



**Request**

**For**

**Information (RFI)**

**RFI 03272015**

Washington  
Metropolitan  
Area  
Transit  
Authority

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**Review and Development of  
Revised Human Resources  
Policies**

**Date Published: March 27, 2015**

**Due Date: April 24, 2015**

## **1. Executive Summary**

The Washington Metropolitan Area Transit Authority (Metro) was created by an interstate compact in 1967 to plan, develop, build, finance, and operate a balanced regional transportation system in the national capital area. Metro began building its rail system in 1969, acquired four regional bus systems in 1973, and began operating the first phase of MetroRail in 1976. Today, MetroRail serves 91 stations and has 117 miles of track. MetroBus serves the nation's capital 24 hours a day, seven days a week with 1,500 buses. Metrorail and MetroBus serve a population of 5 million within a 1,500-square mile jurisdiction. Metro began its paratransit service, MetroAccess, in 1994 providing about 2.3 million trips per year.

Metro seeks to establish a road map to becoming Washington Metropolitan Area's employer of choice. Our vision for the future looks beyond today's trends and lays out near-term goals for 2025 along with the steps that Metro must take to prepare for expansion and continued growth. Metro must be an organizational that is capable of recruiting, developing, motivating and retaining a diverse, high-performing workforce necessary to foster the next generation of employees and leaders. In doing so, the foundation of Metro's ability to achieve this goal rests on employment policies, procedures and practices that are consistent with the business needs and environment under which Metro is required to operate while maintaining legal compliance.

Metro's workforce is comprised of both non-represented and represented employees. Represented employees encompass approximately 85% of the workforce governed by five collective bargaining units to include Amalgamated Transit Union, Local 689; International Brotherhood of Teamsters, Local 922; Fraternal Order of Police; Office and Professional Employees International, Local 2; and International Brotherhood of Teamsters, Local 639. Conversely, non-represented employees encompass approximately 15% of the workforce governed by a collection of policies and instructions ("policies").

The objective of this project is to review existing human resources policies and seek recommendations followed by revision and or development of new policies. Future state recommendations that are an "out of the box" vision/approach are of particular interest.

## **2. Requirements**

### **2a. Project Overview**

Metro's policies are outdated, overly complex and difficult to understand while conversely lacking specific procedural detail often resulting in inconsistent application. Policy statements and procedures are intermingled, fragmented and often contradictory.

This project requires current and future state analysis, gap analysis, roadmap and implementation, change management and communication strategy to achieve the following:

- ✓ Legal compliance and capable of consistent application:
- ✓ Establish a foundation for HR-related functions, e.g., payroll;
- ✓ Represent and integrate best practices; and
- ✓ Support HR business objectives, service delivery model and human capital plan

**2b. RFI Scope**

As a Department of Transportation/Federal Transit Administration grantee, Metro’s Board of Directors maintains oversight over several policies. The remainder of the policies include the following and copies of the policies will be provided after the attached Nondisclosure Agreement is signed and received by WMATA.

Categories of Employment
Recruitment & Hiring
Interview & Relocation Expenses
Abolishment of Positions
Reduction-in-Force
Position Evaluation System
Sponsorship of Foreign Nationals
Official Employee Records
Separation from Employment
Employee Dispute Resolution
Alternative Work Schedules
Telework
Compensation Management and Administration
Compensatory Time
Cash Awards and Non-Cash Awards
Leave (Vacation, Sick, Leave without Pay, Administrative)
Family and Medical Leave
Domestic Partnerships
Tuition Assistance
Nepotism/Favoritism
Workplace Violence
Disciplinary Actions
Attendance

## Proposal Submittal Requirements

### 3a. Proposals must include:

1. Recommended methodology and project phases, which must address at a minimum:
  - a. Current state analysis
    - ✓ An initial analysis of current policies, procedures and practices for legal compliance, technology, best practices and weaknesses
    - ✓ Definition of the current landscape to gain a high-level understanding and identify the weaknesses of Metro's employment policies;
    - ✓ An overarching approach to understanding Metro's business and technological environment as it applies to the breadth and scope of policy changes
  - b. Future state analysis
    - ✓ An analysis of HR business needs to ensure, for instance, that procedures are practical, not burdensome and support the different needs of business units
    - ✓ An analysis of whether current policies should be updated/consolidated, replaced in whole or in part and/or restructured, which shall include an assessment of the impact of these changes on other employment policies
  - c. Gap Analysis
    - ✓ Legal implications and a plan for prioritizing and addressing the policy deficiencies
    - ✓ Impact of future state on technological systems (PeopleSoft 9.1) and current business practices
  - d. Roadmap and Implementation
    - ✓ Completion of policies and procedures that meet the requirements above for new policies including all necessary forms
    - ✓ Development of standard operating procedures for each policy (client facing and internal HR procedures)
    - ✓ Guidance on maintaining revised policies
  - e. Communication and change management
    - ✓ Strategies to communicate change
2. Staffing for each phase
3. Time frame for each phase, resulting in the earliest possible project completion
4. All documents and forms will be subject to Metro review and approval

