

# Doing Business with Oak Ridge National Laboratory



**Presented to the  
BERO, State of Tennessee  
Tennessee Business  
Matchmaking Webinar**

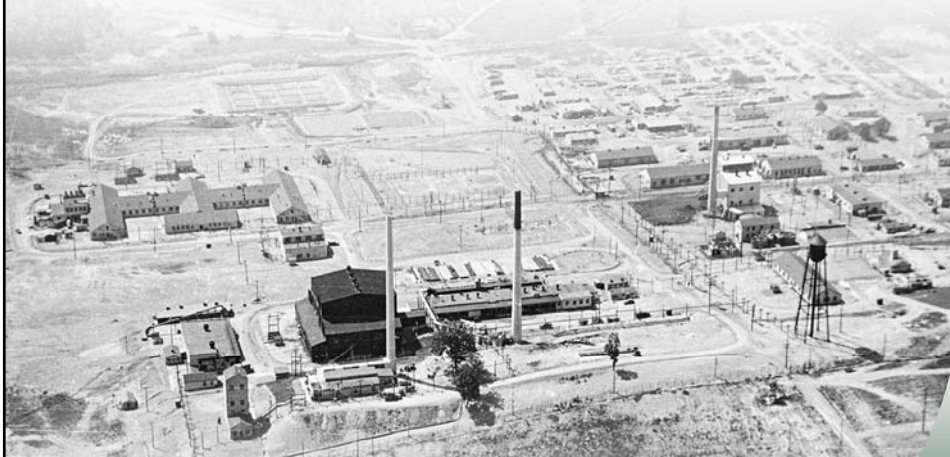
**Keith Joy, Director  
Small Business Programs**

**August 18, 2009  
Oak Ridge, TN**

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for the Department of Energy



## Oak Ridge National Laboratory evolved from the Manhattan Project



**ORNL in 1943  
The Clinton Pile was the world's first  
continuously operated nuclear reactor**

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## Today, ORNL is DOE's largest science and energy laboratory



- \$1.3B budget
- 4,350 employees
- 3,900 research guests annually
- \$350 million invested in modernization
- World's most powerful open scientific computing facility
- Nation's largest concentration of open source materials research
- Nation's most diverse energy portfolio
- Operating the world's most intense pulsed neutron source
- Managing the billion-dollar U.S. ITER project

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## UT-Battelle has managed ORNL since April 2000



The University of Tennessee  
Knoxville, Tennessee



Battelle  
Columbus, Ohio

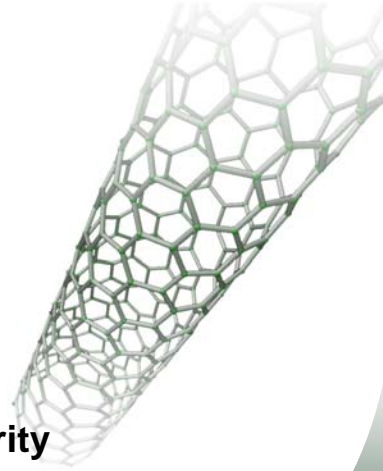


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We apply our strengths in science and technology to six major missions

- **Advanced materials**
- **Neutron sciences**
- **Ultrascale computing**
- **Systems biology**
- **Advanced energy systems**
- **National and homeland security**



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## Laboratory Operations Support Areas

- **Commodities**
- **Architect and Engineering**
- **Facilities Management**
- **Environmental Management**
- **Studies and Analysis**
- **Construction**
- **Fabrication/Machining**
- **Waste Management**
- **And More!**



## Oak Ridge National Laboratory (ORNL) Small Business Program Office Mission

- **Advocate for Small Business**
- **Point of Contact**
- **Communicating Contracting Opportunities**
- **Managing the ORNL Mentor/Protégé Program**
- **Promoting partnerships with Minority Educational Institution/HBCU**



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## Steps in Doing Business with ORNL

- **Register your business in the Central Contractor Registration (CCR) database at [www.ccr.gov](http://www.ccr.gov).**
- **Visit the ORNL Small Business web site at [www.ornl.gov/smallbusiness](http://www.ornl.gov/smallbusiness).**
- **Register your business in the Supplier Information Database in the website.**
- **Send your capability documents to the Small Business Office.**



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## Steps in Doing Business with ORNL - continued

