

Service Provider Scopes of Work Outline

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Greater Austin Chamber of Commerce (GACC):

1. Scope of Work

A. National Marketing: Execute a paid media campaign to a national business audience in an effort to create a greater awareness of Austin and Central Texas as a great location to operate a business and create jobs.

Specific objectives:

a) Create advertisements that differentiate Austin from other communities b) Identify appropriate business publications to place advertising that reaches a targeted audience.

Deliverables:

- 1) Place a minimum of 30 advertisements between October 1, 2004 and September 30, 2005.
- 2) Provide the City of Austin a copy of each magazine that contains a placement advertising Austin as a business location.
- 3) City of Austin/Austin Energy may appoint an appropriate City of Austin/Austin Energy employee to serve on the Economic Development Council that receives monthly reports on the implementation of marketing strategies.
- 4) The City of Austin/Austin Energy will be invited to quarterly meetings of Opportunity Austin at which time achievements for the previous three months will be reported.

B. Long Term Workforce Development: Execute a strategy designed to assist in closing the performance achievement gap at the high school level among the most at risk students.

Specific objectives:

- a) Define and implement one high school group tutoring project focused on improving GPA, TAKS performance and attendance of at risk students
- b) Create a sustainable, standardized one on one tutoring development program.

Deliverables:

- 1) Establish one high school group tutoring study group at a high school with a high percentage of at risk students that has a goal of 80% attendance for students and tutors.
- 2) Establish a certification program for one on one tutors and train a minimum of 25 tutors.
- 3) Provide the City of Austin quarterly progress reports on achieving objectives.

C. Clean Energy Technology Business Development: Attract/recruit clean energy technology businesses and related support businesses to Austin.

Specific objectives:

- a) Develop a strategy to determine initial focus for attracting clean energy technology businesses.
- b) Hire staff to focus on implementing business attraction strategy.

Deliverables:

- 1) Complete a clean energy technology business attraction strategy.
- 2) Employ a full time economic development professional to implement strategy.
- 3) Develop marketing materials targeting the clean energy industry.

2. GAEDC shall furnish and assume full responsibility for all services, facilities, and incidentals necessary for the proper execution and completion of the work.

Greater Austin Hispanic Chamber of Commerce (GAHCC):

1. Update a 5-year Strategic Plan.
The Strategic Plan shall include the following:
 - A. Diversity employment expo with an international component and a business import and export curriculum;
 - B. Economic development training with an international component;
 - C. Industry development forums with an international component;
 - D. Economic development recruiting trips with an international component;
 - E. Designates an industry to develop and assesses the industry. Assessment must include determining the number of companies, current employment, annual growth rate, industry needs, and dollars of industry import/export;
 - F. Determines the size of the Hispanic business community and categorizes them into micro, small, medium, and large, referencing 2009-2010 base line; and
 - G. Assesses the number of Hispanic business community export and import dollars annually, types of exported and imported products, and types of exported and imported services.
2. Non-Profit Capacity Building.
Consultant shall seek best practice assistance in non-profit fundraising or administration or volunteer management through an independent business review by an organization such as Austin Community College's Center for Community Based and Nonprofit Organizations; Greenlights for Nonprofit Success; or another EGRSO-approved source. Generate a Report and Plan detailing findings, recommendations, and implementation strategies. Deliverable are due not later than first 90 days of contractor signature.
3. Diversity Employment Expo.
Consultant shall work jointly with the Austin Asian American Chamber of Commerce and the Capital City African-American Chamber of Commerce to host a Diversity Employment Expo, including:
 - A. Schedule a Diversity Employment Expo by June 1. Expo should occur by the fourth quarter of the City's fiscal year;
 - B. Submit an Expo Work Plan by 90 days before Expo. Expo Work Plan should include strategies for achieving overall participation target of one hundred (100) minority job seekers and fifty (50) hiring exhibitors from a variety of private, public, and nonprofit large and small companies and agencies;
 - C. Begin marketing efforts by 60 days before Expo;
 - D. Confirm not less than twelve (12) exhibitors in writing by 30 days before Expo;
 - E. Confirm receipt of Training Session sign-in sheet and Course Evaluation form from Contract Manager;

