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WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 Fifth Street, NW, Washington, DC 20001-2651
AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION	2. EFFECTIVE DATE
Amendment 0032	(Same as block 17)

3. ISSUED BY PURCHASING SECTION	4. ADMINISTERED BY (If other than block 3)
Gerald O. Toure PRMT (Room 3C-03-C) Department of Procurement	Same

5. CONTRACTOR
NAME AND ADDRESS

(Street, city,
county, state,
and Zip Code)

6. FORM TYPE (Check only one)

☒ AMENDMENT OF SOLICITATION NO. CQ18138

DATE 04/6/18

☐ MODIFICATION OF CONTRACT/ORDER NO. _____

DATE _____ (See block 9)

7. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers ☐ is extended, ☒ is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods; (a) By signing and returning ___1___ copies of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

8. ACCOUNTING AND APPROPRIATION DATA (If required)

9. THIS BLOCK APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS

(a)☐ This Change Order is issued pursuant to _____
The Changes set forth in block 10 are made to the above numbered contract/order.

(b)☐ The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data, etc.) set forth in block 10.

(c)☐ This Supplemental Agreement is entered into pursuant to authority of _____
It modifies the above numbered contract as set forth in block 10.

10. DESCRIPTION OF AMENDMENT/MODIFICATION

1. The purpose of this amendment is to answer questions from prospective suppliers relative to IFB CQ18138.
2. The bid opening due date of 5/9/18 remains unchanged as well as all other terms and conditions.
///Nothing Follows///

Except as provided herein, all terms and conditions of the document referenced in block 6, as heretofore changed, remain unchanged and in full force and effect.

11. ☐ CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _____ COPIES TO ISSUING OFFICE.	☐ CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT

12. NAME OF CONTRACTOR/OFFICE	15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
BY _____ (Signature of person authorized to sign)	BY *Monique Anderson* (Signature of Contracting Officer)
13. NAME AND TITLE OF SIGNER (Type or print)	16. NAME OF CONTRACTING OFFICER (Type or print)
14. DATE SIGNED	Monique Anderson 17. DATE SIGNED 5/7/18

The RFQ requires Support Existing WMATA devices – what are these devices that need to be supported?
Response: The device consists of non-leased multifunction devices from various manufacturers. This may be discussed with the successful supplier.

Do you require stapling on the equipment?
Response: Yes

How many minimum paper trays are required on the equipment? Typically, larger devices require at least 3 paper trays.
Response: The requirement for tray may range from a single tray to multiple trays.

How many devices of each particular product group do you require?
Response: The requirement in each group may vary based on Authority's future needs. Current population of devices was included in the original SOW. The contactor must provide unit prices as quantities may vary.

Due to the fact that we need the answers to the questions in order to provide best value to WMATA, will WMATA please extend the solicitation by 10 days after the questions are answered?
Response: We can accommodate six (6) based on our needs.

Please define the roles of the on-site staff
Response: Provide break-fix and troubleshooting support for the printers.

Please clarify- Are you looking for staff to be on site 24 x 7?
Response: No, however, during critical regional events, the contractor may have to provide onsite resources as stated in the SOW.

Can WMATA identify the type of devices and # of color and B&W devices associated with each location?

Response: Due to dynamic needs for printers and change of physical locations changes, the devices allocation information would not be relevant.

Is it necessary to connect the contractor systems to the WMATA ticketing systems?
Response: WMATA is currently using Computer Associates (CA) Service Desk. It is not necessary to connect the systems, however, it will be nice to have capability.

Will WMATA consider creating CLINS specifying the labor desired and required?
Response: We simply look to receive an hourly rate for services.

How many FTEs are currently onsite at WMATA daily performing under the current contract?
Response: 3 FTEs

2.1 Is WMATA providing space with furniture, supplies and technology to manage the MPS process? Where is this located and what is WMATA providing? Will this include computers and phone service?
Response: For onsite support personnel, WMATA will provide office space and furniture. Vendor is responsible for computer, phones and any other supplies. The location will be one of WMATA's offices within the region.

2.6 Is WMATA providing storage areas for toner and supplies for the devices to be managed?
Response: Yes
WMATA references a Mobile Printing feature. How are and what application are the end users using today to achieve mobile printing and how is authentication addressed?
Response: It is already addressed in SOW.

