

APPENDIX 4 – ATTACHMENT 1

TEMPLATE FOR SUPPLIER RESPONSE

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INTRODUCTION

The Supplier shall provide their response to requirements in *Appendix 4 - Plan for Facilitation and Implementation of Cloud Services etc. including plan for possible Approval Tests* in this document.

1. SUPPLIER'S RESPONSE FOR THE ESTABLISHMENT

1.1 INITIAL AND GENERAL PLAN

E.01: The Supplier should present a complete and coherent Initial and General Plan for the Establishment.	
Type of Requirement: Should	The description should demonstrate the Supplier's ability to establish an overall realistic and robust plan for the Establishment to ensure the successful Implementation and delivery of the OneTrack Solution. The plan should as a minimum address: • Project phases and milestones • Activities and deliverables from all areas of The Establishment • The most important dependencies • Go-live approach • Relevant assumptions <i>Note that the described plan should be illustrated in 'Appendix 4 - Attachment 2 - Template for project timeline'.</i>
Supplier Response:	Description (approx. 5 A-4 pages)

1.2 SUCCESS CRITERIA, RISKS AND KNOWN PITFALLS

E.02: The Supplier should describe their understanding of the top five success criteria and top five risks and known pitfalls related to the Establishment of the OneTrack Solution.	
Type of Requirement: Should	The description should demonstrate the Supplier's understanding of the project's complexity and scope, and what is required to ensure the success of the project.
Supplier Response:	Description (approx. 2 A-4 pages)

1.3 RESOURCE COMPOSITION

E.03: The Supplier should list key project resources for the Establishment of the OneTrack Solution in the table below.

Note that the Supplier should provide a CV for each of the proposed resources based on the template in 'Appendix 4 - Attachment 3 - Template for CV'.

Type of Requirement: Should	The list and CVs of the proposed key project resources should provide the Customer with confirmation that the team has the necessary allocation, competence and experience, and that the team has an appropriate resource composition for the Establishment of the OneTrack Solution.		
Supplier Response:			
Name	Role	Project Phase	Estimated allocation per project phase (%)
<i>Ola Normann</i>	<i>Project Manager</i>	<i>All phases</i>	<i>100%</i>
<i>Kari Svenson</i>	<i>System Expert</i>	<i>Configuration and development</i>	<i>70%</i>

E.04: The Supplier should justify its proposed resource composition for the Establishment.

Type of Requirement: Should	The description should justify the Supplier's proposed resource composition and demonstrate its suitability for the Establishment of the OneTrack Solution.
Supplier Response:	Description (approx. 2 A-4 pages)

1.4 GOVERNANCE AND COLLABORATION

E.05: The Supplier should describe its proposed governance and collaboration approach for the Establishment.

Type of Requirement: Should	The description should demonstrate how the proposed model ensures efficient coordination, timely decision-making, high delivery quality and strong collaboration throughout all phases of the project lifecycle. The description should include: The governance and reporting structure, including decision-making processes, status reporting, escalation paths, dispute resolution
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	mechanisms and coordination mechanisms to ensure efficient project execution. • The organisation and operationalisation of collaboration across teams, project phases and deliveries, including how interaction between Customer and Supplier resources is adapted to different activities (e.g. workshops, specification, configuration, development, testing and Go-live). • The proposed approach to on-site vs. remote collaboration. When and who will be present on-site at the different project phases and activities. • The proposed collaboration model during Hypercare, including roles, availability, support structure and coordination mechanisms.
Supplier Response:	Description (approx. 4 A-4 pages)

2. SUPPLIER'S RESPONSE FOR IMPLEMENTATION

2.1 TRAINING APPROACH

E.06: *The Supplier should describe its proposed approach to training and provide a training plan for the Establishment phase.*

Type of Requirement: Should	The description should: • explain how the Supplier's proposed training approach supports project enablement, operational readiness and sustainable adoption of the OneTrack Solution. • include described scope, target groups, training formats, responsibilities, timing and dependencies. • describe the most important risks that may arise in the planning and delivery of training, and how the Supplier proposes that these risks should be managed.
Supplier Response:	Description (approx. 4 A4-pages)

2.2 TRAINING WORKSPACE

E.07: *The Supplier shall describe how its proposed Training Workspace fulfils the must-requirements set out in Appendix 4, chapter 3.1.1.1.*

Type of Requirement: Must	Yes/No and Description. The description should describe how the requirements are fulfilled, both functionally and technically.
Supplier Response:	Description (approx. 2 A4-pages)

E.08: *The Supplier should describe how its proposed Training Workspace enables Vy to conduct training activities efficiently and how it supports the execution of the proposed Training Approach as described in chapter 2.1.*

Type of Requirement: Should	The description should describe: • how the Training Workspace supports parallel training activities for different user groups and individuals, e.g. concurrent use, capacity management and user/session separation. • how Vy can independently configure and manage training activities, e.g. the degree to which Vy can adapt training setups, scenarios and user access. • how the solution supports role-based training by enabling users to practice end-to-end business processes, e.g. the ability to simulate or trigger activities, decisions and events that would normally be performed by other users, roles, systems or external parties. • How the Training Workspace supports efficient reset to a predefined baseline state.
Supplier Response:	Description (approx. 4 A4-pages)

