



Document Redaction Tool and Support Services (LI-21-124)  
Questions & Answers - Round 2 (July 29, 2021)

No	RFP Section	Offeror Question	USAC Response
1	A.II	<p>USAC requests that prices be based on "per redaction, per page, and per batch of 250 redactions"</p> <p>a) Could USAC please confirm that they expect bidders to alter Attachment 1 to reflect this pricing methodology?</p> <p>b) Could USAC please confirm that they expect all licensing, configuration, and other professional services costs included in the per redaction, per page, and per batch prices?</p> <p>c) USAC is asking for a significant amount of professional services and customizations in this procurement. Is USAC amenable to build, configuration, and professional services prices in addition to the per redaction/page/batch pricing model to run the software?</p>	<p>a &amp; b) Bidders can alter Attachment 1 to breakout the redaction fees from the other line items.</p> <p>c) Yes, USAC is amenable to breakout the separate build, configuration, and professional services prices.</p>
2	B.IV	<p>Since it is at USAC's discretion which meetings must take place at USAC Headquarters, can USAC please confirm if it is their expectation that Project Manager and Technical Engineer Key Resources are local to the Washington D.C. region?</p>	Confirmed.
3	B.IV	<p>Many software products that are commercially available today utilize resources not located in the United States to build or configure their software. Can USAC confirm if vendors are allowed to use non-U.S. based resources to configure the software to meet USAC's needs, provided those resources have no access to USAC data or IT infrastructure?</p>	No, USAC does not utilize any resources not based in the U.S., regardless of the connectivity and/or access to USAC data/infrastructure.
4	B.VIII.b. xii	<p>The Draft Configuration Decision Meeting sections notes "finalizing the configuration of the tool within the USAC environment"; however, the procurement also notes that the tool is expected to be FedRAMP'd.</p> <p>Could USAC please validate that it is acceptable for the software to run in a single tenant, FedRAMP authorized, cloud managed environment?</p>	Yes. Finalizing the configuration within the USAC environment means incorporating the use of the FedRAMP authorized cloud environment as a part of the overall, extended USAC environment. We did not mean that to be interpreted as USAC Premise.

5	B.VII.c.i	The procurement notes that the vendor must provide an application programming interface and test environment within 7 days. As there are security, technical, and customization requirements that will need to be worked through by the offeror and USAC, could USAC please provide more detail on what is expected within the first 7 days? For example, is USAC amenable to receiving a demo of the uncustomized existing product within the first 7 days?	USAC assumed that the vendor solution will be accessible via an API connection and that a test environment will be accessible within 7 days. USAC is amenable to receiving a demo of the uncustomized existing product within the first 7 days in a test environment accessible to USAC.
6	B.VII.c.iii	Could USAC please provide the total number of file system end points it is expected to scan?	At the moment, there are two S3 buckets to scan. USAC requested the vendors solution be able to scan files systems, if needed in the future.
7	B.VII.c.iii	Could USAC please clarify whether the Document Redaction software will have access to remove documents from USAC source systems?  As this requirement may need significant access levels for the Document Redaction system, we recommend that USAC systems be responsible for their retention requirements.	The Document Redaction software will not have access to remove documents from USAC source systems? USAC systems are responsible for this retention requirements.
8	B.VII.d.i	USAC notes that each real time transaction needs to occur within 3 seconds, however, response time is going to be based on the number of pages in each attachment, the number of redactions per page, and other technical requirements. Could USAC please provide a set of standard assumptions for transactions that must occur within 3 seconds or remove this requirement?	The 3 second real time redaction SLA is based on a scanning a single page document, identifying the PII and return a response on the redacted PII.
9	B.VII.d.ii	USAC is requesting access to reports and redaction histories after the period of performance ends. Is USAC expecting vendors to keep their USAC environments up for two years after the Period of Performance, or is USAC's expectation that they would receive a final export of this information for use in USAC's records?  We recommend final export requirements as operating a reporting environment for two years after the Period of Performance may add significant expense.	USAC's expectation is to receive a final export of this information for use in USAC's records.
10	B.VII.d.iv	The need for 24x7x365 support for all issues, including development and testing and online reporting may add significant costs to offerors bids. Is USAC amenable to changing this requirement to only requiring 24x7x365 support for Production outages?	Yes, USAC is open to changing the 24x7x365 support to for Production outages.
11	B.VII.e.i	Could USAC please expand on this requirement (i.e., all encryption must use USAC managed certificates? All encryption must traverse through a USAC owned piece of infrastructure?)	Encryption of any USAC data must be done so using USAC-managed encryption keys/certificates.
12	B.VII.e.iii	Could USAC please confirm that they will be providing an Authorizing Official and an Authorization to Operate for the Document Redaction software?  If so, can USAC confirm if they will be responsible for providing any third party assessors, penetration testers, IV&V vendors, etc. to complete the ATO process.	USAC will provide the AO and ATO for operation of a FedRAMP authorized tool implemented in a FedRAMP authorized Cloud environment. USAC will provide for third party assessment, penetration testing, and IT Security staff to complete the ATO process.

