

Digital Durham is seeking a contract service provider to deliver locally focused digital equity grant with an emphasis on stakeholder engagement and sustainability of the community's long term digital inclusion activities. The work is expected to begin early 2025 and conclude late 2026.

I. Background

A. Project Context

Digital Durham (DD), a nonprofit 501(c)(3), envisions a Durham where everyone is equally engaged in the digital world. To achieve this vision, we promote digital inclusion throughout Durham, North Carolina by advocating for reliable, affordable internet access and computing devices, as well as by providing digital literacy training.

B. Purpose

The contract service provider will develop and deliver services to address inequities in access to digital resources and digital literacy training in designated census blocks within Durham County, North Carolina. The activities are funded through ARPA funds through City of Durham's Technology Solutions Department. The Digital Equity Delivers Equitable Durham project seeks to further the digital inclusion ecosystem through a contracted coordinator and a contract service provider. In addition to meeting the short-term objectives of the grant, the work will connect to the existing Durham Digital Equity Plan and strategic efforts to close the digital divide in Durham.

C. Timeline and duration

The project is expected to begin early 2025 and conclude December 2026.

II. Scope of Work

A. Tasks and responsibilities

- Develop and deliver ARPA funded program activities to community-based organizations including, but not limited to resource allocation, outreach, and monitoring
- Develop, procure, deliver and track distribution of training, devices, and other activities
- Coordinate with community-based organizations to co-develop digital inclusion activities to support covered populations
- Recruit and train individuals in the focus populations to serve as digital literacy trainers for their community
- Leverage the Digital Equity Leaders Program (DELP) activities, takeaways, and best practices to enhance and expand digital literacy training to address the unique needs of specific covered populations in Durham
- Document and assess activities to assist in updating Durham's Digital Equity Plan
- Outreach, expansion and documentation of the Digital Durham ecosystem and digital equity assets including identifying new community-based organizations

- Provide reports to and meet with Digital Durham Board and ARPA Coordinator
- Provide accounting and operational support for Digital Durham ARPA grant funds

B. Deliverables

- A project plan outlining the timeline, milestones, and deliverables for the project
- A plan detailing the methods and approach for effectively engaging and delivering services to community-based organizations
- Monthly grant and ongoing project reports
- Training and informational materials specific to community-based organizations
- Documentation and evaluation of service delivery
- Documentation for procuring and distributing devices
- Recommendations for developing a sustainability model for digital inclusion activities
- Recommendations for an updated Digital Equity Plan for Durham

C. Qualifications, certifications, and experience

- Experience delivering digital literacy training that will allow for flexibility in the content
- Experience in creating train the trainer models for digital literacy
- Experience responding to federal grant reporting requirements
- Experience planning and executing community-based events
- Knowledge of Durham's digital equity ecosystem and its abilities inclusive of refurbishers to procure devices for distribution
- Approved ARPA recipient

Proposal Submission Guidelines:

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
- Projected number of Durham residents recruited and trained
- References from past clients

Proposal Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Existing subrecipient of ARPA grant funds
- Expertise and experience in digital literacy training development and delivery
- Clarity and feasibility of the proposed approach, methodology and timeline
- Alignment with the organization's mission and objectives
- Projected impact and number of Durham residents positively impacted
- Quality of references

Budget

The budget for the contract services provider is a total of \$249,000 for 2 years. This funding is inclusive of at least 100 devices to be procured and delivered through the training over the 2 years.

Response Proposed Timeline

- Respondents submit questions by March 21, 2025
- Digital Durham provides responses by March 28, 2025
- Respondent Proposals due April 4, 2025
- Interviews and Digital Durham Review week of April 7, 2025
- Notify Respondents by April 30, 2025

Questions and proposals can be sent to: finance@digitaldurham.ngo