



ADVANCING OUR COMMUNITIES THROUGH TECHNOLOGY AND SUPPORT

**REQUEST FOR PROPOSAL: IT SUPPORT AND SERVICES FOR  
NTIA / TRIBAL BROADBAND CONNECTIVITY  
PROGRAM GRANT (USE AND ADOPTION)**

## **I. ABOUT AFN**

The Alaska Federation of Natives (AFN) is the largest state-wide Native membership organization in Alaska. Established in 1966 to achieve a fair and just settlement of aboriginal land claims through the Alaska Native Claims Settlement Act (ANCSA), its membership includes most of the federally recognized tribes in Alaska, most of the regional and village for-profit Native corporations (ANCs) established by Congress under ANCSA, and most of the regional non-profit tribal organizations that contract to administer federal programs under the Indian Self Determination and Education Assistance Act. AFN's mission is to advance and enhance the political voice of Alaska Natives on matters of mutual concern, including access to affordable and reliable internet.

## **II. TBCP GRANT OVERVIEW**

In 2021, AFN received support and consents from 31 tribes, 31 Alaska Native village corporations, 6 regional tribal non-profits, and 5 Tribally Designated Housing Entities (TDHEs) to submit an adoption and use consortium grant application for the Tribal Broadband Connectivity Program (TBCP) issued by the U.S. National Telecommunications and Information Administration (NTIA).

In 2022, NTIA awarded the AFN TBCP Consortium a \$35.1 million grant to support a wide array of use and adoption activities outlined in the AFN TBCP Consortium grant application and described in more detail below.

AFN is proud to be the lead the AFN TBCP Consortium, and to administer the grant and awarded grant funds to support and benefit the AFN TBCP Consortium members and their communities. AFN will play an important role in **Advancing Our Communities through Technology and Support**, with a keen focus on providing telehealth equipment, training, workforce development, digital equity, and community support.

The AFN TBCP Consortium grant includes the following six main components:

- 1. Needs Assessment.** AFN will design, administer, and review a Needs Assessment survey to determine the bundled computer packages, Information Technology (IT) training, and monthly internet subsidy needs of its 73 AFN TBCP Consortium members.

- 2. Bundled Apple or Dell Computer Packages.** AFN will procure and deliver bundled computer packages. Bundles include a desktop, laptop or tablet, Microsoft Office software, earbuds, monitor (desktops only), mouse, printer, extended support and shipping. Priority recipients for computer bundles are the AFN TBCP Consortium member organizations, K-12 Alaska Native students, and Alaska Native college or vocational students. Students must be a shareholder or member of an AFN TBCP Consortium tribe or village corporation.
- 3. Monthly Internet Subsidy.** AFN will develop and administer a \$150 monthly internet subsidy for 12 months (up to \$1,800 per household) for eligible low-income Alaska Native households. Priority will be given to eligible low-income shareholder or tribal member households (one per household) of AFN TBCP Consortium members.
- 4. IT Circuit Riders.** AFN will design and deploy an IT Circuit Rider program. Qualified individuals will be hired for a one-year term as temporary “Circuit Riders” where they will be required to travel to rural Alaska and provide setup, maintenance, and training for recipients of bundled computer packages or other eligible services and support as identified through the Needs Assessment. 10 Circuit Riders need to be recruited, hired, and supervised during the grant term.
- 5. IT Training Courses.** AFN will design, produce materials, and hold courses on digital inclusion among other things. IT Courses, developed for organizations or individuals, will cover operational basics, equipment setup, intermediate lessons on software, security, file organization, and shared file management. Training will be available virtually, in-person, or through an IT Training Library. Help Desk support and technical assistance will be available to AFN TBCP Consortium members and recipients of bundled computer packages
- 6. IT Train the Trainer Opportunities.** AFN will develop implement, and manage a “Train the Trainer” Program. AFN TBCP Consortium members can nominate individuals within their organization who are interested in developing IT support or training skills. The “Train the Trainer” Program includes up to 25 hours of training and a Certificate of Completion. Internship opportunities may also be available. The program aims to train up to 20 individuals.

A seventh telehealth deliverable is beyond the scope of this RFP.

