

RESOLUTION NO. 30882

A RESOLUTION AUTHORIZING THE ADMINISTRATOR OF COMMUNITY DEVELOPMENT TO AWARD ONE HUNDRED THIRTY-FIVE THOUSAND DOLLARS (\$135,000.00) IN CSBG-CV FUNDS TO THE CITY OF CHATTANOOGA'S HEALTH, EDUCATIONAL, AND HOUSING FACILITY BOARD (HEB) FOR THE EMPACT WORKFORCE INITIATIVE, IN PARTNERSHIP WITH THE AMERICAN JOBS CENTER, THE ENTERPRISE CENTER, CHATTANOOGA STATE COMMUNITY COLLEGE, AND THE CHATTANOOGA AREA CHAMBER FOUNDATION.

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BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CHATTANOOGA, TENNESSEE, That it is hereby authorizing the Administrator of Community Development to award \$135,000.00 in CSBG-CV funds to the City of Chattanooga's Health, Educational, and Housing Facility Board (HEB) for the Empact Workforce Initiative, in partnership with the American Jobs Center, The Enterprise Center, Chattanooga State Community College, and the Chattanooga Area Chamber Foundation.

ADOPTED: September 14, 2021

/mem



**CITY OF CHATTANOOGA  
PROFESSIONAL SERVICES STANDARD FORM AGREEMENT**

This PROFESSIONAL SERVICES STANDARD FORM AGREEMENT (hereafter “Agreement”) is entered into as of the Effective Date stated herein by and between the City of Chattanooga (hereafter “City” and/or “Client”) and Consultant (collectively “Parties”), both more particularly identified herein, for the rendering of certain professional services (hereafter “Services”), the scope of which are more particularly described in the Statement of Work attached hereto as **EXHIBIT A** and incorporated herein by reference.

In consideration of the mutual covenants and conditions hereinafter provided, City and Consultant agree as follows:

**1. GENERAL TERMS.**

Effective Date	This Agreement shall be effective as of the date signed by the City.
City	City of Chattanooga, a Tennessee Municipal Corporation
Consultant Name, Entity Type and Address	Chattanooga State Community College 4501 Amnicola Highway Chattanooga, TN 37406
Contract Term	Twelve (12) Months
Notice to City (include name, address, phone & e-mail)	City of Chattanooga Department of Community Development Attn: Rachel Howard, Director, Office of Family Empowerment 501 W. 12 <sup>th</sup> Street Chattanooga, TN 37402 (423) 643-6421
Notice to Consultant (include name, address, phone & e-mail)	Chattanooga State Community College Attn: Bo Drake, VP, Economic & Workforce Development 4501 Amnicola Highway Chattanooga, TN 37406 (423) 697-2606

**2. SCOPE OF AGREEMENT.** Consultant's relationship to City shall be that of independent contractor; at all times this relationship shall be governed by and be in strict compliance with the terms of this

Professional Services Agreement and the laws of the State of Tennessee and the codes of the City of Chattanooga.

**3. SERVICES.** Consultant shall furnish the Services as more fully described in the Statement of Work attached hereto as **EXHIBIT A** and incorporated herein by reference.

**4. COMPENSATION.**

- a. Program Tuition: For Services provided by Consultant, the American Job Center has agreed to pay the program tuition of Three Thousand Two Hundred Dollars and 00/100 (\$3,200.00) for each applicant that meets the income eligibility requirements and scores a 10 or higher on the required TABE test. The tuition cost will cover all class materials and supplies.
- b. Participant Stipends: The City of Chattanooga Health and Education Board (“HEB”) will provide funds in the amount of One Hundred Thirty-Five Thousand Dollars and 00/100 (\$135,000.00) to be used to issue stipend payments to participants in the program as set forth in **EXHIBIT A**. The HEB will distribute the funds to the Enterprise Center which will serve as the fiscal agent on behalf of the City to process and distribute the stipends and process 1099’s and other related documents required by the IRS. Any unused funds that remain at the end of the Contract Term shall be returned to the City.
- c. The details regarding the funding arrangements are addressed more fully in a separate agreement between the City, the Consultant, the American Job Center, and the Enterprise Center.

