

RFP USAC-21-030 - Customer Support Center

Q#	Document/Section/Page	Question	Answer
1		During the COVID pandemic, many organizations have found that workers can be productive while working remotely. As such, is USAC amenable to a fully remote / telework solution?	USAC has not made a final determination related to fully remote/telework solution at this time. However, a fully remote/telework solution may be negotiated and allowed if all USAC IT Security requirements are met by the contractor performing under the Contractor Continuity of Operations Plan (COOP) and telework policy/standards. USAC reserves the right to discuss the option with the potential vendor if appropriate during the time of contract award.
2		We believe further clarification is required regarding word count limitations. Specifically, we believe confirmation that word count limitations only apply to the freeform text in proposals and not to graphics or diagrams that may be relevant and explanatory is both warranted and would enhance proposal responses. Please advise	The word count limitations do not change and are inclusive of all type of texts.
3		It is our understanding that USAC currently has a solution (Salesforce Marketing) that supports some portions of the future functions of the CRM but it is not a FedRAMP authorized solution. Can vendors propose a CRM solution that integrates with this existing solution and proper encryption of data at rest but in a non-FedRAMP environment? This also saves more than 25% license cost to USAC. Please clarify	USAC requires a FedRamp Certified CRM Solution.
4		In relation to above question, is USAC willing to procure licenses directly from product vendor or expecting system integrators to procure licenses through reseller like Carahsoft?	USAC is seeking the most economic/cost effective option to secure licenses. If possible, Offerors should include the pricing for both options in their proposal.
5		The Confidentiality Agreement currently provided under the Customer Support Center / CRM RFP (ie, Attachment 8) is for individuals to sign. The answer under Q&A #20 (excerpted below) however indicates the USAC wants vendors to submit a document that covers all of its staff. As a result, the current Confidentiality Agreement that is worded as a single person (ie, "I") doesn't seem to suit a commitment at a company-level. Please advise if you can/will provide a company-level Confidentiality Agreement.	USAC expects that the Confidentiality Agreement - Attachment 8 will be signed by a senior executive member of the Offeror and accepts it as a company-level Confidentiality Agreement during the RFP process. If appropriate, USAC will communicate with the potential vendor if each key personnel will need to sign the agreement and/or if a different Confidentiality Agreement will be needed.