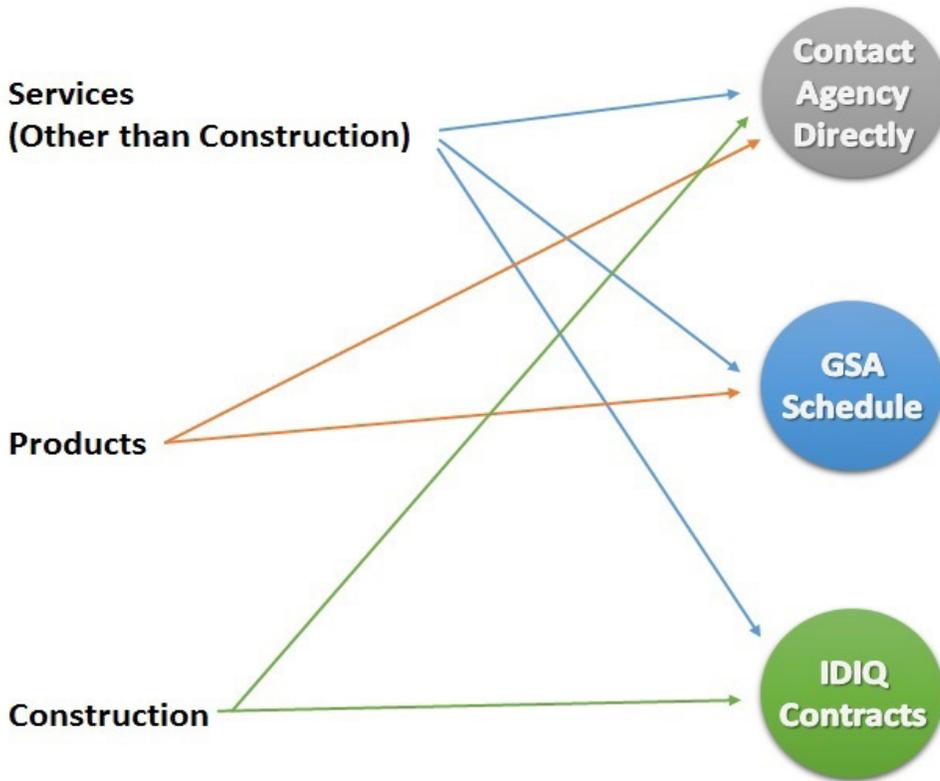


## 8(a) - 3 Primary Ways Firms Obtain Contracts



There are 3 primary ways an 8(a) firm obtains business once it has an 8(a) Certification.

1. The firm contacts agencies directly and works towards the goal of obtaining sole source or set-aside contracts.
2. The 8(a) firm places its goods or services on a GSA Schedule (not eligible for construction firms) and waits for the phone to ring.
3. The 8(a) firm gets placed on an IDIQ contract or a GWAC and then is placed in a small group of vendors that are sought out by an agency that has more or less agreed to use that contracting vehicle for a portion of its procurement.

In many cases, it is far easier to obtain a place on an IDIQ or GWAC (such as 8a Stars II) if the firm already has a GSA Schedule. The advantage of participation in a GSA Schedule contract is that your pricing has already been approved by the GSA and this increases the speed in which a firm can complete the paperwork requirements for obtaining the IDIQ contract. This time savings can be critical because often times the IDIQs are posted with 3 week turnaround times.

Most 8(a) firms choose to contact agencies directly. A smaller amount take the time and effort to obtain a GSA Schedule. But in our experience the most successful firms are the ones that have a consistent effort in obtaining IDIQ contracts. Therefore, I personally spend a great deal of time sending opportunities to our clients and push them towards obtaining these contracts because ultimately through the success of our clients, we become successful.

If you have an interest in being added to our specialized mailing list, you should just reply to this email message with the word "ADD" and you will be included in the mailings for your particular industry and NAICS code.

If you have a niche industry or a specialty within your industry, that information will also be helpful to make sure that opportunities presented are appropriate for you.

If your firm would like to see if you qualify for the 8(a) certification feel free to give us a call at 703-688-3546 usually in around 10-minutes we can make this assessment.

**SOURCE: Advance GSA/8a**

## Essential Steps to Handle Negative Reviews

By Anita Campbell,

Bad online reviews can cause potential customers to shop elsewhere, negatively impacting your business' bottom line. If your business has received a bad online review, here are steps you can take to handle it and minimize the damage.

### Respond to Customer Reviews

Ignoring a bad review won't make it go away. On the other hand, responding to customer reviews can result in better ratings and improve your business' online reputation.

The Harvard Business Review analyzed tens of thousands of hotel reviews and responses from TripAdvisor. The study found that around a third of reviews on TripAdvisor receive a response and almost a half of hotels respond to reviews. According to the study, hotels that respond to customer reviews receive 12 percent more reviews and their ratings increase by an average of 0.12 stars.

Yelp for Business Owners points out that responding to reviews is a great way to learn from your customers and build goodwill among your most vocal customers.

### Be Nice and Avoid Getting Personal

If you've received a bad review online, it can be tempting to defend your business — and get personal in the process. However, as Google Business Support advises, it's important that business owners remain polite and avoid getting personal when they respond to customer reviews.

Replies should be useful, readable, and courteous, because it's difficult to win an argument with an unsatisfied customer. That's why it's important to think before you reply to a negative review. As Yelp for Business Owners points out, if a reviewer believes you're being "rude, condescending or disingenuous in any way, there's a chance he or she could get angry and make the situation even worse."

