurement regarding carrier's small business status and representations
  - 19. 7 May 2009 – worked with carrier regarding the small business representations we can verify and allow them to mark on their Schedule of Government Services contracting document
  - 20. 15 May 2009 – corresponded regarding the carrier possibly not being able to meet insurance requirements of contract
    - a. Sent (b)(4) contact information & informed them Menlo does not endorse or require their usage
- xiv. (b)(4)
  - 21. 15 June 2009 – reached out to carrier determine interest in contract (contract sent in 2008)
  - 22. 1 July 2009 – told POC to submit bids before contract documents
- xxviii. (b)(4)
  - 1. 15 May 2009 – Per request, resent the welcome email & advised completing the carrier profile
    - a. Discussed company set up and backing from other large businesses
  - 2. 26 May 2009 – Answered carrier's questions regarding the carrier profile
  - 3. 7 July 2009 – Contract and bids sent to carrier
    - a. Gave (b)(6) contact information for help with the bidding worksheet
- xxix. (b)(4)
  - 1. 15 June 2009 – followed up with carrier to confirm interest in contract (unsure if they could meet insurance requirements)
  - 2. 18 June 2009 – corresponded with POC; still interested and working with insurance carrier
  - 3. 1 July 2009 – followed up with carrier to see if insurance fulfilled
- xxx. (b)(4)
  - 1. 2 June 2009 – corresponded with carrier to get SOGS (of contracting documents package) updated with self certified SDB
  - 2. 18 June 2009 – spoke to POC regarding Small Business usage as a whole on DTCL
    - a. Sent USTRANSCOM/DTCL website link
- xxxi. (b)(4)
  - 1. 19 May 2009 – held conference call with Menlo Director of Contracts and (b)(4) regarding brokerage training discussed previously
    - a. Follow up voicemails and emails have received no response
- xxxii. (b)(4)
  - 1. 12 May 2009 – responded to email and re-sent carrier profile to complete and submit

- a. Sent Menlo Commercial contact information
- 2. 13 May 2009 – received and saved carrier profile for procurement to review
- xxxiii. (b)(4)
  - 1. 16 July 2009 – spoke to POC regarding DTCL and how to be considered
    - a. Sent email with registration link and next steps
  - 2. 17 July 2009 – advised carrier their CCR profile is expired
  - 3. 20 July 2009 – sent Vetbiz information
  - 4. 22 July 2009 – received and saved carrier profile for procurement to review
- xxxiv. (b)(4)
  - 1. 11 June 2009 – met with carrier while in Aurora
  - 2. 12 June 2009 – contracting documents, carrier profile and bid worksheets sent to carrier
    - a. Sent contact information for Michelle Mendez regarding other possible USTRANSCOM opportunities
    - b. Sent contact information for (b)(4) regarding the possibility of (b)(4) using them as an asset based carrier
    - c. Sent contact information for Menlo Director of Contracts regarding possible future teaming arrangement
    - d. Sent contact information for (b)(4) regarding possible future teaming arrangement
  - 3. 26 June 2009 – rates received from carrier
  - 4. 29 June 2009 – rates reviewed and sent back with suggestions for revisions
  - 5. 2 July 2009 – received and reviewed contracting documents
    - a. Advised carrier of missing insurance; waiting on approved rates before binding the required insurances
  - 6. 10 July 2009 – revised rates received
  - 7. 17 July 2009 – advised POC that procurement was unable to open the revised rates file
    - a. File sent again in Excel and forwarded to procurement
    - b. Confirmed procurement able to open new file
- xxxv. (b)(4)
  - 1. 8 June 2009 – sent SCAC instructions and left voicemail for POC regarding the importance of obtaining a SCAC for bidding purposes
  - 2. 20 July 2009 – deemed out of scope based on lack of response to phone and emails and no SCAC
- xxxvi. (b)(4)
  - 1. 15 May 2009 – working with POC to update Schedule of Government Services with VOSB status represented on CCR profile
  - 2. 27 May 2009 – left voicemail to follow up regarding VOSB status on SOGS
  - 3. 29 May 2009 – re-sent email regarding above issue to new POC; spoke to new POC regarding VOSB status
    - a. VOSB status is an error; sent information to update CCR profile



- xxxvii. (b)(4)
1. 16 June 2009 – spoke to POC regarding getting back into consideration for DTCL
    - a. Gave Menlo's commercial contact information regarding other non-DTCL opportunities
  2. 22 June 2009 – followed up on behalf of carrier during weekly review meeting
- xxxviii. (b)(4)
1. 11 May 2009 – confirmed rates are on hand
    - a. Quick review found van rates to be high but OK for open equipment across other lanes
  2. 8 June 2009 – confirmed procurement to review rates with carrier by June 12
  3. 22 June 2009 – confirmed Menlo's interest and am pursuing the getting the final contracting documents
    - a. Spoke to POC regarding interest in the contract
      - i. should have by end of the week
  4. 8 July 2009 – sent follow up email that no documents were received
  5. 17 July 2009 – spoke to POC to follow up again regarding contracting documents
    - a. POC advised we should have them by the end of the week for review
- xxxix. (b)(4)
1. 27 May 2009 – emailed POC to get Schedule of Government Services (contracting document) updated
    - a. They cannot claim HUBZone status since it expired and was not renewed
  2. 29 May 2009 – worked with (b)(6) to update SOGS
  3. 19 June 2009 – worked with (b)(6) to update additional item on SOGS
  4. 1 July 2009 – sent HUBZone application link and directions for them to try re-certifying
- xl. (b)(4)
1. 27 May 2009 – emailed POC to get Schedule of Government Services (contracting document) updated with self certified SDB
  2. 5 June 2009 – called POC regarding SOGS update
  3. 17 June 2009 – received updated SOGS document

Please direct related questions or comments regarding the content of this deliverable to me at (703) 626- (b)(6)

Respectfully,

(b)(6)

Director



04 November 2009

Mr. Rick Cassidy  
United States Transportation Command  
508 Scott Drive, Building 1900  
Scott AFB, IL 62225-5357

Subject: Defense Coordination Transportation Initiative (DTCI) Small Business  
Interaction Report

Reference: Contract Number: HTC711-07-D-0032

Dear Mr. Cassidy,

In accordance with the Small Business Plan Menlo Worldwide Government Services hereby submits the subject deliverable, due to the United States Transportation Command on 1 November 2009. Following are the Small Business Outreach actions Menlo accomplished during the period 01 August 2009 through 31 October 2009.

1. **Menlo's efforts to ensure that all categories of small businesses have been given an equitable opportunity to compete for subcontracts**
  - a. Verified Small Business list currently contains (as of 10/20/09) 381 vetted small businesses
    - a. HUBZone = 7 (1.2%); 23 have applied for HUBZone certifications (6%)
    - b. VOSB = 100 (26.2%)
    - c. SDVOSB = 13 (3.4%)
    - d. SDB = 103 (27.0%)
    - e. WOSB = 103 (27.0%)
      1. Small Business List decreases as SBC is made aware of businesses being ruled out of scope or not interested in DTCI
  - c. Small Businesses currently under contract
    - i. As of 10/20/09 there are 94 SB's under contract with Menlo
      1. 22 are WOSB (23.4%)
      2. 22 are VOSB (23.4%)
      3. 6 are SDVOSB (6.4%)
      4. 24 are SDB (25.5%)
      5. 7 are HUBZone (7.4%)
  - d. Small Business Transportation Awards (per Cumulative report - Inception through 20 October 2009) \*updated with Year 3 Goals effective October 17, 2009

Category	Goal	Actual
WOSB	2.00%	9.46%
VOSB	2.60%	12.94%
SDVOSB	2.60%	1.73%
SDB	6.50%	10.16%
HUBZone	1.40%	1.68%
<b>Total Small Business Transportation</b>		<b>\$84,835,185</b>

**2. Menlo's outreach efforts to identify various categories of small businesses to facilitate their participation as subcontractors.**

- a. Performed initial profile checks for 74 businesses – this included CCR profile checks to determine small business status and special classifications.
  - i. If and when the business registers on the Menlo master carrier list, the SBA profile is verified
    1. 68 businesses registered online this quarter and were vetted through their CCR and SBA profiles
      - a. Sent SB criteria to 12 new registrants to determine if they qualify as a small business concern
  - ii. SBC sent CCR registration documents to 36 new SB registrants that did not have a CCR Profile and qualified as small business concerns
    1. DUNS Guidance Document – To obtain a DUNS number
    2. Table of Small Business Size Standards – To determine which NAICS Code(s) to register under
    3. CCR Handbook – This documents walks through the online registration with greater detail and has the CCR Help Desk number
  - iii. Ran DNB checks on 26 SB's that registered online this quarter
    1. This information is used later in the contracting process
    2. 3 areas reviewed: Commercial Credit Score Class, Paydex, and Financial Stress Class
- b. SBC periodically checks all VOSBs for a Vetbiz profile and sends information that Vetbiz is now verifying VOSB and SDVOSB status and how to register
  - i. September and October 2009 – Vetbiz information sent to 7 carriers
- c. 37 small businesses were checked for HUBZone eligibility this quarter
  - i. August 2009 - advised 6 SBs their address fell in a HUBZone and they could possibly qualify for the HUBZone certification if other criteria was also met
  - ii. September 2009 – advised 6 SBs their address fell in a HUBZone and they could possibly qualify for the HUBZone certification if other criteria was also met
  - iii. October 2009 – advised 3 SBs their address fell in a HUBZone and they could possibly qualify for the HUBZone certification if other criteria was also met
- d. Other Outreach

