

**ServiceNow Discovery and Service Mapping
Professional Services**

SOLICITATION INFORMATION:

Method of Solicitation: Request for Proposal (RFP)
Solicitation Number: IT-19-048
Solicitation Issue Date: April 22, 2019
Offer Due Date: ~~May 20, 2019~~ **May 24, 2019**

CONTRACT TO BE ISSUED BY:

Universal Service Administrative Co.
 700 12th Street, NW, Suite 900
 Washington, DC 20005

CONTACT INFORMATION

USAC CONTACT INFORMATION	OFFEROR CONTACT INFORMATION
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OFFEROR SIGNATURE

 Name and Title

 Date

SECTION A: About Us and the Work

I. Overview of the Project

USAC is assessing current processes, operational performance, and IT systems. In 2017, USAC acquired ServiceNow to support its enterprise Project Portfolio Management (PPM) activities. USAC implemented the Ideation, Demand, and Project modules of ServiceNow PPM. Development work is still ongoing for this effort. The IT infrastructure and IT Architecture group would like to expand our current ServiceNow instance to include Discovery and Service Mapping from the IT Operations Management (ITOM) features of ServiceNow.

II. Background

Through its administration of the Universal Service Fund (“USF”) programs on behalf of the Federal Communication Commission (“FCC”), USAC works to promote the availability of quality services at just, reasonable and affordable rates and to increase access to advanced telecommunications services throughout the nation. Specifically, 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 each of these programs.

The FCC has reformed the USF to support further investment in and access to evolving broadband infrastructure, making the programs a primary vehicle to support this critical national priority. USAC, as the administrator of the USF, plays a critical role in supporting the ambitious vision to ensure that all citizens in the United States have access to high-speed broadband. The organization has approximately 500 employees. USAC works in close partnership with the FCC and other federal and state partners to support the achievement of the USF program goals.

USAC also administers the USF programs—High Cost, Lifeline, Rural Health Care, and Schools and Libraries. USAC strives to provide efficient, responsible stewardship of the programs, 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 Finance, General Counsel, Information Systems, Assurance and Audit, the Enterprise Program Management Office and Human Resources.

Consistent with FCC rules, USAC does not make policy for or interpret unclear provisions of statutes or the FCC’s rules. Universal service is paid for by contributions from telecommunications carriers, including wireline and wireless companies, and interconnected Voice over Internet Protocol providers, including cable companies that provide voice service, based on an assessment of their interstate and international end- user revenues. These contributions are most typically passed through to consumers through a universal service fee line item on their telephone bills.

High Cost Program

The High Cost Program is dedicated to preserving and advancing voice and broadband service, both fixed and mobile, in rural areas of the United States. The High Cost Program ensures that rates for broadband and voice services are reasonably comparable in every region of the U.S. Like all USF programs, the administration of the High Cost Program has undergone significant modernization in the last several years to increase innovation and ensure beneficiaries have access to updated technology. USAC is leveraging the new High Cost Universal Broadband Portal (“HUBB”), which allows carriers participating in modernized Connect America programs 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 will eventually display this information on a public-facing map to show the impact of Connect America funding on broadband expansion throughout rural America.

Low-Income (Lifeline) Program

The Lifeline Program provides a monthly discount on landline or wireless phone service to eligible low-income households. USAC works to ensure program integrity by making measurable and vital progress towards reducing program inefficiencies and waste while supporting the needs of Lifeline Program stakeholders through a detailed understanding of their challenges. To combat fraud, waste, and abuse, USAC reviews processes regularly to increase compliance, identify avenues for operational improvements, and refine program controls, such as audit processes. USAC has focused on data analytics to improve customer service and outreach approaches and increase the reach and effectiveness of the program to better serve service providers and subscribers. USAC’s National Verifier includes the national Lifeline Eligibility Database to determine subscriber eligibility. USAC also operates the National Lifeline Accountability Database (“NLAD”), which prevents duplicate subscribers from receiving support in the Lifeline Program.

Schools and Libraries (E-rate) Program

The Schools and Libraries Program helps schools and libraries obtain high-speed Internet access and telecommunications at affordable rates. Recent E-rate modernization reform efforts focused on broadband to and within schools and libraries to support a modern and dynamic learning environment for all students. In support of improved program outcomes, USAC is completing the E-rate Productivity Center (“EPC”) which enables electronic participation in the reformed Schools and Libraries Program. E-rate Program funding helps ensure connectivity for schools and libraries across the country. USAC is investing in new tools and data analytics capabilities to support the success of the program in alignment with the FCC’s goals.

Rural Health Care (RHC) Program

The Rural Health Care Program supports health care facilities in bringing medical care to rural areas through increased connectivity. The Rural Health Care Program provides reduced rates for broadband and telecommunications services via the Healthcare Connect Fund Program and Telecommunications Program. These telecommunications and broadband services are necessary to support telemedicine and allow cutting edge solutions and treatments to be accessible to Americans residing in rural areas.

Additional information on USAC programs can be found at: <http://www.usac.org/about/about/who-we-are/default.aspx>

SECTION B: Requirements and Scope of Work

I. TYPE OF CONTRACT

This will be a firm fixed price, single award contract (“Contract”). The firm fixed price for the work (total project and all line items) is to be set forth in Attachment 1 to the Contractor Response to the RFP. The Contract price must include all direct and indirect costs set forth in this Section B, including equipment, product support, supplies, general and administrative expenses, overhead, materials, travel, labor, taxes (including use and sales taxes), shipping, and profit.

II. CONTRACT TERM

The term of the Contract shall be for one (1) year, unless extended, in writing, by USAC. USAC may extend the Services more than once, but the total extension of performance under the Contract shall not exceed six (6) months. The term of the Contract shall commence on the Effective Date on which the Contract is signed.

III. PLACE OF PERFORMANCE

- A. All required Contract services must be performed within the United States and will primarily be at USAC Corporate Headquarters (“USAC Headquarters”). A portion of the work may be permitted to be done remotely. Contractor personnel performing services at USAC’s headquarters must complete the USAC Visitor Form and Confidentiality Agreement prior to being assigned a temporary USAC visitor’s badge and being allowed on-site.
- B. A Contract kick-off meeting will be held at USAC’s Headquarters at 700 12th Street NW, Suite 900, Washington, DC 20005. Status and other meetings may be held telephonically or in person, at USAC’s discretion. USAC will not reimburse Contractor for any travel related expenses for kick-off, status, and other meetings.
- C. Services requiring work at USAC Headquarters, will include appropriate work space and appropriate access to USAC’s computer network. **NOTE: Contractor personnel requiring access to USAC IT Systems will be required to sign USAC’s IT Security Rules of Behavior Form and complete mandatory IT Security and Privacy Awareness Online Training. Contractor will be required to complete Role-Based Privacy Act Training if accessing USAC information systems designated as federal system of records.**
- D. Status update meetings and other meetings will be held in-person or virtually, except to the extent that USAC or the Contractor requires in-person presence. While at USAC Headquarters for meetings or to perform engagement services, Contractor staff will be considered as visitors. All visitors are required to complete [USAC’s Visitor Form](#) and wear a badge while on premises. The Contract kick-off meeting and

all in-person meetings will be held at USAC Headquarters or other reasonable locations designated by USAC.

IV. COMPANY PROFILE

USAC is a not-for-profit Delaware corporation, which works 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. The Contract awarded as a result of this RFP 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; 200.323; 200.325-326 and App. II to C.F.R. Part 200 (collectively “Procurement Regulations”). Further, USAC’s IT systems that are used to administer the USF programs and USAC vendors that handle and manage USF data must be compliant with Federal Information Security Management Act (“FISMA”) and National Institute of Standards and Technology (“NIST”) requirements as applicable to federal agencies.

V. PERFORMANCE REQUIREMENTS

1. Implementation project shall be run using the ServiceNow Implementation Methodology (SIM) using ServiceNow Agile Development Application
2. Onsite project kickoff meeting and requirements workshops shall be hosted at USAC headquarters in Washington DC within two weeks of contract award
3. Within one week of the project kickoff meeting, epics and draft user stories shall be provided for the scope of this effort.
4. Weekly status reports shall be provided to USAC personnel that include the work completed from the previous week, work planned for the upcoming week, concerns, risks, and issues.
5. Regular backlog refinement sessions shall be facilitated to ensure user stories have been clear, actionable, detailed acceptance criteria to be worked in upcoming sprints.
6. Each user story shall be unit tested by the USAC prior to Sprint Review; testing details (including steps and results) shall be stored within ServiceNow
7. Regular sprint review demonstrations shall be provided of all work completed within each sprint
 - a. USAC core stakeholders have final approval to accept or reject the work demonstrated meets the documented acceptance criteria.

