



**2.3.11 Training [L.34.2.3.11], [C.3.7.2.1], [C.3.7.2.2],
[C.3.7.2.3], [C.3.7.2.5]**

GSA and the Agencies can take advantage of an AT&T Networx training program that is specifically designed to address the diverse needs of the Government. AT&T's training program provides the Government with a high-quality, flexible, and easily accessible learning experience.

The offeror shall describe how it proposes to deliver the training required in Section C.3.7, Training. The offeror shall describe the methods, procedures, and types of materials and media it currently uses to support training within its own organization and with other clients. The offeror shall describe the methods, procedures, and types of materials and media it uses to provide no-cost training to customers using services similar to those the offeror is proposing. [L.34.2.3.11]

Overview

The Networx Training Program is designed to provide Government customers with training and education on all aspects of the contract including overviews, Operational Support Systems (OSS), processes/procedures, and transition activities. GSA and Agency customers will be able to maximize their training experience with a training program that is modular in design and available in a variety of delivery methods as required, including web-based and/or self-paced courseware that is available 24X7.

Teaching professionals from AT&T and our partner, Tech 2000, also have the experience required to fully support the U.S. Government and successfully execute the development, delivery, and monitoring activities associated with the Networx training program. A proven process is in place to continuously monitor and incorporate feedback, ensuring the program is fully effective and up-to-date. The Government gains distinct advantages through the Networx training solution, as shown in **Table 2.3.11-1**.

NETWORX TRAINING PROGRAM ADVANTAGES TO THE GOVERNMENT	
✓	Years of experience providing quality training to Government customers [REDACTED]
✓	A proven foundation of existing courseware on which to build, highlighting AT&T's capability to begin training immediately
✓	Modular course design that facilitates easy updates as technology is enhanced or features are added



NETWORX TRAINING PROGRAM ADVANTAGES TO THE GOVERNMENT

✓	Skilled instructors with relevant telecommunications and Government training experience
✓	Comprehensive web-based catalog and Learning Management System (LMS) platform providing users with immediate access to courseware and materials
✓	Courses offered using the latest in blended learning technologies
✓	Secure on-line registration and full support for Agency customers preferring to register through other methods
✓	Clear and concise measurements of training effectiveness through the analysis of post-course student feedback
✓	Industry-wide processes to continuously monitor and incorporate feedback into the Networkx training program

Table 2.3.11-1: A Reliable Training Program Exceeding Government Requirements. *AT&T has the experience, design/delivery capabilities, and experienced training personnel to fully support Networkx training requirements.*

Support for Government Networkx training is assigned to the Customer Support Office (CSO), with a dedicated Networkx Training Manager and staff fully accountable for meeting or exceeding all training requirements including course design and development, delivery, and ongoing updates based on student feedback and technology changes.

AT&T & Tech 2000 Partnership

To provide the Government with a world class Networkx training experience, AT&T has chosen to form a partnership with Tech 2000, a woman-owned custom training and development small business headquartered in Herndon, Virginia. Tech 2000 has enlisted the talents of industry-leading technical developers and learning professionals to create and deliver high-quality training courseware. They offer a wide variety of media for course delivery, including video, three-dimensional (3-D), two-dimensional (2-D) Flash, and audio. Tech 2000 has a solid history of providing high-quality training support to Information Technology (IT) firms and is one of only seven Tier 1 Cisco Learning Solution Partners in North America. As such, Tech 2000 has access to all Cisco intellectual learning property. **Table 2.3.11-2** shows the key factors behind Tech 2000’s selection as a training partner by AT&T.



<ul style="list-style-type: none">• Extensive course development/delivery experience. Tech 2000 provides commercial and Government training courses/products to over 50,000 users per year.• Tech 2000 employs experts in adult learning methodology• [REDACTED]• Strong knowledge of service provider transport and Operational Support System (OSS) environments• Ability to deliver high-quality training in a multitude of formats/methodologies• Proven experience supporting Government customers and service provider community• [REDACTED]• Cisco Systems OSS support training for DSL product line• Cisco Systems service provider TMN/OSS solutions and integration• Capable of fully supporting all training delivery methods as required by the Government for Network		

Table 2.3.11-2: Why Tech 2000? AT&T selected Tech 2000 primarily due to their training development/delivery capabilities and previous experience supporting Government customers and industry service providers.

