

North Dakota Department of Transportation

DBE NEWSLETTER

— For the March 21, 2025, Bid Letting —



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 701-214-5775
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Advertisements

Newsletter advertisements are due to the Civil Rights Office 15 business days prior to each bid opening by noon CDT:

- Thursday, March 13, 2025 (for Mar. 28, 2025)
- Thursday, March 27, 2025 (for Apr. 11, 2025)

Submit the required information online at:

<https://apps.nd.gov/dot/cr/csi/login.htm>

The North Dakota Department of Transportation (NDDOT) will consider every request for reasonable accommodation to provide:

- An accessible meeting facility or other accommodation for people with disabilities.
- Language interpretation for people with limited English proficiency (LEP)
- Translations of written material necessary to access NDDOT programs and information.

To request accommodations, contact Heather Christianson, Civil Rights Division, NDDOT at 701-328-2978 or civilrights@nd.gov TTY users may use Relay North Dakota at 711 or 1-800-366-6888.

Announcements...

Exciting Update: NDDOT DBE Training Reimbursement Program

Great news! The NDDOT DBE Training Reimbursement Program has had a strong start this fiscal year. As of now, \$565 in funding remains available until October 1, 2025. Applications for reimbursement will be processed on a first-come, first-served basis, so be sure to submit your qualified requests as soon as possible!

For more details on how to apply, [visit our website](#) or contact our supportive services team at Project Solutions, Inc. dbe@projectsolutionsinc.com today!

Welcome New DBEs

A-Star Concrete Pumping, Inc.

SUBCONTRACTOR: Firm providing concrete pumping and placement.

abbey@astarconcretepumping.com | 715-246-3920

www.astarconcretepumping.com

The Importance of Customer Feedback

and How to Collect It

In the world of government contracting, businesses face a unique set of challenges and opportunities. For Disadvantaged Business Enterprises (DBEs), customer feedback is one of the most valuable tools to help navigate these complexities, improve service quality, and achieve long-term success while building a reputation with Primes and government agencies. This article explores why customer feedback is critical for DBEs working on government contracts and provides actionable strategies for collecting and utilizing it effectively.



Why Customer Feedback Matters

Customer feedback is the cornerstone of continuous improvement, and for DBEs engaged in government contracts, its importance cannot be overstated. Government clients and stakeholders often have stringent requirements and high expectations. By actively seeking and leveraging feedback, DBEs can:

- 1. Improve Service Delivery:** Feedback provides insights into what is working well and what needs adjustment. This allows businesses to refine processes, enhance service quality, and meet or exceed client expectations.
- 2. Build Strong Relationships:** Demonstrating a commitment to listening and responding to client needs fosters trust and strengthens relationships with government agencies and prime contractors.
- 3. Enhance Compliance:** Feedback can highlight areas where compliance with government regulations or contract requirements may be lacking, enabling timely corrective actions.
- 4. Boost Competitiveness:** By acting on feedback, DBEs can differentiate themselves from competitors, showcasing a proactive approach to client satisfaction and quality improvement.



Common Challenges in Collecting Customer Feedback

Despite its importance, collecting customer feedback can be challenging for DBEs in the government contracting space. Some common hurdles include:

- **Bureaucratic Processes:** Government clients often operate within rigid structures, making it difficult to obtain candid or timely feedback.
- **Limited Communication Channels:** DBEs may struggle to establish direct lines of communication with key stakeholders.

- **Fear of Negative Feedback:** Concerns about receiving or addressing criticism may deter businesses from seeking feedback proactively.
- **Resource Constraints:** Small DBEs may lack the tools, staff, or expertise needed to design and implement effective feedback systems.

To overcome these challenges, DBEs can adopt a variety of strategies tailored to their unique circumstances and client relationships. Here are some proven approaches DBEs can use to collect feedback from prime contractors and government agency clients:

Regular Check-ins During Projects: Build feedback collection into ongoing communication.

- Use regular project updates or status meetings as opportunities to ask for input. Pose questions like, “Is there anything we could adjust to better meet your needs?”

