



## **Request for Information**

### Boston Small Business Technical Assistance Program



City of Boston  
Mayor Michelle Wu



City of Boston  
*Economic Opportunity  
and Inclusion*

**Dear Small Business Consultants, Experts, Advisors, Mentors, and Professionals,**

In 2014, the City of Boston launched its first ever Small Business Technical Assistance Program, releasing an RFP that was open to the public for 30 days, inviting providers to offer up their services to small business owners in the City. In the ten years since, we have worked with over 60 service providers, hosted over 1,000 hours of workshop content, and provided over 500 businesses with tailored solutions to help stabilize and grow their small business. The goal is to use our resources and partnerships to help sustain and grow small businesses in Boston

In the Fiscal Year 2024 (FY24), the City of Boston seeks to further its nationally recognized Small Business Technical Assistance Program. Through this RFI (Request for Information), the City of Boston is seeking information about the skill sets of providers across the following technical assistance categories:

- business strategy
- legal, accounting
- Marketing
- digital branding
- graphic design
- financial literacy
- other topics that may benefit a small business.

This RFI will allow interested providers to showcase their skills, value, and experience by responding to the inquiry form (attached, below etc.). Upon review, the City will review the inquiry and determine future consideration as a qualified Small Business Technical Assistance vendor. Please note that this inquiry does not guarantee any paid projects at present or in the future. Qualified vendors considered for future services will be contacted as eligible projects arise.

Our office will host public information sessions that will be recorded and made available on our website and social media platforms to answer questions you may have. Thank you for your interest and we look forward to hearing from you.

Sincerely,

The City of Boston

## **THE ASK**

The Small Business Department within the Mayor's Office of Economic Opportunity and Inclusion wants Boston to be the best city in the nation to start, scale, and sustain a small business, helping to unlock the economic potential of all of our communities, and build generational wealth. In order to do this, we know small business owners in Boston need concentrated 1:1 and group support to work on their business and not in it. The primary goal of this request for information is to find providers in the following technical assistance areas: business strategy, legal, accounting, marketing, digital branding, graphic design, financial literacy, and other topics that may benefit a small business, who may be contacted by the City for future eligible projects. Projects may include utilizing vendors who can guide and support small business owners and aspiring entrepreneurs, expand their economic potential and entrepreneurial opportunities and capacity throughout Boston. Providers may also have the opportunity to support some non-profits and the department as needed.

## APPENDIX A: INFORMATIONAL RESPONSES

Please submit your responses to the following questions via email to Emily Patrick at [emily.patrick@boston.gov](mailto:emily.patrick@boston.gov) or using this [form](#).

Part 1 - Tell us about yourself (up to three pages)

- Please tell us more about why you are submitting a response to this request for information, and how your background (and the background of your team) qualifies you as a provider, and in what area of technical assistance (be specific). We are open to all types of experience and expertise, whether academic, professional, political, or personal.

Part 2- Tell us about your experience (up to five pages total)

- What type of services have you provided in the past? Have you worked with small business owners? Do you have experience working with public sector agencies/departments? Do you have the available time to properly manage and oversee multiple projects at one time? Can you provide examples of positive outcomes to specific projects?
- Do you have experience providing services to low-moderate income individuals? Do you have experience providing services to women, minorities, Immigrants, Veterans, and BIOPIC Owned businesses?
- Do you have experience providing services in Boston neighborhoods? Do you have experience providing services in urban areas similar to Boston?
- Do you have proficiency in a language other than English? If so, what languages?
- Please provide three references who can speak to your skills as a technical assistance provider.

## **APPENDIX B: DEPARTMENT CONTACT**

Please contact Emily Patrick, Senior Neighborhood Business Manager, with any questions or concerns at [emily.patrick@boston.gov](mailto:emily.patrick@boston.gov)

## **APPENDIX C: TIMELINE AND PROCESS**

We will contact you within 2-3 weeks from receiving your application for next steps.

## **APPENDIX D: TERMS & CONDITIONS**

This RFI is for information and planning purposes only and shall not be construed as a solicitation or as an obligation on the part of the City to issue any competitive procurement or award a contract.

The City will not award a contract on the basis of responses to this RFI nor otherwise pay for the preparation of any information submitted, for any vendor presentation, or the City's use of such information.

All responses to this RFI will be public record under the Massachusetts' Public Records Law, Mass. Gen. L. Ch. 66 s. 10, regardless of confidentiality notices to the contrary.

By submitting, the respondent authorizes the City of Boston to publicize, refer to, and use your response as it sees fit.