- F. Design and conduct one Job Training Class at the Expo, in an area such as job-hunting techniques, resume development, or interview skills. Target satisfaction rate for the class will be 90% of attendees report learning something that will help them get a job. Submit Job Training Class Report;
 - G. Design and conduct one Import/Export Session at the Expo. Target satisfaction rate for the class will be 90% of attendees report learning something about the Import/Export field. Submit Import/Export Session Report; and
 - H. Submit an Expo Final Report, including:
 - i. Training session and Import/Export session topic,
 - ii. Training session sign-in sheets as provided by Contract Manager and completed by participants,
 - iii. Training session Course Evaluations as provided by Contract Manager and completed by participants,
 - iv. Training session Course Evaluation Summary, and
 - v. Training session instructor's report.
4. Information Portal Webpage.
Consultant shall complete an Information Portal, including:
- A. Update and maintain the Information Portal webpage on Consultant's website that makes demographic, economic, and cultural information on the Hispanic community accessible to companies interested in relocating or doing business in Austin;
 - B. Ensure the Information Portal is available for public viewing;
 - C. Utilize state, regional, county, and/or city data sources to provide the most accurate demographic, economic, and cultural data available on Austin; and
 - D. Submit report detailing what information was updated, maintained, or changed in the Information Portal.
5. Economic Development Staff/Chamber Official Training.
Consultant shall create an Economic Development Training Plan for chamber staff and officials, including:
- A. Draft a Plan document that includes:
 - i. Course title,
 - ii. Course description,
 - iii. Course curriculum,
 - iv. Cost,
 - v. Number of anticipated attendees from Consultant's organization,
 - vi. Explanation of how course enhances Consultant's efforts to create jobs,
 - vii. Course source. Approved course sources are as follows:

- a. International Economic Development Council (IEDC)
 - b. Texas Economic Development Council (TEDC)
 - c. Texas Leadership Institute/Lower Colorado River Authority
 - d. International Trade Center of San Antonio, or
 - e. Another training source requiring approval;
 - B. Submit the Economic Development Training Plan to EGRSO for approval by June 1;
 - C. Complete training; and
 - D. Training participants shall return and brief MECA colleagues on training experience.
 - E. Chamber Presidents shall take a minimum of one economic development course annually, preferably from TEDC or IEDC.
 - F. Chambers should take advantage of available webinars from approved course sources to leverage training dollars.
6. Industry Development Forums (CIDF).
- A. Conduct at least two Industry Development Forums to create or assist with development or with expansions that add new jobs, or increase Austin's business competitiveness in the wider marketplace, including:
 - i. A Collaborative Industry Forum (CIDF), with the Austin Asian American Chamber of Commerce, the Capital City African-American Chamber of Commerce, and other Economic Development Organizations; a CIDF to foster growth in one of EGRSO's Targeted Industries, and
 - ii. A Targeted Industry Development Forum (TIDF). This forum should be focused specifically on the underserved or distressed Hispanic small business community, to create additional business opportunities, or services that add new jobs;
 - B. The delivery and design of both Forums must include:
 - i. Forum design and delivery,
 - ii. Planning that includes a survey of, consultation with, and profile of the chosen industry that identifies the industry's highest and best use(s), along with opportunities for that use,
 - iii. Survey of and consultation with the target group to determine the best event focus,
 - iv. A forum message focused to the highest and best use for that industry;
 - v. Submit a Work and Marketing Plan to EGRSO at least 120 days out from event date (CIDF Work and Marketing Plan),
 - vi. Submit a Work and Marketing Plan at least 90 days out from event date (CIDF Work and Marketing Plan),
 - vii. Submit a Joint Report on the facilitators, panelists, speakers, etc. at least 60 days out from event date (CIDF Joint Report),