VI. SCOPE OF SERVICES AND DELIVERABLES

The Contractor will provide the following services and deliverables:

General

1. Collect data and other information about the USAC environment to gain an understanding before configuring ServiceNow ITOM Discovery or Service Mapping
2. Make recommendations of how many MID Servers are needed and where they should be placed
3. Configure recently procured licenses for ServiceNow ITOM Discovery and Service Mapping
4. Implement ServiceNow ITOM Discovery, Service Mapping, and CMDB in the existing ServiceNow instance (shared with the PMO group)
5. Coordinate with in-house technical staff to integrate ServiceNow with LDAP if not already in effect.
6. Work with internal staff to configure OKTA for provisioning, de-provisioning, and single sign on via SAML.
7. Define groups based on product functionality and role based access.
8. Implementation team shall provide support for a 60-day stabilization period after project go-live to assist with any issues or inquires that arise during that timeframe.

Discovery

1. Work with internal staff to configure MID Servers in a virtual environment.
2. Import non-discoverable configuration item data from USAC provided files (in excel, csv, or XML formats).
3. Conduct Discovery using MID Servers
4. Setup credentials, schedules, and standard probes.

Service Mapping

1. Setup roles, credentials, MID Server connections, entry points, pattern mapping, and discovery schedules.
2. Mapping and discovery schedules for 38 services (See Attachment: Overall Services).

CMDB

1. Develop and configure ServiceNow Configuration Management Database (CMDB) to include the following item (CI) classes
 - a. User (See Advanced CMDB User CI section for detailed breakout)
 - b. Servers
 - c. Network
 - d. Databases
 - e. Services (See Advanced CMDB Service (Application) section for detailed breakout)
 - f. Workstations
 - g. Printers
 - h. Mobile Devices
 - i. Software
 - j. Licensing Agreements (See Advanced CMDB Licensing Agreements section for detailed breakout)

2. Populate CMDB with data from Discovery, Service Mapping, Active Directory, Okta, and other sources.
3. Set up groups, roles, security fields, custom fields (see attached), workflows, and notifications.
4. Configure the following CI classes to contain custom fields if they are not out of the box functionality. USAC should be consulted if out of the fields can be used before creating custom fields. (see attached)

Advanced CMDB

1. Work with the Identity Access Engineer to populate advanced CMDB tables using Okta/ServiceNow APIs for services that are being mapped in this engagement (values that reference “Okta” in Advance CMDB Populations column in attachment)

Advanced CMDB Service (Application)

One of the main goals of this project is to have a database of all users who have access to USAC systems and their permissions. This includes COTS applications as well as applications that have been developed in house. Permissions records should be tied to the services (application) that have been defined for this project. The following paragraphs will lay out the vision of what needs to be accomplished along with the requirements. It’s important to note that USAC applications are being mapped as services in this engagement.

Within each service (application), default (ServiceNow out of the box) fields will be presented along with two custom tables to agents in the system. The first table should be labeled “Permissions Available”. This table will contain information about what permissions are available to the user who is requesting access to a service (application). In a future phase, this table will be referenced by the ServiceNow ticketing system so a user can request permissions to a particular service (application). See the example below:

Permissions Available				
Permissions	Permission Description	Sub-Permission	Sub-Permission Description	Last Upload Date
Service Desk	For Service Desk Team Only	Administrator	Allows Service Desk staff to create account in application	5/30/2019
Service Desk	For Service Desk Team Only	Training	Allows JR Service Desk Staff to train on system	5/30/2019
Service Desk	For Service Desk Team Only	Audit	For auditors access system in read only mode	5/30/2019
Systems Administrator	For System Administrator Only	Administrator	Allows System Administrators to create accounts in application	5/30/2019
Storage Engineer	For Storage Engenners Only	Read-Only	Allows Storage Engenners to view information about system	5/30/2019
Linux Engineer	For Linux Engeneers Only	Configuration	Permissions to deploy code	5/30/2019

The second table should be labeled “Permissions Granted”. This table will contain information about who has access to the service (application) so it can be reference by an auditor or agent. A report for each service (application) must be configured to run as needed. A second report of all services (applications) also must be configured to be run as needed. The future goal of this table is to allow the manager of an employee review and recertify the access that is documented in this table on a quarterly basis through the ServiceNow ticketing system.

Permissions Granted														
Employee Number	First Name	Last Name	Login Name	Email Address	Job Title	Department	Manager	Company	Status	Permission	Sub-Permission	Permission Granted	Permission Revoked	Last Upload Date
1234	James	Smith	jsmith	jsmith@usac.org	Systems Administrator	IT	John Doe	USAC	Active	Systems Administrator	Administrator	3/22/2018		1/1/2019
5678	Adam	Jones	Ajones	ajones@usac.org	Service Desk Engineer I	IT	Nick Brown	USAC	Active	Service Desk	Administrator	3/19/2019		1/1/2019
5678	Adam	Jones	Ajones	ajones@usac.org	Service Desk Engineer I	IT	Nick Brown	USAC	Revoke	Service Desk	Training	12/31/2018	2/15/2019	1/1/2019
2885	Kyle	Miller	kmiller	kmiller@usac.org	Contractor	External	Marc Davis	AuditOne	Active	Auditor	Read-Only	7/10/2015		1/1/2019

These tables can be populated by the following three methods.

1. Update table by using a .CSV/Excel File

The first option that can be used to populate the permissions available and the permissions granted tables is by having ServiceNow import a .CSV/Excel file. Each USAC system will generate a report for each table and store it on a network share nightly. Once the report is saved in a centralized location, the ServiceNow application will take the .CSV/Excel file and upload the report into each service (application) based on field mapping.

a. Permissions Available Table

Each night, a report will be generated from USAC systems listing the available permissions for the service (application). When imported, this information will replace the values that are stored in the “permissions available” table with new values from the .CSV/Excel report. The permission, permission description, sub-permission, and sub-permission description will all be imported from the .CSV/Excel file. The final value, last upload date will be a timestamp for when the last time ServiceNow imported and overwrote the values in the table.

By having this information in the “permissions available” table, when entering a request, users will be able to select the correct permission and sub-permission for each service (application) with context from the permission, sub-permission description.

b. Permissions Granted Table

Similar to how the “permissions available” table is being populated, so will the “permissions granted” table. Every night, a report will be generated from the service (application) with user attributes. ServiceNow will be required to bring in the information from the .CSV/Excel file and update the permissions granted table within each service (application). In order to ensure data integrity between each USAC system and ServiceNow, the employee number field will be set as the primary key.

By setting the employee number as the primary key for all applications, ServiceNow can reference the information from its own user CI's as well as other applications. For example if John Doe has an employee number of 1234 in custom application 1, ServiceNow will be able to identify the user since the user CI will have the same number. An example field mapping is listed below.

User CI (Service Now)		Permissions Granted		Custom Application Report
Employee Number *	<---->	Employee Number *	<----	Employee ID
First Name	---->	First Name	X	Given Name
Last Name	---->	Last Name	X	Sir Name
Login Name	X	Login Name	<-----	User Name
Email Address	---->	Email Address	X	Email
Job Title	---->	Job Title	X	Title
Department	---->	Department	X	Division
Manager	---->	Manager	X	Supervisor
Company	---->	Company	X	Firm
Status	X	Status	<-----	Status
Permission	X	Permission	<-----	Role
Sub-Permission	X	Sub-Permission	<-----	Right
Permission Granted	X	Permission Granted	<-----	Created On
Permission Revoked	X	Permission Revoked	<-----	Disable Date
Last Upload Date **				
* Must Contain Same Values (PK)				
** Update timestamp with when the last import job started				
X = Can be manually selected for each Service (application)				

Developers who are exporting the data from the custom applications will try to normalize field names to make importing data easy but in the event that the fields do not match up, a method must be available to do field mapping between ServiceNow and the reports generated by the applications (.CSV/Excel file). For example, if ServiceNow used the attribute employee number, and the service (application) uses Employee ID, ServiceNow will need to have a way of reconciling the equivalent value.

2. Update table by using an API

Complete end to end automation solution is an another way to populate the above listed “Available Permissions” and “Permissions Granted” tables by using source application provided REST API’s (e.g. OKTA REST API) and ServiceNow Table API’s (REST). This solution can be used to sync data from the source applications to ServiceNow Application in near real time or on periodic basis.

ServiceNow Table REST API provides various CRUD operations to create/Insert/Update/Delete users and their associated permissions in the ServiceNow . By Using Source application REST API’s , the users and their associated permissions need to be retrieved and to be transformed as per ServiceNow Table API.

A new JAVA /.net/Python based application needs to be built to invoke the REST API's on both source applications and ServiceNow. This application will be deployed on USAC's on premises servers. And also this application should be triggered/scheduled in an automated manner and there should not be any manual intervention needed. This application should generate detailed logs about the data it added/modified in ServiceNow. Also, it should send notifications to the Operations team in case of any failures.

