

QUESTION	RESPONSE
1. Is this solicitation to provide services related to troubleshooting computer user issues or is it professional, administrative, clerical or other?	Support
2. Does WMATA have a list of interested potential bidders?	No this is a public procurement
3. What is the annual spend amount for this contract?	Annual spend on DDC labor hours: \$2.2M/year
4. What is the total estimated budget for this contract?	Pricing is not discussed for an open solicitation
5. Can you please provide the approximate spend for each job class covered by this contract?	Pricing is not discussed for an open solicitation
6. Is there any incumbent for this requirement? If yes, please share the details of the incumbent or vendor currently providing the same services along with last year's expenditure?	The requirement is currently under our IT Staff Augmentation contract with multiple vendors
7. Most firms have moved away from ISO9001:2015 and moved to ISO9000 – is this a must to have the ISO9001:2015 – our firm is not on the ISO 2000 certification	Yes ISO 9001:2015 is a mandated requirement in accordance with organization's quality objectives and methodology
8. Page 95, Financial Security (Financial Bond Form), states the Bond Sum of Bond shall be 5% of Offered Price or Amount Question: Is this to be 5% of the base year or 5% of the total price offered?	Not required for solicitation
9. How many vendors will be invited to submit proposals? Will there be a multi-vendor award or will only one vendor be awarded?	Single Award
10. Can you please share the solicitation file with me?	https://wmata.com/about/business/government/solicitations/index.cfm
11. For purposes of this solicitation, is WMATA willing to purchase off the shelf equipment?	No
12. Page 11, "A Refresh of each of the "Options" refers to "PC Refresh and Surge Requirements". These requirements are not defined within the RFP. What is the line requesting for a quantity of "IT" equipment?	This is to support Computer refresh activities, including but not limited to Computer software refresh, hardware replacement and associated activities, and removal of outdated computers
13. Page 10 Who is responsible for the cost of conducting "Pre-employment Criminal Background Checks"?	Contractor
14. Page 16 Is a current accurate inventory available for all hardware Operating Systems, Office Productivity Applications and Cloud-based Services, Primary Desktop Authentication Environment, Desktop Management, Browser Environment, and Other Commonly Used Applications?	Yes
15. Page 99 Please define "Unlimited Hardware Logistic Services"	Delivery and Retrieval of Hardware to WMATA locations
16. Page 99 Please define "Surge Requirements"	Surge refers to WMATA's needs for additional resources during certain events such as special events
17. Page 100 Is a detailed Hardware & Software Refresh plan/schedule available?	No - will be provided upon award at the time of hardware refresh.
18. Page 103 Who is providing spare parts for all existing and procured hardware that will enable the contractor to restore the customer's hardware back to its original condition?	Contractor will be responsible for facilitating the spare parts. WMATA will reimburse the associated material costs
19. Page 103 "Mobile Printing System" is being referred to on RFP page 103, and will WMATA provide necessary printing?	As Service Desk and the training will be provided
20. Page 103 Can contractor obtain WMATA's security policies and data management policies, data management standards, documents, so as to be in compliance?	Contractor will follow WMATA's standard security and data management policies. The information will be provided upon award
21. Page 104 Coverage is defined for Tier I and Tier II. What coverage is required for Operations Supervisor, Business Process Analyst/Trainer, Tier II Lead, Maintenance Technician/Bus by position?	Contractor is required to propose effective coverage level to meet the requirements of this SOW
22. Page 104 RFP Page 104 notes that locations are subject to change. Are other location addresses available?	Coverage is for all WMATA locations, which might change over time. Page 104 who will provide transportation between sites
23. Page 6 is CLIN 3, 4 and 5 list Quantity 2-4. How are these distributed among the WMATA sites? Is travel between locations required to provide coverage?	Coverage is fluid. Travel between sites is required to provide coverage
24. Page 104 "Performance Metrics" - How does support services, measured on a scale of performance to be at your locations in the C, and for the "Work Desk Services" - because of their role, is another location in the Contract as available?	No.
