



USAC Request for Information (RFI) IT-26-026 – Enterprise Data Platform

REQUEST INFORMATION:

Method of Solicitation:	Request for Information (“RFI”)
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RFI ISSUED BY:

Universal Service Administrative Co.
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CONTACT INFORMATION

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1. ABOUT US

Through its administration of the Universal Service Fund (“USF”) programs on behalf of the Federal Communications Commission (“FCC”), USAC works to promote the availability of quality telecommunications services at just, reasonable, and affordable rates, and to increase access to advanced telecommunications services throughout the nation. Specifically, the USF programs provide funding for the expansion of telecommunications and broadband access to rural communities and health care facilities, schools and libraries, and low-income households. Through program administration, auditing, and outreach, USAC works with contributors, service providers, and program beneficiaries to achieve the program goals articulated by the FCC for the High Cost Program, Lifeline Program, Rural Health Care Program, and Schools and Libraries Program.

USAC strives to provide efficient, responsible stewardship of the programs, each of which is a key national asset in making important telecommunications and Internet services available to consumers, health care providers, schools, and libraries throughout the United States. The program divisions are supported by additional USAC personnel in other divisions, including Finance, Office of General Counsel (“OGC”), Information Systems, Audit and Assurance, Enterprise Process Improvement (“EPI”), and Human Resources (“HR”).

Consistent with FCC rules, USAC does not make policy nor interpret unclear provisions of statutes or the FCC’s rules. The USF is funded by contributions from telecommunications carriers, including wireline and wireless companies, and contributions from interconnected voice over internet protocol (“VoIP”) providers, including cable companies that provide voice service, based on an assessment of their interstate and international end-user revenues. These contributions are typically passed through to consumers through a universal service fee line item on their telephone bills.

HIGH COST PROGRAM

The High Cost Program is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas (“High Cost”). High Cost fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the USF. Like all USF programs, the administration of High Cost has undergone significant modernization in the last several years to increase innovation and ensure beneficiaries have access to updated technology. USAC developed and now leverages the High Cost Universal Broadband Portal (“HUBB”), which allows participating carriers to file deployment data showing where they are building out mass-market, high-speed internet service by precise location. This information includes latitude and longitude coordinates for every location where service is available, and USAC displays this information on a public-facing map to show the impact of high-cost funding on broadband expansion throughout the United States.

LIFELINE PROGRAM



The Lifeline Program provides support for discounts on broadband and voice services to eligible low-income households (“Lifeline”). USAC uses its centralized application system, the Lifeline National Eligibility Verifier (“National Verifier”), to verify consumer eligibility through proof of income or the consumer’s participation in a qualifying federal benefit program, such as Medicaid, the Supplemental Nutritional Assistance Program (“SNAP”), Federal Public Housing Assistance, or Veterans and Survivors Pension Benefit. USAC focuses on metrics and data analytics for Lifeline improvement and provides outreach efforts to eligible households to increase participation in and the effectiveness of Lifeline. USAC also works to ensure program integrity by supporting the needs of Lifeline stakeholders, reducing program inefficiencies, and combating waste, fraud, and abuse. USAC reviews processes regularly to increase compliance, identify avenues for operational improvements, and refine program controls, such as audit processes.

RURAL HEALTH CARE PROGRAM

The Rural Health Care Program supports health care facilities in bringing medical care to rural areas through increased connectivity (“RHC”). RHC consists of two main component programs: (1) the Telecommunications Program (“Telecom”) and (2) the Healthcare Connect Fund Program (“HCF”). The FCC established Telecom in 1997 to subsidize the difference between urban and rural rates for telecommunications services. Under Telecom, eligible rural health care providers can obtain rates on telecommunications services in rural areas that are reasonably comparable to rates charged for similar services in corresponding urban areas. In 2012, the FCC established HCF to promote the use of broadband services and facilitate the formation of health care provider consortia that include both rural and urban health care providers. HCF provides a discount on an array of advanced telecommunications and information services such as Internet access, dark fiber, business data, traditional DSL, and private carriage services. These telecommunications and broadband services support telemedicine by ensuring that health care providers can deliver cutting edge solutions and treatments to Americans residing in rural areas.

