

RFP LI-22-130 - Lifeline and ACP BPO and Call Center Services
Questions & Answers

Q#	Question	Answer
1	Whether companies from Outside USA can apply for this? (like from India or Canada)	The offeror should be based in USA.
2	Whether we need to come over there for meetings?	The meeting can be either onsite or virtual based on mutual agreement of both parties.
3	Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)	The offeror should be based in the USA and the tasks should be performed from inside USA.
4	Can we submit the proposals via email?	Yes, see section 8.2 of the RFP document for instruction.
5	We would like to know if this is a brand new contract OR if there is (was) an incumbent performing these services. If not brand new, could you please provide the current / previous contract number?	This is an existing requirement. USAC does not provide information about the incumbent.
6	Is this a new requirement or is there an incumbent?	See the answer to question #5.
7	What is the anticipated period of performance?	See section 2.3 of the RFP document
8	Will there be a pre-proposal meeting?	No.
9	Are the respective volumes independent of each other?	USAC has provided monthly actuals and forecasted volumes in Attachment 6 - Volumes. USAC does not provide forecasts by day/week. Weekend volumes are lower than weekday volumes. Saturday typically averages 40-50% of volumes and Sunday averages 20-30% of volumes.
10	If the volumes are independent can USAC provide the average handling time for each volume?	Please review Attachment 5 - SLA Template for USAC proposed SLA Targets inclusive of handle times. USAC does not currently utilize chat functionality and current call handle time averages 7-8 minutes.
11	Can USAC provide the interval distribution of each work type by day, week and month?	See response to #9
12	Can USAC provide an IT specifications document or overview to establish integration requirements between the contact centre platform and the National Verifier application system?	System integrations occur via API data connection with request and response calls. Further IT specifications can be provided at a later phase.
13	Can USAC provide what is the current AHT for inbound calls?	Current call handle times average 7-8 minutes
14	Can USAC provide any information on the occupancy rates you are currently running?	USAC does not provide information on current vendor performance
15	If there is a surge and additional resources must be added, how can we accommodate in our pricing?	It is up to the offerors to accommodate that in their pricing.

16	Coming out of the up to four-week training, is the expectation that agents will be cross-trained to service incoming/outgoing calls, chat, and email? Or do you anticipate the need for different agent teams unique to each service?	The expectation is that agents will initially support calls only. USAC does not currently utilize chat however, this is a functionality we will look in to utilize at a future date. Agent supported email was not included in the RFP. The email included was automated email outreach.
17	Does the inbound/outbound mail processing location have to be the same as the call center operation?	No, USAC supports separate or joined call center and mail processing facilities.
18	What systems are currently being used for email, chat, and data entry support and is there any expectation to keep any particular system?	USAC does not currently utilize chat and automated email functionality. Call Agents currently utilize ServiceNow for our CRM platform.
19	Can USAC provide any technical details on the NV Portal and Data Base so we can consider the most efficient means for data entry?	See response to #12
20	What is the current average wait time for phone calls?	Please review Attachment 5 - SLA Template for USAC proposed SLA Targets.
21	What is the current average handle time for phone calls and other types of communications?	Please review Attachment 5 - SLA Template for USAC proposed SLA Targets. Current call handle time averages 7-8 minutes. USAC does not currently utilize chat capabilities.
22	Please specify existing tools that USAC uses for Call center services.	USAC does not provide information about the incumbent.
23	Please provide a historical call volume for weekdays and weekends.	See response to #9
24	Is this a new contract and if not, please share the last spending of this contract?	See the answer to question #5.
25	Are there any incumbents on the contract? If yes, please share the name(s) of the incumbent?	See the answer to question #5.
26	Are there any pain points that the USAC needs to highlight for this contract?	Flexibility and knowledge to answer variety of question around Lifeline and ACP
27	Please confirm the No. of vendors that the USAC intends to award.	This will be a single award contract.
28	Referring to "Section 8.10, Proposal Content", please confirm if USAC needs the email response for "Volumes I, II, III, IV, and V", as one single attachment or as 5 separate attachments?	USAC requires 5 separate email attachments. All of these attachments/documents should be submitted via one email submission.
29	When do you expect to award the business?	See section 8.6 of the RFP document for the estimated timeline.
30	When do you expect to sign the contract?	See section 8.6 of the RFP document for the estimated timeline.
31	What are the overall transition and timeline expectations?	USAC will engage with the awarded vendor on a recommended stand-up timeline and ramp plan including staffing, ATO, and system integration.

32	When do you expect a vendor to “go-live” and are there expected headcounts expected to be ramped under timelines?	See response to #31.
33	What are daily contact volumes at the interval level? a. Inbound / Outbound – Call b. Inbound / Outbound – Voicemail c. Inbound / Outbound – Live Chat d. Inbound / Outbound – Text e. Inbound / Outbound – Email	See response to #9. Voicemail is not a requested service. Chat, Text, and Email are not current processes. USAC will look to implement these processes at a future date and these are removed from the current Bid Sheet.
34	What are your peak months?	See response to #9
35	Has USAC seen volume increase or decrease YoY?	Yes, with the Launch of the National Verifier and then ACP our programs have seen growth YoY
36	What is the estimated AHT for outbound calls?	See answer to #13
37	Is USAC open to contracting partial work only? Example: Only Contact Center)	This is a single award contract for all services included in the RFP.
38	If there are requirements for support for more than one language, what is the volume % breakdown per language?	Yes, please review Attachment 2 - SOW. The Vendor needs to staff for both English and Spanish call volumes. Spanish calls are 8-10% of total volumes. Additionally, the Vendor will need to support additional languages as needed which are less than 1% of total calls. The awarded vendor may use a third-party translation service to assist consumers in other languages. Additional details regarding required languages will be provided during the project phase.
39	Is USAC open to contracting partial work only? (EX. Only Contact Center)	See answer to #37
40	What is USAC expected budget for this project? a. Contact Center Budget? b. Mailroom Budget?	USAC does not provide this information. Offeror should provide its best estimate based on the scope of work stated in this RFP
41	What is the minimum % of audits to be performed for calls and chats?	Please review Attachment 2 - Statement of Work section 5 (ix). Vendor shall develop and implement a QASP to be agreed upon by USAC. USAC does not have a minimum % to provide at this time.
42	Can you please provide job descriptions for agents in scope?	USAC will engage with the awarded vendor on job descriptions for agents.
43	What are USAC expectations for Disaster Recovery?	USAC's expectations for disaster recovery is continuity of operations. It is imperative that a vendor resume operations as quickly as possible after an incident to limit the impact to our consumers

