



Rural Community Assistance Partnership



A program of

submits our proposal to

West Virginia Department of Health and Human Resources
Bureau for Public Health
Office of Environmental Health

for

Water Infrastructure Improvements
CRFP 0506 EHS2400000001

December 12, 2023

12/12/23 09:00:59
WV Purchasing Division

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State of West Virginia
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Proc Folder: 1312728			Reason for Modification:
Doc Description: REQUEST FOR PROPOSAL-WATER INFRASTRUCTURE IMPROVEMENTS			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2023-11-15	2023-12-12 13:30	CRFP 0506 EHS2400000001	1

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Vendor Customer Code:

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FEIN# 55-0601592

DATE 12/12/23

All offers subject to all terms and conditions contained in this solicitation

REQUEST FOR PROPOSAL
Office of Environmental Health Services
CRFP EHS2400000001

Mary Hutson, State Coordinator *Mary E Hutson*
(Representative Name, Title)

304-542-3122
(Contact Phone/Fax Number)

12/12/23
(Date)

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Mary Hutson, State Coordinator
(Address) One Creative Place, Charleston WV 25311
(Phone Number) / (Fax Number) 304-542-3122
(email address) mhutson@wvcap.org

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

West Virginia Community Action Partnership Inc
(Company)
Mary Chipps
(Signature of Authorized Representative)
Mary Chipps, Executive Director
(Printed Name and Title of Authorized Representative) (Date)
304-347-2077
(Phone Number) (Fax Number)
mchipps@wvcap.org
(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP EHS240000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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.

West Virginia Community Action Partnership Inc.
Company

Ray Chipps
Authorized Signature

12/12/23
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

West Virginia Community Action Partnership Inc

(Company)

Mary Chipps, Executive Director Mary L Chipps

(Representative Name, Title)

304-347-2277

(Contact Phone/Fax Number)

12/12/23

(Date)

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Introduction

The West Virginia Rural Community Assistance Program (WVRCAP) is a program of the West Virginia Community Action Partnership Inc., a nonprofit 501(c)(3) located in Charleston, West Virginia, and part of the National RCAP network. With more than 40 years' experience, WVRCAP's primary focus has been to provide on-site technical assistance and training in planning, financing, operating, and managing water and wastewater systems.

WVRCAP has and will continue to support very small, limited capacity, low income, and disadvantaged communities. We have worked comprehensively throughout the state in our 43 years of existence. WVRCAP is uniquely qualified to manage this project. WVRCAP possesses an effective, proven structure for managing and delivering technical assistance and training to small, underserved communities.

WVRCAP consists of a State Coordinator and five (5) technical assistance providers (TAPs) which include engineers, operators, and utility management with a combination of technical, program management, partnership facilitation, research, and communication skill sets. Being a regional partner of Great Lakes RCAP, we have an opportunity to utilize the expertise of staff across our region who are subject matter experts with practical on-the-ground experience.

This proposal will demonstrate that the WVRCAP team can successfully provide all the services required in the Request for Proposal (RFP). We have an in-depth understanding of this project and the mission of the Office of Environmental Health Services, gained from years of working with the Agency.

We can start this project immediately upon award. WVRCAP has a deep history of trust-based, long-term relationships with West Virginia rural water systems. WVRCAP works in all 55 counties and knows how to engage with overburdened and under-resourced systems.

4.1 Background and Current Operating Environment

Small public water systems (those serving populations of 10,000 or fewer people) are often characterized by limited resources. Boards, managers, and operators of these systems face multiple and diverse challenges in striving to protect public health and in complying with the Safe Drinking Water Act (SDWA) 42 U.S.C. §300f et seq. (1974). These challenges are rooted in insufficient capacity to operate and manage systems including a lack of adequate revenue or access to financing; lack of the requisite TMF skills; equity and affordability challenges; inadequate regulatory understanding; insufficient operations expertise; failing and aging infrastructure; lack of planning for maintenance and upgrades; inadequate engineering support; inability to respond to and recover from natural disasters and other emergency disruptions; and recent workforce issues such as operator recruitment, retention, and retirement.