- viii. Marketing efforts including online advertising at least 60 days out from event date,
- ix. Ensure the Forum consists of one or more public guest panelists considered experts in the subject matter processes, procedures, or field of discussion,
- x. Confirm receipt of the Forum Evaluation form,
- xi. Opportunity at event for attendees to become Chamber members,
- xii. Submit a Joint CIDF Final Report, including:
 - a. A sign-in sheet for the forum sessions, which shall include the names, physical address, email address, and phone numbers of forum attendees
 - b. Forum Evaluation forms, which EGRSO will provide at least a week prior to the Forum
 - c. A Forum Evaluation Summary form for the session
 - d. A “Next Steps” Summary no later than 30 days post event date detailing “where we go from here”;

C. Collaborative Industry Forum must include:

- i. Focus on one or more of the following EGRSO Targeted Industries:
 - a. Clean Technology
 - b. Wireless
 - c. Software – Web 2.0
 - d. Creative Media – Music, Film
 - e. Advanced Manufacturing – Semiconductor, Computer
 - f. Data Centers
 - g. Biotechnology and Bio Manufacturing
 - h. Research and Development in any of the targeted industries
- ii. Ensure the Forum’s overall participation target is 75 business leaders;
- iii. Submit a Targeted Industry Development Forum Report reflecting achievement of these TIDF-specific deliverables.

D. Targeted Industry Development Forum includes overall participation target of 15 business leaders.

- i. Forum should focus on a growth industry of the chamber’s choice
- ii. Ensure the Forum’s overall participation target is 15 business leaders
- iii. Submit a Targeted Industry Development Forum Report reflecting achievement of the TIDF-specific deliverables.

7. Economic Development Recruitment Trips.

Consultant shall:

- A. Participate in economic development recruitment trips, organized either by the Greater Austin Chamber of Commerce or by another organizer as approved by EGRSO;
- B. Coordinate with the trip organizer and the City as necessary;

- C. Submit Pre-Trip Report, including a budget and work plan.
Budget must include each traveler's transit, hotel, meal, and per diem costs, and any other justifiable costs necessary and reasonable to successfully achieve the objectives of the trip. Plan must include trip description, trip rationale, and name and role of each Consultant representative participating in the trip;
 - D. Submit Post Trip Report that includes:
 - i. Trip description and rationale
 - ii. Trip itinerary – destination, dates, major event attended, activities
 - iii. Name and role of each Consultant representative participating in the trip
 - iv. A description of the purpose of each event and activity attended and who attended
 - v. A list of the companies contacted during trip, including company contact information and conversation details
 - vi. A description of the results and outcomes achieved from the trip that will provide a potential benefit to Consultant, its members, and Austin's overall economy and businesses
 - vii. A description of outcomes resulting from the trip (lessons learned, unexpected benefits/successes, discoveries, or any other positive result of the trip)
 - viii. A description of any further actions that will be taken to capitalize on successes from the trip
 - ix. Follow-up with contacts made on the trip
 - x. Research on any leads or ideas picked up on the trip
 - xi. How results or findings from the trip may be applied to the next trip, and
 - xii. Plans for the distribution of any beneficial information gathered on the trip to Consultant's members or other parties that may benefit from it;
 - E. Produce a monthly reporting document that will track the status of all Domestic Business leads that show an interest in relocating or making a direct investment in the City of Austin.
8. Business Development Services.
- Consultant shall:
- A. Provide monthly status reports regarding progress on the Business Development Services deliverables listed herein (12 reports total)
 - B. Setup a discussion(s) with local business community representatives to address local business obstacles and opportunities;
 - C. Based on the discussion in 8.A., generate and submit a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis report of those obstacles and opportunities, including a perspective on the quality of business life;

