

**Universal Service Administrative Company (USAC)
USAC RFI - Ransomware Protection Backup – IT-24-105
Questions & Answers**

Q#	Question	Answer
1	How many workstations are in use?	Approximately 1,150.
2	How many file shares need to be protected?	USAC will update this Q&A once an approximate number is available.
3	Do you have virtual machines? How many and name of VM?	Approximately 1,150 VMs.
4	How many cloud workloads do you have?	USAC will update this Q&A once an approximate number is available.
5	How many servers do you have?	Approximately 1,150 servers.
6	How many users will you have?	Approximately 1,000 including FTE and internal contractors.
7	What backup solution are you using now?	Avamar / Zerto – Zerto is USAC’s replication solution and EMC / Avamar is the backup solution.
8	Do you prefer cloud or on-premise?	Cloud
9	What is the anticipated size of the backup?	USAC will update this Q&A once an approximate number is available.
10	Does the government want data on USB drive to be stored off-site?	USAC no longer requires the use of USB drive storage.
11	What is the government’s purpose for asking about SaaS and FedRAMP if the system must be air-gapped?	USAC is planning for a Cloud-based SaaS solution that must be FedRAMP compliant.
12	Are there recovery time requirements?	Restoration within 12 hours.

Q#	Question	Answer
13	Is USAC in need of a legacy offsite backup and restore solution, or are you also interested in a modern advanced anti-ransomware solution?	USAC prefers both solutions.
14	Does USAC require solutions for both anti-ransomware as well as threat detection and remediation?	USAC prefers anti-ransomware, but would be interested in threat detection.
15	Is USAC also seeking a Cyber Compliance solution?	No
16	What is the expected timeline for implementing the ransomware backup solution?	Within one year.
17	Are there specific milestones or deliverables that you anticipate during the solution's deployment?	Presentation of design, implementation of backup solution, demonstration of replication, demonstration of successful restore.
18	Given that the RFI is for budgetary planning, could you provide information on the anticipated system size, number of locations, and data size?	Total file size is currently being evaluated. There are two locations.
19	What systems, security measures, and backup protocols does USAC currently have in place?	Please see response for Question 7.
20	Can you provide details on existing vulnerability management processes and tools?	Rapid7 and following industry standards, NIST guidance, CIS benchmarks.
21	Please specify the requirements for personnel and the expected duration and scope for technical support.	US-based company, personnel with either US citizenship or work visa, and transition to USAC personnel after implementation.
22	What specific functionalities are you expecting beyond airgap backups and immutable storage?	USAC will update this Q&A once more information is available.
23	Can you describe the IT infrastructure details and challenges in USAC's environment?	Real-time replication is not conducive for ransomware-resistant backup.

Q#	Question	Answer
24	Does USAC have preferred platforms (on-premises, cloud, SaaS) and are there any existing systems in use (e.g., Active Directory, Okta)?	Cloud: <ul style="list-style-type: none"> • Okta • Active Directory • Azure AD
25	What is the available rack space for air-gapped hardware?	USAC prefers a cloud solution.
26	Are there any environmental requirements?	Require more specific context on environmental requirements.
27	What is the required network connection and switching arrangement for the air-gap?	USAC will update this Q&A once more information is available.
28	Would you prefer to use local authentication or leverage Active Directory or Okta?	Both Active Directory and Okta for MFA.
29	Does Sheltered Harbor's initiative come into play for this environment?	No
30	What is the required granularity of scans that USAC is hoping to achieve? Metadata? File? Folder? Database table?	All of these platforms: Metadata, File, Folder, and Database table.
31	Does USAC prefer something that adds to the existing backup solution or a completely new solution?	Adding to existing solution.
32	Is a cloud repository sufficient for the air-gapped copy?	Yes
33	Would any cloud components require FedRAMP certification?	Yes