



**Broadband Non-Infrastructure Application
Submission to NTIA – Public Computer Centers**

Submitted Date: 3/15/2010 9:01:38 AM	Easygrants ID: 5118
Funding Opportunity: Public Computer Centers	Applicant Organization: DISTRICT OF COLUMBIA, GOVERNMENT OF
Task: Submit Application - Public Computer Centers	Applicant Name: Mr. Tegene Baharu

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A. General Application Information

1. Applicant Information	
Name and Federal ID for Applicant	
DUNS Number	058250283
CCR # (CAGE)	4Y7D0
Legal Business Name	DISTRICT OF COLUMBIA, GOVERNMENT OF
Point of Contact (POC)	LUCY LABSON 2027271204 Ext. lucy.labson@dc.gov
Alternate POC	BRIDGET BRADLEY 2027279907 Ext. bridget.bradley@dc.gov
Electronic Business POC	LUCY LABSON 2027271204 Ext. lucy.labson@dc.gov
Alternate Electronic Business POC	BRIDGET BRADLEY 2027279907 Ext. bridget.bradley@dc.gov

2. Name and Contact Information of Person to be Contacted on Matters Involving this Application:	
Prefix	Mr.
First Name	Tegene
Middle Name	
Last Name	Baharu



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Suffix	
Telephone Number	202-727-7349
Fax Number	
Email	Joe.Carella@dc.gov
Title	Director, DC-NET

3. Additional Contact Information of Person to be Contacted on Matters Involving this Application:

Project Role	Name	Phone	Email
Other Contact	Joseph , Carella	4103400254	j.carella@vistatp.com
Secondary Point of Contact	Bridget , Bradley	2027271101	Bridget.Bradley@dc.gov

4. Other Required Identification Numbers

Easygrants ID	5118
Funding Opportunity Number	500000
Catalog of Federal Domestic Assistance Number	BTOP CFDA Number: 11.557 BTOP CFDA Title: Broadband Technology Opportunities Program

5. Organization Classification

Type of Organization	District of Columbia
Is the organization a small business?	No
Does the organization meet the definition of a socially and economically disadvantaged small business concern?	No



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6. Authorized Organizational Representative	
AOR	LABSON, LUCY
Result	Applicant Authorized

7. Project Title and Project Description

Project Title: "DC-CCR" - DC Community Computing Resources

Project Description: Many District residents rely upon the library for access to a computer and broadband, but resources are insufficient. The District, led by DC Public Library, will upgrade and augment computer equipment and improve connectivity for public use at 26 public libraries, two recreation centers, three public schools, and one community college library. These will be used for public training programs.

8. Other Applications

Is this application being submitted in coordination with any other application being submitted during this round of funding?

➤ Yes

Easygrants ID	Project Title
5116	"DC-CAN" - DC Community Access Network
5117	"DC-BETA" - DC Broadband Education, Training and Adoption

If YES, please explain any synergies and/or dependencies between this project and any other applications. The District of Columbia is filing three BTOP applications, one in each of the Public Computing Centers (PCC), Sustainable Broadband Adoption (SBA) and Comprehensive Community Infrastructure (CCI) categories. Though they do create synergies, they are not dependent upon each other. This application is for the PCC project.

The District's PCC project, "DC Community Computing Resources", or "DC-CCR", will be led by District of Columbia Public Library. DC-CCR will improve public computer center capacity



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so that those without computers or Internet access at home may benefit—not only from expanded access to computers and broadband, but also from the trainings regularly offered at these centers. DC-CCR will support public computers in the District’s 26 public libraries, as well as at two recreation centers, three public schools, and one community college location. DC-CCR can be viewed not only as a complement to, but also a predecessor of the District’s Sustainable Broadband Adoption (SBA) project.

The District’s SBA project, "DC Broadband Education, Training and Adoption", or "DC-BETA", is targeted more directly at specifically underserved populations, such as those with low incomes, seniors, the disabled, at-risk youth and Hispanic populations. DC-BETA is designed to provide the full range of broadband adoption elements, from training and appropriate content to broadband-connected computers in the home. People who use the District’s public computer centers, improved by the DC-CCR project, may enroll in a training class under the DC-BETA project and thus “graduate” to a computer and Internet access in the home.

Finally, the District’s CCI project, "DC-Community Access Network", or "DC-CAN", while not a dependency for either DC-CCR or DC-BETA, also forwards a common overall cause: an increase in broadband adoption among the District’s vulnerable populations and residents of its underserved communities. By providing low-cost middle mile connectivity, the DC-CAN project will help drive down the cost of broadband service, thus enabling low-income residents to sustain broadband connectivity beyond the period of free broadband service provided by DC-BETA.

Thus, the three applications filed by the District government, while not dependent on each other to succeed, do build upon each other and create synergies that will magnify and reinforce the impact of each.

9. Is the Applicant exempt from the Department of Commerce requirements regarding individual background screening in connection with any award resulting from this Application?

- Yes, Applicant is exempt because it is a unit of a state or local government

If the answer to the above question is "No," please identify each key individual associated with the Applicant who would be required to complete Form CD-346, "Applicant for Funding Assistance," in connection with any award resulting from this Application:



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Name	Title	Employer

B. Executive Summary, Project Purpose and Benefits

Essay Question

10. Executive Summary of the proposed project:

With high unemployment and population density, and low per capita income, broadband adoption and digital literacy rates, the District of Columbia (DC) offers prime opportunity to address the high level of identified need in the national effort to bridge the digital divide. Its substantial low-income population relies heavily upon government-provided, public facilities for basic computer usage and Internet access, but the existing resources are insufficient to meet the demand. As a result, the District, led in this DC Community Computing Resources (DC-CCR) project by DC Public Libraries (DCPL), proposes to improve its public computing facilities capacity, reaching 590,000 users for only \$1,553,310 in federal funds.

A. Statement of Problem/Need

At the Capitol View Neighborhood Library, customers put the public computers to heavy use. They line up outside the branch before it opens, waiting to sign up for the opportunity to use a computer. During the course of the day, and especially after 3 p.m., customers often wait as long as three hours for computer time. Long delays are common: at most library facilities, the public computers are in such demand that average wait time for computer use is 45-90 minutes on a weekday, and 1-2 hours on Saturdays. At the central library location, the wait is 1-2 hours on weekdays and 2-3 hours on Saturdays. At DCPL branches in Ward 7 (where Capitol View is located), public computers are in even greater demand: wait times are 1-3 hours on weekdays, and 2-4 hours on Saturdays.