### III. PROJECT SCOPE

AFN is seeking an IT company to assist with the following scope of work related to its TBCP rant:

**A. Needs Assessment.** Deliverables include, but are not limited to:

- Developing and distributing a Needs Assessment in electronic and hard copy form that complies with federal law;

- Developing and managing a user-friendly secure database (i.e., system) to collect, store, and receive electronic and hard copy Needs Assessment; and
- Reviewing, analyzing, and reporting to AFN the results of Needs Assessment by the AFN TBCP Consortium members.

*NOTE:* At AFN's option, its Outreach Specialists may assist the successful IT firm with ensuring the AFN TBCP Consortium members have received, understand, and returned their respective survey responses.

**B. Bundled Computer Packages.** Deliverables include, but are not limited to:

- Procuring, tracking, and delivering bundled computer packages to eligible organizations and individuals based on the results of Needs Assessment and priorities (set forth above in Section 2, Item 2 Bundled Apple or Dell Computer Packages); and
- Developing a database for the procurement, delivery, and tracking of bundled computer packages, and the storing of certifications of delivery signed by recipients.

**C. Development of Database to Track Applications for Monthly Internet Subsidy Database.** Deliverables include, but are not limited to:

- Developing and managing a database to track a low-income household applicant's request for monthly internet subsidy. The database/system must include:
  - Access by AFN or its designee to verify an applicant's eligibility and internet carrier; and
  - Security and safeguards to protect any personally identifiable information required to be provided by an applicant

*NOTE:* AFN and/or its designee will be responsible for marketing and managing the monthly internet subsidy program, but will rely on the database designed and maintained by the successful IT firm.

**D. Circuit Riders.** Deliverables include, but are not limited to:

- Recruiting, hiring, and managing up to 10 IT Circuit Riders for a one-year term. Circuit Riders will be required to have requisite skills and education (or experience) to meet job requirements. Travel to remote communities in rural Alaska to assist with the setup, maintenance, and training of bundles computer package recipients or as requested by the AFN TBCP Consortium members will

be required;

- Developing and maintaining a tracking log for IT Circuit Riders travel requests, site visits, and completed training; and
- Circuit Riders will more specifically be tasked with and responsible for diagnosing, repairing, and maintaining hardware and software components for efficient system operation during award period; configuring hardware and software components; installing and configuring hardware and software components; troubleshooting hardware and software issues; repairing or replacing damaged hardware; upgrading systems to enable software compatibility; installing and upgrading anti-virus software and security systems to ensure network security performing tests and evaluations on software and hardware; offering information and support to users; maintaining relationships with TBCP personnel and eligible recipients; installing and setting up computer systems at offices of each of the eligible entities, answering and troubleshooting IT problems; working closely with the IT Help Desk tasked with tracking and recording issues; providing training developed by successful IT firm; developing free IT trainings for eligible entities, and creating and maintaining a training log with a summary of all training, including number of attendees, location, method of delivery and overall assessment; and developing a travel log documenting the dates of travel, location, number of days for installation, setup training, troubleshooting, number of workstations or bundled computer packages installed or set up, number of travel days, and any other information that may be required.

**E. IT Training Programs.** Deliverables include, but are not limited to:

- Designing, branding, and distributing the IT training programs and training library with tutorials and videos for eligible organizations or individuals;
  - Trainings must be in plain terms;
  - Trainings must cover operational basics, equipment setup, intermediate lessons on software, security, file organization, and share file management; and
  - Trainings may be in-person, virtual, or recorded and will be made accessible through an on-line Training library. In some cases, recorded trainings and materials may be included on thumb drives for limited number of recipients if requested due to lack of internet.

**F. IT Train the Trainer Program.** Deliverables include, but are not limited to:

- Designing, branding, implementing, and managing an IT Train the Trainer Program that will enroll up to 20 Alaska Natives who reside throughout Alaska, with preference given to rural communities and organizations;

- Each enrolled Train the Trainer will receive a minimum of 25 hours of IT training and upon completion will receive a certificate of completion; and
- When possible, the enrolled IT Train the Trainers may be offered opportunity to shadow IT Circuit Riders for additional mentorship or short internships.

*NOTE:* AFN will assist with marketing the IT Train the Trainer Program.

**G. Help Desk Support.** Deliverables include, but are not limited to:

- Designing, implementing, and managing an IT Help Desk – of up to four individuals – to provide technical assistance to eligible entities or persons that receive bundled computer packages or as requested through Needs Assessment.

