

**USAC SL-17-098 – Call Center Support
RFP Questions and Answers**

RFP Section	Page	Question	Answer
1.1	5	Is the operations processor conflicted from bidding on the call center services?	No.
1.1	5	The RFP states that the EPC was launched in July 2015, but the footnote states that USAC is in the final stages of building the system. Can USAC provide more detail on the current state of EPC functionality?	USAC utilizes a large account and application management portal for the E-rate program, known as the E-rate Productivity Center (EPC), which covers the entire E-rate lifecycle. The system supports not only the customer intake of requests, but also includes USAC's internal reviews, and official notifications. By the end of 2017, USAC expects that the system will be able to handle all processing, with the exception of invoicing, for all requests for FY2016 and forward.
1.1	5	Will the same toll-free number be used for all three programs (E-rate, High Cost, Rural Health), or will each program be assigned a separate number? Is USAC responsible for providing the toll-free number(s) or is the contractor?	We plan to have a separate toll-free number for each program. Currently, Schools & Libraries has a toll-free number owned by our current vendor that would need to be migrated. For the other programs, we own the toll-free numbers and would point the call volume to the vendor's toll-free number.
1.1	5	Within each program are there further divisions which should be considered and/or assigned a separate toll-free number?	No.
2.1	6	Does each channel (phone, email, web inquiry, and mail/fax) need to be staffed separately or can the same group of agents handle inquiries from all channels?	USAC is open to all options but we will leave this to the vendor's discretion. Please outline your staffing model in your proposal. The key is ensuring that all SLA are met.
3.1.	7	What level of background check should be performed on employees?	As noted in paragraph 3.1.2 of the RFP, and consistent with federal regulations, "non-U.S. citizens are not authorized to access or assist in the development, operation, management, or maintenance of USAC IT systems under the contract, unless a waiver has been granted in writing by USAC." In addition, pursuant to the Term Sheet, Attachment 4 to the RFP, oversight of contractor staff, including, but not limited to, staff performance, is the responsibility of the Contractor. Notwithstanding, the Term Sheet allows USAC to "remove and replace any personnel if USAC believes such personnel are not performing adequately or have not complied with [certain] Data Security and Privacy requirements...." The Term Sheet further specifies that the Contractor "shall, at its cost and expense, conduct (or cause to be conducted), in compliance with applicable Law, criminal, educational, and background checks on each individual assigned to the Contractor representatives prior to commencing work under the Contract," and indemnifies USAC for items such as "breach of confidentiality, data

			security, privacy, unauthorized use of IT resources, compliance with Laws, intellectual property infringement, employment related matters, personal injury and property damage, negligence or willful misconduct, and other agreed indemnities.”
3.1.1	7	Are different staffing categories subject to different background check requirements?	No.
3.1.1	7	Will background checks be only completed at the beginning of employment, or would background checks be required throughout the contract?	See answer to question for RFP Section 3.1 above.
3.1.1	7	Can a newly hired staff member work on the contract while their background investigation is being completed?	No. See answer to question for RFP Section 3.1 above.
3.1.1	7	Is all work to be completed in English? Is there any expectation of supporting Spanish or other languages?	All work is completed in English but we provide Spanish translation assistance, when needed. The expectation is the selected vendor will have agents who are available to provide translation assistance for Spanish speakers.
3.1.1	7	What is the USAC’s expectation for the supervisor to agent ratio?	USAC will review the recommendation from the vendor regarding the supervisor to agent ratio.
3.1.6	8	At which times of the year will operational hours be extended?	For Schools and Libraries: Typically extended operational hours are during the first quarter of the calendar year. However, there may be additional times during the calendar year where operational hours will need to be extended. The same applied for Rural Healthcare.
3.1.6	8	How much notice will be provided for these extensions of operating hours?	At least one quarter prior to the extended operational hours.
3.1.6	8	Do the hours of operation pertain to both inbound and outbound calls?	Yes
3.1.7	8	What is meant by digital self-service?	Digital self-service would be any technology that improve customer self-service such as chat bots and screen share technology. It should be noted, however, that USAC is not currently using these options.
3.1.10 and 3.3.4	8 and 10	Does USAC have a CRM tool? If so, does USAC have a preference that the contractor use the USAC tool rather than a CRM tool provided by the contractor?	No, USAC does not have a CRM tool. Schools & Libraries: EPC is the system of record and customer service cases will continue to be tracked in this system. The selected vendor will need to have a CRM to work in conjunction with EPC to gather more detailed information. Other Programs: We expect that the bidder will provide a CRM solution.