3. REQUIREMENTS FOR FACILITATION

3.1 ROLES AND RESPONSIBILITIES IN THE FACILITATION

E.09: *The Supplier should describe its recommended approach to roles and responsibilities for Integration activities, including how collaboration across relevant stakeholders and teams will be ensured.*

Type of Requirement: Should	Describe the proposed roles and responsibilities including governance structure, key stakeholders, decision-making responsibilities, and collaboration model.
Supplier Response:	Description (approx. 2 A4-pages)

3.2 INTEGRATIONS

E.10: *The Supplier should describe its recommended approach for organising Integration activities based on experience, best practice and Vy's approach as described in Appendix, chapter 4.3.2.2.*

Type of Requirement: Should	Describe the recommended approach for organizing and managing Integration activities, based on relevant experience, industry best practices, and alignment with Vy's approach.
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Supplier Response:	Description (approx. 3 A4-pages)
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3.3 IDENTITY AND ACCESS MANAGEMENT

E.11: *The Supplier should describe its recommended approach to Identity and Access Management activities in accordance with Vy's approach described in Appendix 4, chapter 4.3.2.4.*

Type of Requirement: Should	Describe the recommended approach to Identity and Access Management activities based on relevant experience, industry best practices, and alignment with Vy's approach.
Supplier Response:	Description (approx. 2 A4-pages)

3.4 FACILITATION DELIVERABLES

E.12: *The Supplier should describe its deliverables related to Facilitation.*

Type of Requirement: Should	Describe the relevant deliverables planned to be delivered during the Establishment phase. The description should indicate the expected delivery timing and the level of Customer involvement required for each deliverable.
Supplier Response:	Description (approx. 2 A4-pages)

4. REQUIREMENTS FOR QUALITY ASSURANCE AND TESTING

4.1 QUALITY ASSURANCE AND DELIVERY TEST MANAGEMENT

E.13: *The Supplier should describe its proposed approach to quality assurance and test management for the Establishment phase.*

Type of Requirement: Should	The description should explain how the Supplier's Quality Assurance supports effective governance, transparency and quality-related decision-making throughout the Establishment phase. The description should at a minimum address: • How quality assurance is organised and integrated with overall project and delivery governance. • How roles, responsibilities, quality-related decision authority are defined and applied within the delivery. • How risk-based quality assurance is used to support prioritisation, planning and decision-making.
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	• How quality-related reporting, escalation and governance activities support transparency, control and informed decision-making throughout the delivery. • How QA practices are adapted to the proposed delivery methodology. • How documentation, traceability and decision records are maintained to support transparency, governance and auditability throughout the delivery. • How the Supplier will cooperate with the Customer on quality-related follow-up, readiness assessments and issue management. The description should focus on established practices and demonstrate how the approach is applied in practice throughout the Establishment phase. Relevant examples from comparable deliveries may be included.
Supplier Response:	Description (approx. 2 A4 pages)

4.2 TEST APPROACH AND STRUCTURE

E.14: *The Supplier should describe its proposed test approach and structure for the Establishment phase.*

Type of Requirement: Should	The description should explain how testing is organised and applied throughout the Establishment phase to support systematic verification, transparent quality follow-up and controlled progression toward validation, Go-live and Approval Test. The description should at a minimum explain: • How testing is structured across relevant test levels and test types to provide effective and risk-based verification of the delivered solution. • How testing is planned, governed and followed up throughout the Establishment phase to ensure a structured, predictable and controlled testing process. • How test coverage, traceability and verification results are managed and monitored to provide visibility, transparency and confidence in verification outcomes. • How regression testing, Integration testing and non-functional testing are incorporated into the overall test approach to support reliable and representative quality verification. • How test environments and test data are established and managed to support reliable, repeatable and realistic testing and validation activities. • How defects and deviations are identified, classified, prioritised, tracked and used to support informed and risk-based quality-related decision-making. • How test automation is applied where appropriate to support efficient, repeatable and reliable verification activities. • How test status, coverage, defects and quality information are communicated and used to support readiness assessments, prioritisation and decision-making throughout the Establishment phase.
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	The description should focus on established practices and provide relevant examples of how the approach has been applied in comparable deliveries.
Supplier Response:	Description (approx. 4 A4-pages)

4.3 VALIDATION, ACCEPTANCE AND APPROVAL TEST

E.15: *The Supplier should describe its proposed approach to support validation-, acceptance- and Approval testing for the Establishment phase.*

Type of Requirement: Should	The description should explain how the Supplier supports Customer-led validation, acceptance and approval activities throughout the Establishment phase and contributes to effective collaboration, transparency and informed decision-making. The description should at minimum address: • How the Supplier supports planning, preparation and execution of Customer-led UVT, UAT and Approval Test activities • How the Supplier contributes to and supports joint risk-based assessments used to prioritise and plan Customer-led test activities • How test results, defects, quality status and other relevant information are communicated to support readiness assessments and acceptance-related decisions • How verification results, supporting documentation and test artefacts are made available to support Customer validation and acceptance activities • How the Supplier supports resolution and follow-up of issues identified during validation, acceptance and approval activities The description should focus on established practices and provide relevant examples of how the approach has been applied in comparable deliveries.
Supplier Response:	Description (approx. 2 A4-pages)