**5. DELIVERABLES.** Consultant shall begin providing its Services promptly after receipt of an executed copy of this Agreement and shall complete the Services and deliverables on or prior to the termination date stated in the Contract Term above.

**6. CONTRACT TERM.** This Agreement shall be effective for the above-stated Contract Term. City shall have no obligation for Services rendered by the Consultant which are not performed within the specified period.

**7. CLIENT RESPONSIBILITIES.** City agrees to provide Consultant with all available information, plans, regulations, reports, professional recommendations and any other related items requested by Consultant in order to provide its Services. Consultant may rely on the accuracy and completeness of these items. City agrees to provide the items and to render decisions in a timely manner so as not to delay the orderly and sequential progress of Consultant's Services.

**8. PERFORMANCE BY CONSULTANT.**

- a. Conduct on City's Premises -- The Services shall be performed with the City's full cooperation, on the premises of City or remotely. Consultant agrees, while working on City's premises, to observe City's rules and policies relating to the security thereof, access to or use of all or part of the City's premises and any of City's property, including proprietary or confidential information. Consultant agrees that when it is working on City's premises, its personnel shall observe City's administrative and ethics codes relating to the security, access or use of all or part of City's premises and any of City's property, including proprietary or confidential information.
- a. Inquiries by City – Consultant shall respond expeditiously to any inquiries pertaining to this Agreement from City.
- a. Independence -- City retains Consultant as an independent contractor, not as an employee. Consultant shall not represent or hold himself out to be an employee of the City and is not eligible to receive any City issued health, medical, or wellness benefits.
- a. Coordination of Services – Consultant shall schedule work hours as needed to coordinate Services with City staff and external parties.

**9. SUBCONTRACTING AND ASSIGNMENT.** Any changes or additional subcontractor relationships or assignment not identified herein or in **EXHIBIT A** as part of this Agreement, must first be approved by the City.

**10. CONFLICT OF INTEREST.** Consultant agrees that it has no interest and shall acquire no interest, direct or indirect, that would conflict in any manner with the performance of the Services under this Agreement. Consultant further agrees that, in the performance of this Agreement, no person having any such interest shall be employed. Furthermore, Contractor agrees that attorneys employed at Contractor's law firm who are performing legal work for the City shall not engage in any future litigation against the City based on any documentation provided by the City or established by this study, and that Contractor's law firm would be available for legal assistance and cooperation in the defense of any future claims which may result from the City's participation in and development of Minority and Women Owned Business Enterprise (MWBE) programs which are consistent with the recommendations of the Contractor's firm in regard to this study provided that the Parties can agree on acceptable professional fees for such services.

**11. GENERAL COMPLIANCE WITH LAWS.** The City has entered into this Agreement with Consultant relying on its knowledge and expertise to provide the Services contracted for. As part of that reliance, Consultant represents that he knows and understands the relevant and applicable federal and state laws that apply to the Services provided through this contract, and agrees to comply with these relevant and applicable federal and state laws.

**12. INDEMNIFICATION.** Consultant shall defend, indemnify and hold harmless City and each of City's officers, employees and agents (each, a "City Indemnitee") from and against all losses, penalties, damages, injuries, settlements, charges, professional fees, or other expenses of liabilities of every kind and character including reasonable attorney's fees and costs (Collectively, "Losses"), arising out of or resulting from any third party claim, suit, action or proceeding (each, an "Action"), to the extent that such Action arises out of or results from (i) Consultant's breach of any representation, warranty or covenant of Consultant under this Agreement; or (ii) the gross negligence in connection with the performance by Consultant of this Agreement. City shall promptly notify Consultant in writing of the Action. City shall have sole control of the defense and all related settlement negotiations. Consultant shall have no obligation to defend, indemnify or hold harmless any City Indemnitee to the extent that such Action or losses were caused by the City Indemnitee's gross negligence, or a breach of this Agreement by City.