3.1.11	8	Is there a requirement to support mobile devices?	Not at this time, but USAC will consider supporting mobile devices in the future.
3.1.11	8	The scope of the call center services includes outbound dialing which is regulated by the Telephone Consumer Protection Act (TCPA). For TCPA compliance purposes, is USAC considered part of the federal government? And if so, will the contractor have “derivative immunity” from the TCPA?	Per RFP paragraph 4.1.1, call center employees must identify themselves to all customers as USAC. Calls made by USAC for the purpose of administering the federal Universal Service Fund (USF) and the federal Universal Service support mechanisms are generally exempt from the TCPA’s restrictions. However, USAC may

			not opine on whether a contractor carrying out such functions on behalf of USAC would, in turn, have derivative immunity. USAC will seek clarification from the FCC on this issue.
3.1.12	9	The RFP states that the “Contractor shall provide mail and form processing and digitization services, including but not limited to (1) entry of form data into the system or database...”. How many databases will the contractor be required to update with mail and form data?	Schools and Libraries: Since the issuance of the RFP, USAC has decided this function will no longer need to be handled by the selected vendor. There is some form data that will still require data entry digitally.
3.1.12	9	How will mail get sent to the contractor? Local PO Boxes or boxed and shipped from another location? If the latter, what is the frequency of the shipments? Who is responsible for the associated expense(s)?	Since the issuance of the RFP, USAC has decided that this function will no longer need to be handled by the selected vendor. Proposals should not include postal mail processing.
3.1.12	9	For the purpose of evaluating USAC’s OCR needs, are the existing on-line forms still applicable or are new forms being created/used?	Online forms will be similar.
3.2	10	Can USAC share daily call information for the previous 12 months by program? <ul style="list-style-type: none"> • Calls offered • Calls handled • Average speed to answer (ASA) • Time to abandon • Average handle time (AHT) including average talk time, average after work time, and average hold time 	USAC will provide a separate attachment.
3.2	10	Is the 7-minute AHT that is given for E-Rate the average for calls, web inquiries and email responses? If the 7-minute AHT only pertains to E-rate calls, can USAC provide AHT for web inquiries and email responses?	The AHT is for calls. AHT for customer service case module (web/email) is 0:53 seconds.
3.2	10	Is the inbound all volume for all three projects, the calls that were handled by a live agent? Is there any historical data for the IVR solution so that we can price it accordingly (i.e. AHT, containment rate, volume)?	The volume is for call handled by a live agent. We currently don’t have historical data for the IVR.
3.2	11	Can USAC confirm that the 6-minute AHT that is given for High Cost includes calls and emails? If the 6-minute AHT only relates to calls, can USAC provide an approximate AHT for email?	The AHT is for calls. We currently do not have AHT for email.
3.2	11	Is the 7-minute AHT for a call a combination of both inbound and outbound calls, or is it specific to one or the other?	For Schools and Libraries: The 7-minute AHT is for inbound calls only.
3.2	11	If the 7-minute AHT represents a combined inbound/outbound average, can the USAC provide AHT for inbound and outbound separately?	For Schools and Libraries: Inbound: 7 minutes Outbound: Volume is available, but not AHT.
3.2	10-11	For outbound calls, can USAC provide the AHT separately for right party connects and noncontacts?	Not available.
3.2	10-11	Are the outbound calls in response to inquiries made to the contact center via other channels (e.g., email/fax, etc.) or are these outreach to stakeholders?	For all programs the answer is both.
3.2	10-11	Are the outbound calls currently being made user a dialer system, or are they made manually?	Manual.
3.2	10-11	How many states will be dialed on outbound (i.e., all 50 states, or specific states)?	All 50 states plus five US territories (Puerto Rico, US Virgin Islands, American Samoa, Guam

			and Commonwealth of the Northern Marianas Islands) plus the District of Columbia.
3.2	10-11	What are the maximum number of attempts per day per account/record for outbound calls?	This is not tracked.
3.3	12	Will the vendor be expected to have a dedicated or walled off portion of a facility with unique access for this project?	There must be a dedicated portion of the facility with unique access for this project.
