



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
EHS11007

PAGE
1

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

ROBERTA WAGNER

\*813092317      406-579-9059  
 ETRAIN ONLINE INC  
 205 AL DR  
  
 BELGRADE MT 59714-3102

SHIP TO

HEALTH AND HUMAN RESOURCES  
  
 BPH ENVIRO HLTH SERVICES  
 350 CAPITOL STREET, ROOM 313  
 CHARLESTON, WV  
 25301-1757      304-558-8582

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/10/2010				

BID OPENING DATE: 10/14/2010      BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		952-90		
<p>*****            PLEASE NOTE: RENEWAL IS ONLY APPLICABLE TO MAINTENANCE ONLY.            *****</p> <p>ELECTRONIC INTERACTIVE TRAINING COURSES</p> <p>VENDOR TO PROVIDE ELECTRONIC INTERACTIVE TRAINING TRAINING COURSES (CHIEF OPERATOR, WATER DISTRIBUTION, ID, AND ENHANCED REFERENCE GUIDES) TO SUPPORT STATEWIDE WATER OPERATOR CERTIFICATION REQUIREMENTS BY INCREASING AVAILABILITY AND REDUCING SMALL PUBLIC WATER SYSTEM TRAVEL COST, PER THE ATTACHED SPECIFICATIONS.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR 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 HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p>						

**RECEIVED**  
 2010 OCT 14 A 9:09  
 PURCHASING DIVISION  
 STATE OF WV

SIGNATURE <i>Kevin Kunkel</i>	TELEPHONE 406-579-9059	DATE 10/10/2010
TITLE PRESIDENT	FEIN 20-0925196	ADDRESS CHANGES TO BE NOTED ABOVE

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

**GENERAL TERMS & CONDITIONS**  
**REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.htm](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **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 material, 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.

**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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VENDOR

\*813092317      406-579-9059  
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 205 AL DR  
 BELGRADE MT 59714-3102

SHIP TO

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 BPH ENVIRO HLTH SERVICES  
 350 CAPITOL STREET, ROOM 313  
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09/10/2010				

BID OPENING DATE: 10/14/2010      BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL 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 ONE (1) ONE (1) YEAR PERIOD.</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 SERVICE SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
<i>[Signature]</i>	406-579-9059	10/10/2010	
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	
PRESIDENT	20-0925196		

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



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 ETRAIN ONLINE INC  
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 BELGRADE MT 59714-3102

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WITHOUT FURTHER ORDER.  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.  REV. 05/26/2009  ** PLEASE NOTE: RENEWAL IS ONLY APPLICABLE TO MAINTENANCE ONLY.  INQUIRIES WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 09/28/2010. 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 DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET EAST CHARLESTON, WV 25311  FAX: 304-558-4115 E-MAIL: ROBERTA.A.WAGNER@WV.GOV						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Robert Wagner</i>	406-579-9059	10/10/2010
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
PRESIDENT	20-0925196	

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PURCHASER

\*813092317 406-579-9059  
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<p>THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION          PURCHASING DIVISION          BUILDING 15          2019 WASHINGTON STREET, EAST          CHARLESTON, WV 25305-0130</p> <p>A CONVENIENCE COPY WOULD BE APPRECIATED.</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: -----ROBERTA WAGNER/FILE 22-----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Robert Wagner</i>	TELEPHONE 406-579-9059	DATE 10/10/2010
TITLE PRESIDENT	FEIN 20-0925196	ADDRESS CHANGES TO BE NOTED ABOVE

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**5**

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LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
RFQ. NO.: ---EHS11007---						
BID OPENING DATE: ---10/14/2010---						
BID OPENING TIME: ---1:30 PM---						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
<b>FAX # 800-711-7194</b>						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
<b>KEVIN KUNDELT</b>						
***** THIS IS THE END OF RFQ EHS11007 ***** TOTAL:						<b>\$749,000.</b>

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kevin Kundelt</i>	TELEPHONE <b>406-579-9059</b>	DATE <b>10/10/2010</b>
TITLE <b>PRESIDENT</b>	FEIN <b>20-0925196</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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## EHS11007 – WV Water Operator Electronic Training Courses

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### 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), herein referred to as the Agency, is seeking vendor quotations for developing and providing technology-based, interactive, distance education courses (Chief Operator, Water Distribution, 1D, and Enhanced Reference Guides) on CD-ROMs and the Internet. The overall objective of this RFQ is to obtain a qualified vendor knowledgeable in both the subject matter (drinking water treatment & public water system (PWS) operations) and electronic training course development to create an electronic, educational resource that incorporates a solid instructional design theme and relevant content for WV PWS operators.

Although the electronic courses are by design self-paced, each course will have a minimum duration or set contact time value determined at the test workshop based on the average time it would take an individual to completely review all the lesson content, and pass all the quizzes and final test to ensure certification requirements are met. The minimum durations are as followed for each course:

- 6 hours for the 1D Water Operator Certification Course;
- 6 hours for the Chief Operator Course;
- 8 hours for Enhanced Reference Guides Course; and,
- 24 hours for the Water Distribution Course.

Copyrighted materials used in the developed courses will be properly secured and referenced by the vendor.

The mandatory project objectives are to:

- Create interactive, self-paced content from the Chief Operator Manual (link at <http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/ChiefOperatorManual.pdf>) and related resources to produce a Chief Operator Course electronically for small PWSs in West Virginia. The Chief Operator Course will include lessons, quizzes and a final test with a total duration of at least six (6) hours.
- Create interactive, self-paced content from the Water Distribution Operator Manual (link at [http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/WD\\_Manual\\_11-24-08.pdf](http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/WD_Manual_11-24-08.pdf)) and related resources to produce a Water Distribution Course electronically for small PWSs in West Virginia. The Water Distribution Course will include lessons, quizzes and a final test with a total duration of at least twenty four (24) hours.

## EHS11007 – WV Water Operator Electronic Training Courses

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- Create interactive, self-paced content from the 1D Operator Manual (link at <http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/1DManualCOMPLETE.pdf>) and related resources to produce the 1D Course electronically for small PWSs in West Virginia. The 1D Course will include lessons, quizzes and a final test with a total duration of at least six (6) hours.
- Create interactive, self-paced content from the Enhanced Reference Guides (link at <http://www.nesc.wvu.edu/techbrief.cfm>) and related resources to produce the Enhanced Reference Guides Course for small PWSs in West Virginia. The Enhanced Reference Guides Course will include lessons, quizzes and a final test with a total duration of at least eight (8) hours.
- Create an easy-to-use electronic interface to deploy the above training courses to PWS operators on auto-start CD-ROMs, the Internet, and as a hardcopy handout for facilitated use as specified under **DELIVERABLE #5**. Make all components of the program available not only via the Internet, but also by providing 1,000 auto-start CD-ROMs of each training course (4,000 total), complete with packaging to the Agency for distribution.
- Test the overall function and effectiveness of the training courses and platform at a two (2) day workshop as specified under **DELIVERABLE #4**.
- Apply for Continue Education Hour (CEH) approval by submitting a completed EW-78 form to the Agency for each developed course to support PWS operator renewal requirements as specified under **DELIVERABLE #3**.

The intent is to develop these four (4) training courses in electronic format to increase the overall availability and assist small public water system (PWS) operators in meeting certification requirements (64CSR4). This type of training will help certified operators obtain training more conveniently-on their own schedule and at their own pace. All PWSs will benefit financially by having more free training options and reduced travel costs associated with traditional classroom courses. Numerous West Virginia-specific documents will also be integrated into these training courses, such as but not limited to the current state regulations (64CSR4, 64CSR77, 150CSR7 and 64CSR25) and information from existing training course manuals, giving West Virginia operators more resources well beyond initial certification training.

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 these training courses will be documented through a user performance tracking mechanism developed by the vendor within each lesson of each course and meet continuing education hour (CEH) requirements.