**H. Marketing Efforts.** Deliverables include, but are not limited to:

- As part of the AFN TBCP Consortium grant team, the successful IT firm will be expected to work closely with AFN’s TBCP Program Director, Program Manager, and Outreach Specialists, as well as participate with AFN in marketing the program, including press releases, videos, and public service announcements.

**I. Project Status Meetings and Reports.** During the course of performance, a series of formal and informal meetings between successful IT firm key personnel and AFN’s TBCP Program Director and/or Program Manager will be expected.

**IV. PROJECT TIMELINE (NOVEMBER 1, 2024 – MARCH 31, 2026)**

October 11, 2024	Issuance of RFP
October 25, 2024	Proposals Due by 5:00 p.m. (AKST)
November 8, 2024	Selection of Successful Bidder
November 20, 2024	Contract Award and Pre-Kickoff Meeting
December 2, 2024	Project Kick-off
November 20, 2024 – January 31, 2025	Needs Assessment Development, Distribution, and Analysis
November 20, 2024 – January 31, 2025	Development of Programs and Tracking Systems
February 1, 2025 – February 1, 2026	Implementation of Deliverables & Procurement
February 1, 2026 – March 31, 2026	Project Closeout

## V. REQUIRED QUALIFICATIONS

- Experienced IT firm with sufficient staff and resources, and project management experience;
- Demonstrated knowledge of designing, developing and managing tracking systems/databases with requisite security safeguards;
- Demonstrated knowledge of designing, developing, implementing and managing an IT Train the Trainer Program;
- Demonstrated experience hiring and managing of Circuit Riders, IT Support personnel, and IT help desk support;
- Demonstrated experience and knowledge in developing and implementing IT training programs, including development of IT training library, tutorials and virtual or in-person trainings;
- Experience with designing, developing and managing procurement and delivery of large number of computer systems and applicable software and components; and
- Knowledge of Alaska Native culture and organizations structures, including tribal governments

## VI. SELECTION FACTORS

- Responsiveness to the requirements set forth in this RFP;
- Relevant past performance and experience related to the scope of work;
- Detailed cost estimate and work plan;
- Proposed workplan and timeline;
- Best Value
- References

*NOTE:* Preference will be given to Veteran owned and Alaska Native owned entities

## VII. TO SUBMIT PROPOSAL

All proposals must be submitted via email, hand delivery, or U.S. mail by **5:00 p.m. (AKST) on Friday, October 25, 2024.**

- **If submitted by email:** Emailed proposals are to include: (i) both Nicole Borromeo ([nborromeo@nativefederation.org](mailto:nborromeo@nativefederation.org)) and Sara Peterson ([speterson@nativefederation.org](mailto:speterson@nativefederation.org)) as recipients; and (ii) the reference **2024-1011 IT RFP RESPONSE / AFN TBCP CONSORTIUM GRANT** in the subject line.
- **If submitted by hand delivery, U.S. Mail or overnight mail services, such as FedEx or UPS:** Sealed proposals are to be addressed as follows:

Alaska Federation of Natives  
AFN TBCP Consortium Grant  
Attn: Nicole Borromeo and Sara Peterson  
3000 A Street, Suite 210  
Anchorage, AK 99503

Include the reference **2024-1011 IT RFP RESPONSE / AFN TBCP CONSORTIUM GRANT** on the front bottom corner of the sealed envelope.

The full contact information for Nicole Borromeo and Sara Peterson is as follows:

### **Nicole Borromeo**

TBCP Program Director and  
Executive Vice President and General Counsel  
Alaska Federation of Natives  
3000 A Street, Suite 210  
Anchorage, Alaska 99503  
[nborromeo@nativefederation.org](mailto:nborromeo@nativefederation.org)

### **Sara Peterson**

TBCP Program Manager  
Alaska Federation of Natives  
3000 A Street, Suite 210  
Anchorage, Alaska 99503  
[speterson@nativefederation.org](mailto:speterson@nativefederation.org)

Each proposal must be signed by an authorized member of the IT firm and include:

1. A detailed cost estimate and work plan to perform scope of work;
2. Resume of all employees and consultants anticipated to be involved in the project; and
3. Contact information for three organizations you for whom have provided IT services

## VIII. QUESTIONS

Questions about this RFP must be in writing and emailed to both Nicole Borromeo and Sara Peterson at the email addresses provided above.