4.2	14	What is USAC's expectation on the number quality evaluations per agent per month?	USAC expects a minimum of one quality evaluation per agent per month. USAC will work with the selected vendor to determine if additional evaluations are required, especially during the transition period.
4.4.2	16	Is there an existing customer satisfaction report by USAC today? If so, could USAC provide it?	We currently do not have a mechanism for measuring CSAT, but we're looking into after-call IVR options. Our expectation is that whichever method is chosen, the vendor would follow the same methodology. If USAC decides to use an IVR, the vendor would own the process on their end. In addition, we are open to other ways to measure CSAT that might be more impactful and cost effective.
4.3.2	15	Can attendance at weekly meetings be via telephone?	Yes.
5	16	What is the anticipated length of time for the transition between the current contract center vendor and the new vendor?	Work is expected to start in November 2017 with the full transition to be complete by April 1, 2018
5.1.1	16	Does the SAS70 audit need to be completed before go-live?	It is assumed most bidder already have this in place. If not it will be considered as part of the proposal.
5.1.1	16	Is the cost of this audit the contractor's or USAC's?	Contractor
6.0	17	Can USAC please confirm the number of weeks for initial training and for on the job training?	For Schools and Libraries: Two weeks: classroom training Four weeks: on-the-job training USAC will be heavily involved in training. It is likely that training will not run consecutively. Meaning, classroom training will be conducted in the morning and on-the-job training in the afternoon. For other programs: Training will be developed in coordination with the selected vendor.
6	17	Will the vendor have access to an existing knowledge base, or will the vendor need to develop their own?	Schools and Libraries: The vendor will have access to the existing knowledge base. A knowledge base will need to be developed for all other programs.
6	17	Is the vendor responsible for updating the knowledgebase?	Yes, but USAC would expect to have access to review at all times.
8.5	20	For pricing purposes is the Start-Up period included in the Contract 36 months beginning December 2017, or does the Start-Up period begin two months prior to that date? The difference between these two dates would be: If Start-Up is scheduled to be two months, October 2017-November 2017, and the beginning of	As stated in RFP Section 2.2 Contract/Pricing Structure, the contract will have an initial term of one (1) year and four (4) one (1) year option periods. The Start-Up period will be included the initial one (1) year term beginning on award effective date. The thirty six (36) months initial

		call center starts in December 2017. Is the 3 year contract term (i.e., 36 months) October 2017 to September 2020 (2 months Start-Up + 34 months ongoing operations)? Or, is it really 38 months— October 2017 through December 2020.	term and two (2) year option periods stated in Attachment 4 – Term Sheet was an oversight. The term sheet is revised to reflect the correct period of performance.
8.9	21	The RFP requires bidders to respond using 12-point font. May bidders use a smaller, still readable font, for the following: headers and footers, requirement text, exhibits, and tables?	Bidders may not use smaller than 10–point font for headers and footers, exhibits, and tables.
8.9.2.2	22	The RFP requests the vendor to include a QA Plan in the described approach. Is this request outside of the limit of 15 pages?	The bidder’s QA plan is part of the project approach and it is included in the 15 pages limit.
8.9.2.3	22	How many pages, beyond 2 pages per resume, is allowed in the Key Personnel section since the RFP also requires information in addition to the resumes?	The Key Personnel information including an organizational chart and proposed team structure narrative should be limited to 3 pages beyond the 2 pages limit per resume.
8.9.3	25	Can USAC confirm that past performance and references from the entire team can be used to satisfy RFP requirements?	Under this section, USAC requires Corporate/Company past performance and references. Individual past performance and references cannot be used to satisfy this requirement.
Attachment 1	Tab 1.2	Prices are requested separately for each of the three programs. Should each program be staff independently as four separate groups of agents, or can the work be blended together and handled by a single group of agents?	USAC would like Schools & Libraries program to be staffed separately. Other programs may be combined. Please outline your plan in your submission.
Attachment 1	Tab 1.2	Tab 1.2, Ongoing FFP, requests a single price per month (for Schools & Library, Rural Health Care, High Cost), presumable for all 36+ months of the contract period of performance. FFP elements such as PMO and resources required to address reporting requirements will change over time. To accurately reflect costs, will USAC permit offerors to propose a unique “Ongoing FFP” monthly cost for each of the three contract years?	Yes, bidders may propose a unique “ongoing FFP” monthly cost. We would assume ongoing cost would go down over time.
