



**REQUEST FOR INFORMATION RELATIVE TO THE EXECUTION OF
 THE STATE OF NEW HAMPSHIRE DIGITAL EQUITY PLAN**

DBEA RFI 2025-07

Date of State Response: January 30, 2025

Date of Submission Closing: February 13, 2025 at 4:00PM EST

Clarifying Questions and Answers

Reference	Questions/Inquiries	Responses
1	Request for electronic copy of the specifications or any other documents associated with this project.	Copies of the New Hampshire Digital Equity Plan can be downloaded from our website: Digital Equity - NH Economy . The Digital Equity Act Capacity Grant NOFO is available from the NTIA website: Digital Equity Capacity Grant Program BroadbandUSA
2	What specific metrics and benchmarks will be used to define and measure "underserved" and "unserved" populations?	In response to question 2 through 6: Broadband access will be addressed through the BEAD Program. The BEAD program defines unserved locations as locations receiving less than 25/3 mbps and underserved locations as those receiving less than 100/20 mbps. There are currently 9,527 locations eligible for BEAD funding and the State is currently in the Subgrantee Selection Process . The State plans to incentivize ISPs to participate by providing a match up to 75% of eligible costs per the BEAD NOFO .
3	How will the State incentivize ISP participation in underserved areas, and are clawback provisions part of the plan?	Clawback provisions are addressed in the Initial Proposal Volume II on Page 124 and further information is forthcoming. For further information on the BEAD Program and its
4	What role does the State envision for municipal or community-owned broadband networks in achieving universal access?	

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5	Could the State clarify how it will align broadband infrastructure projects with federal BEAD program requirements?	requirements, please reference the BEAD NOFO , the Five Year Action Plan , and both volumes of the Initial Proposal (Click Here). Also, the New Hampshire Broadband Map is available for the most up-to-date information on progress being made within the State through both grant and private funding.
6	What resources or data will be provided by the state to help identify broadband access gaps, especially in rural regions?	
7	What specific standards, such as Web Content Accessibility Guidelines (WCAG) compliance, will be adopted to ensure public portals are accessible to all residents?	In response to questions 7 and 8: The update to the Americans with Disabilities Act Title II, regarding Accessibility of Web Information and Services of State and Local Government Entities , was published in the Federal Register on April 24, 2024. State and Local governments must make sure their web content and mobile apps meet WCAG 2.1, Level AA within two or three years of when the rule was published, depending on their population. Per the Digital Capacity NOFO , page 54, Capacity Grant funds are prohibited from use to conduct website upgrades or other accessibility projects that are otherwise required by law.
8	What timeline does the State envision for achieving major milestones in portal updates?	
9	What reporting mechanisms will be used to ensure accountability and transparency in achieving digital equity goals?	In response to question 9 and 10: Reporting and audits must comply with requirements and cadence set forth by the Digital Capacity Grant NOFO and NTIA provided guidance.
10	How will federal audits and compliance requirements be integrated into ongoing project evaluations?	

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11	Could the State outline its plan for publicly sharing program outcomes and successes?	Program outcomes and progress will be shared on the DBEA Office of Broadband Initiatives website and through State approved press releases.
12	How does the State plan to ensure that administrative costs remain proportionate to direct program funding to maximize impact?	<p>In response to questions 12 through 42:</p> <p>The State is seeking proposed solutions from interested parties on the potential scope of work involved with the project outlined in RFI 2025-07. The State will use feedback from this RFI to determine interest, capability, and potential difficulties from respondents on assuming the lead administering role of implementing the State Digital Equity Plan given the available funds.</p> <p>Respondents should consider the questions listed in Section 2.3 of this RFI when responding.</p>
13	Could the State provide guidelines on the allocation of the \$4 million across the five focus areas?	
14	What mechanisms will be implemented to monitor and evaluate the effectiveness of funding allocation across underserved populations?	
15	Are there opportunities for private or municipal matching funds, and how does the state see these partnerships being structured?	
16	How will unused funds be managed or reallocated to optimize program outcomes?	
17	What eligibility criteria will be established to ensure equitable access to devices, and how will this be communicated to residents?	
18	How does the State plan to engage local repair businesses or community centers in providing ongoing device maintenance or should that be part of the plan proposed?	
19	Will there be a standardized timeline for device upgrades to prevent obsolescence?	
20	What role will public institutions, like libraries and schools, play in device distribution and support?	
21	Are there plans to develop rent-to-own or subsidized models for device distribution to enhance program sustainability?	
22	What specific metrics will be used to measure improvements in digital literacy across various demographics?	
23	How will training programs be tailored to the unique needs of seniors, job seekers, and students?	
24	Are there plans to include multilingual materials to ensure inclusivity for non-English speakers?	

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25	Could the State clarify its approach to partnering with schools and libraries to deliver digital literacy programs?	
26	What partnerships are being explored to deliver state-of-the-art cybersecurity training to residents?	
27	Are there plans to mandate cybersafety training for device recipients?	
28	How will the State ensure that cybersecurity education addresses concerns around privacy and data protection?	
29	Will there be a focus on tailoring cybersafety education for vulnerable populations, such as seniors and minors?	
30	Could the State outline its strategy for publicizing improved resource portals to underserved populations?	
31	Are there plans to collaborate with private technology firms to enhance portal functionality?	
32	How does the State plan to ensure equitable resource distribution across all counties, particularly rural areas?	
33	Could the State clarify its strategy for identifying and engaging marginalized groups in program implementation?	
34	What role will regional hubs or advisory councils play in ensuring inclusivity?	
35	How will program success be defined and measured in reaching covered populations?	
36	Are there plans to establish partnerships with organizations representing vulnerable demographics, such as seniors and minorities?	
37	Are there plans to implement real-time progress dashboards for stakeholders?	
38	What strategies are being developed to transition from federal to state or local funding for long-term sustainability?	
39	Are there plans to create self-sustaining revenue models, such as subscription-based services, for broadband or device programs?	
40	How does the State plan to engage private-sector partnerships to support program longevity?	

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41	What considerations are being made to ensure continuity of programs after the grant period ends?	
42	Could the State clarify its approach to integrating sustainability goals into each focus area?	