### Thank Your Reviewers and Customize Responses

You might be angry over a bad review, but your response should be professional, authentic, and humane. Apologize to the customer and thank them for taking the time to highlight issues with your business. That can help transform a negative review into a positive one.



# California Sub-Bid Request Ads

Project: State Hwy from Euclid Avenue Rte 60/91/215 Separation  
Project # 08-0Q75U4

OWNER: CALTRANS - DBE GOAL 14%

**BID DATE: JANUARY 17TH, 2019 • BID TIME: 2:00 P.M.**

**\*\*Please respond by 5:00 p.m., JANUARY 16TH, 2019\*\***

Coffman Specialties, Inc. (CSI) / Myers (JV) is requesting quotes from all qualified subcontractors and suppliers for the following items of work, including but not limited to:

- TRUCKING / IMPORT BORROW, BASES ASPHALT
- EQUIPMENT RENTAL
- LEAD COMPLIANCE PLAN / ADL WORK
- SWPPP / WPC
- SURVEY / QC
- CONSTRUCTION AREA & ROADSIDE SIGNS
- PAVEMENT MARKING / STRIPING
- TRAFFIC CONTROL
- WATER TRUCK
- EARTHWORK / GRADING
- EROSION CONTROL
- METAL BEAM GUARD RAIL (MBGR) / FENCING
- CONCRETE SAWCUT & SEALING
- STREET SWEEPING
- DISPOSAL OF SOILS, PAVEMENTS & DEBRIS
- CONCRETE / MINOR CONCRETE
- ASPHALT / ASPHALT PAVING / ASPHALT DIKE
- COLD PLANING / PULVERIZING
- CLEAR & GRUB
- ELECTRICAL
- LANDSCAPING
- AGGREGATE SUPPLY / AGGREGATE BASE
- CONCRETE BARRIER
- REBAR
- DRAINAGE / PIPE SUPPLY
- GRINDING / CRUSHING
- JOINT
- DEMOLITION / EXCAVATION

Coffman Specialties, Inc. is signatory to Operating Engineers, Laborers, Teamsters, Cement Masons and Carpenters unions. Quotations must be valid for the same duration as specified by the Owner for contract award. Insurance and 100% Payment & Performance Bonds will be required, and will pay up to 1.5% for the cost of the bond. Waiver of Subrogation will be required. We will provide assistance/advice with obtaining Bonds/Insurance/Credit/Equipment/Materials and/or supplies.

**\*\*Subcontractors must provide a current contractor's license number and Department of Industrial Relations (DIR) current registration number with their quote.**

Plans and specs are available at no cost to interested firms. Please contact our office @ (858) 536-3100, email us: [estimating@coffmanspecialties.com](mailto:estimating@coffmanspecialties.com) or you can visit our San Diego Office. We are an EOE & seriously intend to negotiate with qualified firms.

\*\*Please send quotes via email to [estimating@coffmanspecialties.com](mailto:estimating@coffmanspecialties.com) or via fax to (858) 586-0164

If you have any questions or need further information, please contact Gus Rios or Marty Keane @ (858) 536-3100



9685 Via Excelencia, Ste 200 • San Diego, CA 92126

Phone: (858) 536-3100 • Bid Fax: (858) 586-0164

e-mail inquiries to: [estimating@coffmanspecialties.com](mailto:estimating@coffmanspecialties.com)

**Pacific States**  
ENVIRONMENTAL CONTRACTORS, INC.

CAL LIC. NO. 723241

11555 Dublin Boulevard • Dublin, CA 94568-2909

Phone: (925) 803-4333 • FAX: (925) 803-4334

Estimator: Chris Pieri

[cpieri@pacificstates.net](mailto:cpieri@pacificstates.net)

Pacific States Environmental Contractors, Inc. (PSEC) is preparing a bid as a Prime Contractor for the project listed below:

**PROJECT: Water Pollution Control Plant • Dirt Relocation 2019**

**OWNER: City of San Leandro**

**BID DATE: January 23, 2019 @ 2pm**

We hereby encourage responsible participation of LBE's and solicit their subcontractors or materials and/or suppliers quotation for the following types of work including but not limited to:

**Trucking and Soil Treatment**

At our discretion, 100% Payment and 100% Performance bonds may be required as a subcontract condition. Please call if you need assistance in obtaining bonding, insurance, equipment, materials and/or supplies for this project.

This will be a PREVALING WAGE JOB.

Specifications may be reviewed at our office located at 11555 Dublin Boulevard, Dublin, CA. PSEC is willing to breakout any portion of work to encourage LBE's and solicit their subcontractor or materials and/or suppliers and trucking quotation as well as increase the expectations of meeting the San Leandro business preference and participation goal. The Project plans and contract book may be obtained free of charge from the City's website <http://www.sanleandro.org/depts/finance/purchasing/bids>. If you require any assistance, or need help obtaining plans please contact the Estimator, Chris Pieri email him at [cpieri@pacificstates.net](mailto:cpieri@pacificstates.net) or call (925) 803-4333 and bids may be faxed to us at (925) 803-4334. When submitting any public works bid please include your DUNS number and DIR number. For questions regarding registration for DIR use the link at [www.dir.ca.gov/Public-Works/PublicWorks.html](http://www.dir.ca.gov/Public-Works/PublicWorks.html).

