

Questions and Answers

I. TECHNICAL QUESTIONS

1. SECTION A

VISION STATEMENT

Question 1: Page A-2 CURRENT STATE section paragraph 1 states “Several of our Programs are undergoing significant transformational efforts, which will require support on a National level.” Can you elaborate on some of the types of transformations that will be required? Are there specific challenges that USAC currently faces that USAC expects to resolve through this RFP?

Each Task Order Request for Proposal (“TORP”) will specify the transformational efforts and USAC expectations for performance.

2. SECTION B

WORK SPECIFICATION

Question 2: Is there a Scope of Services document for this RFP? Or is there a Performance Work Statement for this RFP?

There is no separate scope of Service or Performance work statement document in this RFP. Task Orders, with specific Statements of Work, will be issued under the service categories outlined in section B. VIII.

Question 3: In the RFP itself we understand the Service Categories and responsibilities outlined; however:

- *There are no specific RFP deliverables outlined*
- *There are no specific items to respond to*
 - *Capabilities*
 - *Past Performance*
 - *Etc.*

Task orders, with specific Statements of Work and associated deliverables will be issues under the service categories outlined in Section B.VIII, and adjudicated per Section B. VII (Task Order Process).

Question 4: Can USAC provide job descriptions for the Relationship Managers under every service category?

Per Section B. XI., of the RFP, the Contractor shall identify a Relationship Manager, who will be considered key personnel and who will serve as a single point of contact for the day-to-day management of the IDIQ Contract. For each Service Category Offeror’s submit a bid for, there must be a corresponding hourly labor rate for a Relationship Manager. There is no specific job description; the Relationship Manager will serve as the single point of contract for USAC.

Question 5: Can the work be performed at the contractor’s facility?

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Each Task Order will delineate the Place of Performance. Some Task Orders may require the Contractor to be onsite, at USAC, while others may allow for performance at the Contractor's facility.

Question 6: Are there specific labor categories the agency is looking for?

USAC is not an agency. Please see Section B. VI. for a USAC company profile. The Labor Category, for the IDIQ, is for evaluation purposes only. (Please see Section B.VIII). Please note, specific Task Orders will outline the Labor Categories required for that specific work.

Question 7: Are there any specific requirements for personnel, such as certification, education, years of experience, the agency is looking for?

USAC is not an agency. Please see Section B. VI. for a USAC company profile. The requirements for each position will be identified in The Task Orders under the IDIQ contract.

Question 8: Key Personnel requirements: will equivalent experience in the field qualify for educational experience?

The RFP does not specify any educational requirements for the Relationship Manager; however, each Task Order will specify the education and / or experience requirements.

Question 9: Does the agency require a letter of accreditation for the accounting system?

USAC is not an agency. Please see Section B. VI. for a USAC company profile. Currently, USAC does not require a letter of accreditation of the accounting system.

Question 10: Is a Relationship Manager equal to a Project Manager?

Per Section B.XI. the Relationship Manager will serve as the single point of contact for the day-to-day management of the IDIQ Contract.

Question 11: Section B. XI-Key Personnel states "The Contractor shall identify a Relationship Manager, who will be considered key personnel and who will serve as a single point of contact for the day-to-day management of the IDIQ Contract." It seems that the key personnel is required for the whole IDIQ contract. Does this mean we can provide a single key personnel for all the service categories we bid for?

No, the Relationship Manager will be the single point of contract for the specified Service Category. Each Service Category could potentially have a different Relationship Manager.

Question 12: The RFP contemplates conducting "Status update meetings and other meetings (virtually)". Does USAC intend for the Relationship Manager to maintain a full-time presence at USAC, or does USAC anticipate the majority of the Relationship Manager's Role to be performed remotely.

Each TORP will identify the Contractor's on-site, or at USAC, requirements.

Question 13: *Can USAC provide insight into current systems, anticipated systems, and the current information architecture?*

Each TORP will identify the applicable information on USAC systems and architecture.

Question 14: *Can USAC describe current challenges they experience today with present systems (performance, scalability, maintainability, etc.)?*

Each TORP will identify the challenges and needs of the business.