AT&T Employee Training

The success of almost any company is directly related to the capabilities of its people. Educational and skill development of professionals not only enables them to perform with increased effectiveness but also provides the framework of a personal plan focused on the long-term.

Our approach is to hire customer service professionals with strong academic credentials and relevant experience. They are provided with training created based on specific learning objectives including frequent checks for successful knowledge transfer. [REDACTED]

[REDACTED]

Over the last several years, AT&T has also opted to provide internal training using a blended learning approach with a mix of delivery methodologies to maximize the training experience. [REDACTED]

[REDACTED]



[REDACTED]

[REDACTED] Depending on the needs of our internal student populations, training can be deployed or blended in any of the following methods:

- Instructor-led classroom sessions
- Secure, online Web-based / Self-paced learning
- Simulation tools
- Tele-training conferences
- Videoconferencing
- Distance learning (WebMeeting/Centra)
- Self-paced via CD-ROM / DVD-ROM

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Table 2.3.11-3.

External Client Training

The same philosophy used for internal training is applied to learning and education programs designed for our large commercial customers. Increasingly, this type of training is delivered on a web interface in a self-paced environment and augmented with classroom training depending upon subject matter or customer preference.

For example, to support the [REDACTED] award, AT&T recently created and began delivering customized classroom-based training



to the [REDACTED] consisting of detailed processes and AT&T BusinessDirect® application training for billing, ordering, and maintenance functions. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The Government has also been successfully supported by AT&T on previous contract awards, such [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Table 2.3.11-4 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Table 2.3.11-4: Excellent Marks for [REDACTED]

The offeror shall provide a draft Training Plan that describes how it proposes to meet the training requirements described in Section C.3.7, Training. The offeror shall provide in the draft Training Plan details on the following, at a minimum:

(a) Courses Offered

Courses offered to Government customers can be found in Section 2.3.11.1 of this document and in Appendix E, Draft Networkx Training Plan.

(b) Training Delivery Methods

Training delivery methods to support Government customers can be found in Section 2.3.11.2 of this document and in Appendix E, Draft Networkx Training Plan.

(c) Training Administration

Training administration to support Government customers is in Section 2.3.11.3 of this document and in Appendix E, Draft Networkx Training Plan.

Design, Development, Delivery

A comprehensive approach is followed to provide the Government with courseware and training materials designed, developed, and delivered in a consistently high quality manner. AT&T and Tech 2000 share the philosophy that training evaluation is an ongoing activity embedded in all phases of the training program, from the early stages of determining objectives to post-delivery evaluations.

This is depicted in **Figure 2.3.11-1**.

The approach begins with the clear determination of the learning objectives associated with a particular course or module and continues through the delivery and evaluation phases, where student and GSA feedback is ultimately incorporated into the process. The steps associated with the design, development, and delivery procedures to provide high quality training to Government customers are provided in **Table 2.3.11-5**.



Figure 2.3.11-1: Continuous Improvement. *The Government can rely on well-established processes that ensure the learning experience is of the highest quality possible.*

TRAINING DESIGN, DEVELOPMENT, AND DELIVERY PROCESS	
Step 1 – Curriculum/Course Design	
Determine Learning Objectives	Transform business/Government need into primary learning objectives
High-Level Design Document	This document addresses knowledge “gaps” and provides a description of: <ul style="list-style-type: none"> • Primary Learning Objectives • Module Learning Objectives • Lesson Learning Objectives • Labs • Timeline
Review/Approve Design Document	Obtain concurrence on design document from internal team members
Initiate Data Mining	Examine existing courseware and/or other sources of content

