

Neighborhood Business Development Centers (NBDC) Program

Technical Assistance Session

April 11, 2018

2:15 PM - 4:15 PM



Agenda

- About BACP, SBC & NBDC Program
- SBC & NBDC Goals
- 2019/2020 RFP NBDC Program Categories
- NBDC Reporting & Monitoring
- NBDC Program Requirements
- Application Overview & Resources
- Contact Info & Q&A



About BACP & SBC

BACP

- Small Business Center
- Business Compliance & Enforcement
- Consumer Protection
- Hearings & Disciplinary Actions
- Public Vehicle
- Cable
- Outreach & Education

SBC

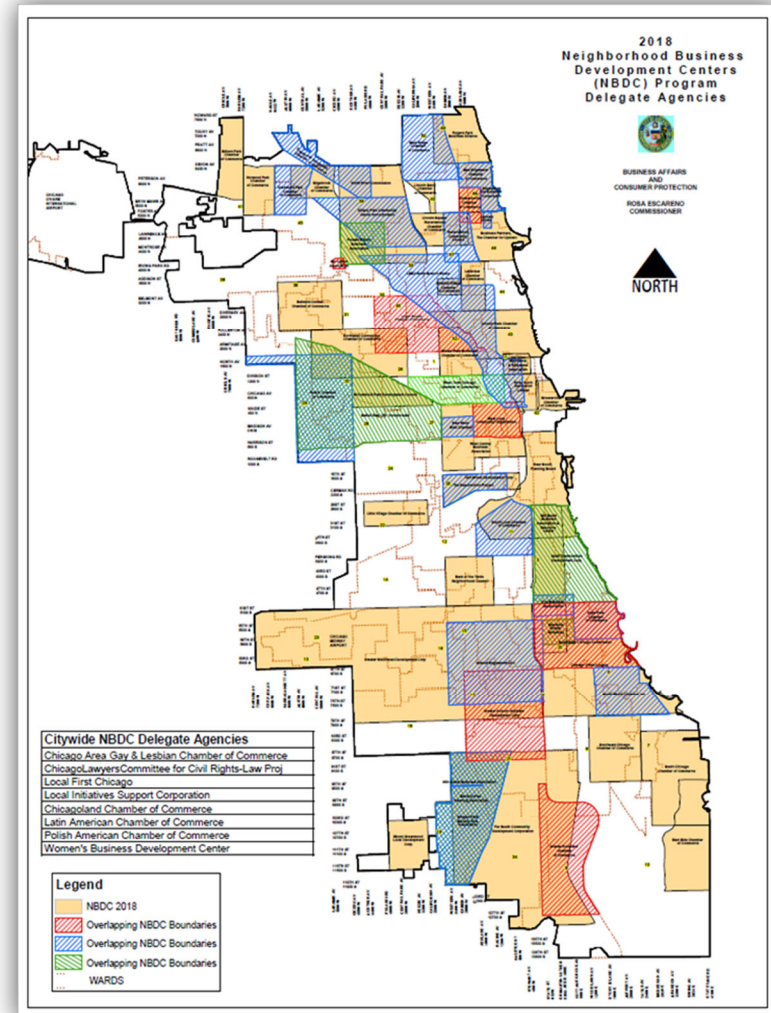
- Business Licenses & Public Way Use Permits
- Local Liquor Control Commissioner