Question 15: *Can USAC describe risks for issues experienced in working with other vendors that are considered ‘hot buttons’, which could be addressed by a prospective bidder?*

Each TORP will identify all applicable information and identify the areas of risk.

Question 16: *How many awards do you anticipate as part of the multiple-award?*

Per Section B.I. USAC intends to award multiple contracts, per Service Category, under this procurement.

Question 17: *Can USAC provide a copy of the “rules pertaining to conduct in the workplace”?*

USAC may provide the “rules pertaining to conduct in the workplace” to awardees.

Question 18: *What kind firewalls does USAC currently use? (Manufacturer and Model)*

USAC may provide this information upon Contract award, if required to support the consulting engagement.

Question 19: *Are the IT services included in this solicitation predominately focused on the development of infrastructure solutions or on the development of software applications?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. In addition, these task orders will only support consulting and design initiatives.

Question 20: *What is the anticipated release date of “first” SOW once Awardee announcements are made?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question.

Question 21: *What is the anticipated “start date” of first SOW once Awardee decisions complete?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question.

Question 22: *Will the SOW’s be sole-sourced or competed?*

Each Task Order will be issued in accordance with the steps set forth in Section B.VII.

Question 23: *Section E states that our hourly rates must include material costs and travel expenses*

- *Can the USAC define “material costs” as used in this context?*
- *Will the vendor be able to provide separate quotes at the task order level for projects that may require equipment purchases?*
- *Can the USAC define “travel expenses” as used in this context?*
- *Can the USAC confirm that all work will be performed at USAC HQ in Washington, DC?*

Per Section B.I. all Contractor’s must comply with [USAC Travel Policies](#).

Per Section B.V. All required Contract Services must be performed within the United States. Individual task orders may require Services be performed at the Contractor’s facilities and/or at USAC’s office.

Question 24: *Can USAC provide more details on the expectations for "Forensic Analysis"? What types of incidents are included and what tools are available for the analysis?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question.

Question 25: *Section A for Information Technology and Architecture (IT) Architecture and Design Service indicates that the Contractor will be responsible for the overall system design, and will validate the design developed by the USAC IT team. Please describe the role and the level of participation that USAC intends to have the Contractor in the Requirements Gathering and Analysis phase, if any.*

Each IT Architecture and Design Service Task Order, as noted in Section B. VII, will articulate the vendor requirements in the Statement of Work.

Question 26: *Currently, there is only one key personnel correct (Relationship Manager)?*

Yes, that is correct.

Question 27: *Is the Contractor required to have certifications associated with the system platforms or working knowledge of how to manage/support them?*

Specific labor categories and job descriptions, along with any required certifications, will be identified in each TORP.

3. SECTION D

ATTACHMENTS

Question 28: *In Attachment 1, Bid Sheet, the Job title for each of the 5 positions is “Relationship Manager.” Please confirm the Job Title for each.*

The RFP identifies six service categories, under which we have Relationship Manager Position for each. For each service category Offeror’s bid on, please provide pricing for a Relationship Manager for that category.

Question 29: Do the labor categories and associated rates in Attachment 1, Bid Sheet, represent the full list of labor categories on the IDIQ or is the Bid Sheet being used for price evaluation purposes? How should other labor categories for differentiated levels of experience (e.g. Junior, Mid-level, Senior, etc.) be presented in Attachment 1, Bid Sheet, or other file?

The Relationship Manager Labor Category, in Attachment 1, will be used for Price Evaluation purposes. Each Task Order will require different labor categories, based on USAC business needs. Each Task Order Request for Proposal will clearly outline USAC's expectations for job titles.

Question 30: Please provide Attachment 1, Bid Sheet, in a Word or Excel fillable file. Also, Will USAC please revise the Bid Sheet to include the missing Service Category (Business/Systems Requirements Analysis)?

Yes, we can provide the excel version; a revised Bid Sheet, Attachment 1, has been posted to [USAC.org](https://www.usac.org).

Question 31: Does USAC desire labor rates for all of the labor categories that we intend to use when performing Task Orders or just the labor rates for the Relationship Manager?

