

PART C

MARKET INFORMATION REQUIREMENTS

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C1. INTRODUCTION

It is important that Respondents understand how RailCorp functions as an organisation, and thus, the numerous internal stakeholders for whom they may be called upon to provide services.

C1.1 RailCorp – the Organisation

RailCorp is responsible for a vital piece of the NSW infrastructure. Its legislated mandate is to deliver, maintain and provide safe and reliable rail services throughout the Sydney metropolitan area and rural New South Wales. Key business groups within the organisation include:

- ***Service Delivery*** – Responsible for the delivery of front line services to RailCorp passengers, the Service Delivery Group aims to deliver clean, safe, secure and reliable passenger services that are efficient, sustainable and to the satisfaction of RailCorp customers through effective and efficient practices. Its primary focus is on Train Operations and Station Operations.
- ***Asset Management*** – The Asset Management Group is responsible for the strategic planning, project works and performance management of infrastructure and rollingstock assets to effectively support the objectives of RailCorp in the delivery of safe, clean, reliable rail passenger and freight services on the Sydney Metropolitan network. Key divisions within this Group are Infrastructure, Rollingstock, Communications and Control Systems, Asset Delivery, Strategic Asset Management, Commercial Renewals, Engineering Standards and Services, PPP Rollingstock, and the ECRL (Epping Chatswood Rail Link).
- ***Corporate Services*** – The Corporate Services Group is responsible for supporting operating and corporate groups in delivering RailCorp's vision. It comprises the Business Services and Property divisions.
- ***Product Development*** – The Product Development Group is responsible for the strategic development of the organisation. This relates specifically to planning and implementing changes in RailCorp's product. Areas of work include the development of successive timetables, enhancements and additions to all assets (track, train control and stations) as well as planned changes to fares, ticketing and marketing strategies. Its divisions comprise Market Development and Research, Network Development, Operations Development, Freight Development, and Timetable Development and Program.
- ***Safety and Environment*** – The Safety and Environment Group is responsible for developing and continuously improving management systems which meet organisational goals and objectives for safety and environment, and developing strategic policies for safety and environment which underpin these systems. It manages RailCorp's relationship with the Independent Transport Safety and Reliability Regulator (ITSRR), the Office of Transport Safety Investigation (OTSI), the Australian Transport Safety Bureau (ATSB), the Department of Environment and Conservation (DEC) and WorkCover NSW. Divisions within this Group include Environment,

Safety Strategy and Planning, Safety Risk, Assurance, Safety Systems, and Network Rules.

- ***Strategy Performance and Access*** – The Strategy Performance and Access Group is responsible for the Strategy, Planning and Performance, Internal Consulting and Network Access divisions. Its core function is strategy formulation, performance monitoring/reporting and provision of access to third party operators to the RailCorp network. The Group strives to build RailCorp’s capability through innovative strategic planning and forecasting, leading change initiatives and coordinating access for non RailCorp operators to the network.

C1.2 RailCorp and Noise Management

RailCorp manages a large number of different operations throughout NSW and predominantly within the Greater Sydney metropolitan region. Many of these operations require consideration of environmental issues such as Noise and Vibration, through reviews of internal and external development applications, track design, interpretation and review of railway noise policy and complaint investigations.

The Noise Team is part of RailCorp’s Environment Division. It ensures that due consideration is given to Noise and Vibration (N&V) associated with the operational and strategic needs of the organisation. These N&V issues are investigated and managed in the context of a wide range of activities including N&V impacts from rail operations, infrastructure construction and maintenance, third party rolling stock operator access approvals, third party property development approvals, complaints, occupational health and safety management (OH&S) and due diligence.

The Noise Team also collaborates with government regulators such as the Department of Environment and Climate Change (DECC), national and international standards groups such as the Rail Industry Safety Standards Board (RISSB), academic institutions, inter-agency research groups such as the Rail Cooperative Research Centre (Rail CRC) on rail noise, and other rail industry development companies such as the Transport Integration Development Corporation (TIDC).