3. Update table by Manual Update

In the event that a service (application) cannot generate a .CSV/Excel file or have an API developed, both the "Available Permissions" and "Permissions Granted" tables must be able to be manually updated by an agent with specific permissions.

Advanced CMDB User CI

After the service (application) information has been populated into the "Permissions Granted" table, this information should be joined together into a user table. A user's CI table should contain information about what services (applications) permissions, and sub-permissions a user has been assigned. This will allow an agent or auditor to view service (application) permissions at a user level instead of an application level.

The following fields can be pulled by referencing the "Permissions Granted" table by using the "Employee Number" field. Each service (application) that contains an employee number that equals the employee number listed in the user CI should be written into the table. See example below.

User Permissions Table

The information in this table is for employee number 5678, Adam Jones. In his user CI, you will find a list of all of the services (applications) that Adam has and the status of each permission. Once again, these values should be pulled from the "permissions granted" table located in each service (application) CI where the employee number equals 5678.

User Permissions					
Service	Status	Permission	Sub-	Date	Date
Custom Application	Active	Service	Administrator	3/19/2019	
Custom Application	Revoked	Service	Training	12/31/2018	2/15/2019
Custom Application	Active	Service	Audit	8/15/2017	
COTS Application 1	Revoked	Service	Administrator	4/1/2018	4/5/2018

The purpose of this table is so that a user/auditor can reference the permissions they currently have to all of USAC's systems. In addition, when the ServiceNow ticketing system is implemented at a later phase, targeted application revoke requests can be generated from this

table. This will eliminate the need to have a ticket generated for every service (application) when a user is off boarded.

Advanced CMDB Licensing Agreements CI

In addition to having the standard out of the box software CI class, USAC would like to have an additional CI class for licensing agreements. This CI class will keep track of all of the licensing and maintenance agreements and will not be tied to software CI class in any way. The tab labeled licensing agreements in the attached document defines the custom attributes that are required for the licensing agreements CI class. One of the fields listed for the licensing agreements is for “budget approver”. This field will be a lookup of a ServiceNow user CI that will be referenced once the ServiceNow ticketing system is implemented in a later phase.

Reports

Once the licensing agreement class is configured with the custom fields, the following reports should be programmed to be run on demand

- Overall export of all CI with all fields and values
- Export of all fields and values by budget division by budget year
- Export of all fields and values by budget approver by budget year

Training/Presentation

1. Training targeted to each major job function affected (IT Specialist, Configuration Manager, IT Management, Service Desk, Identity Access Management Specialist, and Software Licensing Specialist) shall be provided prior to user acceptance testing (UAT) to provide the information that USAC users will require for how to perform their duties within the new system. Vendor will work with major job functions to establish reports that are needed outside what has been described in this scope of work.
2. Vendor will also make a presentation to identified stakeholder delivering the finished product and answer any questions they may have.

VII. DELIVERABLES

Deliverable	Timing
Onsite Project Kickoff and Requirements Workshops	Within two weeks of contract award
Project Requirement Use Stories and Acceptance Criteria	All stories developed for this project provided at end of project
Update Sets and XML Exports of solution	Grouped per release; provided at the end of each release

Technical Documentation - System Overview - Application Architecture Diagram - Data Dictionary - Interface Diagram - Interface Control Documents	Created or updated by the end of each release as applicable
Work Instructions for Operational Tasks	Created or updated by the end of each release
Familiarization training	Created or updated by the end of each release

VIII. MEETINGS, MANAGEMENT, AND KEY PERSONNEL

A. Meetings

1. *Project Kick-Off Meeting*

- a. Within ten (10) business days of the Contract start date, the Contractor shall initiate work on this Contract by meeting with key USAC representatives to ensure a common understanding of the requirements, expectations, and ultimate end products and to obtain an overall understanding of the project and review the background information and materials provided by USAC.
- b. Discussions will also include the scope of work, Deliverables to be produced, how the efforts will be organized and how the project will be conducted.
- c. Contractor shall present the Project Plan to USAC for discussion and approval. A concerted effort shall be made to gain a thorough understanding of USAC's expectations. However, nothing discussed in this, or in any subsequent meetings or discussions between USAC and the Contractor shall be construed as adding to, deleting, or modifying any Contract requirements, including Deliverable specifications and due dates. All Contract modifications and amendments must be approved in writing by an authorized USAC Procurement representative.

2. *Weekly Status Meetings.*

- a. Key personnel must schedule and participate in weekly status meetings and travel to USAC's Headquarters in accordance with the requirements of the Contract.
- b. Contractor shall prepare a status report and submit it to USAC once per week. The report must include the current status for each of the project work streams, including percentage of completion, achievements, and any risks/issues relating to Contract performance or payment. The report must include an expected completion date and the circumstances surrounding any

possible delays. The report shall be submitted one (1) business day before each regularly scheduled status meeting and no later than Friday noon (12:00 PM ET) during weeks in which the meeting is scheduled for Monday or when no status meeting is scheduled.

- c. The Weekly Status Report shall be used as the basis of the status meeting discussion.

3. *Milestone Status Meetings*

- a. Key personnel must be prepared to present each Deliverable either in-person or virtual via webcast meeting, as directed by USAC. For revision rounds, the Contractor's key personnel should be prepared to walk through any editing round questions via phone.

- b. Key personnel must be prepared to provide interim Deliverable updates, as requested by USAC.

4. *Accessibility*. Key personnel must be accessible via telephone or email during USAC's normal business hours, Monday through Friday (9:00 AM - 6:00 PM ET).

- A. Key Personnel. Contractor shall provide consultant staffing for the following labor categories:

- 1. **Project Manager** – The Project Manager position will be responsible for scheduling, assisting, and guiding all stakeholders involved in the respective project. The position will be responsible for keeping track of milestones, organizing meetings (onsite and offsite), making sure all deliverables are provided to USAC in a timely and complete manner, as well as any other duties as assigned.
 - o A combined position for Project Manager and UX Designer is an option.

Contractor may propose additional labor categories in its proposal submission. All proposed labor categories must include the associated labor hour bill rate for each category submitted as well as the experience and qualifications of the personnel to be assigned to that labor category.

SECTION C: USAC Terms and Conditions

I. DEFINITIONS

- A. “Contractor” means the Offeror whose proposal was selected for award of the Contract.
- B. “Data” means recorded information, regardless of form or the media on which it may be recorded, and includes, but is not limited to, technical data and Software.
- C. “Deliverables” means the deliverables, goods, items, products, and material that are to be prepared by Contractor and delivered to USAC as described in Section B.
- D. “FISMA” refers to the Federal Information Security Management Act of 2002, as amended by the Federal Information Security Modernization Act of 2014, 44 U.S.C. § 3541, *et seq.*
- E. “Offeror” means an entity submitting a formal proposal in response to this Solicitation.
- F. “Services” means the tasks, services, functions and responsibilities described in Section B and in the Contract issued hereunder.
- G. “Software” means computer programs that allow or cause a computer to perform a specific operation or series of operations, together with all modifications to, or enhancements (“derivative works”) thereof.

II. INSPECTION / ACCEPTANCE

Contractor shall only tender for acceptance Services and Deliverables that conform to the requirements of the Contract. USAC will, following Contractor’s tender, inspect or test the Deliverables or Services and:

- (a) Accept the Services and Deliverables; or
- (b) Reject the Services and Deliverables and advise Contractor of the reasons for the rejection.

If rejected, Contractor must repair, correct or replace nonconforming Deliverables or re-perform nonconforming Services, at no increase in Contract price. If repair, correction, replacement or re-performance by Contractor will not cure the defects or is not possible, USAC may terminate for cause under Section C.XI, below, and, in addition to any other remedies, may reduce the Contract price to deduct amounts for the defective work.

Unless specified elsewhere in the Contract, title to items furnished under the Contract shall pass to USAC upon acceptance, regardless of when or where USAC takes possession.

III. ENTIRE CONTRACT / BINDING EFFECT

The Contract, including the following contract documents listed in descending order of precedence: (1) Sections A-E, including the attachments identified in Section D; and (2) any other attachments – constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. Section B and Section C have priority and shall take precedence over any other Contract document, including Contractor proposals that may be included as attachments to the Contract. Any waiver of any provision of the Contract will be effective only if in writing and signed by the party granting the waiver. The Contract shall be binding upon and shall insure to the benefit of the parties hereto and their respective successors and assignees.

IV. CHANGES

The terms of the Contract shall not be modified other than in writing signed by the parties. USAC may modify the Contract as necessary to fulfill its requirements.