TRAINING DESIGN, DEVELOPMENT, AND DELIVERY PROCESS	
Create Low Level Design Document	This process includes the refinement or creation of: <ul style="list-style-type: none"> • Primary Learning Objectives • Module Learning Objectives • Lesson Learning Objectives • Section Learning Objectives • Map Learning to RIO (Reusable Information Object) Type (Concept, Fact, Process, Principle, Procedure) • Labs (as required) • Detailed Timeline
Review/Approve Low Level Design Document	Obtain concurrence on low level design document from critical team members
Step 2 – Curriculum/Course Development	
Content Items	<ul style="list-style-type: none"> • Concepts • Determine optimum delivery methodologies / convert to multiple delivery styles as necessary • Facts • Processes/Procedures • RIO/RLO (Reusable Learning Object). Content enhanced with 3D simulations or animations as requested
Practice Items	<ul style="list-style-type: none"> • Questions • Case Studies • Live Simulations • Hands-on Labs / Exercises
Assessment Items	<ul style="list-style-type: none"> • Test Questions (multiple choice, True/False, etc.) • Labs • Role Plays
Step 3 – Course Delivery	
Walk-Through	<ul style="list-style-type: none"> • Technical Developer/Instructor performs quality review of course materials with SME(s) • Content changes are analyzed against design documents and objectives • Prioritization of changes or delivery improvements • Change/version control management provided by lead project SME
Pilot Session	<ul style="list-style-type: none"> • Typically a small class size • Conducted with mixture of employees and Government customers • Additional focus on course evaluation feedback and input provided in session
Incorporate Feedback	<ul style="list-style-type: none"> • Blend in walk-through and pilot session input (as necessary) • Re-validate feedback against original course objectives
Step 4 – Training Schedule	
Scheduling / Administration	<ul style="list-style-type: none"> • Load all course information into online registration tool • Coordinate with local Government training contacts (as required) • Ensure classroom supplies and equipment are available • Online and manual registration processes • Rescheduling/Cancellation procedures • Maintain accurate student training history
Step 5 – Training Schedule	
Continuous Quality Review Process	<ul style="list-style-type: none"> • Post course evaluations (Kirkpatrick Level 1) • Post course test for knowledge transfer (Kirkpatrick Level 2) • Job Performance Analysis (Kirkpatrick Level 3 – optional and/or at Government request)

Table 2.3.11-5: Training Design, Development, and Delivery. *The Government receives high quality training on a consistent basis through a detailed process used the Networx Training Team.*

To ensure all Government customers are receiving or have access to current information about the contract, the contractor shall develop a training program. [C.3.7.2.1]

The Networkx training program, as detailed in Appendix E (Networkx Draft Training Plan), is designed to maximize the effectiveness and efficiency of training delivered to Government students by providing them with comprehensive and easily accessible courseware specifically created to support the Networkx contract.

The contractor shall develop and submit to GSA a Networkx Training Plan describing the contractor's training program. [C.3.7.2.1]

A detailed Networkx Training Plan is provided in Appendix E. The training plan is updated 15 days after receiving GSA's comments and in 10 days if no comments were received. Thereafter, the Training Plan is updated annually, 30 business days after the end of each contract year.

The contractor's Networkx Training Plan shall address training delivery methods including: meeting and briefings, classroom, seminars, instructor-led and non-instructor on-line web based, self study, and manuals or desk top guides. [C.3.7.2.1]

Information on training delivery methods can be found in Section 2.3.11.2 (Training Delivery Methods) of this document with full details provided in the Networkx Training Plan found in Appendix E.

The contractor's training plan shall include training evaluation forms to complete requirements of Section C.3.7.2.5, Step 5 -- GSA Monitors The Course And Students Evaluate The Course. C.3.7.2.1]

Detailed information on the process and forms used to obtain student evaluation data is in Section 2.3.11.3, (b) Sample Training Evaluation Form, of this document and within Appendix E, Draft Networkx Training Plan.