44	How many FTEs are currently required to service the call center? a. Mailroom?	The # of agents fluctuate depending on volume. If we average an AHT of 7 - 8 minutes, an call agent could handle approximately 8 calls per hour. Mailroom staffing is dependent on awarded vendor processes.
45	How many FTEs do you have today?	See response to #44
46	Is it a requirement for different aspects of the business to be placed outside of Washington, DC?	There is no requirement for different aspects to be placed within or outside of D.C. Note, location must be within the U.S.A.
47	What is the expectation for “onsite” headcounts and in what capacities?	Vendor proposal should include staffing recommendations.
48	Who is the current incumbent and where is the work processed?	See the answer to question #5
49	What are the Sorting, Scanning and Decision Making requirements?	USAC will receive several different form types and documents for review and ingestion. Associates must review mail to confirm if the document is complete and accurate per defined logic. Based on document type, the document will be scanned and uploaded for ingestion through different workflows.
50	Can you provide the current contract of the incumbent?	See the answer to question #5
51	Is it a requirement for vendor to sub-contract for this opportunity?	Subcontracting is not a requirement. However, offeror should explain in detail regarding the scope of work it intends to subcontract.
52	Is the vendor required to be a Small, Women or Minority Owned business?	This is a full and open competition procurement
53	What is the anticipated “Go Live” date?	See response to #31.
54	Due to the size and complexity of this project, we request a 2 week extension to the RFP be granted?	USAC is extending the proposal due date by week
55	What is the total value of the incumbent’s contract?	See the answer to question #5
56	How many different for types does USAC expect to be processed?	For inbound processing, USAC currently has 6 forms that may be received for processing. Additionally, USAC receives additional supporting documentation that will need to be ingested.
57	How many fields should be indexed of each form?	Each form has approximately 15-20 fields that would need to be captured through the ingestion process.
58	What files should be captured / transmitted to USAC per document? (Example: API, SFTP)	USAC currently uses API for data transmissions between our systems.
59	Is the volume of mail in Documents or Pages?	Volume is pages
60	What is the average number of pages per document for inbound and outbound mail?	Inbound mail can vary greatly by letter type. Outbound mail averages between 1 sheet - 16 sheets or 2 pages - 32 pages, depending on the type of outreach that needs to be performed.

61	Will USAC allow any pass through costs, such as a telephony minutes, SMS rates, paper costs, etc.?	The proposed cost should based on RFP Attachment 1 - Bid Sheet
62	Besides FedRAMP, NIST, FIPS, FISMA, and PII compliance, does USAC expect any SOC, PCI, or other certifications?	USAC does not require additional certifications other than what is already included in the RFP documents at this time
63	What are the requirements for processing "digital documents"?	Vendor will be requested to establish an SFTP secure portal for document retrieval. Vendor will process and upload those documents via API similar to the inbound mail process
64	Will incoming paper mail consist of just standard forms or will supporting documents be included as well? What size documents can be expected? Standard letter, legal, combination of both, etc.?	See response to #56. USAC forms are standard letter however, supporting documents will possibly vary in size.
65	Processing paper mail - Does "inputting into the NV via application programming interface" require uploading the scanned documents to the application, manual data entry, or both?	This process includes; validating data points on documents received, capturing defined data points for API ingestion, and uploading the scanned documents for system interface.
66	Will all documents need to be scanned individually or are all documents from a single response scanned as one PDF?	Documents from a single response can be scanned as one PDF.
67	Will scanned documents require pre-defined naming conventions? What is the required format of the scan? PDF, TIFF?	Documents are loaded as PDF
68	Will documents need to be sorted, scanned, and saved in different ways or will the process be the same for all? Do any documents contain barcodes or QR codes? Do all documents require a date stamp receipt?	Yes, documents will need to be sorted and scanned into separate workflows based on the document(s) received. We currently utilize barcodes however not all documents will have a barcode. All documents require a date stamp of receipt to capture inbound mail handling time.
69	What percentage of documents will require redacting? What are the expectations for handling the original document versus the redacted document?	FCC Forms received do not require redacting however, any supporting documentation received requires review for redaction. Once the document is uploaded to the system the original document is to be securely shredded.
70	What is the required process for handling incomplete documents that need further review?	All documents received will be ingested based on defined requirements. This includes incomplete documents.
71	What would the typical outgoing mail packet(s) consist of? Describe the different mail size packets.	USAC completes various outbound mailing of various types including letters, forms, and post cards. All printing is completed by the vendor. These mailings are currently double sided, black ink, contain barcodes, and are sent in English, Spanish, or both languages. Some packets contain a return enveloped. Based on packet sizes, the envelopes are various sizes including #10, 9x12, 6x9, etc.

72	What size envelopes are used for outgoing mail? #10 standard envelope, letter, legal, etc.? Do envelopes require a window, and are return envelopes required?	See response to #71
73	If the contractor is responsible for envelope ordering does a specific vendor need to be used?	Yes, the Vendor is responsible for managing all stock associated with the outbound mail processing. No specific envelope vendor is required.
74	What is the maximum number of paper pages included in outgoing mail packets? Would they consist of pre-printed forms provided by USAC, printed by contractor, or a combination? Would all inserts be letter size, legal, or a combination of both? Do you require a certain type of paper or weight of paper to be used?	See response to #60 and #71
75	If contractor is required to print mailing inserts/forms, are all pages one-sided or would some require two-sided printing? Would any be required to be printed in color? If yes, what is the estimated percentage of each?	See response to #71
76	Would certified or certified mail w/return receipt be required?	Certified mail is not required for outbound mail. However, vendor may receive certified mail at their mail center.
77	Do any of the mailed documents include or require a barcode or QR Code?	USAC currently barcodes certain pieces of outbound mail
78	If a QR code is required, does it need to be visible through a window envelope or printed on a non-window envelope?	No, the QR code is only utilized for returned mail.
79	If return envelopes are required are they preprinted with the return address? Do the envelopes have pre-paid postage or is the recipient required to provide postage?	BRE envelopes are utilized for some mailings and have a pre-printed return address.
80	Do you utilize "first class" postage or do you require dynamic metering (based on weight)?	First Class
81	Are any mailings state specific or are they the same across all states?	USAC is not aware of any state specific requirements
82	What would be the data retention policy required for hardcopy responses once scanned? Shred after a period of time or return to USAC?	Inbound mail must be shredded after successfully upload into the system
83	Is all Lifeline and ACP mail forwarded to the vendors location for processing?	Yes, all inbound mail should be received at the vendor location for processing. We currently use a PO Box address.
84	What percentage of the total call volume is from consumers versus service providers?	This is approximately a 75% consumer/25% service provider split.
85	What is the average handle time for (1) consumers and (2) service providers?	Current call handle times average 7-8 minutes for both consumers and service provider calls

