

**A RESOLUTION OF THE NEW YORK CITY
WORKFORCE INVESTMENT BOARD EXECUTIVE COMMITTEE
RATIFYING THE BUSINESS SOLUTIONS CENTER
AGREEMENT FOR STATEN ISLAND**

WHEREAS, at its September 2002 meeting and as ratified at its January 2003 meeting, the New York City Workforce Investment Board (“WIB”) authorized the New York City Department of Employment (“DOE”) to issue a Request for Proposals (“RFP”) for vendors to provide jobseeker services and business services at six (6) Workforce1 Career Centers that were then expected to comprise the New York City One-Stop System;

WHEREAS, the New York City Department of Employment (“DOE”) issued such RFP on January 23, 2003;

WHEREAS, subsequent to the issuance of the RFP, the City of New York (the “City”) eliminated DOE and transferred responsibility for the administration of WIA-funded adult and dislocated worker programs to the New York City Department of Small Business Services (“DSBS”);

WHEREAS, at its March 2, 2004 meeting, the Executive Committee (the “Executive Committee”) of the New York City Workforce Investment Board authorized DSBS to proceed with the procurement process (the “Procurement Process”), as described in the City’s Procurement Policy Board rules, for business services agreements (hereinafter, “BSC Agreements”) for Workforce1 Centers in Brooklyn, the South Bronx, Jamaica (Queens), Staten Island, and Upper Manhattan, with the proviso that such contracts would be subject to the approval of the Executive Committee;

WHEREAS, DSBS has completed the Procurement Process and entered into a BSC Agreement for the Staten Island Business Solutions Center (the “SI BSC Agreement”);

NOW, THEREFORE, BE IT RESOLVED by the Executive Committee as follows:

1. The SI BSC Agreement with the Research Foundation of the State University of New York concerning the New York State Small Business Development Center in the amount of \$352,612 and containing the terms described in Exhibit A is hereby ratified.

2. DSBS is authorized to increase the amount of the agreement by up to ten percent (10%).

EXHIBIT A
MATERIAL TERMS OF THE SI BSC AGREEMENT

I. **TERM**

1. Initial period of two (2) years and seven (7) months.
2. Renewal period of three (3) years, at the option of the City.

II. **SERVICES.**

1. Business Solutions Services. The Contractor shall perform the Business Solutions Services (“Solutions Services”) described in Attachment 1 hereto (“Scope of Solutions Services”).

2. Marketing and Outreach Services / Marketing Materials.

(a) The Contractor shall conduct marketing and outreach for the BSC.
(b) The Contractor shall cooperate with City-wide marketing and outreach efforts on behalf of the BSC program.

(c) System Brand. The BSC shall be operated and marketed under the brand “Business Solutions Center” or such other brand as DSBS may select (“System Brand”). The Contractor may also use its own brand in such materials and activities with the approval of DSBS. All marketing activities of the Contractor and all marketing materials shall be subject to the approval of DSBS.

3. Customer Satisfaction. The Contractor shall survey BSC customers to measure customer and employer satisfaction with Contractor and BSC services. The Contractor shall address issues and problems disclosed in customer satisfaction surveys.

4. No Fee for Services Except As Authorized

(a) The Contractor shall not have the right to charge any fee or require any other payment or purchase for any of the Solutions Services.

(b) The Contractor may offer certain Solutions Services at the BSC on a fee-for-service basis, subject to DSBS’ approval.

III. SERVICE DELIVERY.

1. General Principles. The Contractor shall adhere to the following general principles.

(a) First-Class and Customer-Friendly Services. The Contractor shall perform and render the Solutions Services in a professional, first-class, customer-friendly manner at all times. The Contractor shall provide quality, timely and responsive customer service.

(b) Services for NYC Business. The Solutions Services shall be provided only to businesses that are based or operate in New York City, and shall be made accessible and useful to a wide range of NYC businesses, including businesses that operating in languages other than English.

(c) Informed Decision-Making. The Solutions Services shall be delivered in a manner that informs customer decision-making.

(d) Data Tracking and Reporting. The Contractor shall track data on the delivery of Solutions Services and the achievement of Outcome Goals using the systems and procedures established by DSBS and other systems as may be appropriate.

(e) Customer Satisfaction. Measuring, achieving and improving customer satisfaction shall be central goals of the Contractor and the BSC.

(f) Flexibility. The Contractor's management and staffing plan shall be flexible to accommodate changes in the Operating Plan to improve service delivery and address changes in BSC priorities, goals, and needs.

(g) Continuous Improvement. Continuous improvement will be a key goal of the Contractor and the BSC.