SMALL BUSINESS ADVOCACY

- Neighborhood Business Development Centers (NBDC) Program



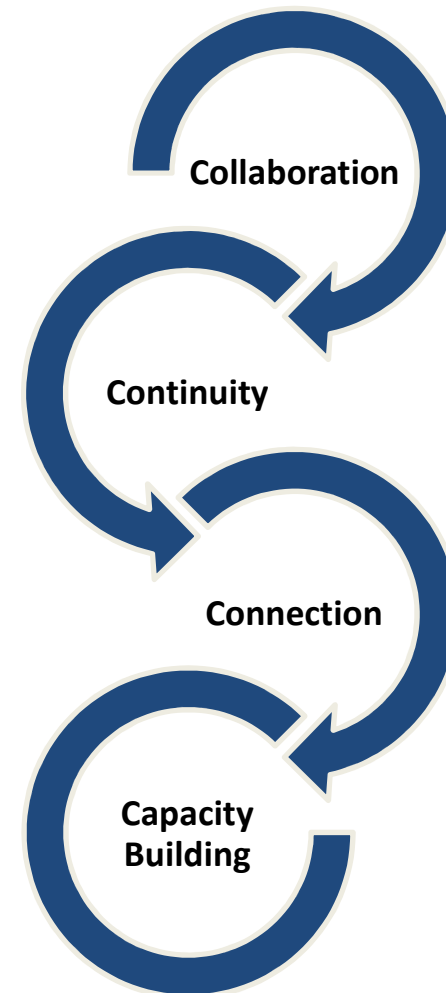
- Provide grants to Chicago-based chambers of commerce and business support organizations to assist in the development of small businesses in Chicago
- Serve as liaison between local businesses and the City of Chicago
- Provide neighborhood business development services



Goal: Support Small Businesses



1. **Generalist**
2. **Diversity Outreach**
3. **Small Business Opportunity Centers (SBOC)**
4. **Innovation Centers**
5. **Peer to Peer Training**
6. **Special Projects**



GENERALIST

Geographic-based business development assistance to Chicago's small business community in defined geographic areas

Customized business counseling and training

Neighborhood engagement with the local business community

Driving neighborhood economic vitality through business attraction and retention

Building the capacity of small businesses

Engagement and partnering with regional business service organizations

Serves as an extension of BACP's Small Business Center



DIVERSITY OUTREACH

Provides diversity-based business development assistance, and support services, directly to target populations in Chicago's small business community.

Target populations include, but are not limited to, minorities, women, people with disabilities, LGBT individuals, returning citizens, New Americans, and military veterans.



**SMALL
BUSINESS
OPPORTUNITY
CENTERS
(SBOC)**

Provides support, counseling and coaching assistance to entrepreneurs requiring access to capital.

This includes accepting referrals from NBDC grantees, and other referral partners, of business owners looking to borrow funds and be matched with the right lender.

NBDC-SBOCs are expected to develop a curriculum / individualized workplan for business owners based on their stage in the loan-readiness process.



INNOVATION CENTERS

Creates or develops, neighborhood-based shared work environments for small businesses and entrepreneurs through an:

- Incubator
- Accelerator
- Co-working facility



PEER TO PEER TRAINING

Responsible for setting clear short-term and long-term goals for activities and outcomes and establishes the priorities, guiding their plan and providing a shared sense of purpose

Identifies best practices/models taking into account needs of the community

Tracks growth and improvement through metrics

Develops activities and initiatives that will promote growth and expansion

Provides training and technical assistance as well as tools and resources



SPECIAL PROJECTS

Works directly with small businesses and/or other NBDC grantees through current, expanded and/or innovative pilot projects that will spur small business growth and/or neighborhood economic development



NBDC Reporting & Monitoring

NBDC grantees will be required to track a range of metrics using BACP-mandated platforms, and will report on targets agreed upon by the applicant and the City.

A portion of these will be measured against preset agency targets as part of their contractual obligation, while others will be collected for information-gathering purposes for the City.

Proposed metrics for the 2019/2020 NBDC program include, but are not limited to:

- Business consultations and referrals
- Contacting Newly Licensed Businesses
- Stories/photos about helping businesses start and/or grow, successful implementation of a neighborhood engagement project, and media coverage
- Business and Consumer Events
- Commercial Attraction Activities

Program & Voucher Monitoring Procedures

- Program Coaching
- Communications about non-compliance and corrective action
- Corrective Action Plan, Default, Termination for Non-Compliance



NBDC Program Requirements

Applicants must demonstrate the following key capacities:

Ability to provide assistance to businesses according to the program requirements as listed in the “Key Functions of NBDCs” in the 2019-2020 CDGA RFP Book, “BACP Program: Neighborhood Business Development Centers (NBDC)” section.