## EHS11007 – WV Water Operator Electronic Training Courses

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### BACKGROUND

The Agency is 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 the residents and visitors of West Virginia. The Certification and Training (C&T) section administers 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, training courses like these have largely only been available in a traditional, classroom setting. Since the drinking water industry is dynamic with improved technologies, new treatment techniques and regulatory revisions emerging, the C&T section has been recently expanding its electronic course offerings to support the ever-growing knowledge base needs of PWS operators across the state. Continuing education courses, such as the WV Basics and Advanced electronic training, have recently been developed and well received by water operators across the state. This program is federally funded through a U.S. Environmental Protection Agency grant 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 new educational resources will increase water operator knowledge, facilitate small public water systems and associated operators' compliance with state drinking water program regulations and improve the overall protection of public health.

### 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 an easy-to-use electronic platform as an immersive digital environment (defined as an artificial, interacting, computer-created scene within which a user can immerse themselves). This platform will include all introductory information necessary to successfully navigate the platform and complete the electronic courses system.

- A. Develop the platform and courses within for both online (website) (to be hosted on the successful vendor's network) and offline (auto-start CD and hard copy PDF format) for easy access by PWS operators.

## EHS11007 – WV Water Operator Electronic Training Courses

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- B. Include clear directions for course navigation and instructional summary upon completion of each unit that explains the score, start-over options, how to print, and how to submit to Agency to fulfill CEH requirements.
- C. Developed end product must work on low performance machines, and both PC and MACs.
- D. Align interface design with Agency website color scheme, style, and requirements.
- E. Host as an executable program on the vendor's website upon completion and within the 1 year contract period timeframe. Agency will provide successful vendor a standards document for the development of the interface website.
- F. Work with Agency and Management Information Services throughout the construction process to ensure that interface meets required standards.

**DELIVERABLE #2:** Develop the following interactive, self-paced, electronic, virtual, training courses for small PWSs in WV:

- A. 1D Water Operator Certification Course using the Agency 1D Water Operator Manual at

[www.wvdhhr.org/oehs/eed/swap/training&certification/documents/1DManualCOMPLETE.pdf](http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/1DManualCOMPLETE.pdf), current Agency 1D MS PowerPoint presentation content, and related resources.

- 1. Include twelve (12) lessons that are at least thirty (30) minutes in duration each as follows from the 1D Manual:
  - a. Drinking Water Regulations
  - b. Monitoring, Reporting and Boil Water Notices
  - c. The Water Cycle & Groundwater
  - d. Water Wells
  - e. Basic Electricity
  - f. Disinfection (Hypochlorination)
  - g. Distribution System
  - h. Cross-Connection & Backflow Prevention
  - i. Sampling Information & Procedures
  - j. Safety
  - k. Management & Record Keeping
  - l. Basic Math

## EHS11007 – WV Water Operator Electronic Training Courses

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2. The total average duration for an individual to successfully complete the electronic 1D Course must be at least six (6) hours.
- B. Chief Operator Course using the Chief Operator Manual (link at [www.wvdhhr.org/oehs/eed/swap/training&certification/documents/ChiefOperatorManual.pdf](http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/ChiefOperatorManual.pdf)) and related resources.
1. Include nine (9) lessons that are at least thirty (30) minutes in duration each as follows from the Chief Operator Manual:
    - a. Drinking Water Regulations
    - b. Operator Certification
    - c. Public Water Systems in West Virginia & the Multiple-Barrier Approach
    - d. Source Water Quantity, Assessment & Protection
    - e. Sanitary Survey
    - f. Sampling
    - g. Basics of Supervision
    - h. Administration
    - i. Safety Programs
  2. The total average duration for an individual to successfully complete the electronic Chief Operator Course must be at least six (6) hours.
- C. Enhanced Reference Guides Course using the NESC Tech Briefs online at [www.nesc.wvu.edu/techbrief.cfm](http://www.nesc.wvu.edu/techbrief.cfm) and related resources.
1. Include twelve (12) lessons that are at least thirty (30) minutes in duration each as follows:
    - a. Cross-Connection Control based on EPA: A Best Practices Guide & Tech Brief Cross Connection and Backflow Prevention
    - b. Safety based on Best Practice Guide: Fundamentals of a Workplace First-Aid Program, Chemical Hazard Communication, Electrical Safety Fact Sheet, Excavations Handbook, Lock-out/Tag-out Fact Sheet, Permit-Required Confined Spaces, Personal Protective Equipment Fact Sheet, Process Safety Management of Highly Hazardous Chemicals, Recommended Format for MSDA, Work Zone Traffic Safety
    - c. SWTR based on EPA Comprehensive Surface Water Treatment Rules Quick Reference Guide: Systems Using Conventional or Direct Filtration, EPA Comprehensive Surface Water Treatment Rules Quick Reference Guide: Systems Using Slow Sand, Diatomaceous Earth, or Alternative Filtration

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- d. EPA Rules based on EPA National Primary Drinking Water Standards, EPA National Secondary Drinking Water Standards, EPA Water System Operator Roles and Responsibilities: A Best Practices Guide, EPA Water System Owner Roles and Responsibilities: A Best Practices Guide, Simultaneous Compliance with Drinking Water Regulations
  - e. EPA Lead and Copper Rule: A Quick Reference Guide
  - f. Water Distribution based on Water Quality in Distribution Systems, EPA Distribution Systems: A Best Practices Guide
  - g. Filtration based on EPA Filtration, Filter Backwash Recycling Rule: A Quick Reference Guide, Filter Backwashing, Slow Sand Filtration, and Membrane Filtration
  - h. Arsenic based on EPA Arsenic and Clarifications to Compliance and New Source Monitoring Rule: A Quick Reference Guide and EPA Complying with the Revised Drinking Water Standard for Arsenic: Small Entity Compliance Guide: One of the Simple Tools for Effective Performance (STEP) Guide Series
  - i. Disinfection and Disinfection Byproducts Rule based on EPA Stage 1 Disinfection and Disinfection Byproducts Rule: A Quick Reference Guide and EPA Stage 1 Disinfection and Disinfection Byproducts Rule: Laboratory Quick Reference Guide and EPA Stage 2 Disinfectants and Disinfection Byproducts Rule: Quick Reference Guides For Schedule 1-4 Systems
  - j. Total Coliform Rule based on EPA A Small Systems Guide to the Total Coliform Rule and EPA Total Coliform Rule: A Quick Reference Guide
  - k. Enhanced Surface Water Rule based on EPA Interim Enhanced Surface Water Rule: A Quick Reference Guide, EPA Long Term 1 Enhanced Surface Water Treatment Rule: A Quick Reference Guide, EPA LT2 Quick Reference Guides For Schedule 1-4 Systems, EPA LT2 Rule Cryptosporidium & E. coli Sample Collection Recommendations Pocket Guide
  - l. EPA Emergency Response Plan Guidance for Small and Medium Community Water Systems to Comply with the Public Health Security and Bioterrorism Preparedness and Response Act of 2002
2. The total average duration for an individual to successfully complete the electronic Enhanced Reference Guides Course must be at least eight (8) hours.

## EHS11007 – WV Water Operator Electronic Training Courses

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- D. Water Distribution Course using the Agency Water Distribution Manual at [http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/WDMANUAL\\_11-24-08.pdf](http://www.wvdhhr.org/oehs/eed/swap/training&certification/documents/WDMANUAL_11-24-08.pdf), the Sacramento State Office of Water Programs Water Distribution System Operation and Maintenance Manual at [http://www.owp.csus.edu/training/courses/drinking\\_water/wds.php](http://www.owp.csus.edu/training/courses/drinking_water/wds.php), and related resources.
1. Include thirteen (13) lessons that are at least sixty (60) minutes in duration each as follows from the Water Distribution Manual:
    - a. West Virginia Drinking Water Program
    - b. The Supply and the Operator
    - c. Basic Math Concepts for the Operator
    - d. Solving Distribution Math Problems
    - e. Storage Facilities
    - f. Distribution System Facilities
    - g. Water Quality Considerations in Distribution Systems
    - h. Operation and Maintenance
    - i. Sampling
    - j. Disinfection
    - k. Safety
    - l. Water Security
    - m. Administration
  2. The total average duration for an individual to successfully complete the electronic Water Distribution Course must be at least twenty four (24) hours.
- E. Content material of the lessons produced for each course will include visual and auditory learning components throughout such as text, images/artwork, video, narration and user interactions.
1. Video Expectations: A minimum of one video must be developed and included for each course. Duration of the video will be up to five (5) minutes per video. Vendor may use on camera interviews as part of the video, but is not required.
  2. Interactions: A blend of basic, low level interactions such as the use of illustrations and photographs and complex, high level interactions such as simulations, animated illustrations, assembly, hot-spot activities, and multi-part activities that will help operators perform job tasks are required for each course. A hot spot is 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