Attachment 1	Tab 1.3	Attachment 1, the Bid Sheet, has a column for Webchat. The RFP has no mention of webchat. Is webchat a requirement?	USAC currently does not use chat. It is a future consideration.
Attachment 3	Yes-no Tab	Please define “business rules engine” as it relates to workforce management	USAC is defining business rules engine as the ability to automate workforce rules and alerts based on call center conditions such as absenteeism increase, volume shifts, etc.
Attachment 3	Yes-no-Tab	Does USAC desire the contractor to capture the screen data or just the voice data?	Screen capture is not required at this time but is a benefit if available.
Attachment 3	Yes-no-Tab	How many toll-free numbers will be required?	We plan to have a separate toll-free number for each program. Currently, Schools & Libraries has a toll-free number owned by our current vendor that would need to be migrated. For the other programs, we own the toll-free numbers and would point the call volume to the vendor’s toll-free number.
Attachment 3	Yes-no-tab	Question 11 asks if the contractor can provide technical troubleshooting? Can USAC provide some examples of the types of technical troubleshooting	Technical support will be basic account management support items such as password reset, web account support, database look ups,

		that may be required? Does this requirement refer just to contractor systems, or also to USAC systems?	website guidance and documentation of system issues.
Attachment 3	Yes-no-Tab	Questions 20 and 21 in Attachment 3 do not appear to apply to this bid. Can USAC please clarify that these questions are relevant to the RFP?	Please disregard question 20 & 21.
Attachment 3	Free Response	Row 6—Languages—Can USAC provide which languages for which they have received contacts over the previous 12 months?	We currently support Spanish and English and may consider others in the future.
Attachment 3	Free Response	Languages- Can translation tools be used to respond to foreign language chat/emails (i.e, Babel-Fish or Google Translate)	No. We would prefer a translation tool not be used.
Attachment 4 section 2.2	Page 1 Page 7 in Section 2.2	Section 2.2 states that the initial contract term is one year. Attachment 4 states that the initial term is 36 months. Can USAC please clarify the length of the initial contract term?	The Contract will have an initial term of one (1) year. After the initial term, USAC may opt to extend the initial Contract term for up to four (4) additional one (1) year terms.
Attachment 5	Row 7	USAC proposed that 95% of hourly intervals meet the contracted ASA. Over what timeframe is the 95% measured (e.g., weekly, monthly, quarterly)?	USAC will want real-time access to metrics. Metrics will be reviewed daily weekly and monthly to look for trends.
General		What is the maximum time frame that the records (physical documents, scanned documents, etc.) must be kept?	Documents related to the Schools and Libraries and Rural Health Care program are currently kept indefinitely.
General		Does USAC desire the contact center to be in proximity to USAC HQ?	No. It would be helpful but not necessary. However, the locations must be in the USA.
General		Is this work currently performed by Universal Service or is it currently outsourced to a vendor?	The Schools and Libraries & High Cost work is currently handled by an outsourced vendors. Rural Health Care is currently handled internally by USAC.
General		Whether companies from Outside USA can apply for this? (like,from India or Canada)	USAC requires that the selected vendor be headquartered in the United States and the physical call center must be based in the United States as well.
General		Whether we need to come over there for meetings?	Yes. We expect the vendor involvement to include limited visits.
General		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No. All work must be performed in the USA.
General		Can we submit the proposals via email	Yes, proposals are to be submitted via email.
General		Has a contractor performed similar work to this for the government in the past? If available, please provide the incumbent contract number. If you are unable to provide a contract number, is it safe to assume this is a new requirement for the government?	We are not able to disclose at this time.
General		What is the value of the contract?	We are not able to disclose at this time.
General		What is the pricing for each service currently provided?	We are not able to disclose at this time.
General		Can you please provide the name of the vendor (s) and associated contract number (s) for the vendors that are currently delivering these services	We are not able to disclose at this time.
General		How are vendors supposed to submit a proposal without a statement of work, we don't know what we're bidding on	The requirements for this work is outlined in the RFP.