WVRCAP is uniquely qualified to manage this project. WVRCAP possesses an effective, proven structure for managing and delivering technical assistance and training to small, underserved communities. In 2023, WVRCAP provided assistance to public water systems in 35 counties, benefiting 82 communities and 136,603 residents. The average population of communities served is 1,665, with an average MHI of \$33,371.

4.2 Project Goals and Mandatory Requirements

The WVRCAP team can perform all areas of the business requirements described in the RFP and outlined in Section 4.2 Project Goals and Mandatory Requirements.

Immediately on notice of the award, WVRCAP will confer with the Agency Director to review the project goals/workplan. TAPs will document their activities in WVRCAP's database (DCS), which was designed specifically to track progress, outputs, and outcomes throughout the grants that WVRCAP operates. WVRCAP will provide the Director and appropriate Program Manager(s) with quarterly written reports and/or phone updates.

Multiple-contact technical assistance will be provided on-site and/or remotely by TAPs, who have presence and localized knowledge/expertise in the state. Technical assistance will be tailored to meet the water system's needs. WVRCAP's comprehensive technical, managerial and financial (TMF) Capacity Assessment Tool will be used to perform an initial needs assessment. These initial needs assessments will provide a comprehensive overview of technical, managerial, and financial particulars indicating the system's problems and weaknesses. Based on the needs assessment, WVRCAP will work with the water system to develop a Work Plan that documents the system's issues and needs, and a general path forward, including associated tasks identified to help meet their needs.

4.2.1 Goals and Objectives

The cornerstone of improving TMF capacity is technical assistance that is hands-on, in-depth, and tailored to help systems implement best practices. WVRCAP is unique because we build trust and develop long-term relationships with water systems staff, with board members, with regulatory agencies and with other key partners and stakeholders. Our active presence and existing relationships make us uniquely qualified for this work. An average technical assistance project requires approximately 80-100 hours of in-person, remote, phone, and e-mail contact time with multiple site visits. Most other organizations only provide technical assistance remotely or through brief, short-term visits. When dealing with sensitive information, such as budgets and risk assessments, trust is key in building buy-in, so communities willingly implement the ideas and skills provided. Our technical assistance approach includes:

- System identification – systems are identified with primacy agencies tools such as Drinking Water Viewer and Baseline Scores, through contacts made during training, from congressional offices, from other funding agencies, or from a direct system request.
- Assessment – WVRCAP assesses community challenges, prioritizing needs with our TMF Assessment Tool. This tool helps identify underlying issues that prevent the successful implementation of any technical, financial, or managerial solution. WVRCAP takes a holistic approach and works to address multiple priority needs, often interrelated, to help get systems back on track.
- Problem solving – WVRCAP develops a project problem description and a community service plan, which includes proposed tasks and projected outcomes. WVRCAP does not do the work for a community or just fix the problem but builds capacity and expertise so the system can overcome challenges on its own in the future.

- **Solution and Resolution** – WVRCAP coordinates the work with the community to resolve the problem(s), helps leverage additional resources, and assists in keeping the funder/primacy agencies informed.

4.2.1.1 Technical, Managerial and Financial Assistance

Following identification of priority systems, TAPs will use WVRCAP's TMF Capacity Assessment Tool to perform an initial needs assessment. TMF capacity is necessary to achieve and maintain long-term sustainability.

RCAP's approach to technical assistance will focus on guiding them through a plan of work and action and support the system over the long term to ensure success, public and environmental health, and prosperity. While helping PWSs define their vision, RCAP will work with a community to understand their health, economic, and environmental visions for the future, and use that to guide strategic, business, and project planning. Whether it is dealing with PFAS and other emerging contaminants, or delivering cost-effective water treatment, RCAP knows how to guide a wide range of communities most in need of services along a path to safe, reliable, and affordable drinking water.

