3.11 TRAINING PROGRAM (L.34.2.3.11; M.3.14; COMP_REQ_ID 209)

> *The most effective user is one who is well informed and educated on the services and products being used. The Qwest training organization demonstrates Quality through Performance every day as we educate customers and employees using a professional training staff supported by state-of-the-art training tools.*

3.11.1 Understanding of the Requirements

The Qwest Team will provide an ongoing Networx training program available to all Government staff. The Qwest Networx training program has been designed to provide Government customers with current information about the Qwest Networx contract including:

- Products and services
- The Operations Support Systems (OSS)
- The network management systems
- The processes and procedures for service delivery and service assurance

We will deliver our training programs using a variety of mediums, including meetings and briefings, classroom, seminars, instructor-led, and on-line Web-based self-study, and manuals or desk top guides. Requests for registration and cancellation for classes, and inquiries for training information or support can be entered through the Qwest Networx Web site or through the Qwest Customer Support Office (CSO). Our Networx toll-free hotline, 1-866-GSA-NETWorx (1-866-472-6389), is available to GSA and Agency customers. The CSO is accessible 24x7x365 using the toll-free hotline, fax, U.S. Postal Service, and e-mail as shown in ▮▮▮▮▮▮▮▮▮▮
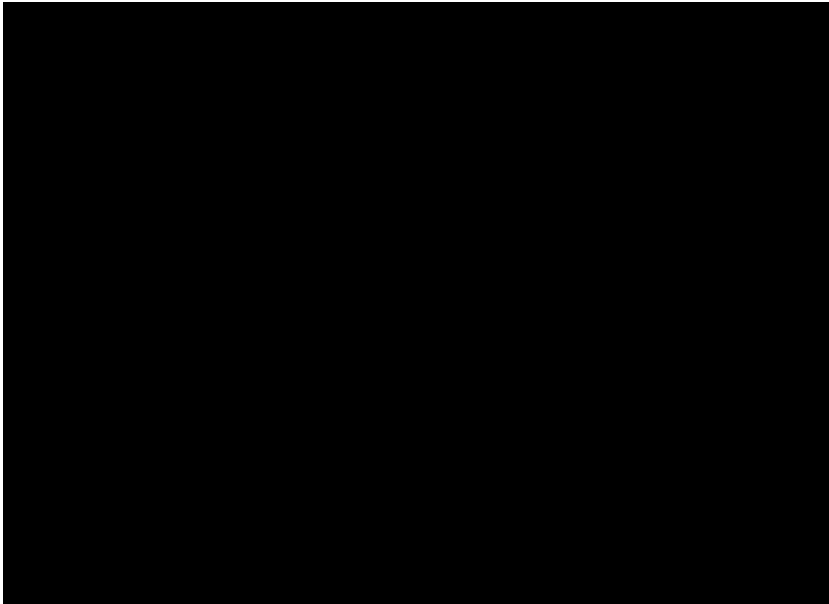
The Qwest Team will provide training courses that are individually tailored for 1) Executives; 2) Designated Agency Representatives (DARs); and 3) Network Operations. Qwest will provide classroom training available at no cost to the Government for up to the following number of students: Executives – 500 students; DARs – 5,000 students; and Network Operations –2,000 students. Once these maximums have been reached, Agencies may order classroom training for a nominal charge for the duration of the Networx contract.

The Qwest Team will provide classroom instruction in all GSA regions within the boundaries of the Continental United States (CONUS). The maximum class size is 32 students; the minimum is 10 students. Qwest will provide self-study training instructions in Web-based, CD ROM/DVD, and audio/video tape formats throughout the life of the contract. These instructional materials and training resources will be easily accessible through the Qwest Networx Web site or by calling the CSO hotline to ensure maximum distribution, usefulness, and availability.

The Qwest Team will manage registration activities and class scheduling by providing online registration through the Qwest Networx Web site. We will also provide a course catalog on the Web site with information

relating to training schedules, classes, and course descriptions. We will provide updates to the course catalog as classes are added.

The Qwest Team understands that GSA will evaluate the program by monitoring classes and by receiving training reports that incorporate student evaluation feedback. We will make changes to the program as needed and submit revised training deliverables to GSA for approval. The Qwest Team will provide monthly and quarterly classroom training reports. Our understanding of these requirements comes from many years of demonstrated training experience.

3.11.1.1 Responses to Narrative Requirements

Section 3.11.1.1.1, General Narrative Requirements, identifies RFP requirements and associated proposal response locations. Section 3.11.1.1.2, Specific Narrative Requirements, identifies RFP requirements and associated proposal response locations.