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VOSB	2.60%	12.94%
SDVOSB	2.60%	1.73%
SDB	6.50%	10.16%
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  - ii. SBC sent CCR registration documents to 36 new SB registrants that did not have a CCR Profile and qualified as small business concerns
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  - iii. October 2009 – advised 3 SBs their address fell in a HUBZone and they could possibly qualify for the HUBZone certification if other criteria was also met
- d. Other Outreach

- i. Attended 2 NDTA Luncheons during the quarter
- ii. 6 August 2009 – Sent Northrop Grunman's socio-economic outreach event information to 262 Small Businesses
- iii. 19 August 2009 – Sent SBA's Small Business online tool to 535 Small Businesses
  1. Online tool gives local resources upon entering SB's zip
- iv. 1 September 2009 – Reached out to (b)(4) with the registration link and information about DTIC
- v. 10 September 2009 – Reached out to (b)(4) with the registration link and information about DTIC
- vi. 25 September 2009 – Reached out to (b)(4) with the registration link and information about DTIC
- vii. October 2009 – Followed up with 24 SB's that registered for HUB status; certifications have not gone through at this time
  1. Gave HUBZone Help Desk contact information when needed
- viii. 6 October 2009 – Spoke to POC regarding DTIC and re-sent the registration link to (b)(4)
- ix. 10 October 2009 – (b)(6) and (b)(6) hosted Webinar for TIA (Transportation Intermediaries Association)
- x. 14 October 2009 – Sent the registration link to (b)(4)
- xi. 14 October 2009 – Spoke to POC regarding DTIC and sent the registration link to (b)(4)
- xii. 19 October 2009 – Spoke to POC regarding DTIC and sent the registration link to (b)(4)
- xiii. 5 October 2009 – responded to POC's email that they can register at the link I had previously sent

**3. Assistance provided to various categories of small businesses to facilitate their participation as small businesses.**

- a. September 2009 - Forwarded instructions on how to obtain a SCAC code to 3 small businesses on the master carrier list
- b. Sent reminders to 43 SBs that their CCR profiles were to expire in the current month, information regarding how to renew, and the CCR Help Desk # (CCR is now giving a 1 month leeway to accommodate the businesses who have yet to change their TPIN log in into a hard password log in)
  - i. August – 27 to expire
  - ii. September – 28 to expire
  - iii. October – 44 to expire

**VOSB assistance**

- i. (b)(4)
  - a. 16 October 2009 – After TIA Webinar, the disgruntled POC contacted the TIA who forwarded the email to Menlo for a response
    - i. Forwarded previously exchanged emails from May 2009 to (b)(6), VP and (b)(6)

- (b)(6) Director of Contracts to help with their response
- ii. (b)(4)
    - a. 3 August 2009 – advised SB their CCR profile expires this month
    - b. 3 September 2009 – advised SB their CCR profile expires this month
  - iii. (b)(4)
    - a. 20 August 2009 – spoke to POC regarding their desire to revise their rates since they're not getting as much freight as they'd prefer
    - b. 24 August 2009 – followed up with Procurement at Monday meeting regarding POC's desire to revise rates
    - c. 31 August 2009 – Procurement sent POC rate update information
  - iv. (b)(4)
    - a. 3 August 2009 – Forwarded USTRANSCOM's DTCL website link to POC
  - v. (b)(4)
    - a. 3 August 2009 – advised SB their CCR profile expires this month
    - b. 3 September 2009 – advised SB their CCR profile expires this month
    - c. 14 September 2009 – Procurement reviewed rates and they're not competitive; Procurement to follow up with SB
    - d. 1 October 2009 – advised SB their CCR profile expires this month
    - e. 15 October 2009 – advised new Procurement manager to review SB's rates and see if we should pursue finalizing the contract
  - vi. (b)(4)
    - a. 3 August 2009 – forwarded emails to Procurement and asked them to re-review carrier profile with new capabilities
      - i. Procurement to call and follow up with carrier
    - b. 4 August 2009 – Co-Broker Master Agreement sent to SB to confirm if insurance requirements can be met
    - c. 26 August 2009 – POC advised us they are no longer partnered with (b)(4)
    - d. 31 August 2009 – Procurement waiting on SB's new carrier partner
    - e. 6 October 2009 – emailed POC to get update on HUBZone application
      - i. POC advised they are finalizing issues with the SBA and were told their certification is less than 90 days out

- vii. (b)(4)
  - a. 3 September 2009 – advised SB their CCR profile expires this month
  - b. 1 October 2009 – advised SB their CCR profile expires this month
- viii. (b)(4)
  - a. 1 October 2009 – advised SB their CCR profile expires this month
- ix. (b)(4)
  - a. 5 October 2009 – responded to POC's email that they could register at the link I originally sent
- x. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
  - b. 3 September 2009 – advised SB their CCR profile expires this month
  - c. 1 October 2009 – advised SB their CCR profile expires this month
- xi. (b)(4)
  - a. 21 October 2009 - POC contacted and said they were interested in DTCL again
    - i. Re-sent carrier profile to be completed and submitted
- xii. (b)(4)
  - a. 5 October 2009 – forwarded email to new procurement manager to determine if we would be interested now
    - i. Previously deemed out of scope in February based on lack of time in the business
- xiii. (b)(4)
  - a. 19 August 2009 – re-sent carrier profile to be completed and submitted to Procurement
  - b. 4 September 2009 – confirmed address with POC
  - c. 9 September 2009 – advised POC to update CCR with correct address
  - d. 1 October 2009 – advised SB their CCR profile expires this month
  - e. 6 October 2009 – emailed POC for update on their HUBZone application
    - i. Sent CCR Help Desk contact information to help POC renew CCR profile
    - ii. Spoke to POC regarding DTCL program – not happy
    - iii. Re-sent carrier profile to be completed and submitted to Procurement
    - iv. Sent POC openoffice.com because he does not have Excel to complete the carrier profile
    - v. Advised the POC that rates will also need to be submitted in Excel

- f. 8 October 2009 – received profile, but not in excel format; procurement is unable to save to database
- xiv.
  - (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
  - b. 3 September 2009 – advised SB their CCR profile expires this month
- xv.
  - a. 3 August 2009 – advised POC their CCR profile was missing mandatory information and how to update
  - b. 6 October 2009 – gave POC the HUBZone Help Desk number
- xvi.
  - (b)(4)
  - a. 3 August 2009 – confirmed with Director of Contracts this SB would have to have its own operating authority and cannot double broker
  - b. 10 August 2009 – Procurement followed up with the SB concerning the operating authority and double broker issue
  - c. 31 August 2009 – deemed out of scope based on their abilities and double broker situation
- xvii.
  - (b)(4)
  - a. 6 August 2009 – Gave POC information regarding augmenting their NAICS codes on their CCR profile
  - b. 28 August 2009 – Spoke to POC regarding DTIC program; very unhappy
    - i. Sent USTRANSCOM DTIC website link to have access to data being reported
  - c. 28 September 2009 – forwarded POC's email to Procurement to respond to why some brokers are accepted into the program and others are not
  - d. 19 October 2009 – Gave new Procurement Manager's contact information to SB
  - e. 22 October 2009 – Asked for a copy of their carrier profile to follow up with Procurement
    - i. CCR says Self Certified SDB, however, the NAICS codes say large business
    - ii. Other issue is the legal business name of (b)(4) s only listed as a mailing address not a DBA; which business would subcontract to Menlo if chosen?
- xviii.
  - (b)(4) t dba (b)(6)
  - a. 13 October 2009 – advised SB their CCR profile is missing mandatory information and how to update
- xix.
  - (b)(4)
  - a. 3 August 2009 – Procurement to review rates this week since SB is interested in (b)(4)
  - b. 10 August 2009 – Followed up with procurement regarding rate review; not complete



- c. 24 August 2009 – Followed up with procurement regarding rate review; not complete
- d. 27 August 2009 – Followed up with procurement regarding rate review; not complete
- e. 31 August 2009 – Followed up with procurement regarding rate review; to be reviewed today
- f. 14 September 2009 – Contract being finished up in Aurora office
- g. 23 October 2009 – gave HUBZone Help Desk number for SB to get another copy of their certification letter
- xx. (b)(4)
- a. 1 October 2009 – advised SB their CCR profile expires this month
- xxi. (b)(4)
- a. 4 August 2009 – emailed POC to confirm interest in contract; due date past with no documents turned in
- b. 6 August 2009 – received contract and corresponded via email regarding missing documents and needed updates
- c. 7 August 2009 – rates approved by Procurement
  - i. Waiting on patch in One Network to load because rates are for an existing site
- d. 12 August 2009 – worked with POC regarding contract insurance requirements
- e. 18 August 2009 – received missing insurance and got contract signed by Director of Contracts
- f. 20 August 2009 - Forwarded signed contract to Aurora for final processing
- xxii. (b)(4)
- a. 3 August 2009 – had Director of Contracts sign contract & forward to Aurora for final processing
- b. 7 August 2009 – worked with POC to update SOGS from contract to ensure it matches the CCR
- c. 10 August 2009 – received updated SOGS and forwarded to contracts
- d. 13 August 2009 – Checked new address for HUBZone eligibility
- e. 13 August 2009 – Forwarded new point of contact information to Aurora to be added to the master carrier list
- f. 21 August 2009 – Discussed final steps of contracting process (final processing, One Network setup and training...)
- g. 24 August 2009 – Followed up with procurement on their behalf regarding the rate addenda
- xxiii. (b)(4)
- a. 3 August 2009 – advised SB their CCR profile expires this month