25. Will the work be held at the Agency's Site or the Contractor's?	Yes.
26. Is there a DBE Participation requirement? If so, how much?	No
27. The contract does not have a Pre-Proposal Conference. Is there another way potential bidders can find out who other interested parties are to identify potential teaming opportunities?	The Proposal conference held October 20, 2017. Sign-in sheet available to view at https://wmata.com/about/business/government/solicitations/index.cfm
28. If two companies enter into a joint venture, and one of the companies is a DBE and/or SDBP firm, will the new joint venture also be able to bid for the RFP as a DBE/SDBP?	DBE/SDBP goal doesn't apply
29. Level of VPs supported in the referenced past performance work. What do you mean level of VPs supported?	The level refers to organizational hierarchy
30. Under Quality Management it is stated that "The prime contractor is required to have valid ISO 9001:2015 and ISO 20000 certifications at the time of award of this contract."	ISO 9001:2015 is mandated
31. Is it a must that Prime Vendor must have those 2 ISO certifications - ISO 2015 and 2000?	ISO 9001:2015 is required
32. Can it be one or the other? Or can a Prime have one ISO certification and the other in the other? Please clarify.	ISO 9001:2015 is required
33. Does the Prime need to have both the ISO 9001:2015 & ISO 20000 certifications? Can we Prime a response with only one of the certifications from the subcontractor?	Prime is required to have the required level of Certification(s).
34. In case the answer to the above question is yes, which certification carries more weightage?	Only ISO 9001:2015 is mandated
35. Can the Authority elaborate on the requirements for the above certifications as opposed to ITIL, Helpdesk Certification?	In alignment with organizational focus on QMS.
36. The RFP states that DBE goal must be awarded full authority to submit proposals. Can the Authority add a set aside DBE/MBE/Small Business goal for this Solicitation?	No small business goal
37. Please provide the historical data around the actual amount of calls/emails that came in by month for the last 12 months.	see Exhibit 1
38. Please provide the historical data showing the metrics scores for the stipulated SLAs by month over the last 12 months.	Data is not available due to change of ticketing system.
39. Are there 2 technical leads & 1 supervisory lead? Or simply 2 technical tier II leads?	2 supervisory Technical Tier III Leads
40. Do you wish to be submit similar resources or the resources of the people who will be doing the work?	No
41. Page 107 Submittal Requirements – Contractor must provide the software as part of the RFP. Desktop environment transformation. There is no reference in the RFP for what the government expect in the way of transformation. Can the Government provide any additional information to describe what services are required so that vendors may provide content that addresses the capabilities and past performance?	services required are stated in the SOW technical specification
42. Page 107 Assumptions and Roles and Responsibilities – 3. The contractor must present resumes of potential candidates with WMATA's Management, or to have candidates with WMATA Management experience.	WMATA's expectation that the contractor will share resumes of potential candidates with WMATA's management
43. WMATA is requesting that the Prime contractor have an ISO 9001:2015 and an ISO 20000 certification. In order to present a fair competition for small businesses, we are asking WMATA to consider the ISO certifications to come from the Prime and/or Subcontractors as a collective.	Prime must have the required level of Certification(s) as stated in the technical specification of this SOW.
44. Is this a single award RFP or multiple award?	Single
45. Who is the incumbent contractor(s)?	N/A
46. Is the incumbent contractor(s) performing favorably and satisfying all WMATA requirements?	N/A
47. Is there a different contractor performing Tier 1, Tier 2, and Tier 3?	N/A
48. Help Desk services? If so, what are the names of these firms?	SOW requires support of 24x7x365 operation.
49. Are we currently going through the transition from ISO 9001:2008 to ISO 9001:2015. As the deadline for implementation is September 2018 and transition process is quite timely, will the government consider accepting firms who are ISO 9001:2008 certified?	ISO 9001:2015 is a mandated requirement in accordance with organization's quality objectives and methodology
50. Reference to section 2.4 "Current Staffing Level of Customer Support", can you explain your current resourcing structure / breakdown of resources per shift for Tier I and Tier II?	Please refer to Technical Specification in the SOW
51. Reference to Deliverables on Page 106, "Contingency and Disaster Recovery Plan", is this plan in addition to what typically is owned and managed by the Infrastructure & Data Center Ops teams, if so, provide guidance on what specific (Example: Endpoint environment, Section Pages 97 & 98) and high-level scope. Will the DR plan be tested periodically and are there specific on security to be followed?	Vendor is expected to provide a DR plan based on his past experience in environment similar to work and scope of WMATA.
52. Reference to "Strategy for VFP Support" under submittal requirements on Page 107, what's the average volume of requests per day or week. Any other inputs / expectations in this regards will be helpful in designing our strategy. Do we need to travel to a residence if needed for providing VFP support?	Approximate Average volume of requests/day. Refer to exhibit 1. Travel to residence is not required.
