



## Request for Proposals #2017RFP-TRNG

### Contract Support for ITRC's Internet-Based Training Program (IBT) & Innovation in Training Initiatives

October 3, 2016

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Managed by:



### *Overview*

The Interstate Technology and Regulatory Council (ITRC) is a public-private coalition working to reduce barriers to the use of innovative environmental technologies and approaches, so that compliance costs are reduced and clean up efficacy is maximized. ITRC produces documents and training that broaden and deepen technical knowledge and expedite quality regulatory decision-making, while protecting human health and the environment. With private and public sector members from all 50 states and the District of Columbia, ITRC truly provides a national perspective. More information on ITRC is available at [www.itrcweb.org](http://www.itrcweb.org).

This Request for Proposals (RFP) is for a three-year contract beginning 1/1/2017 and ending 12/31/2019 with two option years, supporting the ITRC's Internet-Based Training (IBT) Program, and an optional task on Innovations in Training. This RFP does not include contract support for ITRC's classroom training program. Begun in 1997, the IBT Program supports ITRC's mission by creating and delivering, through the Internet, high-quality training courses with an organized, structured, and consistent approach. ITRC's IBT courses proactively provide an opportunity for ITRC's customers to learn about the application of principles, practices, and consensus recommendations contained in ITRC guidance documents. The IBT Program works in collaboration with ITRC technical teams to ensure that training curricula are consistent, high quality, and reflect technically sound information. In addition, the IBT Program strives to provide excellent customer service in the planning, development, and delivery of all ITRC IBT courses to meet ITRC member and training participant needs. New in 2017, we will be exploring opportunities to enhance the existing IBT training program and some of those potential activities are discussed in our Training Program Initiative Report found at

[www.itrcweb.org/documents/rfps/ITRC%20Training%20Program%20Initiative%20Report-FINAL.pdf](http://www.itrcweb.org/documents/rfps/ITRC%20Training%20Program%20Initiative%20Report-FINAL.pdf)

For more information on our IBT Program see the public training web page at [www.itrcweb.org/Training](http://www.itrcweb.org/Training).

### ***About ITRC, ERIS, and ECOS***

ITRC is a program of the Environmental Research Institute of the States (ERIS). ERIS is a 501(c)(3) organization incorporated in the District of Columbia and managed by the Environmental Council of the States (ECOS). ECOS is the national, non-profit, non-partisan association representing the state and territorial environmental commissioners. Its mission is to service as a champion for states; to provide a clearinghouse of information for state environmental commissioners; to promote coordination in environmental management; and to articulate to Congress, federal agencies and the public state positions on environmental issues. ECOS will issue and administer contracts on behalf of ITRC.

### ***Definitions***

"Proposer" refers to the responder to the RFP and describes the person or organization seeking the contract. "Proposer" also refers to the person or organization providing the good or service in the proposal.

The words "must" and "shall" are used to designate a mandatory condition. Failure to address a mandatory condition shall result in disqualification of the proposal, and the proposal shall receive no further consideration.

The words "will", "should", or "would" are used to describe an advisory or permissible action, and do not represent a mandatory condition.

### ***Administrative Information***

This RFP is for a contract from the contract signing date (expected between November 18, 2016 and December 1, 2016) until December 31, 2019. The contract is renewable annually for two additional years via an ERIS Change Order at the request of ERIS and dependent on the availability of funding and Training Program work plan and goals. The maximum performance period is from the contract signing date until December 31, 2021.

There will be no pre-submittal conferences.

Proposers or key persons must not be subcontractors.

One electronic copy of the proposal must be received by ITRC by 5:00 pm Eastern time, Friday, October 28, 2016. Late proposals will not be accepted or evaluated. Proposals must be emailed to: [preyes@ecos.org](mailto:preyes@ecos.org). Receipt will be acknowledged by return email promptly after proposal receipt, but no later than 24 hours after receipt of proposal. Proposers must contact ITRC if proposer does not receive written (email) response from ITRC indicating proposal receipt. Problems with email submittal can be addressed at any time to Patricia Reyes, ITRC Director at office phone (202) 266-4933.

The proposal must be received as one file in Microsoft Word format or Portable Document Format (pdf). File size must be 5 MB or less.

Select proposers may be contacted to schedule a short phone interview between key person(s) and ITRC leadership at a mutually convenient time. Interviews would be scheduled during the week

of November 14, 2016. Proposers should indicate in their proposal if their key person(s) are not available for an interview that week.