V. INVOICES

A. *Where to Submit Invoices.* Contractor shall submit invoices electronically to [the USAC Coupa inbox or through the Coupa Supplier Portal.](#) Additionally, Contractor shall submit an electronic invoice to the address designated in the Contract to receive invoices.

B. *Invoice Content.* Invoices must include:

1. Name and address of Contractor;
2. Invoice date, number and period of performance;
3. Contract number;
4. Completed and signed copies of the Contractor Weekly Status Report and Time Sheet by each Contractor personnel performing services on the Contract for the time period covered by the invoice, if applicable;
5. Name and address of official to whom payment is to be sent or to notify in event of invoice or payment issues; and
6. Any other substantiating documentation or information as reasonably required by USAC.

C. *EFT Information.* Contractor shall provide Electronic Funds Transfer (“EFT”) banking information via secure method prior to issuance of first invoice. USAC shall

not be liable for incomplete or erroneous transfers which occur as a result of Contractor providing incorrect or out of date EFT information.

- D. *Invoice Submittal Date.* Contractor may submit invoices for payment upon completion and USAC's acceptance of all of the work associated with a Contract or, if the period of performance of a Contract exceeds sixty (60) days, once every thirty (30) days, with the submission of the first invoice no earlier than thirty (30) days after issuance of the Contract.
- E. *Content of Periodic Invoices.* If periodic invoices are submitted for a Contract, each invoice shall include only Services that have been completed and Deliverables that have been accepted as of the date of invoice submission and that have not been billed in a prior invoice.
- F. *Contractor Statement to Accompany Invoices.* All invoices shall be accompanied by the following statement signed by Contractor: "I certify that the services and items submitted on this invoice have been performed and delivered in accordance with the Contract [insert contract number] and that all charges are true, correct and have not been previously billed."

VI. PAYMENT / RATES

Contractor shall be paid for Services performed on a fixed-price, service category rate basis using the service categories and fixed rates set forth in **Attachment 1**. USAC will pay invoices submitted in accordance with Section C.V., above, within thirty (30) calendar days of receipt of invoice, provided the Services and/or Deliverables have been delivered and accepted by USAC. The labor rates are firm and shall remain firm unless agreed to in writing by the parties, or unless Contractor provides a rate reduction or discount thereto. All labor rates specified herein are fully loaded and include all direct and indirect costs and expenses, including applicable federal, state, or local sales, use, or excise taxes, and profit.

VII. PATENT INDEMNITY

Contractor shall indemnify, hold harmless and defend USAC and its directors, officers, employees and agents against any and all claims and liability, including attorney's fees and other costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, or misappropriation of, any patent, trademark or copyright, arising out of or related to Contractor's performance of the Contract.

VIII. ASSIGNMENT / SUBCONTRACTING

Contractor shall not assign or subcontract all or any portion of the Contract without obtaining USAC's prior written consent. Consent must be obtained at least thirty (30) days prior to the proposed assignment or subcontracting. USAC may require information and assurances that the proposed assignee or subcontractor has the skills, capacity, qualifications and financial strength to meet all of the obligations under the Contract. An assignment or subcontract shall not release the Contractor of the obligations under the Contract, and the assignee or subcontractor shall be jointly and severally liable with the Contractor.

Contractor shall not enter into any subcontract with a company or entity that is debarred, suspended, or proposed for debarment or suspension by any federal executive agency unless there is a compelling reason to do so. Contractor shall review the System for Award Management ("SAM") for suspension or debarment status of proposed subcontractors. See <https://www.sam.gov>.

IX. TERMINATION FOR CONVENIENCE

USAC may terminate the Contract for any reason or no reason upon one (1) day prior written notice to the Contractor. Subject to the terms of the Contract, Contractor shall be paid for all time actually spent performing the Services required by the Contract up to date of termination, plus reasonable charges Contractor can demonstrate to the satisfaction of USAC have resulted directly from the termination.

X. TERMINATION FOR CAUSE

Upon the expiration of a ten (10) day cure period (during which the defaulting party did not provide a sufficient cure), the non-defaulting party may terminate the Contract issued hereunder, in whole or in part, *for cause* in the event of the defaulting party's failure to comply with any material term or condition of the Contract, as applicable, or if either party fails to provide the other party, upon request, with adequate assurances of future performance. In the event of termination for cause, the non-defaulting party shall be entitled to any and all rights and remedies provided by law or equity. If it is determined that USAC improperly terminated the Contract for cause, such termination shall be deemed a termination for convenience. In the event of partial termination, the defaulting party shall continue to perform the portion of the Services not terminated.

XI. STOP WORK ORDER

USAC may, in its sole discretion, issue a stop work order at any time during the Contract term. Upon receipt of a stop work notice, or upon receipt of a notice of termination (for cause or convenience), unless otherwise directed by USAC, Contractor shall, on the stop work date identified in the stop work or termination notice: (A) stop work, and cause its subcontractors, consultants or agents to stop work, to the extent specified in said notice; and (B) subject to the prior written approval of USAC, transfer title and/or applicable licenses to use, as appropriate, to USAC and deliver to USAC, or as directed by USAC, all materials, Data, work in process, completed work and other USAC Information or material produced in connection with, or acquired for, the work terminated. In the event of a stop work order, all deadlines in the Contract shall be extended on a day for day basis from such date, plus reasonable additional time, as agreed upon between the parties, acting in good faith, to allow Contractor to reconstitute its staff and resume the work.

XII. LIMITATION OF DAMAGES

Except in cases of gross negligence or willful misconduct, in no event shall either party be liable for any consequential, special, incidental, indirect or punitive damages arising under or relating to the performance of the Contract. USAC's entire cumulative liability from any causes whatsoever (including indemnification obligations, if any), and regardless of the form of action or actions, whether in contract, warranty, or tort (including negligence), arising under the Contract shall in no event exceed the lesser of Contractor's actual, proven direct damages or the amounts paid to Contractor under the Contract. The parties expressly acknowledge that the limitations and exclusions set forth in this provision have been the subject of active and complete negotiation between the parties and represent the parties' agreement based upon the level of risk to the parties associated with their respective obligations under the Contract and the payments provided hereunder to Contractor for its performance of the Services and Deliverables. All exclusions or limitations of damages contained in the Contract, including, without limitation, the provisions of this section, shall survive expiration or termination of the Contract.

XIII. CONFIDENTIAL INFORMATION

- A. *Confidential Information.* Confidential Information includes, but is not limited to, information, Data, material, or communications in any form or format, whether tangible or intangible, spoken or written (collectively referred to hereafter as "Information"), that contains, reflects, or is derived from or based upon, or is related to:
1. Management, business, procurement or financial Information of either party, the FCC or a USF stakeholder, including proprietary or commercial Information and trade secrets that have not previously been publicly disclosed;

2. Information regarding USAC's processes and procedures (including, but not limited to, program operational Information, Information regarding USAC's administration of its programs, and Information regarding USAC's processing of applications for program support);
 3. Information concerning USAC's relationships with other vendors or contractors, the FCC, USF Stakeholders and financial institutions;
 4. Information marked to indicate disclosure limitations such as "Confidential Information," "proprietary," "privileged," "not for public disclosure," "work product," etc.;
 5. Information compiled, prepared or developed by Contractor in the performance of the Contract;
 6. Any Information identified as confidential by the disclosing party; and
 7. Personally Identifiable Information (PII), any information about an individual that can be used to distinguish or trace an individual's identity either alone or when combined with other information that is linked or linkable to a specific individual. Examples of PII include name, address, telephone number, date and place of birth, mother's maiden name, biometric records, etc.
- B. *Non-Disclosure/Use/Irreparable Harm.* It is anticipated that one of the parties (Disclosing Party) may disclose, or has disclosed, Confidential Information to the other party (Recipient). At all times during the term of the Contract and thereafter, the Recipient shall maintain the confidentiality of all Confidential Information and prevent its unauthorized disclosure, publication, dissemination, destruction, loss, or alteration. Recipient shall only use Confidential Information for a legitimate business purpose of USAC and in the performance of the Contract. Recipient acknowledges that the misappropriation, unauthorized use, or disclosure of Confidential Information would cause irreparable harm to the Disclosing Party and could cause irreparable harm to the integrity of the USF Programs.
- C. *Employee Access to Confidential Information.* Recipient shall not disclose Confidential Information to partners, joint venturers, directors, employees, agents and subcontractors (sub-Recipient) unless absolutely necessary for a Recipient's or sub-Recipient's performance of the Contract, and if necessary, shall only disclose the Confidential Information necessary for sub-Recipient's performance of its duties. As a pre-condition to access to Confidential Information, Recipient shall require sub-Recipients, including its employees and subcontractors, and the employees of any subcontractor, to sign a non-disclosure or confidentiality agreement containing terms no less restrictive than those set forth herein. The Disclosing Party may enforce such agreements, if necessary, as a third-party beneficiary.

