

# **Community Technology Access Lab Management Services**

City of Austin, Purchasing Office & Telecom & Regulatory Affairs

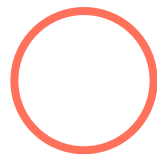
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# Introduction and Purpose

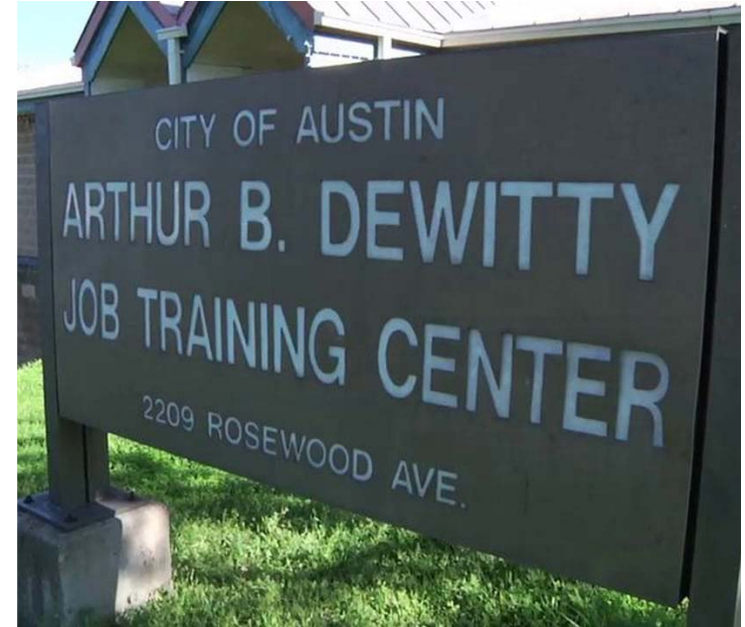
# Digital Inclusion in Austin

## Digital Inclusion Vision

The City of Austin Vision is for every Austin resident to be fully engaged in digital society, accessing and using digital and communications technology.

## Digital Inclusion Goals

- Increase **internet** usage
- Reduce **barriers** to digital access
- Support digital literacy **training**
- Promote **access** to technology devices
- Promote **accommodations** for non-english speakers and persons with disabilities
- Develop **relevant** digital inclusion programming and advocate for continued community support



*The City of Austin, Arthur B. Dewitty Center is a public access computer lab in Council District 1.*

# Community Technology Access Lab Management Services



***The City of Austin has provided free public access computing and digital literacy skills training since 1995, initially through the Austin Public Libraries with training on basic digital skills to navigate the City’s website launched in 1994 to ensure that every Austin resident had equitable access to City information and services.***

# Access To Technology

## The Intent

City's objective that all of its citizens have access to technology and online information and services through public access facilities.

## Service offered by the City

The current contract is provided by Austin Free-Net

## Public Access Labs & Digital Literacy Training

- \$197,774 total funding available
- Maintains 32 public access computer labs throughout the City
- Provides free digital literacy training services



*The 1997 Austin Chronicle Readers Poll for Best of Austin deemed Austin Free Net at Austin Public Libraries as the "Best Public Place to Surf". The article stated "the brilliant, valiant efforts of Sue Beckwith and crew made this a banner year for public access to the ether despite the free speech controversy incited by the Library's use of Cyber Patrol. (Photo credit: Minh Carrico from Austin Chronicle)*

# The Impact



*Performance Reported to the City for the period of October 1, 2016 to September 30, 2017*

## Outputs

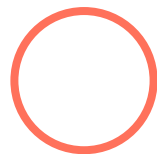
- 821 Total number of unduplicated clients served at City Community Technology Access Labs
- 102,949 Total Number of Hours on Austin Free-Net Computers
- 53,274 Total Number Lab Open Hours
- 4,874 Total Number of Hours Contributed by AFN Volunteers

## Outcomes

82% of participants in digital inclusion programs demonstrated understand and create skills

60% of participants in digital inclusion programs obtained employment related training

48% of participants in digital inclusion programs were referred to service agencies



# Research & Engagement



# Community Engagement

## Insights, Opportunities and Needs from:

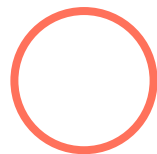
- Digital Empowerment Community of Austin (representatives from non-profits, educational institutions and private tech companies)
- Online Feedback for Distributed Stakeholders
- Austin Public Health
- Austin Public Library
- Communications & Technology Management Department

## Key Findings

- Need for more structured programming
- Ability to scale digital literacy skills training
- Increase City investment from Refurbished Computers



*Digital Empowerment Community of Austin (February 22, 2016). The goal of this session was to generate insights serving dimensions of digital inclusion programs and to improve the quality of digital literacy skills training across provides to better serve vulnerable populations.*



# Request for Proposals

# Contract Goals

This contract is to manage the City of Austin public access computer and technology labs at community facilities and the delivery of digital literacy skills training services.