- b. 3 September 2009 – advised SB their CCR profile expires this month
- xxiv. (b)(4)
  - a. 31 August 2009 – emailed POC to request carrier profile
  - b. 14 September 2009 – left voicemail to follow up regarding the status of their carrier profile
  - c. 16 September 2009 – POC advised they will submit carrier profile this weekend
  - d. 21 October 2009 – emailed POC to follow up on the carrier profile that was not submitted as expected; POC advised they will submit carrier profile this
- xxv. (b)(4)
  - a. 3 September 2009 – advised SB their CCR profile expires this month
- xxvi. (b)(4)
  - a. 10 September 2009 – reached out to them with the registration link and information regarding DTCL
  - b. 10 September 2009 – advised POC their CCR was not stating SDVOSB as expected
  - c. 11 September 2009 – Received and saved their carrier profile to the "To Be Reviewed" queue
  - d. 11 September 2009 – forwarded carrier profile to procurement to be reviewed immediately
  - e. 14 September 2009 – advised POC their CCR is expired and gave information regarding how to renew as well as the CCR Handbook which walks through the online process with greater detail and has the CCR Help Desk number
  - f. 14 September 2009 – Followed up with procurement to review their rates
- xxvii. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month and was missing mandatory information and how to update
  - b. 3 September 2009 – advised SB their CCR profile expires this month
  - c. 1 October 2009 – advised SB their CCR profile expires this month and was still missing mandatory information and how to update
- xxviii. (b)(4)
  - a. 25 September 2009 – Forwarded contact information to procurement regarding this new air carrier
  - b. 30 September 2009 – Received and saved their carrier profile to the "To Be Reviewed" queue
  - c. 21 October 2009 – Forwarded profile to procurement to ensure it is reviewed immediately
    - i. Procurement advised they are waiting on SB's TSA Authority

- xxix. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
- xxx. (b)(4)
  - a. 8 September 2009 – Sent VOSB criteria to determine if they qualify as a VOSB (as well as Vetbiz registration information)
  - b. 9 September 2009 – worked with SB to update their CCR profile with VOSB
    - i. Worked with SB to get their contract updated with VOSB status
- xxxi. (b)(4)
  - a. 3 August 2009 – facilitated conference call with Procurement and the Director of Contracts to determine how to finalize this contract and which operating authority would be applicable
  - b. 4 August 2009 – Procurement advised SB outcome of conference call and what would be needed to move forward
  - c. 26 August 2009 – Followed up via email regarding new operating authority
  - d. 10 September 2009 – received freight forwarding authority
  - e. 11 September 2009 – received contracting documents
    - i. Advised POC missing documents and needed updates
  - f. 24 September 2009 – received partial contracting documents
    - i. Advised POC missing final insurance requirement
  - g. 30 September 2009 – received final insurance
    - i. Contract sent to Director of Contracts for signature
  - h. 5 October 2009 – contract signed and SB is ready for One Network sign up and training
- xxxii. (b)(4)
  - a. 3 August 2009 – Procurement to follow up with POC and confirm if still interested in DTCL
  - b. 4 August 2009 – emailed POC to confirm if still interested in contract since due date passed and no documents were turned in
  - c. 10 August 2009 – corresponded via email regarding the bidding process; advised speaking to Procurement for the unanswered questions
  - d. 26 August 2009 – emailed POC to follow up regarding the bidding questions and contract; no response

- e. 14 September 2009 – forwarded POC's email with bidding questions to Procurement
- f. 17 September 2009 – followed up with POC via email to confirm interest in the contract
- g. 23 September 2009 – POC responded they are still interested in the contract
- h. 24 September 2009 – corresponded again via email regarding the bidding process
- i. 21 October 2009 – emailed POC to follow up and see if they plan on submitting rates
- xxxiii. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
  - b. 3 September 2009 – advised SB their CCR profile expires this month
  - c. 1 October 2009 – advised SB their CCR profile expires this month
- xxxiv. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
  - b. 8 August 2009 – helped POC with their CCR renewal
- xxxv. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
  - b. 3 September 2009 – advised SB their CCR profile expires this month
  - c. 1 October 2009 – advised SB their CCR profile expires this month
- xxxvi. (b)(4)
  - a. 3 August 2009 – Aurora office still waiting on auto coverage (email sent 29 July)
  - b. 3 August 2009 – Procurement requested updated rates
  - c. 10 August 2009 – Aurora office still waiting on auto coverage
  - d. 26 August 2009 – contract signed by Director of Contracts and in Aurora for final processing
  - e. 29 September 2009 – Followed up with Procurement on their behalf
    - i. Contract signed a month ago
    - ii. One Training complete
  - f. 30 September 2009 – Gave POC contact information for new Procurement Manager
- xxxvii. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
- xxxviii. (b)(4)
  - a. 4 September 2009 – received and saved carrier profile in Procurement's "To Be Reviewed" queue

- b. 5 September 2009 – corresponded via email regarding the SB's need for a SCAC
      - i. SB has applied for SCAC
    - c. 30 September 2009 – corresponded via email regarding next steps of process
  - xxxix. (b)(4)
    - a. 14 October 2009 – Sent registration link and discussed submitting the carrier profile
  - xl. (b)(4)
    - a. 3 August 2009 – advised SB their CCR profile expires this month
    - b. 3 September 2009 – advised SB their CCR profile expires this month
    - c. 1 October 2009 – advised SB their CCR profile expires this month
  - xli. (b)(4)
    - a. 19 August 2009 – worked with POC regarding their One Network issues
      - i. Sent contact information for (b)(6) regard work log in
      - ii. Gave (b)(6), Load Planner's, contact information for additional assistance
      - iii. Worked with CSC representative who also suggested "forgot password" function
        - 1. CSC representative checked issue log and found they had an IP address change which was causing the issue
        - 2. Issue resolved
  - xlii. (b)(4)
    - a. 6 August 2009 – gave POC Procurement's contact information to discuss fit for DTCI
      - i. Sent Phase 3 and 4 TL bid worksheets and master broker agreement per Procurement
    - b. 10 August 2009 – received partial contracting documents
      - i. Sent POC an example of the DoT safety audit letter
    - c. 11 August 2009 – received full DoT printout from day of audit
      - i. Called DoT to confirm this is what they send instead of letters now
      - ii. Confirmed SB was sent their official audit status letter on 5/13/09 and could request a new copy
      - iii. Emailed POC with DoT's number to request new copy of audit status letter
    - d. 12 August 2009 – received official DoT safety audit letter for the contract file

- e. 13 August 2009 – received more partial contracting documents
- f. 17 August 2009 – followed up with Procurement regarding SB's rate review
  - i. POC advised they were waiting to bind insurance until approved; confirmed they were able to meet all requirements
- g. 20 August 2009 – received revised rates
- h. 24 September 2009 – rates approved
  - i. Followed up with POC regarding missing insurance requirements
- i. 25 September 2009 – received final insurance
  - i. Contract sent to Director of Contracts for signature
- j. 30 September 2009 – contract signed per Aurora
- k. 7 October 2009 – Informed by (b)(6) that POC did not respond to One Network training invitation
  - i. Followed up with POC to confirm they needed to respond
- l. 8 October 2009 – spoke to POC regarding additional questions from the One Network Training they received
- xliii. (b)(4)
  - a. 3 August 2009 – Procurement to review carrier profile
  - b. 10 August 2009 – deemed out of scope until they own operating authority and trucks
- xliv. (b)(4)
  - a. 19 August 2009 – followed up with Procurement regarding POC's desire to obtain more loads from Tinker AFB
  - b. 24 August 2009 – gave Help Desk # to submit their IP Address change for One Network
- xliv. (b)(4)
  - a. 6 August 2009 – emailed POC to follow up regarding submittal of carrier profile
  - b. 26 August 2009 – emailed POC again to follow up regarding submittal of carrier profile
  - c. 17 September 2009 – closed out contract due to lack carrier profile received
- xlvi. (b)(4)
  - a. 14 September 2009 – Procurement passed information to Bennett, an established broker under DTCL, since they are an owner operator
- xlvii. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
- xlvi. (b)(4)

