

WMATA - Request for Information: Wayside Work Planning System

Responses to Questions Submitted by Interested Parties

No.	Question (as submitted)	Response
1	What is the estimated cost of the Wayside Work Planning System?	WMATA does not have an estimated cost at this time. The cost of proposed solutions will be a factor in selecting a vendor.
2	Has the Department allocated funding for the Wayside Work Planning System yet? If so, through which source (budget, CIP, state/federal grant etc)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?	WMATA has not yet allocated funding for the Wayside Work Planning System. If WMATA releases a formal RFP for the services described in this document, the funding source will be identified in the RFP.
3	If a subsequent RFP is released, has a time frame been established in which it may be issued?	WMATA may release a formal RFP for the services described in this document prior to the end of December 2018. There is no guarantee that WMATA will publish an RFP. If published, the RFP will be publicly advertised on www.wmata.com and www.fbo.gov, and sent to vendors that have responded to this RFI.
4	When does the Department want this solution to be implemented by?	WMATA anticipates fully implementing the solution will take 2+ years.
5	What other systems will have to integrate or interface with the Wayside Work Planning System, and what vendor provides those systems?	Assuming that no new systems are recommended as part of the solution, integration with one or more of the following systems will be highly sought/required: 1. Maximo, provided by IBM; 2. Optram, provided by Bentley; 3. General Orders Track Rights System (GOTRS), developed by WMATA; 4. Advanced Information Management System (AIM), provided by Rockwell Collins; 5. Primavera, provided by Oracle
6	Does the Department need to replace or upgrade any of the integrated systems in the next 5 years? If so, which system and when?	WMATA has no plans to replace any of the systems listed in question 5 at this time. Maximo, Optram, Primavera, and AIM will be upgraded by June 2018. In the normal cycle of COTS products, we anticipate the next major upgrade in 30 to 50 months. GOTRS2 is being upgraded with an expected delivery in the Summer of 2019.
7	What vendor provides the current Wayside Work Planning System? When does the contract expire?	The current Wayside Work Planning System is not centrally managed. Although various vendors support the offices that contribute to the current process, there is no single vendor providing support for the existing system.
8	Who is the technical contact and/or project manager for the Wayside Work Planning System?	WMATA has not yet dedicated a technical contact or project manager for the Wayside Work Planning System. WMATA anticipates the technical contact will have significant experience in the relevant Metro systems (Maximo, Optram, Primavera, GOTRS, and AIM). The project manager will have sufficient authority to work across departments and move the project forward. The project will also have access to several subject-matter experts throughout WMATA with knowledge and experience on current wayside work planning and scheduling practices, technical considerations, and department-specific expertise.
9	Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure?	WMATA anticipates a need for consulting services; however, WMATA has not yet decided if the consulting services will be packaged with the Wayside Work Planning System or as a separate vehicle. WMATA anticipates some of the key consulting services desired will include: - Change management - Project management - Business process re-engineering - Process and technology integration/implementation This list is not intended to limit or restrict additional ideas for consulting services in RFI responses.
10	What are your views on the current limitations of your existing software?	See section 2.5 of the RFI
11	Do you foresee a realistic option to continue with your existing software and focus on the process and change elements?	WMATA issued this RFI as a means of obtaining additional information about ideas and technologies to address wayside work planning. WMATA invites respondents to propose ideas about using existing software, proposing new software, or a combination. WMATA anticipates the centralized process to plan, schedule, finalize, and execute work on the ROW and WMATA facilities will be the driving force behind the change. Any technology (existing software or newly proposed technologies) will support that process.
12	Is there organizational willingness to invest in new software, as required?	Yes. However, WMATA anticipates the centralized process to plan, schedule, finalize, and execute work on the ROW and WMATA facilities will be the driving force behind the change. Any technology (existing software or newly proposed technologies) will support that process. WMATA issued this RFI as a means of obtaining additional information about ideas and technologies to address wayside work planning. WMATA is open to all solutions that will produce significant improvements in Wayside Work Planning.

