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Tampa International Airport Leverages B2Gnow Supplier Diversity Software to Streamline Certification Processes, Better Connect Businesses Serving the Airport

Tampa International Airport is consistently ranked among the world's most beloved airports, serving more than 21 million annual passengers with routes to 90 nonstop destinations around the world. The Airport has received top awards at the state, national and international level, including being ranked #1 in North America and fifth in the world in customer satisfaction among airports of its size. TPA has now completed several projects in the largest construction program in its history with a major Main Terminal renovation, 66 shops and restaurants, a 1.4-mile automated people mover extending to a multi-level rental car facility, first-in-the-U.S. Blue Express Curbsides, a nine-story office complex and numerous new public art installations. TPA is a major economic driver for the Tampa Bay region and is the gateway to the west coast of Florida.

Overview

Tampa International Airport's (TPA) award-winning Business Diversity Department keeps its focus on connecting businesses serving the airport. The Business Diversity Department maintains a DBE program to ensure nondiscrimination in the award of USDOT-assisted contracts and to create a level playing field on which DBEs can compete for those contracts. In addition, the Authority's Airport Concessions Disadvantaged Business Enterprise Program (ACDBE) ensures that ACDBEs have equal opportunity to receive and participate in concession-related contracts. Lastly, the Woman and Minority-Owned Business Enterprise Program (W/MBE), created by the Aviation Authority, provides for Woman and Minority-Owned Businesses to have full and fair opportunities to compete for and participate in the performance of non-federally funded contracts or in the purchase of goods and services.

The Challenge

Prior to going electronic, effectively managing the federal DBE and ACDBE programs was no easy task for TPA and the Business Diversity Team. This was largely due to the programs being managed on paper, and the many manual and tedious processes related to this, such as: storage space, limited communication and collaboration, varied processes, security issues, and more. All applications, on-site reviews, No Change Declarations (NCD) and certification files were paper.

Propelled by the Authority's initiative to go paperless, which became even more important during the challenges brought on by the pandemic, the Business Diversity Department knew there must be a better way and sought out an electronic solution that would simplify, standardize, and streamline TPA's current program management and processes through an automated and secure online system.

The Solution

Tampa International Airport went live with B2Gnow Supplier Diversity Software in June 2020, three months ahead of schedule. Using the Certification Management module, the airport benefits from cloud-based DBE/ACDBE certification management, a streamlined workflow for reviewing applications, electronic submission of DBE/ACDBE applications and annual no change declarations, and an enhanced online DBE/ACDBE directory with keyword search capabilities.

Furthermore, the B2Gnow Supplier Diversity system provides TPA with the capability to support multiple certification types and processes and generate letters and communications with a single click.

"With everything going paperless, leveraging this type of technology is a big benefit in terms of efficiency," said Bonnie Yauilla, Business Diversity Specialist at Tampa International Airport.

The Result

B2Gnow Supplier Diversity Software equips and empowers the Business Diversity Department to shift their focus from costly, laborious paperwork to what truly matters: connecting businesses serving the airport.

As Bonnie Yauilla explained, "One of my favorite features is having the record all together. I used to have to make notes to files, print them out and put them with the paper files. Now all those notes are saved electronically. Your paper trail is already there, and it gives my manager easy visibility into the documentation and responses to the questions."

About B2Gnow Supplier Diversity Management Software

B2Gnow is the nation's leading supplier diversity, procurement, and grant management software provider, and has been powering the creation of business opportunities and driving economic growth for over 20 years. B2Gnow's cloud-based, cost-effective and modular software platform is utilized by hundreds of government, education and private sector organizations throughout the US, and addresses all aspects of supplier diversity, procurement, and grant management, including: managing the complex compliance and regulatory requirements of supplier diversity programs, facilitating meaningful increases in spending with disadvantaged firms, increasing visibility and optimizing the procurement process, and efficiently providing data management solutions for granting and pass-through government transportation agencies. B2Gnow maintains the single largest database of disadvantaged business entities in North America, helping the federal government, more than half of state governments, and hundreds of counties, cities, airports, and Fortune 500 companies manage their supplier diversity and compliance programs through technology solutions. For more information, visit http://www.b2gnow.com