According to Capitol View branch manager Winnell Montague, customers frequently complain about the shortage of available computers. On Mondays, when unemployed customers are filling out unemployment claims, looking for jobs and writing résumés, the computers are in even greater demand than usual. “Computer usage has become 62% of our service, including



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computer classes,” says Montague. Like the DCPL system overall, Capitol View simply does not have sufficient computers to meet the need. Currently, DC libraries average 42,000 computer usage sessions per month, limited to 70 minutes because of demand. Usage is so heavy that current bandwidth of 10 Mps at each location is no longer adequate, exacerbating the problem by slowing internet access.

The root of the enormous need for public computers in DC is easy to understand. At 15.8 percent in December 2009, DC has one of the worst state unemployment rates in the country; in its underserved area (Wards 5, 7 and 8), 21.5 percent of residents are unemployed. In Ward 5, per capita income was \$21,551, or 68.1 percent of the national average (based on 2003 data, the most recent available). In Ward 7, per capita income was \$19,035, or 60.2 percent of the national average. In Ward 8, per capita income was \$14,137; only 44.72 percent of the national average. At such low income levels, the decision to purchase a computer and broadband Internet access is understandably one that many District residents cannot afford to make. As a result, they must rely on publicly available computers.

When people need a public computer, they typically rely on the local public library. As the Federal Communications Commission reported in its paper, “Broadband Adoption and Use in America,” of those Internet users who do not access the Internet from home, 57 percent do so at the library.

Computer and broadband access affordability, however, is only part of the problem; training is also critical. DCPL-provided computer training to 7,600 customers in 2009. Again, the computing resources are insufficient: training classes are oversubscribed and capacity is inadequate for demand. To increase the number of people trained, the District needs more public computing workstations.

B. Overall Approach

The solution to meeting the District’s overwhelming demand for public computers and adequate bandwidth is simple: provide more computers and bandwidth.

DC-CCR will improve and augment equipment and broadband connectivity for public computing facilities in the District, increasing the number of computers available for public use at these locations from to 1,673 from 603 and increasing bandwidth to 1 Gbps from 10 Mbps at



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computing center locations. DC-CCR will upgrade equipment for 30 of the existing computer work stations and add 1,070 more. At the 26 libraries and two recreation centers included in this project, bandwidth upgrades will benefit the users of 1,100 public workstations, as well as those members of the public who live or bring their laptop within range of each location's existing free, open wifi hotspot. (View an interactive map of the District's existing free wifi hotspots: <http://dcatlas.dcgis.dc.gov/agencyapps/wifi.aspx>.)

Though it represents the vast majority of District public computing resources, DCPL is not the only agency included in this DC-CCR project that serves this critical need. DC Public Schools (DCPS) will increase computer resources for its students, and both the University of the District of Columbia Community College (CCDC) and the Department of Parks and Recreation (DPR) will provide improved computer resources to the public. The DC-CCR project includes equipment and bandwidth for 26 public libraries, two recreation centers, a community college library, and three public schools.

C. Area and Populations to be Served

DC-CCR will serve the entire area of the District, with a focus on the underserved area and the District's vulnerable populations, particularly seniors, students, the unemployed, and low-income residents.

Specifically, DC-CCR will improve and increase public computing resources not only at DCPL locations citywide, but also at the only community college library in the city (UDC's Community College of the District of Columbia, or CCDC, located in Ward 8), three DCPS locations in Wards 7 and 8, and two District recreation centers in Wards 6 and 8. A visit to any public library in the District will show that senior citizens, public school students, and the unemployed are among the heaviest users of its public computer resources. DCPL estimates that because of DC-CCR, it will be able to more than double the number of public computer sessions it provides the public to as much as 85,000 each month.

Because of the multitude of training opportunities currently offered by DCPL, DCPS, DPR and CCDC at these locations, and the additional opportunities that will be offered under the District's SBA project (called DC Broadband Education, Training and Awareness, or DC-BETA), the improved computing resources that will be provided by this DC-CCR project will also spur the



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demand for broadband in the District and help provide a key ingredient for economic growth: a skilled workforce.

D. Qualifications of the Applicant

As one of the original grantees of the Bill and Melinda Gates foundation, DCPL has provided public access computers for over a decade. With a highly-skilled Information Technology Department led by an experienced Chief Information Officer, and staffed by Microsoft certified systems engineers, DCPL has experience managing over 1,000 desktops. DCPL guarantees uptime of 91% on its public access computers, a figure that has been exceeded by 4%. DCPL tier II and III technicians are trained to address both internal (employee) and external help desk requests, and utilize a state of the art trouble ticketing system to track and assign all service calls.

DCPL installs and configures approximately 200-300 PCs per year, and it has infrastructure to accommodate the additional equipment included in this funding request. In addition, all DCPL facilities are undergoing substantial renovations that will improve power, physical access, and ergonomics in preparation for an eventual increase in public computer capacity.

Computers at recreation centers and public schools are supported by the DC Office of the Chief Technology Officer (OCTO), a 600-person centralized technology support organization that includes a dedicated help line and geographically assigned tier II and III technicians. The CCDC library location is supported by the college's own IT department. Both are sufficiently robust to support the additional public computer capacity.

E. Jobs Saved/Created

DC-CCR will directly and indirectly save or create a total of approximately 25 jobs. In addition, because so many users of public computers rely upon them to create resumes, prepare for work, and look for jobs, the project will contribute indirectly to many more people finding work.

F. Overall Cost

Total project costs are \$2,220,310; DCPL is committing \$667,000 in cash match against a Federal grant request of \$1,553,310. This match comprises 30% of the total project cost.

11. Project purpose:



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At 15.8 percent in December 2009, the District of Columbia (the District) has one of the worst state unemployment rates in the country; in its underserved area (Wards 5, 7 and 8), 21.5 percent of residents are unemployed. Based on 2003 data, the most recent available, in Ward 5, per capita income was 68.1 percent of the national average; in Ward 7, per capita income was 60.2 percent of the national average, and in Ward 8, per capita income was \$14,137, or only 44.7 percent of the national average.