(h) Collaboration and Cooperation. The Contractor shall collaborate and cooperate with the WIA mandatory partner organizations and other private, public and not-for-profit organizations that are involved with the BSC.

2. Operating Plan.

(a) The Contractor shall perform the Services substantially in accordance with the Operating Plan and any new or modified Operating Plans.

(b) DSBS and the Contractor shall review, evaluate and modify the Operating Plan on a quarterly basis during the Term to assess and address its effectiveness, efficiency, and suitability.

3. Contractor Staff and Staff Training

(a) The Contractor shall provide a sufficient number of qualified staff to provide the Services. The staff shall have appropriate experience and training.

(b) Staffing levels, structure, and deployment shall adhere to the Operating Plan.

(c) DSBS shall have approval rights with respect to Contractor's hiring of management staff.

(d) The Contractor shall conduct appropriate, on-going training and development for its BSC staff, and shall cause its staff to participate in training in matters relevant to the performance of the Services.

IV. SERVICE LEVELS AND OUTCOME GOALS

The Contractor shall use its best efforts to achieve the Minimum Service Levels and Outcome Goals in the table below.

In addition, the Contractor shall achieve a minimum average overall service rating of "Good" to "Excellent" from businesses served by the BSC during each Year of the Term, according to feedback surveys conducted by a third party. DSBS shall determine the manner in which such surveys are to be conducted, and shall retain a qualified entity to perform such surveys at no cost to the Contractor.

	Year 1	Year 2	Year 3 ¹
<u>SERVICE LEVELS</u>			
Business Cases ²	467	490	299
Business Seminar (number, minimum attendance at each)	6 (25)	6 (25)	4 (25)
<u>OUTCOME GOALS</u>			
Job Orders ³	70	82	60

V. MANNER OF COMPENSATION FOR SERVICES

The Contractor shall be paid on a 100% cost reimbursement basis during the term.

¹ Year 3 is a period of 7 months

² "Business Case" means each discrete business issue, problem or need. Each businesses may have one or more Business Cases.

³ Number of job openings referred to the One-Stop System to be filled.

SCOPE OF BUSINESS SOLUTIONS SERVICE

SERVICE MODEL

1. BSC clients are first assessed by BSC vendor.
2. Client's issues are to be resolved by BSC vendor if possible
3. Otherwise, BSC vendor refers client to partners or third party entities for assistance.
4. BSC vendor has ultimate responsibility for services to BSC clients.

REQUIRED SERVICES

1. **Business Start-Up Assistance.** General assistance and counseling, including business plan development, and counseling and assistance with structuring, financing, and professional services
2. **Government Facilitation.** Expedite issues involving licensing, permitting, compliance, City regulations, and dispute resolution.
3. **Emergency Assistance.** Provide immediate and long-term assistance to address and prepare for emergencies such as black-outs and floods.
4. **Employer Workforce Assistance.** Help businesses meet hiring needs by filling job orders via engagement with SBS Workforce Development Division, and solicit job orders to be filled. Employer workforce assistance includes provision of information and assistance regarding employee training, recruitment, health insurance, payroll management, and HR and EO legal compliance.
5. **Location Information.** Provide general and demographic information on various business districts and special commercial districts. Make available real estate listings provided to SBS by its affiliate partners, and facilitate determination of eligibility and application for location-based financial incentives
6. **Financing Assistance** – Provide start-up and on-going businesses with information regarding financing and capital.
7. **Procurement Assistance** Help vendors become eligible to bid on City, State, Federal and non-Governmental contracts, including direction on where to look to find out about bidding opportunities.
8. **M/WBE Certification** Assist appropriate businesses with the Minority- or Woman-Owned Business certification process, in order to increase access to contracting opportunities.
9. **Locally Based Enterprise (LBE) Program Certification** Assist local companies with the certification and procurement process, in order to gain access to City contacts.
10. **Miscellaneous Technical Assistance** – Offer at least a basic level of information and assistance on other subjects critical to the success of a business, and refer businesses to partners

or third party entities for further services. Such subjects include financial and operations management training, marketing, insurance, litigation, taxes, intellectual property.

OPTIONAL ADDITIONAL SERVICES

Small Business Networking – Provide a forum for local small businesses to meet and exchange information and services

Provision of Capital: Small Business Lending / Micro-Loans – Provide access to business loans for small businesses and/or microenterprises to help business start, sustain or grow operations.

Technology Support – Assist with IT management, website and e-commerce development, and computer training.

Transportation Assistance – Provide transportation assistance to help employees commute to work.