Universal Service Administrative Co.

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Third Party Identification and Verification (TPIV) - LI-20-061
Questions & Answers

No	RFP Section	Offeror Question	USAC Response
1		Please advise if High, Medium, or Low FISMA compliance is required.	Moderate
2		If work start date is 12/28/2020, what is the Contract Effective Date? Is it the same?	This is an estimation. Contract Effective Date is determined by sourcing activities.
3	Page 11, Section m	On page 11, paragraph (m) Assessment and Authorization (A&A) Activities, reference is made to obtaining an Authority to Operate (ATO). Please advise who would sponsor the ATO if needed.	USAC requires the vendor to self-accredit and attain FISMA-compliant ATO for their internal system(s) that will support USAC for this engagement, which includes an independent third-party assessment of the controls implemented as per NIST SP 800-53 Rev. 4 or later.
4		Data Quality: In USAC's experience, on an average how many of the 11 Subscriber Information Input fields (e.g., First name, Zip code) are populated/partially populated/missing?	First name, last name, date of birth, SSN4, and address are required fields and will always be sent for the identity verification check.
5	Page 23, Section XXI	On page 23, section XXI Technology Considerations, paragraph C states that “The product must be FedRAMP-accreditted. “ Is USAC requiring Fedramp accreditation on all components of Vendor’s offer? Please clarify the scope and applicability of the Fedramp requirement.	USAC prefers a complete solution that is FedRAMP authorized. However, if this is not possible, USAC requires the vendor to self-accredit and attain FISMA-compliant ATO for their internal system(s) that will support USAC for this engagement, which includes an independent third-party assessment of the controls implemented as per NIST SP 800-53 Rev. 4 or later.
6		Data reconciliation: In case there is disagreement in the verification information when using multiple sources, what is USAC's guidance in reporting on these differences?	Respond with a error code or similar to note that information cannot be confirmed.
7		Also, please advise if Fedramp accreditation is part of the existing effort or if this is a new contractual requirement.	USAC prefers a complete solution that is FedRAMP authorized. However, if this is not possible, USAC requires the vendor to self-accredit and attain FISMA-compliant ATO for their internal system(s) that will support USAC for this engagement, which includes an independent third-party assessment of the controls implemented as per NIST SP 800-53 Rev. 4 or later.
8		Data Recency: What is USAC's guidance on reporting the recency of information? This is espcially useful for verification of recent address changes.	The Lifeline population tends to be transient in terms of residential address, so a return code to confirm current residential address is not required. The address is merely sent to the identity verification service in assist the vendor in matching, but a direct matching on address is not required.

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9		Granularity: At times, the verification may result in a household level match vs. an individual match. What is USAC's guidance on reporting on such matches?	The verification required is an individual match, and results on household information would generally not be helpful for USAC.
10		Does a compliant proposal response require all four volumes?	Confirmed.
11		Additional information (e.g., income and networth) can often be a combination of individual / household. Is household-level information useful when individual information is not available?	If this option is available, this may be persued and requested at a later time, upon request by USAC for such a modification.
12		1) How big will the batch be? 2) What are parameters of the success of the test? Will the "true information" provided in the batch? Is it coverage or data accuracy, or both? Are there any performance requirements?	The batch is expected to be 1,000 to 2,000 records for a initial test validation.
13		What are USAC's standardards around: a) Code management (e.g., Github or bitbucket) b) Visualization Tools (e.g., Tableau) c) Analytics Tools (e.g., Python)	Tableau and Python are currently in use at USAC. Additional discussions may be needed to accommodate vendor specific code standards, to the degree that it is needed by USAC.
14		Can USAC confirm that the independent assessment referenced within this section is to be conducted by the contractor?	That is correct. USAC prefers a complete solution that is FedRAMP authorized. However, if this is not possible, USAC requires the vendor to self-accredit and attain FISMA-compliant ATO for their internal system(s) that will support USAC for this engagement, which includes an independent third-party assessment of the controls implemented as per NIST SP 800-53 Rev. 4 or later.
15		Does USAC expect the contractor to issue an Authority to Operate (ATO) memo or will USAC be issuing the ATO? An ATO is typically issued by the agency (in this case USAC) to the contractor based on an assessment conducted against the requirements.	USAC requires the vendor to self-accredit and attain FISMA-compliant ATO for their internal system(s) that will support USAC for this engagement, which includes an independent third-party assessment of the controls implemented as per NIST SP 800-53 Rev. 4 or later.
16		There is a reference to the inclusion of the Deliverable Acceptance Form in Volume IV of the response. Can USAC clarify if the contractor is required to attach a blank copy of this form to their Volume IV?	Confirmed.
17		Identity verification is a routine requirement in the state and federal marketplace. Can you provide some detail and background into the reason for the elongated RFP process and the need to issue a Revised RFP?	USAC must meet general federal and FCC IT guidelines, including compliance with FISMA. USAC must conduct a thorough evaluation to consider the security protections that each vendor is able to meet prior to completing the solicitation.

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18		To what extent has USAC evaluated proposals that were originally submitted on June 29, 2020 and subsequently extended in October?	USAC declines to answer.
19		How will USAC utilize any of the previously submitted proposal information in its evaluation process of the revised RFP?	No previous proposal content will be used.
20		Vendor requests USAC release RFP evaluations and rankings post award.	USAC will not provide requested documentation.
21		Will USAC offer a debrief to vendors who submit a response?	USAC is not a government agency and is not required to provide a debrief related to any procurement.
22		Does USAC consider the proposal due date of December 14, 2020 a Best and Final Offer (BAFO)?	No.
23		Can any vendor respond to the Revised RFP or is the Revised RFP only available to vendors which previously submitted a response?	This is open to all interested vendors.
24		Is the revised RFP only available to those evaluated as qualified and responsible vendors?	This is open to all interested vendors.
25		Please advise under what circumstances will USAC exercise the option for oral presentations or a batch file test referenced in the schedule.	USAC declines to answer.
26		Vendor requests a better understanding of the time frames allotted for a batch test file and associated requirements to process a test file during the review process. Does USAC have a documented process, required steps, protocols and points of contact to share with all vendors so a test can be processed in accordance with the requirements and schedule set forth in the Revised RFP?	USAC declines to answer.
27		Vendor requests 7 business days to process a test to commence upon receipt of data from USAC and a mutual, signed test agreement to include all security, privacy and data management requirements consistent with managing personal information.	USAC declines to answer.
28		The Proposal Schedule indicates Final Proposal Revisions due on December 18, 2020. Please advise if this is an opportunity for a best and final offer? Please also advise what potential proposal revisions USAC contemplates for vendors?	Final Proposal Revisions are estimated to be due 12/23/2020, as revised.
29		What transition resources and plans will USAC and the incumbent make available to the award recipient?	USAC declines to answer.