

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 Native American and other minority business enterprises that complete a written engagement with the NABDC for specific services and registered with the NABDC.

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 NABDC used to verify and rate the qualitative level of services rendered by the NABDC.

b. *Management Assessment*—The management assessment reflects MBDA's own evaluation of the overall management of the NABDC 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 NABDC and its strategic partners.

f. *Facilitated Matches*—This represents the number of minority firms directed by the NABDC 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 Native American and minority firms. In part, MBDA recognizes successful efforts of NABDC operators to establish new opportunities for all Native American and minority firms. *Extraordinary performance* by a NABDC or the NABDC operator may result in bonus points for the NABDC. The NABDC may receive up to five (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 NABDC and/or the NABDC operator may develop and maintain a maximum of five (5) *strategic initiatives designed to benefit the Native American and minority business community* within the NABDC geographic area.

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

(c) A desired and measurable economic impact that benefits Native American and minority business enterprises must be established and accounted for at the end of the NABDC 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 NABDC 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** and above	Outstanding
At least 90	90–99	Commendable
At least 80	80–89	Good
At least 75	75–79	Satisfactory
Below 75	Below 75	Unsatisfactory

*Not to exceed 110%

**Not to exceed 110 Points

The year-to-date performance of an NABDC 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** and above	Outstanding
At least 90	90–99	Commendable
At least 80	80–89	Good
At least 77	77–79	Satisfactory
Below 77	Below 77	Unsatisfactory

*Not to exceed 110%

**Not to exceed 110 Points