

PART B
SCOPE OF SERVICES

TABLE OF CONTENTS

SECTION 5. EQUIPMENT AND FACILITIES

SECTION	TITLE
5.1	General
5.2	Policy and Regulatory Compliance
5.3	Performance Requirements
5.4	Performance Measures
5.5	Rolling Stock
5.6	Facility Use and Maintenance
5.7	Warehouse, Materials, and Tool Management
5.8	Distribution of Public Information Materials and VRE Materials
5.9	Personnel/Staffing



SECTION 5

EQUIPMENT AND FACILITIES

5.1 GENERAL

VRE has two (2) maintenance and overnight storage yards: Crossroads near Fredericksburg, VA and Broad Run near Manassas, VA. VRE stores active train sets at Amtrak’s Ivy City yard in Washington, D.C. during the midday. Additionally, up to two (2) train sets may be stored at the L’Enfant Storage Track, adjacent to the L’Enfant Station, during the midday. VRE also maintains a warehouse in Manassas, near the Broad Run Yard, for all inventory that supports its rolling stock (“equipment”). All purchasing in support of equipment is performed through the warehouse. For the purposes of this RFP, “equipment” shall generally mean “rolling stock”. See **SECTION 5.5.4 EQUIPMENT** and **SECTION 5.6.1 LIST OF FACILITIES**, below, for detailed lists of the equipment and facilities. All equipment and facilities shall be accepted by the Contractor as-is, where-is at the Commencement Date of the Contract.

5.1.1 OBJECTIVES

The Contractor shall perform the following tasks:

- A. Conduct daily servicing, inspections and tests.
- B. Perform running and medium repairs.
- C. Complete heavy repairs, which shall be conducted on a task order basis and may be off VRE property but shall be managed by the Contractor. The Contractor’s heavy repair Subcontractor and facility must be approved by VRE.
- D. Carry out all periodic maintenance inspections for all equipment as defined by both the FRA and VRE.
- E. Perform interior vehicle cleaning of VRE’s train sets.
- F. Clean and complete housekeeping of the maintenance facilities as well as inspections, maintenance, and repairs on specific support equipment.
- G. Monitor and control access to the yards per VRE policies and provide reporting to the appropriate authorities of any breaches in security at maintenance facilities.
- H. Carry out the provision of maintenance services, both management and staffing at both yards – Crossroads and Broad Run.
- I. Employ a staff of qualified personnel who shall manage the provision of the Contract services using good business practices that are consistent with the objective of both parties - providing the highest quality and most efficient service to VRE’s customers.



- J. Have ready revenue train sets for morning departure from Monday through Friday pursuant to VRE’s published schedules or as otherwise required by VRE.
- K. Carry out the provision of “Special Trains” as required by VRE. The provision of “Special Trains” can be on any day of the week including Saturdays, Sundays and holidays.
- L. Participate in security drills conducted on VRE equipment by first responders and other emergency and security services personnel.
- M. Manage the VRE warehouse, including maintaining VRE’s technical library and car/locomotive history books.
- N. Make purchases in support of equipment maintenance.
- O. Oversee and manage third party Contractors who have direct contracts with VRE relevant to operations or equipment maintenance, when those Contractors are in VRE yards.
- P. Initiate emergency responses when required.
- Q. Report safety and security incidents to VRE as further discussed in **SECTION 8. SYSTEM SAFETY AND SECURITY**.
- R. Conduct investigations on safety and security incidents, with VRE being an integral party to these investigations.
- S. Coordinate Contractor activities with VRE personnel, as well as any of VRE’s agents, representatives, or other Contractors, to allow for the successful completion of the obligations of all parties involved. In the event of a dispute with another Contractor it shall be brought to VRE’s immediate attention.
- T. Participate in any training required by VRE.
- U. Maintain yard grounds to include custodial, lawn and snow services.
- V. Maintain yard facility building to include custodial and maintenance upkeep of all building components and systems.

5.2 POLICY AND REGULATORY COMPLIANCE

5.2.1 REGULATORY AGENCIES / INDUSTRY STANDARDS

See **SECTION 1.7 REGULATORY COMPLIANCE WITH LAWS, RULES, REGULATIONS, PERMITS AND STANDARDS** for a complete list of regulatory entities and those entities whose published standards the Contractor shall be required by VRE to meet.



5.3 PERFORMANCE REQUIREMENTS

5.3.1 GENERAL - ROLLING STOCK

- A. The Contractor shall maintain VRE's fleet in compliance with all requirements of this specification. The Contractor shall ensure that serviced, inspected, maintained, repaired and cleaned equipment, in compliance with this specification, is available for service to enable trains to depart from the respective yards at the designated times with the specified number of cars.
- B. The Contractor shall maintain documentation as required by this specification and have that documentation available for review by VRE or any governing regulatory agency upon request.
- C. The Contractor shall provide reports and status on rolling stock maintenance activities as required by this specification.
- D. The Contractor shall be fully liable for the cost of repairs made as a result of damage caused to VRE equipment during yard operations that is beyond normal wear and tear.

5.3.2 GENERAL - FACILITY MAINTENANCE

The Contractor shall inspect, maintain and clean the yards as required by this specification. The Contractor shall ensure that the yards are maintained as orderly, organized and safe working environments. The Contractor shall protect the value of all of VRE's assets made available during the course of this Contract. The Contractor shall be fully liable for the cost of repairs made as a result of damage caused to VRE track or buildings during yard operations that is beyond normal wear and tear.

