



GUIDE FOR DISADVANTAGED BUSINESS ENTERPRISES (DBE)

JOINT BUSINESS GUIDE

Welcome to partnership with Keolis Commuter Services (KCS), operator of the Massachusetts Bay Transportation Authority's Commuter Rail Service. KCS is an independent corporation, part of Keolis North America and Keolis SA, headquartered in France and operating in 11 countries on four continents around the world.

We look forward to a productive partnership with you. Together we will work to create a world-class commuter rail operation in Massachusetts!

WHO IS KEOLIS COMMUTER SERVICES?

Keolis Commuter Services, part of Keolis North America, won a highly competitive bid In January of 2014 for the \$2.6 billion, eight-year contract to operate MBTA's commuter rail service, the fifth largest in the nation, serving 127,000 passengers daily with 14 lines, 671 track miles, 138 stations, and 488 daily trains.

Keolis CS General Manager Thomas S. Mulligan and Deputy General Manager Gerald C. Francis lead the Keolis team in Boston, which includes approximately 2,000 employees.

In North America, Keolis is a leading provider of passenger transportation services throughout the U.S. and Canada, carrying nearly 50 million people via train, bus and taxi each year through public contracts in California, Florida, Nevada, Quebec, Virginia and Massachusetts.

Headquartered in Rockville, Maryland, Keolis North America is part of Keolis SA, which is based in Paris, France, and holds transportation contracts in 14 countries worldwide.

We use the latest technologies and best practices to ensure that our passengers reach their destination safely, comfortably and on-time. Because at Keolis, the idea of "Thinking like a passenger" is intrinsic in all that we do.

Customer Service

Our commitment to "Thinking like a passenger" is more than a marketing slogan. Every member of the Keolis team is focused on anticipating the needs of the passengers and the communities we serve with the goal of meeting and exceeding their expectations every day.

Innovation

From our state-of-the-art safety practices to hand-held apps that help passengers navigate their way through a commuter rail system, Keolis is constantly innovating, putting technology to work in bringing the very best solutions to the people and places we serve.

Community

We provide services that improve the quality of daily life in the communities we serve by reducing traffic, pollution and congestion - while getting our passengers where they need to go safely and efficiently. We're committed to providing high-quality jobs and working with local vendors and service providers for our procurement needs whenever possible. And we're committed to workforce diversity, because we believe that employing people with different backgrounds and experiences makes us a better, stronger organization.

This joint business guide is intended to provide small, certified Disadvantaged Business Enterprises with important information about pursuing a relationship as a supplier or service provider to KCS. This guide is organized into four (4) sections covering important topics such as how to obtain DBE certification if you do not currently have it. We also provide information on the type of materials, supplies and services for which we enter into sub-contracts, and information about our outreach, training and technical assistance events.

OVERVIEW OF DBE PROGRAM

- KCS's DBE program was established in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26, and with the MBTA DBE Program and Policy. It is the policy of KCS to insure that DBEs, as defined in part 26, have an equal opportunity to compete for and participate in KCS contracts. It is also our policy to insure nondiscrimination in the award and administration of all contracts.
- KCS's DBE program was designed:
 - To create a level playing field on which DBEs can compete fairly for contracts
 - To insure that the DBE program is narrowly tailored in accordance with applicable law
 - To insure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs
 - To help remove barriers to the participation of DBEs in KCS contracts
 - To assist DBE firms in becoming more competitive and encouraging Minority Business Enterprises (MBE) or Women's Business Enterprises (WBE) firms to seek DBE certification

ANSWERS TO FREQUENTLY ASKED QUESTIONS

1. What is a DBE?

A *DBE* is a for-profit small business where one or more socially and economically disadvantaged persons own at least a 51 percent interest and control management and daily business operations. African Americans, Hispanics, Native Americans, Asian and Pacific Islanders and Subcontinent Asian Americans and Women are presumed to be socially and economically disadvantaged. Persons who are not minorities but who are socially and economically disadvantaged can also qualify on a case-by-case basis by demonstrating long-standing, chronic and substantial disadvantage.

