



West Virginia Public Water System

Proposal: 0903

West Virginia Advanced Training Course and Library

Technical Proposal

In Response to:
Solicitation
EHS90087
March 5, 2009

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PURCHASING DIVISION
STATE OF WV

SUBMITTED BY:
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SUBMITTED TO:
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This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed-- in whole or in part-- for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with-- the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if obtained from another source without restriction. The data subject to this restriction is the entire proposal.

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0903
Via FedEx Priority
March 5, 2009

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East, Building 15
Charleston, WV 25305-0130

Reference: Solicitation EHS 90087 West Virginia Advanced Training Course and Library

Ladies and Gentlemen:

Vigilant Services Corporation (Vigilant) is proud to submit our proposal to develop an interactive educational Advanced Training Course and Interactive Library for West Virginia's Department of Health and Human Resources Bureau of Public Health Office of Environmental Health Services Environmental Engineering Division (OEHS).

Our proposal offers OEHS Vigilant's significant capabilities, experience, and resources for this important requirement. Our staff includes instructional designers, a subject matter expert experienced in public water system operations, training developers and designers who can deliver professional training materials to operators in an engaging and immersive way, and an infrastructure team that that can ensure the training is easily available via the web, CD-ROM or printable PDF format. Our proposal describes a recently developed but much larger program (with over 2,000 web pages, 1,000 animated screens and two hours of edited video), that possesses many of the features applicable to OEHS' requirements. The tools and techniques we applied to developing those training requirements will aid in developing the OEHS course and library.

Vigilant is a veteran-owned small business located in Lorton, VA. Incorporated in March 1995, Vigilant provides a wide range of Information Technology, Information Management, and Information Security solutions primarily to Government agencies. We look forward to this opportunity to apply our proven management processes and web development technologies to your critical requirements.

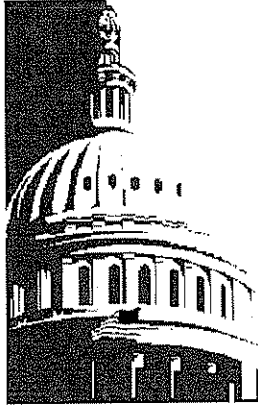
If you have any questions, please do not hesitate to contact me (703) 339-4272 or e-mail at garnold@vigilant-services.com. We look forward to hearing from you in the near future.

Very truly,



George Arnold
President

amb/gea
Enclosures



Vigilant Services Corporation

"IN GOD WE TRUST"

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**WEST VIRGINIA PUBLIC WATER SYSTEM
ADVANCED TRAINING COURSE AND LIBRARY
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ENCLOSURES

Completed Solicitation Documents and Amendment 1

1. INTRODUCTION TO VIGILANT SERVICES CORPORATION AND OUR ABILITY TO MEET THE SCOPE OF WORK

1.1 Introduction

Vigilant Services Corporation (Vigilant) is proud to submit this proposal to develop an interactive and educational “Advanced Training Course” and a searchable “Training Library” for small public water system operations for West Virginia’s Department of Health and Human Resources, Bureau of Public Health Office of Environmental Health Services Environmental Engineering Division (OEHS). This proposal provides OEHS a brief synopsis of Vigilant’s significant experience and capabilities to perform this important project.

This proposal provides OEHS a truly immersive interactive training program. Vigilant’s recent successful launch of an interactive web based training workshop utilizes similar functionality to the OEHS requirements for an immersive, multimedia training experience. Leveraging this flexible technology enables us to rapidly develop the three lesson training course to West Virginia. The tools we’ve created can be seamlessly applied to the OEHS needs.

In this proposal we provide past performance examples and draw parallels to the specific technology we have had significant success implementing for other clients. We hope that you will visit these examples to visualize what Vigilant can do to support your public water system operators’ continuing education requirements.

Furthermore, we have established successful processes for building an electronic resource training library to numerous customers. This proposal also shows how Vigilant provides value-added benefits by offering highly skilled and experienced technical staff at a competitive cost. Our proposal meets or exceeds the solicitation requirements.

1.2 History and Organization of Vigilant Services Corporation

Vigilant is a veteran-owned small business. Incorporated in 1995, Vigilant has provided a wide range of information technology solutions to various agencies since 1997. Our corporate office is located in Lorton, VA. Our location in Virginia places us very close to the West Virginia offices and locations our staff will be visiting to ensure the success of this project.

Vigilant is comprised of three divisions: Information Technology Solutions, Information Security Solutions, and Information Management. Support to the Advance Training Course and Library project will be supported by our Interactive Web Solutions group inside the Information Technology Solutions Division. This group includes interactive web design and development, wide-ranging multimedia support, video production and editing, and content production. This division will support the creative design and multimedia for the OEHS Training course. We recently completed the highly sophisticated *afterdeployment.org* training application that has similar features to what we envision for the advanced training course. This sophisticated site was developed with interactive tools, quizzes, and self help workshops on over 2,400 pages, over 1,000 amended screens containing two hours of video and numerous interactive sessions. We designed and implemented a hosting environment on a clustered four-server configuration capable of providing bandwidth support to 100,000 simultaneous users. Our expertise in this area will provide excellent quality for this training workshop.

All divisions are supported by a corporate structure which provides program and project management, quality assurance, finance and accounting, resources and human resources oversight to all our contracts. This corporate team is committed to professional infrastructure and quality support for all of company's efforts. Communication with our staff, our client managers, and contracting officers assures the highest level of quality and timeliness of service.

1.3 Our Objective

Vigilant's objective on this project is to work in collaboration with representatives of OEHS to develop an interactive and engaging training course on a web-based and CD-ROM application. We will develop and deliver a tailored educational resource for users that meets Continuing Education Hours (CEH) training requirements. To accomplish this objective, we offer a team of employees whose experience and training matches the requirements, and who complement each other to ensure the team's success. Our staff is ready to commence work immediately upon contract award. Furthermore, as we will show, Vigilant Services' staff has a history of highly successful application production. Our capabilities and skills allowed us to deliver the web application, described in Section 2 of this proposal, to our Defense Department client two full months ahead of schedule.

1.4 Corporate Resources and Performance Team Organization

Vigilant schedules its client support based upon the specific requirement and required schedule, applying our resources to ensure that customer delivery requirements are our primary focus. The schedule identified in the Solicitation for completion of the initial course and library deliverables for a test workshop within 8 months is well within our capacity to support. This development work will be performed with our in-house resources supplemented with vendors for tasks such as local photography and videography. Our team's organization is shown in *figure 1.4.1*.

Vigilant Services Corporation

Corporate Organization Chart

"Quality is never an accident. It is always the result of intelligent effort. There must be the will to produce a superior product."

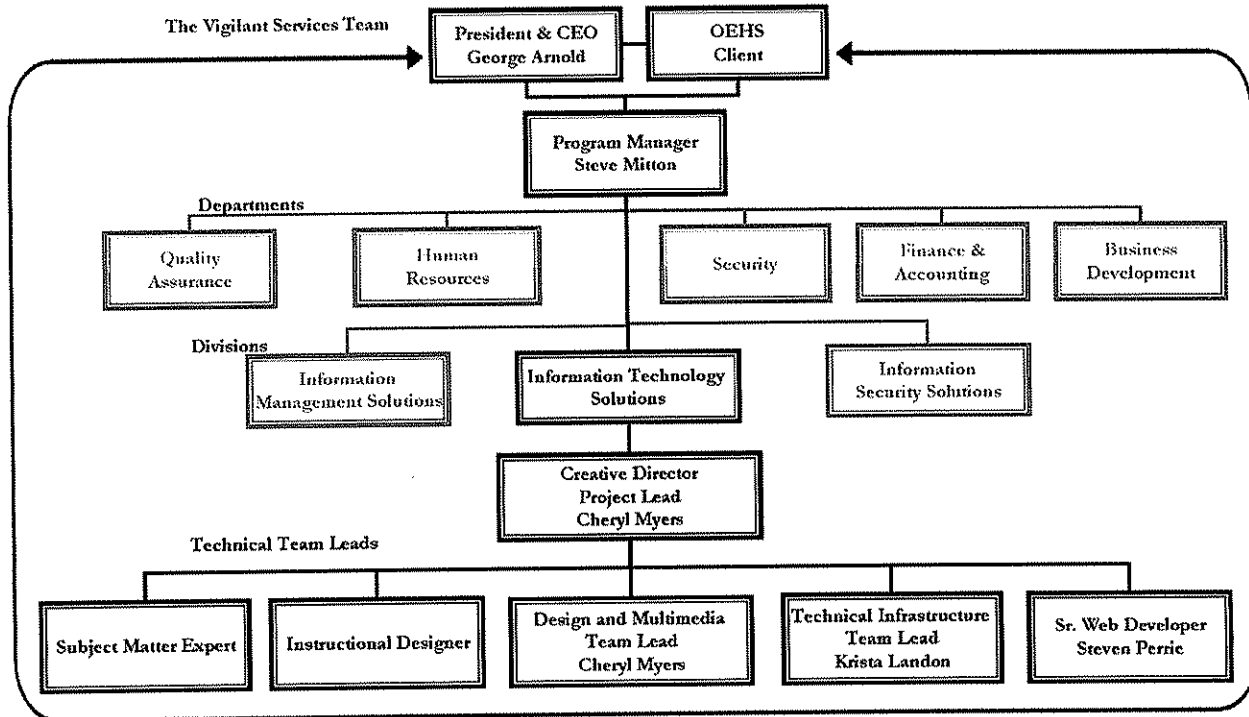


Figure 1.4.1 Corporate Organization Chart

Our Instructional Designers (IDs) and Subject Matter Experts (SME) will interface directly with OEHS' SMEs to develop the desired activity, core competency, and lesson and course goals. We fully understand the critical role these two positions play in the success of this project; their outstanding experience with state and county water utilities and associations, laboratories, and education programs is crucial to our success. The IDs' goal will be to ensure that the OEHS training objectives are met by implementing proven training methodologies, and utilizing multimedia to optimize the learning experience. The training objective, chosen methodology and multimedia selected will be documented in the storyboard. The IDs expertise applies appropriate techniques to enhance retention and ensure student success in meeting the course objectives.

The Design and Multimedia Production team will apply the results of the instructional design to the training program. All multimedia generated for the application will maintain the OEHS brand identity, blending aesthetically with the current OEHS site design. This project and our design efforts will be led by Ms. Myers, who utilizes the latest in Web 2.0 design, animation, video, audio, and e-Learning technologies. Some of the development tools that this team will use include: Adobe Photoshop, Adobe Illustrator, Adobe Flash, and Adobe Dreamweaver and other applications in the Adobe Creative Suite. Her experience includes e-Learning, Web Layout, Motion Graphics, Animation, and Multimedia Design. Ms. Myers guides the selection of imagery and multimedia, scripts, custom photography shoots, and directs the creation of artistic deliverables to ensure the

client's expectations are exceeded. Ms. Myers, as our Create Director and project lead will be our primary interface, leading our in progress reviews with OEHS.

