DIGITAL EQUITY GRANTS
REQUEST FOR PROPOSALS

May 1, 2019 – June 30, 2020
GRANT TERM

We invite you to submit proposals for the following grant opportunities:

<table>
<thead>
<tr>
<th>Grant Title</th>
<th>Grant Amounts</th>
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<tbody>
<tr>
<td>Neighborhood Tech Help and Training Pilot</td>
<td>$ 50,000</td>
</tr>
<tr>
<td>Community Media Grants</td>
<td>up to $ 40,000</td>
</tr>
<tr>
<td>Citywide Computer Refurbishment Pilot</td>
<td>$ 35,000</td>
</tr>
</tbody>
</table>

Go to the next page to learn more about what we would like to fund.

DATE ISSUED: Monday, March 18, 2019
PROPOSAL DUE DATE: Monday, April 15, 2019 at 5:00 p.m.
ELIGIBLE GRANTS

We have listed eligible grants below. Under each grant, we describe in more detail what we would like to fund. Applicants must submit a separate proposal for each grant. We reserve the right to award more than one grant to an agency or group of agencies. Under each grant title, we list the Maximum Grant Amount. Budget this amount over a 14-month period, from May 1, 2019 through June 30, 2020.

<table>
<thead>
<tr>
<th>Neighborhood Tech Help and Training Pilot</th>
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<tbody>
<tr>
<td><strong>(Two $50,000 grants available from the Office of Digital Equity)</strong></td>
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</tbody>
</table>

**Community Needs Statement**

Digital equity means full and equitable access to digital technology and its benefits so all San Francisco residents and communities can thrive, regardless of demographics. Based on a community needs assessment from the Office of Digital Equity, residents and community-based organizations need more comprehensive technology training offerings and tech support services that are easily accessible to residents, primarily those in the following lower-income neighborhoods:

- Bayview Hunters Point
- Chinatown
- Mission
- OMI-Excelsior
- Tenderloin and Mid-Market
- Visitacion Valley and Sunnydale

There is a shortage of programs providing:

- Tech support services to help with issues like malware removal, addressing online scams, and diagnosing hardware and software issues
- Non-English digital literacy trainings, particularly in Cantonese and Spanish
- Smartphone trainings
- Opportunities to learn specific digital skills, such as online safety, privacy, or online banking and bill pay
- Opportunities to learn intermediate and advanced digital skills, such as computer programming, particularly for non-youth audiences

The City’s 2018 Digital Divide Survey found the most significant gaps in technology usage, access and skills among four demographic groups:

- Low-income residents and families
- Limited English proficient residents
- Adults with disabilities
- Older adults
Grant Goals

1. Improve residents’ ability to use technology effectively and reliably

2. Build important digital skills, especially those with relevance in the following areas:
   - Employment
   - Education
   - Financial inclusion
   - Health
   - Access to government services (including DAHLIA), participating in the 2020 Census, and civic engagement

Desired Grant Services

Applicants should consider their neighborhood’s needs when determining what services to offer. Applicants should use their expertise and be innovative when determining how to offer those services.

For instance, applicants may propose leading multi-week training programs or various one-time workshops, providing trainings or assistance in either group or 1-on-1 settings, and at a single location or multiple locations. Applicants are encouraged to propose new or unconventional ways to overcome barriers to tech support and digital skill acquisition, including language, mobility, time constraints, "technophobia," and need for meaningful incentives.

At a minimum, applicants should offer some form of tech support or assistance to help residents with any hardware, software or Internet-related issues or questions they may have. Applicants should also provide at least one form of training from the following categories:

- **Basic digital skills, including:**
  - Basic digital literacy classes (e.g. typing, email, Internet search), especially those held in languages other than English (e.g. Cantonese or Spanish)
  - Smartphone classes
  - Helping people with disabilities learn to use assistive technology or accessibility features
  - Beneficial use cases, e.g. accessing health information, online banking, online job search, accessing government services (including DAHLIA), educational resources for parents, or filling out one’s 2020 Census questionnaire

- **Intermediate digital skills, including:**
  - Online safety
  - Online privacy
  - Information literacy
  - Workplace digital skills, e.g. Microsoft Office Suite

- **Advanced digital skills, including:**
  - Coding classes for adults, or intergenerational coding classes for parents and kids
  - Digital media
  - IT skills (hardware and software repair, networking, etc.)
Grant funds should pay for direct services to residents, although this grant will not pay for residential Internet service. Eligible expenses include staff wages and salaries, materials, and administrative costs.