- D. *Contractor Enforcement of Confidentiality Agreement.* Contractor must report, and describe in detail, any breach or suspected breach of the non-disclosure requirements set forth above to the USAC General Counsel immediately (i.e., within one (1) hour) upon becoming aware of the breach. Contractor will follow-up with the USAC General Counsel and provide information on when and how the breach occurred, who was involved, and what has been done to recover the Information.
- E. *Exclusions.* If requested to disclose Confidential Information by an authorized governmental or judicial body, Recipient must promptly notify the Disclosing Party of the request and to the extent that it may legally do so, Recipient must refrain from disclosure of the Confidential Information until the Disclosing Party has had sufficient time to take any action as it deems appropriate to protect the Confidential Information. In the event Confidential Information of USAC is requested, Recipient must notify USAC, with a copy to USAC's General Counsel, of the request. Neither Contractor nor its subcontractors shall issue any public statement relating to or in any way disclosing any aspect of the Contract without the prior written consent of USAC. Notwithstanding anything herein to the contrary, USAC may, without notice to Contractor, provide the Contract, including Contractor's proposal information, and any information or Data delivered, prepared or developed by Contractor in the performance of the Contract to the FCC or other governmental or judicial body, and may publicly disclose basic information regarding the Contract, e.g., name of Contractor, price, basis for selection, description of Services/Deliverables and any provisions necessary for USAC to justify actions taken with respect to the Contract.

XIV. RETURN OF USAC INFORMATION

- A. "USAC Information" includes Information and Data provided by USAC to Contractor for use in the performance of the Contract, Data that is collected, developed or recorded by Contractor in the performance of the Contract, including without limitation, business and company personnel information, program procedures and program specific information, and Data that is created or derived from such Data. USAC Information is Confidential Information and subject to all requirements in Section C.XIV.
- B. Promptly upon the expiration or termination of the Contract, or such earlier time as USAC may direct, Contractor shall, at the direction of USAC, and at no additional cost to USAC, return or destroy all USAC Information, including all copies thereof, in the possession or under the control of Contractor. Contractor shall not withhold any USAC Information as a means of resolving any dispute. To the extent that there is a dispute between Contractor and USAC, Contractor may make a copy of such USAC Information as is necessary and relevant to resolution of the dispute. Any such copies shall promptly be destroyed upon resolution of the dispute.

- C. USAC Information is provided to Contractor solely for the purpose of rendering the Services, and USAC Information or any part thereof shall not be sold, assigned, leased, or otherwise transferred to any third party by Contractor (except as required to perform the Services or as otherwise authorized in the Contract), commingled with non-USAC Information, or commercially exploited by or on behalf of Contractor, or its employees or agents. Promptly upon the expiration of the Contract term, or such earlier time as USAC may direct, Contractor shall, at the direction of USAC, and at no additional cost to USAC, return or destroy all copies of USAC Information in the possession or under the control of Contractor or its employees or any subcontractors or their employees. Contractor shall not withhold any USAC Information as a means of resolving any dispute. To the extent that there is a dispute between Contractor and USAC, Contractor may make a copy of such USAC Information as is necessary and relevant to resolution of the dispute. Any such copies shall promptly be destroyed upon resolution of the dispute.

XV. INFORMATION SECURITY

Contractor shall establish and maintain safeguards to protect the confidentiality, integrity, and restricted availability of Confidential Information, including any PII, in its possession according to NIST and FISMA requirements. This includes all information that is sent to and received from USAC and USAC Stakeholders. Contractor and its subcontractors shall ensure that their respective local area networks, servers, and personal computers are secure from unauthorized access from within or outside their respective organizations. Contractor shall not store or otherwise maintain any USAC Confidential Information in the Cloud, or back-up and store USAC's Confidential Information without first obtaining USAC's written consent.

XVI. MALICIOUS SOFTWARE

Contractor represents and warrants that it shall use its best efforts to prevent the introduction into USAC's network, software or systems ("USAC IT Systems") of any Software, program, routine, device, or other undisclosed feature that is designed to delete, disable, deactivate, interfere with or otherwise harm USAC's IT Systems or Data, or that is intended to provide unauthorized access or modifications ("Malicious Software"). Contractor agrees that if it introduces, or allows the introduction of Malicious Software into USAC's IT Systems intentionally, negligently or by failure to maintain available safeguards, Contractor must, at no additional cost to USAC, eliminate, or reduce to the greatest extent possible, the effects of the Malicious Software, including restoring Data, and, if the Malicious Software causes a loss of operational efficiency, loss of data or other damages, to mitigate and restore such losses, and to indemnify USAC for any damages.

XVII. FISMA PROVISIONS

Contractor shall meet and comply with all USAC IT Security Policies and all applicable USAC, NIST, and FISMA requirements and other Government-wide laws and regulations for

the protection and security of information systems and data. Contractor's security and privacy controls must be assessed against the same NIST criteria and standards (specifically NIST Special Publication (SP) 800-53, rev. 4, or the latest version) as if they were a government-owned or-operated system, and comply with all FISMA requirements.

Safeguarding of Covered Contractor Information Systems:

USAC's data security strategy includes the requirement to ensure the security of data protection controls regardless of the location or the party responsible for those controls. As a Contractor, you serve a vital role to achieve this goal. Contractor shall apply the following minimum safeguarding requirements and procedures from NIST SP 800-171 "Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations" to protect covered Contractor information systems and USAC Data. USAC may require a written response that may be an attestation of compliance, a submission of supporting document, or both. If USAC requests a written response, Contractor is required to submit an electronic copy of the document(s) confirming compliance within 10 calendar days. If there are any requirements that are out of scope or that cannot be complied with, those requirements must be fully explained with a business justification.

1. Limit information system access to only authorized users, processes acting on behalf of authorized users, or devices (including other information systems). [AC-1, AC-2].*
2. Limit information system access to only the types of transactions and functions that authorized users are permitted to execute. [AC-2].*
3. Verify and control/limit connections to and use of external information systems. [AC-20].*
4. Control information posted or processed on publicly accessible information systems. [AC-22].*
5. Identify information system users, processes acting on behalf of users, or devices. [IA-2].*
6. Authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to organizational information systems. [IA-3].*
7. Sanitize or destroy information system media containing USAC Information before disposal or release for reuse. [MP-2, MP-4, MP-6].*
8. Limit physical access to organizational information systems, equipment, and the respective operating environments to only authorized individuals. [PE-2, PE-6].*
9. Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices. [PE-3].*
10. Monitor, control, and protect organizational communications (i.e., information transmitted or received by organizational information systems) at the external boundaries and key internal boundaries of the information systems. [SC-7, SC-8].*
11. Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks. [SC-7].*
12. Identify, report, and correct information and information system flaws in a timely manner. [SI-2, SI-5].*

13. Provide protection from malicious code at appropriate locations within organizational information systems. [SI-3].*
14. Update malicious code protection mechanisms when new releases are available. [SI-3].*
15. Perform periodic scans of the information system and real-time scans of files from external sources as files are downloaded, opened, or executed. [SI-3].*

* Reference to the specific security control under the NIST SP 800-171 that is applicable for each requirement. NIST SP 800-171 can be found here: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-171r1.pdf>.

XVIII. TECHNOLOGY CONSIDERATIONS

For RFIs, RFPs, and/or contracts involving the acquisition of COTS software:

COTS or Software as a Service (SaaS) software deployed in the cloud or on USAC's on-premise infrastructure must satisfy the following requirements:

- The product must be able to utilize USAC's instance of OKTA's Identity and Access Management software for user authentication.
- The product must also be able to support and/or work with the OKTA Multi-Factor Authentication (MFA) functions and features
- OKTA is a cloud-based Identity and Access Management product used by USAC.
- Any USAC data stored in a COTS/SaaS product database must be easily accessed by USAC via standard web services or another standard access mechanism

For RFIs, RFPs, and/or contracts involving the development of custom software for USF programs (Lifeline, High Cost, Rural Health Care and Schools and Libraries) custom software developed shall reuse the USAC technical stack unless Contractor demonstrates that those components are unable to meet the requirements. Key components of USAC's technical stack include the following:

- Java Programming Language
- .NET Programming Language
- SQL Server
- OKTA (Identity and Access Management)
- Postgres (Relational Database Management System)
- Elastic Search, Logstash, Kibana
- Atlassian based tools (SDLC)
- Apache Tomcat (Application Servers)
- Red Hat Enterprise Linux
- Business Intelligence, Reporting, Geographical Information System, and Data Warehouse tools

Further details of USAC’s technical stack will be provided during the down-selection process.

