

**1.1.7. TRAINING (L.30.1.1a, M.2.2(1) G.10, F.2.1(82))**

We offer EIS training as part of our basic service at no additional cost to the Government. Our training includes experienced instructors, classroom and laboratory style training, and web-based training. Our user-friendly Learning Management System (LMS), [REDACTED], helps users explore the MetTel EIS Portal capabilities and immediately apply learned material to complete tasks via the MetTel EIS Portal.

Our training team is part of our Customer Support Office (CSO) and coordinates and delivers all required BSS training, including specialized training to OCOs, CORs, and other authorized Government users for the overall contract and individual Task Orders. Our Training Director, [REDACTED], and Executive Director for Development and Technology Strategy, [REDACTED], work closely together to design training and supervise the development of intuitive interfaces and icons in the MetTel EIS Portal that enhance the user experience and reduce training time.

[REDACTED]

[REDACTED] Section 1.1.7.3 includes our **Draft Customer Training Plan (Deliverable #82)**, which details our training approach, activities for Government users, course curricula, locations, methods, equipment, and support. We understand that the government reserves the right to provide comments within 30 days of Notice to Proceed. If the government provides comments, we will incorporate them and deliver the revised Training Plan within 15 days after the comments are received.

**1.1.7.1 Training Curriculum [G.10.1]**

We train designated COs, authorized ordering officials, OCOs, CORs, end users of services, trainers, and executives on how to use the MetTel EIS Portal. With the objective of preparing each student to become proficient in performing tasks via the MetTel EIS Portal, we provide classroom, laboratory, and web-based training that

covers a robust course curriculum. Our course modules are aligned with, but not limited to, the 11 tasks listed in G.10.1 of the RFP. Our Draft Training Plan provides the details of our proposed training curricula, approach, module descriptions, and training methods.

### **1.1.7.2 Training Evaluation [G.10.2]**

At the end of each class, [REDACTED] complete a survey to rate and comment on all aspects of the training including the instructor, relevancy of objectives, applicability of material, environment and facilities, methods, presentation, and level of confidence with executing tasks. [REDACTED]

[REDACTED] We review results, contact students if necessary to clarify comments, and confer with subject matter experts and [REDACTED]. The training team documents adjustments and improvements. Upon approval from the CO and OCO, we update the training materials and the MetTel EIS Portal capabilities and/or Portal interface. Many of our training materials and methods are derived from constructive suggestions provided by students.

We assess student performance during the course through exercises, quizzes, and dialogue with the student and instructor to ensure our training is effective and meets our purpose and objectives, while ensuring continuing compliance with GSA requirements in this solicitation. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Should we receive CO or OCO notification of any training that is deemed inadequate, we take immediate action to correct the training and redeliver it in the Government's preferred location and medium at no additional cost to the Government.

### **1.1.7.3 Draft Customer Training Plan (Deliverable ID #82)**

[Redacted text block]

MetTel EIS Training Modules	Training Tasks (RFP G.10.1)
Module 1: [Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

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