



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**  
**600 Fifth Street, NW, Washington, DC 20001-2651**  
**AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT**

1. AMENDMENT/MODIFICATION Amendment No. 001	2. EFFECTIVE DATE <p align="center">(Same as block 17)</p>		
3. ISSUED BY PURCHASING SECTION <p align="center">Office of Procurement and Materials Charmyne Reid – (202) 962-1476</p>	4. ADMINISTERED BY (If other than block 3)		
5. CONTRACTOR NAME AND ADDRESS  <small>(Street, city, county, state, and Zip Code)</small>	6. FORM TYPE <small>(Check only one)</small> <input checked="" type="checkbox"/> Amendment Of Solicitation No. RFL_IEP_20180307 Date <u>03/07/2018</u> <small>(See block 7)</small>  <input type="checkbox"/> MODIFICATION OF CONTRACT NO. Date _____ <small>(See block 9)</small>		
7. <input checked="" type="checkbox"/> <b>THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS</b> The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods; (a) By signing and returning <u>1</u> copies of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
8. <b>ACCOUNTING AND APPROPRIATION DATA (If required)</b>			
9. <b>THIS BLOCK APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS</b> <input type="checkbox"/> This Change Order is issued pursuant to _____ The Changes set forth in block 10 are made to the above numbered contract/order. <input type="checkbox"/> The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data, etc.) set forth in block 10. <input type="checkbox"/> Supplemental Agreement is entered into pursuant to authority of It modifies the above numbered contract as set forth in block 10.			
10. <b>DESCRIPTION OF AMENDMENT/MODIFICATION</b> <p align="center">This Amendment transmits Clarifications and Interpretations to RFI# IEP_20180307.</p> <p align="center"><small>Except as provided herein, all terms and conditions of the document referenced in block 6, as heretofore changed, remain unchanged and in full force and effect.</small></p>			
11. <input type="checkbox"/> CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _____ COPIES TO ISSUING OFFICE.	<input type="checkbox"/> CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT		
12. NAME OF CONTRACTOR/OFFICE  BY _____ <small>(Signature of person authorized to sign)</small>	15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  BY <u>Charmyne D. Reid</u> <small>(Signature of Contracting Officer)</small>		
13. NAME AND TITLE OF SIGNER (Type or print)	14. DATE SIGNED	16. NAME OF CONTRACTING OFFICER (Type or print) <p align="center">Charmyne D. Reid</p>	17. DATE SIGNED <p align="center">March 27, 2018</p>

**Washington Area Transit Authority (WMATA)  
RFI\_20180307\_ Efficiency and Productivity  
Amendment 001**

**Questions**

**Q1.** Do WMATA envisage that there will be any in-person follow up with teams who respond in writing to the RFI? We have seen other owners utilize written RFI approach and have then followed up with separate “one-on – one” meetings with responding organizations – this provides an opportunity for constructive direct dialogue between responder and owner as well as opportunity for the owner to clarify certain items in the RFI response and seek deeper insight. We view these “one-on-ones” as a greatly beneficial exercise prior to the issuance of a formal RFP

**A. WMATA will not have any in-person follow-up with teams who respond to the RFI.**

**Q2.** Without a scope of how many processes that need to be redesigned and the size of those processes, or how many databases and how large they are, or how many IT systems need to be improved, etc... it is difficult to provide the number of resources – contractor to WMATA employee. Is there an estimate to the scope that WMATA is looking for?

**A. If WMATA publishes an RFP for the services describes in the RFI, additional details on scope of work will be provided at that time.**

**Q3.** Appendix A is supposed to be the first page of the response, does it also count as page 1 of the 15 pages?

**A. No, it does not.**

**Q4.** Does a cover page and/or table of contents count in the 15 pages?

**A. No, it does not.**

**Q5.** It states “What contractual arrangements with external providers can deliver the biggest financial benefits and most value for the organization?” What factors does WMATA put into most value?