We encourage applicants to apply for a Community Media Grant (see below) to cover their technology equipment needs.

Applicant Qualifications

1. We will prioritize applicants with a demonstrated ability and interest in experimenting with different ways to deliver tech support and training services. We want to see agility to test multiple approaches and an inventiveness to learn about what works best.

2. Grantees must work with the Office of Digital Equity to evaluate client satisfaction and the efficacy of the service, using a Results-Based Accountability framework.

3. Grantees must participate in a learning community convened by the Office of Digital Equity to share lessons learned.

Community Media Grants
(Grants ranging between $25,000 and $40,000 available from the Department of Technology)

Community Needs Statement

Community-based organizations lack up-to-date technology and digital media equipment. This gap affects their ability to provide adequate technology-related programming, especially in training residents to contribute to public access media. Based on a community needs assessment from the Office of Digital Equity, residents and community-based organizations need more comprehensive technology training offerings and tech support services that are easily accessible to residents, primarily those in the following lower-income neighborhoods:

- Bayview Hunters Point
- Chinatown
- Mission
- OMI-Excelsior
- Tenderloin and Mid-Market
- Visitacion Valley and Sunnydale

The City’s 2018 Digital Divide Survey found the most significant gaps in technology usage, access and skills among four demographic groups:

- Low-income residents and families
- Limited English proficient residents
- Adults with disabilities
- Older adults
Grant Goals

1. Provide technology training for residents, especially in digital media, by equipping community-based organizations with up-to-date technology and digital media equipment.

2. Produce more community-driven content for public or government access channels.

Desired Grant Services

This grant must pay for capital or facilities-related expenses capable of producing digital media content for a public or government access channel. Eligible expenses include computer hardware, software, video and digital media equipment, furniture, and the tech support and maintenance costs of equipment. Internet service for connecting this equipment is also an eligible expense. This grant will not pay for general program staff wages and salaries.

Grantees must use equipment to provide technology training, assistance, or public use to residents. Grantees may loan equipment to residents only on a temporary basis. Grantees must also use equipment to produce video content that is suitable to cablecast on a public or government access channel. There will be opportunities to partner with City departments to create such content, particularly with the Office of Civic Engagement and Immigrant Affairs (OCEIA), which is coordinating San Francisco’s Census 2020 outreach and will be launching a competition during the grant period to develop culturally-competent Census public service announcements (PSAs) for hard-to-count communities. Grantees will work with the City and its partners to distribute media content on public or government access channels and other formats.

Applicants should consider their neighborhood’s needs when determining what services to offer. Aside from the requirements noted above, applicants should use their expertise and be innovative when determining how to offer those services. For instance, applicants may offer a mobile media kit of laptops, tablets and cameras to use at afterschool centers, teaching digital media to youth. They may also create a new computer lab to serve as a neighborhood technology hub, providing a variety of tech trainings and classes to local residents, including digital media. They may also purchase more assistive technology to help adults with disabilities learn basic computer skills and digital media. They may also create a digital media lending library to give training participants opportunities to use equipment on their own time. All of these examples meet the intent of these grants.

Applicant Qualifications

1. Grantees must work with the Office of Digital Equity to evaluate client satisfaction and the efficacy of the service, using a Results-Based Accountability framework.

2. Grantees must participate in a learning community convened by the Office of Digital Equity to share lessons learned.
Community Needs Statement

Many low-income residents and families lack quality computing devices due to cost barriers. Instead, they rely on smartphones for access, or have no Internet-enabled device at all.

Grant Goal

1. Provide low-income residents and families with quality computers sufficient for their needs.

Desired Grant Services

This grant will fund a community-based organization to refurbish donated computers and use the City’s existing network of community institutions, including schools, libraries and nonprofits, to distribute them to residents in need. Grant funds should pay for the cost of refurbishment (including labor, parts, and software), distribution, and related costs.

