

Universal Service Administrative Company
RFP HC-19-070 - HCLI Requirements Analysis

Questions & Answers

No.	Question	Answer
1	<p>Regarding the “analysis of alternatives with a best option recommendation” (Section VI Requirements, number 7 on page 7).</p> <ol style="list-style-type: none"> 1. By the term “alternatives”, does USAC mean theoretical alternatives or does USAC mean alternatives available from third-party vendors? 2. If USAC required the respondent to analyze actual solutions from third-party vendors, does USAC wish the respondent of this RFP to draft an RFI/RFP to be sent to potential vendors and/or implementation partners 	<ol style="list-style-type: none"> 1. USAC requires the contractor to conduct an Analysis of Alternatives (AOA) to justify their selection of the chosen solution. In other words, the vendor, per the statement of work is required to do a HCLI functional requirements analysis and write the requirements for USAC showing how the future state HCLI system should look like. The requirements should demonstrate the fact that they have explored various options in determining an optimal solution. This would in turn help to identify the development and implementation milestones and activities and to establish the performance goals for the proposed solution based on the increased volume of work expected without compromising HC program integrity goal. The following link shows a good example of the AOA framework. https://www.mitre.org/publications/systems-engineering-guide/acquisition-systems-engineering/acquisition-program-planning/performing-analyses-of-alternatives 2. The contractor shall advise USAC on how the potential system should look like and its desired capabilities based on their studies and findings. The role of the contractor is to document what capabilities are needed (workflow, enhancements etc.) and the to-be architecture to design a scalable solution. When USAC receives the documented requirements, USAC will decide if we want to build the solution in-house or outsource the actual implementation of the future state HCLI system to a third party company. The contractor can recommend potential implementation partners or sources who are capable performing HCLI replacement. The Contractor shall not draft RFI/RFP for the potential follow-up work.
2	<p>Could USAC provide a current system diagram, a listing of “departments” that are system users, and/or a description of key modules included in the current system?</p>	<p>USAC will provide these information with the winning offeror after contract award.</p>