

M/WBE Survey (in Word format)

NOTICE: Thank you for your participation in this survey. Participation in this survey is voluntary and all responses will be kept confidential. Your answers will be used for research purposes by the Office of the Public Advocate. The purpose of this survey is to examine the current M/WBE (Minority- and/or Woman-Owned Business Enterprises) program run by the New York City Department of Small Business Services and the obstacles City procurement policies present to M/WBEs. *Please complete the survey only once.*

If you have any questions about this survey, please contact Susie Han, Office of the Public Advocate, at (212) 669-2455.

GENERAL QUESTIONS

1. Is your business at least 51% owned, operated, and controlled by a minority and/or woman (Yes or No) [If Yes: Please check the sex and/or race/ethnicities of the “person/people in charge” of the business. Please check all that apply.
 - Female
 - Black (having origins in any of the Black African racial groups)
 - Hispanic (being of Mexican, Puerto Rican, Dominican, Cuban, Central or South American descent, of either Indian or Hispanic origin, regardless of race) (NOT Portuguese or Spanish ethnicity)
 - Asian-Pacific (having origins in the Far East, Southeast Asia, or the Pacific Islands)
 - Asian-Indian (having origins in the Indian subcontinent)
 - Native American or Alaskan Native (having origins in any of the original peoples of North America)][If No: Discontinue survey]
2. Is the principal office of your business located in New York City? (Yes or No)
[If No: Discontinue survey]
3. Has your business been in operation for one year or more? (Yes or No)
[If No: Discontinue survey]
4. Is the owner of the business a US citizen or permanent resident alien? (Yes or No)
[If No: Discontinue survey]
5. Please fill in your title in relation to the business (i.e., owner, president, manager, etc.).
_____.
6. Is your business currently certified with the NYC Department of Small Business Services (SBS) as a Minority- and/or Woman-Owned Business Enterprise (M/WBE)? (Yes or No)
[If No: Has your business been M/WBE certified with SBS in the past? (Yes or No)]
7. Description of your business: Please check the type of business you operate (Please check one):
 - Construction Services (Services for construction, rehabilitation, and/or renovation of physical structures, asbestos and lead abatement, painting services, carpentry services, carpet installation/removal, demolition services, and other construction-related services)
 - Goods (Physical items, including commodities)
 - Professional Services (Services that typically require the provider to have experience in a specialized field or have an advanced degree and exercise judgment. Services include: accounting, auditing, legal, management consulting, information technology, actuarial, advertising, health services, pure construction management, architectural services, environmental analysis, engineering, and traffic studies)
 - Standard Services (Services that usually do not require the provider to have an advanced degree or experience in a specialized field. Services include: security, janitorial, secretarial, transportation, collection, food-related services, and plumbing, electrical and HVAC services related to ongoing maintenance/repair not related to new construction)
 - Other (Please specify) _____.

[If Professional Services selected: Does your business provide architectural or engineering services? (Yes or No)]

If Yes: Is the average gross annual receipts for your business less than \$4.5 million? (Yes or No)]

[If Standard Services selected: Does your business provide carpet or upholstery cleaning or dry cleaning/laundry services? (Yes or No)]

If Yes: Is the average gross annual receipts for your business less than \$4.5 million? (Yes or No)]

[If Goods selected: Are you a wholesaler of goods? (Yes or No)]

8. How many employees (including yourself and any full or part-time employees) are part of your business?

- 1 to 5
- 6 to 10
- 11 to 15
- 16 to 20
- 21 to 25
- 26 to 50
- 51 to 99
- 100 or more

[If 100 or more selected: Are you a wholesaler of goods? (Yes or No)]

9. What are the average gross annual receipts for your business? \$_____

10. Is your business interested in obtaining contracts with the City of New York? (Yes or No)

11. Is your business listed in the NYC Online Directory of Certified Businesses? (Yes or No)

M/WBE APPLICATION

12. Have you ever applied to the SBS M/WBE program? (Yes or No)

[If Yes: go to question 12.a]