Refurbished laptops and desktops should come preinstalled with a common, up-to-date operating system and office productivity software (e.g. Windows 10 and Microsoft Office). Computers should also be capable of connecting to Wi-Fi. The successful applicant should provide a warranty of at least one year for the computers it distributes. We are open to ideas for how to distribute computers to residents in the greatest need. We encourage partnerships with schools, libraries and nonprofits to link computer distribution to trainings or program participation.

We will prioritize applicants who incorporate IT career development into their refurbishment work. An example would be an organization training low-income residents as IT apprentices, who then perform the refurbishments. Although not required, we are also interested in organizations who will help low-income residents repair or refurbish their existing computing devices, including laptops, desktops, tablets, and smartphones. Applicants should be prepared to refurbish and distribute 250 to 350 computers during the grant period. Applicants who incorporate repair services may propose a lower target number of computers for distribution.

Applicant Qualifications

1. Applicants should have existing computer donation inventory or sources, as well as the ability to receive new donations made available by the City and its partners.

2. Grantees must work with the Office of Digital Equity to evaluate client satisfaction and the efficacy of the service, using a Results-Based Accountability framework.

3. Grantees must participate in a learning community convened by the Office of Digital Equity to share lessons learned.
ARE YOU ELIGIBLE TO SUBMIT A GRANT PROPOSAL?

You are eligible to submit a grant proposal if you meet all the following criteria:

1. You are a nonprofit corporation registered with the Internal Revenue Service; or a fiscal agent who is a nonprofit corporation.
2. You are in good standing with the State of California’s Registry of Charitable Trusts.
3. You have a project or service site located within the City and County of San Francisco.
4. Your project or service helps low and moderate-income individuals and their families.
5. Your clients live within the City and County of San Francisco.
6. You will follow applicable federal, state and local laws and regulations if funded.

WHAT TO EXPECT IF AWARDED A GRANT

The use of these funds is subject to many requirements, including but not limited to:

1. You must be a City-approved supplier. If you are not a City-approved supplier, begin the certification process as soon as possible. Subcontractors are not required to be City-approved suppliers. Only the lead agency or fiscal agent must be City-approved.
2. Financing is on a monthly cost-reimbursement basis. You must use our online grants management system for monthly reporting and invoicing.
3. You must sign and meet the provisions of a grant agreement. The grant agreement includes an annual scope of work and budget. We cannot reimburse for expenses incurred before the start of the grant agreement.
4. Projects and services must be accessible to persons with disabilities. You can provide access often without having to alter the existing facility.
5. You must follow applicable federal, state and local laws and regulations for:
   - Fair housing
   - Equal employment opportunity
   - Equal benefits for domestic partners
   - Conflicts of interest
   - Purchasing goods and services
6. You cannot use these funds for religious purposes or political and lobbying activity.
HOW TO SUBMIT A GRANT PROPOSAL

1 ATTEND ONE OF OUR PRE-SUBMISSION WORKSHOPS

Friday, March 22, 2019
3:00 p.m. – 4:00 p.m.
1 South Van Ness Avenue, 5th Floor

We will lead workshops to help you determine if your project is eligible. We will also help you understand how to submit a complete proposal. We encourage you to attend a workshop before submitting a proposal. The meeting room is wheelchair accessible. For translation or interpretation services, call (415) 701-5598 at least 72 hours beforehand. For speech or hearing impaired callers, please call TYY/TDD (415) 701-5503. For information on MUNI routes, call (415) 673-6864, or 511.

