

**Universal Service Administrative Company (USAC)**

**USAC Redundant Telecom Circuits Service and VoIP Calling and Toll Free Calling Services – RFP IT-22-030**

**Questions & Answers**

<b>Q #</b>	<b>Reference</b>	<b>Question/Comment</b>	<b>Answer</b>
1		What are we pricing out in the RFP? Is there a section that offeror should pay a particular attention to?	All items listed under Section B. (Scope of Services and Deliverables) on Page 6.
2		Can offeror bid ONLY the VOIP phone system work with a local partner that can provide services on-site for telephony install and circuits? Offeror does not provide circuits but we partner with local companies that can price and install them.	If working with another vendor, the proposal must be submitted together and address all requirements outlined in the RFP.
3		How many physical locations?	1
4		How many phones per locations?	660
5		How many local DID's? How many Toll-Free DID's?	Local DID: 890 Toll Free: 15
6		Are we reusing existing handsets or providing a new handsets?	Existing Handsets
7		Are there any contact center agents for high inbound call volume?	Yes, Finance Operators
8		Is there any software in your tech stack that the phone system needs to integrate with?	RightFax Server; Eleveo Call Recording Server; InformaCast (Paging) system; Webex Mobile Phone service
9		How many floors, etc?	2
10		Are there POE Switches in place?	Yes
11		Are we VLANning the phones?	Yes
12		Will our Project Management team be working with your IT department?	N/A
13		From one cable: from wall to phone to PC, or one cable for each phone?	Wall->Phone->PC
14		Are we installing phones before or after new circuits being installed?	After
15		What firewalls being used currently (bandwidth management) – who is going to configure firewalls?	N/A, Firewalls to be configured by network team.
16		What is the existing phone system (determines how much training needed)?	Cisco CUCM
17		Any remote or hybrid workers?	Yes, Webex app or Cisco IP Communicator.
18		How many total users or people would be using the phone system and would need to be on the phones at the same time?	876 total users; 50 at the same time
19		How many continental local and long distance minutes does USAC use annually or monthly?	N/A
20		How many 800 minutes are used annually or monthly?	N/A
21		How many foreign minutes are used monthly?	N/A
22		How many 800 numbers does USAC need?	15
23		How many DIDs does USAC use?	800
24		How many VPN connections does USAC need?	N/A
25		How many concurrent calls does USAC need?	50
26		What is a 1-800 to VoIP and how many does USAC need?	AT&T redirect

27		Can the bidder quote options such as foreign county minute costs or features like 411 on a sheet outside of attachment 1?	N/A
28		Does USAC want to buy or lease the Managed CPE?	No
29		Can a VQM equivalent be bid?	N/A
30		How many VoIP TDM adapter ports are needed? How many ports per adapter?	No TDM, we use SIP
31		Are USAC fax machines connected to it Cisco Call manager or to POTS lines?	FAX machine to RightFAX server
32		Does USAC want an IP fax solution quoted?	Already have – RightFax
33		How many concurrent call paths are needed by USAC?	75 currently
34		How many end point devices will be connected to the SIP services?	One CUBE
36		How many VPN connections be used?	N/A
37		What is a VPN DSL?	No
38		How many analog devices will be connected to the SIP services?	No
39	Scope of Services and Deliverables – Page 7	Will the USAC clarify the technical requirements for VPN DSL? For example, would the USAC accept an Ethernet Dedicated Internet Access hand-off?	No VPN DSL
40	Attachment-1-Bid-Sheet	According to section 3, the contract term is 48 months. Will the USAC consider modifying the Bid Sheet to further clarify how this should be depicted? For example, is "Unit" meant to represent 1 month and does "Quantity" represent the number of months?	The Bid Sheet should include the total price of the contract. The contract term is 48 months in total. The Offeror can provide a more detailed breakdown of costs in sheet two of the bid sheet. Please use the updated bid sheet.
41	Attachment-1-Bid-Sheet	Will the USAC consider modifying the Bid Sheet list for each individual service being requested in Section B versus a single roll up of all services?	See Answer to Question 40.
42	Scope of Services and Deliverables	In order to allow offerors a reasonable amount of time to incorporate the USAC response to questions (both technical and cost), please provide offerors 20 business days after the release of answers to deliver quality proposals.	The proposal due date does not change. All proposals are due March 28, 2022 by 11:00 am ET.
43	Scope of Services and Deliverables	Section A (1) says: "USAC is seeking a contractor to provide redundant telecom circuits and associated services as described in Section B." Will USAC clarify the meaning of redundant? For example are 2 redundant circuits or services required at each location? Or is a single circuit and service to be delivered to each of the two locations?	A single circuit and service to be delivered to each of the two locations.
44		Explain how USAC is using a “virtual” private network with a private network (MPLS)?	It seems dedicate circuit for the connection.
45		Explain if MPLS (Layer 3) or Private Ethernet Lines (Layer 2) would best serve the digital transformation?	N/A
46		How is VPN being used outside and inside the organization?	N/A
47		With Ethernet Services, define the “AVPN”?	AT&T Virtual Private Network (AVPN) is a network-based IP VPN solution that is

			enabled by Multiprotocol Label Switching (MPLS).
48		What does the AVPN do?	N/A
49		Does USAC use a VPN to connect locations now or are they using a private network to connect locations?	N/A
50		How does USAC currently set up VPN tunnels?	N/A
51		Detail out what VPN DSL service delivers services and is expected to do for USAC?	No VPN DSL
52		Does USAC have a CPE preference?	N/A
53		How will USAC handle waiting for 180 days for their preferred CPE choice?	N/A
54		What type of features does the CPE need to have?	N/A
55		What type of features does USAC want to have?	Inbound/outbound call
56		Explain how the call system works currently and ideally?	We use AT&T SIP trunk for inbound/outbound calls.
57		What type of phone service (technically defined) is USAC using now?	AT&T SIP trunk
58		What type of PBX or hosted voice equipment does USAC want to keep or replace?	Cisco CUCM
59		What special requirements does USAC have for their call flow?	None
60		What critical applications are connected to their Voice services, e.g. CRM Call center?	Call Center, RightFAX
61		Will you be procuring your own phone system or do you need a hosted phone system?	Own phone system – Cisco CUCM
62		Will your legal team approve and sign an RFP Non-Disclosure form generated from an Offeror?	USAC will review the proposed Non-Disclosure Form and will respond.