Post-Project Evaluations: Conduct evaluations at the end of each project or contract.

- Provide an evaluation form with specific questions about your performance. Request feedback on areas like timeliness, quality, compliance, and communication.

Surveys Customized for Primes or Agencies: Design short, focused surveys tailored to your relationship with primes or government clients.

- Use tools like Google Forms, Microsoft Forms, or SurveyMonkey to distribute the surveys. Include questions on specific deliverables, overall satisfaction, and suggestions for improvement. Ensure anonymity if clients are more comfortable providing honest feedback privately.

Feedback Boxes or Portals: Create an easy way for primes or agencies to submit feedback anytime.

- Set up an online feedback portal or suggestion box. Provide a dedicated email address or phone line for feedback. Promote the feedback channel during meetings or in written communications.

Participation in Debrief Sessions: Government agencies often provide debriefs for unsuccessful bids or post-contract evaluations.

- Request detailed debriefs after submitting proposals or completing projects. Ask specific questions about strengths, weaknesses, and areas for improvement.

Performance Scorecards: Develop scorecards for primes or agencies to evaluate your performance.

- Include criteria like quality, responsiveness, compliance, and innovation. Distribute scorecards after major deliverables or at the end of a contract.

By adopting these strategies, DBEs can proactively gather valuable insights to refine their operations, build stronger client relationships, and enhance their performance in government contracts.

Best Practices for Using Customer Feedback

Collecting feedback is only the first step; its real value lies in how it is used. Here are best practices for turning feedback into meaningful action:

1. **Analyze Feedback Systematically** Categorize and prioritize feedback based on themes, urgency, and potential impact. This ensures that efforts are directed toward the most critical areas.
2. **Respond Promptly** Acknowledge feedback—both positive and negative—in a timely manner. This demonstrates respect for the client’s input and a commitment to continuous improvement.



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- 2. Respond Promptly** Acknowledge feedback—both positive and negative—in a timely manner. This demonstrates respect for the client’s input and a commitment to continuous improvement.
- 3. Develop Action Plans** Use feedback to create clear, actionable plans for addressing issues or enhancing services. Assign responsibilities and set deadlines to ensure follow-through.
- 4. Communicate Improvements** Keep clients informed about the changes or improvements made in response to their feedback. This reinforces their value and strengthens the business relationship.
- 5. Measure the Impact** Evaluate the effectiveness of implemented changes by collecting follow-up feedback. This helps ensure that actions taken align with client expectations and lead to tangible improvements.

For DBEs working on government contracts, customer feedback is more than just a formality—it is a vital tool for growth, innovation, and success. By implementing effective feedback collection strategies and using insights to drive improvement, DBEs can strengthen their relationships with government clients, enhance service quality, and build a competitive edge in the marketplace.

Embracing a culture of feedback not only helps DBEs meet current contract requirements but also positions them for future opportunities.

Upcoming Events/Training

Mar
12

OSHA Workplace Safety Inspections: What You Need to Know!

Wednesday March 12, 2025, 1:00pm CT | Cost: Free

[Learn More >](#)

Mar
13

Laying the Groundwork for AP Automation in Construction

Thursday, March 13, 2025, | 1:00 P.M. CT | Cost: Free

[Learn More >](#)

Mar
25

Davis Bacon Requirements and the Service Contract Act (Wage and Hour) Requirements

Tuesday, March 25, 2025 | 9:00 A.M. CT | Cost: Free

[Learn More >](#)

Apr
10

How to Use Google Workspace in Your Business - Tips and Best Practices

Thursday, April 10, 2025 | Noon CT | Cost: Free

[Learn More >](#)

Quoting Opportunities

Mar. 21, 2025, Bid Opening at 9:30 a.m. CST

ANDERSON WESTERN, INC. - PO BOX 2319 1707 YEGEN ROAD, BISMARCK, ND 58502, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. ANDERSON WESTERN, INC. will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to quotes@andersonwestern.com. To speak to someone in our office regarding quoting please contact Jeremy Holt at 701-222-3550. Any and all disadvantaged businesses are encouraged to submit a quote. ANDERSON WESTERN, INC. is an Equal Opportunity Employer.