- D. Generate a monthly newsletter and calendar of events;
- E. Participate in familiarization events and site visits for businesses from other cities, as needed (e.g., serve as liaison, itinerary planning, and/or participating in planned events);
- F. Communicate with EGRSO's Small Business Development Program to ensure maximum awareness and/or participation in EGRSO's events (e.g., Meet the Lender, Getting Connected, Ups and Downs of a Second Location);
- G. Provide a link on Consultant website to the SXSW music, interactive, and film showcases;
- H. Provides on-going business and economic development advocacy assistance in communities of influence within Austin; and
- I. Sponsor business and economic development trade missions with countries where GAHCC has natural and/or developed ties and influence, promoting Austin as a business destination.
- J. Trade Mission* Activities. Consultant shall:
 - i. Participate in at least three (3) trade mission trips before February 29, 2012, organized by the consultant, the Greater Austin Chamber of Commerce or by another organizer as approved by EGRSO;
 - ii. Submit a complete trade mission trip schedule for the year within 60 days of contract signature;
 - iii. Coordinate with the City and other chamber organizations as necessary;
 - iv. Coordinate with the Governor's Office of International Business and Recruitment and the U.S. Department of Commerce to leverage US assets and business infrastructure in facilitating/maximizing trip success;
 - v. Submit Pre-Mission Plan, including a budget and work plan. Budget must include each traveler's transit, hotel, meal, and per diem costs, and any other justifiable costs necessary and reasonable to successfully achieve the objectives of the trip. Plan must include trip description, trip rationale, and name and role of each Consultant representative participating in the trip;
 - vi. Submit a Post-Mission Report that includes:
 - a. Trip description and rationale,
 - b. Trip itinerary – destination, dates, major event attended, activities,
 - c. Name and roles of each Consultant representative participating on the mission trip,
 - d. A description of the purpose of each event and activity attended and who attended,
 - e. A list of the companies contacted during mission trip,

- f. A description of the results and outcomes achieved from the mission trip that will provide potential benefit to Consultant, its members, and Austin's overall economy and business,
- g. A description of outcomes resulting from the trip (lessons learned, unexpected benefits/successes, discoveries, or any other positive result of the mission trip),
- h. A description of any further actions that will be taken to capitalize on successes from the trip,
- i. Continually follow-up with and develop leads/contacts discovered on the mission trip,
- j. Research on any leads or ideas picked up on the mission trip,
- k. Determine how results or findings from the trip may be applied to the next mission trip, and
- l. Plans for the distribution of any beneficial information gathered on the mission trip to Consultant's members or other parties that may benefit from it.
- m. Produce a monthly reporting document that will track the status of all International Business leads that show an interest in relocating or making a foreign direct investment in the City of Austin.

9. Business Accelerator Pilot Project.
The BAPP will include the following:

- A. Consultant will schedule and hold at least one (1) Pilot Training Session prior to February 29th, 2012. Consultant will produce a comprehensive project document detailing the services and curriculum which will include business subjects such as finance, marketing and other components the contractor recommends for success of the project to EGRSO at least 90 days prior to pilot start date.
- B. Consultant will evaluate the project per training session through a Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis report to include successes, topics covered, number of business served, foreign country business environment changes and their affects on project, special needs, and modify future training sessions based on feedback and/or results. Consultant Target Satisfaction Rate for the classes will be 90% of attendees report learning something useful to assist them in locating, expanding or launching their business in Austin, Texas.

- C. Consultant will use training session sign-in sheets as provided by Contract Manager and completed by participants.
- D. Consultant will use course evaluation forms for each training session as provided by Contract Manager and completed by participants.
- E. Consultant will submit a Pilot Project Final Report by February 29, 2012:
- F. If deemed successful by EGRSO, the BAPP will be designated a standing Project, with the following requirements as listed in item b above for each option year.

* Trade Missions include coordinated trips lead by the Consultant from Austin, Texas to international business destinations and coordinated trips sponsored by the Consultant from international business locations to Austin, Texas

Capital City African American Chamber of Commerce (CCAACC):

1. Update a 5-year Strategic Plan.
The Strategic Plan shall include the following:
 - A. Diversity employment expo with an international component and a business import and export curriculum;
 - B. Economic development training with an international component;
 - C. Industry development forums with an international component;
 - D. Economic development recruiting trips with an international component;
 - E. Designates an industry to develop and assesses the industry. Assessment must include determining the number of companies, current employment, annual growth rate, industry needs, and dollars of industry import/export;
 - F. Determines the size of the African-American business community and categorizes them into micro, small, medium, and large, referencing 2009-2010 base line; and
 - G. Assesses the number of African-American business community export and import dollars annually, types of exported and imported products, and types of exported and imported services.
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 - A. Schedule a Diversity Employment Expo by June 1. Expo should occur by the fourth quarter of the City's fiscal year;
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 - B. Ensure the Information Portal is available for public viewing;
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- A. Participate in economic development recruitment trips, organized either by the Greater Austin Chamber of Commerce or by another organizer as approved by EGRSO;

