Request for Information (RFI)
Secure Server for PII

I. PURPOSE
Universal Service Administrative Company (USAC) is issuing this Request for Information (RFI) regarding secure data transfer for Personally Identifiable Information (PII) and Confidential data between USAC and external entities. 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).

USAC is soliciting information from commercial vendors, application service providers, associated integration service providers, and other interested parties capable of assisting USAC in meeting its objectives for a Secure Server for PII and Confidential data transfer. 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 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 700 12th St Suite 900 NW, Washington, DC and/or through Internet web conferencing and will take place on or around June 8-9, 2017. No compensation will be made by USAC for demonstrations.

II. BACKGROUND
The Universal Service Administrative Company (USAC) is dedicated to achieving universal service. This important principle suggests that all Americans deserve accessible, affordable and pervasive telephone and internet services. USAC’s reason for existence is to ensure that access to telecommunications and broadband is available to all Americans. We administer the universal service fund, some $10 billion that goes to the companies and institutions that make this possible. Despite pervasive connectivity in most urban areas in the United States, as of January 2015, the FCC estimated that nearly 55 million Americans across the country had no access to broadband services. The funds we administer exist to fill these gaps in access. USAC is in a period of intense transformation driven by both external and internal demands requiring rapid change across the organization.

III. GOALS
The Secure Server project will introduce a new platform for USAC to securely share sensitive documents with external entities. The standard business scenario to be satisfied by this initiative is the transfer of documents and data between an external entity and USAC, where USAC is the initiator of the request. The type of information that is transmitted includes both PII and Confidential data. All transferred data must be secured per FISMA regulations.

There are four business scenarios in scope of the Secure Server Project:

- USAC originates a data request from an external entity, who in turn delivers the requested data
- USAC originates a data transfer to an external entity which is unsolicited by the external entity
- External entity originates a data request to USAC who in turn delivers the requested data
- External entity transfers data unsolicited by USAC.

A user of the Secure Server must be authorized to access the server and be given permissions to view, add, or transfer data from the Secure Server to another location. These permissions will be granted through the notion of a ‘Project’, which is a container created...
to secure any data that is saved on the Secure Server. This Project will facilitate the transfer of data as noted in the four business scenarios above.

Access to a ‘Project’ will be granted by a USAC user designated as a Project Owner for the specific container(s) they control. In turn, an internal or external user will have restricted access to Project(s) to which they are granted access. Projects that are restricted must remain hidden and inaccessible to the unauthorized user. Individuals eligible for access will include other Project Owners, USAC Users, and External Users.

**KEY CAPABILITIES**

A Secure Server Solution should support the key capabilities below.

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
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<tbody>
<tr>
<td>Web Portal</td>
<td>System access through a user interface customized to satisfy USAC presentation standards and guidelines.</td>
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<tr>
<td>User Administration</td>
<td>User registration, permissions, password management and account deactivation. The process and actions will vary based on the type of User.</td>
</tr>
<tr>
<td>Permissions Management</td>
<td>Permissions to control access and visibility to data and files. It is critical that views are secured and managed by role.</td>
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<tr>
<td>Secure File Transfer</td>
<td>File upload and download to/from a target location. The Sender will select files from a local location to transfer to the Receiver. The files will be saved on the Secure Server where they will be accessed by the Receiver and moved to a target resting location.</td>
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<tr>
<td>Data Management &amp; Security</td>
<td>Data security based on role permissions, file expiration and data encryption. Capability to add and delete files dynamically.</td>
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<tr>
<td>E-Mail Notifications</td>
<td>System generated email notifications triggered by system events.</td>
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<tr>
<td>Logs &amp; Reporting</td>
<td>Activity and administrative logs.</td>
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<tr>
<td>User Training</td>
<td>Training materials to expedite user proficiency.</td>
</tr>
<tr>
<td>Certificate Compliance</td>
<td>Security and privacy certifications.</td>
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<tr>
<td>Vendor Implementation</td>
<td>Execution Plan to implement a Secure Server Solution.</td>
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**DESIRED FUNCTIONALITY**