5.4 PERFORMANCE MEASURES

5.4.1 PENALTIES AND INCENTIVES

Refer to **SECTION 2.3 INCENTIVES** and **SECTION 2.4 PENALTIES** for a listing of incentives and penalties. Penalties listed in **SECTION 2.4.1 MAINTENANCE PENALTIES** shall be waived for the first three (3) months following the Commencement Date.



5.4.2 VRE RESPONSIBILITY

VRE shall perform the following tasks:

- A. Provide access to the maintenance facilities, including storage yard, office space and stationary facility equipment as described in this section, to allow the Contractor to carry out the Contract services.
- B. Provide access for inbound and outbound material and equipment movements. Diagrams of the maintenance facilities are included in **APPENDIX NO. 1**.
- C. Provide the Contractor with available office space at the maintenance facilities.
- D. Provide the Contractor with a point of contact at VRE. These individuals will act as VRE liaisons to the Contractor for all issues regarding the equipment, facilities, warehousing, inventory control and purchasing aspects of this Contract.
- E. Pay all utilities, including telephone/internet service, within the facilities and yards.
- F. Provide the Contractor with parts. VRE will maintain the function of procurement management and control of the majority of repair and replacement parts, and consumables for the completion of the contracted maintenance services pursuant to the Procurement Flow Chart found in **APPENDIX NO. 2** and as further described in **SECTION 5.7 WAREHOUSE, MATERIALS, AND TOOL MANAGEMENT**, below.
- G. Provide access to VRE's MicroMain procurement system in order to allow the Contractor to generate purchase order requests with vendors whom VRE has established accounts. Thus allowing the Contractor the ability to carry out the Contract services.
- H. Provide the Contractor with a list of parties who shall be under contract directly with VRE for the provision of parts and services under this Contract, attached as **APPENDIX NO. 3**. The Contractor shall be responsible for ordering the related parts and services from the listed contractors through the procedures described throughout this Section of the RFP and shall, further, be responsible for overseeing these listed contractors when they are in the VRE yards.

5.5 ROLLING STOCK

5.5.1 OVERVIEW

- A. The Contractor shall service, inspect, maintain and clean equipment to satisfy the requirements of the VRE passenger train schedule, refer to **APPENDIX NO. 4**. These tasks shall be performed for six (6) train sets at the Crossroads Yard and for five (5) train sets at the Broad Run Yard. All consists will depart in the morning, Monday through Friday. VRE reserves the right to change the passenger train schedule at its sole discretion. VRE may also adjust the fleet size or consist make up during the term of this



Contract. Spare equipment shall be ready, if required, for revenue service in support of the passenger train schedule and in compliance with all other requirements of this Contract.

- B. Equipment delivered by the Contractor to VRE for revenue service shall meet all requirements for daily inspection and maintenance, including paperwork and record keeping, as set forth by the FRA and VRE.
- C. Should VRE store any train sets midday at L'Enfant Station, the Contractor shall place such train sets on ground power and yard air, as required, provide midday cleaning to those sets, perform any running repairs that can be accomplished during the storage period, and have the sets ready for afternoon departures.

5.5.2 ROLLING STOCK MAINTENANCE PLAN

- A. As part of their proposal, the Contractor shall submit to VRE for approval a comprehensive Rolling Stock Maintenance Plan (RSMP). This plan shall incorporate all tasks, policies, and procedures, including staffing, to be put in place by the Contractor to comply with the rolling stock maintenance standards required by the technical specifications and all maintenance requirements of applicable regulatory agencies. For all periodic equipment inspections, the Contractor shall use the VRE inspection forms shown in **APPENDIX NO. 5** and maintained in the MicroMain system of work management. The RSMP shall, at a minimum, include the following:
 - 1. All servicing tasks;
 - 2. All inspection tasks;
 - 3. All maintenance tasks;
 - 4. All cleaning tasks, including re-stocking car supplies;
 - 5. Defect and repair policies and procedures; and
 - 6. Proposed workflow to complete all required tasks.
- B. The RSMP shall comply with the requirements for an “Inspection, Testing and Maintenance Plan” set forth by the FRA in 49 CFR, Part 238.107 as it pertains to VRE’s operation.
- C. The RSMP shall include all inspection, testing, maintenance and repair tasks required to comply with 49 CFR 238, Subpart D, “Inspection, Testing, and Maintenance Requirements for Tier I Passenger Equipment”, as well as any and all other applicable sections of 49 CFR.
- D. With specific reference to the locomotives in VRE’s fleet, the Contractor shall be familiar with the requirements of 49 CFR part 229 Subpart B, “Inspection and Tests.”
- E. The Contractor shall also be aware of and adhere to VRE Standard Operating Procedures (SOPs) regarding VRE’s requirements for locomotive and car fleet maintenance. See **APPENDIX NO. 6**.



- F. The RSMP shall incorporate all required inspection, maintenance and cleaning tasks presented in **APPENDIX NO. 7**.
- G. The RSMP shall incorporate all maintenance procedures and practices recommended by the OEM, unless specifically directed otherwise by VRE. VRE's maintenance manuals and maintenance procedures pertaining to the equipment covered by this specification are in **APPENDICES NOS. 8, 9, 10, 11 and 12**.
- H. The RSMP shall include the requirements set out in **SECTION 5.5.11 CLEANING OF ROLLING STOCK** and **APPENDIX NO. 6** (specifically SOP No. 0002) for car cleaning.
- I. The RSMP submitted with the proposal shall include sample copies of all forms and documentation proposed for use in the Contractor's operation, including forms required for regulatory compliance and forms generally accepted as part of good railroad or business practice, recognizing that the Contractor shall be required to record all periodic inspections and repairs in MicroMain once it is fully available as a work management tool.
- J. The Contractor shall implement the final and comprehensive RSMP upon its approval by VRE. The RSMP shall be reviewed, revised and resubmitted to VRE at least annually, as required by 49 CFR 238.107, or as often as necessary to accurately represent the Contractor's operation.