Digital literacy and broadband adoption rates are also very low in these wards. In an analysis of subscription to wired broadband services, the District established that a single contiguous collection of census blocks averaging under 40 percent adoption overwhelmingly covers Wards 5, 7 and 8. One attachment shows the underserved area of the city. As a result, residents of these wards, as well as vulnerable populations in other wards, rely upon the District's public computing centers for use of computers and access to the Internet. These centers are located primarily in the District's public libraries, but there are also public facilities at some city recreation centers and at the University of the District of Columbia. In addition, low-income students at District of Columbia Public Schools (DCPS) rely on their schools' computing facilities.

The District's existing public computing facilities are inadequate to meet this tremendous need. At most library facilities, public computers are in such demand that the average wait time for a session is 45-90 minutes on a weekday, and 1-2 hours on Saturdays. At the central library location, the wait is 1-2 hours on weekdays and 2-3 hours on Saturdays. At the three libraries in the District's economically distressed Ward 7, public computers are in even greater demand: 1-3 hours on weekdays and 2-4 hours on Saturdays.

DC-CCR proposed in this application would improve and augment the District's existing public computing facilities (see attachment "Public Computers in DC"). This project will build on that investment, improving 30 existing computer work stations and adding 1,070 more for a total of 1,673 at these locations.

Through these improved and augmented public computer facilities, the District will provide improved access to broadband services for residents of the underserved areas of the city as described above, as well as broadband education, awareness, training, access, and equipment for vulnerable populations throughout the city. A visit to any public library in the District, particularly in Wards 5, 7 and 8, will show that senior citizens, public school students, and the



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unemployed are among the heaviest users of its public computer resources. And one of the primary tasks for which they use those computers is preparing for or finding a job, particularly because the libraries serve as adjunct facilities to the Department of Employment Services (DOES) employment centers.

DC-CCR will improve and increase public computing resources not only at DCPL locations, but also at the CCDC, three DCPS locations, and two District recreation centers. All of these locations are used by students to receive education services and to develop the skills necessary to enter the job market.

Because of the multitude of training opportunities offered by DCPL, DCPS, DPR and CCDC at these locations, and additional opportunities that will be offered under the District's SBA project (called DC Broadband Education, Training and Awareness, or DC-BETA), the improved computing resources that will be provided by DC-CCR will spur demand for broadband in the District, and help provide a key ingredient for economic growth: a skilled workforce.

12. Recovery Act and Other Governmental Collaboration:

Grant funding leverages long-standing collaboration among District government agencies, as well as federal programs.

DCPL public computer centers serve as adjunct locations for DOES one-stop service operations, which are locations for citizens to apply for unemployment insurance and respond to job opportunities. By increasing DCPL's PCC capacity, this grant will create greater efficiencies, and improve DOES's ability to serve this population.

Currently, the District government has 603 computers available for public use at these locations; this application would build on that investment, improving 30 existing computer work stations and adding 1,070 for a total of 1,673 at these sites. Much of the pre-existing equipment was purchased with a grant to DCPL of \$620,000 from the Gates Foundation in 2008-2009. With the renewed energy that will be gained from the BTOP PCC grant, DCPL's existing group of 40 DCPL volunteer computer trainers will grow, creating more benefit to low-income users provided free by the surrounding communities.

The grant also leverages other Federal development programs, including ARRA programs for library facilities. DCPL received approximately \$3 million in stimulus funds to improve energy



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efficiency and install a “green” roof at the Shaw neighborhood library, which receives funds under this grant for computer center improvements.

In addition, this grant will leverage the federal E-Rate program, which pays for telecommunications and Internet connectivity for schools and libraries. DCPS and DCPL receive a total of \$10 million per year from E-Rate program, and computing centers this grant will support will make use of that connectivity.

This grant will leverage ARRA objectives in other ways, including the creation of jobs directly via the local, small and disadvantaged businesses that provide and install the grant-funded equipment. With greater availability of computing resources, residents will be better able to utilize on-line training and employment preparation opportunities, increasing job skills, improving job readiness, and providing a boost to the local economy, when they land that higher-paying job. These public computing centers help users become more productive workers, providing a critical ingredient for long-term economic growth: a more skilled labor pool. Finally, these skills help residents become more effective citizens, by using acquired skills to monitor District government, improving accountability. One way they can be more effective citizens is by accessing the hundreds of data feeds the District makes available at: <http://data.octo.dc.gov/>.

13. Technology Strategy:

Each DCPL location functions as a public computing center. The technology infrastructure at each consists of a minimum of 20 public access computers, a multi-function device (print, copy, and scan), and two public access laptops that can be signed out and moved around each library. Each location also has a minimum of one wireless access point that can be used by customers in the branch, or those outside.

Children’s computers are separated from adult computers. All desktop computers employ content filtering, to assure compliance with the Child Internet Protection Act. In addition, the library uses a time and print management system that regulates computer usage to two 70-minute sessions per day. Customers can have longer time at their computers if no one is in the queue, or if they request it from a librarian. This system also allows the library to collect usage statistics, which are used to plan the allocation of computers for optimal utilization and minimal wait times.

Computers can also be reserved for training or other special purposes.



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Configuration and virus protection is accomplished using Faronics Deep Freeze. This software enforces a uniform configuration, and automatically wipes away system changes that customers initiate during their session. Deep Freeze also updates configuration of each computer through a batch process, shortening the amount of time necessary for updates.

Please see attached network engineering diagrams.

14. Public Availability:

The 26 DC public libraries and two recreation centers participating in this project are open to all DC residents and provide free access to public computers and online resources. All training conducted by library staff is open and provided at no charge to the community.

DPCS computing centers will be available for school use only.

The computing center at CCDC is free and open to the public.

15. Restrictions on Center Use:

- DCPS computer centers are for school use only. CCDC computer center will be open to all DC residents; however, priority will be given to students and faculty.

16. Involvement of Community College:

Community College of the District of Columbia (CCDC) is the only public community college in the District. Its core mission is to provide education and training to the city's low-income residents. The public computer center at CCDC's library will directly enhance the community college's core mission as it is the only computer center in the only library available to residents.

