

**Universal Service Administrative Co. (USAC)
IT-23-199 – Enterprise Audit Compliance Modernization
Questions & Answers**

Q#	Question	Answer
1	Attachment 2 Audit & Compliance Management Requirements Traceability Matrix - which volume is this to be part of?	Responses to Attachment 2 does not need to be included in any volume. Please use the comment section in the attachment to note your response.
2	Is this for a CoTS software product or a custom development project? There is mention of a development team being on site. Our development team is UK based and wouldn't attend customer site. Is this permissible?	No, this is not a COTS software solution. The RFP is asking for a core audit module to be built upon an Appian platform and expand incrementally upon its capabilities. See p.4 of RFP-IT-23-199 document.
3	We do not provide bespoke software services (i.e. development for a sole customer) only CoTS. While the MK audit product can be provided 'virtually' it would be our CoTS solution. Is this permissible?	No, USAC is looking for a software solution to be built upon the USAC Appian core module. Also, there will be some customizations required.
4	How important is FedRAMP? If an offeror does not have a FedRAMP Audit product, what is the USAC plan to obtain FedRAMP accreditation? Will the offeror be expected to contribute to the cost of this?	FedRAMP is required for any cloud service provider (CSP) offered in a solution to USAC. USAC will conduct an assessment prior to FISMA authorization of any USAC system and this requires the CSP to be FedRAMP. The offeror will be expected to support USAC's assessment of the delivered system prior to it being authorized to go live in Production.
5	Our software does not have native MFA but does supports SAML (SSO). SAML authentication can be used. Any MFA would need to be implemented by the customer as part of the SSO stack, is this permissible?	The solution must support seamless integration with Okta using System for Cross-domain Identity Management (SCIM). This allows centralized MFA for USAC using our centralized Okta implementation that is already in existence.
6	If there is no built in M365 connector, is this on the roadmap? Is it permissible to use a 3rd party SMTP Relay (with opportunistic TLS 1.2 encryption?	Current requirements are to go through either USAC's SMTP relay (Exchange) or an authorized SMTP server. It requires TLS 1.2+ and to be added for DKIM before mail can be sent.

7	Use of the Appian Robotic Process Automation - this is not supported and any requirement would need to be implemented by the customer – not the offeror, is this permissible?	If the contractor proposes use cases that automate functions through robotic process automation, then Appian RPA, which is part of USAC’s technical stack, will be required.
8	Maximum response time of 500ms for user interactions during peak demand - we can offer no guarantees that this is possible. Is this permissible?	This is negotiable. Please specify the performance metrics for your proposed solution.
9	Integration with the customer billing system – The offeror wouldn't be responsible for this. Is this permissible?	To clarify, the expectation is that the contractor will develop/configure workflows and features that will require data from USAC’s Billing system and will be responsible for building the complete interface service(s) on the Appian/solution side (that may be beyond just APIs).
10	Compliance with customer DevSecOps standards – The Offeror has our own devops standards and would adhere to those, we cannot accept customer standards. Is this permissible?	Please clarify your question regarding standards. Are you referring to tools, processes, procedures, or all of the above?
11	Can we confirm that you are looking to host on your own Appian Infrastructure?	Yes, the solution will be hosted on the USAC Appian platform.
12	If the offeror does not support FedRAMP, what is the expected contribution from the offeror towards FedRAMP accreditation for this project?	USAC cannot be a sponsor for FedRAMP authorization, so provisional authorization through the Joint Authorization Board (JAB) or through another agency would be the bidder’s responsibility.
13	Is there a high-level business product roadmap or timelines that are aligned to USAC's priorities for the new EACM solution?	We have a vision for product roadmap and implementation. We will take recommendations from discovery and best practices for specifics regarding a product roadmap and will work with Contractor to confirm product delivery timelines. At this time, do not have a confirmed timeline aside from the timeline in the RFP.