- a. September 2009 – advised SB their CCR profile expires this month
- xlix.
  - (b)(4)
  - a. 1 October 2009 – advised SB their CCR profile expires this month
- l.
  - (b)(4)
  - a. 16 September 2009 – gave POC contact information for Vetbiz for them to correct their profile
- li.
  - (b)(4)
  - a. 3 August 2009 – reminded Procurement rates were saved and ready for review; Procurement unable to find them and will follow up
  - b. 10 August 2009 – followed up with Procurement regarding if rates were found and reviewed; Procurement to follow up
  - c. 24 August 2009 – Procurement spoke to POC regarding next bids
  - d. 31 August 2009 – Procurement to follow up with POC
  - e. 14 September 2009 – Procurement to follow up with POC
- lii.
  - (b)(4)
  - a. 31 August 2009 – reminded Procurement rates were saved and ready for review
  - b. 14 September 2009 – followed up with Procurement regarding rates
- liii.
  - (b)(4)
  - a. 3 August 2009 – Procurement to review rates and follow up with the SB
  - b. 6 August 2009 – sent follow up email regarding their interest in the contract since due date has past and no documents have been turned in
  - c. 10 August 2009 – Followed up with POC regarding their CCR profile stating large business in error (POC stated they've had PC problems for a month)
  - d. 12 August 2009 – Worked with POC on CCR profile updates
  - e. 20 August 2009 – Received contract documents and discussed missing information and needed upates
  - f. 21 August 2009 – Received updated Schedule of Government Services
  - g. 21 August 2009 – Worked with POC on the contract insurance requirements
  - h. 24 August 2009 – Procurement finishing up rate review
  - i. 26 August 2009 – Received partial insurance that meet the requirements of the contract
  - j. 27 August 2009 – sent POC contact for Menlo Procurement (non-DTCI) regarding possible future commercial partnership

- k. 28 August 2009 – received final insurance needs
  - i. forwarded contract to the Director of Contracts for signature
- l. 9 September 2009 – Discussed final steps of contracting process (final processing, One Network setup and training...)
- m. 14 September 2009 – worked through final insurance issues with POC and their insurance company that were missed previously
- n. 30 September 2009 – Asked Procurement to follow up where SB was in the final contracting process
- o. 14 October 2009 – sent new bid worksheets per Procurement

liv.

(b)(4)

- a. 14 September 2009 – followed up with POC regarding submittal of their carrier profile
- b. 18 September 2009 – received details from POC regarding their company structure
  - i. VLSS is the parent company (and SDVOSB) and there are separate trucking and brokerage companies under that umbrella
- c. 6 October 2009 – emailed for update on HUBZone application
  - i. Sent HUBZone Help Desk contact information
  - ii. Received, saved, and forwarded carrier profile to Procurement
- d. 13 October 2009 – sent Co-Broker contracting documents to SB

**SDVOSB assistance**

lv.

(b)(4)

- a. 3 August 2009 – advised SB their CCR profile expires this month
- b. 3 September 2009 – advised SB their CCR profile expires this month
- c. 14 September 2009 – Procurement reviewed rates and they're not competitive; Procurement to follow up with SB
- d. 1 October 2009 – advised SB their CCR profile expires this month
- e. 15 October 2009 – advised new Procurement manager to review SB's rates and see if we should pursue finalizing the contract

lvi.

(b)(4)

- a. 3 August 2009 – forwarded emails to Procurement and asked them to re-review carrier profile with new capabilities
  - i. Procurement to call and follow up with carrier



- b. 4 August 2009 – Co-Broker Master Agreement sent to SB to confirm if insurance requirements can be met
  - c. 26 August 2009 – POC advised us they are no longer partnered with JB Hunt
  - d. 31 August 2009 – Procurement waiting on SB's new carrier partner
  - e. 6 October 2009 – emailed POC to get update on HUBZone application
    - i. POC advised they are finalizing issues with the SBA and were told their certification is less than 90 days out
- lvii. (b)(4)
  - a. 5 October 2009 – responded to POC's email that they could register at the link I originally sent
- lviii. (b)(4)
  - a. 21 October 2009 - POC contacted and said they were interested in DTCL again
    - i. Re-sent carrier profile to be completed and submitted
- lix. (b)(4)
  - a. 5 October 2009 – forwarded email to new procurement manager to determine if we would be interested now
    - i. Previously deemed out of scope in February based on lack of time in the business
- lx. (b)(4)
  - a. 3 August 2009 – confirmed with Director of Contracts this SB would have to have its own operating authority and cannot double broker
  - b. 10 August 2009 – Procurement followed up with the SB concerning the operating authority and double broker issue
  - c. 31 August 2009 – deemed out of scope based on their abilities and double broker situation
- lxi. (b)(4)
  - a. 3 August 2009 – had Director of Contracts sign contract & forward to Aurora for final processing
  - b. 7 August 2009 – worked with POC to update SOGS from contract to ensure it matches the CCR
  - c. 10 August 2009 – received updated SOGS and forwarded to contracts
  - d. 13 August 2009 – Checked new address for HUBZone eligibility
  - e. 13 August 2009 – Forwarded new point of contact information to Aurora to be added to the master carrier list

- f. 21 August 2009 – Discussed final steps of contracting process (final processing, One Network setup and training...)
  - g. 24 August 2009 – Followed up with procurement on their behalf regarding the rate addenda
- lxii. (b)(4)
  - a. 31 August 2009 – emailed POC to request carrier profile
  - b. 14 September 2009 – left voicemail to follow up regarding the status of their carrier profile
  - c. 16 September 2009 – POC advised they will submit carrier profile this weekend
  - d. 21 October 2009 – emailed POC to follow up on the carrier profile that was not submitted as expected; POC advised they will submit carrier profile this
- lxiii. (b)(4)
  - 9 – reached out to them with the registration link and information regarding DTCL
  - b. 10 September 2009 – advised POC their CCR was not stating SDVOSB as expected
  - c. 11 September 2009 – Received and saved their carrier profile to the "To Be Reviewed" queue
  - d. 11 September 2009 – forwarded carrier profile to procurement to be reviewed immediately
  - e. 14 September 2009 – advised POC their CCR is expired and gave information regarding how to renew as well as the CCR Handbook which walks through the online process with greater detail and has the CCR Help Desk number
  - f. 14 September 2009 – Followed up with procurement to review their rates
- lxiv. (b)(4)
  - a. 25 September 2009 – Forwarded contact information to procurement regarding this new air carrier
  - b. 30 September 2009 – Received and saved their carrier profile to the "To Be Reviewed" queue
  - c. 21 October 2009 – Forwarded profile to procurement to ensure it is reviewed immediately
    - i. Procurement advised they are waiting on SB's TSA Authority
- lxv. (b)(4)
  - a. 3 August 2009 – Procurement to follow up with POC and confirm if still interested in DTCL
  - b. 4 August 2009 – emailed POC to confirm if still interested in contract since due date passed and no documents were turned in
  - c. 10 August 2009 – corresponded via email regarding the bidding process; advised speaking to Procurement for the unanswered questions

- d. 26 August 2009 – emailed POC to follow up regarding the bidding questions and contract; no response
- e. 14 September 2009 – forwarded POC's email with bidding questions to Procurement
- f. 17 September 2009 – followed up with POC via email to confirm interest in the contract
- g. 23 September 2009 – POC responded they are still interested in the contract
- h. 24 September 2009 – corresponded again via email regarding the bidding process
- i. 21 October 2009 – emailed POC to follow up and see if they plan on submitting rates
- lxvi. (b)(4)
  - a. 3 August 2009 – Aurora office still waiting on auto coverage (email sent 29 July)
  - b. 3 August 2009 – Procurement requested updated rates
  - c. 10 August 2009 – Aurora office still waiting on auto coverage
  - d. 26 August 2009 – contract signed by Director of Contracts and in Aurora for final processing
  - e. 29 September 2009 – Followed up with Procurement on their behalf
    - i. Contract signed a month ago
    - ii. One Training complete
  - f. 30 September 2009 – Gave POC contact information for new Procurement Manager
- lxvii. (b)(4)
  - a. 3 August 2009 – Procurement to review carrier profile
  - b. 10 August 2009 – deemed out of scope until they have their own operating authority and trucks
- lxviii. (b)(4)
  - a. 14 September 2009 – Procurement passed information to Bennett, an established broker under DTCL, since they are an owner operator
- lxix. (b)(4)
  - a. 3 August 2009 – reminded Procurement rates were saved and ready for review; Procurement unable to find them and will follow up
  - b. 10 August 2009 – followed up with Procurement regarding if rates were found and reviewed; Procurement to follow up
  - c. 24 August 2009 – Procurement spoke to POC regarding next bids
  - d. 31 August 2009 – Procurement to follow up with POC
  - e. 14 September 2009 – Procurement to follow up with POC