SCHOOLS AND LIBRARIES PROGRAM (E-RATE)

The Schools and Libraries Program helps schools and libraries obtain high-speed Internet access and telecommunications services and equipment at affordable rates (“E-Rate”). E-Rate provides a discount for the cost of broadband and telecommunications services to and within schools and libraries in order to support a modern and dynamic learning environment. Applicants and service providers submit FCC Forms (e.g. requests for services or funding) and other compliance-related documentation to the E-Rate Productivity Center (“EPC”), an electronic platform that enables participation in the program. USAC frequently invests in new tools and data analytics capabilities to support the success of the program in alignment with the FCC’s goals.

Additional information on USF programs can be found at: [USAC | About | Universal Service.](#)



2. COMPANY PROFILE

USAC is a not-for-profit Delaware corporation operating under the oversight of the FCC. USAC is not a federal agency, a government corporation, a government controlled corporation or other establishment in the Executive Branch of the United States Government. USAC is not a contractor to the federal government. Any Contract to be awarded as a result of a subsequent RFI from this RFI will not be a subcontract under a federal prime contract. USAC does, however, conduct its procurements in accordance with the terms of a Memorandum of Understanding with the FCC, which requires USAC to adhere to the following provisions from the Code of Federal Regulations: 2 C.F.R. §§ 200.318-321; 200.324; 200.326-327 and App. II to C.F.R. Part 200 (collectively “Procurement Regulations”). Further, USAC IT Systems that are used to administer the USF programs and USAC vendors that handle and manage USF data must be compliant with FISMA and NIST requirements as applicable to federal agencies.

3. PURPOSE

The Universal Service Administrative Company (“USAC”) is issuing this Request for Information (RFI) seeking information from US-based companies with the ability to provide Enterprise Data Platform solution. The goal of this RFI is to provide USAC with the latest information on software applications that are available to do the expected scope of work outlined below. ***Please note that this is not a solicitation for products and/or services and this inquiry will not result in an award or contract.***

The specifications and information gathered from responses to this RFI will be used to evaluate the offerings of the current marketplace and may lead to the development and preparation of a formal Request for Proposal (RFP). For simplicity USAC will refer to Enterprise Data Platform as ‘(acronym, if applicable)’ throughout the remainder of this RFI.

USAC is soliciting information from commercial vendors, application service providers, associated integration service providers, and other interested parties capable of assisting USAC in identifying a software tool that either can (description of service needed) or could be configured or customized to identify such (). Furthermore, USAC would be interested in the provider also providing support with the configuration, customization, implementation, and training, as well. Information submitted by any interested party will be done so voluntarily and with the understanding that this RFI is for information gathering purposes only and is not a formal solicitation. Similarly, cost ranges will be used solely for budgetary analysis and establishing a target budget. Information presented during this information gathering process will not be considered as a response to any solicitation subsequently issued by USAC. Respondents may be asked to provide a demonstration of their products and services. This would include a guided tour of their product, business capabilities and technology. Demonstrations may be presented through Internet web conferencing. No compensation will be made by USAC for demonstrations.

4. INFORMATION SOUGHT

USAC seeks information on Data Management solutions that can:



- Establish a scalable, resilient, and secure analytical data platform.
- Enable incremental and near-real-time ingestion where appropriate (including CDC).
- Improve data quality, governance, lineage, and transparency.
- Support isolated environments (Dev, Test/QA, Pre-Prod, Prod).
- Provide governed access for internal analytics and external publication (e.g., open data).
- Reduce operational overhead, improve observability, and increase cost transparency.
- Position USAC to adopt advanced analytics and AI-assisted data management capabilities over time.