Timeline		<ul style="list-style-type: none"> o The appendix stated that the expected go-live date is 1/1/18. What is the expected award date and what services are expected to start on 1/1/18? o Would the Rural Health Care and High Cost Programs be expected to start at the same time as the E-rate program and if not, what the expected transition date for those programs? 	<p>Work is expected to start in November 2017 with the full transition to be completed by April 1, 2018.</p> <p>USAC is expecting to transition the Rural Health Care and High Cost Programs in the same time frame.</p>
2.1		<p>USAC Expects the Contractor to perform the following functions:</p> <ul style="list-style-type: none"> o Emails: Review and respond to all emails related to the programs. <ul style="list-style-type: none"> ▪ Will the Contractor be expected to use USAC's email system or provide their own? o Mail/Fax form processing (schools and libraries only): Process all incoming mail/fax-related services, including digitizing incoming mail with a bar code and uploading to a database. <ul style="list-style-type: none"> ▪ Will the Contractor need to load digitized incoming mail and perform any data entry steps directly into the Schools and Libraries Program system? 	<p>E-mail: USAC e-mail system</p> <p>Mail/Fax form processing: Yes, the contract will need to load into the Schools and Libraries program system.</p>
3.1.6		<p>Contractor shall provide live agent contact center services from 8 am – 8 pm ET, Monday – Friday ("Business Hours"). Hours of operation will be extended at different points in the year to support customers. For example, as we reach the end of a filing window, hours would be extended to meet customer needs.</p> <ul style="list-style-type: none"> o Approximately, how many times per year would the hours be extended, over what timeframe and for how many additional hours? For example, would this occur approximately once a quarter, for one week where the center would be open until 10pm M-F? 	<p>USAC requires extended call center hours at least once per calendar year for approximately 1-2 weeks. Other times may be identified based on fluctuations in the program.</p>
7.1.1.3.b		<p>Contractor's reporting software must permit real-time access to all the system's data.</p> <ul style="list-style-type: none"> o Is the Contractor expected to report on actions taken in USAC's systems as well? For example, would the contractor need to report on Web Inquiries handled in EPC. 	<p>This condition applies to the Contractor's reporting software only.</p>
3.3.4.		<p>Contractor shall submit to Independent Verification and Validation (IV&V), if system (e.g., CRM software) has not previously passed standard IV&V. 1. The system, to include Contractor's CRM (if Contractor chooses to use its own CRM platform), shall be independently verified and validated prior to being moved into production.</p> <ul style="list-style-type: none"> o What is included in the IV&V? 	<p>During the FISMA accreditation process, control testing does occur and this is where the IV&V part comes into play. USAC will contract with an external provider to perform control testing as part of the FISMA accreditation. If any part of the environment is FedRAMP certified, the external provider will leverage much of the control testing documentation that is part of the FedRAMP accreditation package.</p>
Attachment 3		<p>Attachment 3 has "Does your bid include provision of a CRM software to be integrated with the Schools and Library system?"</p> <ul style="list-style-type: none"> o What type of integration is expected? 	<p>No. It is not possible to integrate with the Schools and Libraries system at this time.</p>

3.1.4	8	Contractor to provide turn-key operation – who owns the toll-free numbers? Does USAC own the toll-free numbers or is Contractor responsible for the toll-free numbers?	We plan to have a separate toll-free number for each program. Currently, Schools & Libraries has a toll-free number owned by our current vendor that would need to be migrated. For the other programs, we own the toll-free numbers and would point the call volume to the vendor's toll-free number.
5d	19	Email Inquiries - is the email mentioned a USAC email or an new email address?	USAC email.
5j -	19	Customer Satisfaction Reports - Does this mean Contractor is expected to conduct satisfaction surveys? If so, please provide more details regarding the expectations of the surveys... i.e. frequency, questions asked, metrics captured/reported? Are one or more specific Methods required? (IVR? live agent? Online?)	We currently do not have a mechanism for measuring CSAT, but we're looking into after-call IVR options. Our expectation is that whichever method is chosen, the vendor would follow the same methodology. If USAC decides to use an IVR, the vendor would own the process on their end. In addition, we are open to other ways to measure CSAT that might be more impactful and cost effective.
Web Inquiries	6-7	Can you please provide more details around these Web Services? How do these work? What are the Contractor requirements, SLAs for these services?	Assuming the question is referring to web inquiries related to the E-rate EPC customer service module, the customer enters their information, need/issue. An agent examines the case and responds using the module. The same SLA applies for both phone and web inquiries.