- Secure Server must be accessible through a web portal.
- Secure Server must protect PII and Confidential Information at rest.
- Secure Server must not require a user to install special software.
- Secure Server must support self-registration for external user accounts.
- Secure Server must support role-based permissions.
- Secure Server must support email notifications based on events.
- Secure Server must allow business users to manage permissions/access.
- Secure Server must support Single Sign-On capability, whereas USAC employees authenticated to this site via AD and SSO, OKTA compatibility.
• Secure Server must support multi-factor authentication.
• Secure Server must be capable of encrypting data in-transit and at rest.
• Secure Server must support a customizable user interface to accommodate USAC branding (logo, styles and colors).
• Secure Server must support file retention rules and automatically delete expired files.
• Secure Server must support account expiration rules and automatically revoke account access.
• A cloud based solution must be FedRAMP certified for moderate systems.
• An on premise solution must be compatible with Redhat Enterprise Version 7+ or Windows Operating System Windows Server (Windows Server 2012 or newer), each 64 bit.
• An on premise solution that is accessed by external users shall not be an internal component; therefore a proxy will always exist between any external activities and internal storage sites.
• The database for an on premise Secure Server must be SQL or Postgres.

IV. RFI PROPOSED TIMELINE

<table>
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<tr>
<th>RFI ISSUE DATE:</th>
<th>May 16, 2017</th>
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<tbody>
<tr>
<td>RESPONSES DUE:</td>
<td>May 31, 2017 NLT 9:00 AM ET</td>
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V. RFI SUBMISSION INSTRUCTIONS

All responses, to this RFI, are due no later than 9:00 AM ET, Monday, June 5, 2017. 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. Emphasis should be on completeness and clarity.

Please submit one (1) electronic copy (PDF) of your response to Sequoia Howell at rfp@usac.org. All submissions must include “Response to RFI – Secure Server” in the subject line. Please note: all electronic submissions must be limited to a maximum size of 25 GB.

VI. RFI RESPONSE FORMAT

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

SECTION 1 - APPROACH

Maximum: 5 Pages

Please provide a response that includes the following:

• A narrative to summarize the tool and services included in the response, highlighting major and unique features.
• An overview of the proposed Secure Server - PII and Confidential Data Transfer solution.
• List capabilities inherent in your product that will support the desired functionality listed in Section IV. Desired Functionality
• List capabilities that will require product customization to support the capabilities listed in Section IV. Key Capabilities
• Describe the technology platform on which your product is implemented and standard timeline to implement.
• Describe software services and integration support your company offers to deliver a turn-key product.
• Describe resources and type of support that you would require from USAC. Include activities that both USAC and the vendor would need to complete.
• List the technology requirements, i.e. hardware and software.

SECTION 2 - TECHNICAL Q&A
Please provide a response to each of the questions below. Answers must be concise and directly address the question.

- Which platform does your Secure Server Solution support: cloud-based, on premise or both?
- Describe the level of customization needed to support USAC presentation requirements to Brand the user interface.
- Describe configuration capabilities to customize the platform to satisfy the key capabilities described above?
- What technical materials and training guides are provided as part of the solution?

SECTION 4 – PRICING ESTIMATE

Maximum: 1 Page

(Note: Any prices provided as part of this RFI are intended solely for budgetary analysis and to establish a reasonable target budget).

Responses shall include a cost estimate for the following:

- Estimate cost for Cloud and/or on premise solutions.
- Include a quote for software components such as software purchase, licenses and ongoing software support.
- Include an estimate for software customization.
- Include an estimate for professional services to lead the implementation effort, develop business processes and provide training.

VII. USAC POINT OF CONTACT INFORMATION

Sequoia Howell
Universal Service Administrative Co.
Procurement Specialist II
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