**13. INSURANCE.** Consultant shall purchase and maintain during the life of this Agreement, insurance coverage which will satisfactorily insure Consultant against claims and liabilities which arise because of the execution of this Agreement, with the minimum insurance coverage as follows:

- a. Commercial General Liability Insurance, with a limit of \$1,000,000 for each occurrence and \$2,000,000 in the general aggregate.
- b. Automobile Liability Insurance, with a limit of \$1,000,000 for each accident, combined single limit for bodily injury and property damage.
- c. Worker's Compensation Insurance and Employer's Liability Insurance, in accordance with statutory requirements, with a limit of \$500,000 for each accident.
- d. Professional Liability Insurance, with a limit of \$1,000,000 for each claim and aggregate.

Consultant shall not begin work under this Agreement until a Certificate of Insurance has been submitted to the City showing proof that Consultant has obtained the necessary insurance coverage. If any of the above cited policies expire during the life of this Agreement, it is the Consultant's responsibility to forward renewal Certificates within ten (10) days after the renewal date containing all the aforementioned insurance provisions. Certificates must specifically cite the following provisions:

- i. City of Chattanooga, its agents, representatives, officers, directors, officials and employees must be named an Additional Insured under the following policies:
  - a) Commercial General Liability
  - b) Auto Liability
- ii. Consultant's insurance must be primary insurance as respects performance of subject contract.

- iii. All policies, except Professional Liability Insurance, if applicable, waives rights of recovery (subrogation) against City of Chattanooga, its agents, representatives, officers, directors, officials and employees for any claims arising out of work or services performed by Consultant under this Agreement.

**14. DISPUTE RESOLUTION.** Claims, disputes, or other matters in question between the parties to this Agreement arising out of or relating to this Agreement, or breach thereof, shall be subject to mediation in Chattanooga, Tennessee, in accordance with the following provisions:

- a. The mediation shall be conducted by a mediator mutually acceptable to both Parties.
- b. The parties agree to share equally in the expense of the mediation.
- c. Such mediation may include the Consultant or any other person or entity who may be affected by the subject matter of the dispute.
- d. Unless the Parties agree otherwise, mediation shall be a condition precedent to the exercise of any legal remedy other than a proceeding seeking an immediate injunction or restraining order to protect the rights of a party pending litigation. Notwithstanding the issuance of an injunction or restraining order, or the refusal of a court to issue such an order, the dispute shall continue to be subject to mediation.

**15. TERMINATION.**

- a. For Convenience. City reserves the right to terminate this Agreement or any part of this Agreement/order at its sole convenience with thirty (30) days written notice. In the event of termination, Consultant must immediately stop all work and immediately cause any of its suppliers or subcontractors to cease any further work. Consultant will be paid a reasonable termination charge consisting of a percentage of the order price reflecting the percentage of the work performed before the notice of termination, plus actual direct costs resulting from termination. Consultant will not be paid for any work done after receipt of the notice of termination, nor for any costs incurred by Consultant's suppliers or subcontractors which Consultant could reasonably have avoided. Consultant must not unreasonably anticipate the requirements of this order.
- b. For Cause. City may also cancel this Agreement, or any part of this Agreement/order, with seven (7) days written notice for cause in the event of any default by Consultant, or if Consultant fails to comply with any of the terms and conditions of this offer. Late deliveries, deliveries of products which are defective or which do not conform to this order, and failure to provide City, upon request, with adequate assurances of future performance are all causes allowing City to cancel this order for cause. In the event of cancellation for cause, City is not liable to Consultant for any amount, and Consultant is liable to City for any and all damages sustained by reason of the

default which gave rise to the cancellation. If it should be determined that City has improperly cancelled this contract for a default, the cancellation is considered a termination for convenience.

