

Appendix N

Tender No. 42240

Timetabling & Track Possession System

Training Services

1. Purpose

This appendix defines the training, implementation, and certification requirements for users of the new system for timetable planning and track possession management.

The purpose of the training is to ensure optimal implementation, independent operation by all user groups, and effective knowledge transfer to internal staff for ongoing maintenance and operation.

2. Target Audiences

The training program shall be tailored to the following user groups:

- Timetable and Track Possession Planners
- Planning and Control Managers
- System Administrators and IT staff
- View-Only Users
- Managers and decision-makers
- Track Possession Requests

3. Training Scope and Estimated Number of Participants

The Bidder shall conduct training for all target audiences as detailed below

(the quantities are indicative and may be adjusted according to Israel Railways' needs):

Total estimated participants: approximately 140. Israel Railways reserves the right to adjust the number of participants by up to $\pm 30\%$.

Training Type	Target Audience	Estimated Participants	Recommended Group Size	Estimated Training Hours per Group
Timetable Planning	Planners and Scheduling Staff	~25	Up to 10	45 hours
Track Possession Planning	Managing Track Possession	~10	Up to 10	45 hours
Management & Control	Managers and Operational Controllers	~10	Up to 10	18 hours

Training				
Track Possession requesters	rack Possession requesters	~100	Up to 100	18 hours
System Administration	Technical and System Administration Staff	~10	Up to 10	18 hours
View-Only Training	Executive and Supervisory Users	~10	Up to 10	9 hours

4. Bidder Requirements

The Bidder shall include in its proposal:

1. A detailed Training Plan including schedules, methodology, training hours, and proposed sessions.
2. Proven experience in training for similar timetable planning or rail operations systems.
3. CVs of key instructors, demonstrating relevant expertise and previous experience.
4. A proposal for digital and remote learning solutions.
5. A description of training evaluation and measurement tools to ensure knowledge retention.

5. Training Deliverables

The Supplier shall deliver the following training materials and outputs to the Client:

- Detailed training presentations
- User manuals in both printed and digital formats (in Hebrew and English)
- Interactive training materials, including recordings and instructional videos

6. Language and Localization

Trainings shall be conducted in Hebrew and English, according to the target audience. Training materials shall be translated as required.

7. Evaluation and Certification

The Supplier shall implement a knowledge evaluation mechanism within the training framework (tests, questionnaires, feedback forms). Where applicable, certificates of completion or accreditation shall be issued.

8. Ongoing Knowledge Transfer

The Supplier shall ensure the implementation of a knowledge transfer mechanism that will enable continued knowledge sharing with the Client's teams during the implementation and maintenance phases.

9. On-Site Training and Go-Live Support

The Supplier shall conduct the training sessions at the Client's premises, or at any other site mutually agreed upon by the Client.

In addition, the Supplier shall provide **on-site (two different sites in Parallel) support and training during the first two 3 months following the Go-Live of the system** ,to assist end users, respond to real-time questions, address initial issues, and ensure operational continuity.

10. Training Specialist Availability – First Six Months

The Supplier shall assign a **dedicated training specialist** who will remain available to the Client for a period of six (6) months following the Go-Live date. The training specialist shall respond to end-user inquiries, deliver ad-hoc training sessions, and provide clarifications regarding system processes. Such services may be delivered either on-site or remotely (via telephone, video conferencing, or other digital platforms), as agreed with the Client.

11. Responsibilities

- **Supplier's Responsibilities** :preparation of training materials, delivery of training sessions, recording of training events, updating documentation, provision of on-site support during the Go-Live period, and ensuring availability of a training specialist during the first six (6) months.
- **Client's Responsibilities** :provision of training facilities, computing equipment, required software, and ensuring attendance of the designated users.

Sincerely,

Company _____

Date _____

First name _____

Last name _____

ID _____

Signature _____