



**ALASKA RAILROAD CORPORATION**  
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December 20, 2019

**Addendum Number 2**  
**Request for Proposal 19-45-207439**  
**Crew Management System – Scheduling, Tracking & Dispatching**

**This addendum is being issued to provide information as follows:** THE CLOSING DATE FOR THIS SOLICITATION HAS CHANGED AS FOLLOWS, SEALED BIDS WILL BE RECEIVED AT RECEPTIONS, ALASKA RAILROAD CORP. 327 W. SHIP CREEK AVENUE, ANCHORAGE AK 99501 UNTIL 3:00 PM LOCAL TIME ON, **DECEMBER 27, 2019** AT WHICH TIME BIDS WILL BE PUBLICLY OPENED.

**BIDDER QUESTIONS:**

#	Functionality	Query	Answer
1	<p><b>Module: Crew Tracking and Information</b></p> <p>Track Crew Qualifications and Certifications with expiration for a)            Brakemen Trainees            b) Trainmen (Conductor)  <b>c) Enginemen</b>            (Engineers)</p>	<p>What is used to currently track qualification and certifications?</p> <p>Does Operational Testing directly feed qualifications to employees?</p> <p>Do you track familiarization and other training programs in a Learning Management System?</p> <p>Is there an On-The-Job (OJT) program for crafts?</p>	<p>Crew Dispatch and a secondary Operational Testing application that is custom developed.</p> <p>We have a LMS that we do not currently track familiarization in, but are working towards that end.</p> <p>There is a training program, both classroom and OJT for crafts.</p>
9.	<p><b>Leave Administration Functionality</b></p> <p>Track and enforce FRA drug test requirements (i.e. doctor's note, rules</p>	<p>Is it expected that <i>CloudMoyo Crew Management (CCM)</i> should track FRA drug test for the crew members as part of operational tests?</p>	<p>It is a nice to have, but not a must have as a "requirement".</p>

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	examination, drug testing, etc.)	Will the schedule for drug test be an input to CCM?	We have a method to track FRA required drug testing, if needed.
14.	<b>Module- Job Scheduling</b> Passenger Train Rules	<p>Are there any different rules for passenger rail than freight rail rules?</p> <p>Are there additional HOS requirements around prior and post job rest for different crew members?</p>	For our Coastal Classic passenger service, our crew must have 8 hours of rest between shifts unless they work twelve hours the previous shift which then they need 10 hours. All other jobs (freight and yard and other passenger) require 10 hours of rest.
15.	<b>Module- Job Scheduling</b> Crew requirements a) Crew Types: Conductor, Engineer, Conductor Trainee, Utility b) Crew Type: Required by Day of the Week	<p>Can you provide/specify type of activities that are done by crew type "utility"</p> <p>Are additional members of the crew for passenger trains captured as part of the crew profile or should that be tracked elsewhere?</p> <p>Will different types of crews be needed for freight only, passenger only or combo of freight and passenger trains?</p> <p>Are all crew positions required to tie-up and do HOS?</p>	<p>Utility employees are used as temporary Brakeman. They are called in Terminal (yard) service and may work with (be attached to) to multiple job assignments throughout their shift.</p> <p>Additional members of the crew for Passenger trains should be captured as part of the crew profile.</p> <p>No &amp; Yes. No; Freight crews, Passenger crews, &amp; combo Freight/Passenger crews are all Road service crews and function under Road service terms. Yes; Freight crews are called as 2-man (Cdr/Engr) jobs and Passenger crews are called as 3-man (Cdr/Engr/Engr2). Additional members may be called for both Freight &amp; Passenger train crews.</p>

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18	<p><b>Module – Job Scheduling</b>  For unscheduled jobs (ad hoc, irregular),</p> <ul style="list-style-type: none"> <li>a) these are for a short duration (one or more days)</li> <li>b) Typically for a single “trip”</li> <li>c) Call time is always approximate</li> </ul>	<p>Is there a vacancy fill process for unscheduled jobs?</p> <p>Please explain how these jobs are filled.</p> <p>Is there a chance for call and release for unscheduled jobs since time is approximate?</p> <p>How are these jobs called?</p>	<p>Yes, employees are called off the extra boards to fill unscheduled vacancies.</p> <p>Calling an employee on duty and then releasing them from the call we would consider that to be Called Not Used (CNU). In those cases it will depend on the information provided by the employee as to whether or not they get their rest time started over. If they have left their home it is restarted; if they have not left their rest stays the same. If a call is busted within 2 hours of call time the employees are paid a 2.00 hour CNU penalty payment. It is paid at the rate of the job they were called for and is in addition to anything else they work that day. This payment is currently done manually by the Timekeeper.</p>
20.	<p><b>Scheduled Train Job Administration</b> - attaching a scheduled job to a scheduled train by day of the week. When daily trains are created based on the schedule, they will automatically be associated with the scheduled job as assigned to the schedule.</p>	<p>Please provide details on list of activities that are part of passenger train functionality under Scheduled Train Job Administration.</p>	<p>Our current system has an interface from our Train Management System. We currently have functionality that allows us to match a Train ID with a Crew Dispatch Job ID for each day of the week. This information is what we interface to our Train Dispatch System: it is how we connect a crew to a train.</p>
21.	<p><b>Daily Train Job Administration</b> - attaching daily jobs to daily trains (both</p>	<p>Please provide details on list of activities that are part of passenger train</p>	<p>See #20.</p>

