

Assessment under Client Services) supported by client submitted financial documentation.

MBDA recognizes that the financial obligations evidenced by these transactions may be long-term, and require performance over an extended period. Consequently it is not necessary that the funds or other financial value specified under the agreements have actually changed hands for the project to receive credit under this performance element, so long as the agreement of the parties is documented and binding.

2. *Number of Jobs Created*—This is defined as the number of new full time and/or part time employment opportunities reported on the client's payroll during the funding year. Persons on paid sick leave, paid holiday and paid vacations are included as employees as are salaried officers and executives of corporations. However, proprietors and partners of unincorporated business are not considered employees under this definition.

3. *Number of New Clients*—This represents the actual number of new clients in a funding year. New clients are defined as those MBEs that complete a written engagement with the MBDC for specific services and registered with the MBDC.

4. *Administrative Management & Operational Quality*—Operational quality refers to the quality and effectiveness of the project operator's delivery of client services and project scope, as evidenced by the following performance elements relating to the day-to-day management of the project:

a. *Client Satisfaction*—An MBDA consultation process with clients of the MBDC used to verify and rate the qualitative level of services rendered by the MBDC.

b. *Management Assessment*—The management assessment reflects MBDA's own evaluation of the overall management of the MBDC project, based on the Agency's internal review of the project's operations. The management assessment reflects such areas as the development of written engagement letters and work plans, proper staffing, adherence to scheduled work hours, recordkeeping, successful completion of Agency training, and any other areas which MBDA may deem to be relevant in determining the overall quality of the project's operations.

c. *Market Promotion*—This represents the total number of successfully completed activities (per reporting period) as proposed in the applicant's response to this Notice.

d. *Resource Entries*—This is defined as the total quantity of accurate and timely records entered into MBDA's Portal tools (e.g., Phoenix, Opportunity, Capital Locator, Resource Locator, etc.) in support of its efforts to disseminate information electronically.

e. *Establish Strategic Partners*—This represents formalized memoranda of understanding between the MBDC and its strategic partners.

f. *Facilitated Matches*—This represents the number of minority firms directed by the MBDC to strategic partners, the MBDA funded network, and other business resources that result in a financial transaction (as described above under Dollar Value of Transactions).

Extraordinary Performance—Support of MBDA's Strategic Initiative

An element of MBDA's overall mission is to advocate on behalf of all MBEs. In part, MBDA recognizes successful efforts of MBDC operators to establish new opportunities for all

MBEs. *Extraordinary performance* by a MBDC or the MBDC operator may result in bonus points for the MBDC. The MBDC may receive up to a maximum of (5) performance bonus points (one (1) point for each fully completed initiative as defined below) in any funding period for the successful execution of the following four items:

(a) The MBDC and/or the MBDC operator may develop and maintain a maximum of five (5) *strategic initiatives designed to benefit the minority business community* within the MBDC geographic area.

(b) The strategic initiative(s) should be framed to expand market and financing opportunities for MBEs in areas not previously established by MBDA or the MBDA funded network.

(c) A desired and measurable economic impact that benefits MBEs must be established and accounted for at the end of the MBDC funding year. Economic impact can be formulated by identifying the dollar value of transactions (financings, contracts/ procurements) and/or other means of economic opportunities.

(d) The strategic initiative(s) should be documented in writing and should include

- The name(s) and contact information of the collaborating entities;
- Responsibilities and duties of the collaborating entities;
- The resources which each party agrees to commit to the relationship; and,
- The goals which the initiative is to accomplish.

Performance Standards

The year-to-date performance of an MBDC for Year One of the award will be based on the following rating system:

Minimum required percent of goals needed for each rating category	Minimum required points needed for each rating category	Rating categories
100% and above *	100 ** & above	Outstanding
At least 90	90–99	Commendable
At least 80	80–89	Good
At least 75	75–79	Satisfactory
Below 75	Below 75.0	Unsatisfactory

* Not to exceed 110%.

** Not to exceed 110 Points.

The year-to-date performance of an MBDC for Year Two of the award will be based on the following rating system:

Minimum required percent of goals needed for each rating category	Minimum required points needed for each rating category	Rating categories
100% and above *	100 ** & above	Outstanding
At least 90	90–99	Commendable
At least 80	80–89	Good