

Questions Received for Digital Navigator RFQ October 12-19th, 2022

Question: Do you think we would be able to apply for this since we are more on the smaller side?

Answer: Smaller organizations are eligible and encouraged to apply!

Question: Can orgs that received funding from the city technology department for digital navigation services this year, be eligible for this funding?

Answer: Yes, organizations that received funding from Seattle Information Technology are eligible to apply. Eligibility criteria are included below.

Eligible Applicants

To be eligible for this grant, applicants must:

- Be a 501(c)(3) or be fiscally sponsored by a 501(c)(3) based in King County; and
- Licensed to do business in the State of Washington and in the Seattle-King County region; and
- Have one (1) year of experience providing Digital Navigator Services or similar services provided to community members.

Question: Can an org that did not apply for the recent city or county digital navigation grants apply for this funding?

Answer: Yes, organizations that did not apply for the recent City of Seattle or King County Digital Equity grants are eligible to apply for funding. Eligibility criteria are included below this answer.

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Question: Are we allowed to purchase and distribute new laptops for the community with the grant or do we have to distribute refurbished laptops?

Answer: The cost of devices and hotspots are not eligible for funding. If awarded funding, grantees will be part of the Digital Navigator Cohort Grant and assist with the distribution of devices in coordination with InterConnection.

Question: Do we have to collaborate with InterConnections and if we do, in what capacity?

Answer: Yes. Grantees will be part of the Digital Navigator Cohort Grant and assist with the distribution of devices in coordination with InterConnection, a local partner under this grant. Interconnection will provide (at no cost to the grantees) 500 laptops and 250 hotspots with 1 year of Internet connectivity and tech support to residents for devices distributed under this grant in collaboration with grantees.

Depending on how many organizations receive Digital Navigator funding, grantees will help distribute 50-75 laptops and 25-35 hotspots with 12 months of internet connectivity.

Question: We would like to apply for the Digital Navigator grant, but I am having trouble accessing the budget template because our work firewall is flagging it as suspicious. Would you be able to send one to me directly as an attachment?

Answer: No problem. Please see attached the budget template.

Question: Will this session be recorded?

Answer: Yes, this session is being recorded.

Question: Is there an age range for receiving services?

Answer: No, there is not an age range or limit for those who receive services.

Question: Are seniors included?

Answer: Yes, senior citizens are included.

Question: We have 25+ years of experience teaching digital skills to kids and teens, but we're just starting our adult program now. Are we eligible, even though we don't have 1+ years of experience teaching adults?

Answer: Yes, you are eligible, since your organization meets the criteria of providing digital navigation or similar services for 1 year or more.

Question: We already received the Digital Equity grant through King County. Are we eligible?

Answer: Yes, you are eligible.

Question: Is there a certain distribution for staff vs. direct cost that you would like to consider regarding the funding structure of this grant?

Answer: No, we want organizations to tell us how the project would be delivered and how it aligns with that.

Question: Why is teaching a requirement?

Answer: When we are asking for one year of experience, we are looking for the organization to have one year of experience providing some type of digital navigator services, it could be helping users understand how to turn on devices. We are looking for some level of experience.

Question: Is this open to locations in all of King County?

Answer: That is correct.

Question: Can this grant support existing programs?

Answer: Yes, as long as grantees fulfill the requirements of the program by providing the services outlined in the application.

Question: Would customers need to return the device at the end of the 6-7 months?

Answer: No, the devices do not need to be returned.

Question: On the hardware side...can this funding be used to help new businesses obtain Point of Sale systems?

Answer: organizations will have to explain how they would be able to provide all four elements of digital navigator services Yes, as long as the grantee is providing all four types of services outlined in the application and the point of sale systems fits within the organization's program model. Those four services are:

- Culturally relevant digital navigator services
- Culturally relevant digital skills training
- Assist individuals to learn and apply for the Affordable Connectivity Program (ACP)
- Assist community members to access laptops and hotspots* in partnership with InterConnection.

Question: We work with families in transitional housing, we don't call it digital navigator services, but we are giving out laptops and showing families how to work with them and get them hooked up with Internet, does this count? Is this something that would work?

Answer: Yes. We are specifically stating that you have experience providing digital navigator services or similar services.

Question: If an organization needs to expand the budget to meet the deliverables, is the amount requested flexible to allow the organizations to meet the deliverables, or is it a fixed amount?

Answer: We have \$500,000 in funding. There is flexibility up to the maximum organizations can apply, which is \$75,000.

Question: Is the amount restricted? Can we easily move funding to support another area?

Answer: Grantees need to stay within budget category limits, with a 10% variance, but there is flexibility to modify budgets or make adjustments within your overall funding through a contract modification if you anticipate costs changing. it would depend on how the budget and contract are set up.

Question: how many laptops each of awarded organizations will be receiving?

Answer: up to 75 laptops and up to 35 hotspots.

Question: Is this opportunity available every year?

Answer: This is a one-time grant that ends on 6/30/2023. If additional funding becomes available, this grant could be extended.