Universal Service Administrative Co. (USAC)
IT-26-014 – Redundant Telecom Services & VOIP
Questions & Answers

Q#	Question	Answer
1	Is the total user count 1800 or 1-800 users?? Or something else?	880
2	Do you require handsets and do you wish to lease or purchase desk phones? Any model preference Yealink or Poly??	No
3	Do you require any Contact Center seats and if so how many? Also, what are the features of the CCaaS you most desire?	No. We have on-premise Contact Center, no CCaaS.
4	Please confirm the physical service addresses for all requested 1 Gbps MPLS connections, including any demarcation requirements at each location.	1. 9th Floor, 700 12TH ST NW 2. Equinix DC4, 21715 Filigree Court, 1 Telco, Ashburn, VA, 20147
5	Under Section B.5.A.1.e (VPN Transport), would a managed SD-WAN solution be considered compliant with the VPN requirements in lieu of traditional MPLS/VPN services?	MPLS/VPN services
6	For the managed CPE router, what level of access is required by USAC (read-only vs. read-write), and are there any security or change-control requirements governing access?	USAC Read-only. There aren't any security or change control requirements for governing access
7	Please provide the address(es) associated with the VoIP and Toll-Free calling services for E911 and regulatory purposes.	9th Floor, 700 12TH ST NW

8	Will USAC accept a cloud-based voice solution (UCaaS) to meet the VoIP Calling requirements outlined in Section B.5.A.2?	No, we have on-premise Cisco CUCM PBX.
9	If SIP trunking is required, please specify the make, model, and software version of the existing SIP-based PBX, along with any interoperability or codec requirements.	No special for SIP trunk
10	Does USAC require physical path diversity (last-mile and backbone) between primary and redundant circuits, and if so, how should compliance be documented?	It depends on the Carrier.
11	Are there defined RTO/RPO or failover timing expectations for WAN and VPN services between the DC headquarters and Ashburn colocation site?	No
12	Can USAC provide clarity on required CoS/QoS profiles (especially for VoIP), including traffic classes, markings, and minimum bandwidth guarantees per class?	Standard Cos/QoS
13	Is internet access expected to be bundled with the VPN service, or will all application traffic traverse private transport only?	We have a dedicated/separate Internet connectivity circuits.
14	What monitoring, reporting, and SLA metrics are required (latency, jitter, packet loss, MTTR), and are service credits expected for SLA violations?	None
15	Are there specific maintenance windows, approval workflows, or blackout periods that the provider must adhere to?	After hours (6pm-7am)
16	Should the provider's help desk be Tier 1 only, or is Tier 2/3 escalation and incident ownership expected?	If there is issue from the provider, it needs all level support.

17	Approximately how many VoIP users, DIDs, and concurrent call paths are required today, and are growth projections available over the 48-month term? Exactly how many seats are required? Exactly how many hardware phones/handsets are required?	880 VoIP Users 1010 DIDs No Agent seat from the provider No phone/handsets from the provider
18	Are there specific E911, Kari's Law, or RAY BAUM'S Act compliance requirements that must be met?	No, we use Cisco Emergency Responder.
19	Are call recording, retention, or compliance features required for any lines or departments?	We have on-premise call recording server
20	Are there any analog devices, fax services, or TDM requirements that must be supported?	No
21	Should pricing for adds, moves, and changes (MACDs) be fixed for the contract term, or may standard rate cards apply?	No
22	Is the selected vendor responsible for porting numbers, coordinating cutovers, and decommissioning legacy services?	Yes
23	Can USAC disclose the incumbent provider(s) and current service types to better scope transition risk and timelines?	USAC cannot disclose any information on current vendor.
24	Section 4.A states that "All required Services (as defined in Section C.1.U) under the awarded Contract must be performed within the United States at either USAC's headquarters at 700 12th Street NW, Suite 900, Washington, DC 20005 ("USAC Headquarters"), virtually, or such other location as USAC may approve in its sole discretion. Presently, USAC has a hybrid work approach requiring Contractor Staff (as defined in Section	There is no requirement for daily on-site contractor staff beyond staff that may be required for installation/implementation of the service.