86	Do some days of the week have higher or lower call volumes? If so, can you identify the outliers?	Weekend volumes are lower than weekday volumes. Saturday typically averages 40-50% of volumes and Sunday averages 20-30% of volumes.
87	Will any mail documents require manual data entry?	Only for Inbound Mail Processing. This is dependent on the vendor processes.
88	What are the 10 most common languages received by your current vendor, and the percentage of calls allocated to each language?	See response to #38
89	In Attachment 6, please confirm that "Calls Offered" represents all calls transferred to the live agent queue for resolution?	This is correct
90	In Attachment 6, please confirm that the difference between "IVR" and "Calls Offered" are calls completed prior to being queued for live agent support?	IVR calls are calls into the Support Center and Calls Offered are calls routed to a call agent.
91	In Attachment 6, what is the average number of pages for "Inbound Mail Processing"?	The average number of pages for inbound mail is 8-10 pages.
92	In Attachment 6, what is the average number of pages for "Outbound Mail Processing"?	See response to #71
93	What is the current average speed to answer for calls?	See response to #20
94	Please clarify all expected agent languages required outside of English and Spanish that are required?	See response to #38
95	Can a Language Line be utilized for other languages outside of English and Spanish, or is a live agent required?	English and Spanish is required for live agent support. However, vendor may utilize a third-party translation service to assist live agents with other languages.
96	Is a CRM required to be provided and hosted by the contractor?	The awarded vendor will utilize a CRM provided by USAC.
97	Is there a knowledge base in place today? If so, can you please provide the name of the platform?	Yes, we currently use a knowledgebase retained within our ServiceNow platform
98	Is the contractor required to provide a knowledge base to house USAC related content?	See response to #97
99	Can all contractor agents who are answering inquiries via phone, chat, email be 100% remote in the US?	See response to #47
100	Does the contractor staff need to be on or near the Washington, D.C. area, if working remote?	See response to #46
101	Would the mail fulfillment site be acceptable to be performed at USAC's headquarters in Washington D.C.?	No - USAC does not have the space capacity to host mail fulfillment
102	Please confirm if the new hire training is 4 weeks in length?	Please see Attachment 2 - Statement of Work. The training is up to 4 weeks.

103	Will the initial training be conducted at the USAC headquarters or at the contractors site?	USAC recommends that the training occur at the vendor site(s) and/or virtually. Details would be confirmed during the project phase.
104	Does USAC have an established and updated New Hire Training curriculum?	USAC will provide the initial training curriculum for call center support and recommend that the awarded vendor update the training as needed to support training their associates.
105	Does the contractor need to create a brand-new hire training curriculum with USAC information and material?	See response to #104
106	Does USAC have an established Call Quality monitoring criteria established?	See response to #41
107	How many monitors per week or per month are required for call Quality Evaluations per agent?	See response to #41
108	Do the key personnel need to reside in Washington D.C., or is it acceptable for them to operate remotely in the US?	See response to #46
109	Please include the number of papers for each packet that will go out for OB mail?	See response to #71
110	Do the papers need to include color ink, or black or white ink?	See response to #71
111	What is the current estimated processing time for each incoming mail for the mail staff to complete from initial receive of mail to the end of the process?	Our current target SLA is 2 days
112	Please provide processing handling times for chat and email.	USAC does not currently utilize chat and email functionality. USAC will look to utilize these processes at a future date.
113	What is the expected call volume targeted for the ACD?	See response to #9. Total IVR calls are volumes received on ACD.
114	What is the expected call volume targeted for the IVR?	See response to #113.
115	Estimated outbound robo-calls by time interval	See response to #9
116	Estimated outbound text/sms messages by time interval	USAC has removed text/sms messages from the bid sheet. USAC may look to utilize this process at a future date
117	Is Voicemail required?	No, Voicemail is not required.

118	Please provide a list of applications that will be provided by USAC?	USAC provided applications include: ServiceNow (system of record including CRM tool and Knowledge Management tool), other USAC proprietary systems needed for resolution support, Outlook. All systems will be accessed through OKTA. Vendor will be responsible for providing telephony systems, all inbound and outbound mail processing systems, workforce management tools, agent support channels (i.e. internal chat tool).
119	Do any of the USAC provided applications require private connection? If yes, how many locations will need to be interconnected? If yes, will USAC support co-managed site to site VPN?	Some applications (i.e. email, customer relationship management systems, etc.) will require a VPN to access
120	Call Recording - What percentage of screen should be recorded?	Screen capture is a desired requirement. USAC does not currently utilize this capability.
121	Call Recording - Please confirm 6 months retention of call recordings is the total required archive duration?	This is correct.
122	What CRM will USAC be deploying?	USAC currently utilizes ServiceNow as our CRM for the Lifeline/ACP call center
123	Do systems provided by USAC provide a sandbox that allows trainee's to make updates to mock data?	Yes, USAC provides UAT environments for our systems that can be utilized for training.
124	Please describe any initial training gateways and measures of success.	USAC provides UAT environments for training. In addition, we will utilize QA results and performance metrics to measure success
125	Are there system sandboxes or training systems where end to end interactions can be practiced while in new hire training?	See response to #123
126	Existing Headcount (Staffing/LOB): May we know what is the existing headcount supporting the business, per LOB, per Language?	USAC requests the awarded vendor recommend a staffing/headcount model based on the forecasted call volumes.
127	Language: May we request for the percentage split of English vs. Spanish?	See response to #38
128	Interaction: For Inbound & Outbound Mail, may we request for a brief description of work? How are these interactions being supported? Can these be treated as email interactions?	See response to #71. These interactions are separate from email and our current requirements are to complete via paper mail.
129	Volume/LOB: May we request for the 12-months forecast for Text?	See response to #116
130	What is the target AHT for Chat, Inbound Mail & Outbound Mail?	See response to #20
131	Can USAC share the past 12-months AHT historical per LOB, per language?	See response to #9
132	What is the maximum chat per session (target), and what is the actual rate?	USAC does not currently utilize chat at this time.