- lxx. (b)(4)
  - a. 31 August 2009 – reminded Procurement rates were saved and ready for review
  - b. 14 September 2009 – followed up with Procurement regarding rates
- lxxi. (b)(4)
  - a. 3 August 2009 – Procurement to review rates and follow up with the SB
  - b. 6 August 2009 – sent follow up email regarding their interest in the contract since due date has past and no documents have been turned in
  - c. 10 August 2009 – Followed up with POC regarding their CCR profile stating large business in error (POC stated they've had PC problems for a month)
  - d. 12 August 2009 – Worked with POC on CCR profile updates
  - e. 20 August 2009 – Received contract documents and discussed missing information and needed updates
  - f. 21 August 2009 – Received updated Schedule of Government Services
  - g. 21 August 2009 – Worked with POC on the contract insurance requirements
  - h. 24 August 2009 – Procurement finishing up rate review
  - i. 26 August 2009 – Received partial insurance that meet the requirements of the contract
  - j. 27 August 2009 – sent POC contact for Menlo Procurement (non-DTCI) regarding possible future commercial partnership
  - k. 28 August 2009 – received final insurance needs
    - i. forwarded contract to the Director of Contracts for signature
  - l. 9 September 2009 – Discussed final steps of contracting process (final processing, One Network setup and training...)
  - m. 14 September 2009 – worked through final insurance issues with POC and their insurance company that were missed previously
  - n. 30 September 2009 – Asked Procurement to follow up where SB was in the final contracting process
  - o. 14 October 2009 – sent new bid worksheets per Procurement
- lxxii. (b)(4)
  - a. 14 September 2009 – followed up with POC regarding submittal of their carrier profile
  - b. 18 September 2009 – received details from POC regarding their company structure

- i. VLSS is the parent company (and SDVOSB) and there are separate trucking and brokerage companies under that umbrella
- c. 6 October 2009 – emailed for update on HUBZone application
  - i. Sent HUBZone Help Desk contact information
  - ii. Received, saved, and forwarded carrier profile to Procurement
- d. 13 October 2009 – sent Co-Broker contracting documents to SB

**HUBZone assistance**

- i. (b)(4)
  - 1. 15 October 2009 – spoke to POC regarding their trucking division
    - a. Currently does not have operating authority
- iv. (b)(4)
  - 1. 3 August 2009 – Procurement to review rates this week since SB is interested in Lemoore
  - 2. 10 August 2009 – Followed up with procurement regarding rate review; not complete
  - 3. 24 August 2009 – Followed up with procurement regarding rate review; not complete
  - 4. 27 August 2009 – Followed up with procurement regarding rate review; not complete
  - 5. 31 August 2009 – Followed up with procurement regarding rate review; to be reviewed today
  - 6. 14 September 2009 – Contract being finished up in Aurora office
  - 7. 23 October 2009 – gave HUBZone Help Desk number for SB to get another copy of their certification letter
- v. (b)(4)
  - 1. 19 August 2009 – followed up with Procurement regarding POC's desire to obtain more loads from Tinker AFB
  - 2. 24 August 2009 – gave Help Desk # to submit their IP Address change for One Network
- vi. (b)(4)
  - 1. 3 August 2009 – Contract is being held up by general and auto certificate of insurance
  - 2. 10 August 2009 – Advised POC the rates have been approved; still waiting on insurance requirements
    - a. Worked with insurance agent; gave COI example and discussed insurance section of contract
  - 3. 11 August 2009 – received final insurance
    - a. Contract signed by Director of Contracts and forwarded to Aurora for final processing

4. 9 September 2009 – informed by POC they were  
bought out by (b)(4)

**WOSB assistance**

- ii. (b)(4)
  - a. 25 September 2009 – POC contacted me to discuss DTCI program
    - i. Sent registration link
- iii. (b)(4)
  - a. 16 October 2009 – After TIA Webinar, the disgruntled POC contacted the TIA who forwarded the email to Menlo for a response
    - i. Forwarded previously exchanged emails from May 2009 to (b)(6), VP and (b)(6) (b)(6) Director of Contracts to help with their response
- iv. (b)(4)
  - a. 20 August 2009 – spoke to POC regarding their desire to revise their rates since they're not getting as much freight as they'd prefer
  - b. 24 August 2009 – followed up with Procurement at Monday meeting regarding POC's desire to revise rates
  - c. 31 August 2009 – Procurement sent POC rate update information
- v. (b)(4)
  - a. Followed up with Procurement on their behalf to see if rates had been reviewed
- vi. (b)(4)
  - a. 3 September 2009 – advised SB their CCR profile was missing mandatory information and how to update (attached CCR Handbook too)
- vii. (b)(4)
  - a. 1 October 2009 – advised SB their CCR profile expires this month
    - i. Advised SB their CCR profile was missing mandatory information and how to update (attached CCR Handbook too)
- viii. (b)(4)
  - a. 3 August 2009 – gave Procurement's contact information for SB to follow up with regarding their carrier profile and possible DTCI fit
- ix. (b)(4)
  - a. 3 August 2009 – Advised SB their CCR profile expires this month
  - b. 19 August 2009 – Followed up with Procurement on their behalf regarding if and when their carrier profile would be reviewed for program fit
    - i. Procurement to follow up with SB

- c. 3 September 2009 – Advised SB their CCR profile expires this month
  - d. 1 October 2009 – Advised SB their CCR profile expires this month
- x. (b)(4)
  - a. 3 August 2009 – Advised SB their CCR profile expires this month
  - b. 3 September 2009 – Advised SB their CCR profile expires this month
  - c. 1 October 2009 – Advised SB their CCR profile expires this month
- xi. (b)(4)
  - a. 3 September 2009 – Advised SB their CCR profile expires this month
  - b. 1 October 2009 – Advised SB their CCR profile expires this month
- xii. (b)(4)
  - a. 19 October 2009 – Advised SB their CCR profile was missing mandatory information and how to update (attached CCR Handbook too)
  - b. 20 October 2009 – Responded to SB's email regarding the next steps in the process (carrier profile)
- xiii. (b)(4)
  - a. 1 October 2009 – Advised SB their CCR profile expires this month
- xiv. (b)(4)
  - a. 8 September 2009 – Discussed next steps with the POC
    - i. Resent the carrier profile for the SB to complete and submit
    - ii. Sent SDB criteria to determine if they could add "self-certified SDB" to their CCR profile
- xv. (b)(4)
  - a. 21 August 2009 – Advised SB their CCR expired and how to renew (attached CCR Handbook too)
- xvi. (b)(4)
  - a. 3 September 2009 – Advised SB their CCR profile expires this month
  - b. 1 October 2009 – Advised SB their CCR profile expires this month
- xvii. (b)(4)
  - a. 3 September 2009 – Advised SB their CCR profile expires this month
  - b. 1 October 2009 – Advised SB their CCR profile expires this month
- xviii. (b)(4)
  - a. 4 August 2009 – Emailed Procurement to confirm if rates were reviewed and approved

- b. 10 August 2009 – Procurement to review rates today if possible
  - c. 12 August 2009 – Revised rates received; confirmed Procurement received them
  - d. 17 August 2009 – Followed up with Procurement regarding review of the revised rates
  - e. 31 August 2009 – Followed up on their behalf with Procurement to see when rates would be reviewed
- xix. (b)(4)
  - d SB their CCR profile expires this month
  - b. 3 September 2009 – Advised SB their CCR profile expires this month
  - c. 1 October 2009 – Advised SB their CCR profile expires this month
- xx. (b)(4)
  - a. 6 October 2009 – Emailed POC for update on HUBZone application
  - b. 8 October 2009 – response from POC regarding HUBZone application is that they're currently working with the SBA
    - i. Re-sent carrier profile for them to complete and submit
- xxi. (b)(4)
  - a. 4 September 2009 – received and saved carrier profile in Procurement's "To Be Reviewed" queue
  - b. 15 September 2009 – responded to POC regarding next steps of the process
- xxii. (b)(4)
  - a. 20 October 2009 – Corresponded with POC regarding possibly augmenting their NAICS codes listed on their CCR profile
    - i. Attached the Table of Small Size Standards
- xxiii. (b)(4)
  - a. 4 September 2009 – Followed up with Procurement regarding their rate review and if the contract should continue to be pursued
  - b. 14 September 2009 – Procurement advised SB is out of scope due to brokerage in that area of Florida not being needed at this time
  - c. 28 September 2009 – Responded to POC's email that SB is deemed out of scope
    - i. Gave Procurement's contact information if they had further questions
- xxiv. (b)(4)
  - a. 3 August 2009 – advised SB their CCR profile expires this month
- xxv.



