

## SECTION V – PROJECT DESCRIPTION AND SCOPE OF WORK

A. **PROJECT OVERVIEW.** MAP is qualified and prepared to provide technical assistance, training, resources and education to Nebraska’s public water systems (Systems) serving populations of 10,000 or less for lead service line inventory documentation consultation, in order to achieve/maintain compliance with the Nebraska Safe Drinking Water Act and regulations promulgated under that Act.

MAP’s qualifications, plans, resources, staffing, capabilities, experience, funding needs and required documentation provided with this proposal demonstrates that we are capable of providing the following technical assistance, training and education:

Lead service line inventory documentation consultation to help Systems with a population of 10,000 or less comply with EPA’s Lead and Copper Rule Revision that requires Systems to identify and make public the locations of lead service lines. The consultant will help Systems produce an individualized plan to develop and implement:

1. Lead service line inventory.
2. Public posting of the lead service line inventory.
3. Electronic delivery to NDEE of their lead service inventory.

In addition, the consultant will educate the System, providing information and resources, to aid them in the future development and implementation of the following:

1. Map of lead service line locations within the System.
2. Lead service line replacement plans.
3. Electronic delivery to NDEE the lead service line locations map and replacement plans.

### B. **PROJECT ENVIRONMENT.**

MAP is capable of providing the required services, technical assistance, training and education either on-site/in-person or remotely via telephone, email, teleconference, video conference and/or virtual training platform (GoTo Training). MAP understands and is familiar with utilizing the Division’s Priority Assistance List (Priority List) and communication process/requirements between the agency and contractor, based on similar current and past contract requirements.

MAP operates under, implements, and fully embraces Justice 40 and Environmental Justice criteria to prioritize resources and services. All communities are provided services with fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income, as well as having equal access to these services. Furthermore, MAP takes additional measures to ensure communities and regions defined as disadvantaged are aware of our services and resources.

### C. PROJECT REQUIREMENTS

MAP provides their own means of travel, and verifies periodically that staff have a valid driver's license and maintain adequate automobile insurance. Additionally, MAP has a rental car program to provide an additional affordable and reliable means of transportation. MAP, Inc has in possession or is capable of acquiring any and all tools, equipment, supplies, etc.. as required to meet the requirements of this project.

MAP staff proposed to service this project possess the knowledge, experience and understanding of the regulatory requirements impacting Nebraska public water systems, to include the EPA Lead and Copper Rule Revision (LCRR). MAP recently conducted internal training for all staff on the LCRR and potential impacts and needs for the communities we serve. Any clarification of rules, regulations, and requirements will be immediately communicated to the agency for a clear interpretation.

All staff providing TA under this contract will be Grade I or II water operator certified, which currently we have two Grade II certified operators on staff. Certified staff will maintain certifications and seek relevant trainings to maintain knowledge and skills.

### D. BUSINESS REQUIREMENTS

MAP has and continuously demonstrates its ability to provide the necessary materials, scheduling, transportation, and knowledgeable personnel to assist and educate System operators, owners, and other water system personnel. MAP, Inc understands that the number of systems will vary depending on NDEE analysis, system need, and the maximum number of Systems the contractor can effectively assist, and is adapt and proficient at managing our programs with the flexibility while ensuring program deliverables are met and communities are serviced in a timely, productive and impactful manner. MAP understands and is familiar with meeting requirements, and already communicates and meets with agency personnel on a regular basis, and looks forward to continuing the strong relationship.

### E. SCOPE OF WORK

1. Bidder's understanding of the requirements for lead service line inventory and replacement by the EPA Lead and Copper Rule Revision.

The EPA LCRR requires the following:

1. All public water systems, whether large or small, rural or urban, must develop a service line inventory by October 16, 2024, unless they can demonstrate that they have no LSLs. Must track changes and update annually or triennially, depending on PWSs sampling frequency. Those on Standard Monitoring will need to update annually. All water systems

must submit a service line inventory to the state and make it publicly accessible. Systems over 50,000 must publish inventory on line. Location identifiers such as address must be included. All water systems must develop an inventory to identify the materials of service lines used on both the water system and private connection materials to the public water distribution system or demonstrate absence of LSLs by October 16, 2024.