The resources available to Ms. Myers include a full compliment of Adobe Creative Suite tools and our in-house recording studios and editing capabilities. Our state-of-the-art sound equipment allows to control scheduling, cost, quality, and consistency of recordings. We've worked with numerous photographers on dozens of photo shoots to meet other training course requirements. Our recruiting staff supports our production team by sourcing talent and locations for custom photo shoots to meet training objectives. In addition, our media researchers reviewed massive archives of royalty-free stock photography to enhance course content and reduce.

Our Technical Infrastructure team, led by Ms. Landon, will formulate the infrastructure to support the application. Ms. Landon is a web developer who delivers high-quality code and products for high traffic environments. The hands-on experience of the technical team includes all aspects of building large-scale, high-availability applications - application development, system architecture, frameworks, data interchange, security, database administration, server administration, quality assurance, content management and maintenance. Ms. Landon's team developed, implemented and maintained the technical framework of the *afterdeployment.org* web application, including database development, application code, hosting requirements and site administration.

Our Interactive Development team will utilized cutting edge technologies to develop the immersive multimedia rich Advanced Training Course. This team will be led by Mr. Perrie. He has over eight years in the Web development industry, including the design and development of dozens of Web sites, Web applications and software programs for government agencies, non-profit organizations, and small businesses. Steve Perrie's team developed the Workshops, immersive Go Interactives, and other dynamic elements of *afterdeployment.org* using Adobe Flash, ActionScript 3, Adobe Photoshop, PHP, XML, CSS, and JavaScript. Prior to coming to Vigilant Services, Steve developed an Adobe Flash-based multiplayer on-line role playing game. He has designed and developed several Adobe Flash based Web applications, working with an integrated team of artists, animators and programmers produce games, interactive stories, animation, interfaces, and videos.

Finally, we will use vendors to support short term or very specialized requirements, such as photography and videography, whenever possible. Our emphasis will be to use West Virginia firms to meet these requirements where possible.

1.5 Schedule Overview

Our management will provide proven planning, scheduling, and organization tools and program management expertise that will ensure on time delivery of the finished products. Our established multimedia resources will help us to easily achieve a highly interactive and engaging training and library that provides continuing education support for users of the site. *Figure 1.6.1* shows our preliminary project timelines and milestones.

Preliminary Project Timeline	
Start work - 1 April 2009	
April	September
Kick Off Meeting in WV	Develop Jewel Case Covers
Instructional Designer begins work with WV SMEs	October
Begin Development of Training Library (Infrastructure)	Develop Test Questionnaire/Agenda
May	Submit Package for Course Approval (Deliverable 5)
Continue Storyboard Draft development	November
Tech Leads review Storyboards for multimedia requirements	Produce CDs for Testing Session
SME validates Instructional Design work on Storyboards	Produce Hard Copy Training Handouts for Testing Session
June	Attending Training for Two Days in WV (Deliverable 3)
Storyboards complete	Testing Session
Complete Training Library Infrastructure (Deliverable 1)	December
July	Coordinate Feedback/Modifications with WV SMEs
Multimedia development: Video, Audio, Photography	Approval of Final Design with SME
SME travels to WV for filming	Develop Changes and Post (Deliverable 2)
Video Editing/Cutting/Formatting	CD production (2,000+) (Deliverable 4)
August	Jan 2010
WV Visit/IPR on site development and videography direction	Initiate Hosting on Vigilant Site
	Maintenance Period Begins at EOM (Deliverable 6)

Figure 1.6.1 Project Timeline

1.6 Proposal Highlights

Vigilant Services Corporation is fully prepared to meet all statement of work requirements to provide OEHS a top-class interactive Advanced Training Course and Library to meet the educational requirements of small public system operators. As will be shown in the next section, Vigilant has recently deployed a highly successful, multimedia rich training environment technically very similar to the training program required in the Solicitation. This site employs all the training technology, such as interactive exercises and video, envisioned by OEHS. Our instructional designers and subject matter experts are highly knowledgeable about public water system operations, and our technical development staff is prepared to incorporate key training concepts into interactive training tools. We have a proven development methodology that is discussed in Section 3. Finally, we have a robust content management system, also described in Section 3, that is capable of not only including newly developed training and existing resources and incorporating them in a easy-to-deploy fashion, but that will also be important for posting updates and changes developed during any longer term maintenance portion of this effort.

We recognize similar training courses offered by state or local organizations throughout the United States. We believe that OEHS is seeking a training program that significantly improves what is currently available. The training must be effective, interactive, self-paced and directed. It should simultaneously conserve operator personal and training time, travel costs and facility resources over training in an instructor-led classroom environment. Web and CD-based training is well known to be a resource conserver. Vigilant is prepared to help OEHS take that step with proven technology with expertise that will result in an exceptional training program.

2.0 PRIOR RELATED WORK EXPERIENCE

2.1 Afterdeployment Training Workshop

With hands-on experience creating e-learning educational applications and libraries, Vigilant aims to develop training applications that inform and educate the user through a variety of methods to include self-evaluations and self-training. An example of our experience parallel to the scope of the Advanced Training Course application is afterdeployment.org (AD). The site was created to provide mental health support for soldiers dealing with post traumatic stress disorder related to a deployment experience. This online application provides users with self-paced workshops, quizzes, animations, video training, narrated tutorials, and interactive training tools in a secure anonymous environment. Figures in this section provide examples of features in this project that mirror the techniques we will use in the Advance Training program.

2.2 Self-Paced Workshops

Self-help Workshop exercises, as shown in *figure 2.2.1*, provide users with access to a variety of e-learning style interactive lessons. The workshops teach users how to develop skills and gain a deeper understanding of the subject matter through the integration of a wide range of training aids. The workshops' navigational interface allows the users to revisit previous material, and unlocks new material as users progress. Workshops are saved and retrievable so users are able to track their progress over time. While the specific material in this application is geared towards soldiers, the underlying infrastructure can be easily adapted to the water system operator training programs. The platform promotes a 'learning by doing' methodology to reinforce the training objectives through demonstration and user interaction.

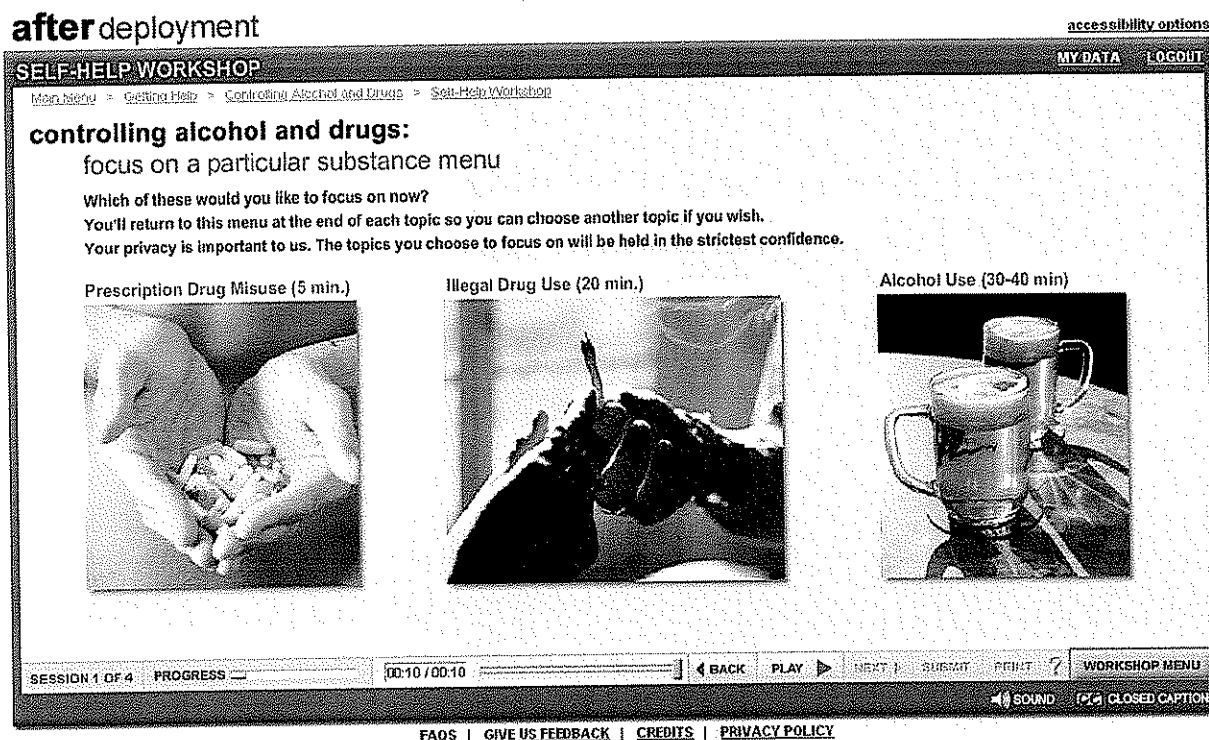


Figure 2.2.1. Self-Paced Workshops (Flash Animations)

2.3 Quizzes

Our quizzes test user knowledge through multiple choice questions and provide instantaneous feedback (as shown in the example in *figure 2.3.1*), as well as summarized feedback based on scoring, emphasizing training concepts and critical tasks. Scores and feedback are stored with the user's data for reference. We envision using a similar format for the quizzes at the end of the units and lessons in the Advanced Training Course.

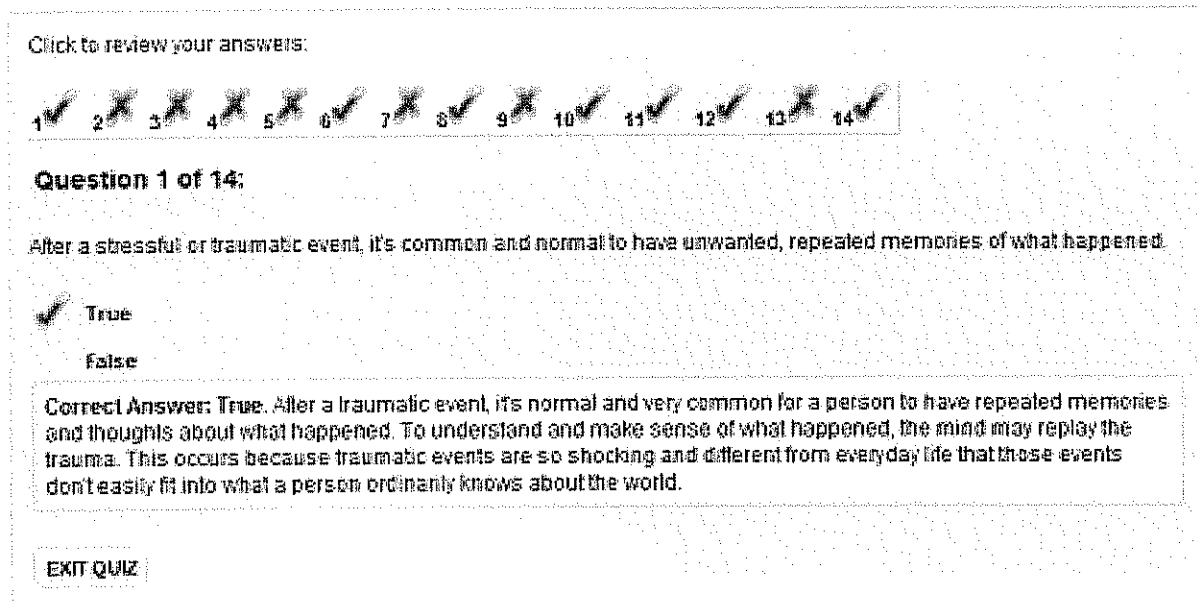


Figure 2.3.1. Quizzes

2.4 Video Capabilities

The Expert Advice feature provides a comprehensive e-library introduced by a SME. *Figure 2.4.1* is an example of a video with a SME presenting the information provided in this section. The narrator is superimposed over an animation of images and text pertaining to the topic. These videos have controls including pause, rewind, fast-forward, a play-head scrubber and timestamp. "Hot Spots" on the upper right corner show the various topics available on the site. As the instructor discusses each topic, the menu items expand to show a list of subtopics. If the user clicks any menu item, the video will pause, and the user is able to navigate to the content pages linked within the menu. Utilizing these techniques provides a richer experience and a more useful training tool than a basic video introduction.



