M metro

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION	2. EFFECTIVE DATE
A002	(Same as block 17)

3. ISSUED BY PURCHASING SECTION	4. ADMINISTERED BY (If other than block 3)
Tonia C. Nixon, Procurement Manager Department of Procurement 600 Fifth Street, NW Washington, DC 20001	Leah E. Dale

5. CONTRACTOR
NAME AND ADDRESS

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

6. FORM TYPE (Check only one)

[X] AMENDMENT OF SOLICITATION NO. ___A001___

August 18, 2016

DATE _____ (See block 7)

[ ] MODIFICATION OF CONTRACT/ORDER NO. _____

DATE _____ (See block 9)

7. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

[X] The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers [X] 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

Solicitation **CQ17006** is amended to:

A. Questions and Answers listed on Appendix A.

B. On page 30, under Period of Performance, remove "The period of performance is 365 days effective on the date of award" and replace with "The period of performance for the resulting contract is from date of award up to 12 months (annual.)"

C. On page 76, under Introduction, remove "This work will provide WMATA one (1) year of support for the IBM software maintenance support services" and replace with "This work will provide WMATA up to 12 months of support for the IBM software maintenance support services."

D. On page 77, under Performance Schedule, remove "The Contractor shall provide annual (365 days) subscription and support effective the date of award" and replace with "The Contractor shall provide subscription and support from the date of award up to 12 months (annual.)."

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. [X] CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _1_ 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 _Tonia C. Nixon_ (Signature of Contracting Officer)

13. NAME AND TITLE OF SIGNER (Type or print)	14. DATE SIGNED	16. NAME OF CONTRACTING OFFICER (Type or print) Tonia C. Nixon	17. DATE SIGNED 8/18/2016

Appendix A
CQ17006 Questions and Answers

No	Questions	Response
1	Please provide details of existing Maximo EAM version and modules being used by WMATA	This information is not relevant to the existing solicitation.
2	Please provide details of existing Transporation Add-On version and modules being used by WMATA	Refer to response #1.
3	Please provide details of SCCD version and modules being used by WMATA	Refer to response #1.
4	Please provide the number of Maximo EAM & Transporation Add-On installations available in WMATA (Production, Training, QA, Development, Sandpit, etc.)	Refer to response #1.
5	Please provide the number of SCCD installations available in WMATA (Production, Training, QA, Development, Sandpit, etc.)	Refer to response #1.
6	Please provide the details of interfaces between Maximo and any other tool	Refer to response #1.
7	We understand that WMATA users are having ACM add-on licenses. Please clarify whether ACM Add-On is also in the scope for Support	Refer to response #1.
8	Please provide details of any complex business process followed in WMATA to understand the specific support requirements.	Refer to response #1.
9	Kindly provide the details of Application Server Middleware and Data base being used for Maximo installations	Refer to response #1.
10	Please provide existing infrastructure / architecture / network details. What is the overall present IT landscape for Infrastructure / Applications?	Refer to response #1.
11	Provide us the details of reporting services used whether it is BIRT or Cognos and its version details.	Refer to response #1.
12	We assume that the scope of support services include the following: 1. Application Support (Maximo EAM, Transporation Add-On and SCCD) 2. Renewal of Support Subscriptions Please clarify	Support to be provided to include IBM Smart Cloud Control Desk (SCCD) and Maximo for Transportation, the remaining line items are license renewals for SCCD, Maximo for Transportation Limited Use and Maximo for Transportation Site licenses.
13	To better assess the complexity of tickets involved, we would like to understand level of customization in Maximo Transportation (this can be shared in terms of the custom objects per module in each application or process map with complexity rating attached).	Refer to response #1.

14	To better assess the complexity of tickets involved, we would like to understand level of customization in SCCD (this can be shared in terms of the custom objects per module in each application or process map with complexity rating attached).	Refer to response #1.
15	Please provide the last 6 months dump for Maximo (by Priority (High / Medium / Low), by application (versions / instances if any)).	Refer to response #1.
16	Kindly provide us the existing Maximo Support structure in WMATA	External support is provided directly from IBM via the accelerated value program (AVP)
17	What is the ticketing tool currently used in WMATA for managing tickets. How are the tickets logged at present.	Refer to response #1.
18	Kindly let us know whether the Support scope include the following services for Maximo EAM, Transporation Add-On and SCCD: 1. Helpdesk, 2. Incident Management, 3. Problem Management 4. Event Management	Refer to response #1.
19	Please clarify whether the Maximo Application Server (Websphere / Weblogic) and Database maintenance support is in scope. If yes, kindly provide us the details of support required.	Per the solicitation, the items and services requested, is the extent of what the Authority requests.
20	Please clarify whether testing of Maximo and SCCD applications after deploying any patches are in Scope of the Support Services (or) will it be managed by WMATA	Testing is done internally by WMATA. Additional support requests are sent directly to IBM via their Problem Management Reports (PMR) system
21	What are the Database backup and recovery strategy? What are the High Availability Techniques Currently available for the application	Refer to response #1.
22	We understand that support services can be provided remotely. Please clarify (clarify) whether the application access can be provided for team operating from Asia / Europe.	No application access will be provided.
23	We assume that the support services are in English. Please clarify.	Refer to solicitation instructions section 30 on page 15.
24	Please clarify what all services are required support in 24 X 7 X 365 days mode (ex: Some serivces may not be required in 24 X 7 mode) 1. Helpdesk 2. Incident Management 3. Problem Management 4. Infrastructre Support	With an accelerated value program (AVP) customer profile, IBM provides WMATA a 24/7 portal where we can create PMRs. If the incident is production related, we can also contact IBM with a higher severity, which then gets escalated within IBM.
25	We assume that the enhancements / change requests to do changes on the existing Maximo / SCCD are out of Scope of the support services. Please clarify	Such requests are handled by the IBM Problem Management Reports (PMR) as part of accelerated value program (AVP)

26	Please specify any additional services to be provided apart from Incident Managemnet (Management) as part of the support (ex: Dataload, Report Development, etc.)	Refer to response #19.
27	Please provide details of the existing IBM Maximo Subscription and Support services for WMATA. What is the validity period for the existing subscription?	Refer to response #1 and block 10, "DESCRIPTION OF AMENDMENT/MODIFICATION".
28	What kind of documentation and what level of detail are available for each process and functionality implemented in the solution in WMATA	Refer to response #1.
29	Are the solution-level documentations available online? Can they be made accessible to remote locations	Refer to response #1.
30	What are your expectations on timelines for the Transition from existing Support vendor?	IBM provides direct support for their product Maximo with the accelerated value program AVP. Transition will be discussed with awarded bidder.
31	Please elaborate the existing usage of IBM AVP application	AVP is not an application
32	Please clarify whether WMATA has a plan for upgrading the existing Maximo EAM and Transporation (Transportation) Add-On in next one Year of support services	Refer to response #1.
33	Please clarify whether WMATA has a plan for upgrading the existing SCCD during Support Services or it will be managed by WMATA	Refer to response #1.
34	Clarify the Period of Performance expiration date for RFQ CQ17006. I see that page 37 (Chapter II, No. 1) states 365 days from award but above on page 36 No. 9 it states that fund are not available for anything after 6/30/2017. This is a software renewal and not net new purchase, IBM does not allow for a lapse in support. The expiration date needs to be set to 6/30/2017.	Refer to block 10, "DESCRIPTION OF AMENDMENT/MODIFICATION" Per page 28 (Chapter 1, No. 9), "Funds are not guaranteed for performance." Billing will be discussed with awarded bidder.

End of Amendment A001