	C.1.G) to be in the USAC office at least 2 days per week. Contractors that are required to report in person must reserve their workspaces in designated areas in advance using USAC's hoteling system." This request is for the delivery of telecom services. Please confirm there is no requirement for daily on-site contractor staff beyond staff that may be required for installation/implementation of the service.	
25	The USAC Standard Terms and Conditions contain several definitions that are not pertinent to the scope of work. Please confirm that these definitions are standard definitions only, not technical solution requirements.	Confirming that these are definitions are standard definition only, not technical solution requirements.
26	Given the response requirements described for Volumes 1, 2, and 3, will the government please increase the page limits to enable offerors to provide detailed and complete responses? Suggestion: Vol. 1, 10 pages Vol. 2, 25 pages Vol. 3, 10 pages	No
27	Section 9, Responsibility Determination, describes considerations to be made in making a responsibility determination. Item 3 describes "Offeror has the accounting systems and internal controls, quality assurance processes, and organizational structure and	Yes this is not required for the RFP.

	experience necessary to assure that contract work will be properly performed and accurately invoiced." The RFP does not instruct offerors to discuss accounting systems, internal controls, quality assurance processes, or organizational structure in any of the proposal volumes. Will the government please remove these items from the responsibility determination considerations?	
28	Section B.10 describes USAC technology and email use, stating in part, "if USAC issues Contractor Staff an email address (@usac.org), Contractor Staff must use this email address to send and receive all USAC communications and material. USAC documents should not be forwarded or shared to non-USAC email addresses. Does USAC intend to issue the contractor on this project "Contractor Staff" email addresses or any USAC-issued technology related to this requirement? If so, what is the use case?	No
29	Pg 47 C and D have conflicting due dates for questions. Please confirm that questions are due by February 13th and response submissions are due March 2nd.	February 13 is due date for Questions and March 2nd when proposals are due.
30	Any diagram, table, Gantt chart or chart must be readable when printed. These documents may be included as attachments to the proposal using landscape orientation to enhance presentation if needed." Will USAC allow Gantt charts to be excluded from the page count and included as an Attachment?	N/A

31	Is the contractor supplying additional CPE, or managing an existing device?	No
32	Please clarify the toll-free requirement. Will this contract require adding new toll-free numbers?	No
33	What is the anticipated Toll-Free usage?	N/A
34	Is the Ethernet Access layer 2 or layer 3?	Both
35	Does USAC require the contractor to port numbers? If so, what is the quantity?	Yes, about 900
36	How many concurrent calls are anticipated?	40
37	Please elaborate on the VoIP Adapter requirements.	N/A
38	Would USAC grant a two week extension from release of answers to questions to allow offerors enough time to respond and adjust proposals accordingly?	Yes
39	Who is the incumbent provider?	USAC cannot disclose any information on current vendor.
40	Is the intent to have a single vendor and contract for all services requested or would options for a portion be of interest such as data only or voice services only?	Only 1 vendor
41	The RFP indicates MPLS. Are you looking for Layer 3 MPLS or Layer 2 MPLS? E-LAN (multipoint)	Layer 3 MPLS
42	Would USAC consider alternatives such as an Ethernet Private Line or SD-WAN for site to site connectivity?	No
43	For the Ashburn data center location 21691 Filigree Court, Ashburn, VA 20147 (DC4), will cross connect CFA/LOC assignment from 21715 Filigree Court (DC2) be acceptable at 21691 Filigree Court?	Not sure. The provider needs to contact Euqinix
44	Do you require multiple routing destinations?	No

45	Is the addition of a DSL required as part of the bid response and the only option that will be considered or would other technologies be considered?	No
46	Please describe the current PBX. Is it currently on-prem, at both locations including the data center and what is the make and model?	On-premise Cisco CUCM version 14
47	Is the intent to maintain the current PBX or is new equipment being requested as part of this RFP?	No, we keep Cisco CUCM
48	Is there a current vendor that manages the voice equipment/PBX and is the intent to maintain the same or have the winning bidder manage current or new equipment?	No, USAC manages the PBX system
49	What is the voice termination preference? SIP Trunks TDM/PRI?	SIP trunk
50	How many Toll Free #'s are required, are they to be ported or new assignments and please describe the termination protocol?	28
51	What is the estimated # of concurrent calls to be supported?	40
52	Are there expected high demand bursts and if so please describe?	No
53	What is the expected monthly call volume and please estimate a range of bundled minute plans of interest?	20K call volume