



Neighborhood Business Development Centers (NBDC) 2021/2022 RFP

Pre-Submittal Conference | 11.05.20

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About BACP/NBDC Program

Prior Program Cycle Benchmarks

2021/2022 NBDC RFP

- Framework
- Categories
- Program Requirements
- Scoring Criteria
- Selection Criteria
- Timeline / Contract Term / How to Apply

Q & A

Program Contact



Department of Business Affairs and Consumer Protection (BACP)

- License, educate, regulate and empower Chicago businesses to grow and succeed; Receive and process consumer complaints
- More information at chicago.gov/BACP



Small Business Advocacy Division

- Supports the small business ecosystem of Chicago, and promotes economic development; Neighborhood Business Development Centers (NBDC) Program
- More information at chicago.gov/NBDC



Grant Program

- The NBDC program provides grants to Chicago-based nonprofit business service organizations (i.e. 501(c)(3)) and chambers of commerce (i.e. 501(c)(6)) to deliver free business development assistance to Chicago's small business community, and/or professional/program development for their peers

Grantees Expectations

- Participants of the NBDC program, also known as NBDC “grantees”, will deliver highly specialized business programs/services that help entrepreneurs start, and business owners sustain and grow their small businesses, as well as assist their NBDC peers to build their respective capacities
- NBDCs contributes to strengthening the economic vitality of our neighborhoods and City by supporting entrepreneurs and existing businesses



ChiBizChat

- Tri-annual meetings hosted by BACP, Small Business Advocacy division
- Currently on hold; Weekly Updates instead

Purpose

Bring together NBDCs, and citywide network of BSOs, to:

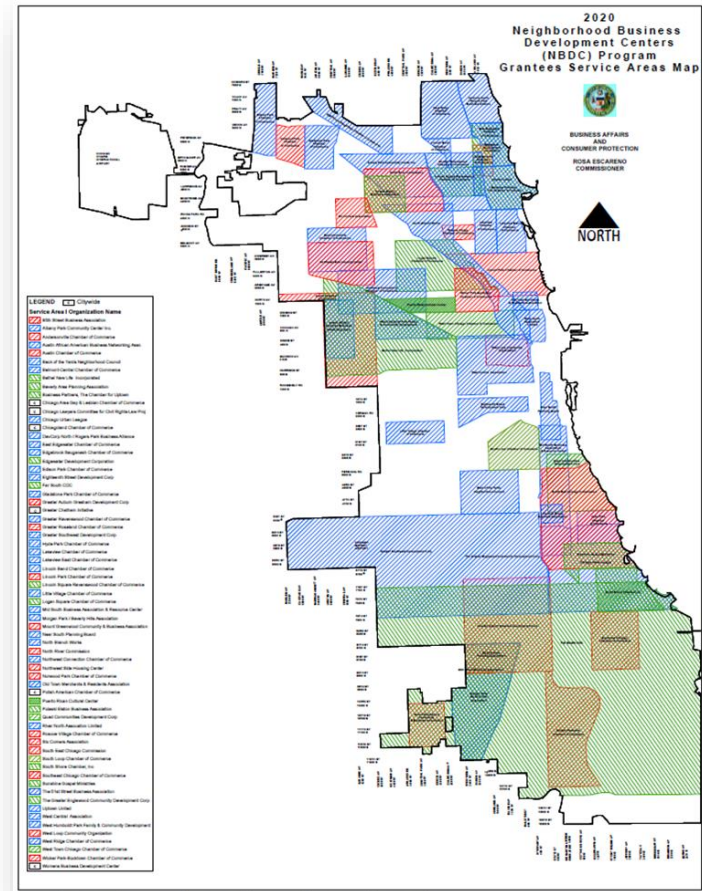
- Share program and business-related updates
- Participate in professional development and speaker discussions
- As well as network and exchange best practices with peers



CATEGORY	# CONTRACTS
Generalist	56
Diversity Outreach	6
Innovation Centers	5
SBOC	9
Special Projects	9
Peer-to-Peer Training	5
Total	90