14	Can you please share some samples of the USAC's internal controls and procedures that are in place today? Like spreadsheets and/or word documents.	At this time, USAC cannot provide additional information other than the high level information provided in the RFP, and will provide additional details during discovery.
15	Can you please share some sample data that is collected for the below OGC functions and processes: <ul style="list-style-type: none"> • Whistleblower Complaints • Fraud Investigations • Fraud Risk Assessments • FCC Inquiries" 	Same as above.
16	Process mining generally requires an active repository of current and completed processes to create insights. Is there a timeline and tool that USAC recommend embracing process mining?	As the "Exploring" paragraph on Page 15 in the RFP describes, the expectation is that the Contractor will "discover, validate and recommend improvements to current workflows" through whatever methods can be employed to fully understand and interpret USAC's key business processes related to this initiative. This is not a requirement for an automation tool delivered for these functions however, the vendor is free to suggest and utilize any tools that may be useful for this analysis
17	Is there a timeframe by which USAC is planning to decommission the existing legacy system?	No, not at this time. We will derive one from the engagement's initial design effort.
18	Can you please share information about the data volumes of the existing legacy application like carrier administration system etc.? For example, number of DB tables, volume of data, number of documents per audit/case, total number of cases/records by business functions etc. This will help us understand the complexity of the data that needs to be migrated to the new solution.	At this time, we are unable to provide detailed information about this. We can have a number of databases and tables across many systems with a variable number of files and records.
19	Are there existing Appian applications in production that will integrate with the new Audit and Compliance solution? This is to understand what kind of data will be	Not at this time, we anticipate this as requirement in the future.

	shared between the applications and what needs to be integrated.	
20	Is there a specific format in which the offeror needs to provide a breakdown of costs for each CLIN? Currently, the bid sheet does not include a tab for CLIN 0001 pricing. Can the breakdown of the cost be included in Tab 2 of the bid sheet?	Please treat each line item as a separate CLIN. For ex: Line item 1 on the Bid Sheet covers CLIN 0001. Should there be a need for further breakdown, please use the tabs on the bid sheet.
21	We assume that USAC will leverage its existing Appian and other software licenses to support this implementation. Please confirm this assumption.	Yes
22	Can offerors include assumptions related to the basis of pricing to a separate tab on the bid sheet?	Yes, please use the tabs in the bid sheet to include any assumptions or breakdowns.
23	Will USAC be open for offeror to incorporate any staffing estimates associated with providing cyber security expert and DevSecOps teams in addition to the non-key personnel listed under Section 7?	No, we expect vendor to work with our IT security and operations teams.
24	Section E.1.(g) states that the signed RFP will not count towards the page limits, however Section E.2 states that the page count for each volume of the Offeror's proposal is inclusive of the page count? Can you please clarify?	The signed RFP cover page and signed Confidentiality Agreement may be submitted in PDF format as separate attachments and will not count towards the page limits for volumes 1–4 of the Offeror's proposal.
25	Based on the complex and FFP nature of this work, will USAC provide a page count extension to up to 20 pages for the technical response?	The RFP is revised to extend the page limit for the Technical volume to 15 pages.
26	RFP Doc, pages 79-80 & 83 - Volume 2 We would like to request the page limit for this volume to be increased to a 25 page max. This way we can better illustrate our solution, management approach, experience, capabilities, personnel, etc.	The RFP is revised to extend the page limit for the Technical volume to 15 pages.

27	We would like to request a 2 week extension to provide a fully compliant response with a solution capable of fitting USAC's needs.	The proposal due date is extended by two weeks to October 20, 2023.
28	Attachment-2-Audit-and-ComplianceManagement-RequirementsTraceability-Matrix There is no mention of submitting Attachment 2. Please confirm this document is required for submission and if it should be included in a particular volume or submitted as a standalone attachment.	Yes, it is expected that the vendor will complete and submit attachment 2, separate from the 4 required volumes.
29	RFP doc, Section 2.17 page 70 Can you please confirm whether this system is expected to be at a High, Moderate or Low control baseline as well as if as well as if the privacy baseline is applicable. We are looking for this information for the purpose of identifying the relevant NIST 800-53 Rev 5 Controls.	Moderate
30	RFP document, Section I, part ix, page 21 <i>“The EACM solution will have isolated technology environments for configuration changes, user acceptance testing, and deploying features via automated continuous integration.”</i> Would there be an option to have an environment for systems integration testing and for the Contractor to build the Appian RPA automation suite without impacting or being impacted by configuration/development changes?	At the minimum, there will be separate environments for Dev, QA, Integration, UAT and Prod. Based on business needs, we may combine integration and UAT into one, this will be determined during the design phase or before the start of development.
31	RFP document, Section I, part ix, page 21 Will a sample set of sanitized test data be provisioned to the awarded Contractor to synthesize and perform realistic tests?	Currently, we have a limited number of datasets for some testing automation. However, we do not envision these test datasets will be of any value to this modernization implementation.