2.3.11.1 Courses Offered [L.34.2.3.11.1], [C.3.7.2.1]

The offeror shall provide a description of courses offered, including course scope and topic details for each of the intended student population:

- (a) Designated Agency Representatives (DARs), who are Agency representatives with the authorization to order services and products
- (b) Network Operations, who are Agency representatives with network monitoring responsibilities.

Intended Student Populations

A training course shall be provided and individually tailored for each of the Government population groups.

Each Government Networkx training population group will be provided with detailed modular training courses customized to meet Government

requirements. This information is provided in the following section by student population.

Group Training for Designated Agency Representatives (DARs)

(a) Designated Agency Representatives (DARs), who are Agency representatives with the authorization to order services and products

Group training for Designated Agency Representatives shall be required, but not limited to, the following topics:
Overview of Network Services, including, at a minimum, services and products, service features, security offerings, and Government roles and responsibilities

Operational Support Systems, including, at a minimum, service order and tracking system, billing / dispute system, trouble and complaint handling system, and an overview of network management and monitoring systems

Processes and procedures, including, at a minimum, placing and tracking orders, reporting and tracking troubles and complaints, escalation procedures for problem resolution, resolving billing disputes, obtaining credit adjustments, fraud prevention, including customer premises safeguards, proper service assistance methods, and coordinating with the Contractor's Customer Service Office

Transition, including, at a minimum, contractor and Government roles and responsibilities, preparation activities, timeframes, and contract exceptions that apply during transition. [C.3.7.2.1]

The DAR training program provides Agency personnel with the courseware necessary to fully support the Network contract. Government DARs are unique in the fact that they must be knowledgeable in most aspects of the Network contract, particularly with ordering, billing, and maintenance. They need a comprehensive understanding of the Network tools and processes that will be used to successfully deliver services to the Government, on time and accurately, and to help ensure that any problems are promptly addressed. Group training for DARs supports class sizes from 10 to 32 students. Refer to Appendix E for a full description of Network training for DARs.

Group Training for Network Operations Personnel

The offeror shall provide a description of courses offered, including course scope and topic details for each of the intended student populations:

(b) Network Operations, who are Agency Network Management Contacts with network monitoring responsibilities. Group training for Network Operations people shall include, but not be limited to, the following:

Overview of Network Services, including, at a minimum, services and products, service features, security offerings, and Government roles and responsibilities

Operational Support Systems, including, at a minimum, trouble and complaint handling system, and an overview of network management and monitoring systems

Processes and procedures, including, at a minimum, reporting and tracking troubles and complaints, escalation procedures for problem resolution, fraud prevention, including customer premises safeguards, proper service assistance methods, and coordinating with the Contractor's Customer Service Office

Transition, including, at a minimum, contractor and Government roles and responsibilities, preparation activities, timeframes, and contract exceptions that apply during transition. [C.3.7.1]

As indicated in the Government's requirements, GSA and Agency Network Operations personnel require training on tools, applications, and processes that are a subset of those required for Designated Agency Representatives.

Group training sessions for Networx Operations personnel can accommodate a minimum of 10 students and a maximum of 32. Refer to Appendix E for a full description of Networx training for Network Operations Personnel.

Course Samples

The offeror shall provide for each course samples of training materials, which shall include but are not limited to brochures, registration materials, presentations, hand-outs, and reference guides. (L.34.2.3.11.1-continued)

Refer to Appendix E, Draft Networx Training Plan for sample training materials.

2.3.11.2 Training Delivery Methods [L.34.2.3.11.2]

The offeror shall provide a description of its capability to provide training to all GSA regions using different types of training delivery methods, including classroom, web-based, meetings and briefings, seminars, self-study training, training manuals and desk top guides.

Government customers in all GSA CONUS regions have access to a powerful set of learning resources specifically created by AT&T to fully support all aspects of the Networx contract. The methods used to deliver Networx training sessions will be determined by the Government based on their specific requirements. AT&T will fully support and be compliant with all training delivery methods specified in the RFP.