Various	Various	Please confirm the period of performance. In attachment 4, it states 3 years with 2 one-year options. In section 2.2, it states one base year and 4 one-year options.	The Contract will have an initial term of one (1) year. After the initial term, USAC may opt to extend the initial Contract term for up to four (4) additional one (1) year terms.
Various	Various	Please confirm the length of initial setup and transition. In section 8.5, it says work commencement is December 2017 and in Attachment 1, it says that beginning of launch is "End of 2017."	Work is expected to start in November 2017 with the full transition to be completed by April 1, 2018
8.9.2.3 - Key Personnel Instructions	22	We understand that resumes are limited to 2 pages each. We request that the organizational chart and proposed team structure narrative be allocated 5 pages in addition to the 2 page per resume limit.	The Key Personnel information including organizational charts and proposed team structure narrative should be limited to 3 pages beyond the 2 page limit per resume.
2.1 - Contract / Pricing Structure	7	Is the minimum 5% disincentive for each CSLA or is it cumulative for all SLAs?	It is for each individual SLA.
2.1 - Contract / Pricing Structure -	7	Does the minimum 5% disincentive kick in if just of the CSLAs are not met?	Yes.
2.1 - Contract / Pricing Structure	7	- May we propose staggered disincentives? For example, 95% CSLA equate to 0% disincentive, 90% CSLA equates to a 3% disincentive, 85% CSLA equates to 5% disincentive, etc.	Yes.
5.1 - Attachment 5 – SLA Template	1	Please confirm the USAC proposed target for Call Abandon Rate. Row 6 defines a target of 3% - 5%, while row 17 states that the Call Abandon Rate should be 99.9%.	Call Abandon Rate target should be 3%.

Various	Various	Please confirm the programs encompassed in the RFP. Section 1 indicates that the RFP is for E-Rate only, while later sections (for example, 2.1 paragraph 1) indicate that Rural Health Care and High Cost Programs should be included in proposal.	USAC is looking to procure services for all three programs.
8.9 - Proposal Content	21	The RFP indicates that all text shall be twelve (12) point font. We recommend that offerors be allowed to use a smaller size font for tables, graphics and/or illustrations.	Bidders may not use smaller than 10 –point font for headers and footers, exhibits, and tables.
4.3.2 - Weekly status meeting participation	15	The RFP states the Contractor’s key personnel must attend the weekly (or bi-weekly) status meetings. Please confirm that this does not include the project director based on the role description that the director’s role is “high level monitoring.”	Confirmed, but they will be expected to attend as needed.
8.9.4 - Pricing Proposal Instructions	25	Please confirm that the fixed system IT costs should be part of the “Ongoing FFP” price component.	Bidder can include the IT costs in the “Ongoing FFP”. Please itemize any items included in “Ongoing FFP”.
Procurement page www.usac.org	n/a	“Unless specified otherwise in the requests posted below, these terms and conditions apply to USAC’s solicitations: <ul style="list-style-type: none"> - USAC General Terms and Conditions - USAC Travel Expenses Policy” Since the RFP contains Attachment 4, RFP Term sheet, please confirm that the USAC General Terms and Conditions do not apply to this RFP. If so, USAC does not need to respond to questions 16 through 20.	USAC General Terms and Conditions apply. To the extent of inconsistency between the Term Sheet attached to the RFP, and USAC’s General Terms and Conditions, the Term Sheet shall govern.
VIII. PRICE/TAXES - USAC General T&C	2	Paragraph ends with “Assignment/Subcontracting” Should that phrase be removed from that paragraph?	No. These are USAC terms and conditions. If you need exemptions, please include in your proposal.
IX. WARRANTIES - USAC General T&C	2	USAC General Terms and Conditions: Paragraph ends with “Limitations of Damages” Should that phrase be removed from that paragraph?	No. These are USAC terms and conditions. If you need exemptions, please include in your proposal.
X. MALICIOUS SOFTWARE - USAC General T&C	2	Paragraph ends with “...and to indemnify USAC for any damages Proprietary Rights.” Should “Proprietary Rights” be removed from paragraph?	No. These are USAC terms and conditions. If you need exemptions, please include in your proposal.
XIII TERMINATION / RESCHEDULING / STOP WORK - USAC	2	“If it is determined that Contractor improperly terminated this Order, such termination shall be deemed a termination for convenience.” Since the contractor cannot terminate the order, assume this should instead say USAC?	No. These are USAC terms and conditions. If you need exemptions, please include in your proposal.