**16. OWNERSHIP OF DOCUMENTS AND INTELLECTUAL PROPERTY RIGHTS.** City shall be the sole owner of all documents prepared under this Agreement; however, Consultant shall have the right to use examples of such work for marketing purposes, and to modify such work for other clients. All documents prepared in the performance of this Agreement shall be delivered to City before final payment is made to Consultant. Consultant agrees that all work product it produces within the scope of this Agreement shall be considered “works made for hire” under the federal copyright laws. Consultant hereby assigns, sells, transfers, grants, and conveys all right, title, and interest in such work product to City. During the course of this Agreement, Consultant may further develop its knowledge, skills, and experience. Nothing in this Agreement is intended to limit Consultant’s use of any knowledge, skills, experience, ideas, concepts, know-how, and techniques developed prior to or during the course of this Agreement, without limitation, in the development, manufacturing, and marketing of products and services for itself or for other clients. Consultant hereby acknowledges and agrees that any proprietary property of City provided by City to Consultant in conjunction with the services to be performed under this Agreement shall remain the property of City.

**17. CONFIDENTIALITY.** Consultant must consider all information furnished by City to be confidential and shall not disclose any information to any other person, or use the information itself for any purpose other than performing this Agreement, unless Consultant obtains written permission from the City Attorney or City Mayor to do so. This paragraph applies to data, records, drawings, specifications, or any other documents prepared by Consultant for City in connection with this Agreement. Consultant must not advertise or publish the fact that City has contracted to purchase goods or services from Consultant, nor is any information relating to the Agreement to be disclosed without City's written permission. No commercial, financial or technical information disclosed in any manner or at any time by Consultant to City is to be considered secret or confidential, unless otherwise agreed in writing, and Consultant has no rights against City with respect to this information except any rights as may exist under patent laws. Consultant recognizes that City's employees have no authority to accept any information in confidence.

**18. LIMITATIONS OF RESPONSIBILITY.** In no event is City liable for anticipated profits or for incidental or consequential damages. City's liability on any claim of any kind for any loss or damage arising out of or in connection with or resulting from this Agreement or from the performance or breach of this Agreement will in no case exceed the unit price allocable to the services which gives rise to the claim. City is not liable for penalties of any description. Any action resulting from any breach of this Agreement by City as to the goods or services delivered must be commenced within one (1) year after the cause of action has accrued.

**19. RECORDS RETENTION AND AUDIT.** The term “Contractor”, as used in this Section, is used interchangeably to describe signatories to contracts, grants, and agreements with the City and applies to reflect the relationship with the City (Engineer, Contractor, Consultant, Licensee, Supplier, Vendor, Grant Recipient, etc.).

- a. All records relating in any manner whatsoever to the Project, or any designated portion thereof, which are in the possession of the Contractor, or any of the Contractor’s independent contractors, associates, and/or subcontractors, shall be made available for inspection and copying upon written request to the City. Additionally, said records shall be made available upon request by the City to any state, federal or other regulatory authorities and any such authority may review, inspect and copy such records. Said records include, but are not limited to, all plans, specifications, submittals, correspondence, minutes, memoranda, tape recordings, videos, or other writings or things which document the Project, its design, and its construction. Said records expressly include those documents reflecting the time expended by the Contractor and its personnel to perform the obligations of this Agreement, and the records of expenses incurred by the Contractor in its performance under said Agreement. The Contractor shall maintain and protect these records for no less than **seven (7) years** after the completion of the Project, or for any longer period of time as may be required by applicable law, good professional practice, and upon notice during the pendency of any claims or litigation arising from the Project.
- b. The City, or its assigns, may audit all financial and related records (including digital) associated with the terms of the contract or agreement, including timesheets, reimbursable out of pocket expenses, materials, goods and equipment claimed by the Contractor. The City may further audit any of the Contractor’s records to conduct performance audits (to identify waste and abuse or to determine efficiency and effectiveness of the contract or agreement), or to identify conflicts of interest.
- c. The Contractor shall at all times during the term of the contract or agreement, and for a period of seven (7) years after the end of the contract, keep and maintain records of the work performed pursuant to this contract or agreement. This shall include proper records of quotations, contracts, correspondence, invoices, vouchers, timesheets, and other documents that support actions taken by the Contractor. Documents shall be maintained by the Contractor, which are necessary to clearly reflect all work and actions taken. All such records shall be maintained in accordance with general accepted accounting principles. The Contractor shall, at its own expense, make such records available for inspection and audit (including copies and extracts of records as required) by the City at all reasonable times and without prior notice.
- d. The obligations of this Section shall be explicitly included in any subcontracts or agreements formed between the Contractor and any subcontractors or suppliers of goods or non-professional