Figure 2.4.1. Video Capabilities

2.5 Progress Saving and Tracking

As users progress through the workshops, all user input is stored through secure protocol. Users can stop at any point and resume where they left off the next time they log in. Figure 2.5.1 illustrates how users can track their progress through workshops, review test results and set personal options such as accessibility. Similarly, users of the Advanced Training Course will be able to track their progress through the lessons.

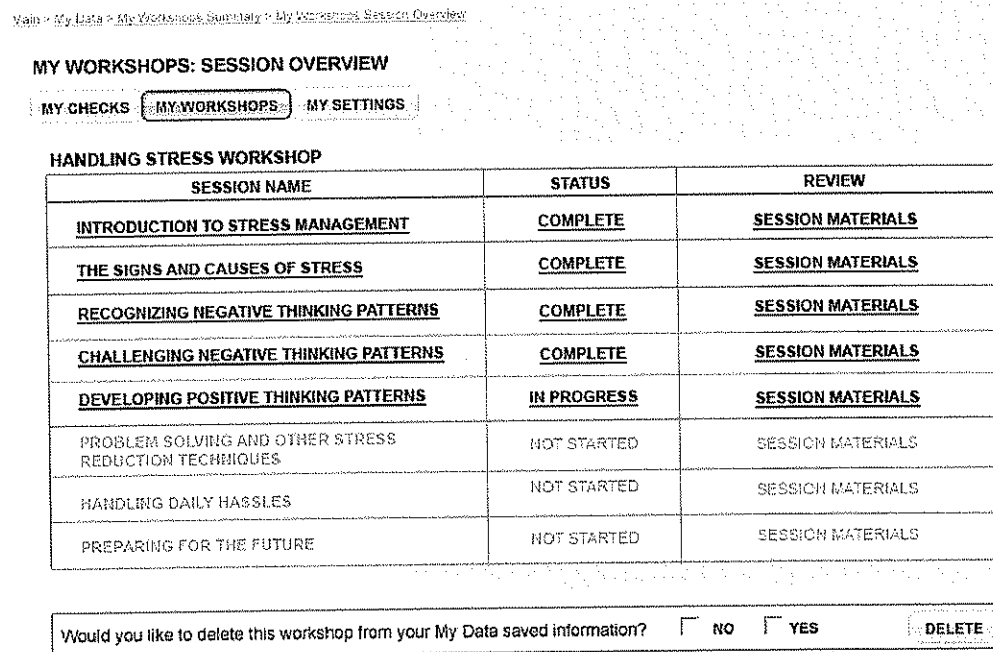


Figure 2.5.1. Customization

2.6 Interactive Training Tools

Using custom produced activities as shown in *figure 2.6.1.*, users are immersed in an experience that reinforces lessons taught through interaction in simulated scenarios. The PLAN Tool, shown below, allows users to interact with items on the screen such as telephones, books and televisions, giving a “hands-on” experience. The images will light up when rolled over by the mouse and will give in-depth information on the subject matter when clicked. The objective is to explore the environment and make decisions based on the techniques learned during the previous instruction. Users are provided feedback and alternative paths based on their choices. Similarly in the Advanced Training course, operators would interactively be able to perform common water treatment processes such as disinfection, corrosion control, and determining chemical feed rates.

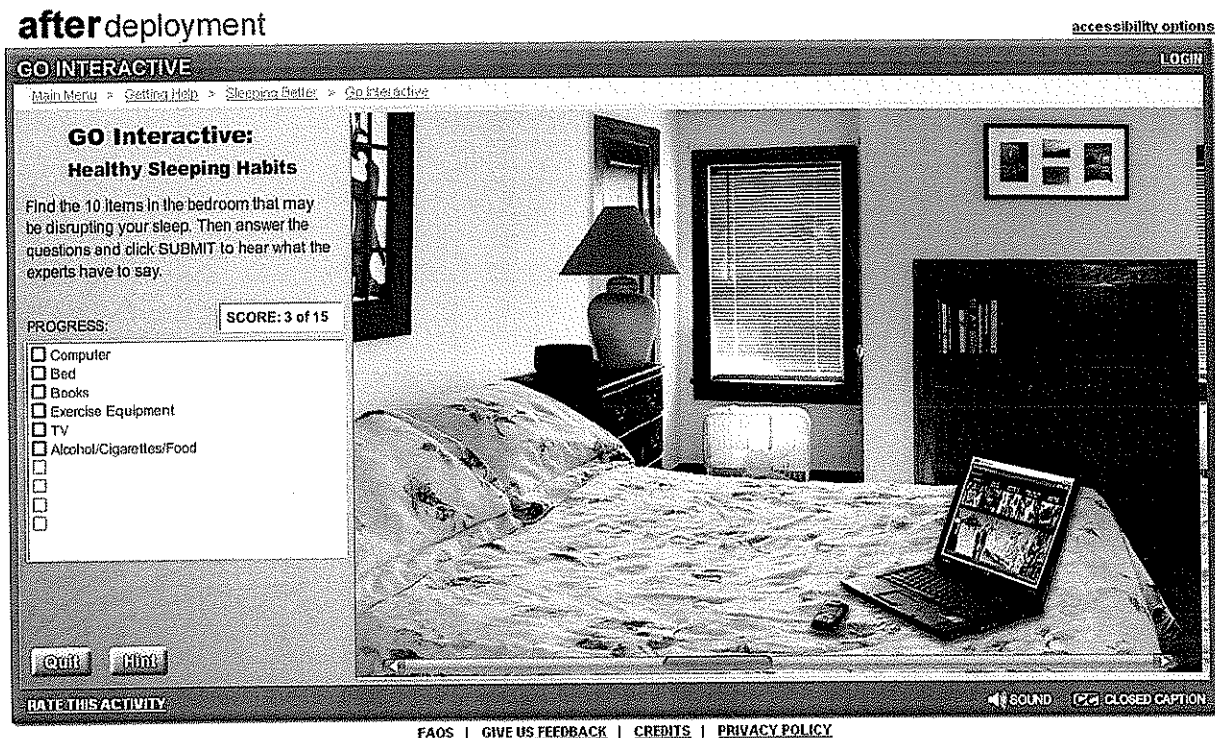


Figure 2.6.1. Interactive Tools

2.7 508 Compliance

The AD site is fully compliant with Section 508 of the Rehabilitation Act (<http://www.access-board.gov/508.htm>), providing screen-reader and keyboard friendly equivalents to multimedia pages, text descriptions for images, and closed-captioning options. Users can choose between a workshop with sound, images and video as shown in *figure 2.7.1* or an entirely text-based and printable workshop as shown in *figure 2.7.2* with no loss of function. An independent testing firm considered it to be one of the most multimedia rich 508-compliant Federal web sites.

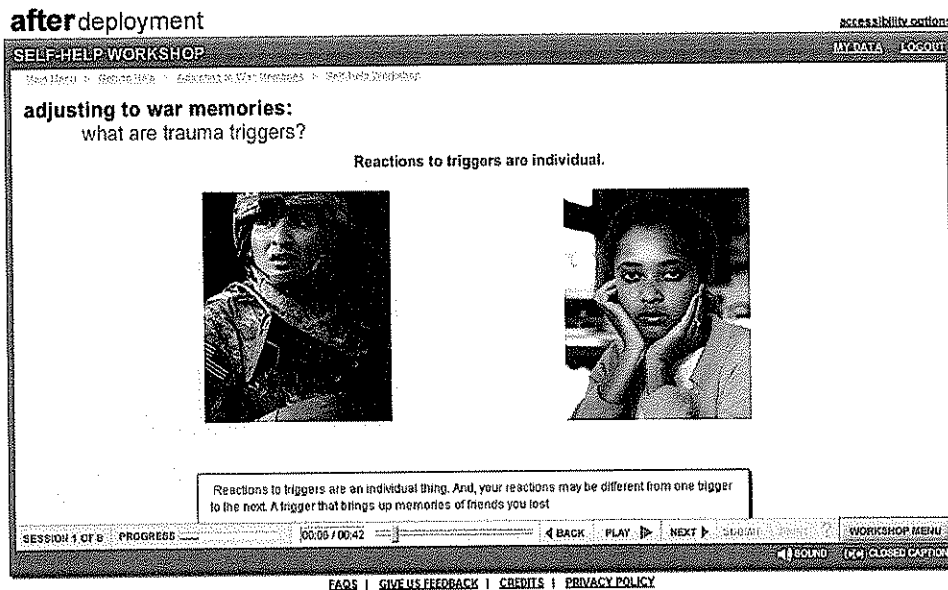


Figure 2.7.1. Multimedia Workshop (with closed captioning for 508 compliance)

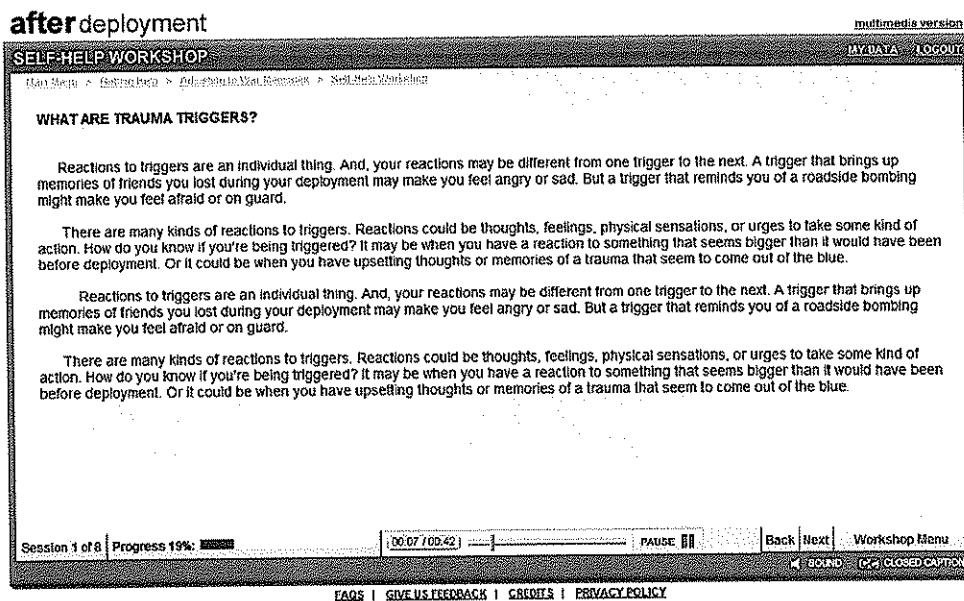


Figure 2.7.2. Text Workshop

2.8 Summary

Working in partnership with OEHS, the training methods and technologies utilized by our team of developers can be directly applied to the water operators Advanced Training course. The course would educate the user through a variety of methods including self-paced workshops, quizzes, and video training/testimonials, and interactive activities in a secure environment. It will be customizable to the user and track user progress and performance. The training application will be 508 compliant and developed to work with minimal software and hardware capabilities and provide screen-reader-friendly and low-bandwidth equivalents to multimedia pages, alternative text for images, and closed-captioning options. The Vigilant team will develop a multimedia rich educational training resource that incorporates a solid instructional design theme.