## EHS11007 – WV Water Operator Electronic Training Courses

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- information) must be used to activate the video when selected to run. Several interactions will be created for West Virginia-specific topics.
- a. For each lesson of each course, the suggested level of interactivity is 5 low-level and 2 high-level interactions. Some activities maybe adaptations of existing interactions or reused interactions developed previously.
  - b. In addition to the interactions listed above, there will be numerous tables and figures incorporated into the content material for the courses.
3. The Agency will meet with successful vendor to review and assist with providing available state specific information.
    - a. Vendor will make at a minimum, one (1) information/photo/media gathering trip(s) to West Virginia for content development.
    - b. Vendor will obtain West Virginia specific data and resources from Agency as well as other available sources know by the vendor.
  4. Develop three (3), 10-question unit quizzes for each lesson that are accessed as individual progresses through each lesson to guide successful completion of the entire course by documenting progress through each successfully completed lesson.
  5. Develop three (3) 25-question cumulative course tests that can be accessed only upon successful completion of all lessons for each of the four (4) courses.
- F. Create a means of tracking user performance within the courses by Lesson, Section, then Topic or Activity.
1. 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 three (3) questions are answered incorrectly, the user will have to restart the lesson. 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 tracking system must generate a course completion certificate automatically once all lesson quizzes and tests are successfully completed.

## EHS11007 – WV Water Operator Electronic Training Courses

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**DELIVERABLE #3:** Apply for Continuing Education Committee Approval in West Virginia for each of the four (4) courses by submitting a completed EW-78 WVBPH Operator Training Course Approval Application Form along with all related materials in the format required by the Agency within sixty (60) days prior to the availability of a course being offered.

- A. Create a certificate that is printable upon successful completion of a course test that includes the following information:
1. Participant's Full Name;
  2. Course Name;
  3. Agency-approved CEH number (i.e. CEH2010-123);
  4. Agency-approved CEH duration (i.e. 6.0 hours);
  5. Instructor and/or Sponsor information; and,
  6. Date completed/certificate printed.

**DELIVERABLE #4:** Test the courses with an Agency designated public water system targeted audience.

- A. Organize and conduct a two-day (16-hour) workshop for a maximum of twelve (12) participants selected by the Agency at a location in Charleston, West 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.
  3. Create a training tool survey to be completed by participants attending the test workshop. Provide a hardcopy of all survey comments to the Agency upon test workshop completion.
  4. Address suggestions and comments made in the training tool surveys and by the Agency. Vendor will make all necessary adjustments to the program as needed and determined by the Agency based on suggestions, comments and test results within two (2) months following the workshop.

**DELIVERABLE #5:** Make all components of the program available not only via the Internet, but also by providing 1,000 auto-start CD-ROMs of each training course (4,000 total), complete with packaging to the Agency for distribution. All training components are to work with minimal software and hardware requirements, (i.e. on a basic computer).

## EHS11007 – WV Water Operator Electronic Training Courses

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- A. CD-ROMs must work on PC and MAC.
- B. CD-ROMs maybe replicated indefinitely by Agency without limitations.
- C. Provide Agency individual CDROMs and packaging for each of the four (4) training courses
- D. Provide Agency a Master CD-ROM (4 total) for each course with all associated files and information in a format that is easily accessible and updatable.
- E. Program all CD-ROMs and the website to display a disclaimer in the introduction that includes the date produced, federal funding source (information to be supplied by the Agency), 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 the Agency for the most current information and regulations.
- F. Create a single, PDF file for each training course for the Agency so all course contents can be printed and viewed in hardcopy as a reference manual.

### **DELIVERABLE #6:** Provide service and maintenance on CD-ROMs and website.

- A. Be available to answer user and Agency questions for the entire term of the contract via vendor's website and by telephone.
- B. Provide technical support to Agency on program issues/updates for the entire term of the contract via email and telephone.
- C. Host courses on vendor website upon completion thru the end of contract. The majority of the contract timeframe will be spent on developing the electronic courses instead of administering them to users, the vendor must provide usage reports for any online user activity to Agency.
- D. Provide a quote for one (1) year of additional service and maintenance. The service and maintenance agreement would include any additional technical support and customer service needed by users and Agency for successful administration of electronic training courses for a one (1) year period. This quote will be added to the total bid cost to determine lowest bid amount, although it would not be used unless the contract is renewed for one (1) additional year upon successful completion of this contract and mutually agreed upon under these terms.



## EHS11007 – WV Water Operator Electronic Training Courses

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### VENDOR REQUIREMENTS

1. The vendor must designate:
  - A. One (1) Project Manager (PM): The PM supervises all of the vendor contract activities and serves as primary point-of-contact with the Agency for technical project matters and subject matter expert on content. The PM must have the following minimum qualifications and experience: a four (4) year college degree in a science field, at least three (3) years in PWS operations and five (5) years of developing online electronic training programs.
  - B. Other personnel, such as the technical writers or graphic artists, that would be available for project specific tasks will be documented in the RFQ. The personnel described in the RFQ by the vendor shall be the actual staff assigned to conduct the work for the contractor selected unless approved in advance by the Agency.
2. Vendor must submit the following within the specified timeframe:
  - A. A description of prior related work experience, including examples of participation in projects of this nature (should not to exceed 5 pages).
  - B. A summary of the vendor's ability to meet the scope of work as outlined (should not to exceed 5 pages).
  - C. A descriptive outline of the project deliverables with explanations (should not to exceed 10 pages).
  - D. Breakdown of costs on Bid Sheet (page 13).
3. Vendor must be or willing to become a registered WV vendor within seven (7) calendar days of being notified by Purchasing to do so.
4. Vendor must submit invoices in arrears.

### **AGENCY WILL PROVIDE THE SUCCESSFUL VENDOR THE FOLLOWING:**

1. Color pallet specifics concerning color scheme of website.
2. Available WV publications/materials.
3. Collaboration throughout contract to ensure that content, web-based/CD-ROM/hard-copy developed finished products meet agency, state, federal and funding source requirements.

## EHS11007 – WV Water Operator Electronic Training Courses

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4. A technical content review of all proposed materials.
5. Approval of all finished content prior to distribution.

### **AGREEMENT TERM:**

The purchase order will be awarded to the qualified vendor meeting all requirements with the lowest total bid. Selected vendor services will be provided upon issuance of a purchase order.

## EHS11007 – WV Water Operator Electronic Training Courses

### BID SHEET

Tasks (includes all components as described in specifications)	Deliverable Due Date	Vendor Quotation Cost for Task
<b>Deliverable #1:</b> Create an easy-to-use electronic platform to deploy the training courses to water operators on auto-start CD-ROMs, the Internet, and as a hardcopy handout for easy access and use by PWS operators.	Within first 7 months of contract date	\$ 35K
<b>Deliverable #2A:</b> Develop the 1D Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 6 hours.	Within first 3 months of contract date	\$ 90K
<b>Deliverable #2B:</b> Develop the Chief Operator Course electronically, which includes interactive lessons, quizzes and an exam with a total duration of at least 6 hours.	Within first 4 months of contract date	\$ 90K
<b>Deliverable #2C:</b> Develop the Enhanced Reference Guides Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 8 hours.	Within first 5 months of contract date	\$ 120K
<b>Deliverable #2D:</b> Develop the Water Distribution Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 24 hours.	Within first 6 months of contract date	\$ 360K
<b>Deliverable #3:</b> Obtain for Continuing Education Committee Approval in West Virginia for each of the four (4) courses.	Within the first 8 months of contract date	\$ 10K
<b>Deliverable #4:</b> Test the program with an Agency-designated PWS targeted audience for overall function and effectiveness of the training tool.	Within first 8 months of contract date	\$ 10K
<b>Deliverable #5:</b> Make all components of the program available not only via the Internet, but also by providing 1,000 auto-start CD-ROMs of each training course (4,000 total), complete with packaging specific to each training course to the Agency 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	\$ 10K
<b>Deliverable #6 A-C:</b> Provide maintenance. (Please price per month X 12 months).	Beginning on contract date and ongoing	\$ 12K
<b>Deliverable #6 D:</b> Provide maintenance for a 1 year renewal period. (Please price per month X 12 months).		\$ 12K
	TOTAL QUOTATION COST:	\$ 749K