Selection will be completed by November 18, 2016, and a contract will be offered during the week of November 21, 2016. All Proposers will be notified by email of the result of the selection process no later than December 1, 2016.

All requests, questions, or other communications about this RFP must be made in writing and submitted by email to Patricia Reyes, ITRC Director, [preyes@ecos.org](mailto:preyes@ecos.org). A response will be provided promptly and no later than 24 hours after receipt of inquiry. Communications made to other ITRC or ECOS personnel or associates are not allowed or recognized and may disqualify the proposal. Inquiries and questions will be received and answered up to the proposal deadline.

By submitting a proposal in response to this RFP, Proposer waives any and all claims against ITRC, ERIS, and ECOS, including its officers, directors, employees, subcontractors, and agents, and assumes full responsibility for all damages, claims, losses, costs, and expenses which Proposer may incur arising from or relating to its proposal, including any errors or omissions in the proposal.

Proposer acknowledges that submission of a proposal in response to this RFP, does not create a contract between the Proposer and ITRC, ERIS, and/or ECOS.

Disadvantaged, women-owned, and minority-owned Proposers are encouraged to apply.

Any false or misleading statements found in the proposal will be grounds for disqualification or contract nullification, if awarded.

### ***Proposal Requirements***

Proposals that do not meet the following requirements (including page lengths where indicated) shall not be evaluated. Addendum in or to the proposal other than the requirements listed here shall not be considered during the evaluation, and their inclusion may disqualify the proposal from evaluation.

#### Cover Letter/Key Personnel

One-page cover letter on Proposer letterhead indicating the Proposer's acceptance of the terms of the RFP and commitment to the contract, if awarded. The names and contact information of up to two key persons who shall provide the services for the extent of the contract must be listed. Providing a second key person is optional, and owners of sole proprietor organizations are encouraged to apply as the key person. Key person(s) cannot be subcontractors.

#### Narrative

A no more than five-page narrative outlining how the capabilities and approach to work of the Proposer will allow ITRC's IBT Program, in both course development and course delivery, to achieve its mission on schedule and with excellence.

In addition to the IBT narrative, an up to three-page **optional** Innovation in Training Initiative narrative is requested based on either the ITRC Training Program Improvement Initiative Report or proposed best practices in training initiatives today. This narrative should present how the

proposer would either implement portions of the Training Report or propose actions they would implement to enhance the existing IBT program based on their training expertise.

The total narrative must address the items listed in the Required Tasks and Competencies section and must connect Proposer and key person(s) skills and experience back to the Required Tasks and Competencies. The narrative must show that the Proposer and key person(s) understand ITRC as an organization. The Proposer should also provide detail on any training projects for which the Proposer has provided services similar in scope to this RFP in the past 5 years. Please include the names, addresses, telephone numbers, and e-mail addresses of three references who are familiar with the key personnel and your business related to those training projects.

#### Resume(s)

Resumes (2 pages in length) of up to three key persons who shall provide the services for the extent of the contract. Resumes should be customized to indicate how the experience and skills of the key person(s) will allow ITRC's IBT Program and if applicable, optional innovative training initiative, to achieve its mission with excellence and should focus on the items listed in the Required Tasks and Competencies section.

#### Proposer Information

1. Full legal name of the company and corporate address
2. State of incorporation or headquarters
3. Is your firm subject to any litigation, judgment, debarment, or suspension that would prohibit it from fulfilling the terms of the contract?
4. Are you certified as either disadvantaged, women-owned, or minority-owned firm?
5. Current number of people employed
6. The names, addresses, and telephone numbers of three references who are familiar with the work of the key person(s) and your business

### ***Pricing Information – Yearly Basis***

#### Price Statement

A one-page price statement that includes a total fixed price annual amount for approximately 1000 hours per year for delivery of the IBT classes listed below and for approximately 120 hours per class for development of new (2-4) classes as listed in the table below, to be completed each of three calendar years starting on January 1, 2017 and ending December 31, 2019.

Please consider submitting an optional one-page fixed price statement for the Innovation in Training Initiative task as proposed. The actual contract amounts and work scope will be negotiated with the selected Proposer at the time of contract award.

The time requirements are provided for example only; project content, scope, and schedule may vary each year. As listed in the table below, ITRC plans to develop two to four IBT courses per year and deliver between 35-45 IBT courses per year over the next 3 years (schedule and number of courses developed and offered is dependent on ITRC funding amounts and technical team schedules).