ASPHALT SURFACE TECHNOLOGIES CORPORATION - P.O. BOX 1025, ST. CLOUD, MN 56302, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23820, 23856, 24099, 24157, 24159, 24292, 24479, 24483, 24503, 24504 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. ASPHALT SURFACE TECHNOLOGIES CORPORATION will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to astechdale@hotmail.com or fax your quotes to 320-363-8700. To speak to someone in our office regarding quoting please contact Dale Strandberg at 320-363-8500. Any and all disadvantaged businesses are encouraged to submit a quote. ASPHALT SURFACE TECHNOLOGIES CORPORATION is an Equal Opportunity Employer.

BITUMINOUS PAVING, INC. - PO BOX 6, ORTONVILLE, MN 56278, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23690, 23802, 23819, 23820, 23856, 24157, 24159, 24292, 24423, 24479, 24483, 24503, 24504 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. BITUMINOUS PAVING, INC. will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to bpi_subquotes@yahoo.com or fax your quotes to 320-273-2120. To speak to someone in our office regarding quoting please contact Bill Bajari at 320-273-2113. Any and all disadvantaged businesses are encouraged to submit a quote. BITUMINOUS PAVING, INC. is an Equal Opportunity Employer.

BORDER STATES PAVING, INC. - PO BOX 2586, FARGO, ND 58108, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23690, 23802, 23921, 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. BORDER STATES PAVING, INC. will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to quotes@borderstatespaving.com or fax your quotes to 701-237-0233. To speak to someone in our office regarding quoting please contact Jim Rentz at 701-237-4860. Any and all disadvantaged businesses are encouraged to submit a quote. BORDER STATES PAVING, INC. is an Equal Opportunity Employer.

CENTRAL SPECIALTIES, INC. - 6325 CO ROAD 87 SW ALEXANDRIA, MN 56308, ALEXANDRIA, MN 56308, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23690, 23802, 23921, 24054, 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. CENTRAL SPECIALTIES, INC. will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to quotes@centralspecialties.com. To speak to someone in our office regarding quoting please contact Holly Runnoe at 320-762-7289. Any and all disadvantaged businesses are encouraged to submit a quote. CENTRAL SPECIALTIES, INC. is an Equal Opportunity Employer.

DENNY'S ELECTRIC LLC - PO BOX 1406 1661 I-94 BUSINESS LOOP EAST, DICKINSON, ND 58602, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 24011 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. DENNY'S ELECTRIC LLC will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to skip@dennyelectricnd.com or fax your quotes to 701-227-0712. To speak to someone in our office regarding quoting please contact Skip Rapp at 701-227-0601 extension 1009. Any and all disadvantaged businesses are encouraged to submit a quote. DENNY'S ELECTRIC LLC is an Equal Opportunity Employer.

KNIFE RIVER MATERIALS - PO BOX 40, BEMIDJI, MN 56619, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23690, 23802, 23921, 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. KNIFE RIVER MATERIALS will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to subquotes@kniferiver.com. To speak to someone in our office regarding quoting please contact Josh Weickert at 218-751-5413. Any and all disadvantaged businesses are encouraged to submit a quote. KNIFE RIVER MATERIALS is an Equal Opportunity Employer.

MAYO CONSTRUCTION COMPANY, INC. - BOX 310 13960 HWY 5 WEST, CAVALIER, ND 58220, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23802, 23939, 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. MAYO CONSTRUCTION COMPANY, INC. will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to subquotes@mayoconst.com or fax your quotes to 701-265-8044. To speak to someone in our office regarding quoting please contact Trevor Christianson at 701-265-8438. Any and all disadvantaged businesses are encouraged to submit a quote. MAYO CONSTRUCTION COMPANY, INC. is an Equal Opportunity Employer.