17. Is the applicant seeking a waiver of the Buy American provision pursuant to section x.Q of the NOFA?

- No

18. Is the applicant delinquent on any federal debt?

- No
- If Yes, justification for delinquency:



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19. Are you seeking a waiver of any requirement set forth in the NOFA that is not mandated by statute or applicable law?

- No

C. Partners

20. Are you partnering with any other key institutions, organizations, or other entities for this project?

- Yes

If YES, key partners are listed below:

<p>Project Role: Contractor Name: Peabody, Chris Email: cpeabody@alliedtelecom.net Address 1: 1120 20th Street NW Address 2: Address 3: City: Washington State: District of Columbia Zip Code: 20036 Organization: Allied Telecom Organization Type: For-profit Entity Small business: Yes Socially and economically disadvantaged small business concern: Yes</p>
<p>Project Role: Sub-recipient Name: Johnson, Shelley Email: Shelley.Johnson@dc.gov Address 1: 1200 First Street NE Address 2: Address 3: City: Washington State: District of Columbia Zip Code: 20002 Organization: District of Columbia Public Schools (DCPS) Organization Type: District of Columbia Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Sub-recipient Name: Leonard, Edward</p>



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<p>Email: Edward.Leonard@dc.gov Address 1: 3149 16th Street NW Address 2: Address 3: City: Washington State: District of Columbia Zip Code: 20010 Organization: Department of Parks and Recreation Organization Type: District of Columbia Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Sub-recipient Name: Fahm, Hakeem Email: Hakeem@udc.edu Address 1: 4200 Connecticut Avenue NW Address 2: Building 41, Room 316 Address 3: City: Washington State: District of Columbia Zip Code: 20008 Organization: University of District of Columbia Organization Type: District of Columbia Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Contractor Name: Flowers, Greg Email: gflowers@cis-pro-svcs.com Address 1: 3215 Martin Luther King Jr. Avenue SE Address 2: Address 3: City: Washington State: District of Columbia Zip Code: 20032 Organization: Custom Integrated Solutions Organization Type: For-profit Entity Small business: Yes Socially and economically disadvantaged small business concern: Yes</p>



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21. Description of the involvement of the partners listed above in the project.

DC Community Computing Resources (DC-CCR) partners bring a full spectrum of skills and activities to this effort. Partners in this project include the District of Columbia Public Library (DCPL), District of Columbia Public Schools (DCPS), District of Columbia Department of Parks and Recreation (DPR), the Community College of the District of Columbia (CCDC), Allied Telecom LLC, and Custom Integrated Solutions.

DCPL provides facilities for 26 computing centers, and provides technical support and expertise in the setup and maintenance of public access computers and peripherals. All software will be purchased under the favorable terms of DCPL's educational discount agreement with Microsoft. Computers at DCPL are used for a variety of purposes, including job searches, live homework help, instructor and self-paced training, and for recreational activities such as image editing, gaming, chat, and web content creation. Community groups also use DCPL public computers for bilingual tutoring, health awareness campaigns, and genealogical research. Each library has an active friends group, which often hosts or arranges programs at the libraries. Each library also has a well-developed neighborhood outreach program, which includes local elementary, charter, and parochial schools. Recently, this outreach has also included neighborhood social service and economic development agencies. The availability of reliable computers with a fast broadband connection has allowed these neighborhood groups to provide service and education to vulnerable populations. Increases in both the number of computers available and the connection speed to the Internet will allow large numbers of District citizens to participate in these programs.

DCPS will house three new public computing centers. These centers, located in Ward 8, will provide a gathering place for students and faculty to connect and learn. DCPS will provide technical support for the equipment housed in these centers, and will use them for instructional purposes, as well as specialized programs that require a fast broadband connection, such as the Science Technology Education program, math tutoring, compositional assistance, and live homework tutoring.

DPR will house and support equipment at two public computing centers in Ward 8, where they will be used for many programs, including teen activities, senior training, gaming, small business workshops, and volunteer-led instruction. DPR will create neighborhood-based computer and information literacy programs around the enhanced broadband and equipment provided by this grant.



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Allied Telecom LLC is the network provider to DCPS and DCPL. Allied Telecom is a regional, privately held and minority-owned Internet service provider headquartered in downtown Washington, DC. Allied started in 1990 as a systems integrator providing the foundation and full understanding of the network, LAN to WAN. Since 1996, Allied offers Internet and data transport solutions to businesses. Operating as a facilities-based competitive local exchange carrier (CLEC), Allied independently builds and maintains its own network and is not dependent on other telecom carriers nor constrained by their limitations. Allied provides high availability service to each of the public computing centers.

Custom Integrated Solutions (CIS) is a minority-owned business based in the District of Columbia. CIS provides network engineering, project management, and technical support to DCPL. CIS will provide project management expertise in support of the bandwidth upgrades and PC configuration and setup.

D. Congressional Districts

22. Applicant Headquarters

- District of Columbia

23. Project Service States

District of Columbia

24. Project Service Areas

District of Columbia - At-Large

25. Will any portion of your proposed project serve federally recognized tribal entities?

- No

26. Indicate each federally recognized tribal entity your proposed project will serve.



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27. Have you consulted with each of the federally recognized tribal entities identified above?

- No

E. Demographics

Demographics

28. Will your proposed project be specifically directed to serve vulnerable population groups?

- Yes

If "Yes" which vulnerable population groups will your proposed project serve? Check as many as apply:

Hispanic

Black/African-American

Disabled

Low Income

Unemployed

Senior Citizen (55 and over)

Youth

Other:

29. Vulnerable Populations

Though many of the above-listed vulnerable populations rely on the public computers available at DCPL, none is better represented at libraries throughout the city than the low-income



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population. In addition, because DCPL is an adjunct to the Department of Employment Services (DOES) one-stop employment center program, the public computing centers included in this application will also specifically serve the unemployed. Finally, senior citizens and students are also very heavy users of DCPL facilities.