3.0 DELIVERABLES

3.1 Deliverable #1: Develop a West Virginia "Training Library" as an immersive digital environment (defined as an artificial, interacting, computer created scene within which a user can immerse themselves), on an easy-to-use electronic platform

3.1.1 Training Library

Vigilant will develop a Training Library with an immersive digital environment to provide access to electronic course material and reference documents. Vigilant recognizes that this Training Library must be able to support users with different equipment, internet connectivity and personal capabilities. We will ensure the OEHS interface design aligns with the website requirements. We will also host the web-based application and ensure that the interface meets standards.

3.1.2 Training Environment

The Training Library infrastructure is composed of the following:

- **Web Based Application** - Users may be accessing the site with internet connections ranging from high-bandwidth to dial-up. The site should provide as rich an experience as possible, but also be functional for people with slower connections.
- **Offline Access** - For users without access to the internet, Vigilant will make the Training Library available as a standalone CD, which can be used either on a PC or a Mac with equivalent functionality. The CD edition will allow multiple users to create user names for using the software, taking the courses and generating certificates. Offline users will also need to be able to generate a numbered certificate upon completing a training course that they can submit for credit.
- **Hardcopy** - Users with limited or no computer access will still need to take the course and use the reference material, so all material will be available in printable (PDF) format.
- **Accessibility (508 Compliance)** - The online Training Library will be accessible to users with disabilities and be in compliance with Section 508 of the Rehabilitation Act. This includes optional closed captioning for videos, screen-reader-compatible text for images, tooltip labels for controls, etc. This text-based version of the site, incorporating static images, will allow for easy production of hard copy (PDF) versions of the material. Recognizing that some users may not have high-speed internet connectivity or cutting-edge computer equipment, the 508-compliant versions of the courses will be compatible with low-bandwidth dial-up connections.

We propose developing the interactive multimedia content in the Training Library application in Adobe Flash. Ultimately, good interactive content requires not only a state-of-the-art authoring tool but also compatibility with the most widely adopted platform. Flash is the industry standard tool for interactive content creation; its popularity has ensured that the vast majority of Internet-enabled desktop computers can view content compatible with Adobe Flash Player. Adobe Flash applications can run online via websites or offline as standalone programs, compatible with both Microsoft Windows and Apple Mac OS. Our approach allows the application to run on systems with minimal hardware and software requirements.

Users will be able to seamlessly navigate from animation pages to quizzes, video and other media

formats without needing to reload the page. For the CD-ROM version, the Flash player will run directly from disk. For the web site, users will only need the Flash player plug-in, which operates uniformly across all web browser platforms, eliminating browser compatibility issues. Alerts and other messages can be displayed in internal popup windows without needing to rely on JavaScript, which users can disable with pop-up blockers. The Flash engine also allows objects on the screen to fade and animate with the greatest flexibility, providing a rich user experience.

Training Library Application will include features such as:

- **Interactive Elements** as shown in Section 2.6, will demonstrate realistic situations with which users can interact. Photographs of actual equipment, pipes, reservoirs, etc. will be enhanced with hotspots that let users examine items, take readings, change settings and so on, and get feedback from their actions.
- **Videos** - Video clips of people, processes, and environments supplement the course material by highlighting the topics being discussed. Video clips used in the courses can also be listed separately, as shown in Section 2.4, for review by users.
- **Self-Paced Learning** - As described in Section 2.2, course material can be presented in a sequence of interactive screens, combining narration, images and video elements. Users will have the option of pausing between each page of material, or selecting Auto-Play for continuous flow from page to page.
- **Quizzes and Tests** - Quizzes, such as the one shown in Section 2.3, can provide immediate feedback for answer choices on each question, or a review of all questions at the end.
- **Progress Tracking** - Users will be able to track their progress through lessons, showing which units they have completed and allowing them to review their quiz and test results. Quiz and test review will include generated feedback with links to the appropriate course material. An example of their capability is shown in Section 2.5.
- **Document Management** - Documents and resources in the Library will be able to be uploaded (online version), categorized, and, if required, will be able to keep a version history, available to content administrators. The site's search engine will allow users to 'find' documents by key-word.
- **Search Functionality** - Users will be able to search the course material and the accompanying reference documents for words and phrases. Videos and interactive tools will be associated with keywords so that they too can be found.

3.1.2 Interface Design

By collaborating with OEHS, Vigilant Services' creative team will ensure the design elements and user interface maintain complete OEHS branding identity. There will be a seamless user experience from the current OEHS aesthetics and information to all of the project deliverables. Our creative team has reviewed OEHS' website and have become familiar with OEHS' current aesthetics and color palette. We excel at maintaining brand identity and will create a smooth visual transition from the website to the training experience.

3.1.3 Hosting Capabilities

Vigilant Services Corporation will develop and host the web based version of the "Training Library". We will provide fully managed Hosting services. The online version of the OEHS application will be hosted in our facility on a powerful rack-mounted server capable of supporting thousands of simultaneous users. To guarantee optimum system performance, our server and network administrators will monitor server logs, CPU and memory usage as well as update the operating

system and installed software as needed. To ensure the privacy and security of the application data, both software and hardware technologies (anti-virus, firewall, etc.) will be applied and continually monitored. Our servers have dual power supplies, as well as redundant Uninterruptible Power Supplies (UPS) in case of temporary power failure. In case of temporary hardware failure, OEHS' application will be backed up daily. A secondary server will stand ready to host the application in the unlikely event the primary server fails for an extended period of time.

3.1.4 Summary

During the project kick-off meeting, Vigilant will identify and document OEHS standards for aesthetics and project execution. These standards will become instrumental in the training tool development and final deliverable. We will collaborate throughout the production process and rely on the information provided by subject matter experts and management information services to align the website accessibility, hosting operations, and interface designs with required standards.

3.2 Deliverable #2 Assemble a multimedia "Advanced Training Course" for public water system operators that can be electronically accessed 24-hours/day from the data and resources developed.

3.2.1 Production Process

Vigilant looks forward to working in a collaborative environment with OEHS staff to ensure all elements of the site are met with approval. Site architecture, the layout of navigational elements, the reference material used for course development, course content, quizzes, and tests will all be presented for review to OEHS personnel and subject-matter experts before incorporation into the final product. Our IDs, and or design, interactive, and development team leads will meet regularly with the OEHS to ensure client satisfaction. The required changes subsequent to testing (conducted during Deliverable #3) will follow the collaborative methodology so that a final-approved, "configuration controlled" document source of the approved course material is always available. *Figure 3.2.1* shows the production process that we propose for the development of the training lessons.

Development will also be conducted in a collaborative environment, where we will post development training material in a web environment that can be used by OEHS SMEs to tweak final designs to the desired goal. During the development phase, the IDs consult with the production and development teams to clarify requirements and make best practice recommendations for layout and presentation methods. The use of a collaborative environment allows participants to review posted material at a time that is convenient. Direct conversations concerning the contents can then be discussed in scheduled face to face meetings, telephonically or using video teleconferencing technology (VTC), reducing redundant meetings. These conversations would cover content, conceptual framework, and best methodologies that will ensure quality and timely deliverables.

Production Process Chart	
Storyboard Development (Advanced Training Course)	Animation Design
Coordinate with Subject Matter Experts (SMEs)	Animation Development
Develop Draft Storyboards	Site Structure
Approval of Storyboards	Hot Spots
Revise Storyboards	Development
Copyedit Storyboards	Advance Course Interactive Quizzes
Obtain Final Storyboard Approval	Flash-based Content
Multimedia Production	508 Compliance Versions
Video Production	Database
Hire Videographer/Actor/Acquire Location	Database Development
Shoot Video/Edit/Cut/Format	Hosting Requirements
Narrative Production	Security Installation
Hire Narrator/Record Audio/Edit/Cut/Format	Maintenance
Closed Captioning of Audio	CD ROM Versions
Custom Photography Production	
Hire Photographer/Actor/Acquire Location	
Photoshoot/Select Photos	
Stock Photo Selection	
Select and Purchase Stock images online	

Figure 3.2.1 Production Process Chart

3.2.2 Lesson Development

Our methodology for developing content for the advanced course lessons will be similar to that employed on the training effort described in the Past Performance section of this proposal. Our Instructional Designers (ID) will coordinate with OEHS subject matter experts to outline the anticipated requirements for the three lessons, developing an overview of what specifically should be covered in each of the three lessons by identifying and understanding of the primary learning objectives for each of the core competencies.

Our initial review of the material to be covered in the Advanced Course shows a wide range of material that can be covered in varying depths depending on the project goals and the students' needs. For example, the course on "Disinfection" (core competency B in Lesson 2 of the Solicitation) could require covering numerous chlorination breakpoint formulas (some of which might be covered in "Calculations You Need to Know") in only a limited time, and "Corrosion Control" (core competency C in lesson 2) is easily as significant. So our initial goal will be to deliver the training points in the available ninety minutes allotted for each Lesson. We would also identify training material and library material that already exists within OEHS resources or that we possess ourselves. This initial oversight will also assist in the development of the required quizzes and test material.

Subsequently, the IDs collaborate with the Subject Matter Experts (SME) to produce a storyboard delivery schedule that will account for all deliverables within planned completion dates, and to coordinate draft reviews dates by OEHS representatives. This will ensure progress is made to complete all work within the expected timeframe. Storyboards are created with Microsoft Word templates because they speed design time and provide a common system to store the history of the

collaborative process. The first draft lesson and activity will be scheduled shortly after the initial oversight effort is completed.