2 PUT TOGETHER YOUR PROPOSAL PACKET

Proposal Packet Checklist
(One original signed in blue ink and one USB drive copy)

☐ Proposal Cover Sheet (p.10, posted in Word)
☐ Board of Directors (p.11, posted in Word)
☐ Proposal Narrative (see p.12 for instructions)
☐ Project Budget Worksheet (p.13, posted in Excel)

These documents are also required if we do not currently fund you:

☐ Your Articles of Incorporation, including all amendments
☐ Your Organization By-Laws, including all amendments
☐ Evidence of your Federal Tax Exempt 501(c)(3) status

3 SUBMIT YOUR PROPOSAL PACKET

Submit your completed proposal packet to:

Attention: Director of Community Development
Mayor’s Office of Housing and Community Development (MOHCD)
1 South Van Ness Avenue, 5th Floor
San Francisco, CA 94103

WE RECOMMEND HAND DELIVERY

PROPOSAL DUE DATE:        April 15, 2019
by hard-copy original and USB drive copy       at 5:00 p.m.
REVIEW PROCESS AND SCHEDULE

First, we will review all proposals to determine if they are complete and eligible. We will remove any incomplete or ineligible proposals from further consideration. Next, we will read and score all complete and eligible proposals. We will consider prior performance in our review. Prior performance includes your compliance with any previous grant or financing agreement. We will recommend proposals with the highest scores for grant awards. Last, we will notify you of our award decision. If you do not receive a grant, you may appeal our decision. If you receive a grant, we will contact you to begin the grant negotiation process.

Our proposed schedule for review and decisions is:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Monday, April 15, 2019</td>
<td>Proposals due to us by 5:00 p.m.</td>
</tr>
<tr>
<td>Friday, April 26, 2019</td>
<td>Award decisions sent to you</td>
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<tr>
<td>Friday, May 3, 2019</td>
<td>Five day appeals period ends</td>
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<tr>
<td>Wednesday, May 1, 2019</td>
<td>Earliest date grant term can begin</td>
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We reserve the right to adjust this schedule at our discretion.

PROPOSAL INSTRUCTIONS

1. Be as succinct as possible. The narrative section must be no longer than six pages (i.e. 3 double-sided sheets of paper). Reviewers will not consider text beyond the sixth page in their funding recommendations.

2. We will not accept any handwritten narratives. You must type or use a computer to write your narrative. Font size must be at least 12 point.

3. Pages should be standard 8-1/2" by 11" with 1" margins. To save paper, we recommend the narrative section be double-sided and single-spaced.

4. Original signatures must be in blue ink.

5. Use the Proposal Packet Checklist to ensure your proposal is complete.

6. Do not bind proposals, or submit extra materials not requested.

7. We will not consider any incomplete, faxed, or late proposals. We recommend hand delivery of proposals. We will not accept any proposals after 5:00 p.m. on Monday, April 15, 2019.
PROPOSAL COVER SHEET
(If legible, you may hand write this part of the proposal)

Agency Name: __________________________
Street Address: _________________________
City: _____________________________
State: __________________ Zip Code: __________
Main Phone: __________________ Fax: __________

Project Name: __________________________
Project Description (one-liner): __________________________
Project Street Address (if different): _________________________
City: _____________________________
State: __________________ Zip Code: __________

Executive Director: __________________________
Phone: __________________ Email: __________
Primary Contact Person (if different): __________________________
Phone: __________________ Email: __________

Grant Applying for:
Total Proposal Request (may not exceed Maximum Grant Amount): $ __________
Total FY 2019 Agency Budget: $ __________

I certify that the information provided in this application is true.

Signature __________________________ Date __________
You should have a Board of Directors with at least 7 members. We encourage representation from low-income residents and neighborhoods.

<table>
<thead>
<tr>
<th>Name</th>
<th>Years on Board</th>
<th>Home Neighborhood</th>
<th>Job or Relevant Experience</th>
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1. Project Design (worth up to 40 points)
   - Describe your project, including activities and your goals and vision.
   - Which neighborhood(s) will your project target?
   - Describe how you will outreach to high-need residents.
   - For the Neighborhood Tech Help and Training Pilot only: Describe how your project will build digital skills with relevance to employment, education, financial inclusion, health, and/or access to government services and civic engagement. Describe the new or innovative ways you propose to overcome barriers to tech support and digital skill acquisition.
   - For the Citywide Computer Refurbishment Pilot only: How many computers will you distribute during the grant period? Describe your existing relationships with companies and organizations for obtaining computer donations.
   - When will your project start? If applicable, when will it finish?

