

DCAS Commissioner  
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## Citywide Shared Services

DCAS Office of Citywide Purchasing (OCP) is taking the lead on a new initiative in cooperation with the Mayor's Office of Contract Services (MOCS) to identify services contracted by multiple city agencies, and consolidate the requirements into one procurement. The goal of this initiative is to achieve savings and purchasing efficiencies, as well as standardize contracts and aggregate the City's demand. OCP has undergone a significant amount of restructuring and training in the past year to accommodate more complex service solicitations, and has worked with MOCS and Agency ACCOs to develop citywide specifications for solicitations that best represent multiple agency needs.

Below is a brief synopsis of a few ongoing solicitations:

**Enterprise Print Management (EPM):** This solicitation is being issued as an intergovernmental from the Federal General Services Administration (GSA) Schedule 70 IT Solutions Contract. EPM will manage several different contracts for maintenance, paper and consumables for a fleet of output devices. There are significant savings associated with consolidating the entire management of a print operation and outsourcing it to a private company. City agencies will pay per impression so the entire cost of the printing operation will be captured in one small fee per piece of paper. The vendor is expected to provide everything involved in a printing operation (e.g. multi-functional devices, consumables, paper, etc.). OCP is currently in the process of evaluating proposals from vendors on GSA Schedule 70 with an evaluation committee represented by DCAS, Mayor's Office of Operations, DoITT and ACS. OCP expects a contract to be registered by July 1, 2012.

**Language Services:** This solicitation is being conducted as a Request for Proposal (RFP) and covers 6 service categories (telephonic interpretation, in-person interpretation, translation, transcription, CART services and sign language interpretation). OCP is currently in the process of evaluating proposals with a committee represented by DoITT, OATH, ACS, DOF and Mayor's Office of Operations. OCP expects a contract to be registered in FY 13.

**HVAC Repair and Maintenance:** This solicitation is being issued as a Competitive Sealed Bid (CSB) and will be evaluated from a best value standpoint, based on recent legislation passed by the Governor. The contract will cover work to be completed by various labor titles covered by prevailing wage requirement. Agencies will be required to complete a task order for necessary work, and register it with the Comptroller. OCP is currently in the process of seeking law department approval prior to releasing the solicitation and hopes to have a contract registered by July 1, 2012.

**Off-Site Record Storage:** This solicitation was conducted as a CSB and covers 11 different classes of off-site record storage. Each class stipulates specific climate and/or retrieval requirements. The contract has been registered by the Comptroller. Please visit OCP's website for details.

For a complete list of solicitations in progress, please see the below Citywide Service Contracts Chart.

Registered Citywide Service Contracts	Out for Bid
<ul style="list-style-type: none"> <li>• Remi - Equipment Maintenance Management</li> <li>• Small Package Delivery Services</li> <li>• Moving Services</li> <li>• Trucking Services</li> <li>• Toilet Rentals</li> <li>• Water Purification System Installation &amp; Maintenance</li> <li>• Voucher-Based Car Services</li> <li>• Off-Site Record Storage and Related Services</li> </ul>	<ul style="list-style-type: none"> <li>• Citywide Security Guards *</li> <li>• Carpet</li> <li>• HVAC Maintenance and Repair</li> <li>• Electrical Service Demand Response</li> </ul>
Pending Award	In Process
<ul style="list-style-type: none"> <li>• Stenographic/Court Reporting Services*</li> <li>• Strategic Vehicle Parts Partnership</li> <li>• Maintenance, Repair and Operations Supplies</li> <li>• Fuel Management System</li> <li>• Car Sharing</li> <li>• Enterprise Print Management</li> <li>• Language Services*</li> <li>• Fuel Card Services</li> <li>• Integrated Pest Management</li> <li>• Elevator Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Alarm Maintenance &amp; Installation</li> <li>• NYSID Services Catalog Contract (Preferred Source)</li> <li>• Advertising Services*</li> <li>• Back-up Office Cleaning</li> <li>• Citywide Electrical Repair &amp; Maintenance</li> <li>• Employee Drug Testing</li> <li>• P-card*</li> <li>• Process Serving</li> <li>• Locksmith</li> <li>• JOCS</li> </ul>

\* Denotes that this service is currently available on contract, all or in part.

## SBS Launches “Compete to Win”

The NYC Department of Small Business Services is pleased to announce “Compete to Win,” five new services to help create more opportunities for businesses to compete, connect and grow by selling to the City. The new initiative reaffirms New York City’s commitment to helping Minority and Women-owned Business Enterprises (M/WBEs) and small businesses succeed at procuring City contracts.

Compete to Win uses a combination of workshops, one-on-one assistance, exclusive partnerships, and mentoring provided by industry leaders to help M/WBEs compete for and win City contracts, by eliminating market barriers and improving competition.

Compete to Win offers the following set of services for M/WBEs:

### NYC Construction Loan

The NYC Construction Loan pilot service, which launched in December 2011, provides short-term working capital loans from the New York Business Development Corporation to M/WBE firms in the construction sector. The loans are designed to help fund upfront expenses of labor and equipment for M/WBEs and other small businesses awarded contracts with participating City agencies (Department of Transportation, Department of Design and Construction, Department of Parks and Recreation, Department of Citywide Administrative Services, Department of Environmental Protection). Eligible firms will receive packaging assistance, pre-approval for a loan, and disbursement of funds once awarded a contract. Twenty-three firms are already in the process of applying.

### Technical Assistance

The Technical Assistance service provides free workshops and one-on-one assistance to prepare firms to compete for and perform on City contracts. Workshops provide an in-depth understanding of specific industry requirements and standards for the submission of City bids and proposals. The one-on-one personalized assistance will provide firms with bid and proposal guidance on submitting offers for City contracts, as well as aiding unsuccessful bidders and proposers in evaluating their bids and proposals. The service

begins with a session on how to sell products to the City taking place on Friday, February 24, 2012.