133	Can USAC provide a 6- 8 week arrival pattern on a 30-min interval and also the day-of-week pattern?	See response to #9
134	IVR Settings: Are we going to handle 100% of the volume or will it be shared with other vendors? If shared, what is the IVR configuration - is it Dynamic, Fixed allocation etc.?	Vendor shall handle 100% of IVR
135	Does USAC provide a workforce management tool, or should the contractor provide?	Vendor shall provide their own workforce management tool.
136	What is the preferred forecasting delivery method and format (30/60/90 days)?	USAC can provide further details as needed to the awarded vendor during project stand up.
137	Is it USAC's preference that agents are universal, and can handle all inquiries and all call types?	The awarded vendor can provide a recommended team structure.
138	How many agents support the Lifeline and ACP call types today?	See response to #126
139	How many agents or staff support the mailroom operation today?	USAC requests the awarded vendor recommend a staffing/headcount model based on the forecasted mail volumes.
140	Place of Performance: Section 1.4 of the RFP stipulates that services must be performed within the U.S. at either USAC's headquarters or a contract site(s) approved by USAC at its sole discretion. Can you please supply us with detailed information concerning space availability at the USAC headquarters for contract personnel under the current construct, and any information related to the contract site approval process?	Contract Personnel should be located at Vendor location or remote.
141	Does training length vary by line of business, or is all training 4 weeks?	See response to #104
142	Is there additional training outside of the 4 weeks that the mailroom staff takes?	USAC can support a program overview for mailroom staff and define mail requirements, however inbound and outbound mailroom training will need to be facilitated by the awarded vendor. This training timeline will be defined by the awarded vendor.
143	Can USAC provide additional details, such as what CRM application is in use, and how many existing system applications are there and what is the nature of the interface to them?	See response to #118
144	Incumbent Contract: Can you please provide the contract number and value for the existing work supported by Conduent?	See the answer to question #5
145	Do the agents need to be located at or near Washington D.C. to attend new hire training if at USAC headquarters?	Training will not be conducted at the USAC Headquarters. Training will be held at the vendor location or virtually.

146	Audited financials: What flexibility do we have in providing 3 years' worth of financials that are not audited? We can provide 3 years of tax returns? We could also work with our accountants to provide a different level of audited financials; for example: reviewed or compiled statements?	USAC does not change this requirement. Financials must be submitted as required by this RFP
147	Average Handle Time (AHT): Are you able to provide the AHT for the 2 types of calls listed on the RFP?	See response to #20
148	Veteran Owned or minority owned businesses: Do you provide additional points on the scoring system for veteran owned or minority owned businesses?	This is a full and open competition procurement
149	Teaming partners: Is USAC RPF open to having teaming partners or sub-contractors perform the required tasks? The offeror will be responsible for the KPI delivery across all partners.	There is no restrictions regarding subcontracting. Offeror should explain in detail regarding the teaming partnership and the scope of work being subcontracted.
150	Who is the incumbent(s), and how long has the incumbent(s) been providing the requested services?	See the answer to question #5
151	Please describe your level of satisfaction with your current vendor(s)?	USAC does not provide this information
152	Can you provide us with a copy of the contract? If not, can you direct us to a copy of where we can locate the contract?	USAC does not provide information on the existing contract
153	Has the current contract gone full term?	USAC does not provide information on the existing contract
154	How are fees currently being billed by any incumbent(s), by category, and at what rates?	USAC does not provide information on the existing contract
155	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	USAC does not provide information on the existing contract
156	Have all options to extend the current contract been exercised?	USAC does not provide information on the existing contract
157	What estimated or actual dollars were paid last year, to any incumbent(s)?	USAC does not provide information on the existing contract
158	What are the spans of controls for all the required roles supporting the program, E.g. Supervisor/Team Lead to Agent, Quality Analyst to Agent and any other as applicable?	USAC does not provide information on the existing vendor structure.
159	Is a hybrid staffing model currently in place and if so, what is the % split between remote vs. onsite?	USAC does not provide information on the existing vendor structure.
160	Is there a minimum or maximum number of agents and supervisors?	USAC does not provide information on the existing vendor structure.

161	Section 1.4 – Place of Performance states “A. All required Contract services must be performed within the United States at either USAC’s headquarters at 700 12th Street NW, Suite 900, Washington, DC 20005 (“USAC Headquarters”), or such other location as USAC may approve in its sole discretion.” Is it USAC’s preference that services be performed at USAC’s headquarters? Under the current contract, are services being performed at USAC’s headquarters? If not, what is the location?	No existing services are performed at the USAC headquarters. USAC does not share information regarding our incumbent vendor.
162	Attachment 2 – Statement of Work, Section 2, ix. References the 10 most common languages. Can you provide the list of the ten languages you are referencing?	See response to #38
163	Attachment 2 – Statement of Work, Section 2, ix. References requirement for service in 10 most common languages. How is this requirement currently being met (through vendor or third party vendor)? Provide details.	See response to #38
164	Can you provide average handle times and service levels for: Calls Offered, IVR, Inbound Mail Processing, Outbound Mail Processing, Robocalls, Chat, Text for both Lifeline and ACP?	See response to #20. Please note that USAC does not currently utilize chat or text. Robo-calls are completed within 1 business day.
165	Can you provide ASA (Average Speed of Answer) and busy hours for all applicable communication channels?	See response to #20. Busy hours are currently afternoon hours (EST).
166	Can you provide a historical daily Calls Offered volumes for an indicative week and seasonal fluctuations by intervals for both Lifeline and ACP?	See response to #9
167	Do you have a call flow interval schedule of the overnight calls coming in – at what interval etc.?	USAC is not requesting overnight call support.
168	Is previous experience with any specific customer information systems, phone systems, or software required?	USAC does not require vendor to utilize a specific phone system. However, experience with phones system and software is required.
169	What are the recording and storage requirements for non-phone communications?	Inbound Mail should be disposed after ingestion. Chat retention records will be defined at a future date.
170	What information is to be included in call logs?	Please define call logs. Is this inbound call data or is this in reference to agent logging calls in CRM?
171	What is the current number of seats for agents and supervisors at your existing call center?	See response to #126
172	What is the current average wait time for phone calls?	See response to #20
173	What is the current average handle time for phone calls and other types of communications?	See response to #20