PRIOR PROGRAM CYCLE (2019/2020) STATS

- Applications Received in 2019: 127
- Avg. Grant Funding (per annum): \$37,500
- Total Funding: \$3,360,000



- [NBDC 2020 Grantees Service Areas Map](#)
- [NBDC 2020 Grantees List](#)



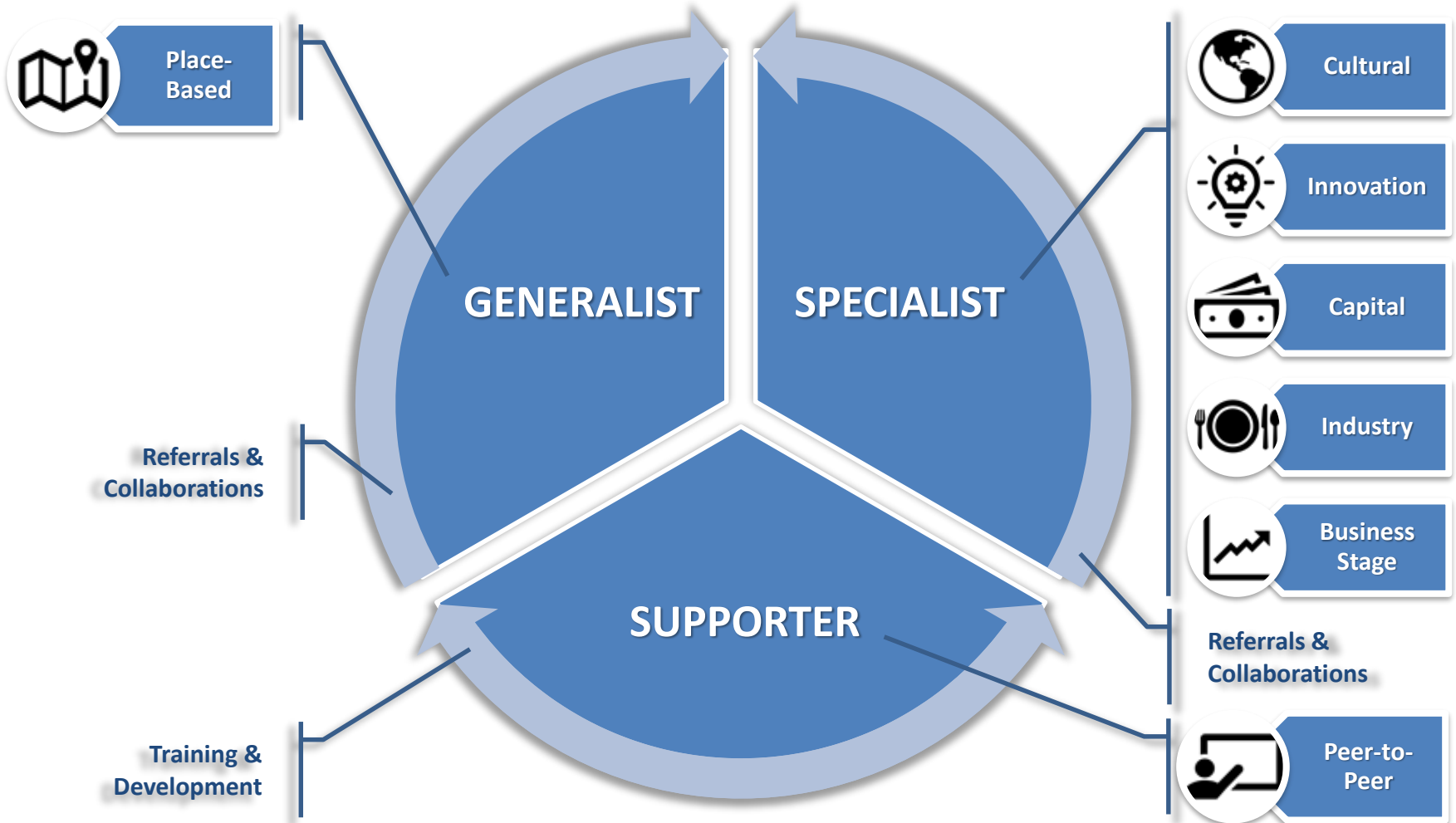
GOAL

- Strengthen Chicago's small business ecosystem
- Address the city's racial and ethnic wealth gap