services to the extent that those subcontracts or agreements relate to fulfillment of the Contractor's obligations to the City.

- e. Costs of any audits conducted under the authority of this section and not addressed elsewhere will be borne by the City, unless the audit identifies significant findings that would benefit the City. The Contractor will reimburse the City for the total costs of an audit that identifies significant findings that would benefit the City.
- f. This Section shall not be construed to limit, revoke, or abridge any other rights, powers, or obligations relating to audit which the City may have by Federal, State, or Municipal law, whether those rights, powers, or obligations are express or implied.

**20. DELAY IN PERFORMANCE.** Neither City nor Consultant shall be considered in default of the Agreement for delays in performance caused by circumstances beyond the reasonable control of the nonconforming party. For purposes of this Agreement, such circumstances include abnormal weather conditions; floods; earthquakes; fire; epidemics; war, riots, or other civil disturbances; sabotage; judicial restraint; discovery of unanticipated hazardous wastes; and inability to procure permits, licenses, or authorizations from any local, state, or federal agency for any of the supplies, materials, accesses, or services required to be provided by either City or Consultant under this Agreement. Should such circumstances occur, the nonconforming party shall, within a reasonable time of being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of the Agreement. If the Consultant is delayed in the performance of the services for more than three hundred sixty-five (365) calendar days, either by the City or circumstances beyond his control, an equitable adjustment to the contract amount can be made to compensate for additional costs incurred.

For delays in performance by Consultant caused by circumstances which are within its control, such delays shall be documented and presented to the Purchasing Department at the conclusion of Project and acknowledged by both City and Consultant. Completed form shall be retained by City for a period of seven years and reviewed prior to Consultant selection for future City projects. In the event Consultant is delayed in the performance of Services because of delays caused by City, Consultant shall have no claim against City for damages or contract adjustment other than an extension of time.

**21. WAIVER.** A waiver by either City or Consultant of any breach of this Agreement shall be in writing. City's failure to insist on performance of any of the terms or conditions of this purchase order or to exercise any right or privilege, or City's waiver of any breach does not waive any other terms, conditions, or privileges, whether of the same or similar type.

**22. NONDISCRIMINATION.** Consultant agrees to comply with all federal, state, and local non-discrimination laws and regulations. Consultant agrees not to discriminate against any participant in this Agreement on the basis of race, color, religion, sex, age or national origin. Consultant further agrees to comply with all federal, state and local laws regarding treatment and accommodations for individuals with disabilities.

**23. WARRANTY.** Consultant warrants that the Services will be performed in a professional, efficient, and diligent manner consistent with generally accepted industry standards, exercising reasonable care, skill and diligence in providing the Services.

**24. REMEDIES AND LIABILITY.** Termination of this Agreement shall not affect any right of action of either party arising from anything which was done or not done prior to the termination taking effect. City and Consultant recognize that circumstances may arise entitling City to damages for breach or other fault on the part of Consultant arising from this Agreement. The Parties agree that in all such circumstances the City's remedies and Consultant's liabilities will be limited as set forth here and that this provision will survive notwithstanding the termination or other discharge of the obligations of the Parties under this Agreement. Neither party shall be liable for consequential, incidental, indirect, special or other damages of any kind, including but not limited to lost revenue, loss of data or loss of profits, even if such other party has been advised of the likelihood of the occurrence of such damages and notwithstanding any failure of essential purpose of any limited remedy.