Using planning funds from NTIA’s State Broadband Data and Development Program, the District is undertaking a citywide awareness program to engage low-income, unemployed, students and senior citizen populations by explaining the social and economic benefits of broadband adoption, including providing information on where in the city public computing resources are available. Using pamphlets, televised public service announcements, and less traditional attention-getting approaches like block parties, the District will raise awareness that becoming digitally literate and using public computing centers is a smart move for low-income people, the unemployed, students and senior citizens. In addition, through the one-stop employment centers, DOES will refer the unemployed specifically to DCPL computing facilities.

Though some of the low-income, unemployed, student and senior citizen populations are already digitally literate and can consume on-line information about public computing centers, many are not and must be reached via low-tech, traditional approaches like pamphletting and televised PSAs. The District will target this work to make it most effective, making pamphlets available at DOES one-stop locations, schools, senior centers and public benefits locations.

Public libraries and recreation centers are already open to and serve the city’s low-income, unemployed, student and senior citizen residents; the same is true of CCDC. Using the funds requested in this application, DCPL, DPR and CCDC will be able to improve their ability to serve the same low-income, unemployed and senior citizen populations that already rely upon them for public computing facilities. DCPS, in turn, will use its portion of this grant to serve its own target population: students that enroll in its schools.

30. Accessibility

All public libraries, public schools, recreation centers and the community college in the District strictly adhere to the posted notice of the Americans with Disabilities Act of 1990, amended in 2009, which prohibits discrimination on the basis of disability.



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In addition, all community college students sign an ADA information form informing them of their rights and responsibilities under the Americans with Disabilities Act. All CCDC facilities are handicap accessible.

Further, all public computers available in library centers include JAWS and MAGic software for the visually impaired.

The CCDC library maintains a Visually Impaired Laboratory consisting of two video display stations, one in black and white and one in color, to be used with flat objects as well as tridimensional objects. The library has two computers with Zoom Text and Jaws, and study carrels and tables that can be used by persons in wheelchairs.

31. Other Languages

- Speakers of many languages use DC public computing facilities. Computers will support multiple languages, as offered by browsers, applications and operating systems.

The District’s SBA application proposal includes training in Spanish.

Outreach

32. Public Computing Centers Outreach

DCPL libraries will include information in the bimonthly newsletter; each library will print and distribute fliers. DCPL will target publications by the American Library Association, and publicize upgraded computer centers as they launch on both website's main page, and on individual library pages.

Using pamphlets, televised public service announcements, and some less traditional approaches like block parties, the District will raise awareness that becoming digitally literate and using public computing centers is a smart move for low-income people, the unemployed, students and senior citizens. In addition, through one-stop employment centers, the Department of Employment Services will refer the unemployed specifically to the new computer centers.

Department of Parks and Recreation (DPR) will promote its new equipment:

- On its website



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- In its printed seasonal activity guide, distributed to government agencies, community gathering places such as churches, and all recreation facilities
- Via advertising in recreation centers, through media to include posters, fliers, and various other signage
- Word of mouth through dedicated roving leaders, whose sole job is to spread the word regarding DPR programs and activities
- Orally through managers and Site Managers. Ward managers act as liaisons to the public in that specified ward. Site managers notify the community surrounding their site of programs and resources
- Through its registration website
- Via “blast emails” to all DPR patrons, at last count containing over 250,000 customers.

CCDC's website will disseminate information about the new computer center. DCPL will use the University Learning Portal, Blackboard, known by our community as another source of information. The Washington Research Library Council (WRLC) will send information to its eight members in the larger metropolitan area. WRLC reaches thousands of students and faculty.

CCDC will also use “Learning Link”, a newsletter informing students of new activities and services. CCDC’s Office of Marketing will inform the internal community as well as the general public by electronic media, radio, television, newspapers, and other local and national advertising means.

In addition, DCPL and CCDC will advertise through traditional media: Print (Washington Post, Wash Times, Wash City Paper, Afro American Newspaper, Wash Hispanic, El Tiempo Latino, El Pregonero, Wash Examiner, Express), Radio (WAMU, WHUR, WMAL, WMMJ, WOL, WWRC; Spanish: WACA, WILC, WKDV), TV (local affiliates of national broadcast networks; NewsChannel 8; WDCN-LP/6; Univision; Telemundo), Blogs (DC Education Blog; Metroblogging Wash; And Now, Anacostia; DC-MetroCentric; Hispanic Link Online).

We believe this comprehensive plan will reach both current users of computer centers and those not yet aware the city offers public computer centers.

33. How many total users do you expect to generate through the use of BTOP funds at your public computer center(s)?

- 85000



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Training and Education

34. Peripherals and equipment

Each workstation will be equipped with ergonomic mice and keyboards, and a network connection to a multi-function print/scan/copy device. Keyboard and mouse combination will be the Logitech mx5500 or equivalent. Mac desktop computers will be secured with a keyboard/monitor lock. Network connectivity is provided via a Cisco 2811 router; switching is provided by a Cisco 2950 or Cisco 3550. After bandwidth upgrades, network connectivity will be via Cisco 2829 router and Cisco 3560G switch.

35. Workstation software

Each of the Windows computers will have the following software: Windows 7, MicroSoft Office 2007, Picasa, iTunes, Mavis Beacon Teaches Typing, Faronic Deep Freeze, Pharos Uniprint and Pharos VX, Flash, GIMP Image Editing software, Google Documents, Skype, Numara Asset Manager, McAfee Antivirus Enterprise 8.5, Google Earth, Firefox, Safari, Java JRE, Java JDK, JAWS, MAGic, WinWizard.

Apple MacIntosh computers will include MacOS, Safari, Norton AntiVirus, Pharos UniPrint, Pharos VX, Flash, Java JDK, Java JRE, Google Earth, iLife, Gimp Image Editing, and Microsoft Office 2008 for Mac.

36. Training and education programs

Library public computer centers are primarily used for accessing the Internet and e-mail. However, we do offer a number of classes in our computer lab at our main library and at several other libraries. Classes include: Introduction to PC, Mavis Beacon Teaches Typing, Internet Basics, E-mail Class, Word I & II, Excel I & II, PowerPoint Basics, HTML Basics, Health Literacy, Job Searching on Monster.com and one-on-one Technology Tutoring. The core curriculum allows for the uniform presentation of software skills training, including a syllabus, step-by-step skill presentations, instructor-led demonstrations, hands-on activities, and an evaluation process.