We are an Equal Opportunity/Affirmative Action Employer

**CAHILL CONTRACTORS LLC requests bids from Certified SBE, LBE, MBE, WBE Subcontractors and Suppliers for ALL trades EXCEPT:**

Driven Piles / Elevators / Mechanical / Electrical / Plumbing / Fire Sprinklers / Solar Hot Water / Tower Crane / Personnel Hoist

**MISSION BAY BLOCK 6W -  
REMAINING TRADES  
691 China Basin Street,  
San Francisco, CA 94158**

This is an OCII project with construction workforce and prevailing wage requirements.

**BID DATE: 1/29/19 @ 2 PM**

Voluntary Pre-bid Meeting: 1/8/19 @ 3 PM,  
Mission Creek Senior Community

225 Berry Street, San Francisco, CA 94158

**BID DOCUMENTS:**

Please contact Colby for access to documents on BuildingConnected.

**CONTACT:**

Colby Smith at [estimating@cahill-sf.com](mailto:estimating@cahill-sf.com),  
(415) 677-0611.

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### Telemarketing

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### Computer Generated Reports

Will fit right into your proposal, along with a list of interested firms to contact.

### Contact Info:

**795 Folsom Street, 1st Flr, Room 1124  
San Francisco, CA 94107**

**Email: [sbe@sbeinc.com](mailto:sbe@sbeinc.com)**

**Website: [www.sbeinc.com](http://www.sbeinc.com)**

**Phone: (415) 778-6250, (800) 800-8534**

**Fax: (415) 778-6255**

### Publisher of

**Small Business Exchange  
weekly newspaper**



# California Sub-Bid Request Ads

## ATKINSON CONSTRUCTION

Requests

Sub-bids from All Qualified & Certified **DBE** Subcontractors/Suppliers for:

**Caltrans Contract 08-1C38U4**

### Construction on State Highway 10 in Riverside County

*from Rte 10/60 Separation in Beaumont to Rte 10/111 Separation near Cabazon (08-Riv-10-6.7/R25.1)*

**Bids Tuesday, January 29, 2019, per Addendum 4**

**Description of Work, Services & Supply (but not limited to):** 6" / 8" Thermoplastic Traffic Stripe (Enhanced Wet Night Visibility), Alternative In-Line Terminal System, Asphalt, Automated Work Zone Information System, Base Bond Breaker, Class 2 Aggregate Subbase, Class 2 Aggregate Base (CY), Cold Plane Asphalt Concrete Pavement, Construction Area Signs, Demo, Drainage, Earthwork, Electrical, Erosion Control, Flatwork, Grind Existing Concrete Pavement, Hot Mix Asphalt (Type A), Individual Slab Replacement (RSC), Isolation Joint Seal (Silicone), Joint Seal (Preformed Compression), Jointed Plain Concrete Pavement, Jointed Plain Concrete Pavement (RSC), Lean Concrete Base, Lean Concrete Base Rapid Setting, Maintenance of Traffic, MBGR, Midwest Guardrail System (Wood Post), Minor Concrete (Stamped Concrete), Modifying Existing Electrical LS System, Paint Traffic Stripe (2 Coat), Pavement, Pavement Markings, Paving Supply, PCCP, Plastic Traffic Drums, Rebar, Roadway, Roadway Excavation, Rock Blanket, Rubberized Hot Mix Asphalt (Gap Graded), Seal, Sign, Temporary Concrete Washout, Temporary Pavement Marker, Temporary Railing (Type K), Temporary Traffic Stripe (Paint), Traffic Control System, Trucking, Vegetation Control (Minor Concrete).

REFER TO PROJECT SPECS FOR COMPLETE BID ITEM LIST.

**ENGINEER'S ESTIMATE is \$200,000,000**

**11% DBE Project Goal**

**\*\*\*\*\*Lower Tier DBE participation is greatly encouraged\*\*\*\*\***

**Guy F. Atkinson**

License # 1004388

18201 Von Karman Ave, 8th Floor, Irvine, CA 92612

socal.esteeming@atkn.com | Phone: 949-382-7145 | Fax: 949-553-0252

Guy F. Atkinson is a union contractor and an Equal Opportunity Employer. Atkinson is signatory to the Carpenters, Cement Masons, Laborers and Operating Engineers Unions. 100% Performance & Payment Bonds from an approved surety company will be required for subcontractors with contract value greater than \$100,000. Atkinson will pay the cost of bonds up to 2.0%. We will assist in obtaining necessary equipment, supplies, materials or related services. We will split items of work (see project specs for full list of bid items) and provide assistance in obtaining bonding, lines of credit and insurance where needed. Prices must stay firm through subcontract and purchase order execution. Subcontractors will be expected to sign Atkinson's standard subcontract and to comply with our company's standard insurance requirements which include a waiver of subrogation. Please provide your contractor's license #, DBE cert # and DIR # with your quote. Atkinson requests that subs and vendors register and prequalify in our online system at <https://www.atknextranet.com> prior to bidding.

**TO DOWNLOAD PLANS, SPECS, THE INFO HANDOUT, ANY ADDENDA, ETC and VIEW Q&A:**

Please go to the Caltrans Contracts web site

<http://www.dot.ca.gov/des/oe/weekly-ads/oe-project.php?q=08-1C38U4>

Or contact Atkinson TO VIEW AND DOWNLOAD ALL BID DOCUMENTS through our online service, BuildingConnected.

Please contact Atkinson with any questions or for help with your bid.

