

SECTION V - PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

MAP is qualified and prepared to provide technical, managerial, and financial (TMF) assistance, instruction and/or training to Nebraska's public water systems serving populations of 10,000 or less (Systems), in order to achieve/maintain compliance with the Nebraska Safe Drinking Water Act and regulations promulgated under that Act, as well as voluntary implementation of capacity building programs to ensure the continuous supply of drinking water that meets regulatory standards.

MAP's qualifications, resources, staffing, capabilities, experience, and required documentation provided within this proposal demonstrates that we are a proven technical assistance provider and trainer capable of providing the following technical assistance, training and education.

1. Routine sanitary survey (RSS) preparation: Assistance to ensure Systems have the knowledge and preparation needed for a successful RSS, including the Public Water System Capacity Survey. MAP is intimately aware of the RSS preparation and how to properly respond to deficiencies issues, as this is one of our core areas of service. Specifically in Nebraska, based on current NDEE and past contracts, this has been an area that MAP has played a major role in, with impactful results. MAP is adept at providing this TA through both on- and off-site assistance, and familiar with the process to follow-up with Systems that receive deficiencies from the RSS.

2. Although new to this program, MAP has been providing operator hands-on training and mentoring since it's conception. MAP understands the challenges faced by small systems and that many newly licensed Grade IV operators are hired by very small community Systems without other operators for orientation and support. Likewise, operators hired for non-community systems may find in-house training unavailable to learn their new job. MAP has proven methods, experience and resources that fill these voids. MAP is skilled in and regularly provides on-site, multiple day training and mentoring to ensure new operators understand their responsibilities for maintaining the System and for regulatory compliance. With MAP's national Rural Community Assistance Partnership, and industry partners, we have access to unlimited resources, tools, reference materials, experience and knowledge.

3. MAP conducts a TMF Assessment for all long-term projects, and is experienced at assessing TMF needs of a system in an efficient and coordinated process, and providing customized, individual assistance focused on system specific needs. MAP is familiar with NDEE processes, as well as having our own in actioning requests for TMF capacity development and sustainment, and providing specific support for activities such as rate setting, water loss, deficiency and compliance issues, asset management, and other items, resulting in increased System capacity and the ability of the System to be sustainable. MAP is prepared and capable of providing assistance on- and off-site depending on the situation and will be provided as a supporting role in an interactive manner to ensure the Systems obtain needed understanding and skill.

It has always been MAP's approach, focus and goal to expend the time and effort it takes to provide TA and training in a manner that Systems obtain and retain the knowledge, ability, and resources to effectively maintain their System; becoming self-reliant, while ensuring compliance with the Safe Drinking Water Act.

B. PROJECT ENVIRONMENT

MAP is capable and prepared to provide the required services of this program by delivering technical assistance, training, resources and education in-office and/or on-site at Systems serving 10,000 or fewer persons in Nebraska. MAP understands and is very familiar with NDEE processes and utilization of the Division's Priority Assistance List (Priority List) to identify, prioritize and communicate assistance needs for routine sanitary service preparation, new operator training, and TMF assistance. MAP is additionally aware that telephone and online communication between us and NDEE will be used in addition to the Priority List to provide clarity, further coordination, and resolve issues, as has become routine over the years in working with NDEE.

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, equitable treatment, and meaningful involvement of all people regardless of race, color, national origin, or income, as well as having equal access to these services. MAP makes every effort to ensure communities and regions defined as disadvantaged are aware of and receive 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 provide technical, financial and/or managerial assistance to public water systems identified by the Division.

MAP has and will maintain the required level of knowledge and skills for day-to-day operations, management and maintenance of public water systems of all types, as well as a thorough understanding of the regulatory requirements impacting public water systems in Nebraska.

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. Additional qualified staff will be added, if the work load requires, and funding supports it.

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 routinely and continuously demonstrates our 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. MAP currently provides and is prepared to continue with RSS preparation assistance per the following program requirements.

a. MAP understands the paperwork and records required to be completed and available for a routine sanitary survey and develop a checklist to ensure all items are covered with each System.

b. MAP will successfully train and assist the appropriate System personnel in preparing the needed paperwork and records before the RSS, ensuring they understand the RSS process, including submission of the 30-day written response if deficiencies are found.

c. MAP will also ensure the Public Water System Capacity Survey is understood by System personnel for proper completion and the collection of accurate information prior to the RSS. This assistance is to be provided via email, virtual conference, phone, and on-site visit.

d. MAP will answer questions to assist System personnel in preparation for the RSS.

e. If the System receives a deficiency for any of the items covered by MAP prior to the RSS, MAP will follow-up with the System to ensure personnel understand why the item(s) were considered deficient and assist them to be able to clear the deficiency. The assistance provided each System will be counted as one project. All follow-up assistance will be considered part of the original project.

f. MAP will utilize the Division's 2% Priority List to contact operators deemed in need of assistance. MAP will obtain permission from the System before assisting and email NDEE with names of Systems from the list that refused assistance. Systems that refuse assistance will not be counted as a project.

