



**Project Management Plan
Resident Management System (RMS)
And
Quality Control System (QCS)**

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Resident Management System

Project Management Plan - Purpose

The purpose of this Project Management Plan is to provide the general policies and procedures for the execution of project management activities for the Resident Management System, Los Angeles District, U.S. Army Corps of Engineers. For the purposes of this plan, the term “Resident Management System” includes both the software program encompassing the Government system (RMS) and the Contractor system (QCS).

Authorization for RMS

In November 1998 MG Genetti approved the deployment of a Windows-based RMS as the standard system for supporting all construction management in USACE.

History of RMS

RMS began as a DOS-based local construction management system in the Los Angeles District and was ultimately selected for development into a USACE-wide standard system. In 1996 a fully functional DOS version of RMS was developed and used on a voluntary basis at many District Offices. In 1997 the DCG made a decision to integrate RMS with CEFMS and PROMIS (now, P2). In 1998 a phased fielding of a basic version of RMS (Windows version) was authorized by HQUSACE.

Current Mission Requirement

This office, the RMS Center, is required to support the *Resident Management System* (hereafter, RMS) on behalf of Headquarters, U.S. Army Corps of Engineers (USACE). RMS is designated as the USACE standard construction management information system. It focuses on the construction phase of project management and will provide comprehensive support for construction managers. It interfaces with other key USACE systems such as P2, CCASS, and CEFMS and later with the Standard Procurement System (SPS) that is replacing SAACONS. It now applies to all construction contract work managed by field construction offices (area, resident, project offices) regardless of type of program, funds, or contract. It will also send construction status information to P2 for review and decision-making by project managers and commanders at all levels of USACE.

Description of RMS

RMS is a quality management and contract administration system designed by a Resident Engineer to help his staff complete their mission. The system provides an efficient method to plan, accomplish and control contract management by integrating job specific requirements, corporate technical knowledge, and management policies. The emphasis of RMS allows front line field personnel to concentrate on their primary functions, such as on-site quality assurance, customer care, preparation of modifications, safety regulations etc., while accomplishing routine administrative tasks. Many of the reports created by RMS such as pay estimates, quantity variations and modification documents, are required documents that are used during daily operations. Additionally a wide range of management reports have been specifically created to assist field personnel assess project status and recognize appropriate actions. The power of RMS comes not only from its ability to assist staff in completion of their tasks, but also in its ability to give the Resident Engineer an objective overview of contract and program status. RMS achieves this through the following:

- Comprehensive job-specific plan – RMS creates a sound plan using lessons learned from previous jobs, eliminating problems and providing a method of objective measurement.
- Practical Implementation Tools – The right set of tools enables the staff to do a better job and be more productive. Because the system assists in performing the work, it also records the plan and keeps it current.
- Control and evaluation – RMS provides the ability to recognize and prevent problems, modify the plan, or take corrective action.
- Target Audience – The target audience for RMS is the RE and his staff, rather than upper management. The advantages of the wider, lower level audience is that key information go directly to its end user. Production gains are multiplied and the accuracy of the data is improved.

RMS Development Resources

The GSA contract software programmers are using C++ and Oracle® database software to accomplish RMS development. Firebird/Interbase® software is utilized for the Contractor QCS software. Microsoft Word® is being employed to link standard documents to RMS.

RMS Interfaces

- **CEFMS** – RMS is able to perform electronic exchange with CEFMS. The download includes financial data, and uploads include Contractor Progress Payment Requests.

- **SPECSINTACT (A NASA maintained program)** - It also allows electronic downloading of submittal registers from SPECSINTACT for compilation of the Submittal Register (ENG Form 4288).
- **P2** – The RMS-P2 interface enables uploading of construction phase information to P2 users. This interface also gives PPDS users access to construction phase information.
- **SPS (PDD)** – The RMS-SPS interface is currently under development. The interface will allow modifications to be uploaded to SPS and contract awards to be downloaded to RMS.
- **CCASS** – The RMS-CCASS interface allows the Contractor performance evaluation to be prepared in RMS and then sent electronically to CCASS where it can be accessed by the Contractor.

Resource Requirements

The RMS Center will require program development, training, travel, software/hardware acquisition, and miscellaneous operating expenses. The total annual budget cost for the RMS Center to function is currently at \$2,500,000.00. This includes PRIP payback in the annual amount of \$250,000 that will be completed in the 1st Quarter of 2012.

Development and RMS Center support costs are recovered via an annual site license fee. Application of this site license charge took effect at the start of FY 99; based on approval to deploy RMS Guidance on RMS site license fees was provided to commands by HQUSACE Resources Management Directorate in November 1998.