32	Are external users going to be part of OKTA SSO Group? Are external users going to have multiple interactions with the EACM solution? If so, is there an expectation that external users will be able to log into the system with a provisioned account?	Yes – we have external users who need to part of OKTA and have multiple interactions with the solution.
33	Is there an existing mechanism to sanitize the files uploaded by external users? (Virus scanning etc.)	This is expected to be supplied by the vendor
34	What level of interaction will the FCC external users have with the EACM solution?	Interaction with reports, dashboards, and reviews/approvals
35	Does USAC have middleware to support integrations? Has USAC solved for integrations through the USAC firewall between Appian Cloud and USAC internal applications?	The Appian platform currently has integrations enabled with multiple systems across USAC.
36	From a reporting standpoint, what is the expectation for reports/dashboards built within the EACM solution, and what reports will be sourced from EACM data and pushed to a downstream reporting tool?	Expect to have a variety of reports sourced and generated from within EACM that may/may not include an external reporting tool. TBD during the high-level design
37	Does the current hybrid work approach requiring contractors to be in the USAC offices 2 days per week apply for our resources in this proposal? (This would limit our resources to the DC area)?	Proposed resources should be working on-site 2 days/week complying to USAC telework policy.
38	Will USAC be providing sample test data for later phases of the testing lifecycle?	No, data sets depend on the final solution and are produced by the vendor
39	Out of the 200 expected users, could you provide some high-level breakdown by role? And/or by internal vs. external?	<u>Internal users</u> Admin Manager Staff/senior <u>External users</u>

40	Should our proposal include Appian licenses, or is this just a request for services?	USAC will provide Appian licenses
41	RFP document, Section N.1 – System Integration Testing, pages 25-26 <i>“Systems integrated testing shall minimally include functional, performance, systems and regression testing.”</i> Are there any existing benchmarks for performance, or will industry standards be the target?	Industry standards
42	RFP document, Section N.2 - User Acceptance Testing, page 26 <i>“Contractor Scrum team will work collaboratively with the USAC team to create reports and design the data layer to meet reporting requirements and ensure the integration of data from the new system into the existing USAC data infrastructure”</i> Would USAC require legacy data migration into the new system and thus, some form of data migration validation/testing?	Yes
43	What is your typical lifecycle duration for an audit case?	Depends on the type of audit. Range: 1 month to 2 years
44	What will the volume of audit cases be that are to be handled by the USAC team as part of this EACM solution?	Different volumes for different business functions. ~1100 total across all teams
45	For “initial migration of carrier administration data from the legacy system”, will there be a CSV export? Or what format will the data migration be expected to consume?	Correction, there is no carrier administration data. We require migration of audit project data/documentation. Details about data migration will be determined during initial phases of the solution development.

46	For whistleblower complaints, should we be leveraging the existing online form (provided on Page 19 section G), or should we be replacing via our solution?	USAC collects Whistleblower complaints via various forms including a webform, email, and other manual methods. We expect the solution to include forms functionality to allow various online ways for us to collect Whistleblower complaints and generate cases for investigation.
47	For timecard management, could you elaborate on the purpose of this feature? For example, is the goal to track how much time auditors are working on particular cases/documents, or is it more from a “Auditor A reports 8 hours per day for the week of 9/25/23” perspective?	The goal is to track hours mapped to audit procedures, testing sections, and estimated budget.
48	Do Appian RPA Users and Service accounts needs MFA authentication?	Yes
49	What level of data encryption and masking protocols are expected from the EACM solution?	FIPS 140-3
50	What is the EACM data retention policy?	10 years for USF, 7 years for USAC
51	Should the EACM solution support the concept of related cases (by submitter, etc)?	Yes
52	What is the current budget?	USAC does not provide this information. The offeror should provide its best estimate based on the scope of work stated in the RFP.
53	Is there a preference to have resources to work onsite or be a local provider?	See answer on question #37.
54	Is there a preference for an ISO 9001 Certification?	FedRAMP is our requirement
55	Is there a preference for an ISO 27001 Certification?	FedRAMP is our requirement
56	Is there a preference for an ISO 20000-1:2018 Certification?	FedRAMP is our requirement
57	Is there a preference for an CMMi ML-3 SVC Certification?	Does not apply, we do not do CMMi