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:  
 EHS11007

PAGE:  
 1

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

**VENDOR**  
 \*813092317 406-579-9059  
 ETRAIN ONLINE INC  
 205 AL DR  
 BELGRADE MT 59714-3102

**SHIP TO**  
 HEALTH AND HUMAN RESOURCES  
 BPH ENVIRO HLTH SERVICES  
 350 CAPITOL STREET, ROOM 313  
 CHARLESTON, WV  
 25301-1757 304-558-8582

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/29/2010				

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	BID OPENING TIME	UNIT PRICE	AMOUNT
					01 30PM		

ADDENDUM NO. 1

1. QUESTIONS AND ANSWERS ARE ATTACHED.
2. ADDENDUM ACKNOWLEDGMENT 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.: EHS11007

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

- NO. 1 .....
- 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>Kevin Fundak</i>	TELEPHONE 406-579-9059	DATE 10/12/2010
TITLE PRESIDENT	FEIN 20-0925196	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
EHS11007

PAGE
2

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

VENDOR

\*813092317      406-579-9059  
 ETRAIN ONLINE INC  
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SHIP TO

HEALTH AND HUMAN RESOURCES  
 BPH ENVIRO HLTH SERVICES  
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 25301-1757      304-558-8582

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/29/2010				

ENDING DATE	10/14/2010	BID OPENING TIME	01:30PM			
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT

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.

*Kevin Fundleit*  
 SIGNATURE  
 ETRAIN ONLINE, INC.  
 COMPANY  
 10/12/2010  
 DATE

NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.

REV. 09/21/2009

END OF ADDENDUM NO. 1

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

NAME	TELEPHONE	DATE
<i>Kevin Fundleit</i>	406-579-9059	10/12/2010
PRESIDENT	FEIN 20-0925196	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  
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# Request for Quotation

RFQ NUMBER  
 EHS11007

PAGE  
 3

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

VENDOR

\*813092317 406-579-9059  
 ETRAIN ONLINE INC  
 205 AL DR  
 BELGRADE MT 59714-3102

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09/29/2010				

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	BID OPENING TIME	UNIT PRICE	AMOUNT
		10/14/2010			01:30PM		

1 EA 952-90  
 ELECTRONIC INTERACTIVE TRAINING COURSES

\*\*\*\*\* THIS IS THE END OF RFQ EHS11007 \*\*\*\*\* TOTAL: \$749,000.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

NAME Kevin Hunter TELEPHONE 406-579-9059 DATE 10/12/2010  
 TITLE PRESIDENT FBIN 20-0925196 ADDRESS CHANGES TO BE NOTED ABOVE

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

STATE OF WEST VIRGINIA  
**PURCHASE CONTINUATION SHEET**

Vendor: ETRAIN ONLINE, INC. P.O. Date: 10/14/2010

Spending Unit:  
 OFFICE OF ENVIRONMENTAL HEALTH SERVICES

Item No.	Quantity	Description	Unit Price	Amount
		<p>QUESTION 1: ARE QUESTIONS ASKED BY ALL VENDORS AVAILABLE FOR VIEWING? WHERE?</p> <p>RESPONSE: YES. ALL QUESTIONS ASKED WILL BE INCLUDED IN THE ADDENDUM AND THAT ADDENDUM WILL BE AVAILABLE ON THE BID BULLETIN ON THE DOA WEBSITE.</p> <p>QUESTION 2: CAN ADOBE FLASH BE USED FOR THE USER INTERFACE AND FOR COURSES? I SEE NO PROBLEM IN THE SPECIFICATIONS THAT PROHIBIT THIS EXCEPT THE REQUIREMENT TO HAVE THE CD-ROM PROGRAM WORK ON MAC COMPUTERS. RECENTLY APPLE DISCONTINUED SUPPORT FOR FLASH IN THEIR OPERATING SYSTEMS AND THIS IS NOW AN ISSUE...A RECENT DEVELOPMENT IN THE LAST 3 TO 4 MONTHS THAT MAY NOT HAVE BEEN KNOWN WHEN THE RFQ WAS PRODUCED.)</p> <p>RESPONSE: WE HAVE NO SOFTWARE SPECIFIC REQUIREMENTS, HOWEVER, FUNCTIONALITY ON BOTH A BASIC PC AND MAC REMAINS A REQUIREMENT.</p> <p>QUESTION 3: WHAT IS PREFERRED VIDEO FORMAT? CAN YOU DESIGNATE BANDWIDTH REQUIREMENTS FOR "LOW PERFORMANCE MACHINE" REQUIREMENT LISTED ON PAGE 9, SECTION C PLEASE?</p> <p>RESPONSE: AVI WOULD BE PREFERRED VIDEO FORMAT, BUT NOT A REQUIREMENT. AGAIN, NO SPECIFIC SOFTWARE REQUIREMENTS WITH THE INTENT THE FINISHED PRODUCTS WOULD FUNCTION ON BASIC COMPUTERS APPROXIMATELY 5 YEARS OLD.</p> <p>QUESTION 4: IS THERE ANY FLEXIBILITY IN THE TIME FRAME FOR PRODUCTION?</p> <p>RESPONSE: THE 1 YEAR CONTRACT TIMEFRAME IS NOT FLEXIBLE. HOWEVER, THE DELIVERABLE DUE DATES SPECIFIED IN THE BID SHEET WITH EACH TASK ARE FLEXIBLE. IF IT WILL TAKE LONGER TO DEVELOP DELIVERABLES 1, 2A-D, AND 3, IT'S OK. DELIVERABLE 4 IS BY THE 8TH MONTH TO LEAVE ADEQUATE TIME TO MAKE ANY NECESSARY CHANGES IDENTIFIED IN THE TEST WORKSHOP AND THEN PRINT/DELIVER THE FINISHED PRODUCT. THESE TASK TIMEFRAMES WERE ALSO SET UP TO ALLOW FOR AT LEAST 1 MONTH (MONTH 11) FOR PRODUCT USE AND ASSOCIATED MAINTENANCE. AS SPECIFIED, ALL WORK ASSOCIATED WITH THIS CONTRACT CANNOT BE INVOICED UNTIL COMPLETED AND IN ARREARS.</p> <p>QUESTION 5: IF UNABLE TO MEET SUGGESTED TIMELINE/SCOPE CAN ANOTHER OPTION BE PRESENTED AS AN ALTERNATE OR WILL IT BE REJECTED FOR NOT MEETING THE PROPOSED SPECIFICATIONS?</p> <p>RESPONSE: PLEASE PROVIDE YOUR SUGGESTED TIMELINE FOR COMPLETION OF ALL DELIVERABLES WITH YOUR BID IF DIFFERENT THAN BID SHEET TASKS. REMEMBER, ALL WORK ASSOCIATED WITH THIS CONTRACT MUST BE COMPLETED WITHIN 1 YEAR.</p>		

WV-38 (Rev. 01/01/07)

STATE OF WEST VIRGINIA  
**PURCHASE CONTINUATION SHEET**

Page 3 of 3 Pages	Requisition / P.O. No.: EHS11007
File: 22	Acct. No.: SEE BELOW
Spending Unit: OFFICE OF ENVIRONMENTAL HEALTH SERVICES	