- a. 3 August 2009 – Advised SB their CCR profile expires this month
- b. 4 August 2009 – Followed up with Procurement to confirm if rates were ever received and if the contract should be pursued
- c. 5 August 2009 – POC asked for a new contract
  - i. Followed up with Procurement and determined no profile or rates were ever received
  - ii. Re-sent carrier profile for SB to submit as a first step
- d. 26 August 2009 – followed up with SB regarding carrier profile submittal
- e. 27 August 2009 – re-sent carrier profile to SB
  - i. Received and saved carrier profile in Procurement's "To Be Reviewed" queue
- f. 3 September 2009 – gave SB Procurement's contact information to determine next steps
- g. 6 October 2009 – emailed POC for HUBZone application update
  - i. Sent HUBZone Help Desk contact information
- xxvi. (b)(4) 9 – Advised SB their CCR profile expires this month
- lxxiii. (b)(4)
- d. 3 August 2009 – advised SB their CCR profile expires this month
- e. 3 September 2009 – advised SB their CCR profile expires this month
- f. 1 October 2009 – advised SB their CCR profile expires this month
- xxvii. (b)(4)
- a. 21 October 2009 – helped POC with CCR registration
- xxviii. (b)(4)
- a. 5 August 2009 – Followed up with SB regarding their inability to meet the contract's insurance requirements
- b. 26 August 2009 – Followed up with SB again regarding their inability to meet the contract's insurance requirements
- c. 17 September 2009 – Consulted Procurement regarding SB's inability to meet the contract's insurance requirements and the length of time this issue has been open
- d. 23 September 2009 – Contract closed based on inability to meet insurance requirements
- xxix. (b)(4)

- a. 5 August 2009 – Followed up via email with the SB to determine if rates were submitted
- b. 26 August 2009 – Followed up again via email to determine if rates were submitted
- c. 17 September 2009 – Sent final notice that contract would be closed due to lack of response and no rates being submitted
- d. 18 September 2009 – POC responded they are still interested and would like the rate worksheets re-sent to them
  - i. Followed up with Procurement to determine which rate worksheets should be sent if they are still interested
- e. 25 September 2009 – deemed out of scope per Procurement
- xxx. (b)(4)
  - a. 14 October 2009 – Sent registration link and discussed submitting the carrier profile
- xxxi. (b)(4)
  - a. 1 October 2009 – Advised SB their CCR profile expires this month
- xxxii. (b)(4)
  - a. 5 October 2009 – After speaking to POC at NDTA conference in Nashville, TN, gave new Procurement manager's contact information to discuss their new abilities
    - i. Coke Contract puts 5 trucks a day right by depot
- xxxiii. (b)(4)
  - a. 19 August 2009 – followed up with Procurement regarding POC's desire to obtain more loads from Tinker AFB
  - b. 24 August 2009 – gave Help Desk # to submit their IP Address change for One Network
    - i. (b)(4)
      - 1. 3 August 2009 – Contract is being held up by general and auto certificate of insurance
      - 2. 10 August 2009 – Advised POC the rates have been approved; still waiting on insurance requirements
        - a. Worked with insurance agent; gave COI example and discussed insurance section of contract
      - 3. 11 August 2009 – received final insurance

- a. Contract signed by Director of Contracts and forwarded to Aurora for final processing
  - 4. 9 September 2009 – informed by POC they were bought out by (b)(4)
- xxxiv. (b)(4)
  - a. 3 August 2009 – Contract is being held up by general and auto certificate of insurance
  - b. 10 August 2009 – Advised POC the rates have been approved; still waiting on insurance requirements
    - 1. Worked with insurance agent; gave COI example and discussed insurance section of contract
  - c. 11 August 2009 – received final insurance
    - 1. Contract signed by Director of Contracts and forwarded to Aurora for final processing
  - d. 9 September 2009 – informed by POC they were bought out by (b)(4)
- xxxv. (b)(4)
  - a. 24 August 2009 – closed down contract and bids per SB's request
    - i. Unhappy with response on bids
- xxxvi. (b)(4)
  - a. 14 October 2009 – Sent registration link
  - b. 19 October 2009 – Advised SB their CCR was missing mandatory information and how to update (attached CCR Handbook too)
  - c. 22 October 2009 – re-sent carrier profile to POC
- xxxvii. (b)(4)
  - a. 3 August 2009 – Advised SB their CCR profile expires this month
  - b. 3 September 2009 – Advised SB their CCR profile expires this month
  - c. 1 October 2009 – Advised SB their CCR profile expires this month
- xxxviii. (b)(4)
  - a. 13 October 2009 – Sent Motor Carrier Master Agreement to SB per Procurement
  - b. 15 October 2009 – Received and saved insurance COI
    - i. Sent all bid worksheets to SB per Procurement
  - c. 21 October 2009 – Received all contracting documents; waiting on rates
- xxxix. (b)(4)
  - a. 3 August 2009 – Spoke to POC and followed up with Procurement on their behalf at next meeting



- ## SDB assistance

- Media Worldwide Government Services 3751 North Fola Road Aurora, IL 60009 • P: 630 670 3154 • F: 630 449 1010 • E: [info@mediaworldwide.com](mailto:info@mediaworldwide.com) Web: [www.mediaworldwide.com](http://www.mediaworldwide.com)

- b. 19 August 2009 – Followed up with Procurement on their behalf regarding if and when their carrier profile would be reviewed for program fit
      - i. Procurement to follow up with SB
    - c. 3 September 2009 – Advised SB their CCR profile expires this month
    - d. 1 October 2009 – Advised SB their CCR profile expires this month
  - xlvi. (b)(4)
  - a. 21 October 2009 - POC contacted and said they were interested in DTCL again
      - i. Re-sent carrier profile to be completed and submitted
  - xlix. (b)(4)
  - a. 12 August 2009 – Spoke to POC regarding if Menlo planned on starting up a Mentor-Protégé program (not at this time)
      - i. Sent USTRANSCOM's DTCL website link and where to find the metrics
    - b. 21 October 2009 – Spoke to POC regarding if Menlo planned on starting up a Mentor-Protégé program (not at this time)
      - i. POC plans on contacting me monthly regarding the M-P program
  - I. (b)(4)
  - a. 3 August 2009 – Followed up with POC regarding the contracting documents that are due the next day
    - b. 4 August 2009 – Was advised the POC was sick and will send the documents as soon as possible
    - c. 19 August 2009 – confirmed with Procurement they were still interested in pursuing this contract
    - d. 20 August 2009 – received contracting documents and advised the POC of missing items and updates that were needed
    - e. 21 August 2009 – called POC to discuss the contract insurance requirements
    - f. 17 September 2009 – emailed to follow up on the missing contract documents
    - g. 5 October 2009 – received partial missing contract documents; advised POC of outstanding requirements
    - h. 9 October 2009 – emailed POC to follow up on the outstanding contracting documents
    - i. 13 October 2009 – worked with SB's insurance provider to meet insurance requirements
      - i. Sent example of acceptable COI wording
    - j. 22 October 2009 – emailed POC for update on outstanding insurance requirements
      - i. Insurance company has requested approval

- li. (b)(4)
    - a. 3 August 2009 – Advised SB their CCR profile expires this month
    - b. 3 September 2009 – Advised SB their CCR profile expires this month
    - c. 1 October 2009 – Advised SB their CCR profile expires this month
  - lii. (b)(4)
    - a. 3 September 2009 – Advised SB their CCR profile expires this month
    - b. 1 October 2009 – Advised SB their CCR profile expires this month
  - liii. (b)(4)
    - a. 11 August 2009 – received business information from Procurement
      - i. Sent POC criteria to determine is Self Certified SDB eligible
    - b. 14 August 2009 – Forwarded company information to Aurora to get SB added to master carrier list
    - c. 18 August 2009 – received and saved carrier profile in Procurement's "To Be Reviewed" queue
  - liv. (b)(4)
    - a. 3 August 2009 – confirmed with Director of Contracts this SB would have to have its own operating authority and cannot double broker
    - b. 10 August 2009 – Procurement followed up with the SB concerning the operating authority and double broker issue
    - c. 31 August 2009 – deemed out of scope based on their abilities and double broker situation
  - lv. (b)(4)
    - a. 6 August 2009 – Gave POC information regarding augmenting their NAICS codes on their CCR profile
    - b. 28 August 2009 – Spoke to POC regarding DTCL program; very unhappy
      - i. Sent USTRANSCOM DTCL website link to have access to data being reported
    - c. 28 September 2009 – forwarded POC's email to Procurement to respond to why some brokers are accepted into the program and others are not
    - d. 19 October 2009 – Gave new Procurement Manager's contact information to SB
    - e. 22 October 2009 – Asked for a copy of their carrier profile to follow up with Procurement
      - i. CCR says Self Certified SDB, however, the NAICS codes say large business
      - ii. Other issue is the legal business name of (b)(4) (b)(4) is only listed as a mailing address

not a DBA; which business would subcontract to Menlo if chosen?

- lvi. (b)(4)
  - a. 3 August 2009 – Advised SB their CCR profile expires this month
- lvii. (b)(4)
  - a. 3 August 2009 – Procurement to review rates this week since SB is interested in Lemoore
  - b. 10 August 2009 – Followed up with procurement regarding rate review; not complete
  - c. 24 August 2009 – Followed up with procurement regarding rate review; not complete
  - d. 27 August 2009 – Followed up with procurement regarding rate review; not complete
  - e. 31 August 2009 – Followed up with procurement regarding rate review; to be reviewed today
  - f. 14 September 2009 – Contract being finished up in Aurora office
  - g. 23 October 2009 – gave HUBZone Help Desk number for SB to get another copy of their certification letter
- lviii. (b)(4)
  - a. 4 August 2009 – Emailed Procurement to confirm if rates were reviewed and approved
  - b. 10 August 2009 – Procurement to review rates today if possible
  - c. 12 August 2009 – Revised rates received; confirmed Procurement received them
  - d. 17 August 2009 – Followed up with Procurement regarding review of the revised rates
  - e. 31 August 2009 – Followed up on their behalf with Procurement to see when rates would be reviewed
- lix. (b)(4)
  - a. 5 August 2009 – followed up with Procurement on their behalf regarding their rate review
  - b. 10 August 2009 – Procurement sent SB the request to revise their rates
  - c. 11 August 2009 – revised rates received
    - i. Re-sent Fuel Surcharge contracting document
  - d. 15 September 2009 – received tribal ID letter from POC to review if eligible for Indian Incentive Program
    - i. Followed up with Procurement on their behalf; USTRANSCOM Director of Small Business Programs also requested an update on their behalf
    - ii. Rates approved