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Qualifications: We have two FTE instructors and a cadre of 40 volunteer instructors. They must be skilled in the software applications they are teaching, either by certification or work experience. This is verified during the orientation process required for all volunteer computer instructors.

Needs of the community: the District has an enormous need for job readiness training. Most employers are looking for technical skills, especially use of the Internet, e-mail and Microsoft Office 2007 products. Many employers are requiring that people apply for jobs online. DCPL has learned a valuable lesson: when we first started offering classes, we focused too little on the adult learning process. We now emphasize this, especially in DC, where literacy is very low. We are working closely with the adult literacy department to help us with adult learning issues, to help everyone get the computer skills they need.

37. If you are providing educational or training programs, how many people in total will these programs reach on an annual basis?

- 8000

38. How many hours of training will be provided to each participant?

- 3

39. How many Full Time Employee (FTE) instructors or facilitators will you employ for these courses?

- 2

F. Project Budget

40. Project Budget	
Federal Grant Request	\$1,553,310
Total Match Amount	\$667,000
Total Budget	\$2,220,310
Match Percent	30.0%



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41. Projects Outside Recommended Funding Range:

- DC-CCR is within the recommended funding range.

42. Sustainability:

DC Public Libraries (DCPL), DC Department of Parks and Recreation (DPR), Community College of DC (CCDC), and DC Public Schools (DCPS) each have multi-layered capability of sustaining operation, maintenance, and community involvement in public computing centers.

DCPL and DCPS are participants in the E-Rate program, and regularly receive reimbursement for LAN/WAN and internet access. DCPL has received funding commitments of over \$1.5 million, and has applied for funds to sustain the bandwidth increases specified in this application. As an interim step, DCPL is making modest bandwidth upgrades at its facilities, which will be complete by May, 2010. Both DCPS and DCPL are positioned to maintain and support their broadband network through locally appropriated funds and the E-rate program

Under proposed legislation, community colleges will also be eligible for E-rate funding reimbursement. CCDC will begin participating in the E-Rate program once this legislation is passed.

OCTO and community partnerships and corporations will find new and innovative uses for these centers. By acting as the "hub" around which various community groups revolve, OCTO will drive year-to-year increases in computing center use, and programming. These efforts are already underway, and increased equipment counts and bandwidth will move them forward in a dramatic way.

Finally, all of the partners have broad and deep support experience. DCPL has unique experience providing high availability public access computers, and ensuring that community customers have the software needed to perform almost any task. CCDC also has a mature, fully funded IT support department led by an experienced CIO.

DCPS and DPR utilize the state of the art customer support service offered by OCTO, along with all of its class-leading infrastructure and management resources.



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43. Matching Funds	
Applicant is providing matching funds of at least 20% towards the total eligible project costs?	Yes
Describe the matching contributions	DC Public Library (DCPL) is committing matching funds for the PCC application. DCPL is appropriated approximately \$2.1 million annually in locally budgeted funds for technology related expenditures. DCPL will commit cash in the amount of \$667,000 for this project.
Unjust enrichment	The District of Columbia, DCPL, DPR, DCPS, CCDC and all other District agencies and offices receive no unjust enrichment from this grant.
Disclosure of federal and/or state funding sources	<p>DCPL receives approximately \$400,000 per year in reimbursements from the Universal Service Access Corporation's E-Rate program. These funds are used to cover the cost of Internet and network connections in support of the Library's Public Access Technology program. DCPL also receives approximately \$800,000 a year from the District of Columbia for DCPL's Public Service Technology Program. This grant application proposes to build upon these two library technology programs.</p> <p>DC Public Schools (DCPS) received \$10 million in each of 2008 and 2009 from USF's E-Rate program; requests for additional funds are pending. DCPS uses these funds to pay for telecommunications and internet connectivity; funds requested in this PCC application would make use of that connectivity for computing centers at the schools.</p> <p>In addition, the University of the District of Columbia/Community College of the District of Columbia (UDC/CCDC) receives substantial funding for activities and projects related to this project. The U.S. Department of Education provided Title III funding to developing institutions (with particular emphasis on Historically Black Colleges and Universities such as UDC) to assist in the realization of each institution's Strategic Plan. The 2007-2012 Title III award to UDC was approximately \$12 million. The Title III-funded projects related</p>



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	<p>to this project include:</p> <ul style="list-style-type: none"> - Technology Assessment - Purchase of Emergency Response Equipment and Apparatus - Cyber Café - Training of Faculty (Blackboard Scholars) - Portable Wireless Classrooms - Faculty and staff training for CISCO Certification Program - Purchase and installation of Cogent Communications Internet Service - Enhancements to Writing Center - Enhancements to Accounting Lab - Library - E-Learning - Internet 2 <p>In addition, University of DC / Community College of DC receive funds from the following federal and state sources:</p> <ul style="list-style-type: none"> - US Department of Labor, Perkins IV for career and technical education: \$717,000 per year. - US Dept of Labor, Workforce Investment Act Title I and II for career and technical ed for low-literacy individuals: \$800,000 per year - DC local funds, workforce development funding: \$3.5 million per year - DC local funds, direct support for UDC/CCDC: \$62 million in 2010 <p>Finally, the District Office of the Chief Technology Officer (OCTO) has received \$1.5 million in broadband mapping and planning funds under NTIA’s State Broadband Data and Development Grant Program. OCTO will use these funds to establish a baseline for broadband adoption in the District and monitor changes in adoption over time. OCTO will also use some of the funds for broadband education and awareness.</p>
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44. Budget Narrative	
Budget narrative	DC-CCR will increase the number of computers available at public