Vendor: ETRAIN ONLINE, INC P.O. Date: 10/14/2010

Item No.	Quantity	Description	Unit Price	Amount
		<p>QUESTION 6: CAN THE PRODUCT BE DEPLOYED AS A SINGLE AUTOSTART DVD INSTEAD OF FOUR INDIVIDUAL CD'S? (THIS WAY 4,000 COPIES OF THE ENTIRE LIBRARY WOULD BE PRODUCED INSTEAD OF FOUR PARTIAL LIBRARY CD-ROMs OF 1000 EACH).</p> <p>RESPONSE: DVD'S WERE NOT MENTIONED IN THE RFQ BECAUSE WE WANTED THE FINISHED PRODUCT TO FUNCTION ON BASIC, LOW PERFORMANCE MACHINES. PLEASE BASE YOUR BID ON CD-ROMs.</p> <p>QUESTION 7: SOME SECURITY/MAINTENANCE ISSUES ARE PRESENT WITH DEPLOYMENT OF QUIZZES/EXAMS VIA CD-ROM. WOULD IT BE POSSIBLE TO BUILD THE PROGRAM WITH ALL CONTENT AND INTERACTIONS ON WEB AND ON CD-ROM... BUT QUIZZES/EXAMS "ONLY" DEPLOYED ONLINE (NOT ON DISC)? (THIS WOULD ALLOW EASY UPDATING OF THOSE EXAMS AND GIVE THE PRODUCT A LONGER SHELF LIFE.)</p> <p>RESPONSE: NO. THIS WOULD CHANGE THE SCOPE OF THE PROJECT. PLEASE INCORPORATE ALL COMPONENTS ON STAND-ALONE CD ROMs AND WEBSITE, NOT A COMBINATION.</p> <p>QUESTION 8: DOES THE STATE INTEND TO DISQUALIFY VENDORS WHO DO NOT MEET ALL OF THE REQUIREMENTS LISTED ON PAGE 16, VENDOR REQUIREMENTS, SECTION 1.A?</p> <p>RESPONSE: ALL MANDATORY ITEMS MUST BE MET OR THE VENDOR WILL BE DISQUALIFIED.</p>		



Rev. 09/08

State of West Virginia  
**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:**

NA 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,

NA 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,

NA 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:**

NA 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:**

NA 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:**

NA 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:**

NA 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:**

NA 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: eTRAIN ONLINE, INC.

Signed: 

Date: 10/10/2010

Title: PRESIDENT

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

RFQ No. EHS11007

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**West Virginia Code §5A-3-10a states:** 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.

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

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.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: KEVIN KUNDERT FOR eTRAIN ONLINE, INC.

Authorized Signature: Kevin Kundert Date: 10/12/2010

State of Washington

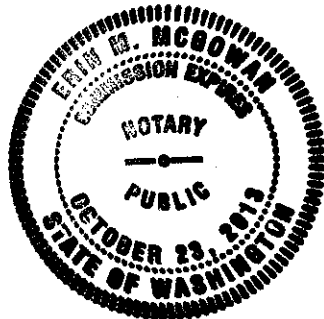
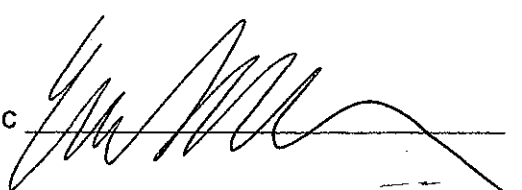
County of King, to-wit:

Taken, subscribed, and sworn to before me this 12<sup>th</sup> day of October, 2010.

My Commission expires 10/23/2013, 20    .

AFFIX SEAL HERE

NOTARY PUBLIC





205 AL Drive, Belgrade, MT 59714  
[kevin@etrainonline.com](mailto:kevin@etrainonline.com)  
[www.etrainonline.com](http://www.etrainonline.com) & [www.waterhelp.org](http://www.waterhelp.org)  
(406) 579-9059 - FAX (800) 711-7194

October 10, 2010

TO: Department of Administration  
WV Purchasing Division  
Building 15  
209 Washington Street, East  
Charleston, West Virginia 25305-0130

Attention: Roberta Wagner (304-558-0067)

FROM: Kevin Kundert, President & Chief Instructional Systems Mechanic - eTRAIN ONLINE, Inc.

SUBJECT: ***RFQ EHS11007 - WV Water Operator Electronic Training Courses (2011)***

Our large production team (including five individuals from West Virginia's National Environmental Services Center) is ready to rapidly produce these high-quality training tools. We are experienced in producing immersive tools specifically for water system operators. In fact, our team created the Basics Course for Small Public Drinking Water Systems in West Virginia in 2007-2008 and we'd like to work with your organization again!

*Thank you for your consideration of this proposal!*

### ***How Deliverables Will Be Provided***

- A) Prior Related Work Experience with Example.....Page 2***
- B) Our Ability to Meet the Scope of Work.....Page 5***
- C) Descriptive Outline of Project Deliverables with Explanations.....Page 7***
- D) Breakdown of Costs on Bid Sheet.....Page 13***

## ***How Deliverables Will Be Provided***

### ***A) Prior Related Work Experience with Examples***

Following are the major projects developed by our eTRAIN ONLINE team:

#### **Training Library Development**

eTRAIN ONLINE is just completing the development of two large "Training Libraries" for the State of Arizona and Commonwealth of Virginia. Each library contains basic and advanced training applications for small public water system operators. The lessons and the resources are state-specific. These projects can be viewed from our web portal for water training help: ([www.waterhelp.org](http://www.waterhelp.org))

#### **Basics Courses for Small Public Drinking Water Systems**

These 9.5-hour to 10-hour interactive courses provide a solid foundation in the basics of small water system operation. They are intended as exam preparation for operators of systems serving less than 3,300 people, and are also used for continuing education credit. Different versions of this course have been produced for the following states. Each version has been adapted with relevant state-specific information:

\*\*\***West Virginia**\*\*\* ([www.waterhelp.org/wv/basics](http://www.waterhelp.org/wv/basics)) – We enjoyed producing this training course in 2007-2008 for West Virginia and look forward to doing more!

-**Indiana** ([www.waterhelp.org/in/basics](http://www.waterhelp.org/in/basics))

-**Montana** ([www.waterhelp.org/mt/basics](http://www.waterhelp.org/mt/basics))

-**Minnesota** ([www.waterhelp.org/mn/basics](http://www.waterhelp.org/mn/basics))

-**Kansas** ([www.waterhelp.org/ks/basics](http://www.waterhelp.org/ks/basics))

-**Washington** ([www.waterhelp.org/wa/basics](http://www.waterhelp.org/wa/basics))

-**Oregon** ([www.etrainonline.com/rcac/ordhs](http://www.etrainonline.com/rcac/ordhs))

#### **Water Board Basics for Small Water Systems in Colorado**

[www.etrainonline.com/demo/coboard6](http://www.etrainonline.com/demo/coboard6)

This training product helps get Board members up to speed on important aspects of the management and administration of small water systems in Colorado in a fun two-hour training session. Users work through eight highly interactive "super-activities" and have access to all the necessary documents via a searchable *Help System*.

-Release Date: 2009

#### **Virtual System Explorer**

<http://watercenter.montana.edu/training/ve/>

Virtual System Explorer is an immersive "Exploration" of three small public drinking water systems in DVD format. This tool can be used for continuing education purposes as it is tracked and scored when used in a computer. It also works well for workshops and at-home use on a standard DVD player. Full-screen presentation of video and animation with attention to font sizes makes this tool useful for projected presentations or TV viewing.

Users begin with a narrated two-hour overview of system operations in the "Exploration Basics" course, and then progress to a half-hour interactive tour of each system -- a ground water system with no treatment, a ground water system with treatment and a small surface water treatment system. Three operational problems are presented in each system "Exploration" that must be solved. These are in-depth activities, each lasting about ten minutes. \*In total this tool is four individual courses that total five hours of study:

Exploration Basics: 2 hrs

-----Exploration 1: 1 hr

-----Exploration 2: 1 hr

-----Exploration 3: 1 hr

-Release Date: April 2006

### **Operator Basics Training Series**

<http://watercenter.montana.edu/training/ob2005/>

(Flagship Product) Operator Basics Training Series is a very popular multimedia training tool for small public ground water, surface water and wastewater lagoon systems.