Each TORP will outline the specific labor requirements. The IDIQ Key Personnel, Relationship Manager, pricing is being used for evaluation purposes only.

Question 32: If we are on a GSA schedule, do you want us to attach our rate card?

No, there is no requirement to attach a GSA rate card, in response to this RFP.

Question 33: Should contractors add rows to the bid sheet for all applicable labor categories for each of the Service Categories offered?

Aside from the Relationship Manager, no additional labor categories are required for the IDIQ. The pricing for the Relationship Manager is for evaluation purposes only. Each TORP will specify any additional required labor categories.

Question 34: Will the USAC please define the fields that should be summed to create the "Total" field in the Bid Sheet?

The total amount should include 1 labor hour per year, for each Service Category the Offeror is submitting a bid for.

Question 35: This section requires that the labor rates include taxes. (Note- professional services are taxable in the District of Columbia.) Our standard practice is to calculate the total tax for a Task Order as a separate line item in the price rather than incorporate the tax as a burden in our labor rates. Would USAC consider accepting taxes as a separate line item on a Task Order invoice?

The RFP instructions require pricing for a Relationship Manager for each Service Category. Per Section E.V.D. all pricing must include wages, overhead, general and administrative expenses, taxes and profit for the Key Personnel.

4. SECTION E

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Question 36: Can you exclude the cover page from all volumes?

Per Section E.VII.A., each volume of Offeror's proposal must contain a cover page.

Question 37: Can subcontractors past performance be considered? Can team members past performance be considered?

Per Section E.V.C. Past Performance must include a list of up to three current or recently completed contracts for each Service Category the Offeror is bidding on, similar in scope to those required by this solicitation. Each entry on the list must contain the client's name, the project title, the period of performance, the contract number, the contract value, a primary point of contact (including the telephone number and email address for each point of contact, if available), and a back-up point of contact.

Question 38: How will the agency determine the accounting systems and internal controls?

USAC is not an agency. Please see Section B. VI. for a USAC company profile. This information may be provided, by USAC, to awardees.

Question 39: The RFP states that "The Offeror's proposal may identify deviations from, or revisions, exceptions or additional terms (collectively "exceptions") to the Terms and Conditions, but only if such exceptions are clearly identified in a separate section within each proposal volume entitled "Exceptions to RFP Terms." Is the requirement to include any exception stated four different times (once in each of the four proposal volumes), or just once in the appropriate proposal volume?

No, the exceptions should be identified in one attachment to the Technical Volume II, and must be included as part of the Offeror's proposal. Exceptions received after proposal submission will not be accepted, and may result in the Offeror are being excluded from any award.

Question 40: Clarification – In Section E, there is a reference to section B.IX. Does USAC wish to reference section BX?

No, the reference is correct, in the RFP. Section E.V.B.4 references to the corresponding Section B.IX, Key Personnel.

Question 41: The RFP contemplates having USAC provide questionnaires to contacts listed in each of the past performances. The RFP states "Although USAC will follow-up with the contacts, the Offeror, not USAC, is responsible for ensuring that the questionnaire is completed and returned by the specified date in USAC's transmittal. "

- Will USAC provide a copy of the survey to prospective bidders prior to submission for the bidder's awareness
- Will USAC notify bidders when surveys have been sent to references and when said surveys are due to USAC? This is the only way a bidder could ensure a timeline response.

USAC may provide a copy of the survey and notify prospective bidders if Past Performance surveys are released.

Question 42: The instructions in the RFP indicate the submission is electronic only. Please clarify. If printed copies are required, should all volumes be printed separately? Can the delivery of the printed version be made in person?

Per Section E.I.B. USAC requires one electronic copy only.

Question 43: *On pg25 there is an empty bullet c), was information left out about the Past Performance Volume requirements?*

There are not empty bullets on page 25; however, there is a formatting issue on page 24. Please disregard the bullet under Section E.V.C.(c).