58	Is there a preference for an CMMi ML-3 DEV Certification?	Does not apply, we do not do CMMi
59	Is there a preference for an SOC2 Type II Certification?	FedRAMP is our requirement
60	Will USAC allow offshore resources to be used in this contract?	No
61	What is USAC's budget for the associated CLINs?	USAC does not provide this information. The offeror should provide its best estimate based on the scope of work stated in the RFP.
62	Would USAC be willing to extend the proposal due date to two weeks after the answers to the Q&A are posted?	The proposal due date is extended by two weeks to October 20, 2023.
63	How many users or licenses would be required?	Refer to RFP Attachment 2 - Audit and Compliance Management Requirements Traceability Matrix
64	Does the solution need to be built in Appian? Can the solution be built on another platform (ServiceNow, Mendix, etc.)? Is USAC open to other alternatives?	Yes, only Appian
65	What other solutions do they have that are operating in Appian currently?	Several other program related applications.
66	What hosting provider is currently being used?	Appian
67	What other specific tools/solutions would this system need to be integrated with?	Microsoft Office 365, refer to system integration section on RFP
68	What is USAC using for their CMDB? Will it be integrated with the Audit / Compliance solution?	CMDB will not be integrated with the solution
69	Could a vendor bid solely on CLIN 001 to provide business advisory on identifying the requirements and selection of a solution?	No.
70	Does USAC have technicians that can assist in building the system on Appian with oversight from the winning bidder for CLIN 0002?	No, USAC IT staff will provide technical guidance and technical oversight when necessary

	<p>Section B.4.A states “USAC has a hybrid work approach requiring Contractor Staff (as defined in Section C.1.G) to be in the USAC office at least 2 days per week.” Section B.4.D states that “Services requiring work at USAC Headquarters will include appropriate workspace and appropriate access to USAC’s computer network.”</p> <p>Will Contractor IT (specifically development laptops) be allowed to connect to USAC network via wired or wireless connection while performing Service at USAC facilities? If so, is Compliance Plan (section C, Standard Terms & Conditions, item 2.5) required prior to connection? If Contractor IT is not allowed while working at USAC office, will USAC provide IT (specifically computers sufficiently powerful for software development)?</p>	<p>Services requiring work at USAC Headquarters will include appropriate workspace and appropriate access to USAC’s computer network</p>
71	<p>Will Contractor receive designated workspace for duration of the contract (base period and, if executed, CLIN 003) or utilize hoteling / temporary workspaces?</p>	<p>Services requiring work at USAC Headquarters will include appropriate workspace and appropriate access to USAC’s computer network</p>
72	<p>When working at USAC office, will Contractor be provided with desk with 2 monitors, docking station and peripherals (mouse, keyboard, keypad) or be allowed to furnish said equipment?</p>	<p>Services requiring work at USAC Headquarters will include appropriate workspace and appropriate access to USAC’s computer network</p>
73	<p>Will USAC provide paid parking for Contractor staff working at USAC office (except for kick-off, status and other meetings as defined by B.4.B)?</p>	<p>USAC does not provide paid parking.</p>
74	<p>Can the 2 days that Contractor staff work at USAC office each week be any workday (M-F) at Contractor’s discretion if no meetings are scheduled for the staff members? In other words, is there a specific schedule of workdays that all Contractor staff must be present each week?</p>	<p>Yes, can be any 2 workdays/week however, contractor resources have to be available for any key meetings they are part of and have to align the work schedule accordingly.</p>