C1.3 RFI for Noise and Vibration Management and Investigation Services

In order to ensure consistent, high quality delivery to the organization, RailCorp has requirements for a range of services with respect to the investigation and management of Noise and Vibration issues.

RailCorp is therefore seeking information from Professional Service Providers (PSPs) with proven capability and experience in acoustics. This would include noise and vibration specialists, R&D divisions of various tertiary institutions, and other interested organisations that may able to provide required services on a noise project. It does not include N&V product and equipment suppliers that do not also provide any of the services listed in Section C2.

RailCorp will review the responses to this Request for Information (RFI) in order to identify potential PSPs for a range of required services. A register of the PSPs with particular capabilities will then be established to allow RailCorp to call subsequent Requests for Proposals (RFPs) for individual projects.

This RFI does not imply any commitment to proceed with procurement.

C2. SERVICES REQUIRED

Please use the definitions and explanations listed below as a reference when completing Part B, Section B5.1 – B5 .4.

C2.1 Schedule B5.1 – Noise and Vibration Services Assessment

Rail Noise and Vibration Disciplines

There are six noise and vibration disciplines relating directly to the rail sector that are of interest to RailCorp. They are:

- **Wheel-Rail Noise and Vibration** – Noise and vibration arising from the interaction between the rail and the wheels of any class of rollingstock.
- **Rollingstock Noise and Vibration** – Noise and vibration issues associated with rolling stock, including wheel and bogie design, body panel vibration, traction systems, and air-conditioning units.
- **Specialist Vibro-Acoustic Track Design** – Vibration issues related to track design characteristics, including N&V mitigation products, and bridge airborne and structure-radiated noise, and tunnel ground-borne noise and vibration.
- **Specialist Vibration / Structural Engineering** – Structural vibration effects including vibration-induced damage to buildings, tunnels and other structures.
- **Rail-related Construction Noise** – Measurement, assessment, management and mitigation of noise generated by construction and maintenance activities, especially rail.
- **Rail-related Noise Impact Assessments** – Measurement and assessment of rail-related noise and vibration effects due to new or modified infrastructure, operational practices, or rolling stock.

As they are key areas-of-focus for RailCorp, Respondents whose service offerings are wholly located within these six disciplines must be able to demonstrate a reasonable level of expertise and experience in the investigation and management of rail noise and vibration.

General Noise and Vibration Disciplines

There are eight general noise and vibration disciplines that are of interest to RailCorp. They are:

- **Environmental Monitoring Programs** – Measurement and data management programs for noise and vibration associated with rail operations, including noise mapping, noise management strategies and prioritisation, and audits of plant and equipment.
- **Environmental Noise Policy** – Development and implementation of state or federal level N&V management strategies.
- **Other Transportation Noise** – Measurement, assessment, management and mitigation of noise generated by other transportation sources. This may include aircraft and road vehicles.
- **Industrial Noise** – Measurement, assessment, management and mitigation of noise generated by industrial sources. This may include industrial noise associated with stabling yards, substations, railway stations, and production plants.

- **Building Acoustics** – Building acoustic design issues, including sound insulation properties of the building envelope, and reverberation characteristics of rooms.
- **Electro-Acoustics** – Acoustic design for electro-mechanical systems such as public address systems.
- **Occupational Health and Safety** – Measurement and assessment of occupational noise exposure for employees.
- **Psycho-Acoustics** – Assessment of human response to noise and vibration, including human factors relating to safety, comfort, annoyance, sleep disturbance, and health effects.

Key Services required

Under each of the fourteen disciplines, there are a total of nine listed services that RailCorp may typically require. The list below itemises common services required, with an explanation of what these services typically entail, and details which can help demonstrate experience and particular skills.

