



Request for Qualifications (RFQ) Business Technical Assistance

The City of Irving, TX is developing an economic assistance program to support business recovery from the COVID19 pandemic and resiliency into the future. The program will combine a financial award and technical assistance (TA) to aid in the long-term resiliency of Irving's small business community.

The City of Irving is partnering with the National Development Council (NDC) for program design and to administer this RFQ process. The program is subject to final approval from the City.

Program Overview

The small business community has been devastated by COVID-19, with disproportionate negative impacts on women-owned businesses, minority-owned businesses, and other underserved communities. This economic assistance program will be designed to pair business assistance services with much-needed capital to support hard-hit and disadvantaged small businesses. Business owners are able to apply for a recovery grant to support operational costs/working capital needs. The grant will be tiered based on the annual revenue of the business. The business is then paired with a technical assistance provider who will deliver detailed technical assistance based on the business's needs. Funding allocations will be provided in multiple phases as the business meets milestones developed with the TA provider. The intent is to provide substantive, longer-term assistance to small businesses and technical assistance is a critical part of the assistance program.

Objectives and Scope of Work

We are seeking to identify highly skilled, highly effective business assistance providers to provide technical assistance to small businesses on an assortment of business topics and at a multitude of service levels. We will be looking for a **Lead Service Provider(s)** and **Support Service Providers**.

There are multiple ways to participate depending on an organization's capacity and areas of expertise. For example, Providers could focus on a specific area of expertise (i.e. bookkeeping/accounting) or a target demographic or language (i.e. women-owned businesses or Spanish speaking business owners).

Customized Scopes of Work will be developed in collaboration with selected providers upon final City approval. Potential items could include, but are not limited to:

- **Lead Service Provider (LSP)**

About NDC

Founded as a national nonprofit in 1969, NDC has worked for over 50 years fulfilling its mission to increase the flow of capital for investment in low-income communities. NDC directs capital to support the development and preservation of affordable housing, the creation of jobs through training and small business lending and the advancement of livable communities through investment in social infrastructure. Visit <http://ndconline.org> for more information.

- Perform initial evaluation of technical assistance needs (must have the ability to provide intake both virtually and in-person).
- Assign the business to the appropriate Support Service Provider (SSP).
- Provide direct technical assistance (as listed below)
- **Support Service Provider**
 - Provide direct technical assistance, such as:
 - Preparation and review of financial statements (Profit and Loss, Balance Sheet)
 - Credit repair plan
 - Business plan preparation
 - Succession plan
 - Marketing & advertising plans
 - Bookkeeping/accounting, such as setting up QuickBooks
 - Planning for future growth
 - Planning for disaster mitigation (i.e. resiliency planning)
 - Information technology & connectivity (getting businesses online)
 - Operations optimization
 - Grant research
- **Additional Services**
 - Community engagement and marketing of the Program
 - Language-specific services

Additional Requirements

- Collaborate and communication with City of Irving, NDC, and other service providers.
- Monitor and report on assigned business's progress towards goals.
- Comply with document retention requirements
- Submit timely invoices that comply with invoicing requirements.
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Timeframe of Work

This Program is funded with federal American Rescue Plan Act-CSLFRF funding and Community Development Block Grant CARES Act(CDBG-CV) funding. It is the City's desire to have funds obligated no later than **November 30, 2024**.



RFQ Proposal Requirements

If your organization would like to be a partner with the City of Irving and NDC on this Program, please provide the following information by **Monday, March 20th**:

- a) Organization's background including identification of board members and senior level managers.
- b) Overview of current services provided. As available, provide detail on number of businesses served and time period (for example, 50 businesses in 2021), business types or sectors and/or stages, ownership demographics, and type and depth of assistance provided.
- c) Specific experience providing business or non-profit assistance in Irving, TX. Provide same level of detail as described in item (b).
- d) Experience and approach to working with underrepresented and underserved business, non-profits, and communities.
- e) List of key personnel who will work on this project and provide bios or resumes.
- f) Current and potential capacity – What is your existing caseload, staffing levels, and capacity to take on new clients? Identify any timing issues related to capacity, since this program will run into Q4 2024.
- g) Specific areas of expertise. (Please refer to the scope of work above).
- h) Language capabilities of your team.
- i) Hourly rate to provide each type of technical assistance service that you are qualified to provide.
- j) Estimated number of hours required to provide each proposed service to a client. (Ex. Business Plan = X hours, Preparation and Review of Financial Services = X hours)
- k) Estimated number of technical assistance hours that your organization could provide each month.
- l) *Optional*: Indicate any other relevant experience that confirms the organization's qualifications as a business or non-profit technical assistance provider.
- m) List up to 3 contracts and other work during the last three to five years that relate to your organization's ability to perform the services needed under this RFQ. As available, list contract reference numbers, contract period of performance, contact persons, telephone numbers, and email addresses. By listing contracts and contact persons, you are giving NDC permission to contact them as references.

Note – After selecting qualified service providers, NDC will work with providers to develop final scopes of work and billing rates.



Evaluation Criteria

- Degree to which the respondent has demonstrated the requisite skills and experience to provide the needed services.
- Degree to which the respondent's experience demonstrates strength in cross cultural communication and working with diverse applicants.
- Degree to which the respondent has identified personnel that have a successful track record of providing similar services and getting positive results.
- Degree to which the respondent possesses available organizational capacity to begin to provide technical assistance services in the program's start-up timeframe.

Timeline

The timeline below is an estimate and is subject to change:

RFQ Released	February 27, 2023
Information Session	March 7, 2023 *Teams info below
Responses Due by 5pm CST	March 20, 2023
Finalists Selected/Further discussions	April 2023
Contracts Finalized	April 2023
Projected Program Launch	May 2023

Questions?

Please contact Mary Louk at mlouk@ndconline.org.

Information Session Log-in

Tuesday March 7, 2023 1pm-2pm CST

Microsoft Teams meeting

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