3.1.2 Key Personnel

(Contractor will do 100% but subject to WMATA interface in regard to key personnel qualifications and changes as noted in this section.)

The Contractor shall maintain the key personnel identified in its proposal for a minimum of eighteen (18) months from the Contract start date (or their assignment date if they are a replacement), unless they resign their employment with the Contractor. Key personnel shall include, at a minimum the following positions, General Manager, Maintenance Manager, and Operations Manager.

The Contractor shall notify WMATA in writing prior to removing, reassigning, or appointing an individual from or to any key personnel position (whether in an acting or permanent capacity). The Contractor will be responsible for transitioning responsibilities to any key replacement personnel to ensure a smooth transition (including using techniques such as job shadowing). For all key personnel, the Contractor shall fill vacancies subject to WMATA approval within forty-five (45) calendar days of the vacancy unless otherwise authorized by WMATA in writing.

All the Contractor’s key personnel shall be assigned a minimum of forty (40) hours per week to this project unless otherwise approved in writing by WMATA. The offices of all Contractor personnel assigned to this Contract will be physically located at the Cinder Bed transit facility.

1. General Manager

The Contractor shall provide contract management through a General Manager at a level and capability sufficient to oversee and manage all activities associated with every aspect of this Scope of Work and the resulting Contract. The principal function of the General Manager shall be to supervise and provide expertise in all transit operations. The General Manager will work cooperatively with WMATA in assuring service quality.

Minimum Qualifications: The General Manager shall have a minimum of three (3) or more years of recent (within the past five years), direct successful experience as a manager supervising and running a fixed-route transit property/operation of comparable size and scope.

WMATA reserves the right to approve the qualifications of any General Manager proposed by the Contractor, and to provide input to the Contractor as appropriate.

WMATA may advise the Contractor regarding the individual’s performance with respect to the specifications and performance goals stated in the Contract.

1. Maintenance Manager

The Contractor shall provide maintenance management through a Maintenance Manager at a level and capability sufficient to oversee its functions and personnel. The principal function of the Maintenance Manager will be to oversee fleet maintenance functions and personnel.

Minimum Qualifications: The Maintenance Manager shall have a minimum of three (3) or more years of recent (within the past five years), direct successful experience in a Maintenance/Assistant General Manager capacity managing a fixed-route transit property/operation with an alternative fuel fleet of comparable size and scope.

1. Operations Manager

The Contractor shall provide operations management through an Operations Manager at a level and capability sufficient to oversee its functions and personnel. The principal function of the Operations Manager will be to oversee the operations division and personnel.

Minimum Qualifications: The Operations Manager shall have a minimum of three (3) or more years of recent (within the past five years), direct successful experience in an Assistant General/Operations Manager capacity managing a fixed-route transit property/operation of comparable size and scope.

3.1.3 Other Designated Personnel

The Contractor shall designate and assign the following personnel to the Cinder Bed project. These individuals must be readily available to support Cinder Bed operations and capable of responding to requests.

1. Safety Manager

The Contractor shall provide safety management through a Safety Manager at a level and capability sufficient to oversee its functions and personnel. The principal function of the Safety Manager will be to oversee the operations and maintenance division and personnel in meeting WMATA, State and Federal requirements.

Minimum Qualifications: The Safety Manager shall have a minimum three (3) or more years of recent (within 5 years) and relevant experience managing in their field of expertise at a transit bus property similar in scope, size, and complexity to the Work.

1. Information Technology Specialist

The Contractor shall provide Information Technology (IT) management through an IT Specialist at a level and capability sufficient to oversee IT operations.

The principal function of the IT Specialist will be to oversee the accessibility and use of Transit application systems and related hardware and software. The IT Specialist shall effectively convey technical requirements to management staff set forth by WMATA, manage IT resources in terms of equipment, and maintain technical service level requirement as prescribed by WMATA, maintain quality of service by establishing and enforcing WMATA IT standards, verify application compliance by establishing and conducting internal procedural audits, and maintain professional and technical knowledge by attending relevant WMATA-sponsored transit system meetings and training sessions.

The IT Specialist will provide adequate dispatch and CAD/AVL first-line support to dispatch and operators to enable effective operator/vehicle assignments and prompt responses to all areas of technology when situations occur that could impact the Contractor’s service. As the first line of support for transit business applications and systems, the IT Specialist shall monitor communications between WMATA’s BOCC staff and buses and respond as necessary or as directed by WMATA’s BOCC to issues reported by personnel for all Transit applications and systems. The IT Specialist shall be responsible for ensuring user accounts are valid up to date and all Contractor staff accessing WMATA resources have received, understand, provided signed acknowledgement of and are in compliance with IT policies.

Minimum Qualifications: The IT Specialist shall have a minimum of three (3) or more years of recent (within the past five years) experience supporting applications, network, server, and desktops.

1. Customer Service Liaison

The Contractor will designate a point of contact for WMATA customer service, regarding customer complaints, requests for information and follow up as needed. The Contractor Customer Service will not respond directly to the public or elected officials, but will coordinate with WMATA Customer Service to develop responses of behalf of Cinder Bed.

1. Safety Officer

The Contractor shall employ and assign to the facility a Safety Officer who shall be required to be available during normal business hours and for emergencies. The Safety Officer shall have the duty of supervising the safety of the Contractor’s personnel on all shifts at all facilities included herein, including the equipment and property affected by the Contract work.

Minimum Qualifications: The Safety Officer shall have a thorough knowledge of all OSHA regulations, shall have the ability to develop and conduct tool box sessions, shall be familiar with industrial hygiene equipment and testing as required for the protection of all personnel and the public, and must have current First Aid and CPR certificates and be responsible for First Aid and CPR at the sites. The Safety Officer must be trained in Bloodborne Pathogens in accordance with 29 C.F.R. 1910.1030.

The Safety Officer must be acceptable to the COTR and his/her performance will be reviewed and documented on a continuing basis.