2. MAP has and is prepared to continue providing operator hands-on training and in-person mentoring per the following program requirements.

a. MAP understand day-to-day operations, management, and maintenance of public water systems of all types, as well as a thorough understanding of the necessity for and intent of the regulatory requirements impacting public water systems in Nebraska.

b. MAP will develop a workplan with each new operator being assisted to ensure the aspects of each individual system and operator are addressed. Workplans will include areas/elements of System operations, management, and maintenance that will be addressed; expected number of hours assistance will be given; types of hands-on training that will be covered; resources, tools, and materials that will be provided to the operator free of charge; and expected outcome of the training.

c. MAP will utilize the Division's 2% Priority List to contact operators deemed in need of assistance. MAP will obtain permission from the System operator and management/owner before assisting and email NDEE with names of operators from the list that refused assistance. Operators that refuse assistance will not be counted as a training project.

3. MAP currently provides and is prepared to continue with TMF Assistance, per the following program requirements.

a. MAP understand day-to-day operations, management, and maintenance of public water systems of all types, as well as a thorough understanding of the necessity for and intent of the regulatory requirements impacting public water systems in Nebraska.

b. MAP will develop a workplan with the System being assisted to ensure the aspects of each individual System and its owners and personnel are addressed. Workplans will include areas/elements that will be addressed; expected number of hours assistance will be given; resources, tools, and materials that will be provided to the operator free of charge; and expected outcome of the assistance.

c. MAP will utilize the Division's 2% Priority List to contact Systems that have requested or deemed by NDEE to need assistance. MAP will obtain permission from the System operator and management/owner before assisting and email NDEE with names of Systems from the list that refused assistance. Systems that refuse assistance will not be counted as a project.

MAP understands that for all project types, any assistance recommended by us, or requested by the System, that is beyond the scope of the project being handled will be referred to NDEE from the contractor. This recommendation/request will take the form of a written recommendation/request with acknowledgement from the System. Let it be known, that MAP has programs and resources that may allow for long term TA and training needs that are not supported by this program.

F. TECHNICAL REQUIREMENTS

The bidder for RSS preparation assistance, new operator hands-on training and mentoring, and TMF assistance must address the following requirements in their proposal:

1. For all three project types, how contractor will develop and conduct:
 - a. Project acceptance in the form of permission from the System
 - b. Project workplans

- c. Outcome of projects/knowledge gained with System acknowledgement
- d. Recommendation/request for additional assistance with System acknowledgement.

RSS Prep Assistance will be provided by MAP with goals of achieving Nebraska Safe Drinking Water Act compliance, sustained operations, RSS deficiency resolution/responses, and increased technical, financial and managerial capacity (as needed). To achieve this the following process will be utilized.

A prioritized System contact list will be developed monthly, as provided/coordinated with NDEE utilizing the agency Priority List.

MAP will contact a system and explain the program and purpose of contact, and seek permission to provide TA and training. If additional program information is needed, that will be emailed to the System for their review. MAP will follow-up and again seek permission to provide services. Once verbal permission is obtained, MAP will provide an agreement that explains the program, explains MAPs role, and defines the Systems responsibilities for signature. If permission is not received, MAP will report the required information to NDEE.

MAP will begin providing services by reviewing RSS history, obtaining information from NDEE Field Staff, and assessing the TMF capacity of the System. How involved of a review conducted will be dependent on volume and intensity of assessed need(s) for that system. Once this review is completed, MAP will work with the System to develop a detailed work plan with required information. The work plan will be provided to NDEE. Work plan changes or significant updates, as well as periodic requests will be provided to NDEE.

Upon completion of the work plan, MAP will complete a Work Plan Summary Report that will provide a summary of the TA/training provided, outcomes, measurable improvements, and recommendations/requests for additional services. This report will be signed by MAP and the system, and then submitted to NDEE.