5.5.3 RECORDKEEPING AND REPORTS

- A. The Contractor shall document and maintain all inspection, defect, and repair records as required by the FRA. Repair sheets must include any defects repaired in accordance with FRA regulations, including 49 CFR 238.303 and 238.305 and as required for the locomotives in 49 CFR 229 Subpart B.
- B. All records shall be maintained on-site at agreed locations and shall be available for review by VRE at any time. All software used for the documentation, storage and retrieval of maintenance, inspection and repair records shall comply with applicable sections of 49 CFR.
- C. The Contractor's record keeping methods must be approved by VRE and must be compliant with VRE's Information Technology (IT) policy. There shall be no violation in the distribution of access codes.
- D. All of the following reports shall be provided to VRE by the Contractor by 7:00 A.M. the day following the activity that precipitated the report unless otherwise noted below:
 - 1. Equipment inspections made in conjunction with a passenger or employee injury on VRE rolling stock.



2. Complete explanations, including corrective actions if called for, for all train delays of over five (5) minutes that were the result of mechanical issues.
3. The Contractor shall maintain a joint “open items” list with VRE’s Quality Assurance Manager. The Contractor shall designate a person to whom VRE will direct all mechanical issues that it becomes aware of. The Contractor shall then be responsible for the distribution of those items to the repair staff for corrective action. The repair staff shall notify the Contractor’s record keeper of the corrective action taken, which information shall be entered on the “open items” list and the item shall be marked as “closed”. The dates entered and closed shall be recorded as well as the source of the complaint. The Contractor shall update the list daily by 10:00 A.M. and distribute it to VRE.
4. The Contractor shall maintain and publish daily to VRE, on a schedule that the parties shall agree upon, a lineup of all train sets and a shop report that shows the status of all VRE equipment.

5.5.4 EQUIPMENT

A. The Contractor shall maintain train sets made up of a combination of the following equipment:

1. Locomotives:

Quantity	Locomotive Type	Locomotive Number
5	GP-40	V20 – V24
6	F-40	V31 – V36
10	GP-39	V01 – V10
9	MP-36	For delivery in Oct. 2010



2. Passenger Coaches:

Quantity	Car Type	Number of Seats	Car Numbers
5	Pullman Gallery Trailers	150 Seats	V405, V408, V412, V415
10	Pullman Gallery Trailers	150 Seats	V421 – V430
11	Pullman Gallery Trailers With a Restroom	150 Seats	V413, V431 - V440
5	Pullman Gallery Trailers	150 Seats	V447, V449, V454 – V456
21	Sumitomo Gallery Cab Cars With a Restroom	123 Seats	V710 – V730
20	Sumitomo Gallery Trailers With a Restroom	132 Seats	V800 – V819
30	Sumitomo Gallery Trailers Without a Restroom	144 Seats	V850 – V869
10	Sumitomo Gallery Trailers Without a Restroom	144 Seats	For delivery in March and April, 2010

*General arrangement drawings for the Sumitomo equipment detailed in the table above can be found in **APPENDIX NO. 13**.*

B. VRE reserves the right to change equipment consists to best suit its service needs.

5.5.5 GENERAL OVERSIGHT

The Contractor shall perform the following tasks:

- A. Sign all service slips, retain a copy for on-site filing, and fax a copy to VRE at a number provided for that purpose.
- B. Oversee and ensure that toilet tanks on rolling stock are processed by VRE's septic tank vendor pursuant to the schedules and requirements indicated in **APPENDIX NO. 14**.
- C. Manage delivery of fuel and oil from VRE's fuel and oil vendors to VRE's storage facilities and fueling of locomotives. The Contractor shall have all locomotives fueled during the overnight layover period at the maintenance facility. Fueling shall not conflict with any planned maintenance activity.



- D. Report any spills in its role as overseer of daily fueling and oiling activities and when necessary, contact the spill management contractor to initiate clean-up or initiate clean-up of their own spills at the Contractor's own expense and follow the notification process as outlined in the "Contaminate Spill Procedure" which is in development.
- E. Oversee and coordinate the annual power washing of the drip pans by a VRE contractor and the associated clean out and re-charge of the affected oil/water separators.
- F. Oversee and manage the performance of all other VRE Equipment Department vendors while those vendors are providing support service to that department.
- G. Record all inspections and repairs in VRE's work management system, MicroMain, as it is brought on line.

5.5.6 INSPECTIONS & SERVICING

- A. The Contractor shall carry out all daily, monthly, 45-day, 92-day, 184-day, 368-day, and 1472-day inspections required to comply with applicable regulations and recommended practices set forth by the VRE, FRA, AAR, APTA PRESS Recommended Standards and Practices, and other controlling regulatory agencies. The Contractor shall utilize the VRE inspection checklist for all periodic inspections, refer to **APPENDIX NO. 5**.
- B. The Contractor shall incorporate any additional maintenance tasks or activities it finds necessary to comply with any applicable regulation or performance standard presented in the technical specifications.
- C. The Contractor shall implement a scrap collection and recycling program to maximize the level of recycling and reduce waste. All recyclable or waste material shall become the property of the Contractor.
- D. The Contractor shall also be aware of the daily inspection minimum requirements (reference 49 CFR 238, Subpart D – Inspection, Testing and Maintenance Requirements for Tier I Passenger Equipment) which includes, but is not limited to:
 - 1. Exterior Calendar Day Mechanical Inspection;
 - 2. Interior Calendar Day Mechanical Inspection;
 - 3. Class I Brake Test;
 - 4. Safety Appliance Test;
 - 5. Trainline Power Test;
 - 6. Toilet system servicing (includes watering and adjustments to sequencing valves);
 - 7. Re-stock toilet room with amenities;
 - 8. Remove all trash;
 - 9. Renew any inoperable light bulbs (interior and exterior);