- a. How difficult was it for your business to complete the M/WBE application?
 - Not difficult at all
 - Somewhat difficult
 - Very difficult
 - Extremely difficult
- b. How reasonable were the documentation requirements of the M/WBE application (i.e. financial statements, proof of contracts, corporate/partnership documents and other additional supporting documents)?
 - Very reasonable requirements
 - Reasonable requirements
 - Fairly unreasonable requirements
 - Extremely unreasonable requirements
- c. How time-consuming was it for your business to complete the M/WBE application?
 - Not very time-consuming
 - Somewhat time-consuming
 - Very time-consuming
 - Extremely time-consuming
- d. How clear were the M/WBE application instructions?
 - The application was very easy to understand
 - The application was easy to understand
 - The application was somewhat difficult to understand
 - The application was very difficult to understand
- e. While completing the M/WBE application, did you ever contact SBS with a question or request clarification concerning the application? (Yes or No)

[If Yes: Did you obtain a satisfactory response from SBS regarding your inquiry? (Yes or No)]

- f. Did SBS give your business any one-on-one advice regarding your business' opportunities for City procurement either before, during, or after the M/WBE certification process? (Yes or No)

[If Yes: Did you find that the advice SBS gave your business about the likelihood of obtaining City contracts was accurate or misleading? Please elaborate. _____.]

- g. Did your business receive any advice from SBS on how to complete the sections of the M/WBE application that asked for a description of your business (including what products and services your business sells)? (Yes or No)

[If Yes: Were you satisfied with the suggestions SBS offered on how to describe your business? (Yes or No)]

[If No: Would it have been useful to have one-on-one assistance on that section of the M/WBE application? Please elaborate. _____.] [Go to question 13]

[If No to question 12: Please check or add the reasons your business has never applied for SBS M/WBE certification. (Please check all that apply).

- Never knew about the M/WBE program
- Not interested because the City does not use my business' goods/services
- The City already has contracts in place for my goods/service
- The M/WBE application seems too time-consuming and burdensome
- Do not believe that M/WBE certification would lead to City contracts
- Too busy with other clients to bother with City contracts
- Other (please specify): _____.

[Go to question 14]

13. Has your business ever been rejected by SBS for M/WBE certification? (Yes or No)

[If Yes: go to question 13.a] [If No: go to question 14]

- a. Please check or add the reasons your business was rejected for SBS M/WBE certification. (Please check all that apply).

- Difficulty documenting race
- Difficulty documenting operation of the business for more than one year
- Other (please specify): _____

14. Is your business currently certified as a M/WBE with another agency/organization (other than NYC SBS)? (Yes or No)

[If Yes: Please list all other agencies/organizations with which your business is registered as a M/WBE. _____]. [Go to question 14.a.].]

[If No: skip to question 15]

- a. Did you apply for SBS M/WBE certification after you were already M/WBE certified at another agency/organization?

Yes [Go to question 14.a.i]

No [Go to question 15]

- i. Has your business submitted a SBS "fast track" application since your business became certified with another agency/organization? (Yes or No)

[If Yes: go to question 14.a.i.*]

* How difficult was it to complete the fast track application?

- Very difficult
- Somewhat difficult
- Easy
- Very easy

** Please check the method by which you obtained a fast track application.

- I had to call SBS to ask for a fast track application

- SBS suggested I complete a fast track application and sent it to me
*** How reasonable were the supporting documentation requirements of the M/WBE fast track application?

- Very reasonable requests
- Reasonable requests
- Fairly unreasonable requests
- Extremely unreasonable requests

[If No to question 14.a.i: Why did your business not submit a “fast track” application?

- Did not know the “fast track” application was available
- SBS did not recognize the agency/organization from which my business was M/WBE certified
- Other (please specify) _____]

15. Have you ever attended the free seminar on how to complete the M/WBE application? (Yes or No)

[If Yes: Go to question 15a. If No: Go to question 16]

a. How helpful was the seminar on how to complete the M/WBE application?

- Not helpful at all
- Somewhat helpful
- Very helpful

b. Was the seminar schedule (3rd Thursday of the month during the day and 4th Wednesday of the month in the early evening) convenient for you? (Yes or No)

c. After attending the seminar, did you actually submit an application? (Yes or No)

M/WBE RECERTIFICATION APPLICATION

16. Has your business completed the SBS M/WBE re-certification application? (Yes or No)

[If No: Please check or add the reasons your business has not completed the SBS M/WBE re-certification application. (Please check all that apply).

- Never was initially certified
- Not time to re-certify (business is still in its initial certification period)
- The re-certification application is too time-consuming to complete
- Since my business has not obtained any significant business from the City, will not complete a re-certification application
- Too busy to re-certify
- Other (please specify): _____.]

[If Yes: go to question 16.a]

a. How difficult was it for your business to complete the SBS M/WBE re-certification application?