Once the core competency requirements and existing resources have been identified, working with OEHS, Vigilant's IDs will be able to map out the best methodology for getting the training points across using the available technologies, such as narration (including script development), visual descriptions, videos, interactive elements, and animations. Storyboards will be drafted, with expected content, required narrative, instructional material, interfaces, and corresponding library material. Initial draft storyboard will be completed within 2-3 days. To expedite and streamline production, a copy is also distributed to the development and design teams so they can begin the pre-production process. This is a critical path to ensure on-time delivery within scope and budget. After the IDs review OEHS' comments and changes from the first draft, they contact the SME and design team for a collaborative design review meeting to ensure instructional soundness, educational goals, and preferred designs. Once a final draft is agreed upon, it is sent to copy editing where it is given a table read to confirm that the words not only look good on paper, but make sense when spoken aloud. Our internal SMEs conduct a peer review to ensure instructional and technological soundness. This tested process typically results in a seven day turnaround of a completed storyboard.

3.2.3 Configuration/Version Control

Vigilant is committed to providing the users of the Training Library a well managed and maintained application by employing industry-standard configuration management policies and procedures. Vigilant has developed proven conventions to assist in item identification and procedure for tracking change requests and changes to software configuration. We use Subversion, an open-source software CM tool to create baselines for software releases and control changes to the software. Once the Training Library is accepted for initial release, a baseline will be established. Changes to the baseline during the maintenance phase of the contract will be documented with an impact assessment and our recommendations which will be presented to the OEHS for approval.

3.2.4 Multimedia Production

The Design and Multimedia Production team will develop content under the general guidance of the IDs, storyboard, and standard procedures. Our directors/engineers will ensure the multimedia content is managed to meet the training and visual objectives, requirements and schedule. The multimedia team encompasses the video production, audio engineering, and photography.

Video production sessions will be sketched out with approved actors and videographers. If particular locations or materials are identified as requirements in the storyboard process, a final schedule will be prepared for production. Our videographers will shoot on-location interviews and record shots of any equipment and facilities that can be used as B-roll footage. Prior to these visits, content storyboards will be used to make a list of all necessary content required for the training programs.

Narrative production and editing will be conducted in-house at Vigilant's facilities. We have the equipment and staff necessary to produce, edit, and closed-caption (for 508 compliance) all professional audio narration and video content requirements. We will incorporate auditory learning components and interactive narration throughout each lesson of the advanced course. Approved narrators will be hired to complete the required recordings.

Our photographers will produce additional required images. We will utilize any existing resources such as approved stock photography and photos supplied by OEHS. The photos will be used as artwork throughout the training courses to help the users visualize the narration of the content.

3.2.5 Animation/Design

We will bring the lesson plans to life by incorporating animated illustrations, activities, photos and text. We will animate diagrams and illustrations of equipment usage and mechanics, along with moving photos and text. We will synchronize animations to narration and closed-captioning. We will incorporate image based graphical menus for navigation, including hot spots of images and text when required. We can also use green screen technology to superimpose a video over the user interface for an interactive tour guide. The goal of the process is to provide a top notch, highly professional, engaging training session that captures the operation attention and delivers the training points.

3.2.6 Interactive Development

Vigilant's development staff is thoroughly experienced with the process of creating online learning materials that are highly interactive and media rich. Our customized content management system provides an array of user-friendly tools for rapid development and modification of e-learning content. To meet with 508 compliance regulations, all Flash-based content and interactions will be developed in a screen-reader friendly text based version. Our developers have created a library of user interactions including input forms, multiple choice quizzes, selection lists, drag & drop, dynamic pie charts as well as more complex graphical interfaces. We will assemble these user interface components into pages, and then combine these pages with animations and video to construct the training programs. Pages can pull user input from previous sections to construct customized feedback or build new questions based on earlier responses. Each section will become accessible upon completion of the previous section, and each program will become accessible upon completion of the previous program. This feedback can occur after group inputs, such as a quiz or form, have been completed. The response can be in the form of feedback, confirmation of submission, or navigation.

3.2.7 Advanced Course/Quizzes

The advanced course portion of the training will be available to the user as three lessons, each of which will contain units. Each unit will be composed of training material and a 10-question quiz. Once all unit quizzes have been completed and passed it will be followed by a full 25-question quiz for that one lesson. When all three lessons are completed it will take the user to a final course test. Users will progress through instructional content sequentially with covered areas available later for review. Both the online and offline system will track users' progress through the lessons, showing which units have been completed, the results of unit and lesson quizzes, and the results of the final course test.

When a user has worked through all the content for a unit at least once, he will take the associated quiz. Each multiple-choice question will be evaluated as the user answers it, giving him feedback and a chance to change his mind if he chooses an incorrect answer. After three incorrect choices the user will need to restart the quiz from the beginning, perhaps after reviewing the instructional content. To help with review, the feedback for incorrect answers includes links to locations in the instructional content that cover the question. Vigilant's goal is clear – in a user-friendly manner, execute the training goals reached by emphasizing, retaining and reiteration until the course goals are

achieved. Scores and feedback from quizzes and tests will be available through the progress-tracking page, so users can review what subject areas can benefit from further study, providing student's current report on their progress.

The final course test will be available to users who have successfully completed all the lessons' quizzes. A passing grade of 70% or better will be required; the system will count the number of times each user attempts to take the test and add this to the user's progress tracking. Users will receive an explanation of their score, upon completion of a test. If they've obtained a passing grade, they will automatically receive instructions on how to print and submit their successful test results to OEHS. Otherwise, the user will be provided directions on how to re-take the test.

3.2.8 CD-ROM Versions

In addition to the online web-based version, Training Library, including the Advance Courses will be available to users in a CD-ROM version. This provides users with flexibility and mobility with their training. Users will be able to stop at any point and pick up where they left off. Both the web and CD-ROM versions will contain the same content source files, reducing the time and cost associated with creating multiple versions of the application.

3.2.9 Summary

The final deliverable will be a collection of all three lessons that make up the Advanced Training Course. Each of the three lessons will be submitted consecutively for client review as a milestone of the deliverable. Our Instructional Designers will construct courses from material provided by Subject Matter Experts. Common interfaces guidelines and graphical animation styles will be thoroughly defined prior to course writing to ensure uniform functionality and design throughout the entire application. In a series of planned in-progress reviews, our IDs, design, interactive, and development team leads will meet regularly with the OEHS representatives to review progress, discuss changes and ensure a timely and high quality training course.

3.3 Deliverable #3 Test the program with an OEHS designated public water system targeted audience

We propose to conduct the one-day off-site testing workshop session at ContactPointe in Charleston, West Virginia (if available when we schedule the test) with a maximum of 20 participants. The participants will evaluate each of the developed training lessons online and on a CD using Mac and PC platforms. Prior to the event we will develop and send the workshop hardcopy handout and schedule to OEHS for approval. An information schedule will also be forwarded to participants prior to the off-site testing session. We will provide all the necessary software, computer, and lunch for each workshop attendee.

Throughout the development of three lessons we will research and develop an in-depth questionnaire that will gauge the participant's overall understanding of the training initiative, assess the effectiveness of the communication of the content, evaluate the user friendliness of the site, and determine if there are any actionable issues, suggestions and comments.

Ms. Myers and Mr. Perrie, will facilitate the testing workshop. They both have extensive experience with design and development of web programs and are two of the creative/technical directors of this program. They will introduce the goals and agenda, similar to that in *figure 3.3.1*, and they will

discuss the expectations for the training testing session. To validate the usefulness of the developed Advanced Course, which is intended to be used by operators independent of assistance found in a classroom environment, Ms. Myers and Mr. Perrie will introduce the available material and equipment and ask the participants to initiate training on their own. To assist them, the CDs will be accompanied by start up procedure (just like those which accompany the final CDs) and the Course Web link will be provided for the testers to connect to the web-based application.

Testing Workshop Agenda		
Topic	Length of Time	Designated Time
Introduction	30 minutes	8:00am – 8:30am
Lesson 1 - Capacity Development course	90 minutes	8:30am – 10:00am
Lesson 1 Feedback Survey	20-30 minutes	10:00am – 10:30am
Break	5 minutes	10:30am – 10:35am
Lesson 2 - Advanced Treatment Concepts	60 minutes	10:35am – 11:35am
Lesson 2 Feedback Survey	20-25 minutes	11:35am – 12:00pm
Break For Lunch	1 hour	12:00pm – 1:00pm
Lesson 2 - Advanced Treatment Concepts cont.	30 minutes	1:00pm – 1:30pm
Lesson 2 Feedback Survey	10-15 minutes	1:30pm – 1:45pm
Lesson 3 - Preparing for a Sanitary Survey	90 minutes	1:45pm – 3:15pm
Lesson 3 Feedback Survey	25-30 minutes	3:15pm – 3:45pm
Wrap Up/Closing	30 minutes	3:45pm – 4:15pm

Figure 3.3.1. Testing/Feedback Workshop Agenda

After the participants complete each lesson, Ms. Myers and Mr. Perrie will ask them to complete the previously developed training tool survey to obtain feedback on the usability and content of the site. Ms. Myers and Steve will also engage the testers in a discussion on what they have experienced, lending their technical expertise to the discussion to identify how best to implement testers recommendations for improvement (“Would the material best be presented in this way?” “What if the activity included...”), we expect this methodology will not only generate what the testers believe is the best solution (including their expertise in water operations), but will also identify workable technical solutions with the staff who will actually implement the changes. As the testers move to the next lesson, they will be given an opportunity to test the lesson in another environment if they desire.

Subsequent to the evaluation session, our staff will prepare a list of recommendations to be implemented into the final courses. Once OEHS subject matter experts agreed to the changes, they will be incorporated within the next two months. Using the information generated from the discussions during the testing sessions, our expectation is that the required changes will be relatively few and can be completed quickly.

3.4 Deliverable #4 Make all components of the program available not only via the Internet, but also by providing 2,000 auto-start CD-ROMs of training program, complete with packaging to OEHS for distribution. All training components are to work with minimal software and hardware requirements, (i.e. on a basic computer)

Upon approval of the final course content after the testing session results have been developed, Vigilant will deliver 2,000 CDs by ten months after contract award. The CDs will be delivered in

jewel cases with custom designed artwork on the covers matching the OEHS web site color scheme and style. The artwork will be produced in Adobe Creative Suite and the resulting media files will be provided. The CD version will be developed on hybrid CDs, capable of being accessed by both PC and Mac computers. A disclaimer will be included on the startup menu screen showing the date produced, federal funding source, and advice to all users that the information contained on the CD-ROM may not be the most current available, and that they should contact OEHS for the most current information and regulations. The CD-ROM may be replicated by OEHS without limitation, within the parameters of any restrictions placed on information within the library. If information or documents within the library that is provided by OEHS to Vigilant has restrictions on it (such as copyrights), such material will be have replication restrictions over which we have no control. To support it Vigilant has placed significant effort into legal and management processes that provide for the release of material developed by Vigilant and its vendors, which will be provided to OEHS without restrictions.