3.11.1.1.1 General Narrative Requirements

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
209	C.3.7.2.1	To ensure all Government customers are receiving or have access to current information about the contract, the contractor shall develop a training program.	Section 3.11.1 and Appendix 4
208	C.3.7.2.1	The contractor shall develop and submit to GSA a Networx Training Plan describing the contractor's training program.	Section 3.11.1.2, and Appendix 4
207	C.3.7.2.1	A training course shall be provided and individually tailored for each of the three Government population groups listed below Executives, who are senior level Government managers DARs, who are Agency representatives with the authorization to order services and products Network Operations, who are Agency representatives with network monitoring responsibilities	Section 3.11.2 Appendix 4
206	C.3.7.2.1	Group training for Executives shall be required, but not limited to, the following topics: Overview of Networx Services; Overview of Operational Support Systems; Overview of Transition Plan.	Section 3.11.2, Appendix 4
203	C.3.7.2.1	The contractor's Networx Training Plan shall address training delivery methods including: meeting and briefings, classroom, seminars, instructor-led and non-instructor online web based, self study, and manuals or desk top guides.	Section 3.11.3 and Appendix 4
200	C.3.7.2.1	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.	Section 3.11.5.2
198	C.3.7.2.2	The contractor shall provide all training and training materials as	Section 3.11.2.1

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
		presented and approved in the Networx Training Plan.	and Appendix 4
193	C.3.7.2.2	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-teleconference, and online web based.	Section 3.11.3 and Appendix 4
190	C.3.7.2.2	When requested by GSA, contractor shall provide GSA all the training material used for its training sessions. The Government reserves the right to copy or duplicate any training material used under the Networx program.	Section 3.11.3
187	C.3.7.2.3	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. The contractor shall update the Course Catalog as class schedules are added for the courses offered.	Section 3.11.4.1
186	C.3.7.2.3	The contractor shall update the Course Catalog as class schedules are added for the courses offered.	Section 3.11.4.1
185	C.3.7.2.3	The contractor shall provide for online registration through a web site provided by the contractor.	Section 3.11.4.3
168	C.3.7.2.5	The contractor shall provide evaluation forms to be completed (either electronic or paper) at each training class for each attendee.	Section 3.11.5
167	C.3.7.2.5	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.	Section 3.11.5.2 and Appendix 4
165	C.3.7.2.5	Ratings shall range from 1 to 5, 5 being the highest, with sections available for specific comments.	Section 3.11.5.2

3.11.1.1.2 Specific Narrative Requirements

comp req_id	RFP Reference	RFP Requirement	Proposal Response
205	C.3.7.2.1	Group training for Network Operations people shall include, but not be limited to, the following: Overview of Networx 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.	Section 3.11.2 and Appendix 4
204	C.3.7.2.1	Group training for Designated Agency Representatives shall be required, but not limited to, the following topics: Overview of Networx 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	Section 3.11.2 and Appendix 4

		Transition, including, at a minimum, contractor and Government roles and responsibilities, preparation activities, ordering and tracking, timeframes, and contract exceptions that apply during transition.	

3.11.1.2 Current Qwest-based Training (L.34.2.3.11; M.3.14)

Qwest currently provides training for both internal and customer audiences on products similar to those proposed for Networx. ███████████ ██ Our training curriculum provides world-class learning for world-class performance using a blend of classroom and online instruction. ██████████████████████████████████

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████████████████████████ have no problem creating and delivering training to meet the Networx requirements.

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Audience and Subject Area	Method of Delivery	Classes Trained	Students Trained	Learner Hours
████████████████████	███████	██	███	███

Audience and Subject Area	Method of Delivery	Classes Trained	Students Trained	Learner Hours
███████████████	██████	███	████	████
████████████████	██████	███	████	████
███████████████████	██████	██	████	████
███████		████	████	████

Qwest's Draft Training Plan, found in Appendix 4 of our proposal, delineates the courses to be offered, the training delivery methods, and the training administration.

3.11.1.3 Networx Training Plan (L.34.2.3.11; M.3.14; comp_req_id 208)

The Qwest Team's Draft Networx Training Plan, which meets the requirements specified in Section C.3.7, is included in Appendix 4 of this proposal. The Draft Training Plan provides a description of the courses to be offered, identifies Qwest training sites within each GSA Region, details the training delivery methods, and covers our approach to every aspect of training administration including, but not limited to, course catalog, training materials, 508c compliance, registration, and scheduling.