174	What is the current average after-call work time for agents?	After call work time is included in our AHT. Please see response to #20.
175	Over the past year, what is the percentage of calls received in English versus non-English?	See response to #38
176	How long is the new hire training for each Lifeline and ACP?	See response to #104
177	After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?	USAC recommends this approach however, this is a decision for the awarded vendor.
178	Are there expected ongoing training requirements? If so, please define.	Yes, USAC will provide training as needed due to program and/or process changes.
179	Are dedicated trainers and/or training managers required?	Yes - vendor shall have a training staff to help onboard new agents and provide coaching and routine training.
180	Can you provide more detail around your Quality Assurance expectations for: Calls Offered, IVR, Inbound Mail Processing, Outbound Mail Processing, Robocalls, Chat, Text for both Lifeline and ACP? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)?	See response to #41
181	Under current contract, what are the critical and non-critical SLA's in place?	USAC does not provide information on existing incumbent contract.
182	Under current contract, what are the credits for not meeting those respective SLA's?	USAC does not provide information on the existing contract
183	How is customer satisfaction measured/calculated today?	USAC currently uses a customer satisfaction survey at the end of calls. This is a requirement for the awarded vendor to provide.
184	What are the system requirements, will it be hosted by the Contractor or provided by USAC?	See response to #118
185	Will agents be working off USAC's system platform?	See response to #118
186	What technology will be provided by USAC?	See response to #118
187	In the RFP document, Insurance Section: 6. Professional Liability (errors and omissions) and Cyber Liability (If applicable based upon the Scope of Work for each Task Order), (a) Each incident and aggregate US \$25,000,000 – Is this insurance requirement applicable to this contract?	The RFP includes USAC's standard insurance requirement. If an offeror determines that a specific insurance is not applicable, it should provide explanation in its proposal submission for USAC review.
188	What is the preferred medium for the Contractor to connect to NV?	API is the preferred connection to the National Verifier systems
189	What is the preferred connectivity method to NV (National Verifier)? MPLS, B2B SSL / IPSEC etc.?	Connections to the National Verifier occur via API using basic authentication, or via Secure File Transfer Protocol (SFTP).

190	What level of back-office IT support is the Contractor required to provide L1/ L2 / L3? What are the SLA's for each level of service?	The awarded vendor is required to provide IT support at all levels for their provided systems (i.e. telephony systems, etc.) and L1 support for all USAC provided systems. USAC will provide L2 support for any USAC owned system.
191	What is the current chat platform used?	USAC does not currently utilize chat functionality.
192	Do you want user engaged chats or automated?	USAC does not currently utilize chat functionality. Awarded vendor should be available to support automated and agent supported chat if needed at a future date.
193	Is Vendor be required to provide the TFN for inbound / outbound requests?	Please see response #310
194	Will USAC's TFN be ported / routed to Vendor?	Please see response #310
195	Will Vendor be required to re-route the calls to USAC's staff for escalations or any other reason? If so, please describe.	No, this is not an existing requirement
196	Is Vendor be expected to provide the workforce management platform?	See response to #135
197	Please describe the workforce management system currently in place.	See response to #135
198	Will USAC be providing or expecting a Learning Management System or Knowledgebase System?	USAC will not provide a Learning Management System. USAC will provide a Knowledgebase system.
199	Is Vendor staff expected to perform the software package installations?	See response to #190
200	Is Vendor providing agent workstations? What are the requirements CPU, memory, storage, resolution and any other specifications?	Yes, awarded vendor is responsible for providing agent workstations.
201	Will Vendor staff be required access to USAC's infrastructure to provide support?	Yes, vendor staff will need to access USAC systems. We currently utilize OKTA as our secure single sign on platform.
202	What is the preferred connection method to access above infrastructure (via MPLS, Internet, VDI, Citrix, DaaS etc.)?	See response to #201
203	What troubleshooting applications are currently in use?	See response to #190
204	Is Vendor be required to provide support applications?	See response to #190
205	For remote users, is force-tunnel or split-tunnel VPN required?	See response to #307
206	Will agents require dual monitors? What is the minimum resolution required?	USAC does not require use of dual monitors. Although dual monitors may be more efficient for vendor staff.

207	Who is hosting the OCR scanned data? Is it required to be on cloud or on-premise?	USAC does not know the intention of this question and needs more details to respond to this question.
208	Are there any integrations required? If yes, then which platforms? Please provide clear details.	Yes, integrations are required for all processes. Most integrations are with the NV through an API.
209	We note the short time frame between when USAC plans to post responses and the RFP response deadline and want to bring attention to the volume of questions we have submitted which require clarification. In light of this, we are respectfully requesting two weeks extension to the RFP deadline to allow sufficient time for our internal stakeholders to be able to review and confer on the Q&A's?	USAC is extending the proposal due date by one week
210	The RFP requires bidders to respond using 12-point font. May bidders use a smaller, still readable font for each of the following: a) headers and footers b) requirement text c) exhibits/figures/graphics d) tables	Yes. However the information should be readable for those listed items
211	Should Transition Plan Attachment 2, Section 9 be Attachment 2, Section 6?	Correct. This information is updated in the revised RFP Attachment 2
212	Reference to Schedule 1 – Schedule 15. Will USAC be providing bidders those schedules in advance of award?	USAC will provide the listed Schedules to potential awardee during contract award
213	Due to the current inflationary environment, it is likely that cost of paper and envelopes will increase over the potential five-year term. Would USAC consider allowing bidders to propose a 2-3% increase in commodity costs associated with outbound print/mail scope of services?	Offeror should determine how to price its proposal using RFP Attachment 1. USAC will review the presented information
214	Would subcontractors who are involved in performing a more limited scope of services be permitted to obtain and maintain less stringent insurance requirements?	The insurance requirement does not change at this time
215	Please confirm that stand-up fee is included in the overall price evaluation.	Confirmed
216	Where in Attachment 5 should we include optimized SLAs?	USAC requires that offerors should complete Attachment 5 as needed. Offerors can add additional column if needed and must explain the addition in detail.
217	Please confirm whether USAC is looking for bidders to provide examples of where they surged contact center staff (i.e., not development staff).	This is correct.

218	There isn't a section 1.4 in the RFP that provides volumes. Please confirm if bidders should complete this table using the Q4 2022 volume estimates provided in Attachment 6.	See response to #9
219	While we understand that resumes are limited to two pages each, please confirm that the rest of the information requested in Item 3 Key Personnel is not page limited such as organization chart, roles and responsibilities etc.	Confirmed
220	Notes: 4) 2023 forecast should be based off Q4 2022 volumes. Should bidders maintain the 2023 volume assumptions through 2026?	Volume assumptions should be based on Q4 2022 volumes. USAC is unable to provide accurate forecasts beyond 2023. USAC recommends using 2023 for remaining years. USAC is not currently utilizing text, chat, and outbound automated email and will remove from Bid sheet. USAC may look to develop these processes at a future date.
221	Variable Inbound Support: It appears that Year 4 and Year 5 are missing from this worksheet. In the unit of analysis column, should bidders add a Year 4 and 5? Similarly, should bidders include a continuous improvement modification percentage for Year 4?	The Bid Sheet is revised and includes Year 4 and Year 5 for all variable tabs including Inbound Support and also continuous improvement
222	Variable Mail Processing: It appears that Year 4 and Year 5 are missing from this worksheet. In the unit of analysis column, should bidders add a Year 4 and 5? Similarly, should vendors include a continuous improvement modification percentage for Year 4?	See the revised Bid Sheet
223	Variable Outreach: It appears that Year 4 and Year 5 are missing from this worksheet. In the unit of analysis column, should vendors add a Year 4 and 5? Similarly, should vendors include a continuous improvement modification percentage for Year 4?	See the revised Bid Sheet
224	Can you please provide the current average handle time?	See response to #20
225	Attachment 2, Statement of Work section 2.vi., indicates business hours are 9am – 9pm ET, can you please confirm which is correct?	Business operating hours are 9am - 9pm ET
226	Outbound Mail Processing: Can you please provide a breakdown of the number of pieces of mail for each envelope size required?	See response to #60 and #71