XIX. PROPRIETARY RIGHTS

Contractor agrees that all Data, Software, Deliverables, reports or other materials (collectively “Materials”) developed or conceived by Contractor and/or documented by Contractor in the performance of the Contract, as well as all modifications and improvements thereto and all other designs, discoveries and inventions, are USAC property and shall be deemed USAC Information pursuant to Section C.XIV above and works made-for-hire for USAC within the meaning of the copyright laws of the United States. Accordingly, USAC shall be the sole and exclusive owner for all purposes for the use, distribution, exhibition, advertising and exploitation of such Materials or any part of them in any way and in all media and by all means throughout the universe in perpetuity.

Contractor shall not, without the prior written permission of the USAC Procurement Specialist, incorporate in Data delivered under the Contract any Data not first produced in the performance of the Contract unless the Contractor: (1) identifies the Data; and (2) grants to USAC, or acquires on USAC’s behalf, a license of the same scope as set forth earlier in this Section XXI.

XX. RESPONSIBILITY FOR CONTRACTOR PERSONNEL

Contractor personnel working on USAC premises are required to sign and agree to the terms of a [Visitor Form](#) provided by USAC. Contractor is responsible for any actions of its personnel, including any actions that violate law, are negligent or that constitute a breach of the Visitor Form and/or the Contract.

Security Briefings. Before receiving access to IT resources under the Contract, Contractor personnel must receive a security briefing, which USAC will arrange, and complete any nondisclosure agreement required by the Contract.

XXI. RECORD RETENTION

During the term of the Contract and for three (3) years following final payment, the Contractor shall maintain and make available at its offices at all reasonable times, the records, materials, and other evidence relating to the Contract for examination, audit, or reproduction.

XXII. KEY PERSONNEL

All Contractor employees assigned to the positions identified in Section B.VIII.B are key personnel. The key personnel assigned to the Contract must remain in their respective positions throughout the term of the Contract, as applicable. USAC may terminate all or a

part of the Contract if the Contractor changes the position, role, or time commitment of key personnel, or removes key personnel from the Contract, without USAC's prior written approval. USAC may grant approval for changes in staffing of key personnel if it determines in its sole discretion, that:

- changes to, or removal of, key personnel is necessary due to extraordinary circumstances (e.g., a key personnel's illness, death, termination of employment, or absence due to family leave), and
- the Contractor has resources (e.g., replacement personnel) with the requisite skills, qualifications and availability to perform the role and duties of the outgoing personnel.

Replacement personnel are considered key personnel and this Section XXII shall apply to their placement on and removal from the Contract.

XXIII. INSURANCE

At its own expense, Contractor shall maintain sufficient insurance in amounts required by law or appropriate for the industry, whichever is greater, to protect and compensate USAC from all risks and damages/injuries that may arise under the Contract, including as appropriate, public and commercial general liability, personal injury, property damage and employer's liability and worker's compensation insurance. Contractor shall produce evidence of such insurance upon request by USAC. Contractor shall provide written notice thirty (30) days prior to USAC in the event of cancellation of or material change in the policy.

XXIV. CONFLICTS OF INTEREST

It is essential that any Contractor providing Services or Deliverables in support of USAC's administration of the USF maintain the same neutrality, both in fact and in appearance, and avoid any conflict of interest or even the appearance of a conflict of interest. For example, to the extent that Contractor, or any of its principals, has client, membership, financial and/or any other material affiliation with entities that participate in the federal USF in any respect, there may be actual, potential and/or apparent conflict(s) of interest. Contractor shall promptly notify USAC, with a copy to USAC's General Counsel, in writing of any actual or potential conflicts of interest involving Contractor, or any circumstances that give rise to the appearance of a conflict of interest, and the means by which Contractor proposes to avoid, neutralize, or mitigate such conflicts. Contractor shall also notify USAC of any conflicts Contractor has with USAC vendors. Failure to provide adequate means to avoid, neutralize or mitigate any conflict of interest may be the basis for termination of the Contract. By its execution hereof, the Contractor represents and certifies that it has not paid or promised to pay a gratuity, or offered current or future employment or consultancy, to any USAC or governmental employee in connection with the award. In order to maintain the required neutrality, Contractor must not advocate any policy positions with respect to the

Programs or the USF during the term of the Contract. Neither the Contractor nor its subcontractors shall issue any public statement relating to or in any way disclosing any aspect of the Contract without the prior written consent of USAC.

XXV. INVALIDITY OF ANY PROVISION

It is the intent of the Parties that the provisions of the Contract will be enforced to the fullest extent permissible, but that the unenforceability of any provision will not render unenforceable or impair the remainder of the Contract, which will be deemed amended, to delete or modify, as necessary, the invalid or unenforceable provisions. The Parties further agree to negotiate replacement provisions for any unenforceable term that are as close as possible to the original term and to change such original term only to the extent necessary to render the same valid and enforceable.

XXVI. WAIVER

Any waiver by either party of a breach of any provision of the Contract shall not operate or be construed as a waiver of any subsequent breach by either party.

XXVII SEVERABILITY

The invalidity or unenforceability of any provisions of the Contract shall not affect the validity or enforceability of any other provision of the Contract, which shall remain in full force and effect.

XXVIII. CHOICE OF LAW / CONSENT TO JURISDICTION

The Contract shall be governed by and construed in accordance with the laws of the District of Columbia (the term “laws” is to be construed as broadly as possible to include case law, statutes, regulations, orders, etc.) without regard to any otherwise applicable principle of conflicts of laws. Contractor agrees that all actions or proceedings arising in connection with the Contract shall be litigated exclusively in the State and, if applicable, Federal courts located in the District of Columbia (“Courts”). This choice of venue is intended to be mandatory and the parties’ waive any right to assert forum non conveniens or similar objection to venue. Each party hereby consents to in personam jurisdiction in the Courts. Contractor must submit all claims or other disputes to the Contracting Officer for informal resolution prior to initiating any action in the Courts and must work with USAC in good faith to resolve any disputed issues. A dispute over payment or performance, whether informal or in the Courts, shall not relieve Contractor of its obligation to continue performance of the Contract and Contractor shall proceed diligently with performance during any dispute over performance or payment.

XXIX. USAC AND APPLICABLE LAWS

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 and the Contract is not a subcontract under a federal prime contract. USAC conducts its procurements in accordance with the terms of a Memorandum of Understanding with the FCC, which requires USAC and its Contractors to adhere to certain procurement-related provisions of the Code of Federal Regulations, 2 C.F.R. §§ 200.318-321, 200-323, 200.325-326 and App. II to C.F.R. Part 200 (collectively “Procurement Regulations”). Contractor shall comply with the procurement standards and all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under the Contract.

XXX. RIGHTS IN THE EVENT OF BANKRUPTCY

All licenses or other rights granted under or pursuant to the Contract are, and shall otherwise be deemed to be, for purposes of Section 365(n) of the United States Bankruptcy Code, or any replacement provision therefore (the “Code”), licenses to rights to “intellectual property” as defined in the Code. The Parties agree that USAC, as licensee of such rights under this Contractor, shall retain and may fully exercise all of its rights and elections under the Code. The Parties further agree that, in the event of the commencement of bankruptcy proceedings by or against Contractor under the Code, USAC shall be entitled to retain all of its rights under the Contract and shall not, as a result of such proceedings, forfeit its rights to any Material, license, Software, Data or works made for hire.

XXXI. NON EXCLUSIVITY / INDEPENDENT CONTRACTOR

Nothing herein shall be deemed to preclude USAC from retaining the services of other persons or entities undertaking the same or similar functions as those undertaken by the Contractor hereunder or from independently developing or acquiring goods or services that are similar to, or competitive with, the goods or services, as the case may be, contemplated under the Contract.

Contractor acknowledges and agrees that it is an independent contractor to USAC and Contractor’s key personnel, employees, representatives, directors, officers, subcontractors and agents are not employees of USAC. USAC will not withhold or contribute to Social Security, workers’ compensation, federal or state income tax, unemployment compensation or other employee benefit programs on behalf of Contractor or Contractor personnel. Contractor shall indemnify and hold USAC harmless against any and all loss, liability, cost and expense (including attorneys’ fees) incurred by USAC as a result of USAC not withholding or making such payments. Neither Contractor nor any of Contractor’s personnel are entitled to participate in any of the employee benefit plans of, or otherwise obtain any employee benefits from, USAC. USAC has no obligation to make any payments to Contractor’s key personnel, employees, representatives, directors, officers, subcontractors and agents. Contractor shall not hold herself/himself out as an employee of USAC and Contractor has no authority to bind USAC except as expressly permitted hereunder.