- Not difficult at all
- Somewhat difficult
- No problem
- Very difficult
- Extremely difficult

b. How reasonable were the documentation requirements of the SBS M/WBE re-certification application (i.e. financial statements, proof of contracts, and other additional supporting documents)?

- Very reasonable requirements
- Reasonable requirements
- Somewhat unreasonable requirements
- Extremely unreasonable requirements

c. How time-consuming was it for your business to complete the SBS M/WBE re-certification application?

- Not very time-consuming

- Somewhat time-consuming
 - Very time-consuming
 - Extremely time-consuming
- d. How clear were the SBS M/WBE re-certification application instructions?
- The application was very easy to understand
 - The application was easy to understand
 - The application was somewhat difficult to understand

INTERACTION WITH SBS

17. Please check the events/venues at which you have seen the M/WBE program advertised. (Please check all that apply).
- Annual Neighborhood Achievement Awards
 - The Chamber of Commerce with which your business is affiliated
 - NYC Business Solution centers
 - Networking events
 - Contractor/Trade Fairs
 - Conferences
 - Other (please specify): _____
18. Please check all media in which you have seen an article or advertisement about the M/WBE program.
- NYC or SBS websites
 - City wide publications (English language), such as *The New York Times*, *New York Post*, *Daily News* or *Staten Island Advance*
 - Community based publications (English language), such as *Riverdale Press*, *Queens Courier* or *Flatbush Life*
 - Newsletters and publications affiliated with local Chambers of Commerce
 - Newsletters and publications affiliated with small business/women/minority business organizations or trade organizations
 - Foreign language press or newspapers-- *El Diario*, *World Journal* or *Korea Times New York*
 - Other organizations' websites that link to SBS M/WBE program website
 - Other (please specify): _____
19. Please check the other methods by which you have been made aware of the M/WBE program.
- Direct solicitation by SBS (letter, phone call, fax, email)
 - Direct solicitation by a City agency
 - Other business owners (word of mouth)
 - Other (please specify): _____
20. Please rate the job SBS is doing of reaching out to businesses regarding the M/WBE program.
- SBS is not making an effort to get the word out about the M/WBE program
 - SBS is making a minimal effort
 - SBS is making a moderate effort
 - SBS is making a significant effort
 - SBS is doing a great job reaching out to businesses about the M/WBE program
21. Are you aware of the SBS Advisory Board? (Yes or No)
[If Yes: go to question 21.a. If No: go to question 22]
- a. How useful do you think the Advisory Board is in its current capacity?
- Very useful
 - Somewhat useful
 - Not useful at all
 - No opinion

- b. Please offer any thoughts, insights or complaints about the Advisory Board.
_____.
- c. Have you ever been contacted about becoming a member of the Advisory Board? (Yes or No)
- d. Would you be interested in becoming a member of the Advisory Board? (Yes or No)

DOING BUSINESS WITH THE CITY

- 22. Does your business have the capacity to fulfill the following contracts? (Please check all that apply).
 - \$5,000 or less
 - Between \$5,001 and \$25,000
 - Between \$25,001 and \$50,000
 - Between \$50,001 and \$100,000
 - Between \$100,001 and \$500,000
 - Between \$500,001 and \$1,000,000
 - More than \$1,000,000
- 23. Is your business a business that generally requires bonding (Yes or No)
[If No: go to question 29]
- 24. Is your business bonded? (Yes or No)
[If Yes: go to question 24.a] [If No: go to question 29]
 - a. What is your business' aggregate bonding limit (in dollars)? \$_____.
 - b. What is your business' bonding limit (in dollars) on a single job? \$_____.
- 25. Have the bonding requirements for City contracts prevented your business from trying to obtain a City contract? (Yes or No)
- 26. Have you ever attended a free SBS seminar on bonding? (Yes or No)
[If Yes: Was the seminar helpful?
 - Very helpful
 - Somewhat helpful
 - Not helpful at all]
 [If No: go to question 29]
- 27. Was the bonding seminar schedule (two seminars per year, in May and November, from 9 a.m. to Noon) convenient for you to attend? (Yes or No)
- 28. Would it be useful for your business if there were more bonding seminars than two per year? (Yes or No)
- 29. Is your business currently or has it in the past been certified as a M/WBE by NYC SBS? (Yes or No)
[If No: Go to question 39]
- 30. How much business (as a percentage of your total business) did your business do with the City before your business became M/WBE certified? (Please enter 0% if no business was done with the City). _____%
- 31. How much business (as a percentage of your total business) did your business do with the City after your business became M/WBE certified? (Please enter 0% if no business was done with the City). _____%
- 32. Have the City contracts your business has been awarded made it worthwhile for you to have completed the M/WBE application? (Yes or No)
[If No: Please explain why it was not worthwhile to complete the M/WBE application.
_____.]
- 33. If your business was not already M/WBE certified, would you complete the M/WBE application today? (Yes or No)
[If No: Please explain why you would choose not to become M/WBE certified. _____.]
- 34. Since becoming M/WBE certified, has SBS helped your business build capacity (i.e. helped your business grow and successfully compete for City contracts)? (Yes or No)
[If Yes: go to question 34.a] [If No: go to question 35]