Question 44: *Does the Page Count Limit include the table of contents or cover letter?*

Per Section E.V.E., Page count, for each Volume including the cover page, may not exceed the below:

- Volume I – Corporate Information; may not exceed 3 pages, including Cover page
- Volume II – Technical; may not exceed 7 pages, excluding resumes, and including Cover page
- Volume III – Past Performance Information; may not exceed 4 pages, including Cover page
- Volume IV – Price ; may not exceed 3 pages, including Cover page

Question 45: *Can Bidders only provide responses and bids for select Service Categories, or is a complete response required?*

Per Section E. I.A. Offeror's may bid on one or more of the Service Categories described in Section B.VII.

Question 46: *The Technical volume is limited to 7 pages; An offeror may choose to bid up to 6 different service categories. With this page limitation, an offeror submitting a proposal to cover fewer categories has a distinct advantage with respect to the level of detail submitted than that of an offeror submitting many categories. We request USAC consider establishing a page count by service category to provide a fair playing field independent of the number of services categories bid.*

Regardless of the number of Service Categories an Offeror chooses to reply to, per Section E.V.E., Page count, for each Volume including the cover page, may not exceed the below:

- Volume I – Corporate Information; may not exceed 3 pages, including Cover page
- Volume II – Technical; may not exceed 7 pages, excluding resumes, and including Cover page
- Volume III – Past Performance Information; may not exceed 4 pages, including Cover page
- Volume IV – Price ; may not exceed 3 pages, including Cover page

In addition, per Section E. B. Proposals must concisely address USAC's requirements, and should not contain a significant amount of corporate boilerplate marketing information.

Question 47: *The Past Performance volume is limited to 4 pages; an offeror may choose to bid up to 6 different service categories. With this page limitation, an offeror submitting a proposal to cover fewer categories has a distinct advantage with respect to the level of detail submitted for past performance than that of an offeror submitting many categories. We request USAC consider establishing a page count by service category to provide a fair playing field independent of the number of services categories bid.*

Regardless of the number of Service Categories an Offeror chooses to reply to, per Section E.V.E., Page count, for each Volume including the cover page, may not exceed the below:

- Volume I – Corporate Information; may not exceed 3 pages, including Cover page

- Volume II – Technical; may not exceed 7 pages, excluding resumes, and including Cover page
- Volume III – Past Performance Information; may not exceed 4 pages, including Cover page
- Volume IV – Price ; may not exceed 3 pages, including Cover page

Question 48: *Would the USAC consider making this clause regarding Patent Indemnity mutual so that contractors are protected as well?*

Per Section E.I.A. the Offeror’s proposal may identify deviations from, or revisions, exceptions or additional terms (collectively “exceptions”) to the Terms and Condition, but only if such exceptions are clearly identified in a separate section within each proposal volume entitled “Exceptions to RFP Terms.” Exceptions received after proposal submission will not be accepted, and may result in the Offeror are being excluded from any award.

Question 49: *Item 2 indicates that the Contractor should provide up to three current or recently completed contracts for each Service Category the Offeror is bidding on. Please confirm that "recently" means projects completed within the last three years?*

Per Section E. V.C. a list of up to three current or recently completed contracts (within the past three years) for each Service Category the Offeror is bidding on, similar in scope to those required by this solicitation.

Question 50: *Since USAC cannot purchase off GSA schedules, how will an offeror provide most favored customer (MFC) pricing to USAC without violating the terms of their GSA schedule, which provides penalties for violating MFC pricing to GSA?*

USAC has eliminated this requirement from the RFP. NOTE: USAC is not a federal agency and therefore unable to award contracts off of an Offeror’s GSA Schedule. This is not a GSA schedule acquisition. Offeror’s must submit pricing, for evaluation purposes only, for the Key Personnel, Relationship Manager.

Question 51: *Our company is newly formed but all of our staff have many years of relevant and recent experience and positive past performance in similar projects for the Government. Our question is that can we use our staff past performance/experience in lieu of our company past performance/experience as required in the RFP?*

Per section E.V.C. The company must provide its own past performance, but can speak to the team’s overall experience in their technical volume.

Question 52: *Other than the page limits established for the volumes, does the USAC have any other formatting requirements?*

Per Section E.I.B. USAC does not have any other formatting requirement specified in the RFP.