3.11.2 Tailored Training Courses (L.34.2.3.11.1; M.3.14(a); comp_req_id 207; comp_req_id 206; comp_req_id 205; comp_req_id 204)

The Qwest Team will offer the following courses, which will be individually tailored for Networx users: 1) Executives Universal 001; 2) Designated Agency Representatives Universal 002; 3) and Network Operations Universal 003. A description of each course is shown in *Figure 3.11.2-1*.

Figure 3.11.2-1. Networx Course Descriptions

Course Descriptions
Course: Executives Universal 001
• Overview of Networx services, products, and features • Overview of Networx Operational Support Systems, including ordering, billing, and trouble handling • Overview of the Qwest Control Networx Portal • Overview of the Networx network management and monitoring systems • Overview of the Qwest transition plan
Course: Designated Agency Representatives Universal 002
• Overview of Networx services and products, service features, security offerings, operational support systems, processes and procedures, transition plans, and Government roles and responsibilities • Overview of the Operational Support Systems; service order and tracking system, billing/dispute system, trouble and complaint handling system, and an overview of network management and monitoring systems • Overview of the Qwest Control Networx Portal • Address processes and procedures for 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 Qwest's Customer Support Office • Overview of the Qwest Customer Support Office (CSO) • Overview of the Qwest Transition plan, including roles and respons bilities, preparation activities, ordering and tracking, timeframes, and contract exceptions that apply during transition
Course: Network Operations Universal 003
• Overview of Networx services, including products, service features, security offerings; operational support systems; processes and procedures; transition plans; and Government roles and responsibilities • Overview of the Operational Support Systems, including the trouble and complaint handling system, and an overview of network management and monitoring systems • Overview of the Qwest Control Networx Portal • Address processes and procedures for reporting and tracking troubles and complaints; escalation procedures for problem resolution, fraud prevention, including customer premises safeguards; and coordinating with Qwest's CSO • Overview of the Qwest CSO • Overview of the Qwest Transition Plan, including roles and respons bilities, preparation activities, ordering and tracking, timeframes, and contract exceptions that apply during transition

3.11.2.1 Training Materials (L.34.2.3.11.1; comp_req_id 198)

The Qwest Team will provide all of the required training and training materials that meet the requirements specified in RFP Section C.3.7 on request including brochures, registration materials, presentations, hand-outs, and reference guides.

3.11.3 Training Delivery Methods (L.34.2.3.11.2; M.3.14(c); comp_req_id 203; comp_req_id 193; comp_req_id 190)

As shown in *Figure 3.11.3-1*, the Qwest Team will deliver training at no cost (up to the training limit as identified in the Figure) to the Government in all GSA regions throughout the life of the contract using various methods, including instructor-led classroom, online Web-based, manuals or desk-top

guides, classrooms, seminars, meetings, briefings, videoconferencing, and self-study tutorials.

Figure 3.11.3-1. Training Delivery Methods. *Qwest will provide classroom instruction and alternate delivery to ensure that all registered students and registered Government students have access to training any time, anywhere.*

| Training Course	Method	Population
Executives Universal 001	Classroom	500 No Charge
	Online, Web-Based CD ROM/DVD Audio/Video Tape Other Self-Study Tools User guides, desk top material Video-Teleconference	On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge
DARs Universal 002	Classroom	5,000 No Charge
	Online, Web-Based CD ROM/DVD Audio/Video Tape Other Self-Study Tools User guides, desk top material Video-Teleconference	On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge
Network Ops Universal 003	Classroom	2,000 No Charge
	Online, Web-Based CD ROM/DVD Audio/Video Tape Other Self-Study Tools User guides, desk top material Video-Teleconference	On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge On Demand/No Charge

Additional instruction will be provided through meetings, briefings, and seminars as required. Instructional material will be provided during classroom training or can be requested through the Networx Web site at no charge. Qwest will make all training materials available to the GSA upon request and understands that the Government reserves the right to copy or duplicate any training material used under the Networx program. Qwest will use a customer-centric approach to training delivery to ensure that training is available to all users at all times.