How many total MFD's are there in the environment?
Response: 325 MFDs (approximately)

How many total networked printers does WMATA need to track?
Response: All of network printers.

Can WMATA provide a list of all makes and models for networked printers and MFDs?
Response: No. This will be left up to the supplier to provide.

Please provide detail around software and configurations on Documentum and Borms workflows? i.e. What specific workflows were created?
Response: Document version is 7.2. BORMS is a user interface. Workflows are related to scans to Documentum.

For Secure print release (including mobile), would WMATA prefer the ability to utilize current AD authentication via HID Prox card or PIV card for queue based printing
Response: Need both PIN-based and HID Prox.

RFP consists of a section titled "Part III", but there are not Parts I and II. Are these parts missing?
Response: This is an IFB and I do not find this in the SOW. Parts I and II are not to be applied in the IFB

RFP consists of a section titled "Appendix C", but there are no appendices A and B. Are these appendices missing?
Response: This is an IFB and the appendix does not apply to this IFB.

The 4th paragraph in this section refers to devices doing "plotting". Does WMATA require wide format plotters?
Response: This could be a possible requirement

The 1st paragraph in this section refers to MFDs doing "plotting". Does WMATA require wide format plotters?
Response: This could be a possible requirement

Is it WMATA's intent for the contractor to take over maintenance and support for up to 200 WMATA-owned print devices (ie. Desktop)? If yes, please provide specific details by product model/ serial number.
Response: This is not provided

Please provide the made, model, serial number, AMPV and location, for the WMATA-owned devices WMATA wants the contractor to support in a spreadsheet.
Response: This is not provided. We may share this information with the successful supplier

Can WMATA provide how many machines are needed for each product category?
Response: This information may be shared with the successful supplier

These devices serve an approximate population of 13500+ WMATA personnel, in their day to day needs of printing, copying, plotting, scanning and faxing tasks,   the 4th paragraph in this section refers to devices doing "plotting". Does WMATA require wide format plotters?
Response: This could be a possible requirement

The contractor shall manage and support both the leased devices acquired under this contract and existing WMATA-owned devices in terms of providing parts, labor, supplies, and maintenance and shall be responsible for the installation, movement, and removal of devices of all makes and models   Please provide the made, model, serial number, AMPV and location, for the WMATA-owned devices WMATA wants the contractor to support in a spreadsheet.
Response: This is not provided

Can WMATA provide how many machines are needed for each product category?
Response: Number are provided in the SOW

Is WMATA requiring a Wireless Network Adapter for all MFDs to be ordered? Or will this be an optional accessory?
Response: No

Secure IP Fax capability Please describe in detail what WMATA is looking for in a "Secure IP Fax capability"?
Response: MFD with faxing capability

Implementation shall be completed by June 1, 2018. Please clarify when implementation is expected to be completed?
Response: The statement on page 110 of a date of June 1, 2018 does not appear to agree with the in Section 16.0.7 (page 117) where it is stated that implementation must be completed by July 1, 2018. This is a typo - the date is July 1 2018

Please confirm that WMATA requires providers helpdesk to be the primary point of contact for service calls?
Response: WMATA's Internal Helpdesk is the preferred primary point of contact

Provision for scanning to DOD 120AES encryption standards. Please explain in detail what is required here? We are not sure what may be the DOD 120AES Encryption standards.
Response: This is a security standard issued by the Federal Information Processing Standards

Built-in protection for any USB ports; TCP-IP and the internal software systems please explain in detail what is required here?
Response: Internal secured system on the device

Consists of Mechanism for device authentication on the network. Please define what is meant by Mechanism"?
Response: Mobile and Secure Print release mechanism

WMATA will assess an amend for failure to meet the Service Level Agreements (SLAs) of this SOW as follows:• Service request responses that commence more than 2 hours, but less than 3 hours after the request: $100.00 per incident.• For responses that commence more than 3 hours after the request: $250.00 per incident Please clarify and define "Response Time"?
Response: The respond time to service request

"Service request responses for complex hardware issues, requiring part replacement, exceeding one business day of identification of the issue: $500 per incident"   Please clarify and define this requirement?
Response: Once a part has been identified for replacement, the part must be acquired and replaced within 1-business day to avoid $500 penalty for the incident.