2. What does DBE Certification mean?

DBE Certification is a Federal designation used in conjunction with U.S. Department of Transportation (DOT)-funded projects and contracts. It is a process by which the Massachusetts Supplier Diversity Office (SDO) reviews and investigates applicants who seek to participate in business opportunities to determine that they meet the requirements of the DBE Regulation.

3. I have WBE or MBE Certification. Why do I need to obtain DBE certification?

To participate in business opportunities with federally funded U.S. Department of Transportation-funded contracts, you must apply for DBE Certification. If you wish to qualify for DBE status please contact the Massachusetts Supplier Diversity Office to request information on the DBE certification process.

SDO

Supplier Diversity Office
The McCormack Building, Room 1313
Boston, MA 02108
Phone: (617) 502 - 8831
Fax: (617) 502 - 8841
<http://www.somwba.state.ma.us>

4. What is Keolis Commuter Services' commitment to DBE?

Keolis Commuter Services is committed to diversity and corporate responsibility to the communities we serve. One of the ways we demonstrate this is through our DBE Program where we purchase goods and services from disadvantaged business enterprises. In doing so, we create diversity in our supplier base, enrich our service communities economically and strengthen our business relationships.

5. What does the term tier-two supplier mean?

The term "tier-two" or "second-tier" refers to DBE certified suppliers who provide Keolis Commuter Services with products or services through another supplier, often referred to as the "first-tier" or "prime." Keolis Commuter Services is committed to working with our prime suppliers to create opportunities, where possible, for qualified DBEs as second-tier suppliers.

6. Does Keolis Commuter Services guarantee contracts for all DBE suppliers?

Keolis Commuter Services does not guarantee contracts to any company, regardless of their DBE status. Keolis Commuter Services is committed to providing opportunities for DBEs to compete for and to participate in contract opportunities.

7. What type of contracts are available for DBE companies?

Keolis offers a wide array of contract opportunities for DBE companies. Examples include accounting services, catering, cleaning, printing, inspection services, environmental consulting, welding, recycling, supplying equipment and materials, and much more. A complete list of the goods and services for which Keolis Commuter Services awards contracts appears below.

8. Once certified, can a DBE firm be assured of getting contracts and subcontracts?

While certification does not guarantee that a DBE will win contracts, it does enhance a DBE's exposure to prime contractors and the business community. To be successful in winning business, a firm must market itself as any business would.

9. What is expected of the DBE once a contract is awarded?

All firms are expected to meet performance standards as established by contracts specifications. This relates to the quality of work, the timely submission of required information, and compliance with applicable regulations and laws. Once a DBE has been awarded a prime, sub or lower tier contract, the DBE is responsible for submitting verification of all payments received to the contracting agency. This includes the amount of payment and date received.

10. Where can I find information on upcoming contract opportunities?

Visit this web page often for notices of contract opportunities and additional training and outreach events sponsored by KCS.

**CERTIFICATION DOCUMENTS AND RESPONSIBILITIES OF BEING
A SUPPLIER OR SERVICE PROVIDER
TO KEOLIS COMMUTER SERVICES**

- Maintain up-to-date certification as a DBE and submit all required documentation to KCS to participate as a vendor, including:
 - Your current certification letter
 - Affidavit of certification
 - A letter of intent to do business with KCS
- Perform work for which you are certified, according to NAICS code. If you perform work for which you do not have an assigned NAICS code, your work cannot qualify as part of our DBE procurement. Please inform Delvine Okereke, DBE Compliance Officer, if you are asked to perform work that is beyond the NAICS codes for which you qualify.
- Register with KCS via our web portal for DBE registration. At www.KeolisCS.com, you will find a tab for our DBE Program. When you click on that tab, it will take you to the DBE Programs page and you will find a registration portal that will take you to a registration form. Please complete the form and submit. By registering with KCS this way, you will automatically receive announcements about upcoming outreach events and our training and educational events on building your capacity as a small business.
- Comply with all relevant legislation at all times, including employment law and health and safety regulations that are required by Federal Railway Administration regulations, environmental and safety codes. If your work requires you to be on or near rails and rail cars, we will require you to attend our Railway Worker Program training session to obtain your certification for one year. This is provided by KCS at minimal cost to you.
- Agree to adhere to safety regulations and to participate in safety training and certification as required by KCS and Federal Railroad Administration (FRA) requirements.
- Commitment to EEO in your recruitment and hiring process. You must review and sign the KCS EEO/AA policy
- Read and sign KCS's EEO and AA policy, agreeing to non-discrimination in hiring.
- Ensure that you work in partnership with any Tier 2 suppliers and subcontractors that you use, and commitment to prompt payment requirements for these subcontractors.