Request For Qualified DBE Subcontractors, Consultants and Suppliers For:

**Caltrans Contract 04-4G8404  
Replace Capell Creek Bridge  
In Napa County**

**Bid Date: Wednesday January 23, 2019 at 2:00 PM**

Requesting quotes for but not limited to:

Clearing/Tree Removal, Construction Area Signs, Temporary Signals, Traffic Striping, Landscaping/Erosion Control, Rebar, Active Treatment System, Metal Beam Guard Rail, Bridge Demolition, Paving and Grading, Furnish and Erect Precast Girders, Isolation Casing, Temporary Bridge, PTFE Bearings, Drainage, Concrete, Furnish & Install Miscellaneous Metal, Fencing, Furnish & Install Bridge Rail, CIDH/Tiebacks, Trucking, Materials & Supplies.

CEC is willing to breakout any portion of work to encourage DBE participation.

Plans and specs are available for viewing at our Pleasanton office.

They may also be viewed and downloaded from the Caltrans Website:

<http://www.dot.ca.gov/des/oe/weekly-ads/all-adv-projects.php>

100 % Payment & Performance Bonds will be required from a single, treasury-listed surety subject to our approval. CEC will pay bond premiums up to 1.5%. Subcontractors awarded on any project will be on CEC's standard form for subcontract without any modifications. Please call for assistance in bonding, insurance, lines of credit, technical info, equipment and supplies or if any other assistance is needed.

**California Engineering Contractors, Inc.**  
20 Happy Valley Road, Pleasanton, CA 94566  
Phone (925) 461-1500 Fax (925) 461-0510  
Email: [estimator@cecmain.com](mailto:estimator@cecmain.com)  
Estimator-Jeff Hollfelder

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# California Sub-Bid Request Ads

## ATKINSON CONSTRUCTION

Requests  
Sub-bids from All Qualified & Certified DBE Subcontractors/Suppliers  
for:

**Caltrans Contract 08-0Q75U4  
Construction on State Hwy 60  
in San Bernardino and Riverside Counties**  
from Euclid Avenue Undercrossing in Ontario  
to Route 60/91/215 Separation in Riverside

### Bids Thursday, February 7, 2019 per Addendum 2

**Description of Work, Services & Supply (but not limited to):** Asphalt, Aggregate Base, Aggregate Subbase, Alternative Inline Terminal System, Base Bond Breaker, Clear and Grub, Concrete Barrier (various types), Construction Area Signs, Demo, Drainage, Earthwork, Electrical, Erosion Control, Excavation, Fence, Flatwork, Furnish and Install Sign Structure (Truss), Grind Existing Concrete Pavement, Individual Slab Replacement (RSC), Joint Seals, Jointed Plain Concrete Pavement (including RSC), Landscape, Lean Concrete Base, Lean Concrete Base Rapid Setting, Maintenance of Traffic, MBGR, Minor Concrete (Curb / PCC Dike, various types / Stamped Concrete / Curb, Sidewalk and Curb Ramp / Vegetation Control), Midwest Guardrail System (Wood Post), Miscellaneous Iron and Steel, Maintenance of Traffic, Noise Monitoring, OHSS, Pavement, Pavement Marking / Traffic Stripe, Pavement Supply, PCCP Paving, Pipe Supply (18" Slotted Corrugated Steel Pipe - .064" thick), QA/QC, Rapid Strength Concrete Base, Road Barrier, Roadway, Roadway Excavation, Rock Blanket, Seal, Sign, Survey, Temporary Crash Cushion Module, Temporary Railing (Type K), Temporary Traffic Screen, Traffic Control System, Transition Railing (Type WB-31), Trucking.

REFER TO PROJECT SPECS FOR COMPLETE BID ITEM LIST.

**ENGINEER'S ESTIMATE is \$140,000,000**

14% DBE Project Goal

\*\*\*\*Lower Tier DBE participation is greatly encouraged\*\*\*\*

**Guy F. Atkinson**

License # 1004388

18201 Von Karman Ave, 8th Floor, Irvine, CA 92612

socal.esteeming@atkn.com | Phone: 949-382-7145 | Fax: 949-553-0252

Guy F. Atkinson is a union contractor and an Equal Opportunity Employer. Atkinson is signatory to the Carpenters, Cement Masons, Laborers and Operating Engineers Unions. 100% Performance & Payment Bonds from an approved surety company will be required for subcontractors with contract value greater than \$100,000. Atkinson will pay the cost of bonds up to 2.0%. We will assist in obtaining necessary equipment, supplies, materials or related services. We will split items of work (see project specs for full list of bid items) and provide assistance in obtaining bonding, lines of credit and insurance where needed. Prices must stay firm through subcontract and purchase order execution. Subcontractors will be expected to sign Atkinson's standard subcontract and to comply with our company's standard insurance requirements which include a waiver of subrogation. Please provide your contractor's license #, DBE cert # and DIR # with your quote. Atkinson requests that subs and vendors register and prequalify in our online system at <https://www.atknextranet.com> prior to bidding.

**TO DOWNLOAD PLANS, SPECS, THE INFO HANDOUT, ANY ADDENDA, ETC and VIEW Q&A:**

Please go to the Caltrans Contracts web site

<http://www.dot.ca.gov/des/oe/weekly-ads/oe-project.php?q=08-0Q75U4>

Or contact Atkinson TO VIEW AND DOWNLOAD ALL BID DOCUMENTS  
through our online service, BuildingConnected.

Please contact Atkinson with any questions or for help with your bid.