- B. Coordinate with the trip organizer and the City as necessary;
 - C. Submit Pre-Trip Report, including a budget and work plan.
Budget must include each traveler's transit, hotel, meal, and per diem costs, and any other justifiable costs necessary and reasonable to successfully achieve the objectives of the trip. Plan must include trip description, trip rationale, and name and role of each Consultant representative participating in the trip;
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 - iv. A description of the purpose of each event and activity attended and who attended
 - v. A list of the companies contacted during trip, including company contact information and conversation details
 - vi. A description of the results and outcomes achieved from the trip that will provide a potential benefit to Consultant, its members, and Austin's overall economy and businesses
 - vii. A description of outcomes resulting from the trip (lessons learned, unexpected benefits/successes, discoveries, or any other positive result of the trip)
 - viii. A description of any further actions that will be taken to capitalize on successes from the trip
 - ix. Follow-up with contacts made on the trip
 - x. Research on any leads or ideas picked up on the trip
 - xi. How results or findings from the trip may be applied to the next trip, and
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- D. Generate a monthly newsletter and calendar of events;
- E. Participate in familiarization events and site visits for businesses from other cities, as needed (e.g., serve as liaison, itinerary planning, and/or participating in planned events);
- F. Communicate with EGRSO's Small Business Development Program to ensure maximum awareness and/or participation in EGRSO's events (e.g., Meet the Lender, Getting Connected, Ups and Downs of a Second Location);
- G. Provide a link on Consultant website to the SXSW music, interactive, and film showcases;
- H. Provides on-going business and economic development advocacy assistance in communities of influence within Austin; and
- I. Sponsor business and economic development trade missions with countries where CCAACC has natural and/or developed ties and influence, promoting Austin as a business destination.
- J. Trade Mission* Activities. Consultant shall:
 - viii. Participate in at least two (2) trade mission trips before February 29, 2012, organized by the consultant, the Greater Austin Chamber of Commerce or by another organizer as approved by EGRSO;
 - ix. Submit a complete trade mission trip schedule for the year within 60 days of contract signature;
 - x. Coordinate with the City and other chamber organizations as necessary;
 - xi. Coordinate with the Governor's Office of International Business and Recruitment and the U.S. Department of Commerce to leverage US assets and business infrastructure in facilitating/maximizing trip success;
 - xii. Submit Pre-Mission Plan, including a budget and work plan. Budget must include each traveler's transit, hotel, meal, and per diem costs, and any other justifiable costs necessary and reasonable to successfully achieve the objectives of the trip. Plan must include trip description, trip rationale, and name and role of each Consultant representative participating in the trip;
 - xiii. Submit a Post-Mission Report that includes:
 - n. Trip description and rationale,
 - o. Trip itinerary – destination, dates, major event attended, activities,
 - p. Name and roles of each Consultant representative participating on the mission trip,
 - q. A description of the purpose of each event and activity attended and who attended,
 - r. A list of the companies contacted during mission trip,

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- z. Produce a monthly reporting document that will track the status of all International Business leads that show an interest in relocating or making a foreign direct investment in the City of Austin.

* Trade Missions include coordinated trips lead by the Consultant from Austin, Texas to international business destinations and coordinated trips sponsored by the Consultant from international business locations to Austin, Texas.

Greater Austin Asian Chamber of Commerce (GAACC):

Note: (The Austin Asian American and Texas Asian Chambers of Commerce have united under one organization as named above (GAACC), effective March 29, 2012.