General T&C			
XIV LIMITATIONS OF DAMAGES - USAC General T&C	3	<p>“USAC may, without notice to Contractor, provide this Contract, including Contractor’s proposal information, and any information or Data delivered, prepared or developed by Contractor in the performance of the Agreement to the FCC or other governmental or judicial body, and may publicly disclose basic information regarding this Contract, e.g., name of Contractor, price, basis for selection, description of services/deliverables and, in cases where it is necessary for USAC to justify actions taken with respect to the Contract, any other applicable provisions.”</p> <p>Please confirm contractor will be afforded the opportunity to redact any proprietary company information/data prior to public disclosure, in accordance with FOIA.</p>	These are USAC terms and conditions. If you need exemptions, please include in your proposal.
3.3.3 - Penetration Testing	12	Please confirm that USAC would like to perform penetration testing on the production system, which may result in system unavailability?	During the FISMA accreditation process, control testing does occur and this is where the IV&V part comes into play. USAC will contract with an external provider to perform control testing as part of the FISMA accreditation. If any part of the environment is FedRAMP certified, the external provider will leverage much of the control testing documentation that is part of the FedRAMP accreditation package.
3.3.2 and 3.3.3 - Testing with FedRAMP	12	Please confirm that USAC and 3rd party vulnerability scans and penetration tests are not required if we are using FedRAMP certified services.	These are covered per the certification itself and doesn’t require USAC to perform specific tests on the cloud provider’s environment.
8.9.2.6 Term Sheet Response	23	<p>“Each vendor shall include a markup of the term sheet attached as Attachment 4, Term Sheet ...”</p> <p>Will USAC please provide a copy of the Term Sheet in Microsoft Word so the vendor can provide a marked up copy with their proposal?</p>	A Microsoft Word copy of the Term Sheet is being uploaded to USAC’s website.
Pricing attachment , Tab 1.2 - Fixed pricing:		Would USAC like separate monthly FFP pricing for each option year?	Yes.
3.3.1 - Security approval		The RFP states that the Contractor’s systems and processes shall be approved by USAC’s Security Team. What specific deliverables will USAC require for this?	We will need their FedRAMP accreditation documentation.
3.2 - Transition	10	Per the RFP statement, “Transition is expected to take place during a critical program period so transition planning will need to be flexible to ensure	Yes.

		transition.” May the contractor’s proposed transition plan initially provide at the beginning of launch the scope of technical services currently being used by USAC at this time, with the remaining services following, to reduce risk?	
8.9.4 - Pricing instructions	25	Please confirm that USAC’s definition of “fee”, as used in the RFP, follows the Merriam-Webster definition of “a sum paid or charged for a service” and not the Federal Acquisition Regulation definition which defines fee as profit, so as not to confuse the contract with a cost plus fee structure.	USAC confirms that term, fee as used in the RFP, is defined as “a sum paid or charged for a service.”
Contract Term		Can you clarify the term of the contract? In Section 2.2 of the RFP, the term is listed as one year, with a USAC option to extend the one-year term for up to four additional one-year terms. In the Term Sheet, the term is listed as 36 months, with a USAC option to extend for up to two additional one-year terms.	The Contract will have an initial term of one (1) year. After the initial term, USAC may opt to extend the initial Contract term for up to four (4) additional one (1) year terms.
		The contract is “anticipate[d]” to have a variable fee structure for pricing. As part of the variable pricing structure, USAC anticipates having penalties of at least 5% of variable fees for failing to reach agreed-upon goals (see Section 2.2 of the RFP). Can you clarify if this 5% penalty is separate from the 5% penalty assessed for missing key performance indicator targets, which discussed on pg. 3 of the Term Sheet?	Section 2.2 is referring to the Stand-up Milestone Plan. Page 3 is referring to SLAs based on vendor performance.
		What is considered a ‘contact’ for pricing purposes?	A contact is as follows: Call - call received and handled by an agent. Email - email received and handled by an agent. Web inquiry - a case through EPC that is handled by an agent.
		Will Siebel web inquiries, i.e. “Submit A Question”, be a contact channel for the call center?	Yes, however we plan to sunset this feature during the contract term.
		Is there a requirement for incoming faxes to be answered?	We currently do not have a requirement for incoming faxes.