## GOLDEN GATE CONSTRUCTORS

11555 Dublin Boulevard  
Dublin, CA 94568-2909  
Phone: (925) 829-9220  
Estimator: JACK SHEWMAKER  
Website: [www.desilvagates.com](http://www.desilvagates.com)

Golden Gate Constructors (GGC) is preparing a bid as a Prime Contractor for the project listed below:

**CALTRANS ROUTE 1 - CONSTRUCTION ON STATE HIGHWAY IN THE CITY AND COUNTY OF SAN FRANCISCO FROM SAN MATEO COUNTY LINE TO HOLLOWAY AVENUE AND FROM LINCOLN WAY TO RUCKMAN AVENUE UNDERCROSSING,**  
Contract No. 04-4K1104

Federal Aid Project No. ACSB1NH-P001(654)E  
Disadvantaged Business Enterprise Goal  
Assigned is 16%

OWNER:

STATE OF CALIFORNIA -  
DEPARTMENT OF TRANSPORTATION  
1727 30th Street, Bidder's Exchange, MS 26,  
Sacramento, CA 95816

**BID DATE: JANUARY 16, 2019 @ 2:00 P.M.**

We hereby encourage responsible participation of certified Disadvantaged Business Enterprises, and solicit their subcontractor or materials and/or suppliers quotation for the following types of work including but not limited to:

AC DIKE, CLEARING AND GRUBBING/DEMOLITION, COLD PLANE, CONCRETE BARRIER, CONSTRUCTION AREA SIGNS, ELECTRICAL, FABRIC/GEOSYNTHETIC PAVEMENT INTERLAYER, LEAD COMPLIANCE PLAN, METAL BEAM GUARDRAIL, MINOR CONCRETE, PCC GRINDING, PCC PAVING, ROADSIDE SIGNS, STRIPING, SURVEY/STAKING, SWPPP/WATER POLLUTION CONTROL PLAN PREPARATION, TRAFFIC CONTROL SYSTEMS, UNDERGROUND, TRUCKING, WATER TRUCKS, STREET SWEEPING, HOT MIX ASPHALT (TYPE A) MATERIAL, RUBBERIZED HMA (GAP GRADE) MATERIAL.

Plans and specifications may be reviewed at our office located at 11555 Dublin Boulevard, Dublin, CA or at your local Builders Exchange, or reviewed and downloaded from the ftp site at <ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com> (if prompted the username is [f7pa55wd@desilvagates.com](mailto:f7pa55wd@desilvagates.com) and password is [f7pa55wd](http://www.dot.ca.gov/hq/esc/oe/weekly_ads/all_adv_projects.php)) or from the Owner's site at [www.dot.ca.gov/hq/esc/oe/weekly\\_ads/all\\_adv\\_projects.php](http://www.dot.ca.gov/hq/esc/oe/weekly_ads/all_adv_projects.php)

Fax your bid to (925) 803-4263 to the attention of Estimator Jack Shewmaker. If you have questions for the Estimator, call at (925) 829-9220. When submitting any public works bid please include your DUNS number and DIR number. For questions regarding registration for DIR use the link at: [www.dir.ca.gov/Public-Works/PublicWorks.html](http://www.dir.ca.gov/Public-Works/PublicWorks.html)

If you need support services and assistance in obtaining bonding, lines of credit, insurance, necessary equipment, materials and/or supplies or related assistance or services, for this project call the Estimator at (925) 829-9220, or contact your local Small Business Development Center Network (<http://californiasbdc.org>) or contact the California Southwest Transportation Resource Center ([www.transportation.gov/osdbu/SBTRCs](http://www.transportation.gov/osdbu/SBTRCs)). GGC is willing to breakout portions of work to increase the expectation of meeting the DBE goal.

At our discretion, 100% Payment and 100% Performance bonds may be required as a subcontract condition. This will be a PREVAILING WAGE JOB. GGC is an Equal Opportunity/Affirmative Action Employer.

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# California Sub-Bid Request Ads

## DESILVA GATES CONSTRUCTION

11555 Dublin Boulevard • P.O. Box 2909  
Dublin, CA 94568-2909  
(925) 829-9220 / FAX (925) 803-4263  
Estimator: **JIM YACKLEY**  
Website: [www.desilvagates.com](http://www.desilvagates.com)  
An Equal Opportunity/Affirmative Action Employer

DeSilva Gates Construction (DGC) is preparing a bid as a Prime Contractor for the project listed below:

**CALTRANS ROUTE 84, 880 – CONSTRUCTION ON STATE HIGHWAY IN ALAMEDA COUNTY AT VARIOUS LOCATIONS,**  
Contract No. 04-151484,  
Federal Aid Project No. ACSB1NH-X001(653)E  
Disadvantaged Business Enterprise Goal Assigned is 12%

OWNER  
STATE OF CALIFORNIA  
DEPARTMENT OF TRANSPORTATION  
1727 30th Street, Bidder's Exchange, MS 26,  
Sacramento, CA 95816