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	<p>libraries, recreation centers, the District’s community college, and public schools, and will provide broadband access in the city’s most economically impoverished regions and most vulnerable population groups.</p> <p>The proposed budget uses \$1,553,310 million in federal funds and \$667,000 in local funds. The majority (83%) of funding is related to equipment (desktop computers, laptops and other broadband equipment) at the CCDC, DCPL, DCPS sites, and at two public recreation centers. The remainder will be used for peripherals, supplies and contractual set-up services.</p> <p>As a two-year project, approximately 50 percent of the funds will be expended in the first fiscal year and will include acquisition and installation of equipment. The remaining expenditures will take place in year two.</p>
<p>Budget reasonableness</p>	<p>This application requests 1,100 computers and additional computer equipment to serve approximately 590,000 residents of the District. These 32 centers have historically been under resourced due to lack of funding. Average wait time at computers should be no longer than 60 minutes. Current wait times can exceed 3 hours. With the acquisition of the additional computers wait time will be reduced to a more reasonable 30-60 minutes.</p> <p>The average cost for equipping these 32 centers is \$69,384, or \$8.51 per resident targeted in the underserved region of the District. This investment in computers and equipment will be augmented by training and access to numerous content and educational materials available to computer center users and included as a part of the Sustainable Broadband Adoption grant request.</p>
<p>Demonstration of need</p>	<p>Over the course of the last three fiscal years, the government partners in this project have experienced significant decreases in locally appropriated funds (as evidenced by the attachment “DC Public Library Local IT Budget Comparison”) while simultaneously responding to increased community need. Computer usage has more</p>



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	<p>than quadrupled, head count in our training classes has quadrupled, and requests from individuals for computer assistance has almost outpaced traditional library reference services. With the onset of the recession, more citizens of the District have foregone subscriptions to any type of internet access, leaving the libraries as critical places that provide connectivity. Public schools and recreation centers fulfill similar missions, though for slightly different populations.</p> <p>Although in years past the District was able to provide substantial funds for computer purchases, recently those funds have been drastically reduced (please refer to the attachment “DC Public Library Local IT Budget Comparison”).</p> <p>As a resource allocation strategy designed to preserve the ability for libraries to remain open and accessible, the equipment budget was reduced so that staffing levels and maintenance ability could remain current. While the purchase of additional computers and networking equipment is beyond reach, a robust professional support mechanism remains in place. The same strategy has been employed at recreation centers and public schools to continue to provide excellent customer service and technical support.</p>
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45. Funds to States/Territories

States	Amount of Federal Grant Request
District of Columbia	1,553,310

Funds to States/Territories Total: \$1,553,310

G. Historical Financials

46. Matching Funds			
	2007	2008	2009



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Revenue	8,489,718,000	8,619,977,000	8,988,423,000
Expenditures	8,914,401,000	10,053,453,000	10,134,792,000
Net Assets	2,977,733,000	2,961,335,000	2,848,112,000
Change in Net Assets from Prior Year	469,264,000	-16,398,000	-113,223,000
Bond Rating (if applicable)	A+ (S&P); A1 (Moody); A+ (Fitch)	A+ (S&P); A1 (Moody); A+ (Fitch)	A+ (S&P); A1 (Moody); A+ (Fitch)

H. Public Computer Center Summary

47. Jobs	
How many direct jobs-years will be created from this project?	5
How many indirect jobs will be created from this project?	10
How many jobs will be induced from this project?	9

48. Methodology used to estimate jobs:

Based upon the project budget, these job calculations were based upon guidance provided by Council of Economic Advisers within “Estimates of Job Creation From the American Recovery and Reinvestment Act of 2009”, dated May 2009.

49. Proposed # of Public Computer Centers	
Schools (k-12)	3
Libraries	26
Medical and Healthcare Providers	0
Public Safety Entities	0
Community Colleges	1
Public Housing	0
Other Institutions of Higher Education	0



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Other Community Support Organization	0
Other Government Facilities	2

Total Proposed Public Computer Centers 32

Current Total Persons in Service Area 590000

50. Minority Serving Institutions	
Historically Black Colleges and Universities	1
Tribal Colleges and Universities	0
Alaska Native Serving Institutions	0
Hispanic Serving Institutions	0
Native Hawaiian Serving Institutions	0
TOTAL MINORITY SERVING INSTITUTIONS	1

51. Weekly Usage Summary	
Total Current # of Persons Served per 120-hour Business Week	83146
Total Proposed # of Persons Served per 120-hour Business Week	207209
Total Current # of Persons	25683



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Served per 48-hour Weekend	
Total Proposed # of Persons Served per 48-hour Weekend	65688

52. Broadband Workstation Summary	
Number of Current Workstations proposed to be upgraded	30
Total Current # of Broadband Workstations	603
Total Proposed # of Broadband Workstations	1673
Average Current Facility Broadband Connection Speed	10.00 Mbps
Average Proposed Facility Broadband Connection Speed	1,000.00 Mbps

I. Project Readiness

53. Licenses and Regulatory Approvals

No licenses or regulatory approval are required for this project.

54. Organizational Readiness

As one of the original grantees of the Bill and Melinda Gates foundation, the DC Public Library (DCPL) has provided public access computers for over a decade. DCPL has a full Information Technology Department led by an experienced Chief Information Officer, and is staffed by Microsoft certified systems engineers, and actively manages over 1,000 desktops. DCPL has a guaranteed uptime of 91% on its public access computers; actual uptime measures exceed that by 4%. DCPL tier II and III technicians are trained to address both internal (employee) and external help desk requests, and they utilize a state of the art trouble ticketing system to track and assign all service calls.



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DCPL installs and configures approximately 200-300 PCs per year, and has support infrastructure to accommodate the additional equipment included in this funding request. In addition, all DCPL facilities are undergoing substantial renovations that will improve power, physical access, and ergonomics in preparation for an eventual increase in public computer capacity.

The locations at recreation centers and public schools are supported by OCTO, a 600-person centralized technology support organization that includes a dedicated help line and geographically assigned tier II and III technicians. The community college library location is supported by the college's own IT department. Both are sufficiently robust to support the additional public computer capacity.

Custom Integrated Solutions, a partner for this project, specializes in providing project support and is ready to provide staffing and expertise in all phases of this project. The network provided by Allied Telecom is built to be scaled up, and can handle the proposed increase.