3. To develop the inventory, they must assign all service lines, regardless of ownership, for the portions on public or private property to one of four categories: Lead, Galvanized requiring replacement, Non-Lead, Lead status unknown.

Determining the proper assignment can be determined by the following standard methods (not all an all-inclusive list):

- Materials evaluation used to develop a pool of sampling sites under the current rule.
- All documentation indicating the service line materials including construction and plumbing codes, permits, and existing records.
- All water system records including maps and drawings, historical records on each connection, meter installation records, historical capital improvement or master plans, and standard operations procedures.
- All inspections and records of the distribution system.
- On-site inspections (scratch test, swabs, magnet, shape)
- Any other means provided by or required by the State to assess service line materials.

Lines are considered an LSL if it is Lead or Galvanized Requiring Replacement.

4. Information to be included in Line service inventory are: Site ID, Locational Identifier (address), Connector (Gooseneck/Pigtail) Present?, Connector Material?, Was public service line ever previously lead?, Public line size, Public Line Install Date, Current Private Service Line Material, Private service line size, Private service line date, Type of Structure, Point-of-entry or Point-of-use treatment present?, Structure plumbing material(s), Structure plumbing material install date, Part of LCR sampling plan?

5. The LCCR requires a Lead Service Line Replacement Plan for utilities by October 16, 2024. Required components of the plan are:

- A strategy for determining the composition of “lead status unknown” service lines
- Include procedures to conduct full LSLR
- A strategy for informing customers before a full or partial LSLR
- For systems that serve more than 10,000 persons, a recommended LSLR goal rate in the event of a lead trigger level exceedance
- A procedure for customers to flush service lines and premise plumbing
- LSLR prioritization strategy based on known LSLs, LSLR for disadvantaged consumers and populations most sensitive to the effects of lead
- A funding strategy for conducting LSLRs which considers ways to accommodate customers that are unable to pay to replace the portion they own



6. Attachment D - Lead and Copper Rule Revision (LCCR) presentation developed by MAP for training purposes shows additional, details for the LCCR, Lead Service Line inventories and Lead Service Line Replacement Plans.

2. Examples of experience using mapping software that could be used for preparing the lead service line inventory.

MAP has a robust GIS Program. Our GIS Coordinator, Ron Vanderpool and his assistant Kelli Fika, have vast knowledge and experience with GIS software and applications. MAP has invested significant time, funds, and resources to utilize GIS applications for asset management, mapping, data collection/analysis, sampling plans, and reference materials.

Attachment E provides an over view of MAP's GIS capabilities.

MAP staff receive annual training on GIS equipment, procedures, and applications, as well as consistent first-hand experience servicing projects. MAP currently provides technical assistance utilizing GIS applications and assets under six federal grants, one EPA regional contract and six state contracts.

Currently MAP has nine fee-for-service contracts with individual systems to provide training and support in regards to them utilizing their purchased GIS software.

Currently under a USDA RD grant we are providing mapping, asset management, system data collection, and software training to eight communities. This process requires us to educate the systems on the value of GIS applications, assisting them with assessing their needs, developing a plan of action, assisting with identification of key system structures/assets, GIS data collection of key structures/assets, development of products (maps, sampling plans, etc....), and software training for their own sustained operation.

We continue to provide GIS support to tribal systems under our EPA Region 5 Tribal Drinking Water grant for mapping, asset management and sampling plans.

GIS has become an integral part of MAP's operations, technical assistance and trainings.

3. How bidder will consult with Systems to assist them with creating standard operating procedure(s) and workplan(s), including the number of service lines already documented, the estimated percentage of service lines needing documentation, how the line materials will be verified, and the plan for addressing unknown lines.