13	B.XXXV III	Many software products that are commercially available today utilize resources not located in the United States to build or configure their software. Can USAC confirm if vendors are allowed to utilize software built/configured in non-U.S. based delivery centers if those centers can attest that they are not utilizing networking products from Covered Companies within the delivery center?	No, USAC does not utilize any resources not based in the U.S., regardless of the connectivity and/or access to USAC data/infrastructure.
14	E	Will USAC please confirm that all required attachments are excluded from volume page count limits?	Confirmed.
15	C.V.E	Can USAC please confirm that the Price section should include Attachment 5 - Invoice Schedule and Attachment 6 - Deliverable Acceptance Form, rather than Attachment 4 and 5 respectively?	RFP document corrected.
16	C.V.E	The current technical volume has a large number of sections and writing prompts. In order to get the most complete response as possible, would USAC be amenable to updating the Volume II limit to 10 pages?	Page limits have been revised.
17	C.VI.A	Based on our understanding, USAC is allowing each offer to create their own Bid Sheet. In order to be able to evaluate price between offerors, would USAC be able to provide additional information on how total cost of ownership will be evaluated?	USAC declines to answer.
18	C.VI.A	The Price Evaluation section mentions comparisons of staff and their rates; however, this is an FFP bid. Could USAC please confirm that no labor categories or individual rates are to be included in the Bid Sheet?	Confirmed.
19	VII	Can certain documentation deliverables (Section VII.) be combined for more efficient development and management? For example, Project Definition is included in the Project Charter document? Best Practices are included in the Business Practice document?	Yes, document deliverables can be combined for more efficient development and management.
20		In addition to integration with NV and USAC's S3 buckets on GovCloud, approximately how many file systems will be integrated with Contractor's solution? (Section VIII, c, iii.)	Currently, there are no plans to integrate with additional file systems. However, we need a solution that has the ability integrate with filing systems.
21		Is USAC's GovCloud BCP/DR instance configured as High Availability?	We achieve High Availability by deploying redundant servers to multiple availability zones.
22	IV	<b>IV. PLACE OF PERFORMANCE</b> – “A.....or such other location as USAC may approve in its sole discretion.” May the work be performed from the Contractor location, will that be acceptable to USAC?	That is acceptable.
23	IV	“(iv) Support Plan 2. Contractor shall provide USAC 24x7x365 technical support forredaction service availability issues and problem resolution...” Is this a mandatory requirement or is it based on the solution provided at the discretion of the Contractor. Normally BOTS that are functional do not require a 24X7 technical support until and unless the code breaks. Also, it will add to the cost of service. Please advise.	This statement is meant to ensure USAC receives production support in the event of any outages or issues with the vendors solution.
24	VII	<b>“VI. PRICE/TAXES</b> – Please advise if the cost of licenses will be taxed at 6% both in VA and in D.C. or will it be taxed only in D.C. Requesting clarification.	Tax will be based on DC location.

25		<p><b>“XI. TERMINATION FOR CONVENIENCE</b> USAC may terminate the Contract for any reason or no reason upon one (1) day prior written notice to the Contractor.” Will USAC consider changing the one (1) day to seven (7) days, which is reasonable.</p>	Request granted. Document revised.
26		<p><b>“IV. PROPOSAL VOLUMES COVER PAGE.....”</b> and <b>“E. PAGE COUNT LIMITS....”</b> We request USAC to please consider removing the Cover Page and Table of Contents Page from the page count of the proposal volumes.</p>	No granted. See RFP for page limit adjustments.
27		<p><b>“E. PAGE COUNT LIMITS...4.</b> Volume IV – Price; may not exceed three (3) pages, including Cover page; however excluding <b>Attachment 4</b> (Invoice Schedule) and <b>Attachment 5</b> (Deliverable Acceptance Form).” Please correct the description of the Attachments, e.g. The Attachment 5 is the Invoice Schedule and not the Deliverable Acceptance Form.</p>	Corrected.
28		<p>Attachment 4: Resumes for Selected Key and Non-Key Personnel – During the submission of the proposal, USAC does not require non-key personnel resumes. Is our understanding correct?</p>	Incorrect. USAC requires resumes for proposed key and non-key personnel, if applicable.