227	Outbound Mail Processing: Can you please provide the average number of sheets of paper per month for outbound mailings?	Please review "Attachment 6 - Volumes" for forecasted outbound mail volumes per outreach (not page). USAC can provide further details as needed to the awarded vendor during project stand up.
228	Outbound Mail Processing: Please provide the percentage of the outbound mail impressions which are duplex and simplex.	USAC can provide further details as needed to the awarded vendor during project stand up.
229	Outbound Mail Processing: What percentage of outbound mail requires business reply envelopes to be included in the mailing and are the envelopes provided by the vendor?	See response to #71. USAC can provide further details as needed to the awarded vendor during project stand up. Envelopes are to be provided by Vendor.
230	Are contact overflow capabilities a requirement or desired?	The awarded vendor is required to meet SLA's based on USAC's provided forecasts. USAC may request vendor to surge staffing as needed.
231	Is Conversational IVR required or desired?	Conversational IVR is desired and not required. USAC does not currently utilize conversational IVR.
232	If an item in this checklist is not specified as a requirement in the RFP and associated documents, should bidders assume these items are not required but simply a defined capability for USAC to consider implementing at a later time within the contract term via a change order?	Please clarify context of question or provide specific of assumed requirements
233	What CRM technology will the selected vendor be using to document calls? Will the vendor need to integrate their system(s) with this CRM?	See response to #122
234	Please define all systems that the selected vendor will need to integrate with?	See response to #208
235	Will USAC allow us to include a Quality Assurance Plan as an attachment to our response and not be used against the required page count for this section?	The Quality Assurance Plane shall be included in the page limited
236	The SOW does not indicate that the vendor will be providing inbound/outbound email support, but the price sheet has a column to price that service. Please confirm if vendor is expected to provide inbound/outbound email support. If yes, please provide information on expected annual volumes and estimated handle time for inbound email and, separately, outbound email services.	USAC has removed outbound email support from the Bid sheet.

237	<p>To ensure consistent volume assumptions across all bidders, please confirm annual volumes for the full performance period beyond 2023 (i.e., 2024-2027) for the following:</p> <ul style="list-style-type: none"> · Calls Offered · IVR · Text · Inbound Mail Processing · Outbound Mail Processing · Robocalls · Inbound Email · Outbound Email 	<p>Volume assumptions should be based on Q4 2022 volumes. USAC is unable to provide accurate forecasts beyond 2023. USAC recommends using 2023 for remaining years. USAC is not currently utilizing text, chat, and outbound automated email and are removed from Bid sheet. USAC may look to develop these processes at a future date.</p>
238	<p>USAC does not currently use chat, text; hence there is not actual volumes for 2022. To ensure consistent volume assumptions across all bidders, please provide the 2023 forecast for text.</p>	<p>See response to #220</p>
239	<p>Please confirm that contractors currently providing other ACP related services are eligible to bid without inherent conflicts.</p>	<p>This a full and open competition procurement. Offerors should perform their own conflict of interest check and make a determination</p>
240	<p>Would USAC allow the vendor to operate in a hybrid model with some Agents working in a facility and some Agents working from home?</p>	<p>Please review Attachment 2 - Statement of Work section 2.v.</p>
241	<p>What is the current AHT for incoming live agent phone support calls?</p>	<p>See response to #20</p>
242	<p>What is the current AHT for outgoing live agent phone support calls?</p>	<p>Outbound calls are currently 1% of supported call volumes. USAC can provide further details to awarded vendor.</p>
243	<p>What is the current AHT for incoming IVR support calls?</p>	<p>See response to #20</p>
244	<p>What is the current AHT for email support contacts?</p>	<p>Email support referenced in the RFP is automated outbound email notifications (not agent supported email). Please note that USAC will remove automated email from the current Bid sheet.</p>
245	<p>What percentage of the calls require screen capture?</p>	<p>USAC does not currently utilize screen capture. This is not a requirement but something USAC maybe interested in utilizing at a future date.</p>
246	<p>What is the required retention time period for screen captures?</p>	<p>See response to #245</p>
247	<p>Attachment 6 – Volumes. Under Notes, point no 2 mentions - "USAC does not currently use chat, text; hence, there is no actual volumes for 2022"Q -Since it's a line item in both ACP and Lifeline, do they intend to use and should we price it (Attachment 2 - SOW point xiii, sub point b state "outbound text messages / Short Message Service ("SMS") messages.</p>	<p>USAC will remove text, chat, and outbound email from the Bid Sheet. USAC may look to develop these processes at a future date.</p>

248	<p>Attachment 2 - Statement of Work 2. Responsibilities and Requirements of Selected Contractor. Point ix. mentions, “Contractor shall provide call center support with staffed English and Spanish speaking agents. Additionally, Contractor shall provide call center support in, at a minimum, the ten (10) most common languages. However, these agents can be offered through a third-party vendor as needed.” • What are those 10 languages? Can we use a language line? • Over the past year, what is the percentage of calls received in English versus non-English?</p>	See response to #38
249	<p>Attachment 2 - Statement of Work 2. Responsibilities and Requirements of Selected Contractor. Point xiii mentions, 1. “Conducting outreach to customers as required by USAC (e.g., when customers must complete annual recertification), including b. Outbound text messages / Short Message Service (“SMS”) messages” Question - is it one way push or two way?</p>	USAC has removed text (sms messaging) from the bid sheet. USAC does not currently utilize this functionality however may look to utilize at a future date.
250	<p>Attachment 2 - Statement of Work 2. Responsibilities and Requirements of Selected Contractor: Point xv. Contractor shall ensure that the following are reported to USAC and priced as follows 2. For outreach services: the number of outreach attempts, broken out by channel (e.g., robo-call, text, mail, and other additional channels proposed) • Questions - What are the number of Attempts per channel?</p>	Provided volumes include all attempts.
251	<p>Section 1.2 Goals Point 1.2 Goals points, “Customer outreach: Handle outgoing consumer contacts, which will be completed through mail, automated email, text, and robo-call. Mail will consist of different mail size packets depending on outreach type.” • Question: What is the mail size packet used?</p>	See response to #71
252	<p>Section 1.4 Place of Performance Point 1.4 mentions, “All required Contract services must be performed within the United States at either USAC’s headquarters at 700 12th Street NW, Suite 900, Washington, DC 20005 (“USAC Headquarters”), or such other location as USAC may approve in its sole discretion” • Question: Can we have a mix of on-site and remote workforce?</p>	Please review Attachment 2 - Statement of Work section 2.v.