3.5 Deliverable #5 Apply for Continuing Education Committee Approval for each of the 3 lessons of the Advanced Course by submitting a completed Operator Training Course Approval Application Form within sixty days prior to the availability of a course being offered. Working with Vigilant’s available Water Operators Subject Matter Experts and the Office of Environmental Health Services representatives, our Instructional Designers will develop and submit a completed EW-78 WVBPH. We have reviewed the process for submitting the Form EW-78 and are completely comfortable with the requirements. We plan on submitting the form EW-78 around the time of the program test (Deliverable 3) to ensure a timely approval.

Following completion of the course and obtaining a passing grade on the final course test, the user will be able to print a certificate with the information shown in *figure 3.4*.

Completion Certificate	
Participant's full name	Number of CEH hours the course is worth
Certification #	The Course Name
Date certificate is printed	West Virginia public water system identification #
Continuing Education Hour #	

Figure 3.4.1 Completion Certificate Information

Vigilant’s development process ensures the certificate contains an encrypted code generated from the user’s identification information, the date on the certificate and the user’s final score, to ensure authenticity of the certificate and the score from all course versions.

Deliverable #6 Provide maintenance and continued maintenance if contract renewal is need. Be available to answer user and OEHS questions for the entire term of the contract via vendor’s web site and telephone. Provide technical support to OEHS on program issues/updates via web site and telephone.

To provide the optimum maintenance support for the duration of this contract Vigilant will provide OEHS and Training Library users’ access via a dedicated 1-800 telephone number and the web to solve technical access and navigation issues and updates of the library content. Our goal is to be focal point for the Training Library user population to provide technical assistance and general information about the site. Peak support time will be depicted on the site as 8:00 AM to 5:00 PM EST, or other like period to be established by mutual consent. During peak support time, Vigilant's staff will closely monitor requests from the web and provide our initial response via email or phone call

within one hour. Voice messaging will be provided to capture calls during off shift hours and to prevent long wait times during the peak support time. We recommend that should OEHS envision a requirement where an operator may be looking for an emergency number during off duty hours that an OEHS-identified emergency number be included in the course content.

Vigilant will consult with OEHS SMEs should we get questioned about specific course content to ensure all questions can be answered in a timely fashion. Requests or suggestions for content changes will be forwarded to OEHS consideration, along with our recommendations on course changes and a proposed schedule for completion. Vigilant will work closely with OEHS to determine requirements to provide for up to two updates per year for approved changes to media. For up to 10% of the content delivered in the initial release following the design and CM processes noted for Deliverable #2, we deliver the changes and update the site. To facilitate rapid development and maintain global control over the site, Vigilant has developed a custom Content Management System (CMS) with tools specific for the unique features of a multimedia e-learning application. The CMS provides an easy interface to update database content, edit files, and run reports. The CMS reporting tool allows developers to quickly locate and fix missing audio, video, closed caption and swf files, as well as broken links and other potential issues. The system also provides a central structure for housing content that can be displayed in different formats. For the Advanced Training Course we will utilize this technology to create both multimedia (Flash-based) and screen reader (HTML based) versions of the training programs. When content is modified in the CMS, both versions will update in sync.

The CMS will facilitate content changes during the review and maintenance periods. We anticipate that as the requirements of the training program change, different environmental tests or references require swapping out, new references are needed, or different techniques need to be described. During the maintenance period Vigilant will continue to provide OEHS a managed hosting platform for their training library as described in Section 3.1.3

3.6 Summary

Vigilant Services Corporation is very excited about this opportunity to bring our corporate experience and capabilities to develop a Training Library and Advanced Training Course for water systems operators. In this proposal, we displayed not only our significant past performance for similar efforts, but the experienced team necessary to meet the anticipated requirements. We fully understand the critical, initial requirements to apply the skills of instructional designers and subject matter experts who understand the course material, and can transition that expertise to Vigilant's technical team – we have highly qualified IDs and SMEs ready to start. Our technical staff has taken the time during the preparation of this proposal to fully comprehend the intricacies and requirements that will be required to ensure this program's success, such as the need for running the software using various platforms on basic information technology equipment, student/courseware interaction to ensure tested training concepts are emphasized, and 508 compliance considerations. We are ready to implement those thoughts immediately. Our past performance successes make us confident we are the right company for OEHS to partner with in the development of this training objective. Our proposal emphasizes not only our understanding of those requirements, but the value added techniques we will provide, including highly interactive training materials that help ensure student success, student progress tracking, highly searchable libraries and courseware, and a content management system that simplifies updates and changes to delivered material. We proposed a hosting environment and support process during the maintenance period that is responsive and reliable. Using these resources, we are fully ready to deliver a product that exceeds OESH's expectations and will be considered a hallmark compared to similar training.



State of West Virginia
 Department of Administration
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 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 EHS90087

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

VENDOR

Vigilant Services
 7110 Rainwater Place
 Lorton, VA 22079

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH ENVIRO HLTH SERVICES
 CAPITOL AND WASHINGTON STREETS
 1 DAVIS SQUARE, SUITE 200
 CHARLESTON, WV
 25301-1798 304-558-2981

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/19/2009				

BID OPENING DATE: 03/05/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1 1. QUESTIONS AND ANSWERS ARE ATTACHED. 2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID. EXHIBIT 10 REQUISITION NO.: EHS90087 ADDENDUM ACKNOWLEDGEMENT I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO M PROPOSAL, PLANS AND/OR SPECIFICATION, ETC. ADDENDUM NO.'S: NO. 1 Yes..... NO. 2 NO. 3 NO. 4 NO. 5 I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>George Anwar</i>	TELEPHONE 703-339-4272	DATE 03/04/2009	
TITLE President	FEIN 54-1752104	ADDRESS CHANGES TO BE NOTED ABOVE	

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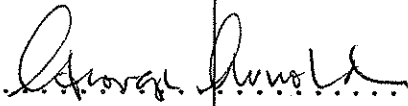
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<p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;">  SIGNATURE Vigilant Services Corporation COMPANY March 4, 2009 DATE </p> <p>REV. 11/96</p> <p style="text-align: center;">END OF ADDENDUM NO. 1</p>						

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		952-90		See breakdown
EDUCATIONAL TRAINING COURSES FOR PUBLIC WATER SYSTEM						
***** THIS IS THE END OF RFQ EHS90087 ***** TOTAL:						\$420,785

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STATE OF WEST VIRGINIA
PURCHASE CONTINUATION SHEET

Page ____ of ____ Pages		Requisition / P.O. No.: EHS90087
File: 22	Acct. No.: 8802-2009-3027-096-253-10400	
Spending Unit: WVDHHR/OEHS		

Vendor: _____ P.O. Date: _____

Item No.	Quantity	Description	Unit Price	Amount
		<p>TO ANSWER VENDOR QUESTIONS RELATED TO THE ORIGINAL REQUEST FOR QUOTATIONS.</p> <p>1. Are actors for videos state employees or will the vendor provide the actors as needed?</p> <p>Response: The video actors and/or content do not have specific requirements beyond the minimum of 1 video per lesson and function described under Deliverable 2.B.2. If the vendor does not have appropriate videos to incorporate, vendor will develop using vendor-provided actors.</p> <p>2. Do you foresee the majority of a lesson being narrated (recorded audio)? What percentage of a lesson would require narration? Would you want closed captioning to be available for narrated material?</p> <p>Response: Deliverable 2.B. specifies artwork and narration throughout each lesson. So yes, I foresee the majority of a lesson (estimate at least 80%) being narrated unless there is a video or other audio component. Yes, please provide closed captioning option. Deliverable 1 requires interface meet required agency standards, which will be provided to selected vendor.</p> <p>3. In regards to the printable PDF, does the entire course need to be available in a static printable medium, or would printing only be available for static documents incorporated into the advanced course lessons?</p> <p>Response: The entire course needs to be available in a static printable medium (Deliverable 1 hard copy PDF format).</p> <p>4. Paragraph F on page 9 states "The number of final test attempts shall be recorded." Does the government intend this to be done on the CD?</p> <p>Response: Instead, the number of final test attempts should be limited to 3, the same as the quizzes. Progress throughout should be recorded/displayed for the user information and also on the completion certificate(s).</p> <p>5. Will the vendor provide classroom training beyond user group testing?</p> <p>Response: No. The vendor will work closely with OEHS throughout, but this does not need to be in a traditional classroom setting, as does the test group.</p> <p>6. Will part of the maintenance require changes to the curriculum and multimedia?</p> <p>Response: Yes. Any needed changes in content or media identified should be addressed under maintenance. Ideally, the user test group will identify most needed changes for a correct content and functioning end product.</p>		

**STATE OF WEST VIRGINIA
PURCHASE CONTINUATION SHEET**

Page _____ of _____ Pages		Requisition / P.O. No.: EHS90087
File: 22	Acct. No.: 8802-2009-3027-096-253-10400	
Spending Unit: WVDHHR/OEHS		

Vendor: _____ P.O. Date: _____

Item No.	Quantity	Description	Unit Price	Amount
		<p>7. Page 12 paragraph D notes a cost sheet on page 9. Is this the bid sheet on page 13?</p> <p>Response: Yes this is the same sheet.</p> <p>8. Course and Library total content may total more than a CD-ROM can hold. Would it be all right to use DVD-ROM as the disk standard if that is the case?</p> <p>Response: No. The reason for CD-ROMs is to ensure the Advanced Course and Library will work on a very basic computer. Multiple CD-ROMs is an option to contain all content, but note required deliverable of 2,000 copies of the Advanced Course and Library will still apply.</p> <p>9. If disks are required to work on both PC and MAC systems, would you want the versions to be on separate disks or on a hybrid PC / MAC cd-rom? Depending on content size, and system requirements this may increase file content, again requiring a larger disk format (DVD). If separate disks for PC / MAC are required, would you want 2000 of each?</p> <p>Response: No. The Advanced Course will be provided on 1 disk, functional on both MAC and PC systems. If final content requires multiple CD-ROMs as mentioned under Question 8, 2,000 copies of the complete final product are required.</p> <p>10. Would the training course / library need to be made available in a format designed for people with disabilities to meet 508 compliance standards?</p> <p>Response: Yes.</p>		



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 Lorton, VA 22199-0986

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		952-90		\$420,785
<p>EDUCATIONAL TRAINING COURSES FOR PUBLIC WATER SYSTEM</p> <p>REQUEST FOR QUOTATION TO PROVIDE A QUALIFIED VENDOR TO CREATE AN ELECTRONIC, EDUCATIONAL RESOURCE THAT INCORPORATES A SOLID INSTRUCTIONAL DESIGN THEME AND RELEVANT CONTENT FOR THE WEST VIRGINIA PUBLIC WATER SYSTEM OPERATORS TO UTILIZE ALTERNATIVE, OR IN ADDITION TO TRADITIONAL CLASSROOM-BASED TRAINING COURSES WITH ASSOCIATED COSTS.</p> <p>PLEASE NOTE: THE RENEWALS ARE ONLY APPLICABLE TO THE MAINTENACE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF TEN (10) MONTHS OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREBIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>George Arnold</i>	TELEPHONE 703 339-4272	DATE 03/04/2009
TITLE President	FEIN 54-1752104	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER:
 EHS90087

