



5 Performance Work Statement

5.1 Introduction

TG will develop and deliver comprehensive training programs for ICE OCIO federal employees, as outlined in the Statement of Objectives (SOO). The training programs will cover Pre-Retirement Planning (CLIN 001), **This section has been rescinded and eliminated.** (CLIN 002), and Teambuilding (CLIN 003). The training sessions will be held in-person, virtually, or in a hybrid format, as requested by ICE OCIO.

5.2 Scope of Work

TG will provide the following services in response to the SOO:

5.2.1 Training Development

TG will create customized training content that addresses the key topic areas specified in the SOO for each CLIN. TG will ensure that the training materials are comprehensive, up-to-date, and relevant to the federal employees' needs.

5.2.2 Training Delivery

TG will deliver the training programs in various formats, including in-person, virtual, and hybrid, as requested by ICE OCIO. TG will coordinate with ICE OCIO at least six weeks (30 business days) prior to the delivery of the first session of each workshop to finalize the details, agenda, and training delivery dates.

5.2.3 Training Materials and Resources

TG will provide training materials to each participant attending the training on or before the first day of the training. The materials will be clear, easy to understand, and applicable to real-world situations.

5.2.4 Training Evaluation

TG will administer post-training surveys using MS Forms to assess the effectiveness of the training sessions. The survey results will be shared with ICE OCIO for evaluation and continuous improvement purposes.

5.3 Performance Objectives and Standards

TG will ensure that the training programs meet the performance objectives and standards set forth in the SOO, including addressing the key topic areas and complying with the specified training delivery requirements.

5.4 Period of Performance

The period of performance for the training classes will begin on April 1, 2023 and continue through the specified end dates for each CLIN as outlined in the SOO.

5.5 Place of Performance

Training sessions may be held at ICE OCIO facilities, TG's facilities, or virtually, as requested by ICE OCIO.

5.6 Quality Control

TG will establish a comprehensive quality control plan to ensure that all training services are delivered in accordance with the performance objectives and standards outlined in the SOO. This plan will include the following elements:



5.6.1 Training Material Review and Development

- Conduct a thorough review of existing training materials to identify areas for improvement, ensuring accuracy, relevance, and alignment with ICE OCIO's requirements.
- Update training materials to reflect current federal policies, industry best practices, and feedback from previous training sessions.
- Develop new training materials as needed, incorporating input from subject matter experts and addressing emerging trends and challenges in the federal workforce.
- Engage in a rigorous review process, involving multiple stakeholders, to validate the content and verify the clarity of the material.

5.6.2 Facilitator Training, Evaluation, and Support

- Establish a rigorous selection process for facilitators, ensuring they possess the necessary subject matter expertise and facilitation skills.
- Provide ongoing professional development opportunities for facilitators to stay current with industry trends and changes in federal policies.
- Conduct regular evaluations of facilitator performance through participant feedback, peer reviews, and internal assessments, using objective criteria and measurable benchmarks.
- Implement a support system for facilitators to address concerns, share best practices, and collaborate on enhancing training delivery.

5.6.3 Training Delivery Monitoring and Improvement

- Develop a detailed schedule and agenda for each training session, ensuring alignment with performance objectives and ICE OCIO's requirements.
- Monitor the delivery of training sessions, whether in-person or virtual, to ensure adherence to the established schedule, agenda, and performance objectives.
- Verify that the training environment, whether physical or virtual, is conducive to learning, accessible to all participants, and equipped with the necessary resources and technology.
- Implement a continuous improvement process, incorporating feedback from participants and facilitators, to refine training delivery and enhance the overall learning experience.

5.6.4 Documentation, Recordkeeping, and Reporting

- Maintain accurate and up-to-date records of all training sessions, including participant attendance, training materials, and feedback received.
- Implement a standardized process for collecting and analyzing participant feedback, identifying trends, and addressing areas of concern.
- Regularly report on the progress and effectiveness of training services to ICE OCIO, demonstrating compliance with requirements and showcasing the value of the training program.
- Use documentation and recordkeeping to support quality control efforts, inform future training initiatives, and contribute to the ongoing professional growth and development of federal employees

5.7 Quality Assurance

TG will implement a comprehensive quality assurance plan to ensure that the training programs meet or exceed ICE OCIO's expectations. This plan will include the following components:

5.7.1 Internal Audits and Reviews

TG will conduct regular internal audits and reviews of the training content, delivery methods, and facilitators to ensure compliance with the performance objectives and standards set forth in the SOO.



5.7.2 Customer Feedback

TG will actively solicit and incorporate feedback from ICE OCIO and training participants to continuously improve the training programs. This feedback will be gathered through post-training surveys, direct communication with ICE OCIO, and informal discussions with training participants.

5.7.3 Performance Metrics

TG will establish and monitor performance metrics to assess the effectiveness of the training programs. These metrics may include participant satisfaction scores, knowledge retention rates, and improvements in workplace performance.

5.7.4 Continuous Improvement

TG will use the results of internal audits, customer feedback, and performance metrics to identify areas for improvement in the training programs. TG will implement corrective actions as needed to address any identified issues and enhance the overall quality of the training services provided.

5.8 Staffing Plan

To ensure the successful delivery of the training programs as outlined in the SOO, TG will establish a staffing plan that includes three key personnel with specific roles and responsibilities. These individuals will be responsible for the execution of the training sessions for each CLIN.

5.8.1 CLIN 001 Pre-Retirement Planning Trainer

TG will assign a trainer with expertise in pre-retirement planning and extensive experience working with federal employees. This trainer will be responsible for developing and delivering the training content related to CLIN 001, ensuring that all information is accurate, up-to-date, and relevant to the federal employees' needs.

5.8.2 This section has been rescinded and eliminated.

5.8.3 CLIN 003: Teambuilding Training for Federal Employees Trainer

TG will designate a trainer with expertise in teambuilding, leadership development, and organizational dynamics, focusing on enhancing collaboration and performance within federal agencies. This trainer will be responsible for delivering teambuilding training programs as specified in CLIN 003, ensuring that the training sessions effectively address group dynamics, improve productivity, and strengthen employee morale.

In addition to these key personnel, TG will maintain a pool of qualified backup trainers and support staff who can step in as needed to ensure continuity and consistency in the delivery of the training programs. TG will also provide ongoing professional development opportunities for all staff members to stay current with industry trends, best practices, and emerging technologies in their respective fields.

5.9 Special Requirements/Constraints

TG will comply with all special requirements and constraints outlined in the SOO, including cybersecurity contract language, data ownership contract requirements, and collaboration platform requirements, such as using Microsoft Teams for virtual training sessions and avoiding unauthorized platforms like Zoom.