10. Inspect all seats and replace if damaged;
 11. Check to ensure vital engine fluids are at the full mark and replenish if necessary;
 12. Check and top off sand level;
 13. Clean – Refer to **APPENDIX NO. 6**, specifically SOP No. 0002;
 14. Ensure availability and operability of ADA components;
 15. Maintain all applicable records (on-board and in MicroMain);
 16. Check safety equipment (fire extinguishers, pry bars, first aid kits, automated external defibrillators (AEDs), flagging kits, etc.) and replace missing or out-of-date items;
 17. Check all doors;
 18. Check all passenger announcement systems;
 19. Check and certify cab signals both ends; and
 20. Check all cabinets in each cab/trailer passenger compartment.
- E. The daily inspection shall be scheduled and executed so that peak schedule requirements can be met with the existing fleet including spare locomotives, trailer cars and cab cars. The daily inspection for each revenue train consist shall be completed no less than two (2) hours prior to the train consist's scheduled departure from the initial yard. All cab signal and air brake testing must be completed prior to midnight, the day prior to the next scheduled departure.
- F. Additionally, the Contractor shall promptly perform a comprehensive mechanical inspection on the relevant part, section, or area for any passenger or employee injury on or associated with VRE rolling stock. The Contractor shall document the inspection, forward a copy to VRE via fax or email (fax number and email address will be made available at a later date), and retain the original on site.

5.5.7 REPAIRS, GENERAL

The Contractor shall make all repairs to VRE's equipment. The approval procedure for repairs shall be:

- A. Repairs estimated to take sixteen (16) or more man hours or over two (2) days out of service require email approval from VRE. Anything less, the Contractor shall act on its own approval of work.
- B. Repairs estimated to take forty (40) or more man hours or over seven (7) days out of service require a task order.
- C. Work off the property requires a task order.



5.5.8 RUNNING REPAIRS

- A. A running repair is defined as a repair that can be accomplished in six (6) clock hours or less and can be performed with the equipment in line (ie. the consist does not need to be broken up) without delay to the train. All defects found during daily inspections shall be corrected in accordance with applicable laws or standards. Defects not specifically regulated are to be corrected as promptly as practical. This includes defects that have been the source of a reported personal injury (PI) to passengers or crew members. The Contractor shall make all running repairs on a daily basis without prior approval.
- B. In the event that a running repair cannot be completed within the six (6) clock hours, the Contractor shall switch out the bad order vehicle, replacing it with a spare car or locomotive using mechanical staff with all of the required qualifications to function as the locomotive engineer to accomplish this task. All switching activities must be completed before midnight.

5.5.9 MEDIUM REPAIRS

- A. Medium repairs are all repairs that are too extensive to be completed as a running repair but can be completed on VRE property using the assets available on site.
- B. The Contractor shall perform all medium repairs pursuant to the approval criteria in **SECTION 5.5.7 REPAIRS, GENERAL**, above.

5.5.10 HEAVY REPAIRS

- A. Heavy repairs are all repairs that can only take place off of the VRE property.
- B. The Contractor shall perform all heavy repairs pursuant to the approval criteria in **SECTION 5.5.7 REPAIRS, GENERAL**, above.

5.5.11 CLEANING OF ROLLING STOCK

- A. The Contractor shall carry out the cleaning tasks included in the RSMP. Cleaning shall be performed daily on each piece of equipment before being returned to VRE for service. The Contractor must obtain VRE approval for all cleaning agents and the Contractor shall comply with VRE Standard Operating Procedure found in **APPENDIX NO. 6**, specifically SOP No. 0002. The Contractor shall also perform in accordance to the cleaning procedures described in the deep cleaning instructions included in **APPENDIX NO. 7**, on the schedules described therein.



- B. Additionally, coach cleaning shall occur daily, at midday, and shall consist of the following, at a minimum:
1. Remove all trash, including emptying trash containers;
 2. Sweep bathrooms;
 3. Resupply all bathrooms as required;
 4. Mop flooring at toilets as required;
 5. Remove all head grease from windows; and
 6. Clean up and mop any spills or fluids in the cars.
- C. The Contractor shall wash one (1) train set per operating day at the Crossroads Yard and one (1) trainset per operating day at the Broad Run Yard, both in line with VRE's train washing procedure as described in **APPENDIX NO. 15**.
- D. Should the Contractor become aware of evidence of pest infestation onboard equipment, the Contractor shall immediately correct the situation.
- E. All trash and debris removed from the equipment becomes the property of the Contractor. All trash and debris shall be disposed of in a timely manner in compliance with Federal, State, and local regulations including any recycling regulations that may be applicable.
- F. The Contractor shall collect scrap metal, brake shoes and brake pads and coordinate with VRE for their disposal.
- G. The Contractor shall comply with VRE Lost and Found procedures pursuant to the requirements of **SECTION 6.4.4 LOST AND FOUND PLAN**.
- H. Toilet waste and biohazard material shall be disposed of in compliance with applicable Federal, State, and local regulations as well as the applicable requirements of **SECTION 11. ENVIRONMENTAL SERVICES** of these specifications, by using VRE third-party contractors, which shall be supervised by the Contractor.
- I. If the Contractor is the first to become aware of evidence of a rolling stock collision with humans and/or animals or of an on-board incident that may result in the presence of blood borne pathogens, the Contractor shall immediately notify the VRE Operations Center and the VRE Mechanical Contact and hold the equipment for inspection, as directed. After the completion of any required inspections, the Contractor shall promptly work with VRE approved Subcontractors to clean the equipment according to appropriate procedures and disposing of blood, tissue, or other remains in compliance with approved biohazard standards and regulations.