PAGE:
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 804-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Vigilant Services Corporation

HEALTH AND HUMAN RESOURCES
 BPH ENVIRO HLTH SERVICES
 CAPITOL AND WASHINGTON STREETS
 1 DAVIS SQUARE, SUITE 200
 CHARLESTON, WV
 25301-1798 304-558-2981

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
01/30/2009				

BID OPENING DATE: 03/05/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001 INQUIRIES WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 2/17/2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO: ROBERTA WAGNER</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE _____ TELEPHONE _____ DATE 03/04/2009

TITLE _____ FEIN _____ ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
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Request for Quotation

RFQ NUMBER
 EHS90087

PAGE
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ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Vigilant Services Corporation

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH ENVIRO HLTH SERVICES
 CAPITOL AND WASHINGTON STREETS
 1 DAVIS SQUARE, SUITE 200
 CHARLESTON, WV
 25301-1798 304-558-2981

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/30/2009				

BID OPENING DATE: 03/05/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311 FAX: 304-558-4115 E-MAIL: roberta.a.wagner@wv.gov						
NOTICE A SIGNED BID MUST BE SUBMITTED TO: DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130 A CONVENIENCE COPY WOULD BE APPRECIATED. THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID BUYER:-----ROBERTA WAGNER/FILE 22----- RFQ. NO.:-----EHS90087----- BID OPENING DATE:---03/05/2009----- BID OPENING TIME:---1:30 PM-----						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS		
SIGNATURE	TELEPHONE	DATE 03/04/2009
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 EHS90087

PAGE
 4

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 804-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Vigilant Services Corporation

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH ENVIRO HLTH SERVICES
 CAPITOL AND WASHINGTON STREETS
 1 DAVIS SQUARE, SUITE 200
 CHARLESTON, WV
 25301-1798 304-558-2981

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/30/2009				

BID OPENING DATE: 03/05/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 703-339-4273 ----- CONTACT PERSON (PLEASE PRINT CLEARLY): George Arnold ----- ***** THIS IS THE END OF RFQ EHS90087 ***** TOTAL: \$420,785						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

EHS90087 – WV Advanced Training Course & Library

SPECIFICATIONS

The State of West Virginia, Department of Health and Human Resources (DHHR), Bureau for Public Health (BPH), Office of Environmental Health Services (OEHS), Environmental Engineering Division (EED) is seeking vendor quotations for developing an interactive educational "Advanced Training Course" and "Training Library". The purpose of this project is to develop an "Advanced Training Course" and "Training Library" that incorporates existing public water system (PWS) operator resources and builds upon them in a user-friendly format for small PWS operator access to important, state-specific information and training to improve overall compliance with certification requirements. The "Training Library" will be an immersive digital environment (defined as an artificial, interacting, computer created scene within which users can immerse themselves), developed on an easy-to-use electronic platform that houses the developed WV-specific "Advanced Training Course". The "Training Library" and "Advanced Training Course" will facilitate access to educational training courses and resources by small public water system operators (Class I and II public water systems serving less than 3,300 population) to ultimately reduce costs associated with operator certification and training needs.

The Agency goal is to provide all West Virginia (WV) PWS operators access to the electronic training interface in a user friendly online (website) and offline (auto-start CDROM and hardcopy PDF printable files) format.

PWS operator use of the online "Training Library" interface will be documented through a user performance tracking mechanism within each lesson of the advanced course to meet continuing education hour (CEH) requirements.

The overall objective of this RFP is to select a qualified vendor to create an electronic, educational resource that incorporates a solid instructional design theme and relevant content for WV PWS operators to utilize alternative, or in addition to traditional, classroom-based training courses with associated costs.

BACKGROUND

The OEHS, Environmental Engineering Division is the primary agency designated to carry out the provisions of the federal "Safe Drinking Water Act," and for assuring that, the state's public drinking water supplies (approximately 1,100 total) provide a reliable, supply of safe drinking water to approximately 1,387,000 individuals. The Certification and Training (C&T) section administers public water systems (PWS) operator regulations. As part of these regulations, certified operators meet baseline education and experience requirements as well as continue to learn throughout their careers. To support initial and continued compliance with operator regulations and requirements, the C&T section provides training and testing relevant to PWS operators in WV. To date, these training courses and exams have largely been available in a traditional, classroom setting. Since the drinking water industry is dynamic with improved

EHS90087 – WV Advanced Training Course & Library

technologies, new treatment techniques and regulatory revisions emerging, the C&T section needs to expand its course offerings electronically to support the ever-growing knowledge base needs of PWS operators across the state. C&T program is federally funded through the U.S. Environmental Protection Agency grant monies to provide additional educational opportunities for operators of community and non-community non transient public water supply operators serving 3,300 or fewer people. On-line and electronic training courses and educational resources will facilitate small public water systems and associated operators' compliance with state drinking water program regulations by improving overall availability and reducing associated cost burdens.

DELIVERABLES TO BE PERFORMED BY THE VENDOR

The successful vendor shall perform the specified deliverables within the time frames given in the bid quotation. All deliverables are mandatory requirements that must be met by the successful vendor.

DELIVERABLE #1: Develop a West Virginia "Training Library" as an immersive digital environment (defined as an artificial, interacting, computer created scene within which a user can immerse themselves), on an easy-to-use electronic platform. This platform houses the developed WV-specific "Advanced Training Course" for both online (website) (to be hosted on the successful vendor's network) and offline (auto-start CD and hard copy PDF format) that will be produced in this project for easy access by public water system operators. Developed product must work on low performance machines.

- A. Align interface design with OEHS website color scheme, style, and requirements.
- B. Host as an executable program on the vendor's website. OEHS will provide successful vendor a standards document for the development of the interface website.
- C. Work with OEHS' subject matter experts and Management Information Services throughout the construction process to ensure that interface meets required standards.

DELIVERABLE #2: Assemble a multimedia "Advanced Training Course" for public water system operators whose systems serve populations of less than 3,300 that can be electronically accessed 24-hours per day from the data and resources developed:

EHS90087 – WV Advanced Training Course & Library

- A. Advanced course to include 3 lessons with each being up to 90 minutes in duration as follows:

Lesson 1 - Capacity Development course to include nine (9) interactive core competencies units. The following topics should be covered:

- A. Capacity Development Introduction, a general overview with answers to common questions
- B. Compliance with SDWA Requirements
- C. Factors that are encouraging or impairing Capacity Development
- D. Capacity Development Strategy Elements for Water Systems Seeking DWSRF Assistance
- E. Capacity Development Strategy Elements for Existing Water Systems
- F. Capacity Development Strategy Elements for New Water Systems
- G. Capacity Development Stake Holder Involvement
- H. Indicators encouraging or impairing Capacity Development
- I. Resources in place to go for more information.

Lesson 2 - Advanced Treatment Concepts course to include ten (10) interactive core competencies units. The following topics should be covered:

- A. Overview of Common Treatment Processes
- B. Disinfection
- C. Corrosion Control
- D. Removal of Salts (Nitrate/Iron/Arsenic)
- E. Calculations You Need to Know
- F. Common Formulas and Conversion Factors
- G. Determining Chemical Feed Rates
- H. Preparing Chemical Solutions
- I. Equipment Calibration
- J. Know the Terminology

Lesson 3 - Preparing for a Sanitary Survey course to include seven (7) interactive core competencies units. The following topics should be covered:

- A. Introduction
- B. Sanitary Survey Inspection Process
 - 1. Regulatory requirement
 - 2. A routine sanitary survey
 - 3. Notification and inspection
 - 4. Who will conduct the survey
 - 5. Any next steps
 - 6. What happens after the survey
 - 7. Potential enforcement actions
- C. Minimum Components of a Routine Sanitary Survey
 - 1. Discussion and review of records
 - 2. Water system inspection

EHS90087 – WV Advanced Training Course & Library

- 3. Safe inspections
 - D. Self-Inspection Checklist
 - E. Common Deficiencies Surveys
 - 1. Hope NOT to Find
 - 2. Inspections reveal poor housekeeping
 - F. Water System Operations
 - 1. Reliability
 - 2. Operations and maintenance manual
 - 3. Operations and maintenance schedule
 - 4. Seasonal water systems
 - 5. Cross-connection control
 - 6. Record keeping and reporting
 - 7. What should I report
 - 8. Continuity of service
 - G. Water System Approval
- B. Incorporate visual and auditory learning components and interaction by using artwork and narration throughout each lesson of the advanced course.
- 1. Content material produced will include text, images, video, and user interactions.
 - 2. Video Expectations: A minimum of one video per lesson must be developed. A hot spot (an area of a graphics object, or a section of text, that activates a function when selected. Hot spots are particularly common in multimedia applications, where selecting a hot spot can make the application display a picture, run a video, or open a new window of information) must be used to activate the video when selected to run. Duration of the video will be up to five minutes per video at two different locations. Vendor may use on camera interviews, but is not required.
 - 3. Interactions will include animated illustrations, simulations, assembly, hot-spot activities, and multi-part activities that will help operators perform job tasks. OEHS will meet with successful vendor to review and provide state specific information. The vendor will then use this information to help develop the advance course online training program.
- A. Incorporate West Virginia specific data, documents and materials (up to a maximum of 100 documents) to the advanced course lessons. Vendor will obtain West Virginia specific data and resources from OEHS as well as other available sources know by the vendor.
- B. Vendor will make at a minimum, one (1) information/photo/media gathering trip to West Virginia.

EHS90087 – WV Advanced Training Course & Library

- C. Develop three (3), 10-question unit quizzes for each lesson that are accessed as individual progresses through each lesson.
- D. Develop three (3) 25-question cumulative lesson tests that can be accessed only upon successful completion of 3 or more unit quizzes in each lesson.
- E. Content materials, with user performance in each course, will be assembled and tracked to level three (Lesson, Section, then Topic or Activity).
- F. Create a means of tracking user performance within the advance course by Lesson, Section, then Topic or Activity. Each user's performance will be tracked with the following information: Name, Time Spent on each lesson, number of quiz attempts at the end of each lesson. When a question is missed on a quiz, the user will be prompted to chose another answer. When more than 3 questions are answered incorrectly, the user will have to restart the quiz. Each lesson will have a quiz associated with it to demonstrate mastery of subject by informal assessment. The quiz will include multiple choice questions based on the current lesson and require a passing score before proceeding to the next section. Quizzes will not be available until lesson information is reviewed. Once all lessons and quizzes have been taken in sequence, the final course test will become available. The final course test will require a passing score (\Rightarrow 70%) to successfully complete for certificate. The number of final test attempts shall be recorded.
- G. Provide directions/summary upon completion of each unit that explains the score, start-over options, how to print, and where at OEHS to submit results.
- H. Vendor will work closely with OEHS subject matter experts.
- I. OEHS subject matter experts will provide a technical content review of all proposed materials.