53. Is there a need for language other than English. If "yes" please specify the languages needed to be supported.	No
54. Is there any existing business continuity plan for the IT helpdesk in the event of Disaster recovery on the contractor required to provide it?	Yes there is an existing plan, but Vendor is welcome to provide one as added value
55. What are the approximate number of break fix, tech refresh, software/hardware refresh per month?	This number varies - during our Refresh cycle, we average over 200 devices replaced per month, and 70 break fix requests, off cycle, we average 70 break fix requests
56. Is the contractor responsible to provide required hardware/software activities such as tools and software required to extract data from hard drive or while repairing any other IT proposal that is within the scope?	WMATA will provide Hardware/Software
57. What support/helpdesk platform WMATA users / or contractor need to provide.	Question is not clear - Please refer to technical SOW for list of Tools WMATA is using.
58. WMATA using tool for troubleshooting hardware / software is Lenovo.	Not sure what tool question is referring to. Please refer to technical SOW for list of Tools, WMATA is using.
59. What are the various hardware vendors WMATA is utilizing?	Desktop environment is primarily based on Dell Hardware. Other Hardware vendors, on various platforms include but not limited to Microsoft, Apple, HP
60. Will helpdesk also support wireless devices?	Yes
61. Will helpdesk support windows / Linux / mac / android platform. Will helpdesk support wireless devices?	Helpdesk will not support Linux. Hardware platforms include but not limited to Microsoft, Apple, HP, Xerox and IBM.
62. WMATA provides full list of supported software / platform.	supported software is listed in the SOW
63. WMATA utilizing any self-service portal to address common issues / requests.	Not at this time
64. Is vendor responsible for troubleshooting software's like CRM etc.	Vendor will do primary troubleshooting as per instructions provided by WMATA SOWs and assign to WMATA's application owner
65. or will only do preliminary troubleshooting and then assign to WMATA's application owner for respective platform.	WMATA SOWs and assign to WMATA's application owner
66. This section states that offers must include one (1) original and two (2) copies. This either conflicts with, or differs from, various other sections that require, for example, RFP page no. 19 instructs bidders to submit one (1) original and three (3) copies of the technical proposal. Please also confirm the whether the Authority also requires the full proposal response on a USB drive.	Must submit (1) original plus (3) copies for each Volume

45	The section states that the WMATA will select the best value solution for the agency; however, this conflicts with Section No. 1E (Things for Acceptability Criteria (Low Price, Technical Acceptance, etc.) Can the Authority please clarify?	WMATA intent is to select a best value solution for the Agency
46	An understand that tasks associated with this engagement will be performed at WMATA's sites within the Washington DC Metropolitan region. Please clarify if or how Section 2.1 is applicable to the scope of this engagement?	The scope clearly defines WMATA's expectations
47	Is a performance bond due at the time of submission?	Page 85 #7
48	How many Comment Off-the-Shelf (COTS) applications are included in the WMATA Service Catalogue?	It is listed in the Technical Specification
49	The scope subject may require local travel. Where are the locations that are included?	WMATA
50	Some staff will be housed in other sites throughout the RCB - how many other sites, how many systems/users at each site and where they're?	2 Sites - Alexandria and New Carrollton; subject to change
51	Assumptions and Risks and Responsibilities: Since WMATA does not provide mobile communication devices for voice and email for contractors, what is the WMATA preferred/compatible Device/OS? Does the WMATA provide mobile access licenses for the WMATA existing system for these devices?	Vendor can decide upon mobile device. WMATA's primary voice/email device is based iOS platform.
52	States "When a Small Local Business is competing, contracting personnel shall add a factor of five percent to quotes or bids received from any firms that are not Small Local Businesses." Please clarify how a factor of five percent is added to a quotes evaluation and if this is for small or local businesses.	doesn't apply
53	It requesting information for the Small Business and Local Preference Program we read in Most Frequently Asked Questions that "It applies to non-federally funded purchases, of less than \$150,000, through simplified (operating) acquisition process." Does the SB/LPP apply to this solicitation as it is more than \$150,000 and not a simplified acquisition?	SB/LPP doesn't apply
54	On page 108 in the quality management section, the government requires ISO9001:2015 and ISO 20000. It is our understanding that all of the required services are going to be performed at government site by contractor staff.	only ISO 9001:2015 is required
55	Would the government be willing to change this requirement to not recommended ITIL certifications?	ISO 9001:2015 is a mandated requirement in accordance with organization's quality objectives and methodology.