Roles and Responsibilities

RMS Center - Apple Valley, California

Mr. Haskell L. Barker, Project Manager

RMS Software Development Contractor

Eric Holland- Development Manager and Lead Developer (GSA Contract)
 CACI International, INC.
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 Arlington, VA 22201

RMS HQUSACE POCS

Technical Policy Branch: Develops engineering and construction management technical policies and guidance for new construction, facility operations, maintenance and repair.

Jim Lovo, RMS Functional POC

Technology Integration Branch: Identifies USACE needs for improved technology or processes to enhance program execution related to architectural, engineering, construction, environmental, operations, maintenance and repair techniques and materials.

RMS POC Functions

The RMS District POC coordinates training between District offices and the RMS Center. Training is accomplished on site and conducted by Training Coordinators and qualified COE personnel. Participates in monthly conferences calls with RMS Project Manager and Lead Developer. Reports problems and errors to RMS help desk during testing phase of RMS updates.

RMS SA Functions

Coordinate installation and update of new versions of RMS in conjunction with RMS Center. Create RMS passwords and access rights for district RMS users.

RMS DBA

Installs and updates RMS database. Set up RMS training database at on-site training locations.

RMS User Group

Each Major Subordinate Command selects a representative to participate in the RMS User Group. Members meet quarterly via teleconference call. The RMS Center also sponsors an annual or semi-annual meeting that is attended by members of the User Group. The User Group convenes to discuss and exchange input and feedback concerning future RMS/QCS program direction and implementation. The focus is placed on setting common goals that will improve and sustain the life of the system.

Current User Group Members

DIVISION	OFFICE	ORGANIZATION	POC	TELEPHONE
CELRD	CELRL	LOUISVILLE	BILL GILMOUR	(618) 742-6456
CEMVD	CEMVN	VICKSBURG	ABE KIDDER	(601) 631-5096
CENAD	CENAE	NEW ENGLAND	PAUL L'HEUREUX	(978) 318-8242
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CEPOD	CEPOH	PACIFIC OCEAN DIV	DORINDA WON	(808) 438-8379
CESAD	CESAM	MOBILE	JEFFREY MASON	(251)690-2190
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CESPD	CESPK	SACRAMENTO	MAY OKUHARA	(916) 557-7747
CESWD	CESWF	SOUTHWEST DIV	JASON D PRICE	(817) 886-1655
CETAC	CETAC	TRANSATLANTIC	BARRY MORLEY	(540) 665-3930
CEHNC	CEHNC	HUNTSVILLE	ED POWERS	(256) 895-1342
CEGRD	CEGRN	GULF REGION	DAVE RUSSELL	(540) 542-1473

User Group Functions

Enhancement Recommendation – This group recommends future enhancements to RMS and QCS through open discussion forum. These proposals come from field personnel that report directly to the members of the User Group. The enhancements are based on user suggestions they consider most important, useful and feasible in completing their daily missions when using RMS and QCS. Group members set a timeline of priorities for

execution of new enhancements to the program. The priority is established based on a consensus decision made by the User Group attendees. Software enhancements are presented to the RMS Project Manager and Contract Lead Developer for assessment and potential for implementation.

User Group reporting of RMS errors

The User Group reports errors to the Project Manager and Lead Developer. These error reports originate from COE district offices that encounter problems during RMS use. The errors are forwarded to the RMS Help Desk for evaluation. Upon evaluation and correction, an updated version of RMS is installed for all COE field offices.

User Group Goals

The User Group sets goals that will be met by the RMS development team. The goals are broken down into three groups: *short*, *intermediate*, and *long term*.

Short Term Goals

Short-term goals consist of minor error correction and construction of essential RMS components.

Intermediate Term Goals

Intermediate goals are made up of confirmed future components that will eventually be incorporated into the system.

Long Term Goals

Long-term goals include future enhancements that are in an early planning stage or have not received a commitment from the development team.

Workshops

Workshops are coordinated and facilitated by the RMS Center to provide instruction on new enhancements and features that are introduced into the RMS and QCS programs. Future workshops include the following:

- Management Reports Workshop
- Financial Workshop
- Dredging Contracts Workshop

Listing – RMS MSC & District POC's

OFFICE	ORGANIZATION	POC E-MAIL ALT POC E-MAIL	TELEPHONE NO.
CELRD	LAKES & RIVERS DIV	POC TOM DEJA Thomas.A.Deja@usace.army.mil ALT POC STEVE O'HARA Steven.F.Ohara@usace.army.mil NESTOR REINA Nestor.A.Reina@usace.army.mil	(513) 684-2996 (513) 684-3803 (513) 684-2009
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CEMVD	MISS'PPI VALLEY DIV	POC GLENN LEMOINE George.P.Lemoine@usace.army.mil	(504)862-1847
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CETAS	AFGHANISTAN SOUTH	POC ADAM WALKER Adam.C.Walker@usace.army.mil	(540) 722-6478
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HQUSACE	RMS PROPONENT		
	RMS FUNCTIONAL POC	JIM LOVO James.V.Lovo@usace.army.mil	(202) 761-0505
	RMS TECHNICAL POC		