Experience, or verifiable ability, in performing contractual obligations to execute on expected commitments of NBDCs.

Filling a noted program gap and why/how the NBDC funding is required to achieve goals. The applicant must identify any 2017/2018 NBDCs currently servicing the proposed geographic area and describe how their services are distinctive from the services provided by the 2017/2018 NBDCs.

Applicant demonstrates how they are successful in performing activities listed in the “Key Functions of NBDCs” section of this RFP.

Number of years the agency is financially in the black as evidenced by IRS Form 990’s.

Overall quality and completeness of the application.

Not responding to any question in the application (e.g. stating the agency is “not a City grantee” etc.) will be considered an incomplete application and may disqualify the application.



NBDC Program Requirements

Basic NBDC Program Requirements for successful applicants:

Must have a functioning website, email, phone and social media outlets that at minimum includes City and local resources for businesses; links to the City of Chicago Small Business Center Website and Site Selector; links to aldermen's offices for the NBDC service area; calendar of events, e-blasts and e-newsletters.

Attend the triannual mandatory NBDC grantees meetings called "ChiBiz Chat". At least one NBDC grantee staff member is required to attend each one of the three (3) ChiBiz Chats per year, and stay for the duration of the meeting. The events are an opportunity to learn about the latest NBDC Program-related updates, participate in speaker discussions, network and exchange best practices.



Application Questions

Each Application Will Contain Two Sets Of Questions

- General questions, which will be included on every application
- Program-specific questions, which will pertain only to particular applications and reference the specific program for which you are applying

General Questions Repeated

- The general questions will need to be completed with each application, but can be copy/pasted from other applications or documents.



Components of a Strong Application

- Overall quality
- Complete, self-explanatory responses
- Submit only requested or directly related documents in RFP
- Demonstrate in-house experience, skills and alignment with NBDC program goals
- Demonstrate NBDC City funding is a minor supplement to an applicant's fundraising efforts, dues, and/or revenue from events or other sources.

Common Reasons for Rejected Proposals

- Poorly prepared proposals (e.g. missing, incomplete, vague information)
- Lack of alignment with program goals
- Does not have in-house expertise to deliver the NBDC program
- Not filling a geographic area service gap (area not covered by a contracted 2017/2018 NBDC)
- Missed Submission Deadline



iSupplier

- <http://www.cityofchicago.org/eprocurement>

Login and Registration

- <https://www.cityofchicago.org/city/en/depts/dps/isupplier/login-register.html>

Training Materials (Documents and Videos):

- <https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>



Important RFP Dates & Contacts

| RFP Milestone | Dates |
|--|--------------------------------|
| CDGA RFP Release | 04.09.18 |
| Technical Assistance Session | 04.11.18 |
| 2019 CDGA Application Opens | 04.16.18 9:00 AM CST |
| 2019 CDGA Application Closes | 05.31.18 12:00 PM CST |
| Applicants Notified of Recommendations | October-November 2018 |
| Final Award Notifications Sent | December 2018 |
| Program Year Begins | 01.01.19 |

| RFP Inquiry Type | Email |
|----------------------------------|--|
| RFP/NBDC Program Questions | nbdc@cityofchicago.org |
| iSupplier/eProcurement Questions | obmgmu@cityofchicago.org |



Thank You

Kenya Merritt, Chief Small Business Officer

- kenya.merritt@cityofchicago.org
- (312) 744-5288

Edwin Tumlos, Assistant Commissioner

- edwin.tumlos@cityofchicago.org
- 312.744.5366

Paul Hobbs, Program Coordinator

- paul.hobbs@cityofchicago.org
- 312.744.7391

Marshell Elder-Key, Administrator

- marshell.elder@cityofchicago.org
- 312.744.5378