In order to measure effectiveness of project efforts, follow-up assessments will be performed during and after completion of the prescribed technical assistance and training. Outcomes will include:

- improvement in the performance of small PWSs that have adopted sustainable management practices including asset management and rate studies;
- increased local knowledge and competency leading to making substantial progress toward and/or maintaining compliance;
- increased competency and knowledge of BMPs and optimized treatment systems thus decreasing public health concerns, increasing the number of RMEs; and
- increasing active and proactive system management.

4.2.1.2 Reduce or Eliminate SDWA Violations

WVRCAP will use the Drinking Water Viewer website and the EPA's Environmental Tracking Tool to determine PWSs with significant non-compliance issues. Priority will be given to systems that are out of compliance or with significant deficiencies that could lead to noncompliance as well as those who have historically been impacted by environmental injustice.

RCAP's approach to technical assistance will focus on addressing the immediate causes for current or potential compliance violations and will be tailored to address causes for specific SDWA compliance challenges. Technical assistance activities will include process optimization, maintenance guidance, development of standard operating procedures, monitoring requirements and proper sampling techniques and developing a calendar for all compliance activities.

The resulting assessment and instigation of a work plan will be used to incorporate strategies that will move toward a widespread and lasting positive impact on compliance.

In order to measure effectiveness of project efforts, WVRCAP and the system will monitor Drinking Water Viewer and follow-up assessments will be performed after completion of the prescribed technical assistance and training. Outcomes will include:

- an increased number of small systems in or making progress toward compliance;
- increased knowledge and competency of operators, managers, and board members;
- increased number of operators acquiring/maintaining/advancing certification; and
- Ensure any required testing/sampling plans and protocols are developed/followed to avoid future M&R violations.

4.2.1.3 Develop or Implement Asset Management Plans

Through RCAP's TMF assessment process, systems will be able to identify the full range of assistance needs in the areas of technical, managerial, and financial capacity and sustainability, and provide a baseline upon which progress can be measured.

Priority will be given to PWSs with a marginal rating of Baseline Scores. After the diagnosis of factors affecting performance, RCAP will work with board members, managers and operators implement asset management plans along with management practices. These steps will lead to achieving and maintaining long-term sustainability.

WVRCAP's approach to technical assistance will focus on ensuring that PWSs have a current list of asset inventories, condition assessments, paper and/or digital maps and other operational and maintenance tools. Technical assistance will focus on the asset management process, building it into budgets, and integration of available tools.

WVRCAP walks side by side with PWSs as they discover where to start, how to get ready, and then act on those plans. WVRCAP helps PWSs find their starting blocks, write a roadmap to their goals, and eases the pathway to achieving those goals.

In order to measure effectiveness of project efforts, follow-up assessments will be performed during and after completion of the prescribed technical assistance and training. Outcomes will include:

- Increased knowledge of asset management practices
- Moving away from reactive maintenance and towards the strategic and proactive replacement of capital assets through inventory, assessment, and planning
- Increased funding, compliance, sustainability, and source water protection.

4.2.2 Mandatory Project Requirements

WVRCAP will improve the managerial and financial capacity of small water systems through technical assistance and training with a focus on working toward an end goal of long-term system viability and sustainability. This increased managerial and financial capacity will positively impact technical capacity as well and give small systems the tools they need to provide safe drinking water to their customers over the long-term, protecting public health. The vast majority of public water systems in West Virginia are small and serve fewer than 10,000 people. Many of these systems grapple with low

managerial and financial capacity, which often leads to issues with compliance with the SDWA. That is why WVRCAP proposes to leverage the strengths of the proposed project team to provide:

- High-quality content to build local capacity on the broad spectrum of financial and managerial capacity issues common to small water systems.
- An innovative blended learning approach designed for small systems that will improve knowledge retention and encourage implementation.
- Multiple-contact, in-depth, remote, and on-the-ground technical assistance provided by WVRCAP's technical assistance providers.
- Unparalleled relationships and reach into small community water systems across the state and coordination with primacy agencies, infrastructure funding programs, and other stakeholders.