Multiple delivery methodologies for the same courseware are available when circumstances demand it. For example, if a Government customer does not have high speed internet access to take a web-based course, that course can

be made available on CD-ROM or DVD-ROM. The training program has the flexibility to accommodate these types of requirements.

Topics requiring face-to-face classroom training will be delivered by highly skilled instructors at locations furnished by AT&T and within daily commuting distance for GSA and Agency students. AT&T will also be fully compliant with other training facilities as requested by the Government.

Figure 2.3.11.2-1 represents the various course delivery methods available to GSA and Agency customers through the Network Training Program.



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Figure 2.3.11.2-1: Flexible Solution for All Training. GSA and the Agencies require flexibility in training options, as employees learn at different rates and have varying previous experience.

Use of Self-Paced Learning

The Government’s use of self-study/self-paced training provides greater flexibility for students in choosing when training is taken and what topics are covered. The benefits of self-study / self-paced courses are shown in **Table 2.3.11.2-2**.

BENEFITS ASSOCIATED WITH WEB-BASED/SELF-PACED TRAINING (ELEARNING)	
✓	Effective delivery of training without the added cost of training facilities, equipment, and travel time/expense
✓	Ability to extend the reach of training to a much larger audience
✓	Training on-demand without waiting for a class date or for a class to fill
✓	Flexibility in making training available based on individual work or personal schedules, skill mix requirements, demonstrated skill, and advancement opportunity.
✓	Training literally available around the clock, around the world
✓	Up-to-date course materials are always available
✓	Easy to audit and monitor
✓	Resume web-based courses at the last completed module/section, if interrupted
✓	Rapid deployment of training to field personnel
✓	Students learn at their own pace and can focus on the topics they find most relevant or necessary

Table 2.3.11.2-2: Training Flexibility. Government personnel can elect to take training based on their schedule. The contractor shall make available, at no cost to the Government throughout the life of the contract, training through the following delivery methods: meetings, briefings, seminars, self-study, video-conference, and on-line web based. [C.3.7.2.2]

Multiple delivery methodologies are available to Networkx customers as required, based on the Government’s needs and the type of training content being provided. This flexibility allows Networkx customers to maximize the training experience, while minimizing the time away from their jobs. Small topics and/or updates are supported by training briefs or desk drops, while more complex topics are supported with video-teleconferencing or web-based training (**Figure 2.3.11.2-2**). All Networkx training, with the exception of supplemental training, is provided to the Government at no charge.

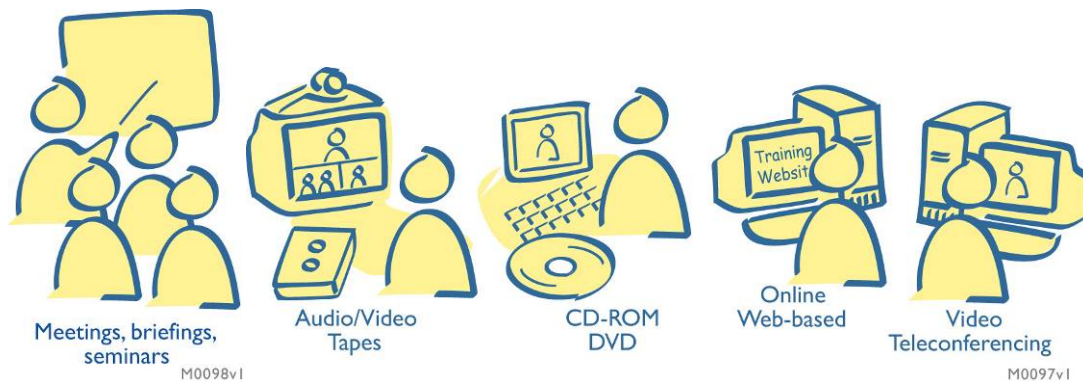


Figure 2.3.11.2-2: GSA and Agencies have access to multiple course delivery. *Multiple deliver techniques provide Government Networkx customers the flexibility they need to take courseware when it is most convenient to them.*