75	<p>Section B.1 states that EACM “must be able to achieve Authorization to Operate (ATO) compliant with all USAC IT Security Standards, including but not limited to” FISMA, NIST, SP and all applicable OMB regulations. Section B.6.C, CLIN 0002, article I. specifies that “Contractor shall build an approved EACM application, including all services to document, develop, configure, test, implement, train and provide O&M support for the balance of the Base Period.</p> <p>Section B.6.C does not define accreditation / pursuit of ATO as an activity in CLIN 0001 – CLIN0003. Is ATO required to be completed/achieved in CLIN 0002? If not, is ATO required to be completed/achieved in CLIN 0003?</p>	<p>CLIN 0002 must include the work for preparation, documentation, and support of the assessment of the solution prior to deployment for live operations which will conclude CLIN 0002.</p> <p>The preparation and support of security and privacy FISMA compliance assessment is required as described in RFP:</p> <p>Section 2.3 Contractor Duties Prior to Delivering Services.</p> <p>Section 2.10 Further Requirements</p> <p>Section 2.17 Security and Privacy</p> <p>6. SCOPE OF WORK AND DELIVERABLES</p> <p>Section D. GOALS AND OBJECTIVES;</p> <p>Section K. ADDITIONAL REQUIREMENTS;</p> <p>Section O. EACM SYSTEM DOCUMENT</p>
76	<p>Is EACM required to be available to end users in a production status (thus requiring O&M support) in CLIN 0002?</p>	<p>Yes</p>
77	<p>Section B.6.C designates CLIN 0003 as a Time and Materials (T&M) type contract. What documentation is required by USAC when submitting Time and Materials cost reimbursement?</p>	<p>Any assumptions/considerations made in arriving at the resource estimates for the 3-month optional O&M period have to be documented and shared. USAC Procurement will work with the vendor on the details of reimbursement invoicing per the contract.</p>
78	<p>During development, will all cloud hosting (IaaS, PaaS, SaaS) be provided to Contractor by USAC? If so, what permissions will Contractor have (ability to create users? Ability to create credentials? Ability to Create/Read/Update/Delete cloud resources?</p>	<p>Yes, cloud hosting support will be provided by USAC resources. All cloud hosting and user setup, roles etc. will be orchestrated/managed by the USAC IT team.</p>
79	<p>Will Contractor be provided with Virtual Private Network (VPN) to access any and all systems required for EACM development including development systems (Atlassian products like Bamboo, Jira, Stash/Bitbucket), cloud</p>	<p>Yes</p>

	resources (development, test, staging and/or production environments) and data resources on-premise that are required for development or to be integrated with EACM solution?	
80	<p>Section B.6.H.xv states that Contractor’s proposed solution shall “enable automated and manual bulk migration of data and artifacts from existing legacy systems to EACM tool as part of implementation.”</p> <ul style="list-style-type: none"> • Must data and artifact migration be completed by end of base period (CLIN 0002)? • Will all data be provided by current USAC support resources, and will the data be provided in a documented format, or will the data be raw and need to be converted by contractor resources? 	<ul style="list-style-type: none"> - Yes data and artifact migration must be completed by the end of the base period for the solution delivered by the end of CLIN002 - Data migration effort will be implemented by the vendor based on exported legacy data provided by IT. Any transformation or ETL of the data is the responsibility of the vendor in support of the migration effort.
81	<p>Section B.6.I.v states “EACM solution shall provide 24/7 access to USAC, ensuring a system uptime of greater than 99%.” Will USAC begin measuring uptime (number of 9s) only after EACM is in production and Contractor is providing O&M? In other words, uptime will NOT be measured before EACM achieves ATO.</p>	Measured after ATO
82	<p>Section B.6.I.iii states “EACM solution shall have the capability to perform regular scheduled and ad-hoc data backups, including both full and incremental backups.” What is the approximate current size of the (database / non-blob) data requiring backup? Is it assumed to be less than 1 petabyte? What is the backup interval being requested to be considered regular?</p>	<p>Section B.6.I.iii reference is for data not automatically stored in a database, cloud/Appian. Any such data that is not archived/backed up automatically over the cloud will have to be at least on a nightly basis. We estimate the data meeting the criteria set here will be no more than a couple of terabytes.</p>
83	<p>Section B.6.I.iv states “system administrators shall be able to restore content to the EACM solution at various levels, ranging from restoring the entire database to selectively restoring specific content.”</p>	<ul style="list-style-type: none"> • No • Yes, see question #82 for more reference on this.

	<ul style="list-style-type: none"> • Is EACM solution required to have UI / interface for restoration/backup? Or can we assume system administrators can restore databases and objects (media/content) via underlying storage technology (provided by Cloud Service Providers and/or other software vendors)? • Can we assume that “selectively restoring specific content” only refers to media (images, files, binary objects) that are NOT stored within databases (SQL or NoSQL)? 	
84	<p>Section H.ix states “Support business automation processes that track notifications, approvals, and statuses/tasks of verification activities in an automated fashion. This should include capabilities that track the status of each audit lifecycle, reviews, notify team members of the next task, and document approvals.” Is there a requirement for notifications to be sent through means other than email as stated in the matrix? For example, text notifications, in-app notifications, etc.</p>	<p>Current requirement is email, but open to other notification methods.</p>
85	<p>Section Q under Solution Requirements states, “Conduct discovery of current-state business features and processes with business stakeholders to determine baseline features required and implementation approach” Are current process fully defined for the AS-IS and if so, down to what level are they defined? With all process level documentation be provided to contractor for current state?</p>	<p>We have varying levels of process documentation for our audit management functions, which we will provide.</p> <p>We expect vendor to develop future state documentation based on audit management best practices for final solution.</p>
86	<p>In Attachment 2 on the Capabilities Matrix under section 4 Reporting & Dashboards, it states “Store and archive historical reporting information”. How long should historical data be readily available via reporting?</p>	<p>10 years</p>