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13	Have you previously considered alternative software/technology options? Researched, piloted, or otherwise?	WMATA has conducted a basic review of existing technologies--including additional capabilities of software WMATA already employs. Additionally, WMATA has discussed wayside work planning processes and technologies with other transit agencies, both in the United States and abroad. WMATA has not reached the purchase or pilot phase with any software/technology options at this time. WMATA issued this RFI as a means of obtaining additional information about ideas and technologies to address wayside work planning.
14	What is the expected start date and duration of the project?	WMATA has not yet determined the start date, but anticipates fully implementing the solution will take 2+ years.
15	What formal training has been provided to the current maintenance resources (managers/supervisors/leads, planners, schedulers, technicians, etc.)?	In addition to training programs for the work they conduct on the ROW and/or at WMATA facilities, key individuals receive training on wayside work planning and scheduling, including: - All GOTRS users receive role-based training prior to being granted access to the GOTRS system. When WMATA deploys new functionality, all users receive release notes. - All new employees working with Maximo receive a one-day awareness training.
16	Has WMATA conducted a recent assessment of current state?	WMATA has not conducted a recent, thorough, and complete assessment of current state.
17	Can you provide a current organizational chart for the maintenance organization and include the total number of maintenance resources by trade?	The system must support all departments and offices that perform work and/or oversee contractors performing work on the Metrorail ROW and at WMATA facilities--including both (1) maintenance personnel/contractors and (2) capital personnel/contractors. ROW and Metro facility workers are spread out among several departments and offices. Please see the attached current organizational chart that highlights key offices and approximate numbers of WMATA personnel who work on the ROW or WMATA facilities. The chart does not necessarily include all groups conducting work on the ROW or WMATA facilities.
18	Do you have job descriptions of your maintenance resources or will they need to be developed?	WMATA has job descriptions for maintenance employees.
19	Do workflows and policies exist for the planning and scheduling functions? How current/ when where they last updated?	Several workflows and standard operating procedures (SOPs) exist for current wayside work planning. WMATA will make all materials available for review for the selected vendor after contract award. WMATA anticipates the new centralized process to plan, schedule, finalize, and execute work on the ROW and WMATA facilities will require drafting new process flows and SOP documents.
20	Do you have baselines established for Wrench time for the various trade groups? What is the current wrench cycle time for the various Groups?	WMATA has established baselines for wrench time. However, WMATA will not publicly release wrench time figures.
21	Are consulting groups currently supporting the assessment and planning related to this project?	No.
22	Is the Wayside Work Planning System specifically budgeted within the Information Technology project budget for 2019?	No. Funding would not necessarily derive from the Information Technology budget, as technology will only be one part of the solution.
23	What is SAFE a system or a group ? and what does abbreviation stand for ?	SAFE is an abbreviation for WMATA's Department of Safety & Environmental Management. SAFE is responsible for establishing and maintaining a safe environment for all employees and customers through the direction, oversight, development and implementation of a system safety program utilizing a Safety Management System approach.
24	What is version of Maximo and does it provide end-2-end capability of planning ?	Maximo is being upgraded to version 7.6 with delivery expected by May, 2018. It does not provide end to end capability of planning.
25	Does Maximo have all the assets mapped ?	No, all WMATA assets are not mapped in Maximo. However, WMATA has some projects underway to address asset mapping.
26	(2.5.1) Is there a specific reason why some teams work outside Maximo in ad hoc fashion ? Please specify if this is related to tool shortcomings or more of operational working ?	Some teams work outside of Maximo due to operational workings. These teams have established practices (outside of Maximo) that they feel better suit their offices' unique considerations and/or office cultures. WMATA has not yet conducted analysis to evaluate if moving all teams to a Maximo solution would have Authority-wide efficiency or coordination benefits; but WMATA anticipates benefits from all offices working in the same manner.
27	Are any of the systems today used over mobile or tablets ?	Presently the systems are not used over mobile or tablets en masse; but some teams are conducting trials with Mobile Maximo. Mobile devices are already available to some staff (use must comply with a corporate policy). However, there is a corporate commitment to equip employees with tools that improve their ability to execute their operational duties.

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28	RFI mentions vendors can propose solutions without reusing existing WAMATA systems, however does WAMATA prefer COTS solution approach or custom solution ?	<p>WMATA issued this RFI as a means of obtaining additional information about ideas and technologies to address wayside work planning.</p> <p>The most important objective is to identify a total business solution that will accomplish as many of the key objectives as possible, including: maintain or improve safety, reduce the number of required revenue service adjustments and shutdowns, mature the Authority's planning environment, lengthen crews' wrench times, schedule work farther in advance, reduce the impact of emergencies or unplanned work in disrupting other work events, and strengthen WMATA's ability to measure and improve crew productivity. The planning system should also provide flexibility, enable communications, minimize staff time devoted to scheduling, minimize reliance on individual knowledge, manage congestion on the ROW, and ensure a smooth transfer of control.</p> <p>If multiple systems are equally capable, WMATA would prefer the lower cost solution.</p>
29	Does RFI response need to be holistic in putting together process and technology across entire planning, scheduling, execution process ?	No. Respondents may respond to any and/or all of the sections of this RFI and meet any/all of the established criteria. Respondents should clearly identify sections or criteria their proposed solution does not address.