

**Universal Service Administrative Company (USAC)  
Request for Information (RFI) for  
Data Governance Software, Training and Support**

**RFI Number:** USAC-IT-2016-03-009-RFI

**Title:** Data Governance Software, Training and Support

**Sole Point of Contact:** Aaron Hamm, Purchasing Specialist III  
Universal Service Administrative Company (USAC)  
Email: [rfp@usac.org](mailto:rfp@usac.org)  
Phone: (202) –776-0200

**Proposed Timeline:**

- |                                       |                   |
|---------------------------------------|-------------------|
| <b>a. Issue Date:</b>                 | March 18, 2016    |
| <b>b. Last Day Vendor Questions:</b>  | March 25, 2016    |
| <b>c. USAC Response to Questions:</b> | NLT April 1, 2016 |
| <b>d. Responses Due:</b>              | April 15, 2016    |

**SECTION 1 – GENERAL INFORMATION**

**1.1 INTRODUCTION**

The Enterprise Data Services (EDS) Data Governance Center for the Universal Service Administrative Company (USAC) is issuing this Request for Information (RFI) regarding available Data Governance Software, Training and Support. USAC requires an integrated software platform for data governance and managing the creation, approval and distribution of reference data, business terms and data policies, standards and business rules. This RFI is strictly for Data Governance Software, Training and Support Solutions. Please note that this is not a solicitation for products and/or services and this inquiry will not result in an award or contract.

The specifications and information gathered from this RFI will be used to evaluate the offerings of the current marketplace and may lead to the development and preparation of a formal Request for Proposal (RFP).

Information submitted by any interested party will be done so voluntarily and with the understanding that this RFI is for information gathering purposes only and is not a formal solicitation. Similarly, cost ranges will be used solely for budgetary analysis and establishing a potential target budget. Information presented during this information gathering process will not be considered as a response to any solicitation subsequently issued by USAC.

Respondents may be asked to provide a demonstration of their products and services. This would include a guided tour of their product, business capabilities and technology. Demonstrations may be presented at USAC offices located at 2000 L Street NW,

Washington, DC 20036, through Internet web conferencing, or a combination of the two. No compensation will be made by the USAC for demonstrations.

## 1.2 VENDOR INQUIRIES AND QUESTIONS

Respondents may submit questions concerning this RFI to obtain clarifications on the information requested. All inquiries and questions are due **no later than Friday, March 25, 2016 at 11:00 AM Eastern Standard Time**. Please submit all questions to [rfp@usac.org](mailto:rfp@usac.org) (Please put “Question to RFI USAC-IT-2016-03-009” in the subject line).

## 1.3 SUBMISSION INSTRUCTIONS

USAC will accept responses **prior to 11:00 AM Eastern Standard Time, Friday, April 15, 2016**. Responses received after this date and time may not be considered for review. Responses should be prepared simply and economically, and provide a straightforward and concise explanation of the information requested to be furnished. Emphasis should be on completeness and clarity.

Please submit one (1) electronic copy (PDF) of your response to the following address:

[rfp@usac.org](mailto:rfp@usac.org)

The electronic copy of the submittal may also be submitted to **Aaron Hamm** via e-mail at: [rfp@usac.org](mailto:rfp@usac.org) (Please put “Electronic Response to RFI USAC-IT-2016-03-009” in the subject line). Respondents should note that any electronic copy being submitted via e-mail must be limited to a maximum size of 25 GB.

## 1.4 RESPONSE FORMAT

The response should have numbered pages and also include an index or table of contents referencing the appropriate page numbers for the given sections.

### Section I – **Maximum 5 pages**

- i. Executive Summary
  - a. A concise narrative of the entire response, highlighting any key or unique features.
- ii. Overview of the Data Governance Solution
- iii. Capabilities and Limitations of the Solution

### Section II – **Maximum 15 pages**

- i. Response to Section 2.1(A-R) Preliminary Performance Characteristics

### Section III – **Maximum 3 pages (excluding Attachment A)**

- i. Any additional information regarding the Data Governance Solution
  - a. Information presented here would include any marketing or advertising material.
- ii. Attachment A – Respondent Information

#### Section IV – **Maximum 3 pages**

- iv. Detailed price (estimated) for each recommended solutions (please note that cost ranges will be used solely for budgetary analysis and for establishing a potential target budget). Pricing should be provided for both cloud and on-premises solutions. If the solution is cloud-based, the response should indicate whether the location of the cloud data centers reside within the U.S.
- v. Price estimates for solutions should be detailed and include license, maintenance, upgrades, etc.

#### 1.5 CONFIDENTIAL/PROPRIETARY INFORMATION

Any restrictions on the use or inspection of material contained within the responses shall be clearly marked “**CONFIDENTIAL**” on each page in the response itself.