5.6 FACILITY USE AND MAINTENANCE

The Contractor shall maintain, stock and keep in good repair all facilities and buildings owned by VRE provided for use under this Contract and as listed herein. In general, each yard is secured and comprised of multiple storage tracks, a service and inspection building with welfare and office space, indoor and outdoor inspection pits, a crew building, train washer, various storage sheds and containers, and a welfare trailer with office space.

5.6.1 LIST OF FACILITIES

- A. Broad Run Yard, which consists of the following:
1. Yard office building (block building approximately 1,350 SF);
 2. Welfare trailer (prefabricated office/locker room trailer approximately 750 SF);
 3. Eight (8) storage stub tracks with drip pans and five (5) gravel aisle ways;
 4. Gravel and paved yard parking areas;
 5. Approximately 540 FT long outdoor inspection pit with jacking pads;
 6. Service and Inspection building (metal building approximately 10,600 SF);
 7. Approximately 100 FT long indoor inspection pit (inside S&I building);
 8. 10 Ton overhead crane (inside S&I building);
 9. Hotel/Wayside electrical power hubs (at south end of each storage track); and
 10. Perimeter fencing and gates (electric gate at main entrance).
- B. Crossroads Yard, which consists of the following:
1. Yard office building (block building approximately 1,350 SF);
 2. Welfare trailer (prefabricated office/locker room trailer approximately 750 SF);
 3. Eight (8) storage stub tracks with drip pans and six (6) gravel aisle ways;
 4. One (1) storage/train wash track;
 5. Gravel and paved yard parking areas;
 6. Approximately 360 FT long outdoor inspection pit with jacking pads;
 7. Service and Inspection building (metal building approximately 11,500 SF);
 8. Approximately 100 FT long indoor inspection pit (inside S&I building);
 9. 10 Ton overhead crane (inside S&I building);



10. Enclosed train washer;
11. Hotel/Wayside electrical power hubs (at south end of each storage track plus two (2) in S&I building); and
12. Perimeter fencing and gates (electric gate at main entrance).

5.6.2 FACILITY MAINTENANCE PLAN

- A. The yards were constructed in the early 1990's, with various additions of inspection pits, buildings, fencing, and electrical and lighting improvements performed within the past five (5) years.
- B. A joint inspection of the facilities shall be conducted between VRE and the Contractor to establish the baseline condition of each facility. As part of the proposal, the Contractor shall submit to VRE a Facility Maintenance Plan (FMP). This plan shall incorporate all tasks, policies, and procedures to be put in place by the Contractor to comply with the facility maintenance standards required by the technical specifications and all maintenance requirements of applicable regulatory agencies. The plan will also enable the Contractor to maintain the agreed upon baseline.
- C. At a minimum the FMP shall include the following:
 1. All servicing tasks;
 2. All inspection tasks;
 3. All maintenance tasks;
 4. All cleaning tasks;
 5. Defect and repair policies and procedures;
 6. Proposed workflow to complete all required tasks;
 7. All routine inspection and servicing tasks of facility equipment as recommended by the equipment manufacturers;
 8. All facility cleaning and housekeeping tasks;
 9. Crane inspection;
 10. Jack inspections;
 11. Track drip pan maintenance;
 12. Oil Water Separator monitoring;
 13. Yard and facility access control;
 14. Lube oil system and monitoring;
 15. Lighting monitoring;
 16. Ground power (inspection and notification);



17. Circuit breaker resetting;
 18. All buildings and building systems;
 19. Spare part purchasing, storage and inventory;
 20. Grounds and fencing;
 21. Snow removal off walkways and switches;
 22. Lawn care;
 23. Track inspection and track maintenance; and
 24. Forms and documentation proposed for use in the maintenance of the facility.
- D. Upon approval, the Contractor shall implement the FMP. The FMP shall be revised and resubmitted to VRE annually or as often as necessary to accurately represent the Contractor's operation.
- E. The Contractor shall purchase supplies and tools, perform routine inspections, and conduct preventative maintenance to include cleaning and repair of buildings, electrical systems and lighting, hotel power, load banks, HVAC equipment, plumbing and septic systems, storage tanks, compressed air systems, overhead crane, fencing, general yard grounds and aisle ways.
- F. The Contractor shall keep all systems clean, in good repair and operational at all times. All repairs and maintenance shall be performed in compliance to industry standards and per applicable codes and regulations.
- G. The Contractor shall comply with VRE access control procedures. Contractor material delivery and storage shall be as approved by VRE. Parking for the Contractor shall be at designated locations only.
- H. The Contractor shall implement a scrap collection and recycling program to maximize the level of recycling and reduce waste. All recyclable or waste material shall become the property of the Contractor.
- I. Periodically, VRE may perform inspections and provide the Contractor with a list of deficiencies to be rectified. The Contractor shall perform the work as noted by VRE without delay.
- J. The following items shall not be included in the Contract:
1. High mast lighting maintenance and ballast replacement;
 2. Storm water system downstream from oil/water separators;
 3. Automated gate and door controls;
 4. Ground power servicing;
 5. Electrical substation servicing;
 6. Major underground utilities; and



7. VRE will also service the oil/water separators on a biannual basis. This has no effect on the Contractor's obligations regarding the oversight of the annual cleaning of the drip pans. The Contractor shall inspect and perform additional maintenance and cleaning as required by VRE.

