



careers  
businesses  
neighborhoods

March 15, 2016

**REQUEST FOR PROPOSALS**  
**NYC Business Solutions - Industrial Business Services**  
**PIN: 80116P0005**

**ADDENDUM #1**

This addendum includes the following information:

**Section I:** Questions and Answers

**Section II:** Acknowledgement of Addenda

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**Section I:** Questions and Answers

1. Will it be the contractor's responsibility to track progress of information that is given to the City after reporting the business needs of each business? I understand the vendor will be using a CRM system to track the progress for the Industrial/Manufacturing business but will it also be the responsibility of the vendor to track the progress after information is provided to the City and will the vendor need to provide any analytical analysis of their findings with the City?

**Answer:** SBS will require that selected vendors maintain relationships with businesses that are provided services. The appropriate follow-up will be required to ensure businesses are satisfied with services rendered and to inform businesses of additional services and programs that are available. On occasion, there may be times that the city will request the vendor to provide analytical or statistical data on businesses located in their catchment area.

2. With regards to the CRM system that will be utilized, will the vendor have the opportunity to utilize a CRM system of their choice or is the vendor updating a NYC proprietary CRM system in which the vendor will have access and update the information and run analytical reports. If it is a NYC proprietary system that the vendor will have to update is the CRM system a cloud based system and will each vendor be assigned a certain list of companies in the area they are awarded separate from other vendors?

**Answer:** Vendors will not be allowed to choose their own CRM system. The contractor would be required to document activities related, but not limited to the core services through a customer relationship management (CRM)

system as required/ designated by the Dept. of Small Business Services. The vendors will have access to the Oracle on Demand system to document their activities. Oracle CRM On Demand is a cloud based software that will allow vendors to connect with CRM data.

3. Since there is no IBZ in Manhattan, how does that affect performance expectations and goals?

**Answer:** Performance goals and expectations will be based on historic trends and activities, as well as current and projected demand for the entire borough. Contract negotiations will also inform performance goals for the borough. Services to industrial and manufacturing businesses will not be exclusive and limited only to the areas of IBZ.

4. What are the current performance targets for each service?

**Answer:** The primary service categories are: Term loans, mobilization loans, Customized Training - Applications Submitted, Industry-Specific and On-the-Job Training - Businesses Referred, Events/Forums Attendance, Growth & Resiliency Service Connections, and assisting Startup businesses. The current performance targets per service area for the remainder of FY16 (1/01/2016 – 6/30/2016) are as follows:

Current Performance Targets Financing - Financing Awards							
Industrial Provider	Term Loans	Mobilization Loans	Customized Training - Applications Submitted	Industry-Specific and On-the-Job Training - Businesses Referred	Events/Forums Attendance	Growth & Resiliency Service Connections	Startup & Launch Service Connections
Bronx	4	2	2	1	44	18	18
Brooklyn East	2	1	1	1	25	10	10
Brooklyn North	4	2	2	1	44	18	18
Brooklyn South	4	2	2	1	44	18	18
Manhattan	2	1	1	1	25	10	10
Queens East	4	2	2	1	44	18	18
Queens West	6	2	3	2	50	20	20
Staten Island	2	1	1	1	25	10	10
<b>Total</b>	<b>28</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>301</b>	<b>122</b>	<b>122</b>

5. How many full time staff members are required to be allocated to the Manhattan contract?

**Answer:** Historically, there has been only one industrial provider for this area. It is up to the vendor to understand their capacity and staff appropriately to meet service demand. The service provider is part of a larger service network with additional resources that can be leveraged when needed.

6. For the Industrial Business Services Program, is the vendor only allowed to work with businesses with fewer than 125 employees?

**Answer:** No, there are no employee limits to the businesses served.

7. Are for-profit organizations eligible to respond to the RFP?

**Answer:** Yes, for-profits are eligible to apply.

8. Can for-profit organizations that are awarded the contract collect a fee for profit? If so, what percentage of the contract value can be collected as a fee for profit?

**Answer:** Fee for Profit capped at 10% of total of PS costs (Personnel Wages plus applicable Fringe. Only for Profit entities may seek funding on this line.