5. SCOPE BOUNDARIES AND ASSUMPTIONS

In Scope

- SaaS enterprise data platform capabilities.
- Data ingestion, processing, modeling, governance, quality, and consumption.
- Support for structured and semi-structured data.
- Integration with ERP, operational systems, GIS, and external data feeds.
- Operational monitoring and administration capabilities.

Out of Scope

- Replacement of transactional systems of record.
- Custom application development unrelated to data platform enablement.
- On-premises-only solutions.
- Respondents must clearly state any assumptions that materially differ from those listed above.

6. CURRENT-STATE CONSTRAINTS VENDORS MUST DESIGN AROUND

- Cloud-hosted SaaS delivery model.
- Alignment with FedRAMP Moderate security requirements.
- Enterprise identity and access management (SSO, RBAC, row-level security).
- Multiple isolated environments: Dev, Test/QA, Pre-Prod, Prod.
- Hybrid transition period where legacy and new platforms may operate in parallel.
- Lack of failover and disaster recovery

7. INFORMATION REQUESTED FROM RESPONDENTS

Respondents should provide clear, concise, and factual responses. Marketing language should be avoided.

7.1. Vendor and Product Overview

- Company background, ownership, and financial stability.
- Product maturity, release cadence, and roadmap.



- Public sector and regulated-industry experience.
- Explicit identification of solution limitations or scenarios where the platform may not be a good fit.

7.2. Solution Architecture

- High-level logical and physical architecture.
- SaaS deployment and tenancy model.
- Workload and environment isolation approach.
- Scalability, high availability, and disaster recovery capabilities.

7.3. DATA INGESTION AND PROCESSING

- Supported ingestion patterns (batch, near-real-time, CDC).
- Handling of late-arriving data, reprocessing, and backfills.
- Integration approaches for ERP, operational systems, APIs, and file-based feeds.
- Data transformation and orchestration capabilities.

7.4. Data Modeling and Semantic Layer

- Data modeling philosophy and supported patterns.
- Semantic layer capabilities and governance.
- Support for multiple semantic models over shared data.
- Business logic versioning and performance considerations.

7.5. DATA GOVERNANCE, METADATA, AND LINEAGE

- Business and technical metadata management.
- End-to-end lineage from source to consumption.
- Stewardship workflows and approvals.
- Native capabilities versus integrations with external tools.

7.6. Data Quality and Controls

- Data profiling and rule definition capabilities.
- Support for business user rule authoring (no-code/low-code and/or SQL-based).
- Enforcement, warning, and exception handling options.
- Monitoring, alerting, and reporting of data quality metrics.

7.7. ANALYTICS, BI, AND DATA CONSUMPTION

- Native analytics and BI capabilities, if any.
- Integration with third-party BI tools.
- Support for external and open data consumption.
- User concurrency and performance considerations.

7.8. AI and Advanced Analytics

- AI-assisted data quality, classification, or automation features.
- Support for ML integration, notebooks, or model lifecycle management.



- Governance and control of AI-driven features.

7.9. Security, Privacy, and Compliance

- FedRAMP alignment and certifications.
- Encryption, masking, and key management.
- Role-based, row-level, and attribute-based access controls.
- Audit logging and retention capabilities.

7.10. Operations and Observability

- Monitoring and alerting capabilities.
- Incident and problem management workflows.
- Cost visibility and FinOps features.
- Platform maintenance, upgrades, and change management.

7.11. Migration and Transition Enablement

- Migration tooling and approaches.
- Phased onboarding by data domain.
- Validation and reconciliation support.
- Knowledge transfer and training offerings.

