

CASE STUDY

Driving Efficiency and Compliance: Texas Facilities Commission's HUB Subcontracting Evolution

The Challenge

In line with its commitment to citizen welfare and promoting diversity in subcontracting opportunities, the State of Texas requires vendors to complete a HUB Subcontracting Plan (HSP) for each solicitation that would lead to a contract exceeding \$100,000 in value. This requirement reflects the state's commitment to document and promote the involvement of HUBs in its procurement processes. To comply, agencies must develop a comprehensive plan demonstrating genuine effort. They must document their utilization of HUBs via specific, outlined methods, submit the completed HSP with bids/proposals, and maintain all documentation, including Progress Assessment Reports (PAR).

The goal-oriented Historically Underutilized Business (HUB) team at Texas Facilities Commission (TFC), driven by a commitment to meet these standards, embarked on a comprehensive review of their processes. This assessment uncovered several obstacles impacting the accuracy of their work and the organization's overall efficiency. Consequently, the efficiency-focused HUB team diligently sought solutions to overcome these challenges, which included excessive paperwork and communication tracking difficulties arising from the receipt of HSPs via hard copies or email. Manual review processes proved error-prone, particularly in verifying percentages and calculations. Additionally, complexities arose in validating HUB certifications, confirming scopes, and assessing subcontractor awards. Converting hard copy HSPs into electronic formats for storage frequently led to challenges in validating scopes and selected subcontractors due to the absence of necessary supporting documents for compliance verification.

The Solution

Since 2016, TFC has effectively utilized the B2Gnow system to manage, track, and report on its HUB program compliance. While the contract compliance module played a crucial role in overseeing payments to certified vendors, TFC sought an integrated solution to fulfill the complex requirements of HSPs.

To meet this challenge, the TFC team collaborated with B2Gnow to launch the HUB Subcontracting Plan (HSP) module. It offers a streamlined solution, integrating real-time certification status and work categories for efficient subcontractor assignment and eliminating the need to reenter vendor data. It enhances accuracy through configurable questions and optimized navigation, enabling staff to quickly review, approve, or return plans, ensuring compliance.



The **Texas Facilities Commission (TFC)** is a cornerstone of the Texas government infrastructure. It is responsible for constructing, maintaining, and managing over 28 million square feet of state-owned and leased facilities, including office space, storage, warehouses, parking garages, and grounds buildings. With a potential of \$4.1 billion in construction-related project for FY24-25, this lean team supports the work environments of more than 62,000 employees from over 100 state agencies, operating from offices in 283 Texas cities and towns.

The Texas Facilities Commission's Historically Underutilized Business (HUB) program supports historically underutilized businesses and small contractors. It offers guidance and opportunities to participate in procurement processes, focusing on outreach and education and creating an environment that encourages and enhances their participation in agency purchases and contracts.

The system simplifies HUB subcontractor identification, communication, and compliance and offers an at-a-glance dashboard for easy monitoring. It automates search processes, facilitates secure communication, and streamlines HSP completion, providing comprehensive reports and reducing administrative burdens. It also improves expenditure tracking and goal monitoring while fostering strong client-vendor relationships.

Furthermore, integration with other B2Gnow modules allows for end-to-end monitoring and multi-tier tracking. This streamlined approach enhances efficiency and compliance, offering a comprehensive solution to what can be a tedious process.

The Results

The B2Gnow HUB Subcontracting Plan module has transformed The Texas Facilities Commission's Historically Underutilized Business program's HSP process, delivering many benefits. Notably, it has substantially alleviated the burden on staff resources, particularly in monitoring HSPs and reconciling payments. By providing a seamless platform for data collection, reporting has become markedly easier, with a heightened level of accuracy ensuring streamlined processes.

"B2Gnow's HSP reporting module has transformed our HUB program by using technology to automate manual tasks. This automation saves both time and money, reduces administrative work, and improves data accuracy. The online HSP has made our operations more efficient by simplifying secure communication and strengthening relationships with clients and vendors. This newfound efficiency lets the HUB team concentrate on other important aspects of the program," explained TFC Chief Operating Officer Joel Speight.

Additionally, their system is configured to comply with State of Texas HUB standards, automating compliance validation and minimizing the need for extensive staff review. It enhances operational efficiency and ensures adherence to regulatory requirements, ultimately optimizing resource allocation and bolstering overall effectiveness within the organization's subcontracting framework.

TFC HUB Director Yolanda Strey adds, "B2Gnow's HSP reporting module optimizes efficiency and accuracy, instilling confidence in HUB compliance. It simplifies HSP completion, validation, and contract transfers, **cutting the time needed for status validation, approval, and report preparation by 50%**. This substantial time saving allows our team to redirect efforts towards program expansion and outreach rather than being overwhelmed by administrative tasks."

About B2Gnow Business Diversity Software

B2Gnow is a leading provider of business diversity and grant management solutions, trusted by over 400 public agencies, including state, local, and education organizations. Offering twenty-five modules, B2Gnow provides a cost-effective and flexible solution that emphasizes vendor self-responsibility in managing and reporting their data, substantially reducing administrative effort.

The B2Gnow system offers connections to 200+ certified directories, with most providing real-time status and details. Users can easily search for certified vendors by certification types, work codes, location, and more, ensuring efficient vendor management and compliance. With a wealth of experience spanning over 25 years, B2Gnow continues to evolve to meet the diverse needs of its clients, empowering them to navigate complex supplier diversity and compliance landscapes effectively.

By leveraging the B2Gnow HSP module, the Texas Facilities Commission's HUB Program quickly achieved time and resource savings. The module improves data accuracy, reduces disqualification risks, boosts vendor satisfaction, and ensures effective HUB compliance.



Saves Time

Reduces administrative time spent by **50%**



Instills Confidence

Ensures HUB compliance with each HSP



Improves Communication

Simplifies secure communication and document sharing



Ensures Accuracy

Data collection is accurate and easy to reconcile

For more information visit B2Gnow.com or call 602-325-9277.