1. Update a 5-year Strategic Plan.
The Strategic Plan shall include the following:
 - A. Diversity employment expo with an international component and a business import and export curriculum;
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 - B. Submit an Expo Work Plan by 90 days before Expo. Expo Work Plan should include strategies for achieving overall participation target of one hundred (100) minority job seekers and fifty (50) hiring exhibitors from a variety of private, public, and nonprofit large and small companies and agencies;
 - C. Begin marketing efforts by 60 days before Expo;
 - D. Confirm not less than twelve (12) exhibitors in writing by 30 days before Expo;

- E. Confirm receipt of Training Session sign-in sheet and Course Evaluation form from Contract Manager;
 - F. Design and conduct one Job Training Class at the Expo, in an area such as job-hunting techniques, resume development, or interview skills. Target satisfaction rate for the class will be 90% of attendees report learning something that will help them get a job. Submit Job Training Class Report;
 - G. Design and conduct one Import/Export Session at the Expo. Target satisfaction rate for the class will be 90% of attendees report learning something about the Import/Export field. Submit Import/Export Session Report; and
 - H. Submit an Expo Final Report, including:
 - i. Training session and Import/Export session topic,
 - ii. Training session sign-in sheets as provided by Contract Manager and completed by participants,
 - iii. Training session Course Evaluations as provided by Contract Manager and completed by participants,
 - iv. Training session Course Evaluation Summary, and
 - v. Training session instructor's report.
4. Information Portal Webpage.
Consultant shall complete an Information Portal, including:
- A. Update and maintain the Information Portal webpage on Consultant's website that makes demographic, economic, and cultural information on the Asian American community accessible to companies interested in relocating or doing business in Austin;
 - B. Ensure the Information Portal is available for public viewing;
 - C. Utilize state, regional, county, and/or city data sources to provide the most accurate demographic, economic, and cultural data available on Austin; and
 - D. Submit report detailing what information was updated, maintained, or changed in the Information Portal.
5. Economic Development Staff/Chamber Official Training.
Consultant shall create an Economic Development Training Plan for chamber staff and officials, including:
- A. Draft a Plan document that includes:
 - i. Course title,
 - ii. Course description,
 - iii. Course curriculum,
 - iv. Cost,
 - v. Number of anticipated attendees from Consultant's organization,
 - vi. Explanation of how course enhances Consultant's efforts to create jobs,
 - vii. Course source. Approved course sources are as follows:

- a. International Economic Development Council (IEDC)
 - b. Texas Economic Development Council (TEDC)
 - c. Texas Leadership Institute/Lower Colorado River Authority
 - d. International Trade Center of San Antonio, or
 - e. Another training source requiring approval;
 - B. Submit the Economic Development Training Plan to EGRSO for approval by June 1;
 - C. Complete training; and
 - D. Training participants shall return and brief MECA colleagues on training experience.
 - E. Chamber Presidents shall take a minimum of one economic development course annually, preferably from TEDC or IEDC.
 - F. Chambers should take advantage of available webinars from approved course sources to leverage training dollars.
6. Industry Development Forums (CIDF).
- A. Conduct at least two Industry Development Forums to create or assist with development or with expansions that add new jobs, or increase Austin's business competitiveness in the wider marketplace, including:
 - i. A Collaborative Industry Forum (CIDF), with the Capital City African-American Chamber of Commerce, the Greater Austin Hispanic Chamber of Commerce, and other Economic Development Organizations: a CIDF to foster growth in one of EGRSO's Targeted Industries, and
 - ii. A Targeted Industry Development Forum (TIDF). This forum should be focused specifically on the underserved or distressed Asian American small business community, to create additional business opportunities, or services that add new jobs;
 - B. The delivery and design of both Forums must include:
 - i. Forum design and delivery,
 - ii. Planning that includes a survey of, consultation with, and profile of the chosen industry that identifies the industry's highest and best use(s), along with opportunities for that use,
 - iii. Survey of and consultation with the target group to determine the best event focus,
 - iv. A forum message focused to the highest and best use for that industry;
 - v. Submit a Work and Marketing Plan to EGRSO at least 120 days out from event date (CIDF Work and Marketing Plan),
 - vi. Submit a Work and Marketing Plan at least 90 days out from event date (CIDF Work and Marketing Plan),
 - vii. Submit a Joint Report on the facilitators, panelists, speakers, etc. at least 60 days out from event date (CIDF Joint Report),