2.3.11.3 Training Administration [L.34.2.3.11.3], [C.3.7.2.2], C.3.7.2.3], [C.3.7.2.5]

The offeror shall describe its training administration process including its ability to provide:

(a) Web-based training catalog

The contractor shall provide a Course Catalog within 30 calendar days after Notice to Proceed on its website with information relating to training schedules, course name, classes, location of class, short course description and any information necessary for student attendance. [C.3.7.2.3]

Web-based training catalog

GSA and Agency personnel can easily obtain all relevant Networkx training information by accessing a comprehensive course catalog via the AT&T Networkx website. This catalog is available within 30 calendar days after Notice to Proceed and provides Government customers with immediate access up-to-date training materials, logistics, course descriptions, etc. Refer to Appendix E, Draft Networkx Training Plan, for all information relative to the course catalog.

Hardcopy training catalogs are also available, upon request, to Government customers that do not have internet access or for those preferring to view courseware and register manually. These are available by contacting the Networkx CSO on (877) GET-NTWX (877-438-6899).

The contractor shall update the Course Catalog as class schedules are added for the courses offered. [C.3.7.2.3]

An update to the Networkx course catalog is required when the following situations occur:

- New sessions have been added for existing courseware
- New courseware is created
- Existing courseware undergoes significant modifications
- Contract modifications resulting in updates being required

(b) Quality training materials

When requested by GSA, contractor shall provide GSA all the training material used for its training sessions. [C.3.7.2.2]



GSA can request any training material used to support the Networkx contract at any time during the course of the contract. This could include student guides and other training data used to support a particular course. Up-to-date Networkx training materials are stored on the Networkx Training website for downloading and printing. Government users can also request training materials in other formats mutually acceptable to both GSA/Agencies and the Networkx Training Team.

The contractor shall provide all training and training materials as presented and approved in the Networkx Training Plan. [C.3.7.2.2]

GSA and the Agencies receive training materials required to complete the course at no cost and all relevant training materials, (such as student guides and job aids) are maintained on the Networkx website for the life of the contract. Samples of course materials are included in Appendix E, Draft Networkx Training Plan.

(c) Web-based and non-web based training registration and cancellation process
The contractor shall provide for on-line registration through a web site provided by the contractor. [C.3.7.2.3]

Government students have the option of registering for training classes through the AT&T Networkx website or by contacting the CSO to request enrollment in a particular class or learning event. Written enrollment confirmations, via email or US Mail, will be provided to students regardless of the registration method used. [REDACTED]

[REDACTED]

[REDACTED]

When Government students need to cancel their enrollment in any training session for which they are registered, they may do so via the online registration system or by contacting the Customer Support Office (CSO).

All information relative to registration and cancellations are located in Appendix E, Draft Networkx Training Plan.

(d) Course scheduling

Networx customers have full capability to view course details and descriptions, including the ability to view upcoming classroom-based courses and to register for the courses of their choice. AT&T will establish a Course Catalog with predetermined class schedules. Enrollment confirmation notices are provided to Government students through email or other means mutually acceptable to the GSA/Agencies and AT&T.

These notices confirm the date, time, duration, and location information for each learning event.

Classroom-based training provided in Government locations is coordinated in advance between Government training coordinators and the Networx Training Team to verify logistical information such as room availability and equipment.



Government customers migrating to Networkx initially require overview and transition training. AT&T interfaces closely with Government-designated training coordinators to establish training priorities and schedules for the Government. Recurring training schedules focus on topics required for smooth transition. Instructors and support staff remain flexible to meet the needs of the Government.

(e) Advertising and tracking of training activities

For advertising of Networkx training, the training section of the Networkx website is used to post notifications when new courses are available. This information is placed in a conspicuous location on the initial screen that students see after entering into the Networkx training website. Advertising, and actual course delivery, will also be conducted at GSA User Forums or seminars.