253	Who is the incumbent, and how long has the incumbent been providing the requested services? Please share incumbent details like contract value, number of active FTEs served (if available).	USAC does not provide information about the incumbent.
254	Has the Current Incumbent maxed out the extension?	USAC does not provide information about the incumbent.
255	Why was this RFP Floated?	
256	Has the current contract gone full term? Are you satisfied with the incumbent performance? Will they be eligible to respond on this opportunity?	USAC does not provide information about the incumbent.
257	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	USAC does not provide information about the incumbent.
258	What was the avg billing value per month?	USAC does not provide information about the incumbent.
259	What is the Average Hold time?	See response to #20
260	What is the average handle time?	See response to #20
261	What is the 1st call resolution percentage?	Current 1st call resolution is 85%
262	What percentage of call received are in English?	See response to #38
263	What percentage of calls are Spanish?	See response to #38
264	Does the offeror need to provide any native lang assistance?	See response to #38
265	Call offered – What is the break up of inbound and outbound?	Outbound calls currently average 1% of total call volumes
266	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	USAC does not provide information about the incumbent.
267	Is previous experience with any specific phone systems, or software required?	See response to #268. Vendor should be proficient in these systems.
268	Is there a minimum or maximum number of operators and supervisors?	See response to #126
269	What is the current average handle time for phone calls and other types of communications?	See response to #20
270	What is the current average after-call work time for operators?	See response to #274
271	What technology is the vendor expected to provide? (ACD, Self Service IVR, CRM, KMS, QM, WFM, etc.?)	See response to #268
272	How many FTEs are servicing the call center?	See response to #126
273	Can you please provide a job description of call center agent?	USAC will partner with the awarded vendor to develop agent job description.
274	Would you be open to a remote call center option?	Please review Attachment 2 - Statement of Work section 2.v.
275	What is the average call duration for both inbound and outbound calls?	See response to #20 and #242

276	<p>Past Performance Information (Volume III) Each Offeror shall describe two (2) to four (4) examples of similar BPO or Call Center support services that Offeror has provided for similar-sized BPO and Call Center operations in the past five (5) years. Where the example(s) of similar BPO or Call Center support services were with clients with federal government security requirements (e.g. FISMA, NIST, OMB guidance), please state so explicitly. Question: We do not have experience in providing call center and BPO services to any Federal government clients. Although we have been providing the required services to a few State government agencies and renowned commercial clients. Will that experience be evaluated equally in the evaluation stage? Or other vendors with similar experience for Federal government agencies will be given more advantage. Please confirm.</p>	<p>USAC will evaluate all proposals against the evaluation criteria stated in the RFP. This is a full and open competition procurement</p>
277	<p>What are the existing FTE and Agent Supervisor ratio?</p>	<p>See response to #160</p>
278	<p>What is the configuration of the hardware?</p>	<p>Further details regarding hardware can be provided to the awarded vendor.</p>
279	<p>What is the Current IVR system and CRM used by the incumbent?</p>	<p>See response to #22 and #122</p>
280	<p>What are the expected Outbound and inbound sms numbers?</p>	<p>USAC will remove text/sms messages from the Bid Sheet. USAC may look to utilize this process at a future date</p>
281	<p>Attachment-5 Attachment-SLA-template.xlsx: We appreciate you providing USAC suggested metrics for the SLAs. Can you provide current SLA metrics around what is currently being achieved?</p>	<p>USAC does not provide information on current vendor performance. Current performance is inline with suggested targets.</p>
282	<p>Attachment 2 – Statement of Work Section 2, page 2: For inbound and outbound mail, does USAC have a mail hub (i.e., all mail delivered to a USAC specific address) or is the contractor responsible for all mail process (i.e., setting up the mail addresses, centers, etc.)</p>	<p>Awarded vendor is is responsible for all mail processes.</p>
283	<p>Solicitation, pg. 21 Do you anticipate needing to integrate with applications other than NV? NLAD? CRM? Others?</p>	<p>USAC is continuously looking for opportunities to enhance our process. There may be a need for further integration at a future date.</p>
284	<p>Solicitation, 8.10, Proposal Content, Technical Volume, 2. Summary of Project Approach, pg. 20: There is a reference to Transition Plan, Attachment 2, Section 9. Is that Section 6, Transition? When does USAC anticipate transition beginning, since the transition needs to occur by January 23, 2023?</p>	<p>See response to #31.</p>

285	What is the breakdown of structured vs unstructured documents received in the mailroom?	See response to #287
286	How many custom fields are required in the outbound mailings?	For outbound mailings, the # of fields captured on the letters vary by outreach type. The range is 8 to 15 fields.
287	Does USAC have a high-level breakdown of mail received by flat, box, envelope, etc.?	Please review "Attachment 6 - Volumes" for forecasted inbound mail volumes. USAC can provide further details as needed to the awarded vendor during project stand up.
288	Will USAC forward mail to a vendor P.O. Box?	If USAC receives any mail at our offices, we will forward to the Vendor PO Box. All mail should be received at the Vendor's PO Box.
289	Does USAC expect the vendor to provide local P.O. boxes?	Yes
290	How many P.O. boxes does USAC have?	We currently have one PO box for supported processes
291	What are the service levels for mailroom processing? Such as turnaround time?	See response to #20
292	Regarding verification requirements using NV and federal data sources, do these data sources have APIs currently that Contractor can integrate with?	Current data integration is with NV Only and will be integrated via an API connection. There are no federal data source connections required for the Vendor.
293	Is the project plan to be reviewed at the Kick-Off call intended to be final or will Contractor be able to modify following post-award diligence?	During the kick-off call the contractor will present it's Project Plan and it is subject to USAC review and approval after that. Therefore, USAC and contractor will be able to modify it following post award
294	Will Contractor have access to the incumbent provider to review their existing setup to ensure the Transition Plan meets continuity of service requirements?	The contractor may have access to these information after contract award
295	Regarding CSLA credits, how are residual credits addressed at the end of the year/term?	USAC will further discuss CSL credits with the awarded vendor during the contract discussions.
296	What is the anticipated (email/live chat/social media) volume? What is the average handle time (AHT) for (email/live chat/social media)? Can USAC provide any historical AHT data?	See response to #220
297	What is the anticipated headcount for this opportunity?	See response to #126
298	What is the minimum headcount needed for the contractor to go live?	See response to #126
299	Are there any requirements for employees beyond standard background screening?	No additional requirement needed other than what is included in the RFP at this time
300	Can USAC provide a job description for the position(s) the contractor would be staffing?	See Attachment 4 - Key Personnel. USAC will work with the awarded vendor to support additional job descriptions as needed.

