



**Request for Proposals
On-Call Business Support Services**

CITY OF UMATILLA BUSINESS CENTER

Issued: February 9, 2026

Due: By 2:00 PM Pacific Time, Friday, February 27, 2026

For further information, contact:

Marisela Morales, Community Development Manager

Marisela.Morales@umatilla.gov

The City of Umatilla is seeking proposals for qualified individuals and firms to provide a variety of business support services for participants of the Business Incubator Program the new Business Center located in Umatilla, Or.

NOTICE TO PROPOSERS – ALL PROPOSALS SHALL BE:

- Submitted via email to:
Marisela Morales
Marisela.Morales@umatilla.gov
- Electronic proposals will be received until: **Friday, February 27, 2026, at 2:00 PM PST**
- The email subject shall read:
“Umatilla Business Incubator Business Support Services”
- All proposals shall be in the format requested or they may be rejected by the owner.
- It shall be the proposer’s responsibility to ensure that the proposal is submitted to the owner’s representative at the specified email address listed above before the time and date set for proposal closing as noted in the solicitation.
- The owner will not be responsible for proposals delivered to any location other than the email address listed above. Proposals delivered to another email address will be considered non-responsive.
- **RFP documents may be obtained via an email request to Zach Ratkai Community Development Director Zach.Ratkai@umatilla.gov**

The City of Umatilla may, for good cause, reject any or all proposals upon a finding it is in the owner’s interest to do so and to rescind the award of any contract at any time before the execution of said contract by all parties with no liability against CRC.

PROPOSAL AND AWARD TIMELINE:	
Mon, 2/09/2026	RFP issued
Mon, 2/23/2026	Proposal Question Deadline
Wed, 2/25/2026	City Response to Question Deadline (issued by single addendum)
Fri, 2/27/2026	Proposals due by 2:00 PM Pacific Time
Mon, 3/09/2026	City Council approval
Tue, 3/10/2026	Notice to the apparent low bidder

The City of Umatilla reserves the right to modify this schedule at its discretion. Proper notification of changes in the response schedule will be made via addendum.

PROJECT DESCRIPTION

The City of Umatilla is launching a Business Incubator program to support the growth of new businesses within our community. This program includes three dedicated incubator spaces and aims to provide entrepreneurs with guidance in business planning, marketing, finance, budgeting, and operational support.

The City is seeking qualified consultants to provide **on-call business support services** to incubator participants and City staff. Consultants will work on an hourly basis and may be requested to support workshops, presentations, and one-on-one business coaching sessions.

SCOPE OF SERVICES

The selected consultants may provide services in one or more of the following areas:

- **Business Plan Support:** Assistance with business plan development, review, and refinement.
- **Financial Guidance:** Budgeting, cash flow analysis, financial forecasting, and funding guidance.
- **Marketing and Sales Strategy:** Marketing planning, social media guidance, and sales strategy coaching.
- **Training and Workshops:** Development and presentation of monthly or quarterly educational sessions for incubator participants on topics such as:
 - Financial management and bookkeeping
 - Marketing and branding
 - Legal and regulatory compliance
 - Access to capital and or grants
 - Sales Strategies for Small Businesses
 - Workforce Training Resources
 - Payroll Basics & HR Compliance
 - Operations and scaling
 - and other relevant subjects.
- **On-Call Consultation:** Availability to meet with businesses on an as-needed basis for advice, problem-solving, and mentorship.
- **Other Relevant Topics** such as goal setting and performance tracking, identifying challenges and opportunities, improving operational and financial readiness, and topic areas not anticipated by City Staff at the commencement of the Business Incubator Program.

Scope Flexibility:

The City anticipates selecting **multiple consultants** to cover different areas of expertise. Respondents **are not required to provide services in all areas** listed above and may propose for the areas where they have the strongest experience.

QUALIFICATIONS

This program seeks to assist on a myriad of areas, proposers should demonstrate experience in assisting businesses and entrepreneurs, including:

- Experience supporting startups and small businesses in planning, finance, marketing, or operations.
- Ability to work with diverse entrepreneurs.
- Experience developing and delivering workshops or educational sessions for business owners.
- Familiarity with local economic development programs and resources (preferred).
- Ability to work collaboratively with City staff and business owners.
- Experience with public or non-profit programs (preferred)

PROPOSAL REQUIREMENTS

In a single Microsoft Word or PDF document, proposal should include:

1. **Cover Letter** – Introduce your firm or yourself and summarize your qualifications.
2. **Experience and References** – Highlight relevant experience, including previous work with business incubators, startups, or small businesses. Include at least three references.
3. **Scope of Services** – Describe how you would deliver the requested services and specify which areas you are proposing to support.
4. **Fee Structure** – Provide hourly rates, travel or material costs (if applicable), and availability.
5. **Resume or Firm Profile** – Include resumes of all personnel who will provide services.
6. **Sample Work or Case Studies** – Optional, but encouraged, to demonstrate expertise.

PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated based on:

- Relevant experience and expertise in proposed service areas (35%)
- Demonstrated success in supporting startups or small businesses (25%)
- Proposed approach and methodology for the selected area(s) (20%)
- Cost and fee structure (15%)
- References and past performance (5%)

The City may conduct interviews or request additional information before making a final selection.

SUBMISSION INSTRUCTIONS

- Proposals must be submitted electronically or delivered to:
Marisela Morales, Community Development Manager
700 6th Street, Umatilla, OR 97822
Email: Marisela.Morales@umatilla.gov
- Proposals are due by: Friday, February 27, 2026, at 2:00 PM Pacific Time.
- Questions regarding this RFP should be submitted by: Monday, February 23, 2026.

CONTRACT TERMS

- The contract will be on a **time-and-materials basis**, with no guaranteed minimum hours.
- Services will be provided on an **as-needed, on-call basis** with response times outlined in the contract. .
- The contract term is anticipated to be three (3) years, with the option to renew.
- Consultants must provide proof of insurance and comply with all City requirements.

CITY RIGHTS

The City reserves the right to:

- Select **one or multiple consultants** to provide services across different areas of expertise.
- Negotiate the scope, fee, and service areas with each selected consultant.
- Reject any or all proposals.
- Waive informalities in proposals.
- Award multiple contracts if deemed in the City's best interest.