Project outputs will include board members, managers, and operators receiving technical assistance and training on managerial and financial capacity concepts and best practices and systems' adoption of sustainable utility management practices. This project will produce the following outcomes: an increase in the knowledge and capacity of systems in the areas of financial and managerial capacity as measured by implementation of best practices including an emphasis on sections 2009, 2010, 2012 and 2013 of AWIA that greatly impact small systems; an increase in the number of systems that have adopted sustainable management practices as a part of their operations and management practices; systems who received technical assistance will have a decrease in sanitary survey management deficiencies as indicated by WVRCAP's TMF capacity assessment tool; and an increase in the number of small systems working together in all possible forms of utility partnership to improve efficiencies that ultimately assist with regulatory compliance.

WVRCAP's innovative and effective technical assistance program will 1) use a blend of tools and resources so that diverse audiences with varied learning styles can all benefit from and apply what they learn, and 2) supplement technical assistance and training with resources after each site visit occurs. This approach will provide small water systems with the support they need to address technical, managerial, and financial capacity issues.

4.3 Qualifications and Experience

The West Virginia Rural Community Assistance Program (WVRCAP) is a program of the West Virginia Community Action Partnership Inc. and is located at One Creative Place in Charleston, West Virginia. WVRCAP's main phone is (304)347-2277. Mary Hutson is the primary proposing contact, and she can be reached by phone at (304)542-3122 or by email at mhutson@wvcap.org.

WVRCAP and is part of the Great Lakes RCAP region of the National RCAP network. WVRCAP receives funding from a number of federal programs to provide technical assistance to communities with populations under 10,000.

WVRCAP has a team of TAPs who live and work in the communities we serve. These TAPs help communities by assessing the TMF capabilities of water or wastewater systems, making recommendations for areas needing improvement, and providing technical assistance and on-site

training to systems to enable and ensure improvements can be achieved which will improve the system's capabilities and help achieve long-term viability.

WVRCAP is dedicated to working side-by-side with small, rural communities to find creative, innovative, and local solutions to their problems. WVRCAP helps communities find solutions in the areas of capacity building, compliance, disaster management, management and finance, operations, and maintenance, planning, and development, and much more.

WVRCAP team members offer systems flexibility in scheduling and will accommodate direct, and shift work as needed to ensure every project is staffed appropriately.

Brief resumes for WVRCAP staff are included below.

Mary Hutson (Project Manager/RCAP State Coordinator). Since joining RCAP, Mary manages West Virginia's Technical Assistance Providers and provides direct assistance to small communities with drinking water and wastewater needs, from planning to maintaining operations once the facilities have been constructed. Assistance varies from project to project and includes tasks such as assessing project environmental impacts; preparing environmental reviews; training operators and decision makers on federal and state regulatory requirements; and utilizing social marketing strategies to gain community support and involvement for issues such as source water protection plans. Mary assists each system with developing a strategic plan to provide services at an affordable price to all its customers to ensure sustainability for that system. Activities typically include the preparation of annual operating budgets, cash flow analysis, financial record keeping, rate studies, capital improvement plans, asset management plans, water audits, internal controls, preparation, and assistance with preparing water purchase contracts, regionalization contracts, user agreements, ordinances, and resolutions. State regulatory agencies and organizations request Mary's participation in statewide training due to her expertise and success with incorporating effective teaching strategies and learning styles for the adult learner. Prior to her RCAP work, Mary was a Training Specialist at WV Rural Water Association where she provided training for both water and wastewater systems on various topics ranging from compliance to administration. Mary has Master of Science degrees in Environmental Sciences and Organic Chemistry from Marshall University. Mary also holds a Class IV Drinking Water Certification, Class WD Certification, and a WV Backflow Prevention Assembly Tester Certification.