**BID DATE: JANUARY 15, 2019 @ 2:00 P.M.**

DGC is soliciting quotations from certified Disadvantaged Business Enterprises, for the following types of work and supplies/materials including but not limited to: **AC DIKE, BARRIER RAIL SUB, CLEARING AND GRUBBING/DEMOLITION, COLD PLANE, CONSTRUCTION AREA SIGNS, ELECTRICAL, EROSION CONTROL, LANDSCAPING, METAL BEAM GUARDRAIL, MINOR CONCRETE, MINOR CONCRETE STRUCTURE, ROADSIDE SIGNS, ROADWAY EXCAVATION, SOUNDWALL (MASONRY), STRIPING, SWPPP/WATER POLLUTION CONTROL PLAN PREPARATION, TEMPORARY EROSION CONTROL, UNDERGROUND, VEGETATION CONTROL, TRUCKING, WATER TRUCKS, STREET SWEEPING, CLASS 2 AGGREGATE BASE MATERIAL, HOT MIX ASPHALT (TYPE A) MATERIAL, RUBBERIZED HMA (OPEN GRADE) MATERIAL, RUBBERIZED HMA (GAP GRADE) MATERIAL, ASPHALT OIL/BINDER.**

Plans and specifications may be reviewed at our offices located at 11555 Dublin Boulevard, Dublin, CA or 7700 College Town Drive, Sacramento, CA, or at your local Builders Exchange, or reviewed and downloaded from the ftp site at <ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com> (if prompted the username is [ftp@desilvagates.com](ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com) and password is [f7pa55wd](ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com)) or from the Owner's site at [www.dot.ca.gov/hq/esc/oe/weekly\\_ads/all\\_adv\\_projects.php](http://www.dot.ca.gov/hq/esc/oe/weekly_ads/all_adv_projects.php)

Fax your bid to (925) 803-4263 to the attention of Estimator Jim Yackley. If you have questions for the Estimator, call at (925) 829-9220. When submitting any public works bid please include your DUNS number and DIR number. For questions regarding registration for DIR use the link at: [www.dir.ca.gov/Public-Works/PublicWorks.html](http://www.dir.ca.gov/Public-Works/PublicWorks.html)

If you need DBE support services and assistance in obtaining bonding, lines of credit, insurance, necessary equipment, materials and/or supplies or related assistance or services, for this project call the Estimator at (925) 829-9220, or contact your local Small Business Development Center Network (<http://californiasbdc.org>) or contact the California Southwest Transportation Resource Center ([www.transportation.gov/osdbu/SBTRCs](http://www.transportation.gov/osdbu/SBTRCs)). DGC is willing to breakout portions of work to increase the expectation of meeting the DBE goal.

At our discretion, 100% Payment and 100% Performance bonds may be required as a subcontract condition. This will be a PREVAILING WAGE JOB. DGC is an Equal Opportunity/Affirmative Action Employer.

## DESILVA GATES CONSTRUCTION

11555 Dublin Boulevard • P.O. Box 2909  
Dublin, CA 94568-2909  
(925) 829-9220 / FAX (925) 803-4263  
Estimator: **VICTOR LE**  
Website: [www.desilvagates.com](http://www.desilvagates.com)  
An Equal Opportunity/Affirmative Action Employer

DeSilva Gates Construction (DGC) is preparing a bid as a Prime Contractor for the project listed below:

**CALTRANS ROUTE 99 – CONSTRUCTION ON STATE HIGHWAY IN MADERA COUNTY IN AND NEAR MADERA FROM AVENUE 12 OVERCROSSING TO 0.9 MILE NORTH OF AVENUE 17 OVERCROSSING**  
Contract No. 06-470904,  
Federal Aid Project No. ACSB1NH-P099(635)E  
Disadvantaged Business Enterprise Goal Assigned is 11%

OWNER  
STATE OF CALIFORNIA  
DEPARTMENT OF TRANSPORTATION  
1727 30th Street, Bidder's Exchange, MS 26,  
Sacramento, CA 95816

**BID DATE: FEBRUARY 14, 2019 @ 2:00 P.M.**

DGC is soliciting quotations from certified Disadvantaged Business Enterprises, for the following types of work and supplies/materials including but not limited to: **BIOLOGIST CONSULTANT, CLEARING AND GRUBBING/DEMOLITION, CONCRETE BARRIER, CONSTRUCTION AREA SIGN, ELECTRICAL, EROSION CONTROL, FENCING, LANDSCAPING/IRRIGATION, LEAD COMPLIANCE PLAN, METAL BEAM GUARDRAIL, MINOR CONCRETE, MINOR CONCRETE STRUCTURE, CRCP & JPCP (STRUCTURAL CONCRETE), ROADSIDE SIGNS, RUMBLE STRIP, SIGN STRUCTURE, SOUNDWALL (MASONRY), STRIPING, SWPPP PREP/WATER POLLUTION CONTROL PLAN PREPARE, TEMPORARY EROSION CONTROL, UNDERGROUND, VEGETATION CONTROL, TRUCKING, WATER TRUCKS, STREET SWEEPING, CLASS 2 AGGREGATE BASE MATERIAL, HOT MIX ASPHALT (TYPE A) MATERIAL.**

Plans and specifications may be reviewed at our offices located at 11555 Dublin Boulevard, Dublin, CA or 7700 College Town Drive, Sacramento, CA, or at your local Builders Exchange, or reviewed and downloaded from the ftp site at <ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com> (if prompted the username is [ftp@desilvagates.com](ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com) and password is [f7pa55wd](ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com)) or from the Owner's site at [www.dot.ca.gov/hq/esc/oe/weekly\\_ads/all\\_adv\\_projects.php](http://www.dot.ca.gov/hq/esc/oe/weekly_ads/all_adv_projects.php)

Fax your bid to (925) 803-4263 to the attention of Estimator Victor Le. If you have questions for the Estimator, call at (925) 829-9220. When submitting any public works bid please include your DUNS number and DIR number. For questions regarding registration for DIR use the link at: [www.dir.ca.gov/Public-Works/PublicWorks.html](http://www.dir.ca.gov/Public-Works/PublicWorks.html)

If you need DBE support services and assistance in obtaining bonding, lines of credit, insurance, necessary equipment, materials and/or supplies or related assistance or services, for this project call the Estimator at (925) 829-9220, or contact your local Small Business Development Center Network (<http://californiasbdc.org>) or contact the California Southwest Transportation Resource Center ([www.transportation.gov/osdbu/SBTRCs](http://www.transportation.gov/osdbu/SBTRCs)). DGC is willing to breakout portions of work to increase the expectation of meeting the DBE goal.