Important contact information

Rita Hardiman, Director of EEO, Diversity and DBE Management
Rita.hardiman@keoliscs.com
617-849-7973

Delvine Okereke, DBE Compliance and EEO Manager
Delvine.okereke@keoliscs.com
617-222-8031

Bill Boodry, Manager of Procurement and Materials
Bill.boodry@keoliscs.com
617-222-8079

TYPES of SUPPLIERS, MANUFACTURERS AND SERVICE PROVIDERS USED BY KEOLIS COMMUTER SERVICES

- Safety/Security systems and products
- Catering
- Station cleaning and repairs
- IT purchases and services, including cyber security
- Document scanning
- Fuel (for non-revenue vehicles)
- Office supplies and services
- Building materials
- Vehicle components and component rebuilds
- Permitting
- Escalator/elevator inspections and maintenance
- Supply of parts, lubricants, materials, etc.
- Professional engineering services - includes work development, project management, and construction support
- Translation services
- Safety and quality plan development
- Regulatory compliance programs
- Audit services
- Uniforms
- Industrial facility supplies and services
- Right-of-Way signal maintenance
- Landscaping and landscape maintenance - includes snow removal and paving
- Environmental services - hazardous waste management, inspections and compliance
- Industrial facility supplies and services- includes management, repairs and installations
- Training
- Trucking (for material purchases)
- Printing and graphics
- Pest control

- Temporary personnel
- Policy, procedure and maintenance manuals
- EEO management services and consulting
- drug/alcohol testing
- Medical exams
- Waste management
- Site preparation
- Legal services
- Accounting
- Various types of testing and technical services (for maintenance of locomotives and coaches)
- Miscellaneous construction
- Overhead crane and “jib” crane inspections
- Inspection and repair of drop tables, lift systems and portable jacks
- Honey Wagon operation at outlying points
- Environmental cleanup
- Removal of industrial and hazardous wastes (used lube oil, etc.)
- Removal of non-hazardous wastes and metal
- Repair and return of Unit Exchange (UTEX) components
 - Electronic cards, including restoration of the conformal coating (requires special qualification)
 - Tread brake and disc brake unit rebuilds (requires special qualification)
 - Traction motor overhaul and rebuild (requires special qualification)
 - Main power plan overhaul and rebuild (requires special qualification)
 - Main generator overhaul and rebuild (requires special qualification)
- Passenger coach seating repair
- Scrapping of obsolete rail equipment (wheel combos, trucks, passenger and freight equipment)
- Inspection and maintenance of specialized highway vehicles
- Testing of lube oil and other locomotive fluids
- “On-call” specialty testing and failure analysis services
- Fuel and lube oil Delivery- BET and SSSI Storage Tanks
- Janitorial Supplies for Car Cleaning and for Building
- Safety equipment (PPE, safety signage, fire extinguishers, etc.)
- Fire and life safety inspections
- Security services at shop entrances – Includes MOW
- Cleaning of shop office space

PROMPT PAYMENT POLICY

Keolis Commuter Services agrees to pay subcontractors within ten (10) calendar days of the receipt of all invoices unless there is a genuine dispute as to the amount owed. For a complete text of our Prompt Payment Policy please contact Delvine Okereke as noted above for a copy of the entire policy.