**25. CHANGE OF WORK.** In the event the City should decide during the course of this work that there exists the need to change any work performed by the Consultant under this Agreement after same element of work has been approved by the City, the City shall notify the Consultant, in writing, to make the change, and the Consultant shall make the change as directed. Payment therefore is to be made by the City after a written agreement is entered into between the City and the Consultant providing for appropriate adjustment in the compensation ceiling(s) inclusive of appropriate adjustment in the Consultant's lump sum net fee(s), which amounts shall be as negotiated.

**26. ABANDONMENT OF PROJECT.** In the event the City decides to abandon all or any part of any project subsequent to the effectuation of this agreement, the Consultant shall be paid by the City for all work completed prior to its having received written notice from the City to stop work and an appropriate negotiated amount agreed upon for net fee.

**27. SEVERABILITY.** The invalidity, illegality, or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void provision shall be deemed severed from this Agreement, and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be

void. The parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this Article shall not prevent this entire Agreement from being void should a provision which is of the essence of this Agreement be determined void.

**28. SUCCESSORS AND ASSIGNS.** City and Consultant each binds itself and its directors, officers, partners, successors, executors, administrators, assigns, and legal representatives to the other party of this Agreement and to the directors, officers, partners, successors, executors, administrators, assigns, and legal representatives of such other party in respect to all provisions of this Agreement.

**29. ASSIGNMENT.** Neither City nor Consultant shall assign any rights or duties under this Agreement without the prior written consent of the other party. Unless otherwise stated in the written consent to an assignment, no assignment will release or discharge the assignor from any obligation under this Agreement. Nothing contained in this Article shall prevent Consultant from employing independent contractors, associates, and subcontractors to assist in the performance of the Services; however, other agreements to the contrary notwithstanding, in the event Consultant employs independent contractors, associates, and subcontractors to assist in performance of the Services, Consultant shall be solely responsible for the negligent performance of the independent contractors, associates, and subcontractors so employed.

**30. THIRD PARTY RIGHTS.** Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than City and Consultant.

**31. GOVERNING LAW.** This Agreement shall be governed by the laws of the State of Tennessee and the Codes of the City of Chattanooga.

**32. AMENDMENTS.** No amendments or modifications of this Agreement shall be valid unless in writing and signed by each of the Parties to the Agreement.

**33. INTEGRATION.** This Agreement represents the entire and integrated agreement between City and Consultant. All prior and contemporaneous communications, representations, and agreements by Consultant, whether oral or written, relating to the subject matter of this Agreement are hereby incorporated into and shall become a part of this Agreement.

[SIGNATURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the Parties, affirm they are authorized to enter into this agreement on behalf of the Consultant and City and agree to the terms as stated herein, which shall become effective as of the Effective Date stated herein.

CONSULTANT	By:
	Print Name:
	Title:
	Date:

CITY	By:
	Print Name:
	Title:
	Date:

**Verification Statements** (Requesting Department and by Assigned Attorney)

Requesting Department verifies no changes have been made to this Standard Form Agreement without prior review & approval by the Office of the City Attorney	
An Attorney for the City has reviewed this Agreement and approves it as to form and legality.	