- Manage the Community Technology Access Lab (“CTAL”) facilities and computer equipment to enable residents connectivity to the internet and devices;
- Train residents on credentialed digital literacy skills (“DLS”) necessary to participate in a digital society;
- Support the City’s Digital Empowerment Community of Austin (DECA) to convene, facilitate and develop open source guidelines, processes and tools.

## Funding

- \$197,774 total funding available
- Anticipated that 1 contract will be awarded
- All agencies were eligible to submit a proposal

# Evaluation Criteria

Evaluation Factors:

100 points total were awarded based on major criteria:

- (1) Proposed Solution: 40 points
- (2) Prior Experience and Personnel: 30 points
- (3) Cost: 20 points
- (4) Local Business Presence Maximum: 10 points

# Proposed Solution: 40 points

*Opportunity for proposers to state their understanding of the requirement presented in the Scope of Work of the RFP and to describe in detail their proposed solution:*

1. Plan for Community Technology Access Lab Use and Management
2. Three to Five Strategies to Train Residents on credentialed digital literacy skills
3. Methods to facilitate open source guidelines, processes and tools for the community
4. Reporting capability for target populations
5. Marketing Plan to Bring Awareness of Services
6. Leveraging Capacity with other agencies
7. Service Coordination with other agencies
8. Implementation of a Healthy Service Environment

# Prior Experience and Personnel: 30 points

*Opportunity for proposers to state their level of experience in administering similar programs:*

1. Personnel assigned to the project
2. Listing of (3) comparable projects
  - a. Project Name
  - b. Budget
  - c. Timeframe
  - d. Reference Contact
3. Experience in providing client-centered trainings
4. Courses and Services previously offered
5. Organizational Chart
  - a. Reporting Structure
  - b. Staff Assigned to Project
  - c. Staffing Continuity Plan

# Cost: 20 points

*Cost will be evaluated based upon lowest price:*

1. Program Budget and Narrative
2. Program Funding Summary
3. The contract(s) under this solicitation will be based on a monthly cost reimbursement model, with the fund amount based on the proposed annual budget.
4. The City may exercise the option to pay-ahead for services within the first 90-days of the contract for startup costs.
5. The Contractor shall allocate 5% of the total budget toward computer, hardware and network resources and tools.

# Timeline

- **November 20, 2014:** Digital Inclusion Strategic Plan adopted by Austin City Council
- **October 29, 2015:** Digital Empowerment Community of Austin Convened
- **June 27, 2016:** Phase I Report of Digital Empowerment Community of Austin is released
- **October 2016:** City Launches Feedback Loop with Community on Public Access Computer Labs
- **December 2016:** City Launches Feedback Loop to canvas larger community
- **March 13, 2017:** City Refurbished Computers Pilot Program Available
- **May 1, 2017 :** Request for Proposals Issued
- **May 25, 2017:** Proposal Closing Date
- **June 12, 2017:** Recommendation for Award Published
- **February 15, 2018:** City Council Action on Contract Awardee



# Recommended Vendor

*The four member evaluation team with expertise in this area completed their process and recommended award to: Community Technology Network.*

**EVALUATION MATRIX  
COMMUNITY TECHNOLOGY ACCESS LAB MANAGEMENT SERVICES  
RFP 7300 JRH0104**

EVALUATION FACTORS	# Possible Points	Community Technology Network	Austin Free Net
PROPOSED SOLUTION	40	35	27
PRIOR EXPERIENCE AND PERSONNEL	30	25	20
PROPOSED COST	20	20	17
LOCAL BUSINESS PRESENCE	10	0	10
<b>Total</b>	<b>100</b>	<b>80</b>	<b>74</b>

NOTE: As per Section 252.049 of the local government code, contents of a proposal shall remain confidential until a contract is awarded. Therefore, the matrix will include points awarded for price but exact pricing will not be disclosed.