### 3b. Expected Timeline

- ✓ RFI issued- March 27, 2015
- ✓ RFI questions – April 8, 2015
- ✓ Pre-proposal conference (A separate invitation will be sent) – April 14, 2015

- ✓ Responses to RFI due – April 24, 2015 before 11:00 am local time

#### **4. RFI Related Questions / Clarifications / Submission**

All questions related to this RFI should be directed in writing to:

Wondem Asres

Contract Administrator

[wasres@wmata.com](mailto:wasres@wmata.com)

Vendors must ensure that your response is delivered or emailed to the following address on or before April 24, 2015 before 11:00 am local time:

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

600 5<sup>th</sup> Street, NW

Washington, DC 20001

Room 3C-02

Attn: Wondem Asres

Email: [wasres@wmata.com](mailto:wasres@wmata.com)

#### **Liabilities of WMATA**

This RFI does not constitute a solicitation for proposals for WMATA to enter into negotiations to award a contract. This RFI is for planning purposes only and shall not be considered as a request for proposal or as an obligation on the part of WMATA to acquire any products or services. No entitlement to payment of direct or indirect costs or charges by WMATA will arise as a result of contractor submission of responses to this RFI or WMATA's use of such information. Responses to this RFI will not be returned. Whatever information is provided in response to this RFI may be used to access tradeoffs and alternatives available for determining how to proceed with the acquisition. Any proprietary information that is submitted may be used in establishing requirements but specific contractor submitted information will be safeguarded as proprietary.

#### **Confidentiality and RFI Ownership**

All responses to this RFI will become the property of WMATA and will not be returned. WMATA reserves the right to share responses to this RFI with local and Federal agencies.

WMATA may choose to award all phases at once, base award of subsequent phases based upon performance and/or condition award of subsequent phases on available funding.

**Washington Metropolitan Area Transit Authority  
RFI**

**NONDISCLOSURE AGREEMENT**

In connection with RFI for the soliciting Information on Review and Development of Revised Human Resources Policies, the Washington Metropolitan Area Transit Authority (WMATA) will provide\_ (the "Company") with a list of HR Policies (the "list") that it expects for the Company to evaluate and respond to the Proposal. WMATA considers this list to contain highly sensitive information.

In consideration of WMATA's disclosure of this List to the Company to allow the Company to fully respond and engage in any negotiations concerning the Proposal, the Company agrees as follows:

1. The Company will hold in confidence and will not use the List (except as required to evaluate and respond to the Proposal) or disclose the List or its contents for any other reason.
2. The Company will promptly notify WMATA of any unauthorized release, disclosure or use of the List.
3. The Company understands that this agreement does not obligate WMA TA to disclose any information or negotiate or enter into any agreement or relationship with the Company.
4. For the purpose of complying with the obligations set forth herein, the Company shall use efforts COI11fillensurate with those that it employs for the protection of highly sensitive information of its own; provided, however, that such efforts shall not be less th.san a reasonable degree of care. The Company will ensure the security of any facilities, machines, a9counts, passwords and methods the Company uses to store any highly sensitive information and ensure that no unauthorized person has o obtains access thereto.
5. If the Company Is not awarded the contract, the Company shall immediately destroy all copies of the List (electronic and paper), and confirm that in writing to the WMATA's Contracting Officer.
6. If the Company is awarded the contract, the terms of this agreement will remain in effect after the contract is terminated.
7. The Company acknowledges and agrees that due to the unique nature of the highly sensitive information contained In the List, any breach of this agreement would cause irreparable harm to WMATA for which damages are not an adequate remedy, and that WMATA shall therefore be entitled to equitable relief in addition to all other remedies available at law.
8. This agreement is governed by the laws of the District of Columbia and may be enforced only in the courts of the District of Columbia. The Company agrees to personal jurisdiction in the courts of the District of Columbia for any action relating to this Agreement. This Agreement may be modified or waived only in writing signed by both parties. If any provision of this agreement is found to be unenforceable, such provision will be limited or

deleted to the minimum extent necessary so that the remaining terms remain in full force and effect.

This Agreement shall be effective on the date last signed below.

Washington Metropolitan Area Transit Authority by: \_\_\_\_\_

Name \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_ by, \_\_\_\_\_

Name \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_