XXXII. TEMPORARY EXTENSION OF SERVICES

USAC may require continued performance of any Contract services within the limits and at the rates specified in the Contract. USAC may extend the services more than once, but the total extension of performance hereunder shall not exceed two six (6) months extensions. The USAC Procurement representative may exercise an option to extend by written notice to the Contractor within ten (10) days prior to expiration of the then current term.

XXXIII. NOTICES

All notices, consent, approval or other communications required or authorized by the Contract shall be given in writing and shall be:

- (a) personally delivered,
- (b) mailed by registered or certified mail (return receipt requested) postage prepaid,
- (c) sent by overnight delivery service (with a receipt for delivery), or
- (d) sent by electronic mail with a confirmation of receipt returned by recipient's electronic mail server to such party at the following address:

If to USAC:

Vice President of Procurement and Strategic Sourcing, Universal Service
Administrative Co.

700 12th Street, NW, Suite 900

Washington, DC 20005

Email: To the designated USAC Contract Officer for this procurement, with a copy to usacprocurement@usac.org.

If to Contractor: To the address or email set forth in the Contractor's proposal in response to the Solicitation.

XXXIV. SURVIVAL

All provisions that logically should survive the expiration or termination of the Contract shall remain in full force and effect after expiration or early termination of the term of the Contract. Without limitation, all provisions relating to return of USAC information, confidentiality obligations, proprietary rights, and indemnification obligations shall survive the expiration or termination of the Contract.

XXXV. EXECUTION / AUTHORITY

The Contract may be executed by the parties hereto on any number of separate counterparts and counterparts taken together shall be deemed to constitute one and the same instrument. A signature sent via facsimile or portable document format (PDF) shall be as effective as if it was an original signature. Each person signing the Contract represents and warrants that

they are duly authorized to sign the Contract on behalf of their respective party and that their signature binds their party to all provisions hereof.

XXXVI. INDEMNITY

Contractor shall defend, indemnify and hold harmless USAC from and against, any costs, liabilities, damages or expenses (including reasonable attorneys' fees) arising out of or relating to: (1) claims for personal injuries, death or damage to tangible personal or real property to the extent proximately caused by the negligent acts or negligent omissions of Contractor or its employees, agents, consultants, or Subcontractors in connection with this Contract; and (2) claims of any nature whatsoever to the extent caused by the violation of Contract terms, negligence, illegal or intentional wrongful acts or omissions of Contractor or its employees, agents, consultants, or Subcontractors in connection with the performance of the Services.

**SECTION D:
Attachments**

Attachment List:

- Attachment 1: Bid Sheet

SECTION E: Instructions and Evaluation Criteria

I. GENERAL

A. CONTRACT TERMS AND CONDITIONS

The Contract awarded as a result of this RFP will be governed by, and subject to, the requirements, Terms and Conditions set forth in RFP sections A, B, C, and D and any attachments listed in section D (hereafter collectively referred to as the “Terms and Conditions”). Offeror’s submission of a proposal constitutes its agreement to the Terms and Conditions and their precedence over any other terms, requirements, or conditions proposed by Offeror.

The Offeror’s proposal may identify deviations from, or revisions, exceptions or additional terms (collectively “exceptions”) to the Terms and Conditions, but only if such exceptions are clearly identified in a separate **Attachment B** to Volume II, “Exceptions to RFP Terms.” Proposals that include material exceptions to the Terms and Conditions may be considered unacceptable and render Offeror ineligible for award unless the Offeror withdraws or modifies any unacceptable exceptions prior to USAC’s selection of the successful Offeror for award. USAC will only consider changes or additions to the RFP Terms and Conditions that are included in Offeror’s proposal. After selection of the awardee, USAC will not consider or negotiate any exceptions to the Terms and Conditions.

B. PERIOD FOR ACCEPTANCE OF OFFERS

The Offeror agrees to hold the fixed service category rates in its offer firm for 120 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.

Proposals must:

- Concisely address USAC’s requirements, as set forth in Section B.VII (Scope of Services and Deliverables) and should not contain a significant amount of corporate boilerplate marketing information.
- Be submitted to USAC Procurement Department, no later than 11:00 AM ET on ~~May 20, 2019~~ **May 24, 2019** (Proposal Due Date).
- Be submitted in the form of one electronic copy submitted to rfp@usac.org. The subject line for all email communication related to this solicitation should **only** state the Solicitation Number, IT-19-048, of this RFP.

C. PROPOSAL SCHEDULE

DATE	EVENT
April 18, 2019	RFP Released
April 29, 2019	Questions Due to USAC by 11:00 AM ET at rfp@usac.org
May 6, 2019	Answers posted by USAC
May 20, 2019 May 24, 2019	Proposal Due to USAC by 11:00 AM ET at rfp@usac.org

To be timely, Offeror’s proposal must be received by USAC Office of Procurement by the Proposal Due Date at the email address specified above. Any offer, modification, revision, or withdrawal of an offer received at the USAC office designated in the solicitation after the Proposal Due Date and Time is “late” and will not be considered by USAC, unless USAC determines, in its sole discretion, that (1) circumstances beyond the control of Offeror prevented timely submission, (2) consideration of the offer is in the best interest of USAC, or (3) the offer is the only proposal received by USAC.

Up to three contractors with technically acceptable proposals may be asked to participate in discussions and/or demonstrations. Such discussions and/or demonstrations will be based upon USAC’s functional needs and requirements. Discussions and/or demonstrations will be conducted on-site at USAC headquarters or via web conference.

D. AMEND, REVISE OR CANCEL RFP

USAC reserves the right to amend, revise or cancel this RFP at any time at the sole discretion of USAC and no legal or other obligations are assumed by USAC by virtue of the issuance of this RFP, including payment of any proposal costs or expenses, or any commitment to procure the services sought herein.

II. CONTRACT AWARD

USAC intends to evaluate offers and make a single award. USAC may reject any or all offers if such action is in the public’s or USAC’s interest; accept other than the lowest offers; and waive informalities and minor irregularities in offers received.

III. IDENTIFICATION OF CONFIDENTIAL INFORMATION

The proposal shall clearly and conspicuously identify information contained in the proposal that the Offeror contends is Confidential Information. *See* Section C.XIV.

IV. PROPOSAL VOLUMES COVER PAGE

Each volume of Offeror's proposal must contain a cover page. On the cover page, please include:

- The name of the Offeror's organization,
- The Offeror's contact name,
- The Offeror's contact information (address, telephone number, email address, website address),
- The Offeror's data universal numbering system ("DUNS") number,
- The date of submittal,
- A statement verifying the proposal is valid for a period of 120 days, and
- The signature of a duly authorized Offeror's representative.

V. PROPOSAL CONTENT

Each proposal shall be comprised of the following four (4) volumes:

A. CORPORATE INFORMATION (VOLUME I)

This volume must include:

1. A cover page, as outlined above.
2. An executive summary summarizing all key features of the proposal, including the identification of any subcontractors and affiliated individuals or firms that will assist the Offeror in performing the Contract.
3. Pricing information should not appear in the Executive Summary.
4. A statement regarding any known conflicts of interest.
 - a. USAC procurements are conducted with complete impartiality and with no preferential treatment. USAC procurements require the highest degree of public trust and an impeccable standard of conduct. Offerors must strictly avoid any conflict of interest or even the appearance of a conflict of interest, unless USAC has otherwise approved an acceptable mitigation plan.
 - b. Offerors must identify any actual or potential conflicts of interest including current USAC vendors involving the Offeror or any proposed subcontractor, or any circumstances that give rise to the appearance of a conflict of interest, and the means by which it proposes to avoid, neutralize, or mitigate such conflicts. Offerors shall identify such conflicts or potential conflicts or appearance issues to USAC and provide detailed information regarding the nature of the conflict. Examples of potential conflicts include, but are not limited to: (1) any ownership, control or other

- business or contractual relationship(s), including employment relationships, between the Offeror (or proposed subcontractor) and any USF Stakeholder; (2) an Offeror has a direct personal or familial relationship with a USAC or FCC employee; (3) a former employee of USAC or FCC who had access to confidential procurement-related information works for the Offeror; (4) a USAC or FCC employee receives any type of compensation from the Offeror, or has an agreement to receive such compensation in the future; (5) Offeror has communications with a USAC or FCC employee regarding future employment following the issuance of the RFP for this procurement; (6) any employment or consultation arrangement involving USAC or FCC employees and the Offeror or any proposed subcontractor; and (7) any ownership or control interest in the Offeror or any proposed subcontractor that is held by an FCC or USAC employee. Offerors must also identify any participation by the Offeror, or any proposed subcontractor(s) or personnel associated with the Offeror, in any of the universal service programs. The requirement in this Section E.V.A applies at all times until Contract execution.
- c. Offerors shall propose specific and detailed measures to avoid, neutralize, or mitigate actual, potential and/or apparent conflicts of interest raised by the affiliations and services described above. If USAC determines that Offeror's proposed mitigation plan does not adequately avoid, neutralize or mitigate any actual or potential conflict of interest, or the appearance of a conflict of interest, Offeror will not be eligible for award of the Contract.