The 2005 Version includes the following courses:

-----Ground Water Systems [10 hrs]

-----Surface Water Systems [12 hrs]

-----Waste Water Lagoon Systems [8 hrs]

-----Water Explorations Showcase [1.5 hrs]

Extra features include:

-----Math Practice [500 problems]

-----Exam Prep [500 questions]

-----Resources

-----Glossary Games

-Release Date: April 2005 & numerous previous year releases

### **POU-RO Training Tool**

<http://watercenter.montana.edu/training/pouro/>

The purpose of the POU-RO Training Tool is to familiarize engineers and other water treatment professionals with the use of centrally managed, point-of-use reverse osmosis (POU-RO) systems in order to comply with the arsenic drinking water regulations.

-Release Date: January 2004

### **Source Water Protection Training**

<http://watercenter.montana.edu/training/swp/>

Source Water Protection Training Interactive Guides have been produced for Montana, Pennsylvania, and three EPA Region 5 states -- Illinois, Indiana, and Ohio. These guides are useful for operator training and for producing protection plans using a template-based approach. The courses vary in duration and complexity. All provide multimedia

training on basic concepts and detailed guidance on source water protection planning. The most recent guide is the Ohio version which incorporates surface water protection training along with ground water concepts.

-Release Date: June 2004

**Sanitary Survey Fundamentals Prep Course**

<http://watercenter.montana.edu/training/ssf/>

The Sanitary Survey Fundamentals Prep Course is targeted toward new field staff responsible for inspection and evaluation of small water systems for sanitary risks and compliance with the Safe Drinking Water Act. This is a good preparation tool to use before attending an advanced workshop.

-Release Date: September 2003

And numerous other products produced for the MT Water Center can be found here:

<http://watercenter.montana.edu/training/>

## **B) Our Ability to Meet the Scope of Work**

Our large production team (including five individuals from West Virginia's National Environmental Services Center) is ready to rapidly produce these high-quality training tools. We are experienced in producing immersive tools specifically for water system operators. In fact, our team created the Basics Course for Small Public Drinking Water Systems in West Virginia in 2007-2008 and we'd like to work with your organization again!

eTRAIN ONLINE has been a registered WV vendor through 2009 and will renew when notified by Purchasing to do so. We do understand the specification that the vendor must submit invoices in arrears. As per the vendor requirements for RFQ EHS11007 we are designating the Project Manager and key personnel below.

### **Key Project Personnel List:**

Project Manager:	Kevin Kundert
Content Developers & ID:	Craig Mains, Zane Satterfield, Sandra Fallon, Wiley Davis, Dustin White, Lee Michalsky, Lora Matzner
Programmers (UI & Interactions):	Justin West, Mark Giles, Jacob Cook, Jeff Krebs
Videographers:	Ken Glynn, Vince Cusomato
Voice Talent (Interactions):	John & Amber Whitfield
Editor:	Mark Kemp
Admin Support/Testers:	Mary Stewart, Ashley Davis

\*\*\*Resume's are available on request not included at this time to avoid exceeding maximum page #.

### **Personnel Briefs:**

#### ***Project Manager:***

**Kevin Kundert** DOES meet the experience requirements of this RFQ and will serve as the primary point-of-contact with the Agency for technical project matters and as subject matter expert (SME) on content:

- 4-year degree in Earth Science-Geohydrology from Montana State University
- 10 years experience operating public drinking water systems as a licensed water treatment/distribution system operator
- 13 years experience developing online electronic training programs (specifically for public water system operations training)

Kevin's experience with public water system operations ranges from putting the pipe in the ground and installing hundreds of services to the operation of complex treatment plants ... to the creation of state-of-the-art training tools and courses for small public drinking water systems. Kevin is known throughout this region and nationally for training tools he has produced for small system operations and for sanitary survey

fundamentals training for new inspectors. While serving as Training Director of the Montana Technical Assistance Center for Small Public Drinking Water Systems at MSU-Bozeman (1997-2006) he created numerous computer-based training applications with funding from many sources including the Indian Health Service and EPA's Office of Ground Water and Drinking Water. Distribution of these products is in the tens of thousands and they are available online free of charge here:

<http://watercenter.montana.edu/training/>.

Mr. Kundert continues to develop new state-specific training tools now as "President & Chief Instructional Systems Mechanic" for his eTRAIN ONLINE, Inc. development team. Kevin's education and experience includes a Bachelor's Degree in Earth Science-Geohydrology from Montana State University, ten years experience in water operations ... two years with small systems and eight years operating Helena's Water System as a Water Treatment Plant Operator, Class 1, (top level) in both water treatment and water distribution. This included operating and maintaining two surface water treatment facilities (12 MGD conventional plant and 9 MGD computer-controlled direct filtration plant), four pump stations, and a complex water collection system. He was responsible for training new operators and writing technical reports and manuals ... which sparked his interest in developing easy-to-use tools for water operators. Mr. Kundert has been active as an AWWA member and volunteer for 24 years, serving on Montana and National Committees in numerous capacities. He writes articles for water publications on an on-going basis, such as the National Environmental Services Center's On Tap Magazine "Ask the Expert" series. Mr. Kundert is currently building state-specific training courses and searchable "Water Help Systems" (for public drinking water systems serving populations less than 3300) which integrates state-specific documents and national publications with a quality activity-based training course.

#### **Content Developers & Instructional Designers:**

We have seven content developers that range from seasoned subject matter experts to experienced instructional designers. All of the people listed have worked on water training projects previously also. With the exception of Dustin's 2 year degree, all have 4 year college degrees minimum or advanced degrees.:

**Craig Mains**, WVU (NESC) senior staff engineer, writer, editor

**Zane Satterfield**, WVU (NESC) engineer, writer of many Tech Briefs

**Sandra Fallon**, WVU (NESC) instructional designer with M.S. in Tech. Ed., experience

**Wiley Davis**, eTRAIN tech writer experienced with numerous water projects

**Dustin White**, 2 year degree in Water & Wastewater Treatment, 18 years in operations / training, some experience with training program development

**Lee Michalsky**, former Director of the Alaska Technical Assistance Center with numerous publications under his belt and tons of TMF experience

**Lora Matzner**, experienced with eTRAIN productions, very good instructional designer/developer



**Programmers (UI & Interactions):**

Each of the “programmers” listed here are very good with graphics and “Adobe Flash” also.

**Justin West**, lead programmer for eTRAIN and Montana Water Center in past, most experienced programmer and excellent with high-level interactions

**Mark Giles**, excellent illustrator/Flash programmer experienced with eTRAIN projects

**Jacob Cook**, expert user-interface developer versed in developer with CSS/XHTML, Javascript, and PHP/MySQL development

**Jeff Krebs**, expert user-interface developer/Flash programmer

**Videographers:**

**Ken Glynn and Vince Cusomato** have both been producing video and Flash presentations with eTRAIN for over 7 years and are experienced in water topics

**Voice Talent (Interactions):**

**John & Amber Whitfield** are both experienced in narration ... were narrators of the previous Basics Course produced for West Virginia by eTRAIN.

**Editor:**

**Mark Kemp**, WVU (NESC) editor of OnTap Magazine

**Admin Support/Testers:**

**Mary Stewart**, WVU (NESC) admin support to help with logistics and testing of lessons produced by the WVU team members

**Ashley Davis**, help with program logistics and test lessons for eTRAIN, been with eTRAIN for several projects and has Masters in Education

**C) Descriptive Outline of Project Deliverables with Explanations**

**Deliverable #1:** “Create an easy-to-use electronic platform to deploy the training courses to water operators on auto-start CD-ROMs, the Internet, and as a hardcopy handout for easy access and use by PWS operators.”