Following initial contact (phone call and email with follow-up phone call), system permitting assistance, and initial educational/assessment meeting, MAP staff will work with system to develop a plan of action for lead service line inventory completion, public posting of the lead service line inventory and submission of the inventory to NDEE, as well as identifying needed education, resources, SOPs, ordinances, training and assistance for mapping lead service line locations, lead service line replacement plans, and submission of these maps/plans to NDEE.

Agency approved templates (developed by MAP) for SOPs, workplans, lead service line inventory, ordinances and lead service line replacement plans will be utilized to enhance timeliness, efficiency, organization and uniformity.

During the initial visit (and follow-up contacts if necessary), MAP staff will utilize an agency approved TMF assessment form (developed by MAP) to obtain information and data from the system in order to make an initial assessment of their technical, financial and managerial capacities to meet the LCCR requirements, of where the system currently stands in meeting the LCCR requirements (service lines already identified, percentage of service lines needing documentation, has an inventory plan been started, how are service line materials verified, the plan to identify unknown lines, etc...), what challenges is the system facing in regards to completing a lead service line inventory, and of what education/training, resources and assistance is initially needed to get the system moving towards meeting LCCR requirements with prioritization on lead service line completion, posting of inventory and submission of inventory to NDEE.

It is assumed, that most systems will require a training session on lead service line inventory requirements, how to complete the inventory, lead service line identification and classification, and an introduction to GIS applications. MAP currently has a canned presentation (Attachment D), that can be tailored for Nebraska, and utilized upon NDEE approval.

Once the initial TMF assessment, training, and resources assessment is completed, a plan of action can be developed and executed. The amount of consultation and amount of remote verses on-site consultation will be determined by the systems capacity levels, system staffing, system resources, and most importantly system buy-in. A vital part of the Plan of Action will be a timeline that identifies critical milestones.

MAP staff will be assertive in influencing systems to execute their plan of action and meet the milestones set forth in a timely and productive manner.

4. Bidder's understanding of what the outcome of this assistance will be. At a minimum, the outcome should be individualized workplans and standard operating procedures to enable Systems to develop a lead service line inventory, develop a plan for public posting of the inventory, and develop a plan for submission of lead service line inventory to NDEE.

MAP will provide the required technical assistance, training, education and resources to achieve the following outcomes.

1. Systems will be assessed on their TMF capacity to achieve compliance for the LCRR.
2. Systems will develop a customized plan of action which will include their specific SOPs, work plan, a time line and milestones to achieve.
3. Systems will complete an initial lead service line inventory and will achieve the competency to update it as needed/required.
4. Systems will develop a plan and the ability to post their lead service line inventory publicly.

5. Systems will develop a plan and the ability to submit their lead service line inventory to NDEE electronically.

6. Systems will acquire the knowledge and resources to be able to begin the process of mapping their lead service line locations, creating a lead service line replacement plan and submit the maps and plan to NDEE electronically.

These outcomes will be achieved through customized technical assistance (on-site and remote), individual and group training events (on-site and virtual), and reference material (templates, examples, checklists, website links, etc....) accessible at an on-line location at their convenience.

5. In addition to the minimum outcome listed above, describe how the bidder will provide needed education, information, and resources that will enable Systems to plan for additional compliance involving the creation of a complete lead service line system map and lead service line replacement plans, both of which should be electronically delivered to NDEE.

In addition to the primary technical assistance, training, education and resources provided to achieve the primary outcomes (see #4 above), MAP will integrate the same approach for beginning the process and possibly completing compliance outcomes for creation of a complete lead service line system map, lead service line replacement plans and submission of both electronically to NDEE.

These secondary outcomes will be integrated in a fashion that will not deter from the achievement of the primary outcomes. The plan for integration will be specific to each System and will be determined by their progress on primary outcomes, TMF capacity, buy-in and overall capabilities.