At our discretion, 100% Payment and 100% Performance bonds may be required as a subcontract condition. This will be a PREVAILING WAGE JOB. DGC is an Equal Opportunity/Affirmative Action Employer.

## DESILVA GATES CONSTRUCTION

11555 Dublin Boulevard • P.O. Box 2909  
Dublin, CA 94568-2909  
(925) 829-9220 / FAX (925) 803-4263  
Estimator: **Eric Allred**  
Website: [www.desilvagates.com](http://www.desilvagates.com)  
An Equal Opportunity/Affirmative Action Employer

DeSilva Gates Construction (DGC) is preparing a bid as a Prime Contractor for the project listed below:

**KIRKER PASS ROAD NORTHBOUND TRUCK CLIMBING LANE COUNTY PROJECT NO. 0662-6R4052**  
Federal Aid Project No. RPSTPL-5928(123)  
Disadvantaged Business Enterprise Goal Assigned is 16%

OWNER  
CONTRA COSTA COUNTY  
255 Glacier Drive, Martinez, CA 94533

**BID DATE: JANUARY 22, 2019 @ 2:00 P.M.**

DGC is soliciting quotations from certified Disadvantaged Business Enterprises, for the following types of work and supplies/materials including but not limited to:

**AC Dike, Clearing and Grubbing/Demolition, Cold Plane, Concrete Barrier, Construction Area Signs, Construction Site Management, CPM Scheduling Consultant, Crash Cushion, Emulsion supplier, Erosion Control, Fencing, Hydroseeding, K-Rail Supplier, Lead Compliance Plan, Metal Beam Guardrail, Minor Concrete, Minor Concrete Structure, Precast Manhole Supplier, Rebar, Roadside Signs, Roadway Excavation, Rock Slope Protection Supplier, Soil Nail, Striping, Structural Backfill, Structural Excavation, Survey/Staking, SWPPP Prep/Water Pollution Control Plan Prepare, Temporary Erosion Control, Traffic Control System, Traffic Control Material Supplier, Traffic Control/Engineer, Underground, Vegetation Control, Trucking, Water Trucks, Street Sweeping, Class 2 Aggregate Base Material, Class 4 Aggregate Base Material, Hot Mix Asphalt (Type A) Material, Rubberized HMA (Open Grade) Material, Concrete Retaining Wall.**

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Fax your bid to (925) 803-4263 to the attention of Estimator Eric Allred. If you have questions for the Estimator, call at (925) 829-9220. When submitting any public works bid please include your DUNS number and DIR number. For questions regarding registration for DIR use the link at: [www.dir.ca.gov/Public-Works/PublicWorks.html](http://www.dir.ca.gov/Public-Works/PublicWorks.html)

If you need DBE support services and assistance in obtaining bonding, lines of credit, insurance, necessary equipment, materials and/or supplies or related assistance or services, for this project call the Estimator at (925) 829-9220, or contact your local Small Business Development Center Network (<http://californiasbdc.org>) or contact the California Southwest Transportation Resource Center ([www.transportation.gov/osdbu/SBTRCs](http://www.transportation.gov/osdbu/SBTRCs)). DGC is willing to breakout portions of work to increase the expectation of meeting the DBE goal.

At our discretion, 100% Payment and 100% Performance bonds may be required as a subcontract condition. This will be a PREVAILING WAGE JOB. DGC is an equal opportunity/affirmative action employer.



# California Sub-Bid Request Ads

## DESILVA GATES CONSTRUCTION

11555 Dublin Boulevard • P.O. Box 2909  
Dublin, CA 94568-2909  
(925) 829-9220 / FAX (925) 803-4263

Estimator: **JIM YACKLEY**

Website: [www.desilvagates.com](http://www.desilvagates.com)

An Equal Opportunity/Affirmative Action Employer

DeSilva Gates Construction (DGC)  
is preparing a bid as a Prime Contractor  
for the project listed below:

**FY 2019 PAVEMENT REHABILITATION &  
PREVENTIVE MAINTENANCE PROJECT**  
Project No. 05216, 05219, 05220, 05280 & 05231

OWNER

**CITY OF HAYWARD –**

**777 B Street, 4th Floor, Hayward, CA 94541**

**BID DATE: JANUARY 15, 2019 @ 2:00 P.M.**

DGC is soliciting quotations from certified Disadvantaged Business Enterprises, for the following types of work and supplies/materials including but not limited to: **COLD PLANE, CONSTRUCTION AREA SIGNS, CRACK SEALING, ELECTRICAL, MINOR CONCRETE, PAVING FABRIC, ROADWAY EXCAVATION, SLURRY SEAL, STRIPING, SWPPP/ WATER POLLUTION CONTROL PLAN PREPARATION, TRUCKING, WATER TRUCKS, STREET SWEEPING, HOT MIX ASPHALT (TYPE A) MATERIAL, ASPHALT BINDER/OIL SUPPLIER.**

Plans and specifications may be reviewed at our offices located at 11555 Dublin Boulevard, Dublin, CA or 7700 College Town Drive, Sacramento, CA, or at your local Builders Exchange, or reviewed and downloaded from the ftp site at <ftp://ftp%25desilvagates.com:f7pa55wd@pub.desilvagates.com> (if prompted the username is [ftp%25desilvagates.com](ftp://ftp%25desilvagates.com) and password is [f7pa55wd](ftp://ftp%25desilvagates.com)) or from the Owner.