The following table gives the actual planned number of IBT courses that will be developed and delivered for the next 3 years. The IBT courses delivered have been developed in prior years and

will require working with the ITRC team trainers and EPA’s CLU-In Platform to ensure successful delivery of the classes.

**Table 1**

<b>Planned IBT Program Work Scope</b>		
<i>Calendar Year</i>	<i>IBT New Courses Developed</i>	<i>IBT Courses Delivered</i>
2017	3-4	35
2018	2-3	40
2019	3-4	45

The following table identifies the topics of the 35 planned IBT classes to be coordinated and delivered in 2017:

**Table 2**

<b>2017 IBT Courses to be Delivered (multiple occurrences)</b>
Long-term Contaminant Management Using Institutional Controls (new)
Geospatial Analysis for Optimization at Environmental Sites (new)
Geophysical Classification for Munitions Response
Integrated DNAPL Site Characterization
Issues and Options in Human Health Risk Assessment – A Resource When Alternatives to Default Parameters and Scenarios Are Proposed
Petroleum Vapor Intrusion: Fundamentals of Screening, Investigation, and Management
Remedy Selection for Contaminated Sediments
Groundwater Statistics for Environmental Project Managers
ISM Part 2: Soil Sampling and Decision Making Using Incremental Sampling Methodology
ISM Part 1: Soil Sampling and Decision Making Using Incremental Sampling Methodology
Integrated DNAPL Site Strategy
Use and Measurement of Mass Flux and Mass Discharge
LNAPL Part 3: Evaluating LNAPL Remedial Technologies for Achieving Project Goals
LNAPL Part 2: LNAPL Characterization and Recoverability
LNAPL Part 1: An Improved Understanding of LNAPL Behavior in the Subsurface

In 2017, the delivery of 35 classes could take approximately 1000 hours, dependent upon the skills and experience of the proposer. The development of the 3-4 classes in 2017 could be about 120 hours per class, dependent upon the skills and experience of the team being trained.

## ***Required and Optional Tasks and Competencies***

This RFP is for multi-year contract support to provide a full range of IBT support services and includes but is not limited to the following:

### ***Required Tasks***

1. Management of the ITRC IBT Program to produce high-quality courses in conjunction with ITRC technical teams, including the following:
  - overall IBT Program management, including integration with other parts of ITRC (e.g., State Engagement, Team Leaders, Board of Advisors, and ITRC Director) and support for the ITRC Board of Advisors Training Program Coordinator (support includes providing updates and short presentations);
  - planning, scheduling, and coordinating the IBT Program development and delivery schedule in conjunction with ITRC technical teams' project schedules and instructors' schedules;
  - maintaining and improving IBT Program procedures based on analysis of customer feedback and training attendance;
  - reviewing course feedback for future course improvements, success story identification, and attendee customer service issues;
    - travel costs and time for one person to participate in the annual ITRC Kick-Off Meeting (up to 4 days long) to provide training and/or coaching to ITRC Team Leaders, Program Advisors, and others and to integrate the IBT Program with technical team activities; and if applicable provide the status of the Innovations in Training Initiative. (2017 ITRC Kick-Off Meeting, January 30, 2017 – February 1, 2017, in Cocoa Beach, FL)
    - travel costs and time for one person to travel to attend the ITRC Annual Meeting (up to 4 days long) to meet with technical teams that are developing IBT courses; and if applicable provide the status of the Innovations in Training Initiative. (2017 ITRC Annual Meeting, March 27-30, 2017 in New Orleans, LA)
2. Develop new IBT courses as listed in Table 1 above, approximately 2-hours in length (IBT courses are developed in parallel with ITRC technical team development and publishing of ITRC guidance documents), including the following:
  - coaching and supporting ITRC Team Leaders, Program Advisors, team members, and instructors, including an introductory phone/computer or in-person meeting (in-person meetings are in conjunction with ITRC team meetings as detailed in item 1 and do not require extra travel); this meeting is intended as an introduction to IBT and is used to coach the participants on aspects of ITRC IBT courses as necessary;
  - reviewing presentation slides and making recommendations for delivery improvements based on training principles (technical content is developed by the team);
  - assessing instructor performance and providing feedback;
  - phone/computer or in-person meetings (in-person meetings are in conjunction with ITRC meetings as detailed in item 1 and do not require extra travel) with ITRC technical teams and instructors as needed for coaching on the course development and for practice of the training curricula;
  - one dry-run practice session over the Internet (Web delivery platform is provided as stated in item 3 and not part of this contract) with a practice audience consisting of ITRC