6. Bidders understanding of how bidder will utilize the Division's 2% Priority List to contact Systems deemed to be in need of assistance. Include how the contractor will obtain permission from the System before assisting, and how contractor will provide NDEE with names of Systems from the list that refused assistance. Systems that refuse assistance will not be counted as a project.

Upon receiving the Division's 2% Priority List monthly by the 5<sup>th</sup> (or more often if NDEE determines a need), MAP will assess current work load capacity, environmental justice criteria, disadvantaged community criteria and NDEE priorities/guidance to develop a contact plan.

MAP will reach out to the System of highest priority by phone, with the purpose of introducing MAP, explain this program and notify them that they will receive an email with detailed information on why meeting the LCRR requirements is important, what the program is focused on achieving, what assistance they can potentially receive and the permission agreement (written agreement between MAP and System that states they give permission to MAP to provide assistance and that they will participate and cooperate as a responsible and

accountable proprietor), and to set a follow-up date that MAP can call back and discuss getting permission to proceed with the assistance.

Once permission is received, MAP coordinates a site visit to complete an TMF assessment with the System, and begins the assistance process.

MAP will provide the name and applicable information to NDEE for Systems that refuse assistance, as well as any reason for the refusal if provided. It is understood that these systems will not be counted as a project.

It is understood that in addition to the Division's 2% Priority List, that some project referrals may come from periodic meetings scheduled by NDEE. MAP will also alert NDEE of Systems with assistance needs, if any are identified. As accustomed by MAP, communication with NDEE will be monthly at a minimum and as needed for clarity, coordination and resolution of issues/concerns.

## F. TECHNICAL REQUIREMENTS

1. Describe how contractor will develop and conduct:
  - a. Project acceptance in the form of permission from the System;

MAP will develop an agreement form to be signed by MAP and the appropriate System representative prior to any assistance being provided. Additionally, MAP will develop an information sheets detailing why meeting LCRR requirements are important, who MAP is, what this program entails (to include outcomes), and what assistance can be provided.

The following steps will be made by MAP in order to acquire System permission.

STEP 1 – Contact System via phone to provide a brief introduction to MAP, explanation of the program and notification that an email providing details on why meeting LCRR requirements is important, more details on MAP, what the program entails and what assistance they could potentially receive, and coordinate a follow-up date to request assistance permission.

STEP 2 – Send the email with program informational materials.

STEP 3 – Follow-up as coordinated with a phone call and request verbal permission to provide assistance. Once verbal permission is given, provide the written agreement for signature by the appropriate System representative.

STEP 4 – Once written permission is received, MAP will coordinate a site visit and begin providing assistance. Written permission agreements will be provided to NDEE.



\* If only verbal permission can be achieved, MAP will coordinate with NDEE on how to report and proceed.

b. Project workplans and standard operating procedures that will be individualized for each System;

MAP in collaboration with NDEE will develop templates for work plans, SOPs and Plan of Action. These documents will be customized for each System through assessing their TMF capacity, capabilities, resources, challenges, and needs. Collaboration and input from the System itself will be vital, and some aspects may require training and education for the System.

The plan of action will include a timeline and critical milestones which will include the desired outcomes and outputs. M

AP has access to several examples of work plans, SOPs and Plan of Action and can quickly provide NDEE example templates for authorized use. These products will be critical for Systems to sustain their operations and achieve LCRR compliance.

c. Outcome of projects and knowledge gained by the System;

Project outcomes will be defined by achieving their milestones, measurable improvements to current plans, measurable improvement in knowledge based on pre and post tests for training events, and achieving LCRR compliance. Examples of milestones are:

1. Development of LCRR SOP(s).
2. Development or updates to Ordinances
3. Development of Work Plans and/or Plan of Action
4. Development of lead service inventory
5. Lead Service Line Mapping
6. Electronic submission of lead service line inventory to NDEE
7. Development of Lead Service Line Replacement Plan
8. Electronic submission of lead service line replacement plan to NDEE
9. Public posting of lead service line inventory
10. Public posting of lead service line replacement plan
11. Completion of LCRR training event
12. Utilization of GIS applications