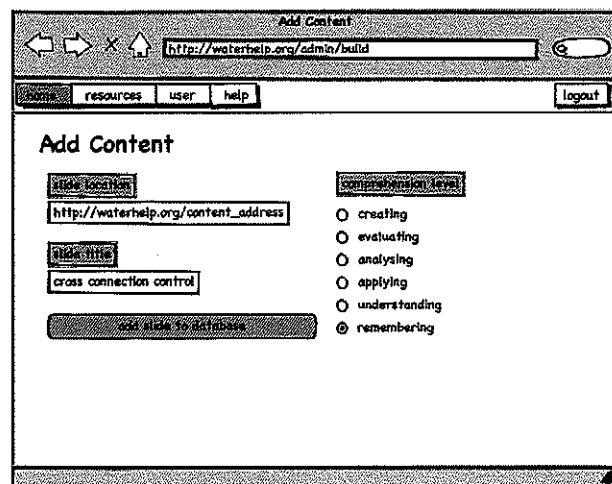
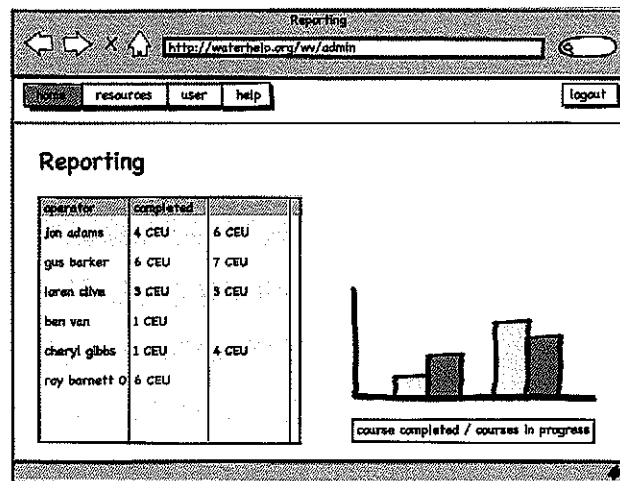
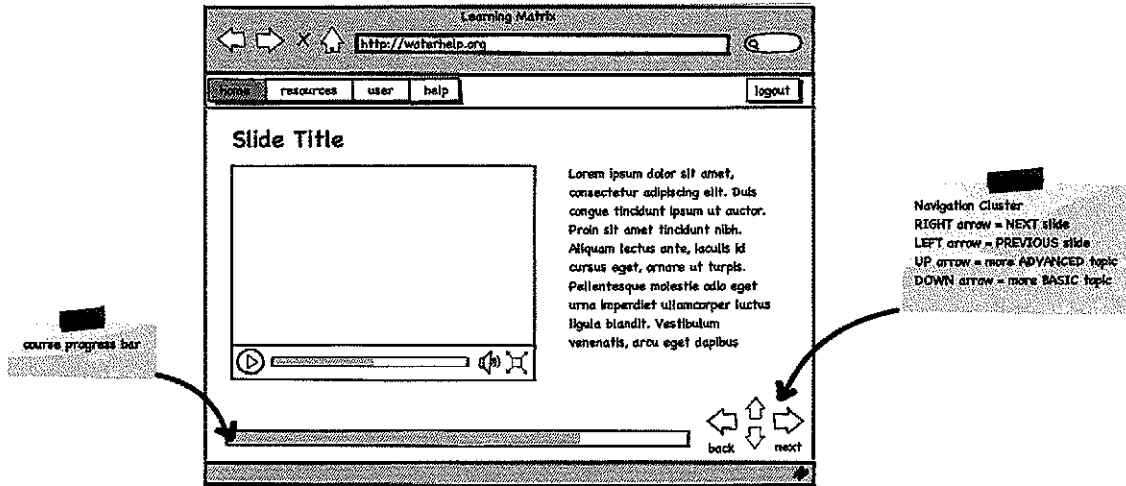
Timeline: Within first 7 months of contract date

Tasks: As per EHS11007 Deliverable #1 Specification 1A-F

Explanation: The programming team will create the following:

- Create course, lesson, page, media style specification
- Create content input/output tool with templates for technical writers
- Create online library database/structure that ports to CD at course level
- Build navigation, tracking, and reporting features for CD and Internet
- Build interactive online library interface and link all functions specified in RFQ

We will follow the development process outlined in following sections that goes right along with the RFQ deliverable language. The input tool we are building/using will be set up with versioning so it is easy for us to make edits to textual content and to ease the review process. Below is a quick mockup of the concept we have in mind for content navigation that is independent of proprietary tools, a basic tracking/reporting screen and content input screen:



created with Balsamiq Mockups - www.balsamiq.com

**Deliverable #2A: "Develop the 1D Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 6 hours."**

Timeline: Within first 3 months of contract date ... this will be our first course delivered

Tasks: As per EHS11007 Deliverable #2A - Part A, E, & F Specifications

Explanation:

- 5 minutes of video (introduction and/or tutorials as-needed)  
@ 16 hours per minute of final video = 80 hours total
- 30 low-level interactions  
@ 8 hours each = 240 hours total
- 2 high-level interactions  
@ 40 hours each = 80 hours total
- 360 slides that include text and/or graphics/illustrations (& PDF master version of slide)  
@ 2.5 hours each = 900 hours total
- 18 multiple choice quizzes (10-question interactive version & Word/PDF master version)  
@8 hours each = 144 hours total
- 3 multiple choice exams (25-questions interactive version and Word/PDF master version)  
@20 hours each = 60 hours total

[\*1504 hours total]

**Deliverable #2B: "Develop the Chief Operator Course electronically, which includes interactive lessons, quizzes and an exam with a total duration of at least 6 hours."**

Timeline: Within first 8 months of contract date

Tasks: As per EHS11007 Deliverable #2B - Part B, E, & F Specifications

Explanation:

- 5 minutes of video (introduction and/or tutorials as-needed)  
@ 16 hours per minute of final video = 80 hours total
- 30 low-level interactions  
@ 8 hours each = 240 hours total
- 2 high-level interactions  
@ 40 hours each = 80 hours total
- 360 slides that include text and/or graphics/illustrations (& PDF master version of slide)  
@ 2.5 hours each = 900 hours total
- 18 multiple choice quizzes (10-question interactive version & Word/PDF master version)  
@8 hours each = 144 hours total
- 3 multiple choice exams (25-questions interactive version and Word/PDF master version)  
@20 hours each = 60 hours total

[\*1504 hours total]

**Deliverable #2C: "Develop the Enhanced Reference Guides Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 8 hours."**

Timeline: Within first 8 months of contract date

Tasks: As per EHS11007 Deliverable #2C - Part C, E, & F Specifications

Explanation:

- 5 minutes of video (introduction and/or tutorials as-needed)  
@ 16 hours per minute of final video = 80 hours total
  - 40 low-level interactions  
@ 8 hours each = 320 hours total
  - 2 high-level interactions  
@ 40 hours each = 80 hours total
  - 480 slides that include text and/or graphics/illustrations (& PDF master version of slide)  
@ 2.5 hours each = 1200 hours total
  - 24 multiple choice quizzes (10-question interactive version & Word/PDF master version)  
@8 hours each = 192 hours total
  - 3 multiple choice exams (25-questions interactive version and Word/PDF master version)  
@20 hours each = 60 hours total
- [\*1932 hours total]
- Expense for photo gathering trip / buffer for media production

**Deliverable #2D:** "Develop the Water Distribution Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 24 hours."

Timeline: Within first 8 months of contract date

Tasks: As per EHS11007 Deliverable #2D - Part D, E, & F Specifications

Explanation:

- 5 minutes of video (introduction and/or tutorials as-needed)  
@ 16 hours per minute of final video = 80 hours total
  - 120 low-level interactions (5 per hour content x 24 hours)  
@ 8 hours each = 960 hours total
  - 24 high-level interactions (1 per hour content x 24 hours)  
@ 40 hours each = 960 hours total
  - 1440 slides (24 hours x 60 slides/hour) that include text and/or graphics/illustrations (& PDF master version of slide)  
@ 2.5 hours each = 3600 hours total
  - 39 multiple choice quizzes for 13 lessons (not 24)  
(10-question interactive version & Word/PDF master version)  
@8 hours each = 312 hours total
  - 3 multiple choice exams (25-questions interactive version and Word/PDF master version)  
@30 hours each = 90 hours total
- [\*6002 hours total]

**Deliverable #3:** "Obtain for Continuing Education Committee Approval in West Virginia for each of the four (4) courses."