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	scheduled and unscheduled), including the attachment of one or more Relief job(s) to a train. For Relief jobs, need to indicate at which Station it occurred. Scheduled trains with associated scheduled jobs will automatically be associated but this can be overridden.	<p>functionality under Daily Train Job Administration</p> <p>Are conductor and engineer position the only crew members that get relief?</p>	Brakemen could also get relief.
23.	<p><b>Module: Crew Dispatching</b></p> <p>Support the selection and tracking of train crew "call to work" job details, including notification of required personnel and systems. Support the administration of Extra Board rosters.</p>	Please provide details for specific needs belonging to passenger rail functionality.	Passenger trains & crews are treated exactly the same as any freight crew in all aspects except for the mandatory rest times
29.a	<p><b>Module: Crew Information Portal</b></p> <p>Provide a secure information portal for crews to view operational information and request self-service for routine administrative item-</p> <ul style="list-style-type: none"> <li>a. Call Sheet by Terminal</li> <li>b. Self service</li> </ul>	<p>Can you share format of Call Sheet by Terminal document?</p> <p>Is the expectation that the self-service portal is available "in-app only" or via mobile device?</p>	<p>The format we currently have is not ideal and is a pdf on our website. We'd like to have something better. We require that job and assignment information will be accessible over the internet. More than that would be a very nice enhancement.</p> <p>The self-service portal should be web-based and hopefully mobile friendly.</p>
31	<p><b>Module: Timekeeping</b></p> <p>Approval of Timekeeping Data by Delegate</p>	<p>Please explain the role of "delegate". Is this just a time slip approver?</p> <p>Will each of these delegates have a timekeeping role within the app?</p>	<p>The assigned Timekeeper would proof, verify, &amp; approve all time slips for all Trainmen and Enginemen. The Timekeeper should have a timekeeping role within the app along with the ability to temporarily assign</p>

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		Does each craft and location have their own delegates?	the rights to a relief Timekeeper..
32. i)	<b>Module: Bulletins</b> List all cross-craft transfers (for craft staffing adjustments or crew request with 11d rights) (No longer required with new contract?)	Can you please provide details of specific functionality related to 11d rights?	This has become a non-issue with a change to our operating practices.  Please disregard this request for functionality.
34	<b>Module: Bulletin Assignment/Placements</b>  34) Upon bulletin close: a) Craft transfers are manually assigned b) Senior bidders are automatically assigned jobs. c) If no bids received, crew dispatchers determine force assignments.	B) Are there union rules that specify effective date for the automatically assigned jobs?  How are the bidders notified on award? In-App, phone, etc.?  C) What are the rules for forced assignment?	There are union rules that specify the effective dates for all bulletined positions. Employees are required to ascertain the outcome of a submitted bid. Employees that are force assigned will be notified by phone via direct contact or message. Yikes, the rules of force assignment? For an Engr position that has no bids received the junior Engr not working as an Engr is forced to change positions and work the Engr job instead. For a Cdr vacancy the most junior Cdr not assigned to an Engr or Cdr position will be forced to change positions and work the Cdr assignment. For a Bkm vacancy the most junior employee not assigned to a position will be forced to the Bkm vacancy. If there are no employees available to be force assigned, the job is re-bulletined until the vacancy is filled. There are also rules regarding if the force employee is displaced or if