PROPOSAL CONTENT

Questions 53: *Is this a new solicitation or a recompet? If this is follow-on contract, can USAC provide the incumbent information?*

IT Consulting Services is not a follow-on requirement; this is a new contract.

Question 54: Is this, newly advertised, solicitation (released 6/17/16) different from the solicitation, issued in May 2016, USAC-FI-2016-03-014 for Management Consulting Services?

Yes this is newly advertised solicitation.

Question 55: What work status is acceptable for personnel?

Contractor is responsible for maintaining the working status of their employees.

Question 56: What level of security clearance is required by the personnel assigned (Public Trust, Secret, etc.)?

USAC does not require a security clearance.

Question 57: Can this be designated as a Small Business Set-aside? OR if a Full and Open Multiple Award Contract: Can a portion of the work be Small Business Set-aside.

No, this RFP is not designed as a Small Business Set-aside and no Task Orders will be issued as a set-aside.

Question 58: Does holding this IDIQ vehicle in and of itself create a potential Conflict of Interest (COI) with other projects or will those decisions be made on a Task Order-by-Task Order basis?

Those decisions will be made on a Task Order by Task Order Basis. Performance of certain task order may cause a conflict of interest precluding Contractor's future performance of the recommended implementation efforts and/or initiatives associated with the Lifeline reforms. Contractor may be able to mitigate the conflict by establishing "firewalls" within the company PRIOR to the commencement of this task order. These firewalls will need to be presented and accepted prior to award of the task orders.

II. TECHNICAL QUESTIONS

A. SECTION B

Question 1: Can you elaborate on the some of the unique technical aspects of USAC system?

These might include:

- ***Types of processing currently being performed on your existing system.***

EXAMPLES: Is your system transaction based?

Do you maintain any type of inventory?

Other types of systems?

Does your system require or currently utilize a public interface to deliver or communicate funding through the four programs as described on Page A-1.

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 2: The list of platforms in the RFP appears to omit key technologies required for the success of USAC’s technical architecture. Should a prospective bidder also provide commentary and their experience working with the following technologies / methods:

- ***Appian 16.x+***
- ***Pentaho***
- ***Automated testing suites***
- ***Methods for staging production data to lower environments for training purposes***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 3: This proposal instruction for the Technical Volume uses the term “agile”. Is USAC specifically referring to the “Agile Movement” as a software development or project management approach/methodology? Or is the word agile used in a general sense to indicate that the USAC expects contractors to be flexible and adaptable when working on USAC projects? Please clarify use of this term.

USAC uses the term “agile,” to refer to project management approach and methodology.

Question 4: Which product vendors are currently utilized for firewalls and networking gear?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 5: Under hosting approach, has USAC piloted with any IaaS solution? What is the current virtualization platform?

No, USAC has not piloted any IaaS solutions.

Question 6: Does USAC use any cloud SaaS products?

Yes, USAC uses cloud SaaS products.

Question 7: Which Windows applications are run by USAC that may need support?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 8: Does USAC use CSAM for security/compliance?

No, USAC does not use CSAM for security or compliance.

Question 9: Can you provide an estimated breakdown of the FIPS 199 – Security Categorization for the systems identified in the current inventory (High, Moderate, Low)?

- ***What is the current number of FISMA reportable systems in the inventory? If any?***
- ***How many GSS's?***
- ***How many Major Applications?***

USAC's security categorization is moderate.

Question 10: What is the current framework that is being used to measure compliance (i.e. NIST, ISO, etc.)?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 11: Is there a list of the enterprise tools, applications or appliances which will be migrated to cloud in 2016?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 12: What is the anticipated percentage of new systems per year?

- ***What is the anticipated percentage of system decommissioning per year?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 13: How many users does USAC support and what is the percentage of total assets which are managed and monitored?

USAC currently supports 1,200 users and 2,000 devices

Question 14: What is the estimated number of external connections (3rd party vendors, partners, etc.)?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 15: What tools are available for data loss prevention scanning which may include scanning for structured and unstructured PII, PHI and PCI data?