87	<p>Section B; Page 33</p> <p>Based on the deliverables outlined in section 8.D, USAC is requesting offerors to perform a data migration from legacy Audit systems to the modernized system. Can USAC confirm the number of existing Audit systems that will be included as part of the data migration effort?</p>	<p>Refer to RFP Attachment 2 - Audit and Compliance Management Requirements Traceability Matrix</p>
88	<p>Section E; Page 83</p> <p>Will USAC allow the Cover Page and Table of Contents to be excluded from the page count for each Volume to allow sufficient space for the response?</p>	<p>The signed RFP cover page and signed Confidentiality Agreement may be submitted in PDF format as separate attachments and will not count towards the page limits for volumes 1–4 of the Offeror’s proposal.</p>
89	<p>Section E; Page 77</p> <p>Will USAC consider extending the proposal deadline submission date to allow offerors time to incorporate Q&A into RFP responses?</p>	<p>The proposal due date is extended by two weeks to October 20, 2023.</p>
90	<p>Section B, Page 7</p> <p>Given the dependencies on CLIN 0001 FFP design, would USAC be open to offerors recommending an extension to the CLIN 0002 period of performance if scope complexities were identified during discovery?</p>	<p>Yes, recommended changes will be reviewed by USAC and if the recommendation is accepted, USAC procurement will follow a standard contract modification process.</p>
91	<p>Section B, Page 28</p> <p>Can USAC Confirm the number of expected incoming and outgoing integrations for the Enterprise Audit Compliance application?</p>	<p>Refer to RFP</p>
92	<p>Section E; Page 82</p> <p>Will USAC consider changing CLIN0002 to T&M considering the scope and size of the work will be heavily influenced by the discovery and project plan created during CLIN0001?</p>	<p>No</p>

93	<p>Section B; Page 33</p> <p>Based on the Goals and Objectives on p.15 and the Artifact Table on p.33, USAC is asking for Business Process Mining as part of this effort. Can USAC please confirm if they expect the Contractor to perform this work leveraging a Process Mining tool; and if so, will USAC consider specifying their preferred tool?</p>	<p>As the “Exploring” paragraph on Page 15 in the RFP describes, the expectation is that the Contractor will “discover, validate and recommend improvements to current workflows” through whatever methods can be employed to fully understand and interpret USAC’s key business processes related to this initiative. This is a not a requirement for an automation tool delivered for these functions however, the vendor is free to suggest and utilize any tools that may be useful for this analysis</p>
94	<p>What is needed to be hosted/developed in O365 instances? We are assuming that O365 SharePoint will be all document repository. Please confirm.</p> <p>1) Are there any other document repositories? 2) Will Appian KC be used for document repository? 3) What is the volume of the documents across and entire solution and expected size of each document? 4) Is there a One time reconciliation that is needed as part of this solution? 5) Will O365/sharepoint design/development be part of contractors responsibility?</p>	<p>1) Yes, depends on the final design. 2) Yes, depends on the final design. 3) TBD 4) TBD 5) Yes</p>
95	<p>Page 6 - In addition, Contractor, under the awarded Contract shall provide system Operations and Maintenance (“O&M”) support for a transitional period of three (3) months until USAC assumes O&M responsibility</p> <p>Is this hypercare/post production support?</p>	<p>Yes</p>
96	<p>Page 7 - Presently, USAC has a hybrid work approach requiring Contractor Staff (as defined in Section C.1.G) to be in the USAC office at least 2 days per week.</p>	<p>See answers to questions #37 and #74.</p>