RMS Business Rules and Guidelines

General Guidelines

1. Use of RMS will follow an *above-the-line* and *below-the-line* concept of operations. *Above-the-line* RMS data/use is *mandatory* for all users. Above-the-line data/use will be kept to the minimum needed, in order to provide users & commanders flexibility. *Below-the-line* RMS data/use will be at MSC, district, or field office *option*, as directed by commanders below HQUSACE.
2. The RMS will interface with P2, CEFMS, CCASS, and later with SPS to share construction contract information with these systems and managers using these systems. One-time data entry and the use of RMS interfaces mean that P2 and SPS will not need to be deployed at field construction offices. This will minimize costs and complexity for construction field offices while supporting efficient, effective district operations led by program management. Because CEFMS supports other activities such as timekeeping, travel, training and financial commitment or obligation actions, CEFMS will continue to be in place at construction field offices.

Above-the-Line Operations

1. RMS will be used for *managing construction work under all programs*, including Civil Works Construction, Military Programs, Environmental Programs, and Interagency/Intergovernmental Support. **Note for CW Operations & Maintenance Program:** RMS use is required for all construction contracts performed in this program, but is optional for other types of contracts/work.
2. All construction contract work will be loaded into RMS. This is necessary to capture and electronically report construction execution status to the district and to P2 via the RMS-P2 interface. Later, this will also allow input of contract changes data (modifications) to SPS. P2 will link with managers and systems at various headquarters above the district.
 - Basic construction contract execution data will consist of elements that conform to the information needed by the HQ PM module.
 - Basic quality assurance narratives required for quality assurance reports. These basic QA narratives provide a record of on-site contractor-

government activities, a link to evaluation of progress payment requests, and a basis for evaluating claims and resolving contract disputes.

3. All construction contract progress and final payments will be done by construction field offices using the RMS-CEFMS progress payment interface. This will support achieving efficiency, prompt payment, and paperless contracting objectives.
4. All construction change requests and contract modifications performed by construction field offices will be captured in RMS. We are currently pursuing an interface with SPS, which will allow modifications captured in RMS to be electronically uploaded to SPS. The target is to have it developed, tested and available for use later calendar year 2012.
5. USACE design contracts, construction contracts, and combination (e.g., design-build) contracts will include technical specifications to require certain outputs (e.g., submittal registers, draft DD 1354 transfer documents, quality control reports, payment requests, contractor construction schedules, etc.) in RMS-compatible electronic formats. Appropriate technical guide specifications for A-E and construction contracts will be provided in deployment instructions.

Below the Line Operations

1. Loading the basic construction contract into RMS, recording execution status and issues, performing progress payments, and performing field office construction modifications will be *above-the-line* RMS operations. RMS has many other capabilities that may be used to improve operations. These other features, data and uses of RMS will generally be *below-the-line* operations. Since construction contracts can range from \$200 million, multi-year, multi-funded, multi-phase types of projects to \$20,000 Job Order Contract task orders accomplished in a week, it is not practical to direct a *single approach* on RMS use for items such as submittal registers, quality control reports, all quality assurance reporting, lessons learned, correspondence, digital images, contractor scheduling and schedule evaluation, customer reporting, etc. However, it is anticipated that many of these RMS features will be used on many projects to improve the quality and overall effectiveness of our project delivery system.
2. USACE customers will not tie directly into RMS. Of course, customers may be provided printed or electronic copies of standard or customized RMS reports. It is also planned that selected RMS reports, along with selected P2 and CEFMS reports will be available to customers via a composite USACE reports website. MSCs and districts will decide the type, amount, and method of RMS information provided to customers.

RMS Training

- **Initial Training** -The RMS Center provides training in the modules covering contract Administration, Correspondence and Quality Assurance, with instruction in finances, including pay estimate, change requests and modifications.
- **Formal Training** – RMS sponsored formalized training is scheduled with each MSC (Division). The cost of the training room and facilitator salaries and TDY costs will be paid by the RMS Center.
- **On-Site Training** – The RMS Center will provide on-site training on an as-requested basis. The Division/District will be responsible for TDY and salary costs of the RMS facilitators.
- **In-House Training** – Qualified staff members conduct this training at the District office level.

Haskell L. Barker
RMS Project Manager