[REDACTED]

[REDACTED] Unregistered training prospects can access the public Networkx website to view information such as: Networkx courses (including prescheduled sessions), course descriptions, course length, delivery locations (as applicable), target audience, etc. Once the prospective student has selected the learning event they wish, they will be guided to the secure subscriber portion of the Networkx website to formally register for the class(es) of their choosing.

(f) Reports containing the required data

GSA is provided with reporting information to meet the requirements specified in Section C.3.7.3. These reports consist of the following:

- Summary Training Evaluation Report, including:
 - List of classes delivered and dates

- Results compiled from each Training Evaluation Form for each class, including numeric scores as well as additional comments
- Analysis and corrective actions
- Quarterly Classroom Training Report, including:
 - Course Titles
 - Agencies Attending
 - Trainees Names
 - Dates of Classes

- Total number of Trainees trained to date

Each of these reports is delivered to GSA in MS Excel 2003 via email.

Course Evaluation and Improvement Methodology

The offeror shall provide a description of its training evaluation process, including its ability to provide:

- (a) Methods and procedures to restructure and improve courses offered in case of unacceptable training evaluation results

Quality assurance and measurement information [REDACTED]

[REDACTED] will be provided for every course offered by AT&T in support of the Networx program, at no cost to the Government.

[REDACTED]

[REDACTED]

[REDACTED]

Training delivered to the Government is also evaluated by every student after every class.

In addition to the evaluation procedures that are built in to the Networx training program, GSA reserves the right to send monitors to any training event. If GSA determines that any component of the training program is unacceptable, AT&T and Tech 2000 will make the appropriate corrections within 30 calendar days after being notified.

In the event any Networx learning event is deemed unacceptable, AT&T immediately modifies or restructures the course with revised courseware available within 30 calendar days. Valuable data obtained through the course evaluations completed by all students, particularly the comments section, is used in course modifications and updates.

Timely post-delivery training evaluation is an important ingredient to the success of any training course or learning event. This valuable data can be

used by instructors to improve their delivery technique and by course developers to continuously improve the course content.

(c) Sample Training Evaluation Form

The contractor shall provide evaluation forms to be completed (either electronic or paper) at each training class for each attendee. [C.3.7.2.5]

Evaluation of training activities is an important means of gauging the impact of individual courses and the overall success of the Networkx learning program. Student feedback is gathered from Government students after each training course, either electronically or on paper. This information is used to continuously improve course material. Detailed information on evaluation forms (with a detailed sample) are in Appendix E, Draft Networkx Training Plan.

Questions on the evaluation form shall pertain to, but not limited to, the following topics: Course objectives, Training material, Instructor, Length of the training class, Training facility, Overall evaluation. [C.3.7.2.5]

The Networkx Training Evaluation form includes a variety of questions designed to capture feedback from Government students related to the overall training. Evaluation form questions are fully covered in Appendix E, Draft Networkx Training Plan.

Ratings shall range from 1 to 5, 5 being the highest, with sections available for specific comments. [C.3.7.2.5]

As indicated on the training evaluation form located in Appendix E, Draft Networkx Training Plan, ratings for each question on the Networkx Training Evaluation Form range from 1 through 5, with 1 being the lowest score and 5 being the highest. There is also an extensive comment section for students to elaborate on their feedback.

If the Offeror's approach to meeting Training requirements is different for optional services than for mandatory services, the offeror shall describe the differences in a separate optional services sub-section within the Training section of the Offeror's response. The Offeror shall reflect differences due to optional services in an addendum to the Training Plan.

The approach to meeting Government training requirements for optional services is identical to that which is used for mandatory services.



Summary

The importance of a high-quality and flexible training program to support the Networkx user community cannot be overstated. Government customers must have access to learning content that is easy-to-use and targeted for specific audience segments. When classroom training is required, course delivery will be provided by professionals who have a wealth of experience supporting the unique requirements of the Federal Government. AT&T has a long history of delivering high-quality training to GSA and Agency personnel, as demonstrated by the consistently high evaluation scores received from students.