Operator Hands-on Training and Mentoring will be provided by MAP with goals of achieving increased operator technical capacity, system operation and maintenance, certification/re-certification and system familiarization and efficiency. To achieve this the following process will be utilized.

A prioritized operator contact list will be developed monthly, as provided/coordinated with NDEE utilizing the agency Priority List.

MAP will contact an operator and explain the program and purpose of contact, and seek permission to provide TA and training. Once verbal permission is obtained, MAP will provide an agreement that explains the objectives, explains MAPs role, and defines

the operator's responsibilities for signature. If permission is not received, MAP will report the required information to NDEE.

MAP will begin providing services by reviewing RSS history, obtaining information from NDEE Field Staff, and assessing the operator's knowledge and familiarization with their system. Once this review is completed, MAP will work with the operator to develop a customized, development work plan. The work plan will be provided to NDEE. Work plan changes or significant updates, as well as periodic requests will be provided to NDEE.

Upon completion of the operator training/mentoring, MAP will complete a Work Plan Summary Report that will provide a summary of the TA/training provided, materials/resources provided, outcomes, measurable improvements, and recommendations/requests for additional services. This report will be signed by MAP and the system, and then submitted to NDEE.

TMF Assistance will be provided by MAP with goals of achieving Nebraska Safe Drinking Water Act compliance, sustained operations, and increased technical, financial and managerial capacity (as needed). To achieve this the following process will be utilized.

A prioritized System contact list will be developed monthly, as provided/coordinated with NDEE utilizing the agency Priority List.

MAP will contact a system and explain the program and purpose of contact, and seek permission to provide TA and training. If additional program information is needed, that will be emailed to the System for their review. MAP will follow-up and again seek permission to provide services. Once verbal permission is obtained, MAP will provide an agreement that explains the program, explains MAPs role, and defines the Systems responsibilities for signature. If permission is not received, MAP will report the required information to NDEE.

MAP will begin providing services by reviewing RSS/compliance history, obtaining information from NDEE Field Staff, and assessing the TMF capacity of the System. How involved of a review conducted will be dependent on volume and intensity of assessed need(s) for that system. Once this review is completed, MAP will work with the System to develop a detailed work plan with required information. The work plan will be provided to NDEE. Work plan changes or significant updates, as well as periodic requests will be provided to NDEE.

Upon completion of the work plan, MAP will complete a Work Plan Summary Report that will provide a summary of the TA/training provided, outcomes, measurable improvements, and recommendations/requests for additional services. This report will be signed by MAP and the system, and then submitted to NDEE.

2. The number of each project type that can be effectively completed each month through the duration of the contract.

MAP has the capacity to complete on average the following number of project types each month*:

1. RSS Preparation. 20 active per month, taking about 1-3 months to complete.
2. Operator training. Four active per month, taking about 1-6 months to complete.
3. TMF Assistance. Complete four per month.

For RSS preparation, what methodology will be used for assistance to ensure effective, complete assistance preparing System for upcoming sanitary survey, including a checklist of items to be covered.

MAP will provide RSS preparation TA utilizing our extensive experience, knowledge and familiarization with lessons learned, Nebraska systems, Nebraska regulatory requirements and NDEE processes, as well as industry and partner organizations resources and tools. This TA will be customized to each system's specific needs, but will also ensure that each system has a required level of understanding of the sanitary survey program and regulatory requirements. MAP will ensure that each project serviced has an adequate resource library established, and a good understanding of how to access required information. MAP, our network of partners, NDEE and EPA have effective checklists, tools and resources that projects will be made aware of.

Interactive TA and training will be provided to specifically identified deficient areas, with focus on the system understanding these areas and achieving sustainability in maintaining compliance in these areas. Outcomes and measurable improvements will be assessed through TMF assessments, testing, reduction/elimination of previous deficiencies, and/or reduction/elimination of violations.

MAP will ensure that RSS preparation training provides information and reference material addressing water source protection, water treatment, distribution system, storage, pumping components and controls, monitoring/sampling/data verification, system operation, management and maintenance, and operator compliance.

For the new operator hands-on training and mentoring, detail methodology for workplan preparation that will address individual new operator and specific System needs, the projected number of hours that will be needed, and methodology used to assess the proficiency of what the new operator learned.

MAP has a long history of providing hands-on operator training, with an abundance of resources, tools and subject matter experts at their disposal. A detailed operator

development work plan will be developed based on the specific operator's experience, knowledge, and current system of operation. MAP will utilize testing, operator certification history, RSS survey/compliance history, water system review and a focused operator interview to determine what areas the operator development work plan will focus on, resources/reference material to provide and a timeline of achieving desired outcomes/improvements. Goals of this training/mentoring is increased operator technical capacity, effective maintenance of system, increased confidence and system familiarity, operator compliance, and/or certification/recertification.

