

Answering Good Faith Effort Phone Calls

By Leslie Ann McMillan

What do you do when someone calls on behalf of a prime contractor bidding or already working on a big public project? I've personally made many thousands of those outreach calls during the past several years, and I'd like to share a few thoughts and examples with you.

If your small business is certified diversityowned, you've probably received emails, faxes, ads, letters, or phone calls about specific agency projects that require the participation of eligible small business contractors, suppliers, or service providers. This might happen rarely or much more frequently than you ever imagined possible when you first certified your MWBE or SVDOB or DBE or SBE or other disadvantaged business.

You might receive an emailed or faxed bid invitation from a prime contractor, then one or more follow-up phone calls to see if you've gotten the information and are interested in bidding. This is all part of the careful good faith effort process to assure greater government contract participation

by small businesses owned by minorities, women, or disadvantaged entrepreneurs.

Let me first give you a cringeworthy real-life recent example of what not to do when you receive a follow-up outreach call. If only they had realized then what I'm sharing now . . .

Our company, Small Business Exchange, has been providing outreach services since 1984 on behalf of small and large clients from coast to coast. In the spring of 2018, we were contacting eligible small businesses to invite them to a meeting and networking event hosted by the prime contractors that had recently won the contract to construct the huge new venue for a major professional sports team. During the actual several days that we were phoning, the team was in the playoffs and about to win its third national championship in four years. How exciting! Many small business people were happy about the opportunity and made the extra effort to attend the event, meet the contractors, and perhaps prepare to bid. But one lost opportunity is so, so memorable as an example *not* to imitate.

As always, we were phoning small businesses that had been selected from specialized databases



because their certified business descriptions matched the specific kinds of goals and trades that were needed for that part of the huge project. They had already received meeting invitations, and we were calling to see if they were planning to attend. Our

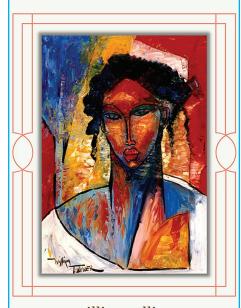
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Description of project:

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If you are interested in bidding on this project, please contact Skanska's Outreach Coordinator: Aislinn.Speranza@skanska.com • EOE/M/F/Vet/Disabled



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COMPANY PROFILE

Edwards Unlimited is an award-winning media production and leadership development business enterprise. Our company is dedicated to helping corporations, entrepreneurs and nonprofit organizations celebrate their successes and share their vision with the world through high quality video production, media/ presentation training and strategic communications. President & CEO Janice Edwards is an award-winning talk show host, Emmy-nominated producer, coauthor of the international best-seller Step Into Your Brilliance, an in-demand MC, and an acclaimed contributor to community empowerment through her media work.

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- These legacy interviews have created joy and happiness among family members and friends. They become a living record for loved ones in the future.

ST EVENTS FOR YOUR BUSINESS





Selling to the Federal Government Webinar Thursday, August 24, 2023, 1:00 pm-4:00 pm Online

Main Sponsor(s): US Small Business Administration ne Tapia, 610 Contac

Fee: Free; registration required

Starting a new business? Looking for capital and finance options? Looking for general advice on starting or maintaining your business? Hear from representatives from the local SBA office and the New Hampshire Secretary of State Corporation Division. This workshop (currently held online during the pandemic) is offered on the first Thursday of every month. To join this free webinar, copy and paste the link below into your browser, then register for tickets for the date of your choice to receive the access code. https://www.eventbrite.com/e/secretary-ofstate-quickstart-and-small-business-administration-programs-tickets-262004180557

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george.tapia@sba.gov Fee: Free; registration required

Did you know that the federal government is the largest purchaser of goods and services in the world? Interested in learning how your business can market your services or goods to the federal government? Register on line at https://www. eventbrite.com/e/how-to-sell-to-the-federalgovernment-tickets-21790713611 SBA helps to ensure small businesses get fair opportunities to share federal government prime contracts. Topics will include: How to Register, Small Business Certifications, Finding Opportunities, Marketing Your Firm, Federal Supply Schedules, Getting Paid, Tips to Prepare Your Offer, How to Seek Additional Assistance. All training sessions are held via Microsoft Teams Meeting. Participants must ensure Microsoft Teams is functioning.

SBA and SOS Monthly Webinar

Thursday, September 7, 2023, 9:00 am-11:00 am Online

Main Sponsor(s): US Small Business Administration, New Hampshire Secretary of State Corporation Division

Contact: Miguel Moralez, 603-225-1601, miguel.moralez@sba.gov

8(a) Orientation and SAM Registration Webinar Wednesday, September 20, 2023, 10:30 am-11:30 am Online

Main Sponsor(s): US Small Business Administration Contact: SBA Illinois District Office, 312-353-4528, illinois.do@sba.gov

Fee: Free; registration required

Join the Small Business Administration (SBA) Illinois District Office for a virtual workshop providing an overview of the 8(a) Business Development program, eligibility requirements, and program benefits. Also learn how to increase your potential for federal contract opportunities through System for Award Management (SAM) registration, including information that you need for the registration process. SBA presenters will offer addional tips, address FAQs, give directions on where to get further assistance, and answer your other questions. To register for this free webinar, visit https://www.eventbrite. com/e/8a-orientation-sam-registration-tickets-518989961947



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