3.11.4 Training Administration (L.34.2.3.11.3; M.3.14(b))

The Qwest Team's approach to training administration provides students with a single, central location, the Qwest Networx Website, for all course catalogs, training manuals, course registration/cancellation, course scheduling, advertising of training activities, frequently asked questions, reports, and requests for support. As part of Qwest's Business Relationship Management, courses will be promoted to Agency users through our account team and as part of our presence at user forums, conferences and other client meetings. The Qwest Networx Web site will be available 24x7x365 through the Internet as shown in ▮▮▮▮▮▮▮▮ Students also can call the CSO hotline at 1-866-GSA-NETWorx (1-866-472-6389) for training support.

3.11.4.1 Training Course Catalog (L.34.2.3.11.3(a); comp_req_id 187;
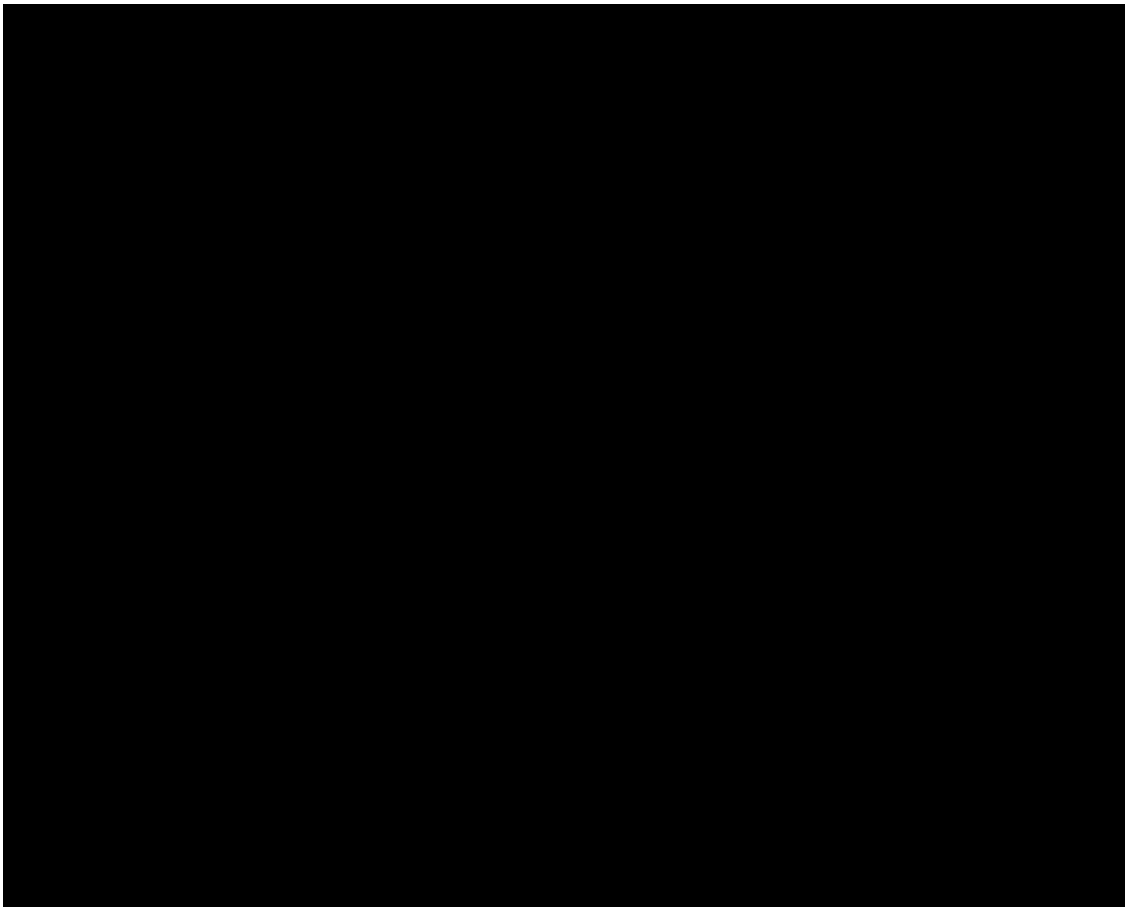
comp_req_id 186)

The Qwest Team will publish a training course catalog through the Qwest Networx Website within 30 calendar days of Notice to Proceed. The catalog will contain course names, short course descriptions, training schedules, locations of classes, and any information necessary for student attendance. We will update the course catalog as additional classes are added.

3.11.4.2 Quality Training Materials (L.34.2.3.11.3(b))

Data contained on this page is subject to the restrictions on the title page of this proposal.

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The Qwest Team also understands the importance of ensuring that Federal employees with disabilities have access to and use of information and data that is comparable to that of Federal employees who are not individuals with disabilities. To accomplish this, Qwest will ensure that all training materials and subsequent updates are Section 508 compliant.

