PART D

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SCOPE OF SERVICES

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1 BACKGROUND

The purpose of this contract is the Engagement of Technical Writers for Operation Manual for Signal Boxes and Train Planning. The contract shall be executed in two component parts – Part 1 and Part 2.

In both cases, a robust system of document control is a key deliverable.

Parts 1 and 2 are to start concurrently. At the completion of the shorter of the two writing projects (Part 2) all uncommitted resources would then be migrated to Part 1, to achieve its delivery time frame to approximately twelve (12) months.

1.1 Part 1 - Signal Boxes

Part 1 comprises of a series of site-specific procedural/operational manuals for use in signal boxes across the Sydney Metropolitan Rail Network. This documentation project will cover a total of 33 signal boxes, which monitor and operate 68 work stations.

The Operations Manual for Signal Boxes is a manual currently being produced by Operations Division, Service Delivery Group. This manual will be a collation of all existing documentation that is relevant to a signaller. Existing information will be reviewed and a gap analysis performed to ensure that all critical information is contained within the manual.

The aim of the manual is to ensure a more reliable method or providing accurate, up to date and timely information to signallers. An added benefit of the project is that it will enhance the current document control procedures.

The information contained in this manual will fall into two categories. The first is site specific information that is relevant to the signallers at each of the unique signalling locations on the metropolitan network. This will include:

1. Security plans for signal boxes (x33)
2. Emergency procedures for signal boxes (x33)
3. Localised Training and Assessment (LTA) (x1 + (x33 x No. of workstations))
4. OHS Guidelines and Procedures (x1)
5. Recovery/Incident Plan for Signal Boxes (x33)
6. Signal Box Alarms Manual (x1)
7. Emergency Response Plan (x1)
8. Signal Box Operational Continuity Plan (SOCP) (x33)

The second category of information is the information that is applicable to all signalling locations. This will include:

1. Safety Strategic Plan (x1)
2. Safety Policy (x1)
3. System Safety Manual (x1)
4. Network Rules (x1)
5. Network Procedures (x1)
6. Operator Specific Procedures (x1)

7.   Train Operation Manual (TOM) (x1)

8.   Train Operating Conditions (TOC) (x1)

9.   Network Local Appendices (NLA) (x1)

10.   Network Maps (To suit signal box coverage)

11.   Electrical Diagrams (To suit signal box coverage)

The end result is that each signalling location will have a manual comprised of two sections. The first will be the information specific to that location. The second section will be the generic information for all signallers and will be common to every manual.

It is intended that the manual when complete, will be available to signalling staff in hard copy and on-line. The on-line component of the manual will facilitate the process of providing the most current version of information to signallers.

This documentation project will cover a total of 33 signal boxes, which monitor and operate 70 workstations.

1.2 Part 2 - Train Planning

Part 2 comprises of a series of procedural manuals and work instructions for use by Train Planning division in the development and production of operational timetables.

The Train Planning Procedures Manual is manual that exists within the Train Planning, Operations Division of the Service Delivery Group. The manual is a compilation of processes and procedures for the various tasks that need to be performed within the Train Planning business unit in order to produce Special Train Notices and robust Electronic Daily Working Timetables. The aim of the manual is to ensure uniform practices and procedures in the production of timetable products and to deliver safe and efficient train movements and access to the RailCorp network.

The information contained in the manual revolves around ISO 9001:2000 Quality Assurance and RailCorp's Safety Management Framework, dealing with the specific areas of timetable development, distribution and validation. The document is also designed to contain a business continuity and recovery plan.

The Procedures Manual was originally designed in 2003 with the intention of having all procedures and policies relating to timetabling document in the one area in order that they could be managed under RailCorp's document management guidelines. While this process has commenced and has reached a fairly high level, there are gaps in many of the processes that need to be addressed for a variety of reasons that include technological and organisational change.

It is, therefore, the intention of Train Planning to have all revisions and updates consolidated by a Technical Writer within the next six months.