- ***Does USAC have a Security information and event management (SIEM) tool?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 16: Are security tools / licenses being made available to the new contractor? or will the contractor have to account for / include the cost of security tools in their pricing?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 17: Can you provide a list of any enterprise tools, applications or appliances that are custom / legacy to USAC in order to allow the incoming contracting company to ensure the hiring of the most qualified resources?

This RFP is for IT Consulting Services intended for project based work, not staff augmentation. At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 18: Is there a requirement for any FedRAMP compliance / assessments?

Yes, USAC has a FedRAMP requirement.

Question 19: Is there a requirement for 24 x 7 security operations center in support of incident response and management?

No, there is not a requirement for 24x7 security operations.

Question 21: Under first category, does the IT architecture include software design component or only telecommunications systems only?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 22: Is this specific to BPM related incidents [BPM (Appian), database (SQL), etc] or is it more broad in nature in that it expands beyond incidents that would touch BPM. Can you please elaborate on the technology stack of the support requirements that extend to support the "Incident Mgmt & Response" task area request.

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 23: Can you please elaborate on your 'Forensic' requirement. Are you looking for "root cause analysis" and recommended solution for 'Forensic' or is your requirement broader.

We anticipate USAC needs to be broader; however, at this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 24: *In Hosting Approach, due to Personal Identification Information are there any restrictions on hosting the application on public cloud outside of USAC?*

USAC's hosting approach requires FedRAMP compliance and all work must be performed in the United States of America.

Question 25: *Please can you elaborate on your IT infrastructure with specific mention of all applications, Technologies, workloads, COTs, etc.*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 26: *Where are most of your enterprise applications and systems hosted? (in-house, cloud, managed provider)*

USAC utilizes a hybrid approach.

Question 27: *Is your hosting environment virtualized completely?*

Yes, USAC's hosting environment is virtualized.

Question 28: *Are your workloads and applications spread across the environment?*

Yes, workloads and applications are spread across the environment.

Question 29: *Are you using third party hosted and managed applications?*

Yes, USAC uses a third-party hosted and managed applications.

Question 30: *Are you using public cloud for hosting?*

USAC uses both on-site and public cloud for hosting.

Question 31: *Are you using private cloud for hosting?*

No, USAC is not using a private cloud for hosting.

Question 32: *Do you have hybrid environment management strategy?*

Yes, USAC has a hybrid environment management strategy.

Question 33: *Do you have a team/group focusing on DevOps?*

Yes, USAC has a team focusing on DevOps.

Question 34: Do you have DevOps strategy in place?

Yes, USAC has a DevOps strategy in place.

Question 35: Do you ensure to do audit and compliance for hosting environment?

Yes, USAC intends to do audit and compliance for hosting environment.

Question 36: What regulatory compliances are required for your business/domain/customers?

USAC is required to comply with FISMA, FedRAMP, and NIST.

Question 37: How do you provide global scalability?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 38: How do you manage HA and DR?

USAC manages HA and DR in-house.

Question 39: Approximately what will be peak Application User Loads?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Hardware Provisioning:

Question 40: How much capacity do you create in the beginning of the year to support business scale for rest of the year?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 41: How much capacity is generally unutilized (averaged)?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 42: What do you do with unutilized capacity?

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 43: *How do you manage sudden spikes in the compute and storage hardware capacity?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 44: *Who makes your hardware provisioning and strategy decisions?*

In-house IT teams make the hardware provision and strategy decisions.

Question 45: *What kind of hardware do you purchase upfront?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 46: *How big is your staff / spend that takes care of hardware provisioning related operations?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 47: *Do you use converged / unified hardware or is it sourced from multiple vendors and integrated later?*

USAC hardware is sourced from multiple vendors and integrated later.

Question 48: *Handling of Personal Identification Information:*

- ***How many systems are there in Scope?***
- ***How is this being done currently?***
- ***Is this for the existing systems or for new systems as well?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 49: *Data Encryption:*

- ***How is this being done currently?***
- ***Are there policies for the encryption standards existing?***
- ***If yes, can we have access to the documentation for the project?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 50: Penetration Testing:

- ***Does the Client have a Lab Set up for this?***

Yes, USAC has a lab set up for Penetration Testing.

