

Attachment I Training Approach and Plan Response



Narrative/Requirement

Respondent shall provide training for proposed product. Sixty-seven (67) county health departments shall access the product in addition to more than fifteen central office (Tallahassee) Bureau staff. Vendor shall develop a comprehensive training plan. The training plan shall incorporate web-based training videos and provide User Manuals as part of the training plan.

Users are identified as follows:

- More than 1100 data entry personnel using the data entry function to add or edit entity or inspection details, certain authorizations, generate billing invoices, and post fee or permit payments.
- More than 100 data custodians using the report function(s) specific to their CHD location.
- More than 15 statewide personnel using the report function to view productivity and statistical data statewide.
- Eight (8) Administrators using the report and account administration functions to view fiscal data statewide or manage user accounts.
- More than 500 Environmental Health specialists use the mobile application when conducting facility inspections.
- Citizens or permit holders accessing the online billing site to pay invoices in order to renew their permit(s).

Vendor Response

Respond with an outline for how you plan to provide training for these diverse user groups.