PROGRAM DESIGN

- Based on research, surveys and focus groups to ensure alignment with the ever-evolving needs of Chicago's diverse business community
- Drive collaboration and coordination between business service organizations (BSO), with fellow grantees as well as non-NBDCs, in order to reach small businesses owners, especially Black, Latinx, women, immigrants and refugee entrepreneurs
- Business needs has evolved and this is what we've been hearing from the small business community, as well as our partners; more than ever we need an ecosystem that is strong and that is designed to support our existing businesses in a different way





Generalist

- Place-Based Generalist– supporting general business needs at the hyper-local level

Specialist

- Cultural Specialist – tailoring business support to meet cultural and language needs
- Innovation Specialist – creating and supporting new and emerging business models
- Capital Specialist – providing expertise on access to capital; recommending funding options, mentorship and credit building coaching
- Industry Specialist – providing industry-specific support for start-up and mature businesses in four key foundational and growth industries
- Business Stage Specialist – provides targeted strategies for at least one of the following stages: (a) pre-start-up and start-up, (b) growth and establishment and (c) maturity and exit/conversion

Supporter

- Peer-to-Peer Trainer – providing and sharing best practices to support and strengthen the entire NBDC grantee ecosystem



Place-Based Generalists

- Provide hyper-local business development assistance to Chicago's small business community in clearly-defined geographic areas listed by the applicant in their RFP response
- Support the development of general business acumen and assistance with (i.e. directly or via a referral partner) fundamental operational activities, including but not limited to applying for business license(s) and public way use permit(s), developing a business plan, marketing assistance, contract assistance, and product/service/workforce development



Place-Based Generalists - continued

- Support early-stage business owners in collecting business data to enable business owners to identify needs then route and connect them to relevant supports, such as the Regional Business Center, NBDC program grantee Specialists and/or qualified non-NBDC BSO referral partners
- Provide support to economic development activities



Cultural Specialists

- Provide business support services for Chicago's small business community members who often face cultural and language barriers to accessing mainstream business services and support
- BACP recognizes the unique obstacles racial and ethnic minorities as well as foreign-born business owners face, especially during the COVID-19 pandemic
- Cultural Specialists are expected to have extensive networks and act as cultural hubs for their respective communities
- Organizations will provide culturally-specific mentorship and assistance, as well as be a conduit for resources and opportunities to entrepreneurs and business owners in their community

Priority Demographics

- Immigrant and refugee entrepreneurs; entrepreneurs for whom English is not a first language; Black and Latinx entrepreneurs



Capital Specialists

- Provide support, counseling and coaching assistance to entrepreneurs and business owners requiring access to capital
- Access to capital is consistently reported to be one of the biggest challenges of small businesses, especially start-up businesses looking to scale, and businesses owned by women and people of color with limited access to funding networks
- Expected to maintain relationships with institutions and programs that provide debt and non-debt (i.e. equity and grant) capital
- Organizations will provide relevant services to business owners who are ready to apply for small business loans (e.g. recommending options for financing, enhancing applicant's loan activity; assembling business loans application documents) and for business that are not (e.g. mentorship; credit building coaching; capacity building resources)

Priority Demographics

- Black and Latinx entrepreneurs; women entrepreneurs



Industry Specialists

- Offer sector-specific programming for businesses looking for expert guidance on how to start or scale their business and overcome hurdles unique to their industry
- The NBDC program will prioritize four key industries based on current market size; business growth potential; high workforce participation and business ownership by people of color; employment potential (job creation, high earnings); and low barriers to entry