- members, including State Points of Contact (POCs) and others; includes general preparation, communication with practice audience, coordination of instructors, packaging of previously prepared slides, participation in the dry run, and follow-up with instructors afterwards;
- packaging training materials (bios, course description, slides, links, feedback questions) and providing these materials to the U.S. Environmental Protection Agency (EPA) Web training contractor for public delivery;
3. Hosting and delivery of the following:
    - Between 35-45 IBT courses per year based on the Table 2 in conjunction with EPA's Technology Innovation and Field Services Division using [www.clu-in.org](http://www.clu-in.org) and associated resources provided by EPA contract support;
    - hosting includes attendance by one key person to each course and all necessary preparation and follow-up (e.g., customer service to ITRC training participants in advance of training course, including registration help as necessary, follow-up with unanswered questions and instructors after the course, coordination of instructors, minor updates to and packaging of presentation slides);
  4. Marketing and advertising of ITRC IBT, including the following:
    - preparing content for marketing/advertising of IBT courses;
    - coordinating advertising and integrating advertising with information on any applicable classroom-based courses (content for classroom training advertising is not part of this contract);
    - providing marketing/advertising content, training schedule, and related materials to ITRC outreach support and other appropriate ITRC functions for promotion of training via overall organizational mechanisms and website including ITRC maintained social media accounts;
    - provide training opportunity updates on the monthly POC team calls;
    - distributing monthly training announcements to the ITRC Internet training distribution list, POCs, Team Leaders, Program Advisors, Board of Advisors, and others who request they be placed on the distribution list;
    - maintaining and updating the ITRC e-mail distribution list for training advertising;
  5. IBT evaluation and record-keeping, including the following:
    - compiling, analyzing, and reporting the attendance and other results from the ITRC IBT Program, including the following:
      - semiannual course-by-course and total course participation reports detailing EPA, U.S. Department of Defense, and U.S. Department of Energy training class attendance by attendee sector;
      - semiannual course-by-course reports of attendance by each state;
      - and periodic basic updates to assist ECOS and ITRC in meeting regular reporting needs;
    - assisting with the development of feedback forms by instructor teams.

### ***Optional Task***

Please review the ITRC report titled Training Program Improvement Initiative and using knowledge of best practices in training, provide a narrative explaining the tasks to enhance the current IBT program.

## ***Competencies***

- Demonstrate ability to coach teams of diverse people to develop high-quality training classes within the existing ITRC IBT framework.
- Demonstrate ability to coach teams to translate complex scientific topics into 2-hour IBT classes.
- Demonstrate knowledge of training techniques and concepts.
- Demonstrate ability to teach training techniques and concepts.
- Demonstrate ability to keep records of training attendance and to translate this information into clear reports that can be used by ITRC funders, POCs, and leadership.
- Demonstrate ability to schedule and coordinate numerous diverse IBT sessions being taught by volunteer trainers with diverse schedules, in varying time zones, and differing technological resources.

### Other required competencies:

- Proposer must have experience in managing teams of people.
- Proposer must show understanding or have a background in environmental technical and regulatory issues.
- Proposer must show project management experience, including budgeting, planning, tracking, and updating project status.
- Proposer must show ability to write reports and develop presentations.
- Proposer must provide its own work facilities and materials; ITRC will not provide workspace or supplies.
- Proposer must be proficient in computer software such as Microsoft Office, Adobe, survey tools (e.g., SurveyMonkey), and Web conferencing applications (e.g., Adobe Connect).
- Proposer should be accessible during normal working hours and be responsive to telephone and e-mail messages.

## ***Evaluation Criteria***

ERIS/ITRC reserves the right to award the contract at its sole discretion and based on any factors it chooses to consider. Proposers (and their key person(s) proposed) will be evaluated on how likely they are to complete the Required Tasks and Competencies on schedule and with excellence, as well as on the overall fixed price. Select proposers may be contacted to schedule a short phone interview between key person(s) and ITRC leadership at a mutually convenient time. **Competitiveness of price will be evaluated, but low cost is not essential to be awarded the contract.** The optional task, Innovations in Training, will be evaluated but will not be scored for the purpose of selecting the Internet-based training contractor. Proposals and other information on Proposers will be shared with ECOS staff and ITRC Board of Advisors members only.