- **Project Management** – Project management might be required for a range of projects: from small-budget, short-duration project with a single-discipline team, to a long-duration project involving several organisations and disciplines. Experience can be demonstrated through details such as: years of experience, budget and duration of projects; size of team managed by the Respondent; on-time and in-budget delivery.
- **Technical advice and reports** – Typically these will involve some or all of the following: meetings with RailCorp stakeholders; conducting surveys; literature reviews; data analysis; comparison of data with criteria / goals / any relevant benchmarks; conclusions and recommendations. Experience can be demonstrated through descriptions of the aims, background to the work, review methods and conclusions.
- **Technical reviews of acoustic reports** – Typically this would entail acting as RailCorp's acoustic advisor, to review technical reports prepared by others. In addition to the descriptions required for Technical advice and reports (above), the Respondent should explain the reasons that the reports required a review, eg high risk, high-profile project requiring justification for fund allocation. Also describe the methods used to conduct the review, eg literature review, discussions with stakeholder, further analysis using alternative methods, etc.
- **Survey / field work and audits** – Survey work could involve: unattended environmental noise logging; attended environmental noise surveys; survey data post-processing; and data management and presentation. Useful details include subject of surveys (eg plant noise assessments for OH&S, environmental noise monitoring for construction activities, ambient noise surveys for development applications, etc), typical number of similar surveys conducted over the past three to five years, equipment used, post-processing software and equipment used, and so on.
- **Data analysis, e.g. noise modelling and predictive analysis** – This might include specialist acoustic modelling software. Details should include the name of the software, and how the software has been used, eg adopted CRN model to predict operational rail noise; or in-house macros created in MS Excel using ISOxxxx prediction methods for ground-borne noise from underground railways.
- **Noise-related complaint investigations** – N&V complaint investigations might involve unattended and / or attended N&V measurements, comparison of measured noise levels with applicable targets and / or criteria, discussion of potential causes of elevated N&V

levels, and recommendations if requested. Details of interest might include the success of any direct communications with complainants, timely assessment and reporting of outcomes of investigations; and feedback received from relevant regulators (eg DECC) about the investigation outcomes.

- **Development and interpretation of specifications and standards** – RailCorp operates according to Australian Standards, Industry Guidelines etc, as well as its internal Standards, Specifications and Manuals. These documents are often subject to revisions, which can require implementation, input, review or full authorship by RailCorp. Details about experience might include: Standards / Policies / Guidelines / Specifications (etc) adhered to in past projects; authorship or contribution to any such documents etc.
- **Development and implementation of communications strategies** – This can include communications between various Groups and Divisions within RailCorp, with regulatory authorities, and the public. Experience might involve principle negotiation roles with regulators; membership of corporate committees; preparation of community information pamphlets, etc.
- **Other Related Services** – In addition to the services above, RailCorp is also interested to know what other capabilities Respondents possess, which might be of use to the organisation. For each ‘other’ service offering Respondents choose to nominate, they should provide a clear and concise explanation of the service, as well any relevant expertise and experience.

C2.2 Schedule B5.2 – Assessment of Other Related Disciplines

In addition to the disciplines above, RailCorp is also interested to know what other capabilities Respondents possess, which might be of use to the organisation. For each ‘other’ discipline Respondents choose to nominate, they should provide a clear and concise explanation of the discipline, as well any relevant expertise and experience.

C2.3 Schedule B5.3 – Assessment of Personnel

For key full-time, part-time, and contract personnel, please provide information on the following:

- **Qualifications (if any)** – This includes undergraduate or postgraduate degrees and diplomas.
- **Specialised skills** – Please demonstrate based on the noise disciplines and services listed above. E.g. *expertise*: proficiency with specialist equipment and software including noise and vibration measurement devices, and acoustic analysis software; *experience*: created in-house macros to analyse vibration data collected via a multi-channel sound level meter (provide name of SLM) on Project X.
- **Availability** – Are these key personnel located in Greater Sydney / near RailCorp networks, and if not, how will they perform services for RailCorp? If these key personnel are unavailable (eg fully committed to other projects), can alternative personnel provide the services?

C3. INFORMATION TO BE PROVIDED

RailCorp requires sufficient information to be able to evaluate the capability and experience of the Respondent in relation to the range of services listed in Section C2.

RailCorp does not require the submission of prices.

RailCorp may contact Respondents should further information be required.