56	If not, do you have a list of interested vendors who meet this requirement?	N/A
57	Are there any local small business that meet this requirement we can partner with?	We are not privy to this information
58	What is the reason for assurance of this RFP?	To utilize Helpdesk Support services for WMATA
59	Who is currently providing these services to WMATA?	This is support is currently being provided via multi award IDIQ contract model
60	Are there any specific background requirements such as Unexcused or security clearance?	Passing Criminal background check is required as outlined in WMATA's policy
61	Would the service provider have access to all the books in the environment in order to provide support or would we need to bring our own books (example: ITSM, SCRM, Landesk, etc...)?	Access will be provided to required tools
62	Are all the resources required to work on-site at specific facilities? Can you please provide the exact IP address for the resources that would need to be placed? For example, Tier 1 resources report to which office? Tier 2, Tech leads, Break fix, imaging, and KB analyst will report to which office? Where would managerial resources be located? Can these managerial resources be remote?	Tier 1 - JGB HQ (600 5th NW, Washington, DC 20001) Tier 2 - Primary JGB (not travel) or have with 2 resources in Alexandria and CT (13500 Fenwick Drive, Landover, MD 20785) Tech - primarily JGB Breakfix - primarily JGB - will travel Managerial - JGB
63	Can we propose to provide a remote service desk solution rather than have them on site?	No. Onsite support is required.
64	At page 12, it says, "Volume - Cost/Office - One (1) original and all required copies of the compliance proposal." Can you please let us know exactly how many copies are required for Volume 1 along with compliance proposal?	Must submit (1) original plus (3) copies for each Volume
65	At page 18, it says, "The successful proposer shall, within the time established in this Contract and as a condition to issuance of a Notice to Proceed, furnish performance and payment bonds, if applicable, on forms acceptable to the Authority and in the amounts indicated in this Contract." Can you advise confirm if any performance bond or payment bond is applicable for this project?	Page 86 #7
66	Is the bond form at page 91 required along with the proposal submission?	doesn't apply
67	Is the bond form at page 91 required along with the proposal submission?	doesn't apply
68	Is the bond form at page 91 required along with the proposal submission?	doesn't apply
69	How many VIP users do you have? What is the current process for VIP support?	100 VIPs (approx.). All VIPs calls are treated as priority 1 calls.
70	Are the incident & problem management processes documented? If so, can we get a copy?	Yes, the process is documented. The processes will be provided upon award.
71	Would the service provider be responsible for asset disposal?	No, but will be responsible for asset retrieval and related responsibilities.
72	Do Standard Operating Procedures (SOPs) exist? How well are current procedures and standards documented? How many are there and how current are they? Where are they stored?	Yes SOPs exist. Are well documented and up-to-date and stored on internal WMATA systems.
73	Please provide a break down of existing help desk 12 month tickets summary - number of tickets, type of tickets, and major issues	We can provide statistically data. See Exhibit 1
74	Can you provide detailed call data such as: a) Calls received/month, average, max, min - by phone, e-mail, web, other; b) Tickets created/month - broken down by category and severity; c) 1st call resolution; d) Average Speed to Answer; e) Call Abandonment Rate; f) Average TARA Time	We can provide statistically data. See Exhibits 1 and 2
75	Could you provide a detailed breakdown of incident origination that came via email, web, and phone? (e.g. 40% - Phones, 30% - E-mails, etc.)?	See exhibits 1 and 2
76	On page 8, WMATA indicated that this is an "INDEFINITE QUANTITY" contract. However, in the SLA section (page 10) WMATA indicated expected response time. Since the quantity of resources and the SLA response time are directly related, how does WMATA expect to how the vendor responsible when the quantities are out of the vendor's control?	It is fixed price contract.
77	On page 30, section 4 (INDEFINITE QUANTITY CONTRACT), both minimum and maximum references, is WMATA committing that the quantity of resources will be no less than the quantities specified in the pricing table?	The resource quantities are provided as reference and the actual numbers may fluctuate.