### **SECTION 2 – SCOPE OF THE PROJECT**

#### 2.1 GOAL

The goal of this RFI is to identify an integrated software platform for data governance and managing the creation, approval and distribution of reference data, business terms and data policies, standards and business rules. Data governance software needs to provide the capability to coordinate effective input, approval and review process for data governance and data stewardship. The software needs to provide the capability to define organizational hierarchies and communities of data stewards so that decisions can be made timelier than the current USAC process. The software should use existing email communications and provide a central repository so data stewards can collaborate more effectively and this reduce the continuing cost and risk of managing cross component reference data, terms and policies. The product should be designed to aid enterprise and data architecture teams in managing reference code sets, terms, glossaries, rules and standards. The product should be able to enable workflows, and report on progress as well as issues, related to the management of master data repository. The product should work either directly or via APIs (application programmable interface) with existing 3<sup>rd</sup> party master data management and business intelligence tools. The vendor should be able to provide training and installation support to ensure all new users thoroughly understands the product and become effective as quickly as possible. The software solutions could begin to deliver immediate benefits to USAC Data Governance Center.

The data governance tool USAC is looking for will advance data quality efforts through support of data stewardship and standard processes that are repeatable and cost effective. Data governance efforts at USAC have been hampered by a lack of centralized governance support, tools and best practices at the Program and Headquarters levels. This project will allow USAC to promote a centralized governance tools and assist Program data management efforts to improve data quality.

At this time, USAC has limited knowledge of a comprehensive data governance software solution that provides these tools and services

## 2.2 Preliminary Performance Characteristics

### **A. Usability of Business Glossary**

The data governance software should allow us to create taxonomies, manage business terms, import business terms in bulk and hotlink business terms within business terms.

### **B. Custom Attributes**

The software should provide ability to name and describe custom attributes? Beyond naming the customizable attribute, it is important to provide a definition, short description (with a little background), a long description (a few paragraphs of more depth), an example and security classification (indicating the level of security, e.g., public, internal or confidential).

### **C. Custom Relationships**

The software needs to provide ability for describing customizable relationships, the acronym or abbreviation, synonyms, replaces/replaced by (which points to deprecated terms), assigned assets, allowable values (links business term to associated reference data) and what policies and data rules govern the business term.

### **D. Data Stewardship**

Using the software, USAC data stewards should be able to manage artifacts such as business terms, data policies, data standards, data quality rules, data quality metrics, master data rules, master data tasks (e.g., duplicates) and any other artifacts that are fully configurable (e.g., regulation)

### **E. Custom Roles**

The software should at a minimum enable the creation of custom roles including data steward, data custodian, data owner, data executive, data sponsor, stakeholder, subject matter expert, and those who are responsible, accountable, consulted and/or informed.

### **F. Approval Workflows**

The software should provide out-of-the box the ability to use approval workflows for the different roles and also the ability to customize these workflows

### **G. Data Policies, Standards and Processes**

The software should provide the ability to determine the data ownership within data policies, the data roles within standards and the data processes including data stewardship meetings.

## **H. Master Data Rules**

The software should allow the creation of data enrichment rules, create data validation rules, create entity relationships, create record matching rules, establish confidence thresholds and create record consolidation rules.

## **I. Allowable Values for Business Terms (Reference Data)**

The software should allow specific values for business terms, e.g. the common abbreviations for U.S. states as an example of acceptable reference data.

## **J. Data Lineage**

The software should allow the documentation of the data lineage, including jobs running in parallel.

## **K. Impact Analysis**

The software should provide the ability to create an impact analysis, specifically for assets identified in the data lineage.

## **L. Hierarchy of Data Artifacts**

The software should allow the linking of policies, rules, terms and reference data.

## **M. Profiling of Diverse Data Sources**

The software should allow the profiling of diverse data sources, including manual (SQL scripts), automated (vendor tools) and diverse data sources including NoSQL and Hadoop.

## **N. Data Quality Scorecard**

The software should provide out-of-the-box data quality scorecards, listing USAC's data governance metrics, goal, periodic status updates and baseline. Further, the software should also provide the ability to modify these pre-packaged scorecards and create new ones.

## **O. Data Issues Log**

The software should provide a data issues log to track issues, the steward assigned, data assigned, date resolved and the current status.

## **P. Data Issue Resolution Process**

The software should ensure the issue management and resolution process is fully documented.

## **Q. Support for Internal Audit**

The software should provide data repositories that are subject to internal audit on a periodic basis. Each repository should have a data owner and should be audited for compliance to specific data governance policies, such as 1) presence of a data dictionary 2) whether the

rules have been documented and 3) who determines access controls.

## **R. Data Governance Metrics**

The software should provide the ability to track specific data governance metrics:

- Reference Data - Number of candidate code values, number pending approval, number approved
- Data Issues – Number of outstanding data issues, number resolved in the last period
- Data Quality Scorecard – Data Quality Index by application, by critical data element
- Reporting Vectors – By Data Steward, Data Owner, Data Repository, Application, Data Domain

S. Software should provide the ability to push data and scorecards out to 3<sup>rd</sup> party Business Intelligence / Analytics applications for reporting and analysis.

**ATTACHMENT A**

**RESPONDENT INFORMATION**

The purpose of this attachment is to provide USAC with the respondent company's general information and contacts for follow-up on any questions, clarifications and to possibly schedule a demonstration of the respondent's products and services relative to this RFI.

Respondent Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_