- viii. Marketing efforts including online advertising at least 60 days out from event date,
- ix. Ensure the Forum consists of one or more public guest panelists considered experts in the subject matter processes, procedures, or field of discussion,
- x. Confirm receipt of the Forum Evaluation form,
- xi. Opportunity at event for attendees to become Chamber members,
- xii. Submit a Joint CIDF Final Report, including:
 - a. A sign-in sheet for the forum sessions, which shall include the names, physical address, email address, and phone numbers of forum attendees
 - b. Forum Evaluation forms, which EGRSO will provide at least a week prior to the Forum
 - c. A Forum Evaluation Summary form for the session
 - d. A “Next Steps” Summary no later than 30 days post event date detailing “where we go from here”;

C. Collaborative Industry Forum must include:

- i. Focus on one or more of the following EGRSO Targeted Industries:
 - a. Clean Technology
 - b. Wireless
 - c. Software – Web 2.0
 - d. Creative Media – Music, Film
 - e. Advanced Manufacturing – Semiconductor, Computer
 - f. Data Centers
 - g. Biotechnology and Bio Manufacturing
 - h. Research and Development in any of the targeted industries
- ii. Ensure the Forum’s overall participation target is 75 business leaders;
- iii. Submit a Targeted Industry Development Forum Report reflecting achievement of these TIDF-specific deliverables.

D. Targeted Industry Development Forum includes overall participation target of 15 business leaders.

- i. Forum should focus on a growth industry of the chamber’s choice
- ii. Ensure the Forum’s overall participation target is 15 business leaders
- iii. Submit a Targeted Industry Development Forum Report reflecting achievement of the TIDF-specific deliverables.

7. Economic Development Recruitment Trips.

Consultant shall:

- A. Participate in economic development recruitment trips, organized either by the Greater Austin Chamber of Commerce or by another organizer as approved by EGRSO;
- B. Coordinate with the trip organizer and the City as necessary;

- C. Submit Pre-Trip Report, including a budget and work plan.
Budget must include each traveler's transit, hotel, meal, and per diem costs, and any other justifiable costs necessary and reasonable to successfully achieve the objectives of the trip. Plan must include trip description, trip rationale, and name and role of each Consultant representative participating in the trip;
 - D. Submit Post Trip Report that includes:
 - i. Trip description and rationale
 - ii. Trip itinerary – destination, dates, major event attended, activities
 - iii. Name and role of each Consultant representative participating in the trip
 - iv. A description of the purpose of each event and activity attended and who attended
 - v. A list of the companies contacted during trip, including company contact information and conversation details
 - vi. A description of the results and outcomes achieved from the trip that will provide a potential benefit to Consultant, its members, and Austin's overall economy and businesses
 - vii. A description of outcomes resulting from the trip (lessons learned, unexpected benefits/successes, discoveries, or any other positive result of the trip)
 - viii. A description of any further actions that will be taken to capitalize on successes from the trip
 - ix. Follow-up with contacts made on the trip
 - x. Research on any leads or ideas picked up on the trip
 - xi. How results or findings from the trip may be applied to the next trip, and
 - xii. Plans for the distribution of any beneficial information gathered on the trip to Consultant's members or other parties that may benefit from it;
 - E. Produce a monthly reporting document that will track the status of all Domestic Business leads that show an interest in relocating or making a direct investment in the City of Austin.
8. Business Development Services.
- Consultant shall:
- A. Provide monthly status reports regarding progress on the Business Development Services deliverables listed herein (12 reports total)
 - B. Setup a discussion(s) with local business community representatives to address local business obstacles and opportunities;
 - C. Based on the discussion in 8.A., generate and submit a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis report of those obstacles and opportunities, including a perspective on the quality of business life;