78	On page 99, Scope and Understanding of the Requirements, it states "The contractor will be responsible for providing limited hardware specific services for deployment/recovery of the hardware." Can WMATA be more specific?	Vendor will be responsible to deliver and retrieve hardware beyond from WMATA's locations using transportation services provided by the vendor
79	On page 100, under Management and Control, there is a requirement for Operation Supervisor and two (2) technical leads. There was a clear line item in the price schedule sheet for Operation Supervisor. Can WMATA clarify what line item correlates with the two (2) technical leads?	Help Desk Tier II Lead
80	On page 103 under Break Fix Equipment it states "Replacement of consumables is the responsibility of the WMATA." Can WMATA clarify what is included in "consumables"?	Parts needed for repairs
81	Will the vendor be using WMATA's current ticketing system? Will the vendor have access to that system for reporting purposes as well as logging tickets? What is the current ticketing system and are there any plans to change?	Yes - the vendor will be using WMATA's ticketing system, CA Service Desk, and will have access to the system for both reporting and logging. There are no active plans for change, however, system may change at future date.
82	SITE VISIT/INSPECTION OFFERER'S FACILITIES	Site visit are not applicable as the support will be provided on WMATA sites
83	RFP Section 2.1 refers to server facilities and having WMATA make site visits to examine these facilities. Is the supplier required to provide the help desk facility as well as staff augmentation resources to support WMATA help desk support services?	WMATA will provide help desk and staff Aug. facility
84	Can WMATA provide call volumes including break down by category (user 1 on Tier 2 vs other)?	See Exhibit 1 - Calls we all tiered Tier 1 when received via phone and emails - Web-ups on Tier 2
85	Can you provide a list of the T350 services that need to be covered by End User Services and their locations?	The information will be provided upon award.
86	Please provide the total number of users for the service desk.	Total users 27
87	Can you provide a ticket breakdown, i.e. phone, email, chat and web-ups, plus, need, etc.	See Exhibit 1.
88	For Tier 1 Support will you accept 24 hour coverage off site?	No. Onsite support is required.
89	Also the number and brand of the printers you want covered for RMC.	Lenox and some HP, Cannon, Epson and other brands.
90	For your references can you be more specific you list ticket volume received that support the same number of users.	This based on historical data.
91	In this work currently being contracted by WMATA? If so can WMATA identify the contract and current contractor?	This requirement is current under WMATA IT Staff Augmentation Contract
92	Under the SLA section of the Scope, WMATA intend for the 24 hour support to be at a physical WMATA location?	Yes
93	In terms of the required background checks can WMATA detail out the process for the contractors to get WMATA clearances? Items of interest are who covers the associated cost, forms required and the level of clearance required?	with WMATA policy
94	Can WMATA what the expectation is for a third party background screenings and the level that the contractor will need to screen employees?	Criminal background check and to be handled by the contractor in accordance with WMATA policy.
95	How will the third party background checks differ from those being conducted by WMATA? This additional screening appears redundant.	Criminal background check and to be handled by the contractor in accordance with WMATA policy.
96	Please confirm that this contract meets WMATA's definition of a "fixed price requirement" or do they has ability to adjust equally?	Yes
97	Under section 1.4 can WMATA identify the piece of performance for each site by site?	Piece of performance for all sites is within WMATA's facilities
98	Can WMATA detail the software that will be provided to the contractor to support this program?	This information is outlined in WMATA's Technical Specification
99	Will WMATA update the price schedule to allow the contractor to overtime hours to support planned and unplanned special events?	See Amendment 1
100	Will WMATA agree to an extension on the deadline for submissions of proposals to two weeks after the presentation of the answers to questions asked by contractors?	amended due date by Close of business November 17th, 2017



117	Does WMATA have specific job descriptions and qualifications that it is requiring for each role beyond what is listed in the RFP? Examples would be education requirements, level of experience and special certifications.	The specific job descriptions and qualifications are defined each candidate meet them at minimal
118	Under the Break-Fix equipment section will WMATA please confirm that WMATA will be providing all tools and support needed for the technical to complete the task.	Yes
119	Under the Break-Fix equipment section will WMATA please confirm the specific items to be covered by this section?	Computer hardware
120	As WMATA adds new software and equipment will WMATA be providing the training needed to contractor personnel so that they can support the new items?	Yes
121	How will the contractor recover costs associated with moves of equipment?	The contract will allow for other than direct cost if approved in advance by WMATA
122	What is the location number of the RFP changed?	Yes
123	Do we have past performances with one federal agency but three different divisions within, will that qualify as three past performances?	Past Performance of a comparable program will suffice
124	Do not make any reference to BID and/or PERFORMANCE bonds, questions are they required?	Doesn't apply
125	Who is the incumbent and will they be eligible to bid?	The requirement is currently under our IT Staff Augmentation contract with multiple vendors.