**A. Please refer to the Overview section in 9.0 of the RFI.**

- Q6.** Culture change has been brought up numerous times within this RFI. What is the current culture at WMATA right now?
- A.** **WMATA has been in existence for over 40 years. A comprehensive cultural assessment of WMATA has not been completed in recent years, although WMATA regularly runs extensive employee surveys, the results of which would be made available to the selected vendor after contract award, should WMATA pursue an RFP. Section 8.0 in the RFI describes areas within WMATA where the operations department believes there is opportunity for improvement.**
- Q7.** It is understood that we should not include any confidential or proprietary information in our response. However, could WMATA please clarify if the “Company Information” content will remain confidential, as it will include name/contact/service description information of our clients?
- A.** **No confidential or proprietary information should be included in responses. Information provided in the ‘Company Information’ will remain confidential.**
- Q8.** What have you done in the past with COMET?
- A.** **WMATA recently joined CoMET (early 2018).**
- Q9.** If a company has current contracts, or has recently proposed for a contract, does that have any effect on the selection of a team for this study?
- A.** **WMATA is only seeking information from industry at this time.**
- Q10.** Since labor makes up the vast majority of the budgeted expenditures, considerable effort will be put into study and analysis of workforce tasks. Are there any standard times for the most common tasks that have been used for scheduling or budgeting?
- A.** **WMATA does not have a complete list of operating tasks for this purpose and productivity calculations. The tasks that have been defined and quantified will be provided to the selected vendor after contract award, should WMATA pursue an RFP.**
- Q11.** Will any or all sections of the RFI responses be kept confidential from the public and/or other vendors?

**A. No confidential or proprietary information should be included in responses. Information provided in the ‘Company Information’ will remain confidential.**

**Q12.** If sections of the RFI responses will be kept confidential from the public and/or other vendors, which sections?

**A. No confidential or proprietary information should be included in responses. Information provided in the ‘Company Information’ will remain confidential.**

**Q13.** Will information about teaming and teaming partners be kept confidential from the public and/or other vendors?

**A. No confidential or proprietary information should be included in responses. Information provided in the ‘Company Information’ will remain confidential.**

**Q14.** Will information about pricing be kept confidential from the public and/or other vendors?

**A. No confidential or proprietary information should be included in responses. Information provided in the ‘Company Information’ will remain confidential.**

**Q15.** When does WMATA want to start this effort?

**A. WMATA is already working internally on this initiative.**

**Q16.** How long do you foresee the effort lasting?

**A. WMATA anticipates a multi-year initiative.**

**Q17.** Are any implementation methodologies (e.g. agile) preferred?

**A. Methodologies that will secure successful implementation and results.**

**Q18.** How does WMATA plan to resource this engagement in terms of WMATA personnel?

**A. This is yet to be confirmed but will depend on the approach adopted.**

**Q19.** What is the program governance structure?

**A. In the vast majority of cases, programs are owned and governed by a group within operations (e.g., Rail Car Maintenance or Strategic Initiatives). If large enough in scale, the program may be overseen at the Assistant General Manager level (e.g., AGM RAIL). A Program Management group has recently been established to oversee the Capital Program, and sits outside the Chief Operating Officer's area of direct responsibility.**

**Q20.** Has a centralized program office been established?

**A. There is not a centralized program office under the Chief Operating Officer.**

**Q21.** If a program office has been established, what is the office's charter and ability to control and influence program direction and outcomes?

**A. This is not applicable.**

**Q22.** Have any financial targets been established? If financial targets have been established, what are they?

**A. WMATA is seeking information from industry at this time. Funding or budgetary information shall not be provided.**

**Q23.** Has WMATA thought about targets by year according to timeline suggested in the RFI - short (12 months), medium (2 years), long (5 years)?

**A. Setting targets is certainly an approach that can be considered. Any tools that secure sustainable implementation and brings results should be considered and prioritized.**

**Q24.** What ongoing initiatives are in flight that this effort needs to integrate or plan around (e.g., initiatives to impact culture, operating budget, customer-centricity?)

**A. There are numerous ongoing initiatives and recently-improved business systems and processes that any work would need to consider and integrate into planning and execution. Examples include capital program initiatives, track maintenance efficiency, overtime management, problem-solving program, and actions plans to enhance areas of operations.**

**Q25.** What is the dollar amount of the in-scope cost base?

**A. WMATA is seeking information from industry at this time. Funding or budgetary information shall not be provided.**

**Q26.** Is the \$1.8B operating budget entirely in-scope? Are there additional budget areas in scope? Are there any sacred cows (out of scope areas)?

**A. WMATA is entering this RFI with an open mind and is not restricting the scope at this time.**

**Q27.** As we consider efficiency opportunities, what labor constraints exist between WMATA and its labor organizations?

**A. There are Contract Bargaining Agreements in place between WMATA and its unionized employees. The largest number of employees are represented by Local 689 and the agreement is on WMATA's website here**

**[https://www.wmata.com/about/records/public\\_docs/upload/L689\\_CBA\\_2012-2016.pdf](https://www.wmata.com/about/records/public_docs/upload/L689_CBA_2012-2016.pdf)**

**Q28.** By when do you hope to start the work?

**A. WMATA is already working internally on this initiative. WMATA may release a formal RFP by the end of 2018.**

**END OF AMENDMENT 001**