7.12. Geographic Information System (GIS) Capabilities

Respondents should describe the platform's capabilities to support geographic and spatial data for analytical, reporting, and data-sharing use cases. Responses should address the following:

- Ability to ingest, store, and manage spatial and geospatial data alongside non-spatial enterprise data
- Support for spatial data types, spatial indexing, and geospatial query and analysis functions
- Approach for relating GIS data to enterprise data models, including support for large-scale joins, aggregations, and performance optimization
- Integration architecture with third-party GIS tools or services, including supported standards and any functional limitations
- Governance, security, and access controls for spatial data, including role-based and row-level enforcement
- Support for internal analytics, reporting, and controlled external publication of GIS-enabled data where applicable

8. SERVICE LEVELS (INFORMATIONAL)

Respondents may describe typical service level targets related to platform availability, performance, data freshness, and support and escalation. These are informational only and not binding.

9. VENDOR EXPERIENCE AND REFERENCES



Provide examples of comparable implementations, including:

- Public sector or regulated industry references.
- Comparable scale and compliance complexity.
- Lessons learned from similar transformations.

10. PRICING MODEL OVERVIEW

Provide a high-level overview of pricing structure and cost drivers, typical consumption metrics, and factors that materially increase or decrease cost. No binding pricing is requested.

11. RFI SUBMISSION INSTRUCTIONS

All responses to this RFI are due no later than **Friday, March 20, 2026, by 11:00 AM ET**. Responses received after this date and time may not be considered for review.

Responses should be prepared simply and economically and provide a straightforward and concise explanation of the information requested. Emphasis should be on completeness and clarity.

Please submit one (1) electronic copy (PDF) of your response to USAC at Procurement@usac.org with copy to Mustafa.Kamal@usac.org. In the subject line, all submissions must include “Response to RFI IT-26-026 – Enterprise Data Platform”.

NOTE: All electronic submissions must be limited to a maximum size of 25 MB.

12. RFI RESPONSE FORMAT

The response must include the following sections and must have numbered pages and include an index or table of contents referencing the appropriate page numbers.

SECTION 1 – COMPANY OVERVIEW

Maximum: Three (3) Pages

Please provide a response that includes the following:

- Years of experience in providing ~~email-marketing-automation-software~~ Enterprise Data Platform
- Your company’s core competencies
- What differentiates your organization and existing solutions in the market
- Number of clients you serve with similar solutions

SECTION 2 – PROPOSED TECHNICAL SOLUTION

Maximum: Twenty Five (25) Pages



Please provide a response to each of the questions listed under ~~section~~**Section 67** titled **Information requested from respondents** . Answers must be detailed and address the question

SECTION 3 – EXPERIENCE

Maximum: ~~Two~~Three (3) Pages****

Provide examples of comparable implementations, including:

1. Public sector or regulated industry references.
2. Comparable scale and compliance complexity.
3. Lessons learned from similar transformations.

SECTION 4 – PRICING ESTIMATE

Maximum: **Three (3) Pages**

(Note: Any prices provided as part of this RFI are intended solely for budgetary analysis and to establish a reasonable target budget).

Provide a high-level overview of pricing structure and cost drivers, typical consumption metrics, and factors that materially increase or decrease cost. No binding pricing is requested.

Responses shall include a cost estimate for the following:

- Estimate cost for software licensing.
- Estimate cost for software subscriptions.

13. OFFEROR INQUIRIES AND QUESTIONS

Questions and inquiries regarding this RFI must be submitted in writing by **Friday, February 27, 2026, by 11:00 AM ET**. Please submit all questions to USAC at procurement@usac.org with copy to Mustafa.Kamal@usac.org. The subject line must be “Questions to RFI IT-26-026 – Enterprise Data Platform”.

14. EVALUATION AND NEXT STEPS

USAC may use responses to refine requirements and scope and may invite selected respondents to participate in follow-up discussions, demonstrations, or workshops. USAC may issue a future RFP based on information collected.

15. PROCUREMENT TERMS AND CONDITIONS

- USAC reserves the right to amend or cancel this RFI at any time.



- All communications must follow instructions provided in this RFI.
- Responses may be subject to public disclosure consistent with applicable requirements.
- Respondents are responsible for all costs incurred in responding.