Mat Wiseman (Field Supervisor) joined RCAP in 2018 as a Technical Assistance Provider. As a Field Supervisor, Mat works alongside the Technical Assistance Provider, he provides direct assistance to small communities with both water and wastewater needs. Assistance varies from project to project and includes activities such as preparation of: vulnerability assessments, emergency response plans, preventative maintenance programs, budgets, cross connection prevention plans, flushing programs, valve inspection plans, manhole inspection programs, asset management plans, Discharge Monitoring Reports, consumer confidence reports and Technical, Managerial, and Financial Capacity Development on-site utility trainings for small systems; adherence to the West Virginia Procurement code and compliance with the SDWA and the Clean Water Act. Prior to his time with RCAP, Mr. Wiseman worked with water systems for more than seven (7) years as a Technical Analysis Associate

with the WV Bureau for Public Health where his duties included evaluating the technical, managerial, and financial capacity of water systems, oversight of water operator continuing education, and approving or rejecting new water systems. Mat has a Bachelor of Science in Mechanical Engineering from West Virginia University Institute of Technology. Mat also holds a Class III Drinking Water Certification, Class WD Certification, and a WV Backflow Prevention Assembly Tester Certification.

James Morris joined RCAP in 2020 as a Technical Assistance Provider. As a Technical Assistance Provider, he provides direct assistance to small communities with both water and wastewater needs. Assistance varies from project to project and includes activities such as preparation of vulnerability assessments, emergency response plans, preventative maintenance programs, cross connection prevention plans, flushing programs, valve inspection plans, operation & maintenance plans, water loss programs, asset management plans, Discharge Monitoring Reports, and consumer confidence reports. Prior to his time with RCAP, Mr. Morris served as the Chief Operator of a water treatment plant where he is responsible for managing the daily operational activities of system in a manner that ensures the system is meeting state and federal safe drinking water regulations. James holds a Class III Drinking Water Certification, Class WD Certification, and a WV Backflow Prevention Assembly Tester Certification.

Kristina Ward joined RCAP in 2022 as a Technical Assistance Provider. She provides direct assistance to small communities with both water and wastewater needs. Assistance varies from project to project and includes activities such as preparation of vulnerability assessments, emergency response plans, preventative maintenance programs, cross connection prevention plans, flushing programs, valve inspection plans, operation & maintenance plans, water loss programs, asset management plans, Discharge Monitoring Reports, and consumer confidence reports. Prior to her time with RCAP, Ms. Ward worked as the Chief Operator of a water treatment plant where she was responsible for managing the daily operational activities of system in a manner that ensures meeting state and federal safe drinking water regulations. Ms. Ward has a Bachelor of Arts in Science with a minor in Business Administration from Davis and Elkins College. Kris also holds a Class IV Drinking Water Certification, Class WD Certification, and a WV Backflow Prevention Assembly Tester Certification.

Becky Payne joined RCAP in 2023 as Technical Assistance Provider. She provides direct assistance to drinking water systems on Lead Service Line Inventory along with assistance of drinking water and wastewater operator certification and renewal. Prior to joining RCAP, Ms. Payne was the Environmental Resources Program Manager of Certification & Training for the Office of Environmental Health Services. As the Program Manager, Becky directed and supervised the technical and administrative staff to ensure proper certification of water and wastewater operators, backflow prevention assembly installers/testers, water well drillers and pump installers.

Alan Marchun will be joining RCAP in January 2024 as a Technical Assistance Provider. As a Technical Assistance Provider, Mr. Marchun will continue the work that he dedicated the past 30 years as a District Engineer for the WV Bureau for Public Health/Office of Environmental Services/Environmental Engineering Division, Kearneysville District Office. Alan will be primarily responsible for technical assistance within the Northern and Eastern Panhandle of the state. He will ensure compliance with all applicable State/Federal regulations pertaining to public water systems to

include subdivisions, mobile home parks, PSDs, municipalities, restaurants, campgrounds, schools, industrial parks, etc. His duties will be assisting with responding to sanitary surveys at public water systems in accordance with EPA guidelines and by preparing document correct various deficiencies; conduct regular site visits for various topics such as technical assistance, compliance help, troubleshooting and optimizing treatment plant performance, and operator training. He will attend public meetings as necessary; work with various entities such as county health departments, consultant engineers, well drillers, etc. on all drinking water related matters; and assist with conducting public water operator training/certification activities. Alan has a Bachelor of Science in Chemical Engineering from West Virginia Institute of Technology.