The hours needed to accomplish the goals stated, will vary from operator to operator based on individual experience, skill sets, capabilities, and motivation, as well as the condition and type of system being operated. On average, MAP feels it will take 40-80 hours to provide this training and mentoring.

For the TMF assistance, detail a general methodology for completion of a variety of special projects, how the outcome will be determined, and what, if any deliverables will be provided.

MAP is familiar with the needs of and common challenges the small Nebraska drinking water systems face, and routinely provide TA and training that assist in minimizing these needs and challenges. Common assistance requests are rate studies, risk assessment, emergency response plans, written responses, and backflow device testing. Normally these requests are easy to identify and correct with minimal assistance. Most of these requests are results of sanitary survey deficiencies, violations, and/or system identified concerns, and have a very specific focus. Areas that don't get a lot of requests, but MAP feels are common areas that need assistance are asset management plans, cross connection plans, and monitoring/sampling plans. MAP addresses these requests with an efficient assessment of why the issue occurred, what needs to be done to correct the issue and how can it be prevented in the future. Following the assessment, MAP develops a plan of action which includes potentially operator training, O&M procedural changes/updates, ordinance changes, improved management and operational practices, and/or providing reference materials. Once the immediate issue is resolved, MAP ensures long-term sustainment actions are implemented as needed. Upon completion of TA, MAP provides a summary report to NDEE stating what outcomes/improvements were produced, products completed, materials/resources provided and if any additional support is requested or recommended.

G. PROJECT PLANNING AND MANAGEMENT

MAP will manage projects per initial requirements noted in Section D. Business Requirements of Solicitation 6692 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 of deliverables and approval of the Division. MAP is familiar with and aware of the significant number of systems eligible under this program, has a

good idea of projected need based on our own experiences, and information provided by NDEE. MAP will continue to collaborate and communicate regularly with NDEE to ensure System needs are identified and addressed in an organized and prioritized manner. 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. RSS preparation assistance:

a. MAP shall submit a monthly report by the tenth of each month to include:

- (1) The individual name(s) of MAP(s) providing assistance;
- (2) The System name, identification number (NE31XXXXXX), and representative(s) assisted
- (3) Total time spent assisting;
- (4) All travel related expenditures; and
- (5) Whether assistance was pre- or post-RSS (post-assistance is part of initial billing for a System's pre-RSS assistance).

b. MAP shall submit the following documentation for each system:

- (1) Documentation of permission from the System for assistance from MAP; Workplan/list of inspection elements covered
- (2) Outcome of assistance and acknowledgement from System personnel that assistance given increased their understanding and skill of RSS preparation and overall maintenance and management of the System
- (3) Any recommendations and/or requests, with acknowledgement from the System, for further assistance.

2. New operator hands-on training and mentoring:

a. MAP shall submit a monthly report by the tenth of each month to include:

- (1) The individual name(s) of MAP(s) providing assistance
- (2) The System name, identification number (NE31XXXXXX), and representative(s) assisted
- (3) Total time spent assisting; and
- (4) All travel related expenditures;

b. MAP shall submit the following documentation for each system:

- (1) Documentation of permission from the System for assistance from MAP
- (2) Workplan for training and mentoring of the new water operator/System; Outcome of assistance and acknowledgement from System personnel that assistance given increased their understanding and skill, and the methodology used by MAP to assess the increased understanding of the individual

(3) Any recommendations and/or requests, with acknowledgement from the System, for further assistance.

3. TMF Assistance:

- a. MAP shall submit a monthly report by the tenth of each month to include:
 - (1) The individual name(s) of MAP(s) providing assistance
 - (2) The System name, identification number (NE31XXXXXX), and representative(s) assisted
 - (3) Total time spent assisting
 - (4) All travel related expenditures.

- b. MAP shall submit the following documentation for each System:
 - (1) Documentation of permission from the System for assistance from MAP
 - (2) Workplan for assistance
 - (3) Outcome of assistance and acknowledgement from System personnel that assistance given increased their understanding and skill, or addressed their needs, and the methodology used by MAP to assess the increased understanding of the System
 - (4) Any deliverable that was an outcome of assistance given, if applicable
 - (5) Any recommendations and/or requests, with acknowledgement from the System, for further assistance.