

#	RFI Section	Source	Question(s)	Answers
1	I. INTRODUCTION	USAC states in the Introductions that The Universal Service Administrative Company is requesting for information for companies who are experienced in "both (1) hosting the Appian platform in the cloud, separate from Appian's own cloud offering, and (2) Appian professional services.	Would the government consider separating work sought for hosting the Appian platform from Appian professional services?	Currently these services are outsourced to two separate vendors. USAC is interested in gathering information about potential vendors who can provide both services. USAC will develop a request for proposal (RFP) scope based on the responses gathered through this RFI.
2	I. INTRODUCTION	USAC states in the Introductions that The Universal Service Administrative Company is requesting for information for companies who are experienced Appian professional services.	Can the government provide additional background, business drivers and/or desired outcomes for seeking a new Appian professional services provider?	USAC is looking for reducing operational costs while improving overall maintenance of the system. USAC is interested in an Appian system integrator who can provide technically acceptable and low cost options in the competitive market.
3	IV. RFI RESPONSE FORMAT Section 2 - Technical Q&A	USAC states in the Technical Q&A "How will the cloud service provider assure compliance for USAC's requirement above?"	Can the government clarify the specific requirements that the offerors should address in their response?	See Section III - INFORMATION SOUGHT
4	IV. RFI RESPONSE FORMAT Section 4 - Pricing Estimate	USAC is requesting pricing information for "professional services to lead the implementation effort, develop business processes and provide training".	Within III. INFORMATION SOUGHT, the government specifies the nature of these services, but does not articulate the volume of expected services. Can the government provide additional information that can be used to estimate work? For example the number of anticipated user stories, the number of training courses and trainees and/or the number and complexity of system enhancements.	The scope of work will be defined based on the business needs. USAC is interested in vendors' generic labor categories and associated costs for Appian development.
5	IV. RFI RESPONSE FORMAT Section 4 - Pricing Estimate	USAC is requesting pricing information for "professional services to lead the implementation effort, develop business processes and provide training".	Within III. INFORMATION SOUGHT, the government specifies the nature of these services, but does not articulate the duration of expected services. Can the government provide additional information about the timeframe of work for professional services support?	USAC is interested in vendors' generic labor categories and associated costs for Appian development.
6	IV. RFI RESPONSE FORMAT Section 4 - Pricing Estimate	USAC is requesting pricing information for "Include an estimate for production support and operations maintenance".	Can the government provide additional information on the size of the user community, number and complexity of support cases that are to be managed by Tier 2 and 3 team members, the hours that support will be provide (e.g. 8x5, 24x7 or etc.) and initial SLAs/expectations to resolve tickets?	The current EPC system is built on the Appian product with a MySQL database hosted in the Appian cloud. The transaction data in EPC integrate with USAC's enterprise data repository for reporting and data analytics, and Great Plains Financial system for invoicing and billing. EPC supports more than 77,000 active users and is responsible for processing and disbursing more than \$3 Billion of funds to schools and libraries across the country each year. The application consists of nearly 1,300 process models and more than 10,000 other Appian objects. The operations and maintenance activities are supported through 13 distinct Appian cloud environments which are all integrated with USAC internal legacy applications and enterprise data repositories through VPN. O&M activities have to constantly evaluate impact and look for opportunities to optimize and improve the system. The current O&M activities include: maintaining configuration of all Appian environments, ensuring availability of all infrastructure and data integrations, user security, account management, and frequent releases to the production environment. The current
7	IV. RFI RESPONSE FORMAT Section 4 - Pricing Estimate	USAC is requesting pricing information for "Include an estimate for any environment customization".	Can the government provide examples or guidance on what it would consider to be an "environment customization"?	USAC is interested in vendors' recommendation for an optimum Cloud configuration and infrastructure setup to host Appian.
8	IV. RFI RESPONSE FORMAT Section 4 - Pricing Estimate	USAC is requesting pricing information for hosting services, production support and operations maintenance, additional software components, on-going software support, environmental customization, and professional services.	Can the government clarify how pricing estimates should be provided? For example, should offerors clearly separate pricing for each component for comparison purposes?	Yes, please separate pricing for each component.
			Are there any complex security requirements around data encryption, role level security, etc.?	EPC is implemented with role-level security and some sensitive data are encrypted in the system.
			How many systems will the applications integrate with, and what are the integration points?	EPC is integrated with a legacy system for invoice payment and an enterprise data repository for ETL processes, reporting, and data analytics.
			What is the expected data processing volume?	The production disk size is more than 4,200 GB.
			What is the current identity management solution for Single sign-on?	EPC leverages Appian's out-of-the-box user authentication. USAC is currently evaluating integration with OKTA for multi-factor authentication.
			How many users are expected? How many congruently? How many different personas?	We have more than 77,000 active users in the system. Normal volume of users range between 100 to 1,000. During the peak filing window, there are more than 3,000 concurrent user sessions. There are both internal and external user roles in applicant, service provider, and internal reviewers.
			Are both Production applications hosted in the same environment?	Yes, both production and non-production environments are hosted in Appian Cloud on AWS.