4.3.1 Qualifications and Experience Information

WVRCAP has more than 40 years of experience dealing with public water and wastewater utilities in the state of West Virginia. The TAPs have a deep understanding and experience in dealing with disadvantaged communities within the state. The TAPs have a comprehensive working knowledge of how the technical, managerial, and financial capacity or lack thereof affects the compliance and sustainability of PWSs. Each TAP has dedicated their careers to becoming an advocate for the small, rural systems and operators.

4.3.1.1 Previous Experience with SDWA and PWS

All of the WVRCAP staff have either worked directly for a PWS or the primacy agency and have firsthand knowledge of the SDWA and the regulations that pertain to PWSs. TAPs have provided technical assistance and training at all classification levels, from the very smallest to the largest of PWSs.

- At a minimum 10 training sessions are provided statewide annually at various locations on the following topics: Drinking water operator certification courses, Chief Operator Courses, Regulation classes, such as Lead Service Line, Disinfection Byproduct Rule, Total Coliform Rule, Asset Management, Operation and Maintenance and Standard Operating Procedures, etc.
 - Systems in attendance: McDowell County Public Service District, City of Gary, Town of Davy, Town of Lester, Gilmer County Public Service District, Glenville Water Utility, Newell Water Company, City of New Cumberland, City of Chester, Harpers Ferry, etc.
- Providing on-site assistance to systems with monitoring and compliance sampling, reporting, public notices, and consumer confidence reports
 - Systems: Brenton Public Service District, Green Camp Water Association, Tri County Water Association, Sugar Creek Public Service District, Camden on Gauley, etc.

4.3.1.2 Previous Experience with Small, Disadvantaged and Underserved PWS

WVRCAP gives priority to small, disadvantaged, and Underserved PWSs.

Name of PWS: Green Camp Water Association Wyoming County	Service Dates: 2020 to Present
Contact: Sharon Lambert, Secretary	(304) 732-9252

Green Camp Water Association is a very small groundwater system located in Wyoming County. The system has a population of 44. The system has a part-time operator and two volunteers that manage the maintenance and billing. WVRCAP has provided assistance with Public Service Commission Annual Reports, Consumer Confidence Reports, Public Notices, correspondence addressing significant deficiencies, compliance sampling and reporting. For the limited staff, the PWS has maintained its viability. But volunteers are getting older, they are eager for consolidation with Pineville.

Name of PWS: Town of Tunnelton Preston County	Service Dates: 2022 to Present
Contact: Rita Nicholson, Office Manager	(304) 568-2992 therock31_us@yahoo.com
The Town of Tunnelton is a purchase system, buying water from the Town of Rowlesburg. The system serves a population of 1128 in Preston County. RCAP has assisted with the development of a Vulnerability Assessment and Emergency Response Plan and various other technical policies such as hydrant flushing, valve exercising and meter replacement.	

4.3.1.3 Previous Experience with TMF Assistance to Small, Disadvantaged and Underserved PWS

Name of PWS: Town of Lester Raleigh County	Service Dates: 2020 to Present
Contact: Sam Allen, Mayor Chief Operator	(304) 673-5049 townoflester@gmail.com
The Town of Lester is a purchase system, buying water from Raleigh County Public Service District and serves a population of 750. RCAP provided assistance developing a cross-connection program, conducted backflow inspections, and assisted with developing an O&M manual.	

