

Universal Service Administrative Company (USAC)

RFI for Fraudulent Document Identification Tool – Questions and Answers

No.	Questions	Answers
1	Would government issued documents, such as drivers licenses and passports, be in scope of this RFI in terms of the types of documents that would be submitted to USAC for verification?	Yes
2	What types of documents have been submitted for review under each of the USF programs? How many documents have been reviewed (summarized by program/type)?	USAC is looking for a solution that can be called as a service to support the review of documents submitted by USAC Programs. Volumes will be identified if and when USAC proceeds with a RFP to obtain a solution.
3	What types of documents have been detected for fraud? How many fraudulent documents been detected (summarized by program/type)?	See #2 above
4	Are certain programs or types of documents more prone to fraud?	No
5	How are fraudulent documents currently detected and what is the process to remediate?	Today USAC is not equipped to identify fraudulent documents.
6	Are there any current systems in place to flag fraudulent cases and track the case workflow? How many investigators or document reviewers are active at USAC?	No
7	What technology platforms and software enable the USF programs?	USAC is looking for a solution that can be called as a service to support the review of documents submitted by USAC Programs.
8	What are the existing system integrations or data verifications are in place within USAC or other government programs?	USAC is looking for a solution that can be called as a service to support the review of documents submitted by USAC Programs.
9	Is there a platform that the fraud detection program must live on or integrate with? Are there any restrictions or specifications in terms of cloud providers?	USAC is looking for a solution that can be called as a service to support the review of documents submitted by USAC Programs. USAC is a multi-cloud user.
10	Will the system will try to detect Fake documents and/or Forged document? A fake document is an identity document that wasn't officially produced or recognized. Fake documents can come in different forms, depending on the use case. For example, a fraudster may illegally produce an entirely fake driver's license or Social Security card to use during a loan application process. Sometimes, it's easy to spot pseudo documents (completely fake document with made-up names and details) when they're missing seals, numbers, or other identifiers. Other times, it's not so simple, especially if the fraudster is skilled. Forged documents, on the other hand, are authentic but have alterations. For instance, someone alters a photo or changes the name or birthdate printed on an ID. They can even make an entire document look like a different	Yes

	<p>government agency issued it. The most common types of forged documents include:</p> <ul style="list-style-type: none"> • Fraudulent passports • False driver's licenses • Forged account numbers and signatures on a check • Forged signatures on contracts and invoices • False birth certificates <p>If there's a document identifying a person, then odds are that fraudsters will use it to create forgeries.</p>	
11	Will the system be able to restrict data in specific format, like a restriction on orientation?	USAC would like the contractor to identify the capabilities the solution can provide.
12	Will the documents which need to be checked have strict format and security marks that need to be identified?	No
13	Will we be provided with golden samples to train our Machine Learning Workloads?	USAC is expecting the contractor to have specific subject matter expertise to provide this functionality. The contractor should be prepared to assist USAC with the golden samples.
14	Would you like us to securely store the results and provide API integration or will the application run in USAC database and servers?	USAC is looking for a solution as a service.