Per Paragraphs H.1. & 2. (page 28) of Solicitation 6690 Z1 as milestones are met and/or measurable outcomes achieved, MAP will provide the outputs, products and/or results to NDEE as directed. Monthly reporting requirements will be completed and submitted as directed. MAP is very familiar with the reporting format based on the similar requirement for current contract being serviced.



d. Additional education, information, and resources to be provided to the System to aid them with development and completion of a system map and replacement plans;

MAP will integrate information on how to achieve completion of a system map and replacement plans. A lot of the assistance required for completing the lead service line inventory directly correlates to the development of a system map and replacement plan. MAP will ensure when these correlations and overlapping of processes occurs that both will be identified and presented to the System.

Additionally, MAP will continue to develop and provide specific education, training, resources and reference material to Systems for completing a system map and replacement plans. MAP will assist Systems in developing their own virtual and hard copy library of reference materials as well as providing access to an on-line library.

MAP will promote usage of GIS applications and provide training, education and support per the capabilities and desires of individual systems.

e. Acknowledgement from the System that they have the ability to document lead service lines, publicly post locations of service lines, and provide the service line documentation to NDEE.

Upon the collaborative development with the System of lead service line inventory, publicly posting locations of service lines and electronically MAP will complete an updated TMF assessment for the System and upon completion will have System sign as to their acknowledgement of having these capabilities.

This assessment will cover all LCRR pertinent technical, managerial and financial capacities needed for the desired outcomes previously stated. Development of this TMF Assessment will be completed by MAP and completed by NDEE. MAP currently utilizes a TMF Assessment for all current program projects and has done so for over five years.

f. Acknowledgement from the System they understand the additional requirements of creating a system map documenting lead service lines, creating replacement plans, and electronic delivery of the map and replacement plans to NDEE.

Prior to ceasing to assist Systems, MAP will review the requirements for creating a system map documenting lead service lines, creating replacement plans and electronic delivery of these to NDEE. MAP will ensure the System has their own library of reference material, access to on-line reference materials, familiar with EPA websites and resources, and provide a list of potential training events.

Upon completion of the review and providing the informational resources, MAP will obtain written acknowledgement that they have an understanding of the requirements and

acknowledge receipt of the informational resources. This document will be provided to NDEE.

g. Acknowledgement from the System whether or not future assistance is needed regarding compliance with the Lead and Copper Rule Revision, and if so, what those needs are.

Prior to ceasing to assist Systems, MAP will have the system complete an assistance evaluation form. This evaluation form will address the following:

1. Quality of assistance
2. Relevancy of assistance
3. Most valuable assistance received
4. Least valuable assistance received
5. Assessment of resources
6. Significant challenges they are facing
7. Self-assessment of their capacity development
8. If additional LCRR assistance is needed and if so what type of assistance
9. Miscellaneous comments

This form will be developed by MAP and approved by NDEE.

2. Describe the number of lead service line inventory projects that can be effectively completed each month through the duration of the contract.

Based on MAP's experience and interpretation of this program, monthly completion of a project is not realistic. Explaining the program, gaining permission to provide assistance and completing an initial assessment would be an accomplishment within one month.

Realistically to get buy-in, establish rapport, and the System having time to dedicate focus, retain training/education, collaborate and provide needed information each project could take 6-18 months; dependent on the System's size, infrastructure age/condition, capacity, capabilities, challenges and buy-in.

We believe one FTE could manage 20-30 active projects, and we are currently projecting utilization of two FTEs dependent on the approved funding.

3. Describe the methodology, tools/resources, and final documentation for completion of each lead service line inventory project.

MAP will approach each project as an individual System, recognizing that their size, infrastructure age/condition, capacity, capabilities, challenges and buy-in will determine the pace and level of progress to be achieved.