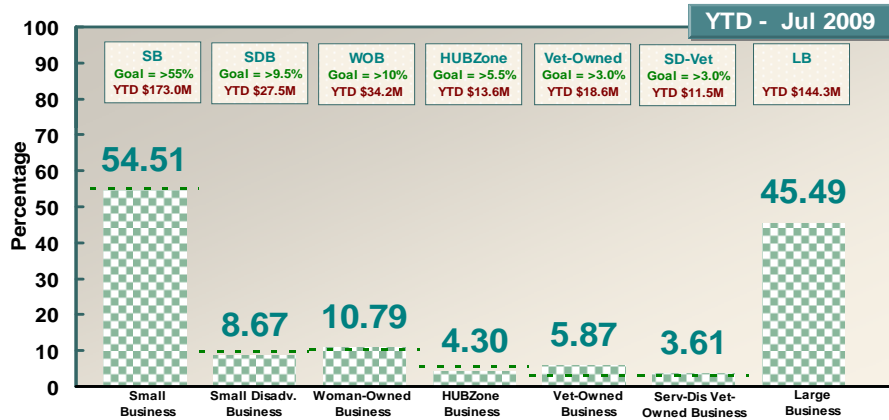
- **Make an appointment to visit the Small Business Office (optional).**
- **Visit our web site for Upcoming Subcontracting Opportunities.**
- **Keep in touch with the ORNL Small Business Programs Manager.**



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## % Subcontract Dollars Placed with SB Firms - FY 2009 ORNL Including ARRA



FY 2009 YTD	Historical Data:	FY 00*	FY 01	FY 02	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08	FY 09
<b>SB Base</b>	SB=Small Business	54.57	48.41	49.22	54.10	62.70	50.79	57.84	58.47	62.94	
<b>317.2M</b>	SDB=Small Disadvantaged Business	9.77	7.55	6.42	6.24	9.23	7.09	10.54	9.26	11.13	
<b>Educ Base</b>	WOB=Small Woman-Owned Business	8.51	7.45	12.21	8.80	10.31	7.86	11.35	12.33	14.62	
<b>43.3M</b>	HUBZone=Historically Underutilized Business Zones	0.05	0.24	0.37	1.97	4.42	3.21	7.35	6.74	6.96	
<b>Total Proc</b>	Vet-Owned=Veteran-Owned Small Business	NR	0.32	0.82	1.19	3.00	1.49	4.07	3.52	6.12	
<b>589.8M</b>	SD-Vet=Service-Disabled Veteran-Owned Small Business	NR	0.037	-0.001	0.028	0.140	0.115	1.652	1.023	2.540	

Base for SB, SDB, WOB & HUBZone %s Excludes Foreign, GOVT, INTG, IGT & Affiliates and Includes P-Cards.

Data Source: 2096 & Proc Stats 2. \* UT-Battelle contract started April 1, 2000. 6 months of data only. Base revised in FY05 & FY07.

2SELA/SE Combined  
8/3/2009

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## Recent Recognition for Small Business Support

2006 DOE  
FMC Innovation Award



2007 SBA  
Francis Perkins Vanguard Award



2007 DOE M&O Small Business  
Programs Manager of the Year Award



2008 DOE  
Mentor of the Year Award



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## Business Opportunities: Support Services

Upcoming procurements	RFP	Estimated value	Contact
Engineering & Technical Support to the Nuclear Nonproliferation Office	Summer 2009	\$20M	Stacey Johnson 865-576-0718 johnsonsl@ornl.gov
IT Staff Augmentation in Support of the Information Technology Services Division.	August 2009	TBD	Ashley Smith 865-574-3666 smithal1@ornl.gov
Manager – Library Subscriptions	Summer 2009	\$3M - \$4M	Jackie Smith 865-576-1754 smithjm1@ornl.gov
Professional Services & Technical Support to include safety, procedures management, and related compliance services	August 2009	\$500k (base year \$100k with 4 1-year options)	Ellen Blackburn 865-576-1925 blackburnee@ornl.gov
Radiological Control Technician Support for Nuclear Radiological Protection Division	August 2009	\$7M – \$9.5M	Jim Anderson 865-241-6851 andersonjw1@ornl.gov

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## Business Opportunities: Support Services

Upcoming procurements	RFP	Estimated value	Contact
Fire Protection Engineering & Technical Support	August 2009	\$3 – 4M for 5 years	Jim Anderson 865-241-6851 andersonjw1@ornl.gov
State Energy Partnerships and Energy Efficiency Community	Aug./Sept. 2009	\$14M Recovery Act Funded	Lisa Hawk 865-574-1664 hawklp@ornl.gov
Appliance Rebate Program	August 2009	\$2M Recovery Act Funded	Lisa Hawk 865-574-1664 hawklp@ornl.gov
Communication & Strategic Planning Support	August 2009	\$5M (5 year effort)	Liz Lynch 865-241-8266 lynchet@ornl.gov
Weatherization Assistant Web-Based Training Course Development	August 2009	\$300k Recovery Act Funded	Linda Stinnett 865-576-4472 stinnettlw@ornl.gov
Commercial Product Trails & Demonstrations with Cast CF8C-Plus Austenitic Stainless Steel	September 2009	\$900k Recovery Act Funded	Linda Stinnett 865-576-4472 stinnettlw@ornl.gov