5.6.3 MINIMUM PERIODIC MAINTENANCE AND INSPECTIONS

- A. The Contractor shall periodically inspect all yard facilities and perform routine preventative maintenance to all buildings and building systems, such as but not limited to; lighting, HVAC servicing, crane servicing, door and lock servicing, plumbing servicing, lighting, electrical servicing (limited to resetting breakers), inspection pits, drip pans, and as otherwise indicated by these specifications.
- B. VRE will perform periodic inspections and inform the Contractor of any deficiencies. The Contractor shall perform the deficient work without delay. VRE maintains the right to perform such work on behalf of the Contractor and back charge the cost of such to the Contractor in addition to any penalties that may be imposed by this Contract.
- C. Contractor is responsible for notifying VRE of any facility deficiencies including but not limited to; safety, security, and environmental concerns.

5.6.4 RECORD KEEPING

- A. The Contractor shall provide a monthly report summarizing maintenance and inspections performed on VRE's Facilities and Equipment.
- B. The Contractor shall provide notification within four (4) hours of any failure of VRE facility or equipment.
- C. The Contractor shall provide immediate notification of any failure of VRE facilities or equipment which would prevent or delay revenue train service.
- D. The Contractor shall log all repairs, regardless of the entity carrying them out. The record shall be maintained for the duration of the Contract.
- E. The Contractor shall maintain a record log of facility maintenance activities at the yard office and provide the log for VRE review upon request.
- F. The Contractor shall provide waste manifests and delivery tickets.

5.6.5 CLEANING AND HOUSEKEEPING

- A. Interior Spaces: The Contractor shall clean all facilities as necessary to ensure a clean and safe work environment. All cleaning shall be performed in a professional manner to industry standards. All interior spaces shall be swept to broom clean condition and trash



collected daily. All offices, bathrooms, break rooms, and locker rooms shall be vacuumed and/or mopped weekly. All tiled floors shall be buffed and waxed monthly and striped and re-waxed annually. The Contractor shall purchase and stock facilities for daily operation. The Contractor shall also provide all cleaning supplies and tools needed to carry out all facility cleaning and housekeeping tasks included in the FMP as deemed necessary to maintain a clean, safe and orderly work environment.

- B. Exterior Spaces: The Contractor shall keep the yard grounds clean and orderly at all times. Storage of parts, liquids and machinery shall be limited to designated areas. Trash and dumpster collection shall be performed on a weekly basis, at minimum. All inspection pits and drip pans shall be power washed bi-annually.

5.6.6 EMERGENCY

In an emergency situation where a repair is required (e.g., to eliminate an unsafe situation and/or to maintain the train maintenance and/or operations) and the Contractor is unable to contact the VRE Contact for approval, the Contractor shall proceed with the necessary repairs and notify VRE within twenty-four (24) hours.

5.6.7 OTHER

- A. Service contracts, not specifically indicated as being supplied by VRE, shall be the responsibility of the Contractor. Examples of such contracts include facility exterminating and required facility inspections.
- B. The Contractor shall remove snow within the yards (e.g., doorways, sidewalks, tracks, aisle ways and roads). The Contractor shall also provide snow removal for tracks and switches within the two (2) yards.
- C. The Contractor shall perform all track inspections using a qualified track inspector and to make repairs as required.
- D. The Contractor shall coordinate activities with other VRE activities (maintenance, construction, etc.) that may be performed within the yards by other independent contractors. Any conflicts of activities shall be reported to VRE immediately.



5.7 WAREHOUSE, MATERIALS, AND TOOL MANAGEMENT

- A. VRE will transfer ownership of all small tools and equipment to the Contractor. These tools are itemized in detail in **APPENDIX NO. 16**. Of particular note, all facsimile machines then in service in the yards will be transferred to the Contractor; however, VRE shall continue the leases on all copiers until such leases expire at which time the Contractor shall become responsible for the provision and maintenance of all copiers in the yards.
- B. Major equipment such as jacks, lifts, and welders, will be made available for use by the Contractor for the duration of the Contract. Major equipment must be maintained to the highest level and returned to VRE in the same condition, less normal wear and tear, at the end of the Contract. See **APPENDIX NO. 17** for a list of VRE-retained equipment. Similarly, at the end of the Contract, the Contractor shall transfer to VRE all small tools and equipment used for the same purposes as the small tool inventory accepted by them at the beginning of the Contract regardless of its total value.
- C. The Contractor shall adhere to applicable VRE policies and procedures when procuring parts for this Contract.
- D. The warehouse shall be staffed from 7:00 A.M. - 7:00 P.M., Monday through Friday (with the exception of holidays). The Contractor shall consider limited and controlled after hours and weekend access to select Contractor employees. The warehouse is secured by proximity card access requirements, a burglar alarm, and a monitoring camera.
- E. VRE shall continue to manage certain parts and services for the successful execution of this Contract (e.g. – fuel supply).
- F. The Contractor shall initiate the procurement process of all other parts and services to ensure adequate inventory to allow for the successful execution of this Contract.
- G. The Contractor shall procure and manage parts through the current VRE computerized procurement system, MicroMain, and the associated procurement flow chart, which is outlined in **APPENDIX NO. 2**.
- H. The Contractor shall generate all purchases order requests which must be passed to VRE personnel for approval and execution.
- I. VRE reserves the right to transfer management responsibility for some of the VRE managed parts and services to the Contractor during the term of this Contract.
- J. VRE has the final authority on supplier selection for any part or service. Before any substitution of a VRE approved supplier of parts or services can take place, it must be approved by VRE.
- K. All material must be stored such that it does not warp, twist or otherwise distort during storage. VRE may reject as non-compliant any support inventory not stored in conformance with this policy.