- iii. Emailed POC to request missing contracting documents and advise CCR and D&B profiles' legal business name had issues
- e. 16 September 2009 – received partial missing contracting documents
- f. 7 October 2009 – Discussed with POC the legal business name issues across CCR and D&B profiles and that they should receive their One Network Training invite today
  - i. POC is working with State of Incorporation to get the issue resolved
- g. 21 October 2009 – Followed up with Aurora to confirm where they were in the finalizing of the contract
- h. 22 October 2009 – asked POC to verify with State of Incorporation if issue was resolved (CCR not updated as expected)
- ix. (b)(4)
  - a. 1 October 2009 – Advised SB their CCR profile expires this month
    - i. Spoke to POC regarding the program; also trying to get the MWGS San Diego employee contact information for the POC
  - b. 2 October 2009 – Forwarded their request to Procurement and asked them to contact
- ixi. (b)(4)
  - a. 3 August 2009 – spoke to POC; he needs a guarantee to take to the bank to get financing
    - i. Informed POC there is no guarantee of freight under the DTCL program even with a contract in place
- ixii. (b)(4)
  - a. 3 August 2009 – Advised SB their CCR profile expires this month
  - b. 3 September 2009 – Advised SB their CCR profile expires this month
  - c. 1 October 2009 – Advised SB their CCR profile expires this month
- ixiii. (b)(4)
  - a. 1 October 2009 – Advised SB their CCR profile expires this month
- ixiv. (b)(4)
  - a. 20 October 2009 – Corresponded with POC regarding possibly augmenting their NAICS codes listed on their CCR profile
    - i. Attached the Table of Small Size Standards
- ixv. (b)(4)
  - B their CCR profile expires this month



- b. 4 August 2009 – Followed up with Procurement to confirm if rates were ever received and if the contract should be pursued
  - c. 5 August 2009 – POC asked for a new contract
    - i. Followed up with Procurement and determined no profile or rates were ever received
    - ii. Re-sent carrier profile for SB to submit as a first step
  - d. 26 August 2009 – followed up with SB regarding carrier profile submittal
  - e. 27 August 2009 – re-sent carrier profile to SB
    - i. Received and saved carrier profile in Procurement's "To Be Reviewed" queue
  - f. 3 September 2009 – gave SB Procurement's contact information to determine next steps
  - g. 6 October 2009 – emailed POC for HUBZone application update
    - i. Sent HUBZone Help Desk contact information
- lxvi. (b)(4)
- a. 1 October 2009 – Advised SB their CCR profile expires this month
  - b. 15 October 2009 – discussed the Self Certified SDB criteria and how to update their CCR profile if eligible
- lxvii. (b)(4)
- a. 3 August 2009 – Procurement to follow up with POC and confirm if still interested in DTCI
  - b. 4 August 2009 – emailed POC to confirm if still interested in contract since due date passed and no documents were turned in
  - c. 10 August 2009 – corresponded via email regarding the bidding process; advised speaking to Procurement for the unanswered questions
  - d. 26 August 2009 – emailed POC to follow up regarding the bidding questions and contract; no response
  - e. 14 September 2009 – forwarded POC's email with bidding questions to Procurement
  - f. 17 September 2009 – followed up with POC via email to confirm interest in the contract
  - g. 23 September 2009 – POC responded they are still interested in the contract
  - h. 24 September 2009 – corresponded again via email regarding the bidding process
  - i. 21 October 2009 – emailed POC to follow up and see if they plan on submitting rates

- lxviii. (b)(4)
  - a. 5 August 2009 – Followed up with SB regarding their inability to meet the contract's insurance requirements
  - b. 26 August 2009 – Followed up with SB again regarding their inability to meet the contract's insurance requirements
  - c. 17 September 2009 – Consulted Procurement regarding SB's inability to meet the contract's insurance requirements and the length of time this issue has been open
  - d. 23 September 2009 – Contract closed based on inability to meet insurance requirements
- lxix. (b)(4)
  - d. 3 August 2009 – advised SB their CCR profile expires this month
  - e. 3 September 2009 – advised SB their CCR profile expires this month
  - f. 1 October 2009 – advised SB their CCR profile expires this month
- lxx. (b)(4)
  - a. 17 September 2009 – meeting held at Fairview Heights location with the Director of Contracts
    - i. SB would like to be involved in future bids
    - ii. SB would like to be involved if DTCL goes international
- lxxi. (b)(4)
  - Advised SB their CCR profile expires this month
- lxxii. (b)(4)
  - a. 3 August 2009 – Advised SB their CCR profile expires this month
  - b. 3 September 2009 – Advised SB their CCR profile expires this month
- lxxv. (b)(4)
  - Procurement to review carrier profile
  - b. 10 August 2009 – deemed out of scope until they have their own operating authority and trucks
- lxxvi. (b)(4)
  - a. 19 August 2009 – followed up with Procurement regarding POC's desire to obtain more loads from Tinker AFB
  - c. 24 August 2009 – gave Help Desk # to submit their IP Address change for One Network
- lxxvii. (b)(4)
  - a. 17 August 2009 – followed up with Procurement regarding their rate review

- i. Confirmed with SB they can meeting contract insurance requirements if approved
  - b. 5 October 2009 – confirmed with Procurement and the Logistics Analysts that rates have been loaded for this SB
    - i. Should be signed contract in place first before this step; worked with SB to finalize contract
  - c. 16 October 2009 – Contract signed by the Director of Contracts
    - i. Still need final approval on cargo insurance
  - d. 19 October 2009 – Procurement advised the carrier is ready for One Network set up
  - e. 21 October 2009 – Advised POC of the final contracting steps (packaging in Aurora, One setup, One Training, etc.)
- lxxiii. (b)(4)
- a. 14 October 2009 – Sent registration link
  - b. 19 October 2009 – Advised SB their CCR was missing mandatory information and how to update (attached CCR Handbook too)
  - c. 22 October 2009 – re-sent carrier profile to POC
- lxxiv. (b)(4)
- a. 3 August 2009 – Advised SB their CCR profile expires this month
  - b. 3 September 2009 – Advised SB their CCR profile expires this month
  - c. 1 October 2009 – Advised SB their CCR profile expires this month
- lxxv. (b)(4)
- a. 10 September 2009 – Corresponded with POC regarding wanting to be considered again for DTCL
    - i. Can co-broker under own authority or under (b)(4)
    - ii. Followed up with Procurement on their behalf at next meeting
- lxxvi. (b)(4)
- a. 3 August 2009 – Procurement to review rates and follow up with the SB
  - b. 6 August 2009 – sent follow up email regarding their interest in the contract since due date has past and no documents have been turned in
  - c. 10 August 2009 – Followed up with POC regarding their CCR profile stating large business in error (POC stated they've had PC problems for a month)
  - d. 12 August 2009 – Worked with POC on CCR profile updates
  - e. 20 August 2009 – Received contract documents and discussed missing information and needed upates

- f. 21 August 2009 – Received updated Schedule of Government Services
- g. 21 August 2009 – Worked with POC on the contract insurance requirements
- h. 24 August 2009 – Procurement finishing up rate review
- i. 26 August 2009 – Received partial insurance that meet the requirements of the contract
- j. 27 August 2009 – sent POC contact for Menlo Procurement (non-DTCI) regarding possible future commercial partnership
- k. 28 August 2009 – received final insurance needs
  - i. forwarded contract to the Director of Contracts for signature
- l. 9 September 2009 – Discussed final steps of contracting process (final processing, One Network setup and training...)
- m. 14 September 2009 – worked through final insurance issues with POC and their insurance company that were missed previously
- n. 30 September 2009 – Asked Procurement to follow up where SB was in the final contracting process
- o. 14 October 2009 – sent new bid worksheets per Procurement

lxxvii.

(b)(4)

- a. 14 September 2009 – followed up with POC regarding submittal of their carrier profile
- b. 18 September 2009 – received details from POC regarding their company structure
  - i. (b)(4) is the parent company (and SDVOSB) and there are separate trucking and brokerage companies under that umbrella
- c. 6 October 2009 – emailed for update on HUBZone application
  - i. Sent HUBZone Help Desk contact information
  - ii. Received, saved, and forwarded carrier profile to Procurement
- d. 13 October 2009 – sent Co-Broker contracting documents to SB

#### Small Business – No Subcategory assistance

lxxviii.

(b)(4)

- a. 21 August 2009 – Advised SB their CCR profile expires this month
- b. 3 September 2009 – gave new POC Procurement's contact information

lxxix.