### **NYC Teaming**

In partnership with American Express OPEN, NYC Teaming helps firms create joint venture partnerships that allow them to bid on larger contracts or pursue new contracting opportunities. The service includes a Business Matching Event and a series of workshops leading up to that event —Joint Ventures, Marketing to Partners, and Presenting Your Teamed Firm to Buyers—which will educate firms on the teaming process and how to market to buyers and other firms. The matching event in combination with workshops will help businesses with complementary skills create matches with one another and compete for contracts.

### **Bond Readiness**

Bond Readiness helps small businesses, including M/WBEs, secure surety bonds for NYC construction projects. Services include: workshops on accounting and financial management, insurance requirements, safety management, credit repair, and more. One-on-one financing assistance is also available to help with credit repair, bookkeeping, application packaging, and referral to the right sureties. The service will begin in April, 2012.

### **NYC Construction Mentorship**

The NYC Construction Mentorship service provides certified construction firms who bid on designated contracts with partnering agencies with greater access to City construction opportunities, a customized growth plan developed with a construction management firm, management classes, and on-the-job training services for contract winners. Businesses can start pre-qualifying now for contracts with Housing Preservation and Development, and Parks and Recreation. Bidding opportunities and mentoring services will be available in April 2012.

In addition to these new initiatives, SBS also offers a number of other services to help M/WBEs, including **Strategic Steps for Growth**. M/WBEs can develop a strategic plan for the future of their companies with this nine-month executive education program offered in partnership with the New York City Council and the NYU Leonard N. Stern School of Business, Berkley Center for Entrepreneurship & Innovation. M/WBEs can also take advantage of the **Corporate Alliance Program (CAP)**. Created in partnership with 12 corporate partners, CAP is a set of services designed to connect certified M/WBEs with contracting and capacity-building opportunities in the private sector through workshops, one-on-one coaching with a senior executive from a corporation, exclusive contracting opportunities in the private sector, and more.

Services are also available through NYC Business Solutions Centers, located in all five boroughs. NYC Business Solutions is a set of services to help businesses start, operate, and expand in NYC. These services are provided at no cost to businesses of any size and stage. Services include: business courses, legal assistance, financing assistance, navigating government, incentives, recruiting, training employees, and M/WBE certification.

With the addition of the “Compete to Win,” NYC Business Solutions will be able to help even more M/WBEs and small businesses grow in New York City.

To learn more, please go to [nyc.gov/competetowin](http://nyc.gov/competetowin).

## **DCAS Agency Purchasing**

The beginning of a new year brings another example of DCAS' ongoing commitment to improving performance, by streamlining, and consolidating operations, as well as enhancing internal and external customer service. The latest initiative is the consolidation of all internal DCAS purchasing functions. In early January, 13 DCAS purchasing staff from 4 different LOS' moved to the 18th floor where they are now assigned to the newly consolidated Agency Purchasing Office. Assistant Commissioner Carol Green was appointed Agency Chief Contracting Officer (ACCO) for DCAS on January 3, 2012. She will lead the effort to restructure the office and deliver timely, quality purchasing services that support all DCAS functions. This reorganization is a collaborative effort among Carol and her Agency Purchasing staff, DCAS' Productivity Officer and OCP's Executive Director for Re-engineering initiatives. The team will build upon the results of the DCAS Purchasing Lean Six Sigma (LSS) projects that were completed in August 2011 to establish a consolidated, cohesive, and effective purchasing organization. The purchasing LSS projects identified numerous inefficient and inconsistent processes, redundant reviews and approvals, and a lack of sufficient training for staffing specific areas.

As a first step to supporting a well-defined mission and carrying out LSS recommendations, staff members were co-located and roles and responsibilities were clarified for them. LSS purchasing efficiency recommendations include standardizing procedures, streamlining workflows, and incorporating new technologies. The expected benefits of these efforts include: reduction of time to complete purchases; elimination of duplicative or unnecessary forms and approvals; consolidation of similar purchases into larger, more cost effective contracts; and identification of potential citywide contracting opportunities.

## **OCP's New Website**

The Office of Citywide Purchasing (OCP) is pleased to announce the release of its new website. OCP's website expands the availability of public information and aims to assist agencies in their planning process. Information now available online includes: OCP's current solicitations; recent bid tabulations; recent awards; current contracts in the portfolio; contracts in the OCP pipeline; contracts expiring soon; and estimated procurement times. With greater transparency of information, we also hope to increase vendor participation. Increased competition will result in lowest net cost awards for goods and services, and maximize the yield of taxpayer dollars. We encourage you to visit OCP's website at [www.nyc.gov/citywidepurchasing](http://www.nyc.gov/citywidepurchasing).

## Minority and Women-owned Business Enterprises (M/WBE)

*Did you know that DCAS has existing Requirement Contracts with the following Certified M/WBEs?*

*Just to name a few....*

- *Wats International*
- *Metalline Fire Door Co. Inc.*
- *First American Business*
- *Supreme Chemical Company*
- *Uniforms By Park Coats*

*We are doing big things at DCAS to encourage M/WBEs to bid on Citywide contracts. Just look at all the information we are making publicly available on the DCAS website to educate the vendor community. Check back with us in the next issue to learn about some of our other initiatives. To find out more information on M/WBE contracts please contact the DCAS M/WBE Officer, Christine Norman at (212) 669-4205 or at [cnorman@dcas.nyc.gov](mailto:cnorman@dcas.nyc.gov).*