2 SCOPE OF SERVICES

2.1 Scope for Part 1 - Signal Boxes

The scope of services under this brief is to work with the Project Manager to verify the documents contained within the Operations Manual for Signal Boxes.

This includes, but is not limited to:

- All documents complying with the expected RailCorp standard and formatting

- All documents included are correctly badged

- All documents within the manual are consistent

2.2 Scope for Part 2 - Train Planning

The scope of services under this brief is to work with the Project Manager to verify the documents contained within the Train Planning Procedures Manual.

This includes but is not limited to:

- All documents complying with the expected RailCorp standard and formatting

- All documents included are correctly badged

- All documents within the manual are consistent

3 METHODOLOGY

3.1 Methodology for Part 1 - Signal Boxes

The expected methodology to be followed in completing this brief is to:

- Work closely with the Project Manager and project team to verify documentation

- Liaise closely with the Quality Assurance team from Product Development's Operations Development division, who will act in a support/guidance capacity for the duration of the documentation project

- Complete all the required computer work to ensure that all documentation is consistent with the RailCorp standard: i.e., planning layout of work, arranging sequence of topics and placement of graphics, as applicable

- Performs miscellaneous job-related duties as assigned

- Compile data and revise text for inclusion into manual

- Consult with other personnel as required to clarify information contained in manual

- Create and maintain a document control system

- Work in conjunction with other projects interfacing with the Operations Manual Project, including:

- Content Lifecycle Management

- ISO9001:2000 Certification of Sydenham Signalling Complex

- Replacement of computers in Signal Boxes

3.2 Methodology for Part 2 - Train Planning

The expected methodology to be followed in completing this brief is to:

- Work closely with the Project Manager and project team to verify documentation

- Liaise closely with the Quality Assurance team from Product Development's Operations Development division, who will act in a support/guidance capacity for the duration of the documentation project

- Complete all the required computer work to ensure that all documentation is consistent with the RailCorp standard; i.e., planning layout of work, arranging sequence of topics and placement of graphics, as applicable

- Perform miscellaneous job-related duties as assigned

- Compile data and revise text for inclusion into manual

- Consult with other personnel as required to clarify information contained in manual

- Create and maintain a document control system

- Work in conjunction with other projects interfacing with the Train Planning Procedures Manual, including:

- Content Lifecycle Management

- ISO9001:2000 Certification of Train Planning

4 DELIVERABLES

4.1 Deliverables for Part 1 - Signal Boxes

The contractor is required to provide:

- Documents that are consistent with the RailCorp standard for inclusion into the Operations Manual for Signal Boxes

- A robust system of document control

It is suggested that rather than embed all Localised Training and Assessments (LTAs) into a single document, that individual LTAs be prepared as discrete documents and be located in a single directory to facilitate linkage to a parent document.

This will allow better control over the suite of documents, relatively easy consolidation into a precise document framework and provide better overall security and management in both the short and long term.

4.2 Deliverables for Part 2 - Train Planning

The contractor is required to provide:

- Documents that are consistent with the RailCorp standard for inclusion into the Train Planning Procedures Manual

- A robust system of document control

It is suggested that rather than embed all procedures into a single document, that individual procedures be prepared as discrete documents and be located in a single directory to facilitate linkage to a parent document.

5 TIMEFRAME

5.1 Timeframes for Part 1 - Signal Boxes

The project will start 1 week from the date of receipt of letter of acceptance.

It is expected that the project will be completed within 12 months of engagement.

5.2 Timeframes for Part 2 - Train Planning

The project will start 1 week from the date of receipt of letter of acceptance.

It is expected that the project will be complete within 6 months of engagement.

6 TRACK SAFETY AWARENESS TRAINING

6.1 Track Safety Awareness for Part 1 - Signal Boxes

The Service Provider may be required to attend *Rail Industry Safety Induction (RISI)* training and gain certification if data collection is required at RailCorp depots and stations.

This will be required, if access to the following signal boxes is required:

- Granville
- Enfield

6.2 Track Safety Awareness for Part 2 - Train Planning

It is expected that the Service Provider will not be required to attend *Rail Industry Safety Induction (RISI)* training.