		Can you define or explain more behind the intent of “First Call Resolution”? Would this only apply only to cases within the control of the call center? Or would this be a certain percentage of EPC cases closed within a specific timeframe (e.g. business hours)?	First Call Resolution would only apply to cases within the control of the call center.
		Will the existing knowledge base and/or content be made available to the new contractor?	Yes, for Schools and Libraries only. Other programs currently do not have a knowledge base.
		Is it anticipated that initial (ramp) agent training will be paid for and should we include that in the Standup FFP bid sheet?	All costs related to training should be included in your bid.

		Will agent training be paid ongoing for new program additions and/or changes to existing programs?	No.
3.1.5		If the contractor is going to be providing forecasting and staffing scheduling (3.1.5): Will call historical volume forecasts by month/week/day be provided by USAC until we can build up our own arrival patterns and volume data?	No. We currently do not have intraday reporting. We rely on our vendor to handle the workforce management but expect to get deeper involvement with new vendor.
		Will historical call arrival by interval reports be made available for our WFM team?	We currently do not have call arrival pattern reporting. We rely on our vendor to handle the workforce management but expect to get deeper involvement with the new vendor.
		Is there a guaranteed utilization SLA? Or a minimum call volume guarantee (i.e. if volume is below forecasted vendor is paid for 95% of forecasted volume)?	No.
		Is there be any minimum educational requirements for agents?	The minimum education requirement for agents is a High School diploma or equivalent. Supervisors and above should have a Bachelor's degree or equivalent work experience.
		Who pays telecom/data fees? Does the USAC have favorable rates negotiated that the vendor can benefit from?	All fees are expected to be paid by the vendor.
5		Section 5. For clarification – is the Transition Plan in the event that we would be transferring the work back to USAC or another vendor? If so wouldn't 5.1. (1-6) apply to the transferee not the transferor?	Section 5 of the RFP is referring to a transition plan from the vendor to USAC or another vendor. This is an exit strategy.
		Will consideration be given for MWBE certified contractors?	Assuming that MWBE stands for "Minority and Women Business Enterprises". This is a full and open competition procurement. There is not a set-aside consideration under this procurement. The RFP is open to all bidders who meet the RFP qualifications.
3.1.11, No. 6	8	Does USAC have an existing knowledge base solution that the successful vendor is accountable to maintain and update or does USAC required the successful vendor to supply a Knowledge Base application with a transition plan of current USAC KB material?	For Schools and Libraries: USAC has an existing knowledge base which was built and maintained by the current vendor. The successful bidder will need to migrate, maintain and update the knowledge base. Other programs: USAC does not have a knowledge base for the other program. USAC will provide content to develop a knowledge base.
3.2	10	Does the 7 minute talk time include - Talk, Hold and After Call Work in the calculation? If it does not contain all 3 elements of an Average Handling Time (AHT) can USAC provide updated value	Inclusive of talk, hold and after call work.
3.2	10	What is the total end to end process time for Web Inquiries?	We currently do not have this data.

3.2	10	What is the total end to end process time for Email Inquiries?	We currently do not have this data.
3.2	10	What is the total end to end process time for Mail Processed (Postal Inquiries)?	We currently do not have this data.
3.2	11	Does the 7 minute talk time include - Talk, Hold and After Call Work in the calculation? If it does not contain all 3 elements of an Average Handling Time (AHT) can USAC provide updated value	Yes
3.2	11	What is the total end to end process time for Email Inquiries?	We currently do not have this data.
3.2	11	Does the 6 minute talk time include - Talk, Hold and After Call Work in the calculation? If it does not contain all 3 elements of an Average Handling Time (AHT) can USAC provide updated value	Yes
3.2	11	What is the total end to end process time for Email Inquiries?	We currently do not have this data.
4.2.3	15	Can USAC supply the current Contact Center Agent Quality Scorecard for all Channels - Inbound, Outbound, Email's etc.	We are not able to provide at this time.
4.2.3	15	Will USAC conduct its own monitoring for contact quality in addition to the contractor's internal monitoring? If so, with both sets of data count towards the contractor's contact quality score?	Yes.
8.10.1	26	What are the specific weight assignments for each of the evaluation criteria?	USAC has not applied weights to the criteria, but the most important priority guiding the evaluation will be price.
		Are home based customer service agents that work from PCI compliant home based offices in the United States allowed under this RFP?	USAC is not considering at-home agents at this time, but would consider it in the future.