Fax your bid to (925) 803-4263 to the attention of Estimator Jim Yackley. If you have questions for the Estimator, call at (925) 829-9220. When submitting any public works bid please include your DUNS number and DIR number. For questions regarding registration for DIR use the link at: [www.dir.ca.gov/Public-Works/PublicWorks.html](http://www.dir.ca.gov/Public-Works/PublicWorks.html)

If you need DBE support services and assistance in obtaining bonding, lines of credit, insurance, necessary equipment, materials and/or supplies or related assistance or services, for this project call the Estimator at (925) 829-9220, or contact your local Small Business Development Center Network (<http://californiasbdc.org>) or contact the California Southwest Transportation Resource Center ([www.transportation.gov/osdbu/SBTRCs](http://www.transportation.gov/osdbu/SBTRCs)). DGC is willing to breakout portions of work to increase the expectation of meeting the DBE goal.

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**Kiewit**  
Kiewit Infrastructure West Co.  
4650 Business Center Drive Fairfield, CA 94534  
Attn: Victor Molina • [norcal.bids@kiewit.com](mailto:norcal.bids@kiewit.com)  
Fax: 707-439-7301

Requests sub-bids from qualified California Unified Certification Program (CUCP) certified Disadvantaged Business Enterprise (DBE), Subcontractors, Consultants, and/or Suppliers seeking to participate in the Construction on State Highway in Napa County about 15 Miles East of Rutherford from 1.1 Miles East of Knoxville Road to 0.3 Mile West of Capell Valley Crest Project.

<http://www.dot.ca.gov/obeo/index.html>

Subcontractors and Suppliers for the following project:

**Capell Creek Bridge Project**

**Contract No. 04-4G8404|**

**Federal-Aid Project: ACSB1ST-P128 (062)E**

**Owner: Caltrans**

**Bid Date: January 23, 2019 at 2:00 P.M.**

**Disadvantaged Business Enterprises (DBEs)**

wanted for the following scopes, including, but not limited to:

Aggregates, Active Treatment System, Bridge Removal, CIDH Piling, Clear and Grub, Cold Plane AC Pavement, Concrete Pumping, Concrete Reinforcement, Concrete Supply, Concrete Structural & Precast, Concrete Washout, Concrete Stain, Demolition, Earthwork, Erosion Control, Fencing, Guardrail System, K-rail, , HMA Dike, HMA Paving, Hydro-seeding, Joint Seal, Landscaping, Minor Concrete, Misc. Metals, Pavement Markings & Striping, Paving Fabric, Pipe & Valve Supply, Polyester Concrete Overlay, Precast Concrete, Prepare Bridge Deck Surface, Rock Slope Protection, Signage, Traffic Control, SWPPP, Survey, Hazardous Material Abatement, Trucking & Hauling, Sweeping, Water Trucks.

Bonding, insurance and any technical assistance or information related to the plans or specification and requirements for the work will be made available to interested certified, DBE suppliers and subcontractors.

Assistance with obtaining necessary equipment, supplies, materials, or services for this project will be offered to interested certified suppliers and subcontractors.

**Subcontractor and Supplier Scopes are due**

**January 18, 2019 and Quotes**

**NO LATER THAN January 22, 2019 at 5 PM.**

Plans are available for viewing at our office at our address below and through SmartBidNet (SBN).

All subcontractors that are registered in our SBN database will receive an invitation to bid. Please visit <http://www.kiewit.com/districts/northern-california/overview.aspx> to register your company and to be able to receive bidding information, view plans and specifications. You can view the plans in our office during regular business hours by appointment.

Performance Bond and Payment Bonds may be required for subcontractors and a suppliers bond for suppliers.

Davis-Bacon Act Applies

Buy America Requirements Apply

**An Equal Opportunity Employer**

CA Lic. 433176

DIR # 100001147

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to download the latest SBE  
Newspaper and Newsletter



## Essential Steps to Handle Negative Reviews

■ Continued from page 1

Also, make sure you use the reviewer's name and recap their specific complaint. Customizing responses will show that your business genuinely appreciates customer feedback.

### Take the Time to Upload an Image with a Review Response

Yelp requires all business account users to upload a real photo before they message customers. Yelp does this in order to make the messages more personal.

If you're responding to a bad review, make a video response message or send relevant photos with your response. It will show that you're taking the complaint seriously and are responding in a diligent way, which can help build trust with your customers and win them over — despite their negative experience.

### Show You've Taken the Necessary Action

Customer feedback is an essential part of improving business performance. If you've received a negative online review, showing that you've taken the steps to resolve the issue could help turn a negative review into a positive one.

Once you've acted upon the issue your customer raised, reply to the complaint on the review site so that other customers can read what about what you've done.

**SOURCE:**

<https://www.sba.gov/blogs/how-handle-negative-reviews>