Response: Price Schedule Continuation Sheets should the header columns on the Price Schedule continuation sheet be consistent for the various Years (i.e. Cost Base Year, Option Year 1 -4)?
Response: Yes. All the years should be consistent. The Cost Base Year Matrix Headers along with option years may appear to differ on headers but the prices submitted will apply to all years separately.

Please confirm that you are requesting 311 moves annually.
Response: No

Please confirm requirement for 3 business reference can be the same as identified in previous section question #20. How many fleet management devices require support at the Stone Straw Printing facility?
Response: This IFB is not for the Printing Facility at Stone Straw

Will WMATA be amenable to alternative proposals?
Response: This is an IFB with sealed bids. The technical proposals will be evaluated based on the listed scope of work and the evaluation criteria to be considered responsive.
Offeror agrees that its employees and agents, including but not limited to, safety-sensitive subcontractors will be enrolled in a drug and alcohol testing program that meets the policy and procedural requirements listed in Appendix A of this document. Can WMATA provide a copy of Appendix A?
Response: Appendix A can be located at the WMATA website. However, the appendix does not apply to this IFB.

It is desirable for the contract to make rules-based software available for use in changing user printing habits   Is WMATA requiring a "rules-based" printing system be provided?
Response: It is desirable as per IFB

Provide a large-print control mechanism that controls when large volume print requests can be generated. Please provide detail on what WMATA is looking for in a mechanism to control large print documents?
Response: When a print job with excessive number of pages (e.g., 500 page document is being printed), the vendor should provide control for such jobs.

Provide Administrative control of large print documents   Please provide detail on what WMATA is looking for in the ability to control large print documents? Is WMATA looking for a "rules-based" printing system?
Response: When a print job with excessive number of pages (e.g., 500 page document is being printed), the vendor should provide control for such jobs.

The data on all devices decommissioned from WMATA's environment must be securely erased and a certificate of the device wipe must be provided to the COTR. Would WMATA accept a confirmation report of the hard drive erase instead of a certificate? And if a certificate is required, can WMATA describe the requirements for an acceptable certificate?
Response: A certification of secure wipe/erasure of device

WMATA is seeking to maintain and/or exceed these secure and mobile capabilities. Is WMATA looking for a "Follow-You" Printing system where users can submit print jobs and release them securely from any MFD?
Response: Yes

Would WMATA consider removing the RARP protocol requirement as it is now considered obsolete?
Response: Yes

Please provide more detail what is meant by "ARP+PING"?
Response: Disregard this requirement

Would WMATA consider removing the SHTTP protocol requirement as it is considered obsolete and replaced with HTTPS?
Response: It should be HTTPS.

Would the customer consider removing the NETBIOS protocol requirement as it requires a lot of safeguards to be in place in order to prevent revealing sensitive network information?
Response: Yes

Will WMATA consider removing the requirement to lock and prevent access to the hard disk if the hard disk is encrypted?
Response: Yes

Will the SLAs for the MFDs be the same as the SLAs for the WMATA owned devices?
Response: Yes. Data at rest must comply with the latest encryption standards. Minimum 128-bit full disk encryption.

"Since WMATA cites the GSA schedule in several areas would WMATA be amenable to a response from a vendor in which it is shared that the Terms and Conditions of the GSA schedule will prevail?
Response: No. As a legal matter, WMATA does not comply with the terms and conditions of GSA.

Does WMATA desire that the proposed solution not only integrate with current Active Directory-based authentication, as stated, but also allow the ability to expand into CAC/PIV authentication without having to add additional software, should future plans include an HSPD-12 compliant or PKI infrastructure?

Response: For Secure print release (including mobile), would WMATA prefer the ability to utilize current AD authentication via HID Prox card or PIV card for queue based printing

Can WMATA please provide additional information around current software being used to meet these requirements, so vendors can accurately determine ability to integrate, as well as associated costs in preparing responses?

Response: Document version is 7.2. BORMS is a user interface. Workflows are related to scans to Documentum.