**ATTACHMENTS - EXHIBIT A: STATEMENT OF WORK**

## **Exhibit A – Statement of Work Chattanooga State Community College Google IT Training**

*Background:* An accredited, Tennessee Board of Regents school, Chattanooga State Community College serves a six-county area of southeast Tennessee and bordering counties of north Georgia and Alabama as an open-entry postsecondary institution. The current enrollment is at 6,734. Chattanooga State is part of a larger state-wide effort to improve student retention and success—an endeavor that has generated a number of programs that provide a nurturing environment for this project. The College is fully committed to the governor’s Drive to 55 program, an effort to count 55% of Tennesseans as recipients of a higher education degree or certificate by 2025. Last year, Chattanooga State Community College became a Leader College for Achieving the Dream, a comprehensive, non-governmental reform network that strives to improve student success through the strategic use of data gathering and analysis. Chattanooga State maintains national accreditation in all of its eligible programs by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

The Economic & Workforce Development (EWD) team at Chattanooga State takes pride in providing a wide variety of non-credit courses, seminars, workshops, certificates, and programs. EWD courses cover Career and Professional Development, Computer and Information Technology, Construction, Healthcare and Fitness, Motorcycle Training, Online Courses, Teen Enrichment and Youth Summer Camps, Business and Industry Training, Personal Interest, as well as Customized Business and Industry Training.

*General Scope of Work:* For this particular partnership with the City of Chattanooga, Chattanooga State’s Economic and Workforce Development Division will provide instructor(s) to facilitate Google IT Support Professional certification training to participants enrolled in the Office of Family Empowerment’s EMPACT program. Each training course will be held over a 9 week period and will meet daily, Monday through Friday, from 8:15 a.m. to 4:15 p.m. at a location of the City of Chattanooga’s choosing. The instructor will provide individualized instruction, including one-on-one meetings with participants, as needed, in order to help them maintain progress and successfully complete the training. The consultant will collaborate with EMPACT program staff and the Office of Family Empowerment leadership to give feedback on program processes and any identified challenges.

*Specific Scope of Work:* Chattanooga State Community College will provide instructor led, hands-on training for residents of the City of Chattanooga. The nine-week program is specifically designed to ensure the highest level of quality and outcomes. The course itself covers five major content areas:

- 1- Technical Support Fundamentals
- 2- The Bits and Bytes of Computer Networking
- 3- Operating Systems and You: Becoming a Power User
- 4- System Administration and IT Infrastructure Services
- 5- IT Security: Defense Against the Digital Dark Arts

Upon completion of the Google IT Support Professional program, graduates will:

- Understand core concepts to all IT Support jobs, including troubleshooting, customer service, networking, system administration, operating systems, and security.
- Know how to assemble a computer, write effective support documentation, route paths and subnets, manage device software, and more.
- Dive into working with Linux, Cloud Computing, and Command-Line Interfaces.

This program prepares learners for in-demand jobs such as:

- Technical Support Specialist
- Data Center Technician
- IT Help Desk
- IT Technician
- IT Support Specialist
- Computer Support Specialist
- IT Helpdesk Technician
- Computer Support
- Technical Support Specialist, Level 1
- IT Assistant
- IT Manager
- IT Administrator
- Network Administrator

During the first week of class, students will take the Tech Goes Home (TGH) class. This class is designed to ensure students have basic digital literacy skills and access to the internet. Upon successful completion of the TGH program, students will have their very own Chromebook to keep.

During the following eight weeks, students will be led by a qualified instructor through a deep dive into the five major content areas listed above. In addition to each student having their own Chromebook, ChSCC will equip the training room with desktop computers for students to use during the training. This is fundamental to ensuring the students have the opportunity to practice using the Windows operating system. Additionally, ChSCC is providing additional PC's for students to practice computer networking and system administration.

The IT Support Professional Certificate secured a credit recommendation from the American Council on Education's (ACE) ACE CREDIT®, which is the industry standard for translating workplace learning to college credit. Now, learners can earn a recommendation of 12 college credits for completing the program--the equivalent of four college courses at the associate degree-level.

Each class will run full-time for nine weeks in cohorts of up to 15 students. Project staff will serve up to 30 students total through two or more cohorts. The first cohort will begin September 13, 2021 and the last cohort will finish no later than September 30, 2022.

Tuition is \$3,200 per student. This includes all class materials and supplies.