- L. All material taken into the warehouse must be verified as to count and condition prior to recording in MicroMain.
- M. The Contractor shall maintain inventory levels to the extent of ordering, issuing Purchase Order Requests, and following up with vendors/suppliers.
- N. The Contractor may maintain mini-inventories at each yard for commonly used items, but those mini-inventories shall continue to show as “inventory”, noted to be at the yard location. Any time that a mini-inventory item is used, it must be reported to the warehouse and, if appropriate, a core returned to the actual warehouse location in a timely manner.
- O. All material issued from the warehouse must be recorded in MicroMain and documented as to whom it was issued or withdrawn by.
- P. Loss of value due to improper handling or storage of support property or support material shall be the responsibility of the Contractor.
- Q. On an annual basis VRE may conduct a joint audit with the Contractor aimed at identifying obsolete material. In accordance with VRE policies and procedures the Contractor shall dispose of any obsolete material identified through this process.
- R. The Contractor shall conduct an annual wall-to-wall inventory of the warehouse starting on or after June 23rd and to be completed no later than June 30th each year.
- S. The Contractor must provide inventory data for VRE’s monthly and year-end accounting reporting through the MicroMain system that is internally consistent and accurate. This includes accurate exception reporting of price and quantity adjustments, which may require a secondary record-keeping system outside of MicroMain.
- T. The Contractor shall reconcile any inconsistencies in reported data, including payment to VRE for unaccounted shortages. The Contractor shall provide staff support for this function, as required.
- U. Warehouse Management Plan: The Contractor shall submit a Warehouse Management Plan with their Proposal that explains fully how the Contractor will manage the VRE warehouse in conformity with the requirements of this RFP, including an inventory reordering plan, inventory control as a whole, staffing and all details of the Contractor’s operational plan for the warehouse.
- V. Material Quality Control Plan: The Contractor shall submit a Material Quality Control Plan as a sub-part of the Warehouse Management Plan to VRE with their Proposal. At a minimum, the plan shall address inbound inspection of material, management of suppliers, material specification management and disposition of material.
- W. Procurement Management Plan: The Contractor shall prepare and submit a proposed Procurement Management Plan, also as a sub-part of the Warehouse Management Plan, with their Proposal. The Contractor shall be fully cognizant of VRE’s procurement policies and procedures (**APPENDIX NO. 18**), the Virginia Public Procurement Act (**APPENDIX NO. 19**), and any revisions to these documents. The Contractor shall also be aware of FAT Circular 4220.1E and how it pertains to VRE procurements.



- X. VRE will provide the Contractor the existing inventory of parts as listed in **APPENDIX NO. 20**. VRE will assign responsibility for this VRE owned inventory and it will form the basis of a start-up (mobilization) inventory for the Contractor. The Contractor, the present warehouse manager, and VRE shall conduct a joint wall-to-wall count at the warehouse and each yard that will constitute the 2010 wall-to-wall inventory required by Paragraph R, above. At the end of this Contract, there shall be another joint wall-to-wall inventory.
- Y. The Contractor shall manage all warranty programs for all VRE material procurements throughout this Contract.
- Z. The Contractor shall maintain VRE's technical library at the warehouse and provide VRE with a current library index as it changes. The Contractor shall also maintain all car and locomotive history books at the warehouse, updating them as changes are made to each vehicle.

5.8 DISTRIBUTION OF PUBLIC INFORMATION MATERIALS & VRE MATERIALS

The Contractor shall maintain, and stock VRE promotional materials, current train schedules, and brochures on the trains. Requests for additional products for stocking the on-car brochure holders shall be directed to VRE's Manager of Market Development.

5.9 PERSONNEL/STAFFING

Refer to **SECTION 7.3 PERSONNEL/STAFFING** for further information related to personnel/staffing.

5.9.1 MINIMUM REQUIRED SUPERVISORY POSITIONS

- A. The following are minimum required positions for equipment and facility staffing:
 1. Senior Mechanical Superintendent – Local resident, available twenty-four (24) hours a day, seven (7) days a week, vehicle equipped. This position cannot be shared with another service property;
 2. Designated Yard Supervisor – A working supervisor, responsible for all Virginia yard operations. Available twenty-four (24) hours a day, seven (7) days a week, vehicle equipped;
 3. Designated 2nd Shift Supervisor – (Inbound), A working supervisor responsible for both yards, vehicle equipped;
 4. Designated 3rd Shift Supervisor – (Outbound); A working supervisor responsible for both yards, vehicle equipped;



5. Qualified Maintenance Personnel (QMPs); and
 6. VRE requires that one (1) individual at the laborer level be assigned to the task of delivering and picking up material between shops, and when necessary, to and from vendors. This individual shall be assigned a vehicle by the Contractor to perform these duties.
- B. The Contractor shall ensure that each of the foregoing personnel as well as all foremen-level personnel and the warehouse supervisor and driver are issued and become responsible for Contractor-provided cell phones over VRE-approved carriers.
 - C. The Contractor and its on-site staff shall have demonstrable experience and knowledge in the field of railroad passenger equipment maintenance and repair, and shall have the authority to make decisions regarding the daily operations and management of the Contract services.
 - D. In the performance of the Contract services, the Contractor shall ensure that all personnel, direct employees or subcontracted, shall be fully trained and qualified.

