

DeIDOT Contacts

DBE Highway Construction Specialists provide technical assistance to all DeIDOT DBE certified firms, monitor the work performed on various DeIDOT projects, and collect statistical information to support Federal Highway Administration (FHWA) program funding.

DeIDOT DBE Program Staff Dover, DeIDOT Administration Building

DBE Program Manager
Richard Rexrode
302-760-2029
richard.rexrode@state.de.us

DBE Administrative Specialist
Anna Isip
302-760-2035
anna.isip@state.de.us

DBE Support Services Specialist
Marguerite A. Davis-Isaac
302-760-2054
marguerite.davis@state.de.us

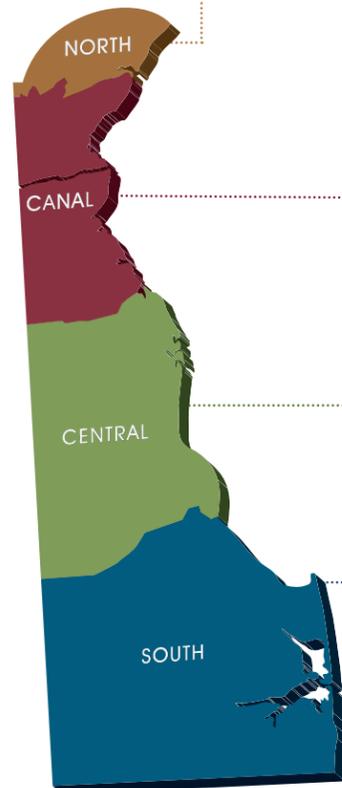
Professional Services

Consultant Control Coordinator
James Hoagland
302-760-2036
jim.hoagland@state.de.us

Administrative Specialist
Susan Robinson
302-760-2034
susanh.robinson@state.de.us

Construction Services

Contract Control Coordinator
Scott Gottfried
302-760-2033
scott.gottfried@state.de.us



Construction & Supply Contracts

Check the accompanying map to find the DeIDOT operations district and DBE Program Manager nearest your business.

North District – North Region I

302-368-6627
Assistant Director – Tom Clements
DBE Highway Construction Specialist – Ed Olivere
Location: Area north of I-95 and I-495, east of Rt. 7 and north of Rt.2. Includes City of Wilmington.

Canal District – North Region II

302-326-4460
Assistant Director – Tom Clements
DBE Highway Construction Specialist – Ed Olivere
Location: South of I-95 and I-495; west of Rt. 7, south of Rt. 2. Includes City of Newark.

Central District – South Region I

302-760-2424
Assistant Director – Natalie Barnhart
DBE Highway Construction Specialist – Robin Kelly
Location: All of Kent County

South District – South Region II

302-853-1300
Assistant Director – Natalie Barnhart
DBE Highway Construction Specialist – Robin Kelly
Location: All of Sussex County



DBE Highlight One man's dream becomes a family affair

Naresh Batta, BATA Environmental Associates, Inc.

If you ask Naresh Batta how he got where he is today, he would undoubtedly reply, "with hard work and the support of family." It is with that family that he owns and operates BATA Environmental, a comprehensive environmental management consulting and testing company. Naresh Batta is the President and Lab Director of BATA, with his son, Neeraj working as the Business Development Manager, and his wife, Neelam serving as the Corporation's Chief Financial Officer.

In 1969, at age 20, Naresh Batta came to the US from Punjab, India to earn a degree at the University of Delaware. He graduated with a Masters Degree in Chemistry in 1974 and worked in the environmental field for a few years before starting BATA Environmental in 1982. When he started the company he had his education and the support of his wife, Neelam, who assisted as an accountant.

employees for the continued success of the business. In the early days, Naresh worked hard to develop a good reputation and continues to strive to meet and exceed client's expectations. Although DeIDOT is one of BATA's top clients and the DBE program has been very beneficial, BATA has also taken advantage of other business opportunities and marketed their services to a wide variety of potential clients.



Naresh Batta, wife Neelam and son Neeraj.

Over a 24-year span, BATA has grown from a one-man firm to over 40 employees and 3 project offices in addition to the corporate headquarters in Newark, Delaware. BATA Laboratories, located within the corporate headquarters, supports the environmental projects at BATA and also serves as an independent analytical laboratory. BATA Laboratories houses a transmission electron microscope, the only one for commercial use in the state of Delaware.

Although the industry has changed over the years, BATA has been able to adapt and continue to grow. Mr. Batta attributes the support of his family, hard work, customer focused operations and quality

BATA Environmental has received several DuPont Safety Awards and multiple commendations from various clients including DeIDOT. In 2007, BATA will build a 7,000 square-foot facility in Newark, Delaware to house the corporate headquarters, and the existing building will be fully utilized for the BATA Laboratories. In addition to expanding office space, BATA business goals include a jump to international status, with business prospects in India, China and Thailand.



BATA corporate headquarters

Recently Certified

DBEs

- True's Concrete
- Tree of Life Landscaping
- Wordsworth Communications

Learning from Losing

By Michael Schirmer
Delaware River & Bay Authority (DRBA)
DBE Program Manager

Losing even one bid is understandably difficult for any small business owner. Rather than protesting the unfairness of your loss, why not take the opportunity to learn what your team might do better next time? This will likely improve your chances of winning dramatically.

Let's take a look at the very different reactions of two business owners when they find out they haven't won the bid. We'll call them Owner A and Owner B. Owner A uses aggressive and unproductive language to express her disappointment, leaving behind a negative impression of Company A. Owner B, on the other hand, remains businesslike and respectful and looks for some helpful advice.