301	Can the contractor's employees work remotely/from home?	Please review Attachment 2 - Statement of Work section 2.v.
302	What is the anticipated task volume? What is the current average task time for processing tasks? Can USAC provide any historical volume/task time data?	See response to #9 and response to #20
303	Are there additional security requirements beyond ensuring secure connectivity?	No additional requirement needed other than what is included in the RFP
304	Does the contractor or USAC provide the necessary system(s) to perform the work? For example, telephony, quality platform, workforce management, training platform, core system, customer relationship management (CRM) system, etc.	See response to #318
305	What kind of access will the contractor's leaders have to create reporting (e.g., productivity, performance, etc.)?	Employee monitoring for call center support and mail processing should primarily be monitored using the vendor systems.
306	What kind of access will the contractor's leaders have to monitor our employees (for quality, performance, etc.)?	See response to #305
307	Are USAC's systems externally available for single sign-on?	USAC utilizes OKTA for multifactor authentication and to access USAC systems
308	What is the preferred method of connecting with USAC's internal business systems (endpoint device virtual private network (VPN) connection, site-to-site VPN, or some other path)?	See response to #307
309	What is the expected call recording retention time period?	Current call retention requirement is 6 months
310	Does USAC have a toll-free number (TFN) or other phone number that will be routed to the contractor's telephony platform, or is the contractor expected to provide a TFN?	USAC currently utilizes several TFN in partnership with our current vendor. The awarded vendor may need to provide a TFN(s).
311	Does USAC have an Interactive Voice Response (IVR) system that handles calls and then passes the calls to the contractor's telephony platform when the calls are ready to queue, or will the calls come directly to the contractor's telephony platform?	The Vendor will be responsible for providing an IVR system including a telephony platform.
312	Does the contractor or USAC provide the enterprise Interactive Voice Response (IVR) system to queue calls?	See response to #311
313	How should calls be handled after business hours? For example, should the Interactive Voice Response (IVR) system play a message with the standard hours of operation, provide the opportunity to leave a message, etc.?	Calls after business hours would be routed through the IVR however an after hour message will be played if the caller attempts to reach a live agent. USAC does not currently utilize voicemail capabilities.

314	Will agents need a unique telephone number (Direct Inward Dialing (DID)) to leave with customers?	No, agents are not expected to have unique contact numbers
315	Will agents need to receive voice mail?	See response to #117
316	What is the desired cutover date for the final milestone? Attachment 9 states “The final Milestone – the Cutover Date, is estimated to occur by January 1, 2023, subject to change by USAC.”, though the RFP Key Dates in the primary solicitation states negotiations occur November - December 2022, with the anticipated kickoff January 2023 (note: the RFP Key Dates states Jan 2022 as the Kick Off, though it is assumed that this meant 2023 based on the preceding timeline).	See response to #31.
317	What is the estimated timeline for training?	See response to #104
318	What technology is needed to support the delivery of training content?	This is a decision for the awarded vendor. USAC currently uses PowerPoint and UAT access to our systems to deliver training.
319	Attachment 2 - Requirement 2.2 states “Four IVR’s will be required to support operations.” Additional information regarding the IVRs is need to properly understand complexity. Examples of helpful information to determine complexity: Additional information regarding the IVRs is need to properly understand complexity. Examples of helpful information to determine complexity: · Number of use cases/intentions captured in IVR (ex: payments, application process, customer information update),	The existing IVR's 1) support consumer and service provider inquiries 2) support our recertification application. Our existing IVR's do not support any data collection via voice recognition at this time. They do not support any financial transactions. USAC would be looking for vendor recommendations to enhance this functionality at a future date. IVR's require if/then capabilities as well as API connections to retrieve data points.
320	· Number of integrations (USAC system integrations, 3rd party integrations, etc).	There are currently no third party integrations. The IVR integrations will include API calls and responses to/from USAC systems.
321	· Can existing call flow documents be provided?	USAC will share IVR design with awarded vendor.
322	Attachment 2 - Requirement 6.v. 2 states “End-to-end performance testing (test period to begin during the transition period)...” · When does the transition period begin? · At what point during the transition period is there an expectation that end-to-end testing will occur? · Will USAC provide a test plan and success criteria for the end-to-end performance testing?	See response to #31.
323	Attachment 2 - Requirement 6.vii states “Contractor will also be required to provide a ramp down plan for the end of the Contract term (as defined in the RFP).” · We did not notice a ramp down plan is not referenced in the RFP.	The reference to the RFP is deleted. It was an oversight.

324	Attachment 2 - Requirement 6.vii in states “Contractor will also be required to provide a ramp down plan for the end of the Contract term (as defined in the RFP).” • Does the current contractor have a ramp-down plan in place? Can that plan be shared to assist in transition/milestone planning?	The ramp-down plan from the existing contract can be shared with the awardee after during/after the contract award
325	Section 8.10 Technical (Volume II) 2. Summary of Project Approach of the Main Solicitation references “requirements laid out in the Transition Plan (Attachment 2, Section 9)...”. Attachment 2 only has 8 sections. Section 6 of Attachment 2 is titled “Transition Plan”. Is this the correct Transition Plan to reference?	It should read "(Attachment 2, Section 6)". The RFP is updated to correct the reference
326	Attachment 1, Variable Outreach - How do we price "robocalls" or agentless campaigns?	As indicated in the Bid Sheet, it will be per attempt
327	Attachment 2- Call recording @ 100% with 6 month retention, but screen recording is not called out at a percentage.	Screen capture is not required upon implementation. USAC does not currently utilize screen capture however, we may look to utilize at a future date.