Priority Industries

- I. Arts, Entertainment and Media Production:** Support could include branding and marketing; integration into broader tourism & hospitality industry; workforce development and mentorship; business development and financials; cultivation of a community of small business owners
- II. Construction, Building Trades and Engineering Design:** Support could include business attraction; managing credit and capital; contracting bids; workforce development trainings on bidding and estimation
- III. Food & Beverage (Manufacturing and Retail):** Support could include business model guidance (e.g. food carts, catering, shared kitchens, cafe/restaurant, etc.); counseling on business regulation, compliance for building/fire codes and permits, and mandatory licenses, certifications; workforce development focused on soft skills; mentorship programs
- IV. Transportation and Logistics:** Support could include training on credit management for business financials; acquiring contracts; workforce development



Innovation Specialists

- Support the pilot or expansion of new business models, micro businesses, and businesses in new economies
- BACP is particularly interested in supporting new and existing worker cooperatives – businesses owned and controlled by its employees
 - Worker cooperatives offer many benefits including the ability for workers to acquire short and long-term wealth (through higher wages, annual dividends and co-ownership in a business asset) as well as participate in management decisions.
 - Supports would include coordinating education and training resources and providing technical, legal, and financial assistance for cooperatives.
- Innovation Specialists can also create or develop neighborhood-based shared work environments for micro/small businesses and new economy entrepreneurs through an incubator, accelerator, and/or co-working facility.

Priority Models

- Worker cooperatives
- Incubators/Accelerators
- New Economies



Business-Stage Specialists

- Provide targeted supports for businesses at different stages of growth and expansion
- Organizations should be skilled at identifying barriers to growth and utilizing the organization's networks and relationships to introduce clients to new markets
- Supports are encouraged to have a mix of low-touch group workshops and high-touch 1:1 counseling to affect deep impact

Priority Stages

- Early and Late Start-Up
- Growth/Expansion



Peer-to-Peer Trainers

- Work directly with other NBDC grantees to build the capacity of the organization and strengthen the collective capacity of the NBDC grantee ecosystem
- Trainers will identify and share best practices, provide training, professional development, and technical assistance and create a platform for connection and collaboration

Priority Topics

- Business/Economic Development
- Technology
- Organizational Operations



Work Plan

- Implement the activities, achieve measurable outcomes, and fulfill the targets, in the approved grantee work plan

Outcomes and Metrics

- For program compliance, and to measure efficacy of programs, all NBDC grantees will be required to submit documentation and Excel-based reports to validate completion of program activities and plans towards achieving approved outcomes via ECM

Voucher

- For fiscal compliance, all NBDC grantees will be required to submit vouchers/invoices via iSupplier; and participate in all City and BACP-sponsored audits, site visits, evaluation, and quality assurance activities



Proposals will be scored on the basis of the following, with 100 being the maximum score

- Monitoring – 15 points
- Program Summary – 30 points
- Work Program – 10 points
- Budget Information – 15 points
- Organizational Capacity – 20 points
- Overall Responsiveness – 10 points



The Review Panel will evaluate and rate all proposals based on the following evaluation criteria:

- Applicant demonstrates they have the following key existing capacities for the NBDC program section of this RFP:
 - Ability to provide assistance to entrepreneurs, business owners, and/or NBDCs per the NBDC Program category requirements
 - 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 2019/2020 NBDCs currently servicing the proposed geographic area and describe how their services are distinctive from the services provided by aforementioned grantees
- Applicant demonstrates how they will be successful in performing activities listed in this RFP
- Number of years the agency is financially in the black as evidenced by IRS Form 990
- 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



Timeline

- RFP Due Date | 11.30.20, Noon
- Decision Notifications | Mid-December

Contract Term

- Two-Year Contract
- Contracts are annual with a one-year option to renew based on compliance and performance

How to Apply

- To complete an application for this RFP, RESPONDENTS will need to set up an account in the [eProcurement/iSupplier](#) system
- If applying for more than one category, respondents must submit separate responses for each respective category



Questions?





Program Contact

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