2. Organizational Capacity and Budget (worth up to 30 points)
   - Complete a Project Budget Worksheet, including budget items for both your grant proposal and your project.
   - Describe the budget for your project.
   - Describe the individuals who will administer your project, including their names, job titles and experience.
   - Is your proposal a supplement or an addition to an existing project or program? If so, describe how your proposal will expand or enhance your existing work.
   - What experience does your organization have in implementing similar projects?

3. Background and Need (worth up to 20 points)
   - Describe the need for your project. You should demonstrate a thorough understanding of the barriers to digital inclusion and equity specific to your service area or population.

4. Evaluation (worth up to 10 points)
   - Describe who will benefit from your project.
   - What outcomes would you use to measure your project’s success?

    TOTAL SCORE ASSIGNED BY REVIEWERS: ____ out of 100
### PROJECT BUDGET WORKSHEET

Please fill in the yellow highlighted fields that apply to your Proposal and Full Project Budget. Include your project’s two largest secured revenue sources in the columns labeled "Secured Amount from [Insert Source]," and sum the remaining revenue sources in the column labeled "Secured Amount from Other Sources." List the names of other revenue sources in that column header.

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Budget Item</th>
<th>Grant Request</th>
<th>Secured Amount from [Insert Source]</th>
<th>Secured Amount from [Insert Source]</th>
<th>Secured Amount from Other Sources:</th>
<th>Total Project Budget</th>
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</thead>
<tbody>
<tr>
<td>Salaries &amp; Wages</td>
<td>Name &amp; Title</td>
<td>Rate/Hr.</td>
<td># of Hrs.</td>
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<td>Fringe Benefits</td>
<td>Item</td>
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<tr>
<td>Workers Compensation</td>
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<td>Medical Insurance</td>
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<td>Contractual Services</td>
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<td>Total Contractual Services</td>
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<td>Equipment (including leasing)</td>
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<td>Total Equipment</td>
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<td>Insurance</td>
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<td>Total Other</td>
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<td>Indirect</td>
<td>Total Indirect (no more than 15%)</td>
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MORE ABOUT THIS RFP

1. We encourage collaborative proposals. Collaborative proposals must choose a lead agency to serve as the fiscal agent. The fiscal agent should submit documents as if it were a single agency. We prefer awarding grants to agencies who can increase their impact through collaboration. If awarded a grant, a collaborative proposal must provide us with signed agreements. These agreements will outline the scopes of work and expectations of each partner.

2. The City reserves the right to fund select components of a collaborative proposal.

3. The City reserves the right to terminate an award if actual expenses deviate from the purpose expressed in this RFP.

4. If in its best interest, the City may delay, suspend, or cancel this procurement (or any of its components).

5. In the future, the City may use this procurement to award grants for similar projects and services.

PROTEST PROCEDURES

Protest of Non-Responsive Proposal or Grant Award

Non-responsive proposals are either incomplete, ineligible, or undelivered. If we determine your proposal to be non-responsive, we will inform you. We may also issue you a notice of intent to award the grant to another, responsive proposal. In either case, if you disagree with our decision, you may submit a written notice of protest within five business days. We must receive the notice of protest on or before the fifth business day. The notice of protest must include a written statement of each of the grounds for protest. An individual authorized to represent the respondent must sign the protest. The protest must cite all applicable laws, rules, procedures or provisions. The protest must specify facts and evidence enough for us to determine its validity.

Delivery of Protests

We must receive all protests by 5:00 p.m. on Friday, May 3, 2019, or within five business days of our notification, whichever comes sooner. You bear the risk of non-delivery within the deadlines specified if you use a mail service. You should use a delivery method that will establish the date our office receives your protest. We will not consider any oral or e-mail protests or notices of protests.

If necessary, we will schedule a meeting with the respondent within ten (10) calendar days of receiving the protest. We will review and attempt to resolve the protest during this meeting. You may submit your protest to:

Attention: Director of Community Development  
Mayor’s Office of Housing and Community Development (MOHCD)  
1 South Van Ness Avenue, 5th Floor  
San Francisco, CA 94103