- a. Which services has SBS assisted your business with? (Please check all that apply).
- Assistance on how to sell to government
 - Assistance with proposal writing
 - Assistance with identifying procurement opportunities
 - Assistance with putting my business in touch with buyers at City agencies
 - Other (please specify): _____.
35. Has your business been contacted by a City agency for a prospective small purchase, including a micropurchase, or a formal contract (such as a competitive sealed bid or request for proposal/competitive sealed proposal) in 2006? (Yes or No)
 [If Yes: go to question 35.a] [If No: skip to question 36]

- a. How many of these solicitations were (Please fill in a number):

Micropurchase (\$5,000 or less)	
Small Purchases (\$100,000 or less)	
Competitive Sealed Bids (CSBs) (more than \$100,000)	
Requests for Proposals (RFPs) or Competitive Sealed Proposals (more than \$100,000)	

- b. How many of these solicitations did your business win (i.e. your business was awarded the City contract) and what was the total dollar amount of these awards in 2006?

No. of Micropurchases		Total dollar amount	
No. of Small Purchases		Total dollar amount	
No. of Competitive Sealed Bids (CSBs)		Total dollar amount	
No. of Request for Proposals (RFPs) or Competitive Sealed Proposals (CSPs)		Total dollar amount	

- c. Has your business been contacted by a City agency for a micropurchase opportunity (\$5,000 or less)? (Yes or No)

[If Yes: go to question 35.c.i] [If No: go to question 35.d]

- i. Do you believe that being M/WBE certified has increased your business' opportunities for micropurchases? (Yes or No)
- ii. What communication method has been used to contact your business about a micropurchase opportunity? (Please check all that apply).

- Telephone
- E-mail
- Fax
- Mail
- Referral/Word of Mouth

- iii. How effective is the outreach by City agencies for micropurchase opportunities?

- Very effective
- Somewhat effective
- Not effective at all

- d. Has your business been contacted by a City agency for small purchase opportunities (\$100,000 or less)? (Yes or No)

[If Yes: go to question 35.d.i] [If No: go to question 36]

- i. Do you believe that being M/WBE certified has increased your business' opportunities for small purchases? (Yes or No)
- ii. Do you understand how the 5+5 procurement method for small purchases works? (Yes or No)

36. Does your business perform construction or professional services? (Yes or No)

[If Yes: go to question 36.a] [If No: skip to question 37]

a. Has your business performed subcontracting work on a prime contract for City procurement? (Yes or No)

[If Yes: go to question 36.a.i] [If No: skip to question 37]

i. For what type of work do prime contractors primarily subcontract your business? (Please check all that apply).

- Construction
- Professional services (such as accounting, law, medical, technology, architectural, engineering, etc.)

b. For subcontracting work, is your business generally contacted by a prime contractor or by SBS?

- Prime Contractor
- SBS

[If Prime Contractor: go to question 36.b.i] [If SBS: go to question 36.b.**]

i. Are the prime contractor's solicitation deadlines for subcontracts generally reasonable?

- Very reasonable deadline
- Reasonable deadline
- Fairly unreasonable (short) deadline
- Extremely unreasonable (too short) deadline
- Not applicable

** [If SBS]

Generally, how effective is SBS in linking your business to subcontracting opportunities?

- Very effective
- Somewhat effective
- Not effective at all

c. How many times in 2006 has your business been a subcontractor on a CSB (Competitive Sealed Bid) or on a RFP (Request for Proposal) or CSP (Competitive Sealed Proposal)? (Please write 0 if no subcontracting work has been done).

Competitive Sealed Bid	
Request for Proposal/ Competitive Sealed Proposal	

d. Please provide an estimate on the aggregate (total) dollar (\$) value your business has been awarded in subcontracting work in 2006. (Please write 0 if no subcontracting work has been done).