B. TECHNICAL (VOLUME II)

This volume must include:

1. A cover page, as outlined above.
2. An in-depth discussion of Offeror's technical approach to providing the services listed in Section B.VII, along with a clear statement of whether or not the Offeror's performance of the Contract will comply with all requirements and Terms and Conditions set forth in the RFP. Offerors must submit a detailed response to this RFP. The Offeror must clearly state whether it will comply with all requirements and Terms and Conditions set forth in the RFP, and provide detailed information about how it will fulfill the requirements of the RFP. Any deviations from, or exceptions to, the requirements or Terms or Conditions contained in this RFP must be clearly identified in an Attachment B to Volume II.

Note: Offers that include material deviations from, or take material exceptions to, RFP requirements and/or Terms or Conditions will be evaluated as technically unacceptable and will be ineligible for award unless

USAC: (1) subsequently amends the RFP to modify the requirements or, (2) if discussions will be held, decides to address the deviations/exceptions during discussions and thereby resolves the deviations/exceptions.

3. Technical proposals that merely repeat the requirements set forth in the RFP and state that Contractor “will perform the statement of work” or similar verbiage will be considered technically unacceptable and will not receive further consideration. USAC is interested only in proposals that demonstrate the Contractor’s expertise in performing engagements of this type as illustrated by the Offeror’s description of how it proposes to perform the requirements set forth in this RFP.
4. Capabilities. Describe Offeror’s capabilities for performing the Contract, including personnel resources and management capabilities. If applicable, describe how subcontractors or partners are used and how rates are determined when using subcontractors. Provide a list of firms, if any, that will be used.
5. Timeline. Offerors shall describe in detail their process for conducting activities to manage this project, including how the Offeror intends to staff and complete the engagement. Offerors shall describe in detail their plan for completing the services as identified in Section B.V. If Offeror currently has staff or personnel who meet the qualifications for the services identified in Section B.VII, and who are available for assignment under an awarded contract, please provide a resume (not to exceed two (2) pages per resume) that includes their educational background, specific job and related experience, and the specific position(s) for which they are available on the Contract.
6. Experience. Describe your firm’s experience providing services similar to those described in Section B. Provide examples of projects and personnel to include project scope, size, and complexity, and types of positions with length of assignments.
7. Key Personnel. Identify by name all key personnel, as required by Section B.VIII.B, Key Personnel. Provide a brief summary of each of these professional staff members’ qualifications to include education and all relevant experience.
 - a. Submit resumes for all key personnel, as an attachment (**Attachment 2**) to the technical volume, no longer than two (2) pages in length per resume.
 - b. If the Contractor, at the time of proposal and prior to the award of the contract, has information that any such key personnel anticipate terminating his or her employment or affiliation with Contractor, Contractor shall identify such personnel and include the expected termination date in the proposal.

C. PAST PERFORMANCE EVALUATION (VOLUME III)

This volume must include:

1. A cover page, as outlined above.
2. A list of three (3) current or recently completed contracts (no older than 3 years from the date of the solicitation) similar in scope to those required by this solicitation.

Each entry on the list **must** contain:

- (i) the client's name;
- (ii) the project title;
- (iii) the period of performance;
- (iv) the contract number;
- (v) the contract value;
- (vi) a primary point of contact (including the telephone number and email address for each point of contact, if available);
- (vii) a back-up point of contact.

If a back-up point of contact is not available, please explain how USAC may contact the client in the event the primary point of contact fails to respond.

- a. For each past performance, provide a description of the relevant performance and the name and telephone number for USAC to contact for past performance information for each project discussed. A past performance description will consist of:

- (i) an overview of the engagement;
- (ii) a description of the scope of work performed;
- (iii) its relevance to this effort;
- (iv) the results achieved.

This is the time to identify any unique characteristics of the project, problems encountered, and corrective actions taken. Each overview shall not exceed one (1) page.

- b. USAC will attempt to contact past performance references identified in the proposal for confirmation of the information contained in the proposal and/or will transmit a past performance questionnaire to the contacts identified in the Offeror's proposals. Although USAC will follow-up with the contacts, the Offeror, not USAC, is responsible for ensuring that the questionnaire is completed and returned by the specified date in USAC's transmittal. If USAC

is unable to reach or obtain a reference for the project, USAC may not consider the contract in an evaluation of past performance.

D. PRICE (VOLUME IV)

This volume must include:

1. A cover page, as outlined above.
2. Completed pricing information in **Attachment 1: Bid Sheet**.
 - a. The fixed prices for this project should be *fully burdened* and must include wages, overhead, general and administrative expenses, taxes and profit.

E. PAGE COUNT LIMITS

Page count, for each Volume including the Cover page, may not exceed the below:

1. Volume I – Corporate Information; may not exceed three (3) pages, including Cover page.
2. Volume II – Technical; may not exceed fifteen (15) pages including Cover page; however excluding **Attachment 2** (Resumes)
3. Volume III – Past Performance Information; may not exceed four (4) pages, including Cover page.
4. Volume IV – Price; may not exceed three (3) pages, including Cover page.

Any proposals received exceeding the page count, will be considered technically unacceptable and may not receive further consideration.

VI. EVALUATION

A. EVALUATION FACTORS

USAC will award a single contract resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be most advantageous to USAC, price and other factors considered. The following factors, which are listed in descending order of importance, shall be used to compare offers and select the awardee – technical, past performance, and price. When combined, the technical and past performance factors are significantly more important than price.

1. **Technical:** The technical sub-factors listed below in descending order of importance:

- a. Technical Approach – 30%
 - b. Experience – 30%
 - c. Capabilities – 20%
 - d. Timeline – 10%
 - e. Key Personnel – 10%
2. **Past Performance:** Past performance information will be evaluated to assess the risks associated with an Offeror’s performance of this effort, considering the relevance, how recent the project is (no older than 3 years from the date of the solicitation), and quality of the Offeror’s past performance on past or current contracts for the same or similar services. The Offeror’s past performance will be evaluated based on the Offeror’s discussion of its past performance for similar efforts, information obtained from past performance references (including detailed references for the Offeror’s proposed teaming partner(s) and/or subcontractor(s), as applicable) and information that may be obtained from any other sources (including government databases and contracts listed in the Offeror’s proposal that are not identified as references).
3. **Price Evaluation:** USAC will evaluate price based on the firm fixed price, listed in the Bid Sheet. Price is the least important evaluation factor and USAC may not necessarily award a Contract to the lowest priced Offeror. USAC further recognizes that the size of a company, its name-recognition, geographical offerings and the expertise/experience of staff impacts the price of the service category rates offered by the firms, thus making comparisons of differently situated firms less meaningful. Therefore, when considering rates, USAC will use the rates of similarly situated companies for reasonableness and comparison purposes. Price may become a more important selection factor if the ratings for the non-price factors are the same or very close to the same. In addition to considering the total prices of the Offerors when making the award, USAC will also evaluate whether the proposed prices are realistic (i.e., reasonably sufficient to perform the requirements) and reasonable. Proposals containing prices that are determined to be unrealistic or unreasonable will not be considered for award.

B. DOWN-SELECT PROCESS

USAC may determine that the number of proposals received in response to this RFP are too numerous to efficiently conduct a full evaluation of all evaluation factors prior to establishing a competitive range. In such case, USAC may conduct a down-select process to eliminate Offerors, prior to discussions, from further consideration based on a comparative analysis of Offerors proposals, with primary focus on the price proposal, but USAC may, in its sole discretion, consider other factors such as quality of proposal, technical capabilities and past performance. Proposals that include proposed prices that are significantly higher than the median proposed price for all Offerors may be excluded from the competition without evaluation under the other evaluation factors.

Proposals that contain prices that are unrealistically low in terms of sufficiency to perform the Contract may also be excluded from the competition.

C. RESPONSIBILITY DETERMINATION

USAC will only award a contract to a responsible Offeror. USAC will make a responsibility determination based on any available information, including information submitted in an Offeror's proposal. In making a responsibility determination, USAC will consider whether:

1. the Offeror has sufficient resources to perform the Contract;
2. the Offeror has a satisfactory record of performance, integrity and business ethics;
3. the Offeror has the accounting systems and internal controls, quality assurance processes and organizational structure and experience necessary to assure that contract work will be properly performed and accurately invoiced;
4. the Offeror has the facilities, technical and personnel resources required to perform the contract; and
5. the Offeror is not excluded from Government contracting, as listed on the excluded parties list in <https://www.sam.gov>.