

## Legislation Text

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File #: 15-19134, Version: 1

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### Digital Navigation Services

#### Action:

- A. Authorize the use of American Rescue Plan Act funds for Digital Navigation Services,**
- B. Authorize the City Manager to negotiate and execute a contract with Queens University of Charlotte for Digital Navigation Services for an initial term of three years, and**
- C. Authorize the City Manager to renew the contract for up to one, one-year term with possible price adjustments, and to amend the contract consistent with the purpose for which the contract was approved.**

#### **Staff Resource(s):**

Reenie Askew, City Manager's Office  
Randy Moulton, Innovation & Technology

#### **Explanation**

- Census data show that approximately 67,000 households in Charlotte lack high-speed internet connection; 12,000 of these households fall within the city's Corridors of Opportunity.
- The lack of high-speed internet connection further exacerbates barriers to economic mobility and community resilience.
- The purpose of the proposed project is to expand the number of households in Charlotte with access to a high-speed internet connection and include, but not limited to:
  - Providing outreach to promote enrollment of qualifying households in the Affordable Connectivity Plan provided by the Federal Communications Commission;
  - Providing qualitative and quantitative data around the digital needs of households in Charlotte and the impacts of the city's investments; and
  - Developing sustainable funding plans around digital inclusion.
- On September 22, 2022, the city issued a Request for Proposals (RFP); one response was received.
- Queens University of Charlotte's Center for Digital Equity best meets the city's needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.
- Digital Navigation Services are anticipated to support the enrollment of at least 10,000 Charlotte households in the Affordable Connectivity Plan.
- Annual expenditures are estimated to be \$290,000.

#### **Charlotte Business INClusion**

Per Charlotte Business INClusion Policy: Part C: Section 2.1(a) The city shall not establish Subcontracting Goals for Contracts where (a) there are no subcontracting opportunities identified for the Contract; or (b) there are no MBEs or SBEs certified to perform the scopes of work that the city regards as realistic opportunities for subcontracting.

However, Queens University of Charlotte has committed to use the following certified firm(s) to participate:

- Hue House (MBE, SBE) (\$475,000) (marketing)

#### **Fiscal Note**

Funding: American Rescue Plan Act (ARPA) Funds