126	Has this RFP due date extended to Nov 17th?	Yes
127	Also please provide the link to see the addendums	https://wmata.com/about/business/acquisition/solicitations/index.cfm
128	Please confirm that the Prime Contractor must possess valid ISO 9000:2015 and ISO 20000 Certifications at time of award. (page 108, 410 Quality Management)	Only ISO 9001:2015 is required
129	Please confirm that the Help Desk/Tier 1 support staff must reside within WMATA facilities utilizing existing infrastructure and cannot be used as an offsite/remote help desk.	Onsite support is required
130	For Break-Fix services, the RFP references that all parts costs must be approved by WMATA and spare parts inventory maintained. Is WMATA paying for the spare and replacement parts required to support the contract?	Yes
131	How many vendor Tier 1, Tier 2, Break-Fix and Supervisory/Team?	Technical specification provides current staffing levels.
132	Is our staff currently supporting the contract?	Yes
133	Are the current vendor staff levels sufficient to meet WMATA's function and SLA's?	This is being met on an IDIQ model with sufficient staff to meet objectives and SLAs
134	What was the cost under the current contract for the past full year regarding Tier 1/2, Break-Fix and Supervisory/Lead staff necessary to support the contract?	WMATA defers responding to this question. N/A
135	Do liquidated damages apply to this contract and if so, what are the specific liquidated damages criteria?	Start-up cost that WMATA may incur if it is determined that the contractor is unable to perform. The resource backlog daily penalty could be \$300/day.
136	Does WMATA have specific VMEI/WBI/DRE subcontractor requirements under this contract and if so what are the specific (N/A) items?	Doesn't apply
137	What is "QAR" under Proposal Format Instructions/Requirements (page 12)	Universal Serial Bus
138	Can you please clarify if "technical" or "price" aspects will have the greater weight placed on them, when two or more Proposals are of substantially similar overall value? Proposals should be aware that both price and overall technical merit are of extreme importance to the Authority in this Solicitation. Where its review concludes that two or more Proposals are of substantially similar overall value, the Authority will place greater weight upon the technical (or price) aspects of the Proposals. - (From Evaluation Criteria and Basis for Award 3.4.2)	This is an overall best value contract.
139	Must participation in the DRE/DSE program also count the same as participation in the SLP program both on for credit (subcontractor) businesses?	Doesn't apply
140	For IT staff is there a network team that is responsible for certain aspects of network printing with Tier II providing a more limited role?	Yes there is networking team responsible only for assigning IP values for printers. Tier II does the rest.
141	SOB Paragraph 4c - What Enterprise Monitoring Tools are used to support network?	CA Suite of Products
142	SOB Paragraph 8 - Contractor must provide the following as part of the RFP - Desktop environment transformation: There is no reference in the RFP for what the government expects in the way of performance. Can the Government provide any additional information to describe what services are required so that vendors may provide content that addresses the capabilities and past performance?	Vendor is required to provide its past experience with desktop transformation.
143	Attachment 1 - Evaluation Criteria does not match Submittal Requirements. Is the QAR not considered Evaluation Criteria? a. SOB Attachment 1 Evaluation Criteria and SOB Paragraph 13 asks for Technical Approach, Past Performance, Transition, & Bench-Mark. b. SOB Paragraph 8 Submittal Requirements asks for Technical Approach, QAR, Past Performance and Bench-Mark.	Must submit (1) original plus (3) copies for each Volume
144	SOB must be required from site to site?	Yes
145	Will WMATA provide a vehicle for required travel between sites?	No
146	How many hours per labor Category is required (L.S.B., L.S.D) or 2.088?	This is at the discretion of the contractor to meet WMATA coverage requirements and SLA expectations as defined in the Technical Specs.
147	Are the staff required to work in 8-hour shifts?	This is at the discretion of the contractor to meet WMATA coverage requirements and SLA expectations as defined in the Technical Specs.
148	What are the shifts and work day based on?	Requirements and SLA expectations as defined in the Technical Specs.
149	What are the required staff coverage per shift?	Please refer to coverage expectations as defined in the Technical Specs.
