

**Universal Service Administrative Co. (USAC)
IT-22-170 – Project Portfolio Management (PPM) Tool
Questions & Answers**

Q#	Question	Answer
1	Is USAC looking to deploy a FedRamp PPM COTS solution or an On Premise solution?	USAC seeks a COTS, SaaS solution. It would be ideal if the solution were FedRAMP certified but not required.
2	What level of FedRamp authorization is required for this Solicitation, Moderate or High?	Please see response to question 1. If proposing a FedRamp solution, USAC requires Moderate authorization level.
3	What Cloud Platform does USAC support? ie: AWS or GCP	AWS and Azure – though USAC seeks a SaaS solution
4	What version of Jira is USAC running?	Jira v9.2.0
5	Is the version of Jira On Premise or SaaS?	On-premise
6	USAC lists a number of integration solutions (See below). Are these solutions SaaS based or on-premise? (Integrate with other systems/tools such as Confluence (including setting up links to Confluence pages and/or documents), SharePoint, Box, OneDrive, MS Project, MS Office 365, ServiceNow, ProductPlan, Outlook among other systems/tools)	<p>Microsoft products are hybrid. The Microsoft Exchange server is on premise with mailboxes in Azure. M365 is deployed with the ability to use applications on the laptop or in Azure. Those applications include MS Word, Excel, and PowerPoint. In addition, some users have individual licenses for the M365 versions of Project, Visio, and Access. USAC has SharePoint Online and OneDrive for Business and is in the process of moving user file storage from on-premise to OneDrive. Finally:</p> <ul style="list-style-type: none"> • Confluence is on-premise • Jira is on-premise • ServiceNow is SaaS • Box is a SaaS product that enables secure sharing of documents with external parties.
7	USAC mentions the initial implementation to include 50 regular users and 5 super users. If successful, what is the total number of users that	Use of the PPM Tool will be limited to the IT division and will serve the needs of portfolio managers, project managers, scrum masters, product managers and IT functional leadership. Access to the tool could be extended at a later date to divisions outside IT, but there is no anticipated

	would need to have access to the PPM COTS solution? Is there a time frame?	timeframe for when that could occur. If USAC pursues that direction, it would triple the number of licensed users.
8	For this RFP should the implementation scope and cost be limited to the 50 or so users? Or for the broader phased roll-out?	The RFP implementation scope and cost should be limited to 50 users. Please include in your narrative how you would propose to scale the implementation at a later date to accommodate the max users specified in the response to question 7.
9	Does USAC have an enterprise BI tool that you intend to use? Are there specific reports or views of data that are required?	The PPM solution should have business intelligence analysis and reporting functionality out of the box. USAC should have the option to extend that business intelligence functionality through Tableau.
10	Is this solicitation replacing an existing PPM solution?	No, this will be a new tool for USAC.
11	How is the PMO managing their programs and projects currently?	Currently, USAC IT leverages a variety of disparate tools and manual methods to manage portfolios and projects including Jira, Confluence, and Microsoft Project, Excel, PowerPoint and Access.
12	Will vendor Key Personnel need to have a security clearance? If so, what level?	No security clearance is needed.
13	Per the RFP, there are 2 days of on-site work. Is this optional given COVID-19 situation is still ongoing? Is there any consideration for approved remote work after project kick-off?	USAC is comfortable with a remote work environment as long as the contractor agrees to be available in person for key meetings (including project kickoff) and reviews as mutually agreed.
14	Is there a current plan for Microsoft Access worklogs to be migrated to another system?	Jira Tempo will remain the authoritative data source for worklogs. The Microsoft Access database is employed to bring data from multiple sources together and process into a single output file which is used as a data source for utilization reports in Tableau. Our goal is for the PPM system vendor to employ the Tempo API and develop ETL thereby eliminating the need for the processing that occurs in the Microsoft Access database.
15	What is the volume of data pulled into Tableau reports?	Since January 1, 2021 through October 31, 2022 USAC has extracted 441,392 worklogs from Jira Tempo. They are currently extracted

		monthly using the Jira Tempo REST API. This averages to approximately 20,000 worklogs per month.
16	Does USAC have a Training Team that would work with the Personnel bidders supply, or will all aspects of training material build and execution be in scope for this Fixed Price proposal?	Please include in the Firm Fixed Price proposal all aspects of training including materials and execution. Training cost should be a separate line item in your proposal. Bid sheet has been updated to provide vendors the ability to cost out the development and delivery of training and associates materials.
17	What is the primary driver behind this requirement at USAC? Does USAC currently have a PPM tool, and this will replace a legacy tool? Or, will this be new functionality?	The intent of the procurement is to secure a tool for the IT division to use in its portfolio and project management. This tool will provide new capability as USAC does not currently license a PPM tool.
18	In the absence of this solution, what are the current resulting pain points?	<ul style="list-style-type: none"> • Inefficient manual processes • No single source of truth for data and information, which places data accuracy and consistency at risk. • Inability to track resource utilization and capacity across the enterprise • Slow turnaround times for analysis and what if scenarios • Inability to identify dependencies across programs and projects.
19	It does appear that agile delivery and incremental deployments are mentioned in the Implementation & Support section. Does USAC have an issue with this methodology for structured agile teams releasing content in 2 or 3 week sprint cycles?	USAC Agile teams vary in Agile maturity therefore some produce releasable product at the end of a sprint and others do not. USAC is beginning an effort to refresh Agile and improve the maturity of teams so that releasable product is the result of every sprint. USAC Agile delivery is tracked in Jira. The PPM Tool procurement is not intended to replace Jira for Agile delivery. Rather, Jira data will be pulled into the PPM Tool to support portfolio management and reporting.
20	In the proposal volume responses, can front matter (cover letter, table of contents, etc.) be excluded from the page limitation?	The cover page and table of contents are included in the page limit for all proposal volumes. A table of contents is optional.