FOLLOWING UP ON A LOST BID:

OWNER "A"

The call came in shortly after the deadline for submitting competitive bids had passed. An anxious voice asked, "Did we get it?" Unfortunately for that small business owner, the answer was no. After thanking the caller for participating in the process, the phone line filled suddenly with questions and comments that could be characterized as sour grapes.



"This isn't fair! I was giving you more than you asked for," owner A complained.

"You'll be sorry. You won't get the same quality from them! After all, I took the time to meet with you personally to discuss this job. Didn't that count for anything?"

OWNER "B"

Owner B was also disappointed, but took a more professional approach. When told his company was not chosen, Owner B asked, "By what percentage was my company over the accepted bid?" He listened carefully as the bid reviewer explained a few weaknesses and also some strong points in the RFQ.

Owner B ended the call with, "Thank you for the opportunity. While I'm disappointed my company didn't win, I understand the basis for the decision. We would be honored to have the opportunity to bid on future work with your organization."



Requests for Proposal (RFP) processes that are open-ended, such as one for professional services, allow for a wide range of info that can be obtained to help improve your company's performance. Typically, the relative importance of factors such as a firm's experience, expertise, capacity, and demonstrated understanding of the project will decide the winner. Given the resources invested in submitting professional services RFPs, a post-award analysis helps increase the likelihood that the investment is not a total loss and may pay off in the future.

There is critical information that could be captured to help you understand what was done well and what could be improved. Be prepared for such opportunities to learn by having a written questionnaire handy as a guide to the conversation.

Ask open-ended questions such as:

- "What were our strengths?"
- "In which areas could we improve?"
- "How well was our proposal tailored to the needs of your organization?"
- "What other factors played in your decision to choose a firm other than ours?"

Questions of a more targeted nature could also help. For example:

- "Was it evident that we performed the appropriate amount of due diligence and research?"
- "Did we give you the impression that your organization would be our number one priority?"
- "Did our references validate our capabilities and past successes?"

How a firm performs during the bidding process is an excellent indication of the quality and manner in which it delivers products or services to its customers. This includes a firm's willingness to learn from its mistakes. Learning from losing is a way to recoup some of the investment in preparation for the next opportunity and help make your firm a winner.

GET Featured

Qualify for a "DBE Highlight"...

1. DBE must be successful in obtaining and completing contracts on federally funded projects.
2. DBE must demonstrate outstanding performance in their respective field.

If you would like to share your company's story, apply for educational sponsorship, or be spotlighted on the bulletin board call Marguerite Davis-Isaac at 302-760-2054 or email her at marguerite.davis@state.de.us.

STATE Labor Law

Seminar Focused on Wage & Employment Laws

Recently, DeIDOT sponsored a State Labor Law Requirements seminar for interested DBEs to learn more about prevailing wage regulations, hourly wages and discrimination laws.



Photo by Francis Urick, Dover, DE

The presentations were an open dialogue; DBE audience members could, and did, ask pertinent questions and received informative answers about the laws and regulations being discussed.

In the morning, James Ryan, a Labor Law Enforcement Officer, began by talking about the Department of Labor Office locations and explained the services provided. He talked to the group about Delaware's Prevailing Wage Law, Delaware's Prevailing Wage Regulations and Classification of Workers Under Delaware's Prevailing Wage Law. Mr. Ryan explained the Department of Labor's annual prevailing wage survey, how the rates are determined and how

employers determine which rate to pay according to the project character and classification of workers.

Labor Law Enforcement Officer Francis Urick presented a PowerPoint presentation on several of the labor laws over which the Office of Labor Law Enforcement has jurisdiction. Specifically, Mr. Urick spoke about the Minimum Wage Act, the Wage Payment and Collection Act, the Meal Break law, and the Child Labor Act. Thomas Smith, Labor Law Supervisor, provided a presentation on Employment Discrimination, covering the protected classes and forms of discrimination. He also advised the DBE's present how to establish policy to prevent discrimination and harassment.

If you would like more information on the topics covered at the seminar, please contact:

Delaware Department of Labor Office of Labor Law Enforcement

4425 North Market Street
P.O. Box 8902
Wilmington, DE 19802
Phone: 302-761-8200
Fax 302-761-6601

Upcoming Education Opportunities

Financial Skills Series Series of Three Workshops – \$70.00

Preparing & Understanding Small Business Accounting Records
Cost: \$35 Newark Senior Center
Nov 29, 2006
5:45pm - 8:45pm

Tax Strategies, Planning & Compliance
Cost: \$35 Newark Senior Center
Dec 6, 2006
5:45pm - 8:45pm

Managing Your Business (Using cash flow)
Cost: \$35 Newark Senior Center
Dec 13, 2006
5:45pm - 8:45pm

Sponsored by SCORE
For more workshop information:
<http://www.scoredelaware.org/workshop.htm>

To learn more, or to sign up for Training Sessions, call Marguerite Davis-Isaac at 302-760-2054.

DBE Program Training Sessions Tentative training schedule All sessions free of charge

Contract Negotiation & Dispute Resolution
November 30, 2006 – Thursday
Farmington-Felton Room
DeIDOT Administration Building, Dover
9:00am – 12:00pm

First Aid & Safety and the Corporate Benefits (Insurance)
January 24, 2007 – Wednesday
DeIDOT Administration Building, Dover
9:00am – 12:00pm

Bidding Processes & Standard Specifications
February 28, 2007 – Wednesday
DeIDOT Administration Building, Dover
9:00am – 12:00pm

State Labor Law Requirements
March 28, 2007 – Wednesday
DeIDOT Administration Building, Dover
9:00am – 12:00pm