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			<p>an employee bidding to a job would also be the junior employee to be forced.</p>
35.	<p><b>Module: Bulletin Assignments/Placements</b></p> <p>Seniority Bumps</p> <ul style="list-style-type: none"> <li>a) Full Bump – job abolishment, markup from leave displacement, being bumped by senior crew member</li> <li>b) Failed Bid Bump (Bump a Man Only) loss of temporary job ownership – two hours to place themselves</li> </ul>	<p>What are all the options a user has if he has been bumped? Can he work while deciding? Does he get permanently assigned to a position if he doesn't decide his move timely after being bumped?</p>	<p>Once an employee is displaced they are no longer assigned to a position. They may work in order to complete a tour of duty or, in some cases, they may be called to "hogbook". Once they perform work it would reset their displacement time limit. Once bumped an employee may displace, or take a position from, a junior employee. They are now assigned and the junior employee now must place themselves elsewhere. The displaced employee may also elect to "bid bump" a vacancy. This allows an employee to work a vacant assignment until the bulletin closes and the job is awarded to the highest bidder. A bid bump automatically means the employee is placing a bid on that position. The crew dispatchers may be filling these out manually when notified by the employee of their decision. The displaced employee may also elect to place themselves to the non-promoted Anch Xbd which does not displace anyone. Any employee that does not notify the Crew Dispatch office within the displacement time limits is</p>

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			<p>automatically assigned to the non-promoted Anch Xbd.</p>
		<p>What happens if they do not place themselves in the two-hour allotted time?</p> <p>Are the employees given advance notice of job abolishment through the system or does it happen same day? What is the job abolishment process?</p>	<p>There are three ways to fail a bid bump; force assigned to another position, outbid by a senior employee, or bumped by a senior employee that wishes to bid bump the position. If the employee is outbid or displaced by a senior employee prior to the assignment closing on the bulletin they have 4 hours (plus rest, etc.) to exercise their seniority again. This is considered as having a 'full bump' and is treated the same as any other displacement. If they are force off the bid bump to another position they have 4 hours (plus rest, etc.) to exercise their seniority but are limited to displacing a junior employee or placing themselves to the non-promoted Anch Xbd. This is considered to be a Bump A Man Only (BAMO) situation.</p> <p>A job abolishment may occur at any time based on man power needs. Once the decision has been made to abolish a job the Crew Dispatchers notify the crew members. If, at the time of</p>

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			<p>the abolishment, all the assigned shifts for the week will have been worked the abolishment will occur at 2359 on Saturday else it happens immediately. Employees are notified what the effective time of their abolishment will and they will have the normal 12 hour (plus rest, etc.) displacement time limits.</p>

## General Questions

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#	Query	Answer
1.	<p>Can ARRC provide high level functional differences for operations that are specific to passenger rail functionality in terms of Crew Scheduling and Rostering? For example, attaching scheduled jobs to a train and attaching daily jobs to a train.</p>	<p>There are no differences, except hours of service.</p>
2.	<p>From the RFP, we gather that the CloudMoyo Crew Management (CCM) system will integrate with the following systems.</p> <ul style="list-style-type: none"> <li>a) Train Dispatch System – On-premise</li> <li>b) ERP System – On-premise</li> </ul> <p>For CCM to connect to the on-premise systems, there are two options:</p> <ul style="list-style-type: none"> <li>a) Expose public APIs from on-premise system over the internet with security managed through API communication</li> <li>b) Expose internal APIs from on premise system through site to site VPN connection between CCM on Azure Cloud and ARRC on-premise systems</li> </ul>	<p>We are open to either option.</p> <p>However, we PREFER you expose your API's to us and we consume your web services.</p>

#	Query	Answer
	Please provide the preferred option.	
3.	As part of the CloudMoyo Crew Analytics, the reporting is done using Microsoft PowerBI. Does ARRC have PowerBI licenses (premium) as part of Enterprise Office 365 Infrastructure?	
4.	<p>What are the policies for the data archival and retention for ARRC?</p> <p>CCM supports the below configuration:  The transactional system will contain data for 3 months and historical data will be available for consumption through reporting and an archival mechanism. Please advise if this meets ARRC requirements.</p>	
5.	Legacy data migration is not considered in the scope. What is ARRC's specific requirements for legacy data migration.	

Please acknowledge receipt of this and all addendums in your firm's **SERVICE BID FORM (Form 395-0129)**. **All other dates, terms and conditions remain unchanged.**

**Please direct all responses and/or questions concerning this solicitation to Timothy Bates, Alaska Railroad Corporation, Contracts, 327 Ship Creek Avenue, Second Floor, Anchorage, AK 99501, telephone number 907-265-2355, fax number 907-265-2439 or at email address [BatesT@akrr.com](mailto:BatesT@akrr.com) .**

Sincerely,

Timothy Bates

Timothy Bates

Contract Administrator

Alaska Railroad Corporation