55. Project Timeline and Challenges

This project will last two years, beginning October 2010 and ending in October 2012. The two major components of the project are (1) adding 1,070 and replacing 30 computers in computer centers across the District (including 26 libraries, two recreation centers, three schools and one community college) and (2) upgrading bandwidth in 25 libraries (to 1Gbps from 10 Mbps) and to 10 Gbps in the main library. One team will install and configure new and replaced computers; this will be complete in October 2011. The bandwidth upgrade, with a dependency on coordinating with commercial telecommunications providers, will take the full two years for completion. Please see attached detailed Microsoft Project Plan for more information. Potential project challenges include schedule slippage due to issues of procurement, staff shortage, equipment price changes and network changes. To reduce the possibility of schedule risk, DC-CCR will use DCPL's independent procurement authority. To minimize likelihood of staff shortages, DC-CCR will use additional contract staff or use Library Services and Technology Act funds for staff. Network changes are unlikely. DC-CCR will use the best available supply schedules to stretch our equipment dollars. See attached risk matrix for more information. In all eventualities, the project will be complete well within the three-year requirement imposed by ARRA.



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56. SPIN Number

Two SPIN numbers:

Allied Telecom - 143022365
Custom Integrated Solutions - 143034046

Both organizations are minority-owned certified business enterprises (CBE's).

J. Environmental Questionnaire

57. Does this PCC application have construction or ground disturbing activities?

No

If no, please answer the questions below. If yes, please do not answer the questions below and instead proceed to the next page to answer the expanded environmental questionnaire.

58. Does the proposed action involve the procurement of materials? If so, will the materials be installed, stored or operated in an existing building or structure? If yes, please click "Add" to include the list of equipment and peripherals to be procured.

Yes

Involves the procurement of materials and equipment, and will be housed in existing facilities.

Cisco Catalyst 3560 switches
Cisco 4500 Series card modules
Tandberg Video Conferencing solution
490 Desktop PCs
490 Apple Computers
LCD Projectors
Smartboards
Printers
Desks
Office supplies

59. Does the proposed action involve procurement of electronic equipment? If yes, will the equipment be disposed of in an environmentally sound manner at the end of its useful life?



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Yes

60. Does the proposed action involve construction, remodeling, or renovation? If so, will these activities be limited to only minor interior renovations to a structure, facility, or installation? If yes, click "Add" to include a description of the proposed renovations with your project summary.

No

No construction, remodeling or renovation will be required for existing facilities.

61. Does the proposed action involve the production and/or distribution of informational materials, brochures, or newsletter?

Yes

62. Does the proposed action involve training, teaching, or meeting facilitation at an existing facility or structure? If yes, click "Add" to explain.

Yes

Although we provide training and teaching at our library computer centers, these are not part of this proposal.

63. Does the proposed action involve ground or surface disturbance to accommodate new fiber optic cable? If yes, please click "Add" to include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required.

No

No ground or surface disturbance to accommodate new fiber optic cable is required.

64. Does the proposed action involve an upgrade of broadband service to an existing facility or structure? If yes, please include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required?

Yes

Broadband service will be upgraded to 10 Gbps at main library facility, and to 1 Gbps at branch libraries. Permits are not required at planned sites.



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K. Environmental Questionnaire – Part 2

65. Project Description

Many District residents rely upon the library for access to a computer and broadband, but resources are insufficient. The District, led by DC Public Library, will upgrade and augment computer equipment and improve connectivity for public use at 26 public libraries, two recreation centers, three public schools, and one community college library. These will be used for public training programs.

66. Property Changes

No property changes are involved in this project; only minor cabling within existing building structures.

67. Buildings

Only straightforward internal power, cabling and facilities changes are required within the buildings in question. There are no construction, rehabilitation or renovation activities planned or required. See attached letter of support from State Historical Planning Office.

68. Wetlands

No wetlands are disturbed or involved in this project; only existing building structures.

69. Critical Habitats

No critical habitats are disturbed or involved in this project; only existing building structures.

70. Floodplain

No floodplains are disturbed or involved in this project; only existing building structures.

71. Protected Land

No protected lands are disturbed or involved in this project; only existing building structures.



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72. Coastal Area

No coastal areas are affected by this project; only existing building structures.

73. Brownfield

No brownfields are disturbed or involved in this project; only existing building structures.



**Broadband Non-Infrastructure Application
Submission to NTIA – Public Computer Centers**

Submitted Date: 3/15/2010 9:01:38 AM		Easygrants ID: 5118	
Funding Opportunity: Public Computer Centers		Applicant Organization: DISTRICT OF COLUMBIA, GOVERNMENT OF	
Task: Submit Application - Public Computer Centers		Applicant Name: Mr. Tegene Baharu	

Uploads

The following pages contain the following uploads provided by the applicant:

Upload Name	File Name	Uploaded By	Uploaded Date
Management Team Resumes and Organization Chart	100314 5118-PCC DCPL Resumes Org Chart Package.pdf	Baharu, Tegene	03/14/2010
Government and Key Partnerships	100314 5118-PCC Partner Support Letters Final.pdf	Baharu, Tegene	03/15/2010
Historical Financial Statements	100314 5118-PCC Historical Financials Package.pdf	Baharu, Tegene	03/14/2010
Public Center Detail	100314 5118-PCC Public Center Details Final.xls	Baharu, Tegene	03/14/2010
Detailed Budget	100314 5118-PCC Detailed Budget Final.xls	Baharu, Tegene	03/14/2010
BTOP Certifications	100314 5118-PCC BTOP Certification.pdf	Baharu, Tegene	03/14/2010
SF424 Budget (A or C)	100314 5118-PCC SF-424A Form Submitted.pdf	Baharu, Tegene	03/14/2010
SF424 B and D Assurances	100314 5118-PCC SF 424B Assurance.pdf	Baharu, Tegene	03/14/2010



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Supplemental Information	100314 5118-PCC DC Underserved Area Map.pdf	Baharu, Tegene	03/14/2010
Supplemental Information	100314 5118-PCC Environmental SHPO Letter.pdf	Baharu, Tegene	03/14/2010
Supplemental Information	100314 5118-PCC Public Computers Available in DC.pdf.pdf	Baharu, Tegene	03/14/2010
Supplemental Information	100314 5118-PCC Risk Matrix.pdf	Baharu, Tegene	03/14/2010
Supplemental Information	100314 5118-PCC DCPL Network Top-Design Package.pdf	Baharu, Tegene	03/14/2010
Supplemental Information	100314 5118-PCC Project Plan Final.pdf	Baharu, Tegene	03/14/2010
Supplemental Information	100314 5118-PCC DCPL IT Budget 3-Year Comparison.pdf	Baharu, Tegene	03/14/2010