"Does WMATA require the following scan capabilities? Ability to toggle the conversion of documents into an NARA approved electronic document file format for long-term preservation. (PDF 1.4, PDF/A-
Response: Yes

Ability to select output file format at the panel of the MFD to include the following minimum set of text searchable formats: PDF, Word, Excel, Power Point, plain text & RTF
Response: Preferable

Must have the ability to scan documents to user home directories (i.e. H: Drives). Must be automatically mapped based on user authentication at the MFD, at time of scan. The user must not be required to type in or browse for home folder.
Response: Not sure about the question, however, printer must allow scan to the designated folder.

The proposed solution must provide a configurable option for validation of destination prior to delivering a document scanned at the MFD. For example, validate that all email addresses are in the WMATA domain prior to scanning to email.
Response: It is a valid requirement.

Ability to password protect PDF documents
Response: No

Must have the ability to automatically OCR-convert scanned documents into user-selectable formats, including text-searchable PDF, MS Word, and MS Excel, without the need for specialized user desktop software (such as Adobe Acrobat, etc.). Scanned documents must be converted prior to delivery to a network destination, to eliminate additional post processing steps by the user.
Response: It is a valid requirement.

To prevent loss of sensitive information, such as personally identifiable information (PII/PHI), all documents transferred from the MFDs must be scanned for sensitive content prior to delivery to network destination. For documents with identified sensitive information, the solution must be able to provide automatic email notification to security officer/system administrator, place a watermark on the document, and optionally permanently delete the document prior to delivery.
Response: Not a requirement

Ability to send email notification on success or failure of a scan
Response: Yes

Ability to browse SharePoint, OneDrive/cloud destinations, etc. at the panel of the MFD; ability to toggle the checking in of documents at the panel of the MFD; ability to scan documents into the AD-authenticated user's SharePoint MySite; ability to set SharePoint document permissions"
Response: Not a requirement

Ability to generate reports on all AD-authentication based scan activity
Response: Yes

The proposed solution must provide full audit trail data on all documents scanned and printed, including username, date/time stamp, page count, workflow metadata, and IP address of the MFD. Can include fax as well, if using digital fax server solution.
Response: Yes

Track AD-authenticated user activities for copies, printing and scanning using a centralized reporting interface to include the following information:
a.   AD-authenticated scan or User ID
b.   Date/Time Stamp
c.   Total page counts in color & B&W
d.   Use of Simplex or Duplex
e.   Document Name & Size
f.   Associated Cost of each copy, print or scan
Response: Not sure what the question is but can be addressed with the successful supplier

Automatically generate reports that include:
a.   History by department or directorate
b.   History for all user print activity by date range
c.   Most active user and departments by date range
d.   Activity per MFD by date range
e.   Activity per user by date range
Response: is not a requirement

Does WMATA require capabilities for secure printing that also includes the following?
AD-authenticated based print release which holds jobs securely on a server and never on the MFD hard drive, allowing enabled users to release jobs at any AD-authentication enabled MFD to help ensure continuity of printing
Response: Not a requirement

Regarding "secure printing services", does WMATA wish the AD-authenticated users to have the ability to release jobs securely at any device on the network
Response: This is desirable, but should have the ability to restrict certain locations

AD-authentication based delegation so that printing can be delegated to specific AD-authenticated users or user groups.
Response: Not a requirement

Rules-based printing to change users' habits (page 105; 2.4c)
a.   to enforce driver over-rides for color, duplex and device specific capabilities
b.   to restrict printing from specific applications or web sites
c.   be able to save money by automatically routing jobs to the most cost-effective device
d.   allow user administrators to quickly define and assign rules based on user rights and document attributes"
Response: Not a requirement

What is the population configuration of the WMATA owned units?
a. No. of Color units–   and associated volumes -
b. No. of BW units-   and associated volumes -
Response:
 150 HP Color Laser, Ricoh and Canon Jet Printers - 110,000 Pages/Month (Est)
100 HP Color Laser, Ricoh and Canon Jet Printers - 80,000 Pages/Month (Est)"

What is the quantity mix of BW and Color 50 PPM units currently installed?
Responses: It is a highly variable number. 90% of the printing is on 50ppm.

What is the quantity mix of BW and Color 70 PPM units currently installed?
Response: It is a highly variable number. 90% of the printing is on 50ppm.