	is the expectation to have the team working from the USAC location in WA?	
97	What is the Size of Legacy system data? USAC currently using any data migration tools?	<p>The amount of data to be migrated depends on the system, the overall size combined across all systems is around a terabyte. Below is additional information regarding BCAP, CPATS, and EWI applications which are the largest applications within the scope of this modernization.</p> <p>BCAP - 1634 total audits in BCAP-about 500GB of data includes structured and unstructured data, uploaded documents, etc. Less than 100 tables overall. Data is saved as SharePoint lists. SharePoint internally organizes and saves the data in SQL server DB. Data can be exported into csv or xls formats for importing into any target application</p> <p>CPATS – CPATS has 7758 unique audit cases, around 120 tables/lists. About 28GB in size. Includes structured and unstructured data, uploaded documents, etc. Data can be exported into csv or xls formats for importing into any target application.</p> <p>EWI – Service quality cases has 3101 unique cases, around 33 tables/lists. About 82GB in size, includes structured and unstructured data, uploaded documents, etc. Data can be exported into csv or xls formats for importing into any target application</p> <p>EWI also includes Lifeline Consumer complaints (2711), Whistleblower (317), and fraud investigation case tables (43), etc.</p> <p>-No, not using any data migration tools for legacy audit systems. Expect vendor to provide</p>
98	Page 9 - Additionally, the EACM solution will have forms management and template configuration solutions, email notification automation, ad-hoc and scheduled reporting and analytics, and enterprise and project-specific dashboards with drill-down capabilities	<p>A. Many different forms by program and email templates (100+)</p> <p>B. Yes, all operational reports (requiring transactional data in real-time) and dashboard with summary of workflow statuses will have to be built in the proposed EACM application using the Appian platform.</p>

	<p>a. is there high level estimate on how many forms/templates/reports we are looking at?</p> <p>b. is Appian going to be the SOR for all analytics?</p>	<p>USAC's enterprise Data warehouse (EDW/Tableau) will be leveraged for BI and analytics.</p>
99	<p>Page 14 - Under an awarded Contract, Contractor shall build an approved EACM application, including all services to document, develop, configure, test, implement, train, and provide O&M support for the balance of the Base Period.</p> <p>A. Please elaborate the scope of testing? Who will be responsible for UAT , USAC?</p> <p>B. What is the scope of training and who are the intended audience?</p>	<p>A. We expect the scope of testing to be performed by the vendor to include: all development integration, and QA testing for the product delivered. USAC staff, with vendor support, will be responsible for UAT upon delivery of the solution.</p> <p>B. TBD</p>
100	<p>Page 14 - The environment setup activities include the creation of data model to prepare for technical implementation, identifying and configuring users and permissions through Okta integrations, implementing security measures to monitor security controls, and initial migration of carrier administration data from the legacy system</p> <p>A. What are the legacy systems involved?</p> <p>B. Is the contractor responsible for any work that needs to be performed in the legacy systems?</p> <p>C. Is the contractor responsible for building any integrations outside of Appian if the need arises?</p> <p>D. what is the volume & size of data from legacy systems that is expected to be migrated and formats of the data?</p>	<p>A. Please see Attachment 2 - Audit and Compliance Management Requirements Traceability Matrix that was attached to RFP.</p> <p>B. No except to support data migration from legacy systems to the new solution.</p> <p>C. Yes, it is expected that the solution delivered will involve integrations with systems external to the Appian-based applications that comprise the solution. For example, the solution must support an integration with USAC's M365 document management services.</p> <p>D. TBD during discovery</p> <p>E. Yes, exact size and volume to be determined during discovery</p>

	E. Does the data also include structured and unstructured documents and approximate size and volume?	
101	<p>1) What is the expected number of Workflows to implement the EACM solution per current processes including the functional areas under</p> <ul style="list-style-type: none"> • Audit project management • Workflow automation • Data reporting and analysis • Secure external collaboration • Customizable security features • Audit resolution • Audit recovery • Corrective action plans • Whistleblower Complaints • Fraud Investigations • Fraud Risk Assessments • FCC Inquiries 	To be determined during discovery and design by the vendor with USAC support.
102	<p>Page 15 - Integrated Content Management & Collaboration</p> <p>The EACM solution will integrate with USAC's in-house content management services for team collaboration, searching, sorting, organizing, versioning, and archiving data</p> <p>A. What is the Contractor role in this requirement? B. Is the contractor responsible for archival process?</p>	<p>A. Contractor will be responsible for integrating with and configuring the solution's document management capabilities per the USAC standard technology stack for document management.</p> <p>B. Contractor should propose a solution design that includes an archival data store plus an automated process for archival.</p>
103	What the kind of reports should be part of the solution?	To be determined during discovery and requirements gathering by vendor.