MAP is familiar with the Division 2% Priority List and will utilize it as the primary source of project referrals and prioritization based on NDEE priorities/guidance, Environmental Justice criteria and Disadvantaged Community criteria.

MAP is optimistic that our familiarity with the small systems in Nebraska combined with persuasive and relevant information on the importance of LCRR compliance, user friendly templates/examples and efficient technical assistance protocols will result in Systems accepting the assistance and collaborating as a responsible and accountable proprietor.

MAP has developed, has access and is familiar with numerous tools and resources available for packaging and presenting to Systems for utilization. EPA, industry partners (AWWA and WEF for example), state drinking water agencies and the Rural Community Assistance Partnership (RCAP) are a wealth of knowledge and have numerous reference materials/tools that can be utilized per NDEE review and authorization.

MAP will promote and encourage systems to utilize GIS applications for achieving the various outcomes. MAP currently has software and agreements with esri. If a system demonstrates the capacity and desire to utilize GIS, MAP will support their desires and utilize GIS applications for completion of lead service inventory, potentially publicly posting the inventory, maps, system data collection, sampling plans and replacement plans.

A project will be considered complete once:

1. A lead service line inventory is developed.
2. The inventory is publicly posted.
3. The inventory is electronically provided to NDEE.

Upon completion of the project, the following documents will have been received upon their completion by NDEE.

1. Assistance permission agreement
2. Initial TMF assessment
3. Lead service line inventory
4. Products/Outputs for measurable achievements and milestones (SOPs, work plans, ordinances, maps, sampling plans, etc....)
5. Training event documentation
6. Monthly Reports
6. Assistance Evaluation
7. Final TMF assessment with System's acknowledgement of lead service replacement, public posting of replacement plan, lead service line mapping and electronic submission of maps and plan to NDEE.

Upon completion of a project, if a system requests continued assistance, MAP will confer with NDEE to see if additional assistance can be provided under this program or if the assistance can be provided under another MAP program.



## G. PROJECT PLANNING AND MANAGEMENT

MAP will manage projects per initial requirements noted in Section D. Business Requirements of Solicitation 6690 Z1, which refers to utilization of the Division 2% Priority List. As the program proceeds, MAP will manage projects based on guidance and priorities received from NDEE at scheduled meetings (virtual or in-person). MAP will submit invoices monthly and expect payment upon review and approval of the Division. MAP is familiar with and aware of the significant number of systems eligible under this program and that an estimated 90% are in need of LCRR assistance. MAP is determined to provide assistance in the most efficient and financially responsible manner possible to ensure the widest dissemination and impact of assistance.

## H. DELIVERABLES

MAP acknowledges and will achieve the following deliverables.

1. The contractor shall submit a monthly report by the tenth of each month to include:
  - a. The individual name(s) of the consulting contractor(s).
  - b. The Nebraska public water system name, identification number (NE31XXXXX) and representative(s) assisted.
  - c. Date(s) of assistance, if assistance was remote, on-site, or a combination, mileage (If applicable), other travel related expenses, if incurred and total time spent assisting.
  - d. Percentage of the lead service line inventory for the System that is incomplete.
2. The contractor shall submit the following documentation for each System:
  - a. Documentation of permission from the System for assistance from the contractor.
  - b. Individualized workplan(s) and standard operating procedure(s) for conducting lead service line inventory documentation, public posting of lead service line inventory, and submission of inventory to NDEE.
  - c. Outcome of assistance and acknowledgement from System personnel that assistance has given them the ability to prepare and update their lead service line inventory, publicly post and update the lead service line locations, and submit the lead service line inventory to NDEE, in addition to obtaining an increased understanding of the Lead and Copper Rule Revisions.

d. Additional education, information, and resources that were discussed and provided to the System regarding development of lead service line location map, replacement plans, and submission of digital system map and replacement plans to NDEE.

e. System acknowledgement of request or denial of further assistance regarding maps and replacement plans, and what assistance they would like, if requested.