Do the volumes quoted (946,167 & 383,845) include the WMATA owned devices? If not, what is the Color & BW volumes associated with the owned equipment?
Response: Yes, it does.

Of the 946,167 BW impression, how many are done on the 50ppm and the 70ppm?
Response: It is a highly variable number. 90% of the printing is on 50ppm.

Of the 383,845 Color impression, how many are done on the 50ppm and the 70ppm?
Response: It is a highly variable number. 90% of the printing is on 50ppm.

Can the response be submitted via email?
Response: PROCUREMENT QUESTION

Are the currently owned devices single function devises i.e. HP desktop printers?
Response: Some are Desktop Printers and others are Networked

Why is there no mobile printing capability on the devices owned by WMATA?
Response: The devices are not licensed for Mobile Printing.

Since there are so many unknowns (quantities of individual models which determine the discount) until the questions are answered, can you extend to 5/11?
Response: No further extensions

How many times has WMATA terminated for convenience within the past 5 years?
Response: WMATA has not terminated for convenience in the last 5 years

Is it a requirement for a Prime Contractor to subcontract at least 35% of the dollar volume to a CBE / SBE? If this is a requirement, will vendors be disqualified if they cannot meet this?
Response: This does not apply to this IFB.

11.0 Special Conditions
Contractor may place more than one person on-site to meet the service SLA with the permission of the COTR and provided space is available. One technician shall be onsite at the WMATA headquarters. One technician shall be onsite at the Stone Straw printing facility. At a minimum, Metro requires one technician to rotate to all remaining sites based on a regular stated schedule and real-time service needs. Please confirm that one technician will be on-site at the Stone Straw Printing facility since that is the production facility and there is no production equipment in this bid. There is no requirement for a technician to be on-site at Stone Straw - this RFP is not for the Print Production Facility, unless WMATA places a leased printer at the facility.
1.   10.0 WMATA will assess an amend for failure to meet the Service Level Agreements (SLAs) of this SOW as follows:
Response: This is correct SLA. Service request responses that commence more than 2 hours, but less than 3 hours after the request: $100.00 per incident.

Please clarify that service request responses that commence more than two hours" - refers to calling and confirming and dispatching a technician for each service call within a 2 hour period.
Response: Service request responses for complex hardware issues, requiring part replacement, exceeding one business day of identification of the issue: $500 per incident
How many organization locations need to be considered for this project? If multiple locations please provide a list that includes the following:
Response: Please see SOW; Location name (included already); This is included in the SOW;
Geographic location (City, State, Country) (included already); This is included in the SOW

Number of users per location -?
Response: This varies as Employees move from location to location

Notation of user type per location: Employees, staff, consultants, students, or other - ?
Response: This varies as Employees move from location to location

Does the organization use an ID card (proximity, magstripe, or barcode) or FOB for building or system access that users use? If so, please answers to the following:
Response: Yes

    i.

    ii.   ID card / FOB type (Manufacturer and Model)? Response: Has both Barcode and Proxim

    ii.   Do all users at all locations use the same type of ID card or FOB technology? If not, please provide details.
Response: All users use the same ID card type
    iii.   Are user ID cards / FOBs defined in Active Directory or in a Security System? If a Security System: **Response**: Yes they are defined in a Security system
Is there any requirement to track copy, print, fax, and/or scan activity for auditing purposes? If so, please provide details – particularly to reporting requirements.
Response: Yes

Is the data-center that hosts the organizations servers centralized or regional? Please provide locations and details.
Response: Jackson Graham Building (JGB) and Carmen Turner Facility (CTF)

b.   What Server OS's are used by the organization (Please provide details):
Response:
i.   Windows Server 2003 / 2008 / 2008R2 / 2012 / 2012R2   2012R2 and above
ii.   UNIX / Linux   AIX and Red Hat Linux
iii.   Other None

c.   Are the organizations servers physical or virtual? If virtual, what platform: VMware, Microsoft Hyper-V, other (Vendor and Version)?
Response: Server technology is both Virtual and Physical

d.   Are Mac computer systems used in the environment? If so, please provide details of the Mac OS version(s)? Do all Mac computer system / users authenticate to Active Directory?
Response: Some Macs are used, but do not authenticate via AD