- D. Generate a monthly newsletter and calendar of events;
- E. Participate in familiarization events and site visits for businesses from other cities, as needed (e.g., serve as liaison, itinerary planning, and/or participating in planned events);
- F. Communicate with EGRSO's Small Business Development Program to ensure maximum awareness and/or participation in EGRSO's events (e.g., Meet the Lender, Getting Connected, Ups and Downs of a Second Location);
- G. Provide a link on Consultant website to the SXSW music, interactive, and film showcases;
- H. Provides on-going business and economic development advocacy assistance in communities of influence within Austin; and
- I. Sponsor business and economic development trade missions with countries where AAACC has natural and/or developed ties and influence, promoting Austin as a business destination.
- J. Trade Mission* Activities. Consultant shall:
 - xiv. Participate in at least one (1) trade mission trip before February 29, 2012, organized by the consultant, the Greater Austin Chamber of Commerce or by another organizer as approved by EGRSO;
 - xv. Submit a complete trade mission trip schedule for the year within 60 days of contract signature;
 - xvi. Coordinate with the City and other chamber organizations as necessary;
 - xvii. Coordinate with the Governor's Office of International Business and Recruitment and the U.S. Department of Commerce to leverage US assets and business infrastructure in facilitating/maximizing trip success;
 - xviii. Submit Pre-Mission Plan, including a budget and work plan. Budget must include each traveler's transit, hotel, meal, and per diem costs, and any other justifiable costs necessary and reasonable to successfully achieve the objectives of the trip. Plan must include trip description, trip rationale, and name and role of each Consultant representative participating in the trip;
 - xix. Submit a Post-Mission Report that includes:
 - aa. Trip description and rationale,
 - bb. Trip itinerary – destination, dates, major event attended, activities,
 - cc. Name and roles of each Consultant representative participating on the mission trip,
 - dd. A description of the purpose of each event and activity attended and who attended,
 - ee. A list of the companies contacted during mission trip,

- ff. A description of the results and outcomes achieved from the mission trip that will provide potential benefit to Consultant, its members. and Austin's overall economy and business,
- gg. A description of outcomes resulting from the trip (lessons learned, unexpected benefits/successes, discoveries, or any other positive result of the mission trip),
- hh. A description of any further actions that will be taken to capitalize on successes from the trip,
- ii. Continually follow-up with and develop leads/contacts discovered on the mission trip,
- jj. Research on any leads or ideas picked up on the mission trip,
- kk. Determine how results or findings from the trip may be applied to the next mission trip, and
- ll. Plans for the distribution of any beneficial information gathered on the mission trip to Consultant's members or other parties that may benefit from it.
- mm. Produce a monthly reporting document that will track the status of all International Business leads that show an interest in relocating or making a foreign direct investment in the City of Austin.

* Trade Missions include coordinated trips lead by the Consultant from Austin, Texas to international business destinations and coordinated trips sponsored by the Consultant from international business locations to Austin, Texas.

Austin Gay and Lesbian Chamber of Commerce (AGLCC):

1. Status Reports.
Provide monthly status reports regarding progress on Non-Profit Capacity Building and Business Development Services deliverables listed below (12 reports total).
2. Non-Profit Capacity Building.
Consultant shall seek best practice assistance in non-profit fundraising or administration or volunteer management through an independent business review by an organization such as Austin Community College's Center for Community Based and Nonprofit Organizations; Greenlights for Nonprofit Success; or another EGRSO-approved source. Generate a Report and Plan detailing findings, recommendations, and implementation strategies. Deliverable are due not later than first 90 days of contractor signature.
3. Business Development Services.
Consultant shall:
 - A. Setup a discussion(s) with local business community representatives to address local business obstacles and opportunities;
 - B. Based on the discussion in 3.A., generate and submit a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis report of those obstacles and opportunities, including a perspective on the quality of business life;
 - C. Generate a monthly newsletter and calendar of events;
 - D. Participate in familiarization events and site visits for businesses from other cities, as needed (e.g., serve as liaison, itinerary planning, and/or participating in planned events);
 - E. Communicate with EGRSO's Small Business Development Program to ensure maximum awareness and/or participation in EGRSO's events (e.g., Meet the Lender, Getting Connected, Ups and Downs of a Second Location);
 - F. Provide a link on Consultant website to the SXSW music, interactive, and film showcases; and
 - G. Provide on-going business and economic development advocacy assistance in communities of influence within Austin.