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## Business Opportunities: Construction

Upcoming procurements	RFP	Estimated value	Contact
2000 Complex West Demolition Project	Fall 2009	\$3M - \$3.5M Recovery Act Funded	Steve Hinton 865-576-1468 hintonsa@ornl.gov
ORNL Guest House	August 2009	\$3.5M - \$5M	Steve Hinton 865-576-1468 hintonsa@ornl.gov

## Business Opportunities: ITER

Upcoming procurements	RFP	Estimated value	Contact
CATIA Equipment/Systems/Training Support Services	August 2009	\$1M	Kelli Kizer 865-241-9365 kizerkt@ornl.gov
For International ITER Business Opportunities, please see: <a href="https://www.usiter.org/probusoppa_lo.shtml">https://www.usiter.org/probusoppa_lo.shtml</a>			
For general information concerning the ITER project, please see: <a href="https://www.usiter.org">https://www.usiter.org</a>			

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## Business Opportunities: AVID

Upcoming procurements	RFP	Estimated value	Contact
Sigma-Aldrich Chemicals & Products	FY2009	\$5M	Jackie Smith 865-576-1754 smithjm1@ornl.gov
Plumbing Supplies	FY2010	\$100k - \$300k	
Automotive Supplies	FY2010	\$400k - \$500k	
Paint	FY2010	\$100k - \$300k	
Jones Trane HVAC Equipment	FY2010	\$80k - \$85k	
Building Supplies	FY2010	\$500k - \$750k	

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### Lower-Tiered Subcontract Opportunities American Recovery & Reinvestment Act

### Contact

**McCarthy Building Companies, Inc.**  
Subcontract for Design/Build of Chemistry & Material  
Sciences Building

**Clauss Construction**  
Subcontract for Demolition of Bldg. 3026C&D Wooden  
Superstructure Project

Clauss Construction  
8956 Winter Gardens Blvd.  
Lakeside, CA 92040-4935

Mr. Pete McGuire or Jim Contratto  
Main Office: 314-968-3300

Patrick M. Clauss, President  
Phone: 619-719-2186  
[pclauss@claussconstruction.com](mailto:pclauss@claussconstruction.com)

William Musbach, Sr. VP & Project Manager  
Phone: 619-390-4940  
[william@claussconstruction.com](mailto:william@claussconstruction.com)

Lori Dennett, Executive Assistant  
Phone: 619-390-4940 ext. 270  
[lori@claussconstruction.com](mailto:lori@claussconstruction.com)

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## ORNL Voice of the Customer Survey Results

### *Challenges Concerning Winning Contracts*

- ✓Lack of thoroughness in reading solicitations; not paying attention to detail
- ✓Lack of thoroughness in submitting proposals
- ✓Not realizing capabilities and limits
- ✓Attitude
- ✓No prior experience with ORNL
- ✓Lack of business knowledge
- ✓Inadequate breakdown of cost proposal
- ✓Impatience

## Top Ten Reasons Proposals Don't Win

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>▪ Didn't follow the proposal instructions</li><li>▪ Didn't return the requested forms</li><li>▪ Didn't address the Evaluation Criteria as described in the Proposal Format</li><li>▪ Technical proposal just regurgitated SOW</li><li>▪ Didn't adhere to page limit; too wordy</li></ul> | <ul style="list-style-type: none"><li>▪ Didn't state the assumptions or the basis for the proposed costs</li><li>▪ Poor safety record</li><li>▪ Lack of understanding regarding the work</li><li>▪ Lack of documented past performance</li><li>▪ Cost/Price</li></ul> |
|--|---|

## ORNL Voice of the Customer Survey Results

### *Challenges Concerning Performing Subcontracts*

- ✓ **Communication**
- ✓ **Inadequate Project Management**
- ✓ **Poor infrastructure and accounting system**
- ✓ **Damaging or destroying relationships with ORNL staff**
- ✓ **Gradually adhering to safety standards**
- ✓ **Lack of defined agreement with subcontractors**
- ✓ **Inflexibility**

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## Six Recommended Strategies for Success

- Know our Mission and Organizational Structure
- Evaluate our Small Business Requirements and Protocol
- Know What we Buy and When
- Be Competitive
- Quality, Good Pricing, and On Time Delivery
- Exceed Customer Expectations



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## In Summary What Really Works...

- **Relationships**
- **Networking**
- **Homework/Research**
- **Continuous Marketing**
- **Being Prepared**
- **Past Performance**
- **Share Information**
- **Patience**
- **Persistence**
- **Exceed Expectations**

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## Oak Ridge National Laboratory

MANAGED BY UT-BATTELLE FOR THE DEPARTMENT OF ENERGY

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# Oak Ridge National Laboratory:

Ready for the next generation of great science