Deliverable # 3: Test the program with an OEHS designated public water system targeted audience.

- A. Organize and conduct a one-day (8-hour) workshop for a maximum of 20 participants selected by OEHS at a location in Charleston, West

EHS90087 – WV Advanced Training Course & Library

Virginia within nine (9) months of being awarded the contract to test the effectiveness of each of the developed training tools.

1. Vendor will provide the workshop location and it must include a computer and the necessary software for each participant.
2. Vendor will provide lunch for each participant. Lunch will consist of a minimum of choices of deli-style sandwiches; including meats, breads, cheeses, lettuce, tomatoes and condiments. In addition to deli-style sandwiches, lunch will include a minimum of chips, drinks (coffee, tea, water and soft drinks) and dessert.

B. Create a training tool survey to be completed by participants attending the test workshop.

1. Address suggestions and comments made in the training tool surveys and by OEHS. Vendor will make all necessary adjustments to the program as needed based on suggestions, comments and test results within two (2) months following the workshop.

C. Create and provide a single printable workshop hardcopy handout for OEHS from which unlimited duplicates can be made.

Deliverable # 4: Make all components of the program available not only via the Internet, but also by providing 2,000 auto-start CD-ROMs of training program, complete with packaging to OEHS for distribution. All training components are to work with minimal software and hardware requirements, (i.e. on a basic computer).

A. Construct an easy-to-use interface for web access and CD-ROM deployment of Advanced Course & Library.

B. CD-ROM master will be created with packaging artwork and supplied to OEHS in a format that is easily accessible and updatable.

C. CD-ROMs must work on PC and MAC.

D. CD-ROMs will be programmed to display a disclaimer in the introduction that includes the date produced, federal funding source (information to be supplied by OEHS), and advice to all users that information contained on the CD-ROM may or may not be the most current available and they should contact OEHS for the most current information and regulations.

E. CD-ROMs maybe replicated indefinitely by OEHS without limitations.

EHS90087 – WV Advanced Training Course & Library

Deliverable # 5: Apply for Continuing Education Committee Approval in West Virginia for each of the 3 lessons of the advanced course by submitting a completed EW-78 WVBPH Operator Training Course Approval Application Form along with all related materials in the format required by OEHS within sixty (60) days prior to the availability of a course being offered. For reference, a copy of EW-78 is enclosed.

- A. Fulfill CEH documentation requirements by creating a certificate that is printable upon successful completion of each lesson of the advanced course that includes the following information:
1. Participant's full name;
 2. Certification #;
 3. WV PWSID# (public water system identification #);
 4. CEH# (continuing education hour #);
 5. Number of CEH hours specific course is worth;
 6. Course Name; and,
 7. Date certificate is printed.

Deliverable # 6: Provide maintenance.

- A. Be available to answer user and OEHS questions for the entire term of the contract via vendor's website and by telephone.
- B. Provide technical support to OEHS on program issues/updates for the entire term of the contract via website and telephone.

OEHS WILL PROVIDE THE SUCCESSFUL VENDOR THE FOLLOWING:

1. Available West Virginia publications/materials and necessary technical support.
2. Color pallet specifics concerning color scheme of website.
3. Collaboration to ensure that web-based, CD-ROM and hard-copy products meet agency, state, federal and funding source requirements.
4. A technical content review of all proposed materials.
5. Approval of all finished content prior to distribution.

VENDOR REQUIREMENTS FOR SUBMISSION OF QUOTATION:

EHS90087 – WV Advanced Training Course & Library

1. Vendor must be or willing to become a registered West Virginia vendor within seven (7) days of being notified by Purchasing to do so.
2. Vendors must submit the following.
 - A. A description of prior related work experience, including examples of participation in projects of this nature (not to exceed 5 pages).
 - B. A summary of vendor's ability to meet the scope of work as outlined (not to exceed 5 pages).
 - C. A descriptive outline of the project deliverables with explanations (not to exceed 10 pages).
 - D. Breakdown of costs on Cost Sheet (page 9).

AGREEMENT TERM:

Selected vendor services will be provided upon issuance of a purchase order.

EHS90087 – WV Advanced Training Course & Library

BID SHEET

Tasks (includes all components as described in specifications)	Deliverable Due Date	Vendor Quotation Cost for Task
DELIVERABLE #1: Develop a centralized, searchable West Virginia "Training Library" for both online (website) and offline (auto start CD and hard copy PDF format) that houses (stores) all available operator resources that will be produced in this project for easy access by public water system operators.	Within first 8 months of contract date	\$153,175
Deliverable #2: Assemble the advanced course for West Virginia public water system operators whose systems serve populations of less than 3,300 that can be electronically accessed 24-hours per day from the data and resources developed and being stored in the West Virginia Water Help System.	Within first 8 months of contract date	\$122,243
Deliverable #3: Test the program with an OEHS designated public water system targeted audience.	Within first 9 months of contract date	\$34,573
Deliverable #4: Make all components of the program available not only via the Internet, but also by providing 2,000 auto-start CD-ROMs of training program, complete with packaging to OEHS for distribution. All training components are to work with minimal software and hardware requirements. (i.e. on a basic computer).	Within first 10 months of contract date	\$4,174
Deliverable #5: Apply for Continuing Education Committee Approval in West Virginia for each lesson developed by submitting a completed <u>EW-78 WVBPH Operator Training Course Approval Application Form</u> along with all related materials in the format required by OEHS within sixty (60) days prior to the availability of a course being offered.	Within first 10 months of contract date	\$2,190
Deliverable #6: Provide maintenance. (Please price per month x 10 months). A price quote for a 10-month period is required for the vendor quotation cost sheet for deliverable. Invoices associated with this, will have to be in arrears for services provided in the previous month.	Beginning on contract date an ongoing	\$28,650 \$2,865 per month
Deliverable #6a: Provide continued maintenance if contract renewal is needed (determined by OEHS) for year 2. (Please price per month x 12 months). A price quote for a 12-month period is required for the vendor quotation cost sheet for deliverable. Invoices associated with this, will have to be in arrears for services provided in the previous month.	Beginning on contract date an ongoing	\$37,260 \$3,105 per month

EHS90087 – WV Advanced Training Course & Library

Deliverable #6b: Provide continued maintenance if contract second renewal is needed (determined by OEHS) for year 3. (Please price per month x 12 months). A price quote for a 12-month period is required for the vendor quotation cost sheet for deliverable. Invoices associated with this, will have to be in arrears for services provided in the previous month.	Beginning on contract date an ongoing	\$ 38,520 \$3,210 per month
	TOTAL QUOTATION COST:	\$ 420,785

Vigilant Services Corporation
 Cost Breakdown
 RFQ EHS90087

Deliverable #1			
Labor	\$152,425		
Travel	\$750		
Total		\$153,175	
Deliverable #2			
Labor	\$112,193		
Actors	\$1,800		
Photography	\$7,500		
Travel	\$750		
Total		\$122,243	
Deliverable #3			
Labor	\$30,749		
Travel	\$1,200		
Copies	\$100		
Training Center	\$2,024		
Photography	\$500		
Total		\$34,573	
Deliverable #4			
Labor	\$1,474		
CD Production/Deliver	\$2,700		
Total		\$4,174	
Deliverable #5			
Labor	\$2,190		
Total		\$2,190	
Deliverable #6			
Labor	\$25,150		
Hosting	\$3,500		
Total		\$28,650 / 10 months	
per month		\$2,865	
Deliverable 6a			
Labor	\$32,760		
Hosting	\$4,500		
Total		\$37,260 12 months	
per month		\$3,105	
Deliverable 6b			
Labor	\$33,720		
Hosting	\$4,800		
Total		\$38,520 12 months	
per month		\$3,210	
Total All Deliverables		\$420,785	

Attachment 1

Form EW-78

03/04¹⁵

WVBPH OPERATOR TRAINING COURSE APPROVAL APPLICATION FORM

Course Content

Course Title:	Topic:
---------------	--------

This application is for: Drinking Water Operators _____ Wastewater Operators _____

(If you are applying for continuing education approval for drinking water and wastewater operators, mark both.)

Has this course been previously approved for water or wastewater continuing education by WVBPH: _____ YES _____ NO

If "yes", provide the WVBPH approval number(s) here _____ and complete all portions of this application that have changed, sign and date it, and submit it along with a copy of the previous application.

Date and Approximate Time:	Course Cost/Fee:
----------------------------	------------------

Objectives:
Target Water Operator Classifications: I _____ II _____ III _____ IV _____ Other _____ (check all that apply)

Instructional Aids:

Instructional Approach:

References:

Course Evaluation:

*** Attach a course outline**

Date: _____

Instructor Qualification (resume may be substituted)

Name: _____ Work Address: _____
 City/State/Zip: _____ Telephone: _____ E-Mail: _____
 Degree: High School/GED _____
 BS _____ BA _____ Other _____ Major: _____ Minor: _____

Employment (beginning with most recent)

1. Name: _____ From: _____ To: _____ Telephone: _____
 Address: _____ City/State/Zip: _____
 Duties/Responsibilities: _____

2. Name: _____ From: _____ To: _____ Telephone: _____
 Address: _____ City/State/Zip: _____
 Duties/Responsibilities: _____

3. Name: _____ From: _____ To: _____ Telephone: _____
 Address: _____ City/State/Zip: _____
 Duties/Responsibilities: _____

Experience and/or education in topic area:

Other pertinent data on the instructor:

(Copy and attach additional sheets if necessary)

Instructor Signature

03/04

Sponsoring Organization Information

Sponsor Name: _____		Sponsor Representative: _____	
Address: _____		City/State/Zip: _____	
Telephone: _____	Fax: _____	E-Mail: _____	
Mission or Business: _____			

Description of record keeping: _____			

Sponsor Representative Signature

Date

Return completed application form to:

**CEH Training Course Applications
One Davis Square Suite 200
Capital and Washington Streets
Charleston, WV 25301 -1798**

ATTACHMENT
P.O.# EHS90087

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

Signature Date 03/04/2009

President
Title

Vigilant Services Corporation
Company Name

Signature Date

Title

Agency/Division

WV-96
Rev. 10/07

AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: Vigilant Services Corporation

Signed: 

Title: President

Date: 03/04/2009

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Vigilant Services CorporationAuthorized Signature: Date: 03/04/2009

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**

- _____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- _____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- _____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2. **Application is made for 2.5% resident vendor preference for the reason checked:**

- _____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3. **Application is made for 2.5% resident vendor preference for the reason checked:**

- _____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

4. **Application is made for 5% resident vendor preference for the reason checked:**

- _____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

- _____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,


6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

- _____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Vigilant Services Corporation Signed: 
 Date: 03/04/2009 Title: President

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.