5.9.2 TRAINING

- A. VRE requires that all Contractor and Subcontractor employees who use the following equipment shall be certified to do so:
 1. Lube oil totes;
 2. Forklifts;
 3. Golf carts;
 4. Cutting torches;
 5. Welding equipment;
 6. Car jacks;
 7. Cranes;
 8. Load banks;
 9. Power washers;
 10. Train washer(s);
 11. Jump starting locomotives;
 12. Use of ground power;
 13. Start up and shut down of HEP's and prime movers;
 14. Manual track switches;
 15. Yard air and compressors; and
 16. Ground power circuit breakers at the switching gear locations.



5.9.3 VRE ORIENTATION AND FAMILIARIZATION TRAINING

- A. The Contractor shall refer to **SECTION 7.5 EMPLOYEE TRAINING** for general employment training.
- B. VRE will pay for the Contractor's employees to have orientation and familiarization training on the schedule referenced in the table below, as a one (1) time event during the Mobilization Period only.
- C. The maximum number of persons that VRE is willing to pay for per position category is detailed in the table below.
- D. Training specific to Equipment and Facilities is outlined as follows:

Position	Maximum Number of Persons	Training Period
Senior Mechanical Supervisor	1	6 Months
Foremen and QMPs	6	2 Months
Mechanics and Laborers	30	1 Month
Warehouse Staff	3	1 Month

5.9.4 EMPLOYEE TRAINING PERFORMED BY THE CONTRACTOR

- A. The Contractor shall maintain a trained workforce capable of performing all levels of maintenance on the VRE fleet required during the term of the Contract.
- B. The Contractor shall track and maintain records.
- C. Training needs shall be evaluated annually with appropriate training sessions scheduled for employees on a regular basis.

5.9.5 TECHNICAL TRAINING

- A. The Contractor shall establish and maintain a Training Program that complies with the requirements of the FRA Regulations stated in 49 CAR 238.109, Training, Qualification and Designation program.
- B. The Contractor shall maintain qualified maintenance persons (QMPs) to perform all applicable inspection work as required by 49 CAR 238.
- C. The Contractor shall maintain a sufficient number of qualified persons to perform all required work associated with 49 CAR 236.586 through 236.589.
- D. The Contractor shall maintain qualified maintenance personnel certified in refrigerant handling in accordance with the Code of Federal Regulations – Title 40 – Protection of the Environment.



- E. The Contractor shall have available in each yard at all times between 5:00 P.M. and 4:00 A.M., Sunday through Thursday (holidays that do not precede service days excepted), a mechanical person who is also qualified to operate locomotives for switching cars in and out of consists and at all other times that switching activities are required.
- F. All maintenance employees must be familiar with the Maintenance Policies within VRE Yards, **APPENDIX NO. 21**, and comply with them at all times.

5.9.6 SAFETY TRAINING

- A. All Contractor employees are required to have been certified to work by passing a test in conjunction with a Safety Training Course administered upon hiring. This Safety Training Course shall have a curriculum centered on the following topics:
 - 1. Roadway worker protection;
 - 2. Safe work practices on and around railroad equipment;
 - 3. Blue flag protection;
 - 4. Material handling (HAZMAT);
 - 5. High voltage electricity on applicable railway equipment;
 - 6. Drug and alcohol awareness (Supervisors/Managers only);
 - 7. Biohazard training;
 - 8. Employee performance management;
 - 9. OSHA training; and
 - 10. Four-point jacking of cars and locomotives.
- B. The Contractor shall conduct annual safety refresher courses.
- C. The Contractor shall be responsible for the performance of all employees working on this Contract.
- D. Additionally, the Contractor shall administer yard safety training to other contractors and vendors who must enter upon VRE yard property. VRE shall supply the syllabus.

5.9.7 EMPLOYEE PROCEDURES MANUAL

- A. The Contractor shall maintain an Employee Procedures Manual that details the work practices to be employed as part of this Contract.
- B. The Employee Procedures Manual shall be submitted to VRE for review and approval no later than thirty (30) days after the date the Notice to Proceed is issued.
- C. The Employee Procedures Manual shall be used to manage the workforce throughout the duration of the Contract.



- D. Any changes to the Employee Procedures Manual must be approved by VRE before issuance.
- E. The Employee Procedures Manual shall, at a minimum, address the following issues:
 - 1. Conduct at the Workplace;
 - 2. Reporting to Work Procedures;
 - 3. Employee Time-Keeping;
 - 4. Personal Appearance at the Workplace;
 - 5. Drug and Alcohol Policy;
 - 6. Workforce Policies and the Discipline Process;
 - 7. Safety Rules; and
 - 8. Employee Benefits.

5.9.8 EMPLOYEE CONDUCT

The Contractor shall be responsible for the conduct of its employees while on VRE property and off VRE property on assigned work as part of this Contract. All employees shall conduct themselves in a professional manner at all times.

5.9.9 EMPLOYEE DISCIPLINE PROCESS

- A. The Contractor shall establish a progressive discipline process to maintain employee performance in accordance with the policies established by the Contractor and VRE. The process for administering discipline shall be documented in the Employee Procedures Manual.
- B. At VRE's sole discretion, it may remove from VRE property any personnel who it considers to compromise performance, quality, public image, or safety. The Contractor shall remove personnel from the property immediately upon the request of VRE. Removal and replacement of personnel shall be at the Contractor's expense.