MORRIS SEALCOAT & TRUCKING INC - 46253 208TH ST., MORRIS, MN 56267, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23819, 23820, 23856, 24157, 24159, 24292, 24479, 24483, 24503, 24504 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. MORRIS SEALCOAT & TRUCKING INC will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to office@mstinc.net. To speak to someone in our office regarding quoting please contact Lucas Banta at 320-589-2844. Any and all disadvantaged businesses are encouraged to submit a quote. MORRIS SEALCOAT & TRUCKING INC is an Equal Opportunity Employer.

NORTHERN IMPROVEMENT COMPANY - 4000 12TH AVENUE NORTH, FARGO, ND 58102, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23800 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. NORTHERN IMPROVEMENT COMPANY will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to subquotes@nicnd.com. To speak to someone in our office regarding quoting please contact Bruce Thompson at 701-223-6695. Any and all disadvantaged businesses are encouraged to submit a quote. NORTHERN IMPROVEMENT COMPANY is an Equal Opportunity Employer.

OPP CONSTRUCTION LLC - 3625 N. WASHINGTON ST, GRAND FORKS, ND 58108, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23800, 23917 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. OPP CONSTRUCTION LLC will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to lancestrum@oppconstruction.com. To speak to someone in our office regarding quoting please contact Lance Strum at 701-281-1212. Any and all disadvantaged businesses are encouraged to submit a quote. OPP CONSTRUCTION LLC is an Equal Opportunity Employer.

R.J. ZAVORAL & SONS, INC. - PO BOX 435, EAST GRAND FORKS, MN 56721, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. R.J. ZAVORAL & SONS, INC. will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to SUBQUOTES@RJZAVORAL.COM or fax your quotes to 218-773-6423. To speak to someone in our office regarding quoting please contact JOE ZAVORAL at 218-773-0586. Any and all disadvantaged businesses are encouraged to submit a quote. R.J. ZAVORAL & SONS, INC. is an Equal Opportunity Employer.

STRATA CORPORATION - PO BOX 13500, GRAND FORKS, ND 58208, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23690, 23800, 23802, 23916, 23917, 23921, 23939, 24011, 24054, 24423 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. STRATA CORPORATION will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to quotes@stratacorporation.com. To speak to someone in our office regarding quoting please contact Robert Martens at 701-741-4239. Any and all disadvantaged businesses are encouraged to submit a quote. STRATA CORPORATION is an Equal Opportunity Employer.

TI-ZACK CONCRETE, LLC - 39352 221ST AVENUE, LE CENTER, MN 56057, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23800, 23802, 23916, 23917, 23939, 24054 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. TI-ZACK CONCRETE, LLC will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to Estimating@TiZack.com. To speak to someone in our office regarding quoting please contact Jeremy Gibbs or Chris Hartwig at 507-412-9589. Any and all disadvantaged businesses are encouraged to submit a quote. TI-ZACK CONCRETE, LLC is an Equal Opportunity Employer.

WINN CONSTRUCTION INC - PO BOX 1141, DICKINSON, ND 58602, is seeking quotes on any and all items or materials within the scope of the project(s) on job number(s) 23800, 23916, 23917, 23939, 24054 for the March 21, 2025 NDDOT Bid Opening to be held at 09:30 AM. We will assist you in interpreting plans and specifications, preparing proposals, provide advice to obtain bonding and insurance, project scheduling, pit information (location, length of haul, type of road, etc.) method of measurement (seeding by the mile or acre, hauling by the ton-mile or by the hour, etc.), expected overtime, payment schedule, items of work included in the quote or any other project related issues. WINN CONSTRUCTION INC will be accepting quotes up until deadlines as specified in the DBE Special Provisions for this letting. You can email your quotes to estimating@winnconstructioninc.com. To speak to someone in our office regarding quoting please contact Matt Sisson at 701-483-1190. Any and all disadvantaged businesses are encouraged to submit a quote. WINN CONSTRUCTION INC is an Equal Opportunity Employer

