

Digital Durham

ARPA Contractor RFP Questions & Responses

Project/Deliverables

1. What are the most critical digital literacy gaps identified in the target census blocks?

Response

The Coordinator's efforts include working with each community based organization to further hone in on their specific needs. In addition to the digital literacy basics, we know that the following is needed:

- How best to safely use the smartphone for activities such as: myhealth applications, safe searching,
- Cybersecurity and scams
- How to detect AI on websites and emails

NOTE: Questions 2, 3 and 4 are grouped

2. Can you clarify expectations around documentation and evaluation for service delivery?
3. How does Digital Durham define success for this project?
4. How will success be measured beyond the listed deliverables (i.e., Are there any specific KPIs beyond the minimum device distribution of 100?)?

Response to Questions 2, 3, and 4

Digital Durham and the City of Durham expect outcomes to include:

- Community Based Organization (CBO) specific training materials to be developed in a method that can be provided on a Digital Durham Community Resources webpage.
- Pre and post assessment from the train-the-trainer program as well as the training held at each Community Based Organization
- 6 month follow up with participants
- Tracking of ongoing activities from the train-the-trainer cohort
- Set up processes for the navigator/trainees to track calls/services provided to their community and a way for Digital Durham to receive that data

5. Given that the contracted coordinator and service provider have some overlapping deliverables, how do you envision their collaboration with Digital Durham to ensure alignment and efficiency in producing key outcomes?

Response

Examples of requirements listed for the coordinator and contractor are below:

The "Coordinator":

- Assists in establishing relationships with the community based organizations and others
- Maintains the list of organizations, stakeholders and partners for Digital Durham
- Organizes community based events (non-training)

The "Contractor"

- Develop and deliver curriculum to the community based organizations,
- Track and deliver devices,
- Measures success of those programs through surveys and
- Other follow up activities

6. How many training sessions are you anticipating having over the next two years?

Response

The expectation is that each community based organization will receive a series of digital literacy trainings specific to their community. We anticipate training to total approximately 10 hours (but could change based on community need) and could be held over a series of days or weeks. Our goal is to have at least 4 community based organizations (and about 20 members each) receive training. The contract is also expected to participate/deliver train-the-trainer training for at least one member of those four community based organizations. There may be other one-off virtual or in-person training on topics such as AI or Cybersecurity that the contractor should expect to assist with. This would not be more than an additional 20 hours of sessions.

7. Does Digital Durham or any of the potential partners referenced in the "Integrated Findings" report have classroom space available to train digital navigators and community trainers for this project?

Response

We do have partners that can provide training space(s).

Budget/Funding

1. Are there restrictions on how the device procurement budget can be allocated (e.g., refurbished vs. new devices)?

Response

Devices (laptops) should be able to perform the functions covered during training and be viable for at least 3 years.

2. Are there preferred vendors for device procurement, or can the contractor propose their own partnerships?

Response

No preferred vendor, but the devices (laptops) should be able to perform the functions covered during training and be viable for at least 3 years.

3. Are there any budget templates or forms you'd like us to use?

Response

Please use this as a template sample for your budget.

[ARPA Contractor Budget Template Sample.xlsx](#)

4. Are there any specific policies or requirements around re-granting these funds?

Response

The funding allotted to the Contract is inclusive, and the Contractor can provide administrative costs as a line item on their budget. As a subcontractor your responsibility is to perform the project work within the budget assigned and provided by Digital Durham. Any subcontractor would need to provide a budget in a similar format that can be submitted as part of the full submission.

5. Could you provide clarity on where the ARPA funding was received from? We want to ensure there is no conflict of interest, as we collaborate with organizations that also support ARPA. Could you share details on the allowance for indirect costs within the proposal?

Response

Digital Durham is a sub-recipient of the City of Durham ARPA funds. The funding allotted to the Contract is inclusive, and the Contractor can provide administrative costs as a line item on their budget. As a subcontractor your responsibility is to perform the project work within the budget assigned and provided by Digital Durham

6. Are there any restrictions on the use of funds (for example: food costs)?

Response

These ARPA funds are federal funds and federal restrictions apply to their use.

7. Are there any budget requirements we should be aware of? For example, allocation for devices, allowances for indirect/administrative costs, etc.?

Response

The funding allotted to the Contract is inclusive, and the Contractor can provide administrative costs as a line item on their budget. As a subcontractor your responsibility is to perform the project work within the budget assigned and provided by Digital Durham

8. Does the \$249,000 budget include administrative costs, or is it expected to be solely for program delivery?

Response

The funding allotted to the Contract is inclusive, and the Contractor can provide administrative costs as a line item on their budget. As a subcontractor your responsibility is to perform the project work within the budget assigned and provided by Digital Durham

Format/Submission

1. For the proposal narrative section, are there any specific word counts or page limits we should adhere to?

Response

There is no word count restriction or requirement.

2. Is there a specific form or template we should be using for our submission?

Response

Proposal Submission Guidelines: (As stated on RFP)

Interested parties are invited to submit a proposal that includes the following information:

- Service provider's qualifications and relevant experience in digital literacy work
- Approach and methodology for the project deliverables
 - Proposed timeline and high-level budget outline for completing the project (please use the template above as an example of what's needed)
- Projected number of Durham residents recruited and trained
- References from past clients

3. Please clarify what is meant by an "approved" ARPA recipient as stated under Section C (i.e., Qualifications, certifications, and experience, bullet #6).

3

Response

Digital Durham is a subrecipient of City of Durham ARPA funds. An organization that has experience with the City and/or other ARPA funds is preferred, but not a requirement.

4. Finally, is this the best email to submit applications to, or is there another platform or contact we should be using for submission?

Response

finance@digitaldurham.ngo is the email for the submission

Tech & Logistics

1. What are the key logistical challenges Digital Durham anticipates for device distribution?

Response

We anticipate device distribution to be done in coordination with the Community Based Organizations and as part of the training provided to those supported by the organization.

2. Will there be a centralized digital literacy curriculum, or should the contractor develop customized content?

Response

The Contractor should use nationally recognized digital literacy and digital navigator standards. We expect there to be some Community Based specific content developed. [Digital Teaching & Learning Standards | NC DP](#), [Standards | ISTE](#) or [Northstar](#)

3. Is it an option to sub-contract with a device refurbished to meet the device needs of the proposal?

Response

Yes, that should be included as an item in the budget