3.11.4.3 Training Registration and Cancellation (L.34.2.3.11.3(c); comp_req_id 185)

The Qwest Team will use both Web-based and non-Web-based training registration and cancellation processes to manage the online registration of attendees and scheduling of classes. Qwest will notify students by phone or e-mail of registration confirmation, course cancellation, or rescheduling. Using the Web-based system, students may view course descriptions, calendars, locations, times, and durations. The maximum class size is 32 students; the minimum is 10 students. Once the maximum class size of 32 is met, the Qwest Team will accept additional student registrations on a wait list and will notify the student of the wait list status through e-mail or voice messaging. If a class cancellation can not be avoided, students will be notified at least three business days before the scheduled training date.

For all non-Web-based training registration and cancellation activities, students may call the hotline at 1-866-GSA-NETWorx (1-866-472-6389) and a Customer Support Representative will assist. Students may send correspondence through the U.S. Postal Service, fax, or e-mail. This assures

GSA that training is easily accessible for maximum distribution, usefulness, and availability.

3.11.4.4 Course Scheduling (L.34.2.3.11.3(d))

The Qwest Team will maintain the dates, times, and locations of all classes to be delivered in the course catalog and provide a predetermined class schedule. Ordering activity and user demand will be taken into consideration when determining future training schedule. Schedules will be published on the Qwest Networx Web site and updated as the demand dictates.

Course schedules can be provided to the Agencies by the Qwest sales teams, downloaded from the Web site, sent to students through e-mail, fax, or U.S. Postal Service, or communicated over the CSO hotline. The Qwest Team will provide all logistics support required for training at Qwest regional training locations.

3.11.4.5 Advertising and Tracking Training Activities (L.34.2.3.11.3(e))

The Qwest Team will use the Qwest Networx Web site as the central point to advertise and track all training activities. New activities, features, and tools will be displayed and available for all students. Additional avenues for advertising include seminars, briefings, conferences, and e-mail announcements. Once additional training events are scheduled, a communication can be sent to advertise the courses, dates, and locations.

3.11.4.6 Reports (L.34.2.3.11.3(f))

The Qwest Team will provide GSA with Summary Training Evaluation Reports that contain the following elements: 1) classes delivered and dates; 2) results compiled from each Training Evaluation Form, including comments; and 3) analysis and corrective actions. These reports will be presented 15 business days after the end of every calendar month in which training was completed.

The Qwest Team also will provide GSA with Quarterly Classroom Training Reports that contain: 1) course titles; 2) attending Agencies; 3) trainees names; 4) dates of classes; and 5) total number of trainees trained to date. These reports will be presented within 15 business days after the end of every calendar quarter in which no-cost training was completed.

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3.11.5 Training Evaluation (L.34.2.3.11.3; comp_req_id 168)

Qwest's objective is to provide the Government with the best training available. In order to accomplish this goal Qwest has established an evaluation process that includes feedback forms and methods for improving course offerings. The Qwest Team, in order to assist GSA in tracking the satisfaction of Networx training, will provide evaluation forms (electronic or paper) to be completed by each attendee at each class presented to GSA and the Agencies throughout the life of the contract. Questions on the evaluation form will include but not be limited to the following topics: course objectives, training material, instructor, length of the training class, training facility, and overall evaluation. The Qwest Team welcomes GSA's attendance in training classes to monitor the appropriateness of material and presentation. We will work in partnership with GSA and the Agencies to improve the delivery of any course or restructure any course syllabus.

3.11.5.1 Methods and Procedures to Restructure and Improve Courses Offered in Case of Unacceptable Training Evaluation Results (L.34.2.3.11.3)

The Qwest Team's process for restructuring and improving courses begins with a needs analysis to identify needed changes. The suggested changes are then reviewed for verification and approval from GSA. A Training Content Developer is responsible for the overall product to ensure that it is

educationally sound and meets the training requirements and improvement need. Course material is then modified to reflect those changes. After final approval, the course is redeployed and evaluated. Based on subsequent evaluation results, if needed, the process will be repeated. This iterative approach to improvement ensures high-quality, reusable course modules.

Our improvement process is designed to bring both GSA and Agency feedback into the improvement loop. All modifications will be presented to GSA for approval prior to use. The Qwest Team will make the corrected training material available within 30 business days for changes that would precipitate a modification in the training program. These modifications will be completed at no cost to the Government throughout the life of the contract.

