**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.