- ***What all security tools are existing in this lab? Will Offeror have access to these tools, lab setup and licenses of the tools?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

- ***Does Offeror have to include the cost of tools in the quote?***

No, Offerors should not include costs of tools in response to this RFP.

- ***If yes, then please provide list of assets required to be covered in the Penetration Testing program -this will assist us to plan for the cost of the tools and No. of licenses required?***

Offerors should not include costs of tools in response to this RFP.

- ***Is there a set audit schedule and audit policy covering penetration testing?***

Yes, there is a set audit schedule and audit policy covering Penetration Testing.

- ***We would need access to this schedule – as some license will be based on the No. of assets covered and the test cycles required by the client.***

USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 51: User Authentication:

- ***What is the current system being used for authentication?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

- ***Are there more than one products being use for authentication?***

Yes, USAC uses more than one product for authentication.

- ***Does the Offeror have to propose a solution as well for this?***

No, Offeror should not propose a solution in response to this RFP.

Question 52: Architecture:

- ***What is the scope for this item?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

- ***Do we have to do an architecture review of a green field project?***

Yes, USAC must do an architecture review for green field projects.

- ***Is the architecture review to be done for the existing networks?***

Yes, the architecture review must be done for existing networks. At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 53: Compliance:

- ***What all standards need to be complied with? Please provide a list for that.***
- ***Does a certification also need to be done as a part of the Compliance domain? Say for the case of the ISO 27001 Standard, are we going to do the pre certification implementation for the client or are we going to have to do a certification from a third party at the end as well? Or is it a maintenance of the existing certifications, please elaborate***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 54: Generate Accreditation package for new Information Systems:

- ***Please define the scope of this engagement?***
- ***Is this for existing systems or new systems?***

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 55: Federal Information Processing Standards (FIPS) 199 Classification:

- ***We would be working with the partners and vendors for this category, we would like to check if we are OK to have this arrangement?***
- ***What all systems need to be covered in this domain?***
- ***Does the FIPS 199 compliance program exist currently? If yes, will we be having access to the system?***

Yes, FIPS 199 compliance program currently exists at USAC. At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 56: Risk Assessment and Calculation:

- *What is the scope of this domain?*
- *Is there an existing Risk Management Program?*
- *Does a new System have to be created?*

Yes, USAC has an existing Risk Management Program. At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 57: Generate and Update System Security Plans:

- *What percentage of this work stream is a new green field project and what percentage involves updating existing plans?*
- *What are the Standards expected to be complied to while developing the security plans (new and old both)?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 58: Security Function Review:

- *What is the audit schedule for this review?*
- *How many locations and systems are covered with this plan?*
- *Are the audits/ reviews to be done sequentially or simultaneously (in case of multiple systems / locations)?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 59: Risk Acceptance Letter and Authorization to Operate (ATO):

- *We would be working with the partners and vendors for this category; we would like to check if we are OK to have this arrangement?*
- *What will be the scope of this domain?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 60: Residual and Overall Risk Calculation Report:

- *Which standard does the risk assessment have to be aligned to?*
- *Is there an enterprise policy, framework, for risk management existing?*
- *Will Offeror's be provided access to the same?*

- *Is there an expectation to create a portal and integrate the risk management framework to it? For e.g. a GRC Tool to be used?*
- *If a GRC tool is to be used, then has the license of the tool been procured and which tool has been finalized for this?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 61: Update / Create Plans of Action and Milestones (POAMs):

- *We would be working with the partners and vendors for this category; we would like to check if we are OK to have this arrangement?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 62: Privacy Impact Analysis:

- *Please advise on the standards / guidelines to be followed for this?*
- *What is the high level scope for this domain?*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.

Question 63: Provide Raw Data:

- *We need more clarity on this domain? What raw data is required?*
- *What is the scope of this domain?*
- *Requirement is not clear on what exact work needs to be done.*

At this time, USAC does not have a list of requirements, for future task orders, and can therefore not answer this question. USAC may provide any necessary information upon Contract award, if required to support the consulting engagement and any subsequent Task Order awards.