3.11.5.2 Sample Evaluation Form (L.34.2.3.11.3; comp_req_id 200; comp_req_id 167; comp_req_id 165)

The Qwest Team uses quantitative responses on all evaluation forms
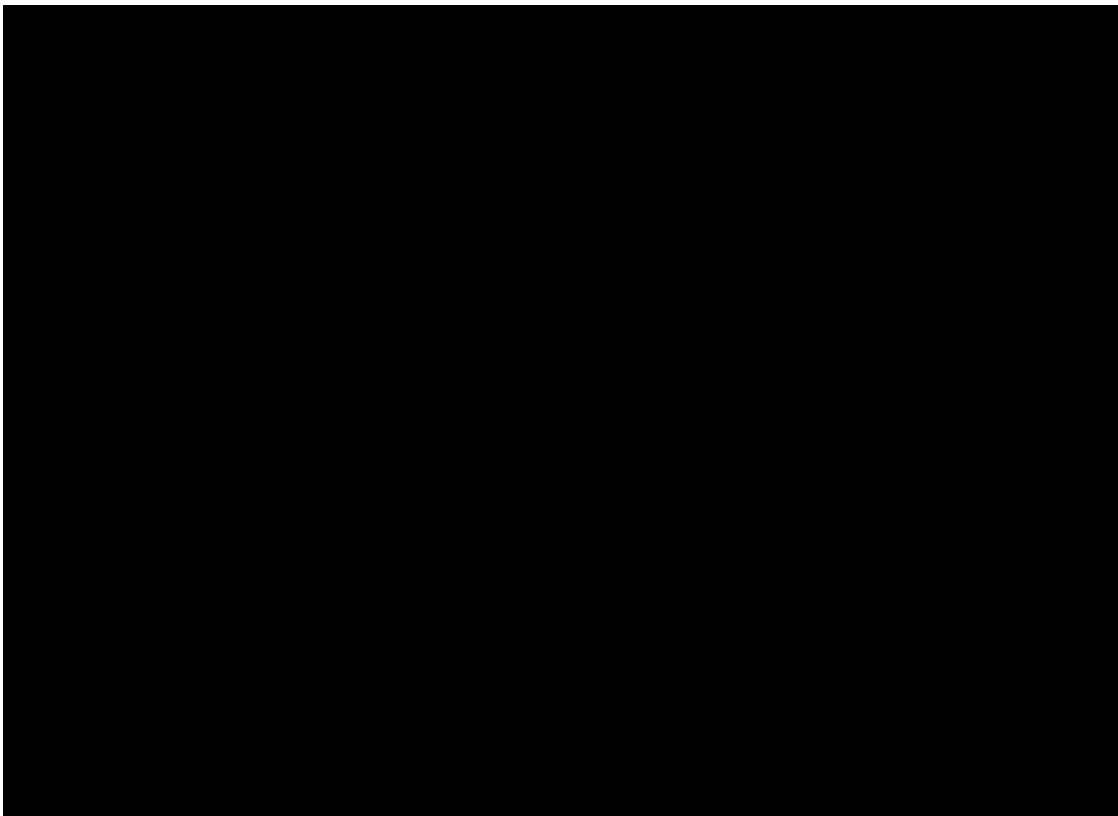
to allow us to effectively measure our performance, ███████████ ███████ Qwest will use training evaluation forms, with ratings that range from 1 to 5, with 5 being the highest, and will include space for specific comments. The information will be compiled into one consolidated report to provide feedback on the following topics presented in each training class: 1) course objectives; 2) training materials; 3) instructor performance; 4) length of the training class; 5) quality of the training facility; and 6) overall evaluation comments. These evaluation forms will quantitatively measure our performance and allow the Qwest Team to present a report card by class, training topic, location, and other measurable criteria established by GSA.

3.11.6 Summary

Training is an intrinsic element in the successful transition of service. Qwest understands the requirements necessary to successfully develop and deliver a quality training program for Networx.

The Qwest Team will use a combination of instructor-led classroom instruction and alternate delivery methods, including meetings and briefings; seminars; Webinars; and online Web-based self-study to maximize training availability to all users. Student feedback through evaluation forms will be used for course and delivery improvement and restructuring, as needed.

We are committed to providing the highest quality training possible and will work as a partner with all users and stakeholders to ensure complete satisfaction. Qwest looks forward to the opportunity to demonstrate quality through performance in Networx training.

RFP: TQC-JTB-05-0001 December 13, 2006