

QUESTIONS AND ANSWERS  
OF  
RFP NO. FQ15162, CA Closed Incident Loop Solution

Per the instructions in the WMATA RFP FQ15162, the following questions and comments (items) in *italic font* were submitted by Offerors with regard to the WMATA CA Closed Incident Loop Solution, FQ15165. Each of these items is shown verbatim as it was received. A WMATA response to each of these items is shown in **bold font** under the section, WMATA Answer on the right of the submitted item.

Line #		Prospective Offerors' Question	WMATA Answer
1	<i>General</i>	<i>For the fixed price, should invoices include expenses as part of payment schedule or would WMATA prefer to be billed separately? It is assumed that vendors will adhere to WMATA reimbursement limits.</i>	ICE has the estimates for "fixed price". Your pricing sheet shall include itemized list including prices.
2		<i>The RFP references a Business Service Readiness Matrix and that two Business Services will be identified to develop the Close Loop Solution. What specifically are your expectations for how these two Business Services will interact with the Closed Loop solution?</i>	The Closed Loop Solution is a service management approach to manage service impacting events from their inception to resolution; WMATA has ten Business Services available for consideration. Of the ten Business Services, WMATA would like to limit the scope to two that would be identified through a Business Service Readiness Matrix as the least complicated. The vendor is responsible for developing the Business Service Readiness Matrix and reviewing it with WMATA for acceptance.
3		<i>One of your statements indicate that "The Contractor must specially address Disaster Recovery of the CA Tools". From WMATA's perspective, does this mean that upon successful implementation of the solution, the vendor will provide best practices for the solution related to disaster recovery? If not then what specifically does this mean from WMATA's perspective?</i>	Vendor will define a DR setup and assist in setting it up and validating its functionality.
4	<i>Contractual</i>	<i>In WMATA's cover letter dated April 23, 2015, Mr. Savoie</i>	<b>WMATA will also add</b>

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		<i>references the RFP is open to and will be awarded in accordance with General Services Administration (GSA) Schedule Number GS-35F-0823M. Further in the RFP, WMATA includes 64 pages of General terms and conditions over and above the GSA Schedule. Is this a GSA Schedule or is WMATA awarding an agreement based upon its terms and conditions?</i>	terms and conditions that she feels will be in her best interest . Reference to RFP terms and conditons.
5	<i>Service desk manager upgrade</i>	<i>What version of Service Desk Manager is currently installed?</i>	12.9
6		<i>Please confirm we are doing a like for like upgrade -- new features which require services will not be included.</i>	Some upgrade is required with Spectrum, eHealth and likely other related system.
7		<i>Do you currently have Support Automation installed and configured?</i>	No
8		<i>How many forms, if any, are customized?</i>	none
9		<i>How many additional field and tables, if any, have been added?</i>	None
10		<i>Have any additional customizations been implemented (for example, scripts, code, etc.).</i>	none
11		<i>Please confirm that we are upgrading two environments - test/dev. and production</i>	yes
12		<i>Are you currently using CA Business Intelligence (aka BOXI)?</i>	yes
13		<i>Are there any existing integrations between Service Desk Manager and other CA products? Please list.</i>	Yes
14		<i>Are there any existing integrations between Service Desk Manager and other third party products? Please list.</i>	No
15		<i>How many Service Desk Manager secondary servers are installed? Are they sufficient for your current needs?</i>	1 (Yes, it is sufficient for now)
16		<i>How many Events/day do you estimate will open tickets in Service Desk?</i>	Not sure, likely 500+ tickets a day and 20 CO per day
17		<i>Are there any special security or HA requirements?</i>	TBD
18		<i>How are users authenticated in the current service desk? Do you use Service Desk Accounts, or Active Directory accounts? Do you use CA EEM?</i>	CA, EEM Integrated with AD
19	<i>CCA Install</i>	<i>How many servers will be managed by CCA (on which to detect configuration change)?</i>	TBD
20		<i>Are they all on one network, or do firewalls need to be</i>	Firewalls will be

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		<i>taken into consideration? Please describe.</i>	considered in the design and setup
21		<i>Do you foresee needing any custom blueprints for enterprise applications? There are 300+ OOTB configuration blueprints included with the product.</i>	NO
22	<i>PAM Install</i>	<i>How many PAM servers do you foresee needing? Are the PAM servers strictly to support the Service Desk or are they to be used for some other type of automation?</i>	For now just the ServiceDesk