# Tab 10 – Training Plan

1. PROPOSED TRAINING APPROACH/STRATEGY

Respondent to describe the proposed approach to training users of the system, including the frequency of training, timing in the overall sequence of the implementation, as well as training resources/materials that will be provided to trainees.

Respondent to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

Respondent to detail the knowledge transfer strategy proposed to prepare LFCHD staff to maintain the system after it is placed into production.

Respondent to detail the approach to conducting training using webinar (e.g., GoToMeeting, Zoom, Teams, Skype), including how Respondent staff will monitor staff comprehension and, if applicable, provide assistance to trainees on navigation through the system.

Respondent to identify the requested analysis/training room environment requirements and any other requirements related to the training facility/room/equipment. Requirements may include any presentation equipment, whiteboards, seating style, number of computers, printers, and other amenities needed to support on-site implementation activities.

1. TRAINING PLAN AND RESOURCE HOURS

Respondent to provide a chart detailing the proposed training plan and resource hours allocated for the LFCHD’s project. A *sample format of the chart* is detailed below. Cost Worksheet provided in Attachment B to coincide with the hours and resources proposed.

**Table 10-01: Training Plan Legend**

|  |  |
| --- | --- |
| **Legend** | |
| User Types | Core Project Team, End Users, Technology Users, Other (please describe) |
| Training Model | Train-the-Trainer, Respondent-Provided Training, Other (please describe) |
| Class Format | On-Site Classroom, Webinar/Video Conference, Web Training Service, Other (please describe) |

**Table 10-02: Training Plan**

| **Training topic/course** | **Functional Module Covered** (please specify per proposed module) | **Type of LFCHD users to attend** | **General summary of number of sessions offered of this course** | **Maximum class size** | **Format for the class** | **Training data that will be used for this topic/course (live, sandbox, etc.)** |
| --- | --- | --- | --- | --- | --- | --- |
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Respondent to submit as an Exhibit Sample Training Plan, and insert in Tab 10.

**Exhibit submitted Yes       No**

1. TRAINING COORDINATION

Respondent to detail the roles and responsibilities for the training effort, including but not limited to:

**Table 10-03: Training Roles and Responsibilities**

|  |  |
| --- | --- |
| **Role/Responsibility** | **Identify if Role/Responsibility is LFCHD/Respondent (including any Subcontractors)/Shared** |
| Training Coordination/Scheduling |  |
| Training Curriculum/Material Development |  |
| Training Instruction/Delivery |  |
| Other: |  |

1. SYSTEM DOCUMENTATION

Respondent to provide a detailed description of system documentation and resources that will be included as part of the implementation including, but not limited to, detailed system user manuals, “Quick Reference” guides, etc. as available. Respondent to itemize optional items on Attachment B. Respondent to check off in the table below all that are available and included as part of the RFP response.

**Table 10-04: System Documentation**

| **Type of Documentation** | **Included in Scope of Proposal to LFCHD?** | **Description/Explanation/Optional** |
| --- | --- | --- |
| Quick Reference Guides |  |  |
| Online Support |  |  |
| Help Desk Support |  |  |
| User Group Community Resources |  |  |
| Annual User Conferences |  |  |
| Videos |  |  |
| Custom User Guides/Manuals |  |  |
| Other: |  |  |