(b)(4)

- a. 12 August 2009 – Spoke to POC regarding the contract insurance requirements
  - b. 19 August 2009 – emailed POC to inquire if they're able to meet the insurance requirements
    - i. POC advised they will meet the requirements if their rates are approved
  - c. 26 August 2009 – emailed POC to confirm rates were submitted
- lxxx. (b)(4)
- a. 3 August 2009 – emailed POC to confirm if still interested in DTCL contract or if we should close out their file
    - i. Contract closed at request of SB
- lxxxi. (b)(4)
- a. 3 September 2009 – sent POC the CCR Handbook and information on how to renew their CCR profile
    - i. Contract sent to Director of Contracts for signature
- lxxxii. (b)(4)
- a. 27 September 2009 – Advised SB their CCR profile expires this month
  - b. 23 September 2009 – bid worksheets sent to carrier
- lxxxiii. (b)(4)
- a. 7 August 2009 – gave POC Procurement's contact information to get update on the review of their carrier profile
- lxxxiv. (b)(4)
- a. 19 August 2009 – suggested discussing and possibly revising rates with Procurement to get more business
- lxxxv. (b)(4)
- a. 1 October 2009 – advised SB their CCR profile expires this month
- lxxxvi. (b)(4)
- a. 3 August 2009 – received partial contract documents; advised POC what was missing
  - b. 13 August 2009 – worked with Risk Department to determine if insurance provided met the requirements
    - i. Advised SB what needed to be updated
  - c. 17 August 2009 – worked with SB's insurance agent to get insurance updated
    - i. Sent contract to insurance agent
  - d. 22 August 2009 – received more partial contract documents
  - e. 26 August 2009 – received more partial contract documents that were copies
    - i. Advised POC we needed originals and these were not acceptable
  - f. 8 September 2009 – received more partial contract documents



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- e. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
- f. 17 September 2009 – emailed POC to follow up on contract revisions
- g. 1 October 2009 – advised SB their CCR profile expires this month and how to renew
- h. 5 October 2009 – left a voicemail for POC since no response to email
- xcii. (b)(4)
  - a. 19 August 2009 – Advised POC their next step is to complete and submit the carrier profile
    - i. Re-sent the carrier profile template
- xciii. (b)(4)
  - a. 19 October 2009 – Advised SB their CCR profile is expired and how to renew
- xciv. (b)(4)
  - 1. 20 August 2009 – worked with POC to get into contact with the right Menlo personnel
    - a. Contract in place, but rates not loaded for all locations bid
  - 2. 4 September 2009 – gave Procurement's contact information to POC for further questions
    - b. Discussed HUBZone program and how to apply
  - 3. 9 September 2009 – received updated Schedule of Government Services and forwarded to Contracts
  - 4. 23 September 2009 – Discussed Menlo contacts and how to possibly re-bid sites for more business
  - 5. 6 October 2009 – emailed POC for HUBZone application status
    - c. Per POC's discussions with the SBA, they have been accepted and certification should be in place by December 2009
- vii. (b)(4)
  - 1. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
- viii. (b)(4)
  - 1. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
  - 2. 1 October 2009 – Advised SB their CCR profile expires how to renew
- ix. (b)(4)
  - 1. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- x. (b)(4)
  - 1. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xi. (b)(4)
  - 1. 19 August 2009 – updated SB Lists and Master Carrier List with new POC's email address

- xii. (b)(4)
  1. 13 October 2009 – followed up with Procurement on their behalf to try and get carrier profile reviewed
- xiii. (b)(4)
  1. 1 September 2009 – gave POC the CCR Help Desk number
- xiv. (b)(4)
  1. 4 August 2009 – Followed up with Procurement regarding their rate review
    - a. All contract documents on hand and ready for signature
  2. 10 August 2009 – Procurement confirmed they're working with the rates now and to send contract for signature
    - a. contract signed by the Director of Contracts
    - b. Forwarded package to Aurora for final processing
  3. 24 September 2009 – finalizing insurance issue
  4. 7 October 2009 – Procurement approved exception on insurance issue (WOS on Worker's Comp)
- xv. (b)(4)
  1. 3 August 2009 – advised SB their CCR profile expires this month and how to renew
  2. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
  3. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xvi. (b)(4)
  1. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xvii. (b)(4)
  1. 3 August 2009 – advised SB their CCR profile expires this month and how to renew
  2. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
  3. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
  4. 6 October 2009 – emailed POC for update on the status of their HUBZone application
- xviii. (b)(4)
  1. 5 August 2009 – followed up with SB regarding their rate submittal
    - a. Advised Procurement no rates were turned in and cleared up issue with SCAC code (Procurement thought they were operating under a different SCAC and that rates were submitted under that SCAC)
  2. 6 August 2009 – forwarded POC to Procurement to discuss how to submit rates



3. 26 August 2009 – emailed POC to follow up on the submittal of their rates
- xix. (b)(4)
  1. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xx. (b)(4)
  1. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
  2. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xxi. (b)(4)
  1. 1 September 2009 – Gave CCR Help Desk number to help them renew their profile
  2. 25 September 2009 – put POC into contact with (b)(4) to discuss commercial opportunities
- xxii. (b)(4)
  1. 5 August 2009 – followed up with Procurement on their behalf to determine the outcome of their rate review
  2. 31 August 2009 – Procurement advised they are out of scope for the time being (do not need another carrier in the area they service)
- xxiii. (b)(4)
  1. 29 September 2009 – contracting documents sent to SB
  2. 5 October 2009 – worked with SB and Procurement to determine which business would go into contract with Menlo (asset, not brokerage)
    - a. Sent appropriate contracting documents to SB
  3. 8 October 2009 – worked with POC regarding missing documents
    - a. Confirmed with Procurement the rates were still considered approved since turned in under their brokerage SCAC
    - b. Requested updated carrier profile from SB under the (b)(4) side (asset)
  4. 13 October 2009 – contract sent to Director of Contracts for signature
    - a. Received and saved updated carrier profile
  5. 19 October 2009 – Aurora contracts department advised Procurement that SB is ready for One Network setup and training
  6. 22 October 2009 – followed up with POC regarding their One Network Training
- xxiv. (b)(4)
  1. 5 October 2009 – followed up with Procurement regarding their carrier profile (already in the "reviewed" queue)

2. 9 October 2009 – advised SB Menlo is not interested at this time; gave Procurement contact information should they question the decision
3. 13 October 2009 – sent SB Master Broker/Motor Carrier contracting documents at request of new Procurement Manager
4. 19 October 2009 – gave Procurement's contact information to answer question regarding Accessorial document of contract
5. 20 October 2009 – SB has applied for HUBZone status
  - a. Sent rate worksheets for all 5 phases
6. 22 October 2009 – spoke to POC via phone and answered contract questions
7. 23 October 2009 – received partial contracting documents

xxv.

(b)(4)

1. 11 August 2009 – received and saved carrier profile in Procurement's "To Be Reviewed" queue
  - a. Rate worksheets received and saved
2. 12 August 2009 – received partial contracting documents
  - a. Advised insurance requirements not met; was advised they'll meet the requirements if rates are approved
3. 14 August 2009 – received more partial contracting documents
4. 17 August 2009 – followed up with Procurement on their behalf regarding their rate review
5. 20 August 2009 – helped SB research a fraudulent email regarding NAGC – update I9)

xxvi.

(b)(4)

1. 3 September 2009 – Advised SB their CCR profile expires this month and is missing mandatory information
2. 18 September 2009 – Received and saved carrier profile in Procurement's "To Be Reviewed" queue

xxvii.

(b)(4)

1. 6 October 2009 – emailed POC for update on their HUBZone application
  - a. Approved by 1<sup>st</sup> analyst per the SBA (apparently all applications now have to go through 4 approvers)

xxviii.

(b)(4)

1. 19 October 2009 – SB registered online 2<sup>nd</sup> time
  - a. Carrier profile is in the "Reviewed" queue
  - b. June 2009 – Procurement was waiting on rates to review and see if competitive; no rates received

xxix.

(b)(4)

1. 9 September 2009 – received and saved carrier profile in Procurement's "To Be Reviewed" queue
    - a. Advised POC that "Summit Trucking" was not listed on their CCR as shown on their profile
  2. 23 September 2009 – discussed the HUBZone program, benefits, and how to apply
  3. 1 October 2009 – advised SB their CCR profile expires this month and how to renew
- xxx. (b)(4)
1. 19 October 2009 – advised SB their CCR profile is expired and how to renew to continue being deemed a small business concern for DTCL purposes
- xxxi. (b)(4)
1. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xxxii. (b)(4)
1. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xxxiii. (b)(4)
1. 25 September 2009 – received active DUNS number and researched their CCR profile
    - a. Inquired why VOSB was not listed as expected; SB advised me the ownership is only 50% Veteran Owned and therefore not eligible for VOSB
- xxxiv. (b)(4)
1. 11 September 2009 – received and saved carrier profile in Procurement's "To Be Reviewed" queue
  2. 14 September 2009 – sent POC CCR renewal information and the CCR handbook
  3. 24 September 2009 – advised SB their CCR profile was missing mandatory information
- xxxv. (b)(4)
1. 3 August 2009 – advised SB their CCR profile expires this month and how to renew
  2. 3 September 2009 – advised SB their CCR profile expires this month and how to renew
  3. 1 October 2009 – Advised SB their CCR profile expires this month and how to renew
- xxxvi. (b)(4)
1. 3 August 2009 – emailed Procurement to follow up with SB regarding their contract status
  2. 21 August 2009 – advised POC they'd next be contacted to set up One Network training
  3. 10 September 2009 – working with POC to get their CCR updated and ensure legal business name matches across all systems and documents



Please direct related questions or comments regarding the content of this deliverable to me at (703) 626- (b)(6)

Respectfully,

// Signed//

(b)(6)  
Director