Competitive Sealed Bid	\$
Request for Proposal/ Competitive Sealed Proposal	\$

37. Has your business tried to obtain contracts to provide goods/services that are procured only through requirements contracts (a contract where the City agrees to purchase a particular good(s) exclusively from one vendor)? (Yes or No)

[If Yes: go to question 37.a. If No: go to question 38]

a. Were you aware that your business' good/service is only procured through a requirements contract before you completed the M/WBE certification process? (Yes or No)

b. Did any SBS staff member inform your business about requirements contracts? (Yes or No)

c. Did SBS talk to you about how requirements contracts might affect your business dealings with the City? (Yes or No)

38. Has your business performed work/delivered a good on a contract in 2006 (Yes or No) [If Yes: go to question 38.a. If No: skip to question 39]

a. Was this work/good primarily for a City agency or a Prime Contractor (for subcontracting work)?

- City Agency
- Prime Contractor
- Both a City Agency and Prime Contractor

[If City Agency: go to question 38.a.i] [If Prime Contractor: go to question 38.a.##] [If

Both: go to question 38.a.**]

[If City Agency]

i. After performing your business' service or delivery of goods, was your business paid in a timely fashion by the City agency? (Yes or No)

[If No: Please list the City agencies that were delinquent in payment.

_____.]

ii. After your business provided all the necessary paperwork, approximately how many days did it take, on average, to receive payment? Number of days for payment: _____.

[Go to question 39]

[If Prime Contractor]

iii. After performing your business' service or delivery of goods, was your business paid in a timely fashion by the Prime Contractor? (Yes or No)

[If No: Please list the Prime Contractors that were delinquent in payment.

_____.]

iv. After your business provided all the necessary paperwork, approximately how many days did it take, on average, to receive payment? Number of days for payment: _____.

[Go to question 39]

** [If Both]

v. After performing your business' service or delivery of goods, was your business paid in a timely fashion by the City agency? (Yes or No)

[Please list the City agencies that were delinquent in payment. Write N/A if City agencies paid on time). _____.]

vi. After your business provided all the necessary paperwork, approximately how many days did it take, on average, to receive payment from the City agencies? Number of days for payment: _____.

vii. After performing your business' service or delivery of goods, was your business paid in a timely fashion by the Prime Contractor? (Yes or No)

[Please list the Prime Contractors that were delinquent in payment. Write N/A if Prime Contractors paid on time.

_____.]

viii. After your business provided all the necessary paperwork, approximately how many days did it take, on average, to receive payment from the Prime Contractors? Number of days for payment: _____.

39. Is your business currently on a pre-qualified vendor list? (Yes or No)

[If Yes: Go to question 39.a. If No: Go to question 40]

a. In what capacity and for which City agencies is your business on a pre-qualified vendor list?

_____.

b. In comparison to the M/WBE certification process, how difficult was it for your business to obtain pre-qualified vendor status?

- The pre-qualified vendor process was MORE difficult than the M/WBE certification process

- The pre-qualified vendor process was about the SAME level of difficulty as the M/WBE certification process
 - The pre-qualified vendor process was LESS difficult than the M/WBE certification process
- c. Has your business been awarded City contracts as a result of being on a pre-qualified list? (Yes or No)
- d. Has your business received more City contracts as (please check one):
- A pre-qualified vendor
 - A M/WBE
 - Equal amounts of business as both a pre-qualified vendor and as a M/WBE
 - N/A (neither certification has led to any City contract awards)

CONCLUSION

40. How effective/useful has the M/WBE program been for your business?
- Not effective/useful at all
 - Somewhat effective/useful
 - Very effective/useful
41. Have you ever submitted a complaint about a M/WBE Violation? (Yes or No)
 [If Yes: What happened and what was the end result? (Please explain).
 _____]
42. Please share any additional thoughts on your experience with the M/WBE program, any criticisms of the program, and any recommendations for improvement of the program.
 _____.
43. Please list the Chamber(s) of Commerce/Organization(s) from which you received this survey.
 _____.
44. Name of your business (Optional). _____.
45. If you are willing to be contacted by the Office of the Public Advocate in connection with this issue, please list your name, telephone number and/or email address. This information and any information you share will be kept confidential. _____

Thank you for your participation in the survey. If you have any questions about this survey, please contact Susie Han, Office of the Public Advocate, at (212) 669-2455.