104	Should all the reports be hosted thru Appian?	Depending on the reporting requirement, dashboards and reports may be sourced in Appian or an external reporting tool, TBD during discovery and requirements gathering.
105	Does USAC also have other reporting tools like Tableau or Power BI?	Yes, Tableau is part of USAC's technical stack.
106	What is the number of expected number of dynamic templates/forms thru the solution?	TBD during discovery and during design by vendor with USAC support
107	Overall what is the expected number of UI/UX components in addition to dynamic templates?	TBD during discovery and during design by vendor with USAC support
108	1) What are the number of data sources that Appian needs to Integrate with?	TBD during discovery and during design by vendor with USAC support
109	How many Document repositories are part of the solution and what is the volume?	TBD during discovery and during design by vendor with USAC support
110	will Appian KC be used as approved Document Repository?	As stated in the RFP, the expectation is that the solution integrates with USAC's M365 document management system for audit project data and artifacts. Appian KC may or may not be utilized as a support repository, TBD during design.
111	is Appian Cloud db allowed to store case data.	Yes
112	What is the typical lifecycle age of a Audit Process from Creation of a case to resolving/closure? a. How much data is associated with each case thru out its life cycle?	Depends on the type of audit. Range: 1 month to 2 years; Amount of data for each case varies by type of audit, TBD during discovery and design.
113	How other USAC Systems expose the data to invoke the EACM solution?	Question is not clear, however, the specific data integrations required for the solution will be determined during discovery and design.
114	Is the Calendar coordination feature to display only (read only) or user will take action?	TBD during requirements confirmation, however, it is expected that the calendar for coordinating tasks will require notifications and other actions triggered.

115	<p>Page 17 - The BCAP team conducts limited scope performance audits. These audits have robust audit procedures (50-100+), and teams deal with a large number testing workpaper and documentation files. A portion of the audits are conducted by external audit firms off-site through virtualization software</p> <p>1) What is the target state expectation of audits by external audit firms? 2) Does the EACM solution also need to build the capability for providing access to external audit firms?</p>	<p>1) Question not clear, however, external audit firms will need to access the solution for reporting and communications with USAC audit teams. External audit firms are not assumed to conduct audits using the EACM solution, only internal auditors will execute audits using the EACM. 2) Yes, as above.</p>
116	<p>For PQA assessments, what is the expected volume of notifications and mode of notifications?</p>	<p>TBD during discovery and design of the solution.</p>
117	<p>Page 18 - Financial Data Integration - The EACM must have data transfer tools/APIs to manage this</p> <p>1) What is the expectation here? Does the solution need to export data from EACM datastore to external sources or Import? 2) What is the expected number of exports/imports? 3) Does USAC use any vendor tools for data exports/imports or the contactor is expected to build this into the solution.</p>	<p>1) Yes, both importing and exporting data from the solution is required. 2) TBD during discovery and design of the solution 3) The expectation is that the vendor will determine and provide the tools for data exports/imports as part of the delivered solution.</p>
118	<p>Is the "Report Tracking Tool" existing application that needs to be integrated into EACM or a new tool that needs to be built as part of the solution?</p>	<p>No, Report Tracking Tool capabilities and features will be required as part of the solution delivered.</p>
119	<p>ECAM should have the UI similar to the Online Form?</p>	<p>A. Depends on the particular case, TBD during discovery and design of the solution.</p>

	<p>A. What is the Size of whistleblower Complaint document?</p> <p>B. ECAM solution would upload and retrieve the complaint files from SharePoint or only upload?</p>	<p>B. TBD during solution design but the expectation is that the vendor will propose a solution that allows automated/optimal methods to collect complaint files</p>
120	<p>In the reporting section of the scope, can you clarify the following requirement?</p> <p>“Provide the ability to upload/import reporting templates and enable system population.”</p>	<p>The requirement is to automate reporting using a set of standard templates that will be applied to automatically generate reports dynamically using the EACM solution data.</p>
121	<p>The scope for support of Internal Controls audits is vague. Can you clarify if the support is only for testing of controls or does it cover the risk assessments and other parts of the 3 year process?</p>	<p>Support for Internal Controls audits will be limited to Internal Controls testing/audit management. Any risk assessment that is required for the three-year audit plan is assumed to be performed outside of the solution.</p>
122	<p>Work needs to be complete in the US. Is it OK to use non-citizens to perform the work?</p>	<p>Candidates proposed for any given position should be legally authorized to work in United States.</p>