9. Are vendor's that have BSC contracts allowed to allocate staff resources and OTPS costs across both contracts? Can a BSC Director or Vendor Executive manage a full-time employee that is fully allocated to the Industrial Business Services Program?

**Answer:** Personnel costs should be allocated according to the percentage of time spent on each contract. OTPS should not be shared across contracts.

10. What are the sources of funding for this contract?

**Answer:** New York City Tax Levy Funding

11. How will Mayor DeBlasio's latest 10-Point Industrial Action Plan, announced in November 2015, impact the Industrial Business Services Program? Will additional resources be provided or additional services added?

**Answer:** The De Blasio Administration is providing \$1.5 million per year in baseline funding to relaunch the City's Industrial Business Solution Providers (IBSPs) Network. The impact will be that this program, operated by the Department of Small Business Services (SBS), will provide critical support services to hundreds of unique businesses in 21 IBZs citywide. Through the program, businesses will receive a specific set of services including: business education, financing assistance, recruitment and training support, help navigating government and accessing public incentives. As the City's eyes and ears on the ground, the IBSP network will also collect real-time data on industrial and manufacturing businesses, enabling the City to refine policies and better respond to the evolving needs of industrial and manufacturing

businesses.

12. What analysis has the City done to identify the needs of industrial businesses? What does the City believe to be the current gaps in services provided to industrial companies?

**Answer:** Comprehensive multi-agency study, business surveys, and evaluation conducted under the guidance of NYCEDC's Industrial Desk, which reviewed industrial and manufacturing activity, employment trends, and opportunities for more robust services and programs for the sector across all five boroughs. The studies looked at segment size, growth potential, emerging businesses and jobs.

13. What joint partnerships are SBS and the City planning to develop to build the capacity of the Industrial Business Services Program?

**Answer:** SBS will assist with capacity building and provide additional support when and if it is determined needed; however, SBS will expect vendor organizations participating in the program to have the requisite ability to perform and provide services upon commencement of their respective contracts.

In partnership with the Office of Workforce Development, SBS and NYCEDC, there will be opportunities to build and improve capacity when and if determined necessary. This could include, but not limited to sharing best practices across the industrial service provider network, targeted service training, engagement with business and other stakeholders to maintain high standards of service deliver among the industrial providers.

14. Are workforce development programs currently being developed to support this industry, and if so, in which specific sectors?

**Answer:** In addition to the aforementioned Career Pathways initiative and building on the success of the existing Workforce1 Industrial and Transportation Career Center in Jamaica, SBS will create up to 5 additional satellite centers in select IBZs with high job density. Each center will have the ability to serve 500 local businesses and 1,000 residents every year, providing training and job placement services in the construction, manufacturing, transportation, utilities, and wholesale distribution sub-sectors.

15. In Manhattan, what sectors within the industrial category does SBS believe to have not been reached through the Industrial Business Services Program?

**Answer:** The relaunch of the Program anticipates providing more extensive outreach to both traditional, advanced manufacturing and emerging businesses within the borough of Manhattan and easier/more direct access to programs and services to help them start, operate and expand.

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**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**

*Daryl Williams*  
Daryl Williams  
Agency Chief Contracting Officer

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**Section II: Acknowledgement of Addenda**

Please be reminded that you must acknowledge the receipt of this addendum by completing and submitting **Attachment C** with your proposal.

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**ATTACHMENT C**

**ACKNOWLEDGEMENT OF ADDENDA  
NYC Business Solutions - Industrial Business  
Services PIN: 80116P0005**

**Part I**

Listed below are the dates of issue for each Addendum received in connection with this RFP: Addendum # 1, Dated March 15, 2016

Addendum # 2, Dated \_\_\_\_\_, 2016

Addendum # 3, Dated \_\_\_\_\_, 2016

Addendum # 4, Dated \_\_\_\_\_, 2016

Addendum # 5, Dated \_\_\_\_\_, 2016

**Part II Acknowledgement of No Receipt**

\_\_\_\_\_ No Addendum was received in connection with this RFP

**Part III**

Proposer's Name: \_\_\_\_\_

Proposer's Authorized Representative:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_