Name of PWS: Camden on Gauley Water Works Webster County	Service Dates: 2022 to Present
Contact: Lisa Cutlip, Mayor	(304) 226-5076 cogwaterworks@yahoo.com
Camden on Gauley is a purchase system, buying water Craigsville Public Service District and Cowen Public Service District and serves a population of 152. RCAP assistance with developing SOPs for compliance sampling and distribution field work; provided on-site training for compliance monitoring and reporting; assisted with outstanding public notices; and GIS mapping.	

4.3.1.4 Previous Experience with Small, Disadvantaged and Underserved PWS Resolving SDWA Violations

Name of PWS: Town of Triadelphia Ohio County	Service Dates: 2019 to Present
Contact: Emily Crow, Office Manager	(304) 462-4272 townoftriadelphia@comcast.com
The Town of Triadelphia is a purchase system, buying water from+ Wheeling, serving a population of 1215. The Town has limited staff and a part-time operator. RCAP has assisted the Town with outstanding public notices. All public notices have been addressed and the system has returned to compliance. RCAP has also assisted with various other managerial tasks, such as developing policies and procedures.	

Name of PWS: Gilmer County Public Service District Ohio County	Service Dates: 2021 to Present
Contact: Sherry Luzader, General Manager	(304) 547-5000 gilmercountypsd@frontier.net
Gilmer County Public Service District is a purchase system, buying water from Glenville, serving a population of 774. The PSD found itself in a bit of a jam when the Chief Operator was off on medical leave and there had been no cross-training on compliance sampling and reporting. The PSD ended up with several public notices for sampling at the wrong locations and not submitting reports in a timely manner. RCAP worked with the other two certified operators to provide training and guidance on how, when, and where to collect samples. RCAP assisted with developing new sampling plans and is also assisting with lead service line inventories. RCAP is proud to say that violations have been completed and/or returned to compliance.	

4.3.1.5 Previous Experience with Creating Asset Management Plans

Name of PWS: McDowell County PSD-Maybeury Webster County	Service Dates: 2016 to 2022
Contact: Mavis Brewster, General Manager	(304) 297-2622 mcdpsd@frontiernet.net
McDowell County PSD is a regionalized public water system serving 16 different PWSID#s. The system is working on regionalizing the area into 4 larger systems. Phase I consisted of building the Maybeury plant and taking several of the smaller systems offline. RCAP assisted with creating the Asset Management Plan as required by the primacy agency. RCAP utilized the Basic Asset Management Program developed by WVDHHR. RCAP has assisted in other areas as needed.	

Name of PWS: Lubeck Public Service District Wood County	Service Dates: 2023 to Present
Contact: Rocky McConnell, Chief Operator	(304) 863-3341 rockylubeckpsd@cascable.net
Lubeck Public Service District is a groundwater system located in Wood County and has a population larger than most, but this was a PFAs funding project. This system requires an Asset Management Plan as part of the funding requirements. RCAP worked with the Chief Operator to develop Level of Service Goals, conduct Condition Assessments, and develop an Asset Management Plan.	

4.3.2 Mandatory Qualification/Experience Requirements

WVRCAP has far exceeded the 5-year time limit with more than 40 years of experience assisting small, rural public water systems. WVRCAP has met or exceeded the deliverables on all federal contracts for the last 7 years and has employees with more qualifications than previously.

4.3.2.1 Experience

WVRCAP was created in 1980 as part of the Great Lakes Community Assistance Program and has been proudly serving the public water systems throughout the state.

4.3.2.2 References

1. McDowell County Public Service District
21901 Rocket Boys Drive
Welch, WV 24801
304-297-2622
mcdpsd@frontier.net
2. Clay Roane Public Service District
PO Box 8
Procious, WV 25164
304-880-8840
clayroanepsdvw@frontier.net
3. Town of Alderson
PO Box 179
Alderson, WV 24910
304-445-2916
townofalderson@gmail.com

4.4 Oral Presentation

WVRCAP will gladly make an oral presentation.