e.   Does the organization have the ability to push printer drivers and software to all client computers systems (Windows and/or Mac's) whether using Group Policies, login scripts, or other methods? If so, please provide details.
Response: Currently, we do not push printer drivers

f.   Please provide details about the network connectivity between locations as follows:
i.   Network bandwidth between locations?   **Response:** Minimum 100MB
ii.   Estimated available bandwidth between locations? **Response:** 1 GBPS
iii.   What mission critical systems utilize this network connection now? **Response:** All Systems
g.   Is the Wi-Fi available for use for staff, consultants, guests, general public? Please provide details of how the Wi-Fi___33 is required to be used for this project.
Response: There is an internal WiFi and Public WiFi - the printers are on the local LAN

h.   Do firewalls restrict traffic between locations? If so, can ports be open if required? Internally,   **Response:** there are no firewall restrictions
With respect to printing:
a.   Will network connected printers need to function with this solution for printing? If so, please provide the following:
        Response: Yes.

i.   How many network connected printers total.
Response: This number is provided in the SOW

ii.   Office location of each network connected printer. **Response:** This is provided in the SOW
iii.   Manufacturer(s) and Models.
Response: These are leased printers that will be replaced as per this SOW

iv.   List of print languages supported by each device (PCL, Postscript, other)?
Response: PCL, Postscript

b.   Is there a requirement to function with locally connected (via USB, Parallel, Serial, other connection) printers for printing or reporting purposes? If so, please provide the following:
Response: There could possibly be a requirement for a local printer - please provide all options

i.   How many locally connected printers total   This is not within the scope of this SOW
ii.   Office location of each MFD. **Response:** This is provided in the SOW
iii.   Manufacturer(s) and Models.
Response: These are leased printers that will be replaced as per this SOW

iv.   List of print languages supported by each device (PCL, Postscript, other)?
Response: PCL, Postscript

i. How many print servers are within the environment related to this project?
Response: We do not currently utilize a Print server

ii.   Are the print server centrally located or distributed throughout the environment to various locations? If distributed, please provide locations.
Response: We do not currently utilize a Print server

iii.   Are all of the print servers using a Windows Server OS (2003, 2008, and 2012)?
Response: N/A

iv.   Are there any non-Windows (2003, 2008, 2012) print servers in the environment?
Response: N/A
d.   Is there any need to consider Failover, Fault Tolerance, and/or Disaster Recovery with respect to printing?
Response: N/A

What email system is used by the organization: Microsoft Exchange, Lotus Notes, Novell GroupWise, other? What version is installed?
Response: Microsoft Exchange

Is the email system internal to the organization or hosted?
Response: On-prem and Cloud

Which mail protocols are used for the organizations email system - SMTP, POP3, MAPI, or Exchange Web Services (EWS)?
Response: POP3 IMAP HTTP SMTP

Is authentication required to send / receive emails?
Response: Yes
What TCP ports are used to send / receive emails?
Response: 443

Does the organization have any documents or diagrams that would assist in understanding the email environment?
Response: This is not within the scope of this SOW

Are the mobile devices company owned or personal devices?
Response: Both

Are company owned mobile devices restricted or locked down by an enterprise management software/solution in any way?

Response: Yes with Mobile Device Management Solution
Do the mobile devices have the ability to operate using WiFi in the environment?
Response: Yes

Does the organization have any documents or diagrams that would assist in understanding mainframe and host system environment?
Response: Not relevant

Is it necessary that MFDs be able to scan documents? If so, how many MFDs require this function? **Response:** A Majority of MFDs would require scanning - a very little minority might not
Is there any backend Document Management System (OpenText, SharePoint, etc....) that this solution needs to scan and store documents to?
Response: If so, please provide details.   SharePoint, Documentum and BORMS

Is there any online system (Dropbox.com, Box.com, etc....) that this solution needs to scan and store documents to? If so, please provide details.
Response: No

Is it a requirement that users be able to scan documents to be sent outbound, or to themselves, via email? If so, should the outbound email be sent using an email address defined for the MFD or using the users own email address?
Response: This would be sent using the Owners email address
Is it a requirement that users be able to scan documents to predefined shared network folders or Active Directory Home Folders? Is there a need to browse the folder structure to which documents are to be scanned and deposited to?
Response: Yes to both of the questions.