150	Why is a performance bond required for an IT Service contract?	per 48.07 of the request qualifications provides you with detailed explanation on why performance bonds are required for non-construction requirements.
151	Is this a 247/705 coverage contract?	Yes
152	Please provide the frequency and volume of equipment moves between WMATA sites.	The data is not available as the service delivery model today is different from what is expected in the future.
153	In reference to the following paragraph on page 103 of the RFP: In case of PC hard drive malfunctions, the Contractor shall have a means of copying data from a failing hard drive onto an alternate hard drive. In the event of total loss of a hard drive and its data, the Contractor shall supply an equivalent hard drive pre-formatted with the WMATA standard configuration. The Contractor is required to have an inventory of such devices for all WMATA PC types.	Vendor will coordinate with WMATA's CDM/management to maintain inventory levels.
154	Do we need to coordinate with WMATA's procurement to maintain appropriate inventory levels? If no, what is the process for replenishment of such equipment? Please provide historical data on what type of devices, frequency and volumes for such activities.	Types of devices include typical IT hardware as stated in the SOB. No historical data is available due to mix of under warranty, out of warranty hardware and support mechanism.
155	On page 114 under submittal requirements for technical approach to desktop environment transformation: is this related to desktop hardware refresh transformation or transforming from Physical desktop to more centralized/managed Virtual desktop environment (VDI)?	The response to this requirement is at vendor's discretion.
156	As a part of proposal are we needed to submit resumes of key personnel?	No
157	Would it be possible to obtain a copy of Amendment 1 (and future amendments) in either a searchable PDF file or a WORD document format?	All amendments can be found at the following website: https://wmata.com/about/business/acquisition/solicitations/index.cfm
158	Please provide the historical data around the actual amount of calls/emails that came in by month for the last 12 months.	Please see exhibit 1
159	Please provide the historical data showing the metrics scores for the Standard SLA by month over the last 12 months.	Please see exhibit 3
160	If we are ISO 9001:2015 certified is it possible to obtain our ISO 2000 with 6 months of award? a. We are CISO gold partners, as a result we go through an ITU / CO audit. Is this a relevant alternative to the ISO 2000?	Only ISO 9001:2015 is required
161	Comments have to the break fix team transporting equipment to the various locations?	breakfix team does not currently transport equipment
162	Please clarify what is meant by "unbound": Will WMATA accept the original of Volumes 1 and 2 submitted in a three-ring binder?	not staged
163	Can WMATA please confirm that evidence of good standing is only required when the CD requests, and is not part of the submittal requirements?	submittal requirement
164	Can WMATA please advise what the specific requirements are pertaining to financial statements, and letters from banks, since it is not reflected in the "Pre-Award Information Article" (Article 19 on RFP Pg. 13-20)	Article 19 is required
165	Please instructions seem to conflict with one another. Will Q&A be issued to those who provide an email address (as we did), or will they be posted to WMATA's website? Further, are offsite also being instructed to provide their physical mailing address (e.g., "a copy will be mailed to all offices so they can acknowledge receipt")?	answer to all questions will be posted as an amendment on the following website: https://wmata.com/about/business/acquisition/solicitations/index.cfm
166	Can WMATA please confirm that amendments are only allowed to 12 of the original RFP as part of the offeror's submission?	Not Allowed to acknowledge receipt of all amendments may render the offer unacceptable.
167	a) Should the offeror submit a separate table for each year, base or then option years 1-4? b) Will WMATA provide historical data on the number and typical hours needed for special events? c) Should the offeror provide estimated hours for all positions in this table? d) Is the extended coverage a fixed price, or time and materials? e) Are the ODCs only for special regional events?	a) Yes b) Number of special events and hours may fluctuate. Generally, special events include but limited to inauguration day, MLK day, Independence day, labor day, protests, new year eve c) Yes d) Yes e) Fixed price
168	Can WMATA please provide a copy of its IT Quality Policy?	This information will be provided upon request
169	Please clarify the number of copies required for Volume 1 and Volume 2. Please confirm that three (3) copies plus an original are required for Volume 3. Please clarify whether a separate USB is required for each volume or whether all three volumes may be submitted on one USB.	Three copies plus originals for Volumes 1,2, and 3. A separate USB for all volumes
170	Please clarify whether a proposal guarantee is required.	Doesn't apply
171	Please confirm whether the SUIFP (APPENDIX C) is required.	Doesn't apply