Timeline: Within first 8 months of contract date

Tasks: As per EHS11007 Deliverable #3 - Part A Specifications

Explanation:

- Secure approval documentation for each of 4 courses  
@ 41.6 hours per course = 167 hours total

**Deliverable #4: "Test the program with an Agency-designated PWS targeted audience for overall function and effectiveness of the training tool."**

Timeline: Within first 8 months of contract date

Tasks: As per EHS11007 Deliverable #4 - Part A Specifications

Explanation:

- Travel/hotel/food expense for two program developers --- to Charleston workshop
- Workshop expense for room, food, computers
- Create training tool survey, analyze results, compile comments and provide report to Agency
- Address suggestions/comments and make small adjustments to program

**Deliverable #5: "Make all components of the program available not only via the Internet, but also by providing 1,000 auto-start CD-ROMs of each training course (4,000 total), complete with packaging specific to each training course to the Agency for distribution. All training components are to work with minimal software and hardware requirements (i.e. on a basic computer)."**

Timeline: Within first 10 months of contract date

Tasks: As per EHS11007 Deliverable #5 - Part A-F Specifications

Explanation:

- Create packaging artwork and replicate 1000 CD-ROMs for each of 4 courses (4 x \$2K)
- Assemble individual course PDF pages into 4 course reference manuals

**Deliverable #6 A-C: "Provide maintenance."**

Timeline: Beginning on contract date and ongoing

Tasks: As per EHS11007 Deliverable #6 - Part A-C Specifications

Explanation:

- Will provide phone and email support, updates, hosting, and monthly usage reports of online activity for these courses.

**Deliverable #6 D: "Provide maintenance for a 1 year renewal period."**

Timeline: Optional for Agency after one year

Tasks: As per EHS11007 Deliverable #6 - Part D Specifications

Explanation:

**-Will provide phone and email support, updates, hosting, and monthly usage reports of online activity for these courses.**

## **D) Breakdown of Costs on Bid Sheet**

**\$35K - Deliverable #1:** “Create an easy-to-use electronic platform to deploy the training courses to water operators on auto-start CD-ROMs, the Internet, and as a hardcopy handout for easy access and use by PWS operators.”

- \$5K **Create course, lesson, page, media style specification**
- \$10K **Create content input/output tool with templates for technical writers**
- \$5K **Create online library database/structure that ports to CD at course level**
- \$10K **Build navigation, tracking, and reporting features for CD and Internet**
- \$5K **Build interactive online library interface and link all functions specified**

**\$90K - Deliverable #2A:** “Develop the 1D Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 6 hours.”

- \$4.8K **5 minutes of video (introduction and/or tutorials as-needed)**  
@ 16 hours per minute of final video = 80 hours total
- \$14.4K **30 low-level interactions**  
@ 8 hours each = 240 hours total
- \$4.8K **2 high-level interactions**  
@ 40 hours each = 80 hours total
- \$54K **360 slides that include text and/or graphics/illustrations (& PDF master version of slide)**  
@ 2.5 hours each = 900 hours total
- \$8.6K **18 multiple choice quizzes (10-question interactive version & Word/PDF master version)**  
@ 8 hours each = 144 hours total
- \$3.6K **3 multiple choice exams (25-questions interactive version and Word/PDF master version)**  
@ 20 hours each = 60 hours total  
[\*1504 hours total x \$60/hour = \$90,240 ... ~ \$90K]

**\$90K - Deliverable #2B:** “Develop the Chief Operator Course electronically, which includes interactive lessons, quizzes and an exam with a total duration of at least 6 hours.”

- \$4.8K **5 minutes of video (introduction and/or tutorials as-needed)**  
@ 16 hours per minute of final video = 80 hours total
- \$14.4K **30 low-level interactions**  
@ 8 hours each = 240 hours total
- \$4.8K **2 high-level interactions**  
@ 40 hours each = 80 hours total
- \$54K **360 slides that include text and/or graphics/illustrations (& PDF master version of slide)**  
@ 2.5 hours each = 900 hours total
- \$8.6K **18 multiple choice quizzes (10-question interactive version & Word/PDF master version)**  
@ 8 hours each = 144 hours total
- \$3.6K **3 multiple choice exams (25-questions interactive version and Word/PDF master version)**  
@ 20 hours each = 60 hours total  
[\*1504 hours total x \$60/hour = \$90,240 ... ~ \$90K]

**\$120K - Deliverable #2C:** “Develop the Enhanced Reference Guides Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 8 hours.”

- \$4.8K **5 minutes of video (introduction and/or tutorials as-needed)**  
@ 16 hours per minute of final video = 80 hours total

- \$19.2K **40 low-level interactions**  
@ 8 hours each = 320 hours total
- \$4.8K **2 high-level interactions**  
@ 40 hours each = 80 hours total
- \$72K **480 slides that include text and/or graphics/illustrations (& PDF master version of slide)**  
@ 2.5 hours each = 1200 hours total
- \$11.5K **24 multiple choice quizzes (10-question interactive version & Word/PDF master version)**  
@ 8 hours each = 192 hours total
- \$3.6K **3 multiple choice exams (25-questions interactive version and Word/PDF master version)**  
@ 20 hours each = 60 hours total  
[\*1932 hours total x \$60/hour = \$115,920 ...]
- \$4.1K **Expense for photo gathering trip / buffer for media production**  
[\*\$115,920 + \$4,080 = \$120K]

**\$360K - Deliverable #2D:** "Develop the Water Distribution Course electronically, which includes lessons, quizzes and an exam with a total duration of at least 24 hours."

- \$4.8K **5 minutes of video (introduction and/or tutorials as-needed)**  
@ 16 hours per minute of final video = 80 hours total
- \$57.6K **120 low-level interactions (5 per hour content x 24 hours)**  
@ 8 hours each = 960 hours total
- \$57.6K **24 high-level interactions (1 per hour content x 24 hours)**  
@ 40 hours each = 960 hours total
- \$216K **1440 slides (24 hours x 60 slides/hour) that include text and/or graphics/illustrations (& PDF master version of slide)**  
@ 2.5 hours each = 3600 hours total
- \$18.7K **39 multiple choice quizzes for 13 lessons (not 24) (10-question interactive version & Word/PDF master version)**  
@ 8 hours each = 312 hours total
- \$5.4K **3 multiple choice exams (25-questions interactive version and Word/PDF master version)**  
@ 30 hours each = 90 hours total  
[\*6002 hours total x \$60/hour = \$360,120... ~ \$360K]

**\$10K - Deliverable #3:** "Obtain for Continuing Education Committee Approval in West Virginia for each of the four (4) courses."

- \$10K **Secure approval documentation for each of 4 courses**  
@ 41.6 hours per course = 167 hours total

**\$10K - Deliverable #4:** "Test the program with an Agency-designated PWS targeted audience for overall function and effectiveness of the training tool."

- \$4K **Travel/hotel/food expense for two program developers --- to Charleston workshop**
- \$1K **Workshop expense for room, food, computers**
- \$1.5K **Create training tool survey, analyze results, compile comments and provide report to Agency**
- \$3.5K **Address suggestions/comments and make small adjustments to program**

**\$10K - Deliverable #5:** "Make all components of the program available not only via the Internet, but also by providing 1,000 auto-start CD-ROMs of each training course (4,000 total), complete with packaging specific to each training course to the Agency for



distribution. All training components are to work with minimal software and hardware requirements (i.e. on a basic computer)."

- \$8K Create packaging artwork and replicate 1000 CD-ROMs for each of 4 courses (4 x \$2K)

- \$2K Assemble individual course PDF pages into 4 course reference manuals

**\$12K - Deliverable #6 A-C:** "Provide maintenance. (Please price per mo. x 12 mo.)."

- \$12K (\$1,000 per month x 12 months)

Includes phone and email support, updates, hosting, and monthly usage reports of online activity for these courses

**\$12K - Deliverable #6 D:** "Provide maintenance for a 1 year renewal period. (Please price per mo. x 12 mo.)."

- \$12K (\$1,000 per month x 12 months)

Includes phone and email support, updates, hosting, and monthly usage reports of online activity for these courses

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**Total Cost for the Project: \$749,000**