Which document types should users be able to scan to: JPG, TIFF, PDF, Word, Excel, other?
Response: PDF, JPG and TIFF

Is it a requirement that users should be able to use OCR (Optical Character Recognition) during the scanning process to convert scanned documents to editable text?
Response: Yes

Please describe any customized in-house applications relative to scanning and the requirements that these applications function with this project.
Response: There is a requirement to these applications - SharePoint, Documentum and BORMS

Is it necessary for MFDs be able to send / receive faxes? If so, how many MFDs require this function?
Response: Yes - All

Is there a centralized fax solution (such as RightFax) that needs to be considered in the environment? If so, please provide the following:
Response: There is no Centralized fax solution

What fax solution is currently place (Manufacturer / Model / Version number)?
Response: Fax solutions are through the currently leased MFDs

Does the current fax solution function by Scan-to-Email, Scan-to-Folder, or via Direct Integration by MFDs to the fax solution?

Response: Yes

Is there any requirement for faxes to be archived for tracking or auditing purposes?
Response: Yes

Does the organization have any documents or diagrams that would assist in understanding faxing requirements?
Response: No

Is reporting of user activity (copy, print, scan, and/or fax) required for this solution?
Response: Yes, reporting is a requirement

If reporting is required, what is required to be reported: User, Department, Location, Device (MFD, network connected printer, and/or local printer), Activity (copy, print, scan, and/or fax)?
Response: As much detail as possible

Is it necessary to have usage activity data able to be exported and used to import into a backend system for chargeback for usage? If so, please provide details.
Response: No reporting is not for chargeback, rather to determine requirement

Does the organization utilize a "Test Environment" to test enterprise applications on a limited scale prior to putting solutions into production? If so, please describe your organizations requirements.
Response: Yes we do have a test environment - it is not a requirement for the scope of this SOW

Does the organization have "Change Management Policies and Procedures" that need to be considered and maintained as part of a solution roll-out?
Response: Yes we do have Change management Policies and Procedures

What are the organizations plans to roll-out this solution specifically with respect to:
Internal Project Management requirements?
Response: This is worked out with the COTR as detailed in the SOW

Solution implementation roll-out schedule and plan?
Response: This is worked out with the COTR as detailed in the SOW

User Acceptance Testing (UAT) requirements to confirm system functionality prior to or during the roll-out to the full production environment?
Response: This is worked out with the COTR as detailed in the SOW

Days / Hours required to the implementation:
Response: This is worked out with the Contracting Officer Technical Representative (COTR) as detailed in the SOW

Monday–Friday / 9am-5pm (Normal business hours)?
Response: This is worked out with the COTR as detailed in the SOW

Blackout dates where work cannot be done by CSA staff?
Response: This is worked out with the COTR as detailed in the SOW

Does the organization have any documents or diagrams that would assist in understanding the way in which the organization implements IT projects?
Response: No

Is it WMATA's intent for the contractor to take over maintenance and support for up to 200 WMATA-owned print devices (i.e. Desktop)? If yes, please provide specific details by product model/ serial number.
Response: a. 150 HP Color Laser, Ricoh and Canon Jet Printers - 110,000 Pages/Month (EST)
       b. 100 HP Color Laser, Ricoh and Canon Jet Printers - 80,000 Pages/Month (EST)

Please provide the made, model, serial number, AMPV and location, for the WMATA-owned devices WMATA wants the contractor to support in a spreadsheet.
Response: Makes are reported above, information for the serial number, AMPV and Model are not available at this time; Location varies, as these can be moved between locations

The 1st paragraph in this section refers to MFDs doing "plotting". Does WMATA require wide format plotters?
Response: This could be a possible requirement

RFP consists of a section titled "Appendix C", but there are no appendices A and B. Are these appendices missing?
Response: This is a typographical error

RFP consists of a section titled "Part III", but there are not Parts I and II. Are these parts missing?
Response: This is a typographical error

Can WMATA provide how many machines are needed for each product category?
Response: The information provided as part of the SOW is a guidance for what is currently installed - this requirement could possibly change