



# USAC Solicitation for IT Development and Technical Services to Support Appian-Based Platforms

## SOLICITATION INFORMATION:

Method of Solicitation: Request for Proposal (RFP)  
 Award Effective Date: TBD  
 Contract Period of Performance: One base year plus 2 option years  
 Solicitation Number: IT-22-103  
 Solicitation Issue Date: June 23, 2022  
 Question Due Date: June 30, 2022 by 11:00 AM ET  
 Offer Due Date: July 22, 2022 by 11:00 AM ET

## CONTRACT TO BE ISSUED BY:

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

## CONTACT INFORMATION

USAC CONTACT INFORMATION	OFFEROR CONTACT INFORMATION
Noor Jalal Lead Procurement Specialist P: 202-263-1616 E: <a href="mailto:noor.jalal@usac.org">noor.jalal@usac.org</a>	(complete) Name: _____ POC: _____ POC Title: _____ POC Phone: _____ POC Email: _____ Address: _____

## OFFEROR SIGNATURE

\_\_\_\_\_  
 Name and Title

\_\_\_\_\_  
 Date

# SECTION A:

## About Us and the Work

### 1. ABOUT USAC

Through its administration of the Universal Service Fund (“USF”) programs on behalf of the Federal Communications Commission (“FCC”), Universal Service Administrative Company (“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, the USF programs provide funding for the expansion of telecommunications and broadband access to rural communities and health care facilities, schools and libraries across the country, and low income households. 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 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, Audit and Assurance, 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 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.

## **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 has built the National Verifier, which includes the National Lifeline Eligibility Database to determine subscriber eligibility.

## **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 RHC 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.

## **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.

## **Emergency Connectivity Fund (ECF)**

The Emergency Connectivity Fund (ECF) is a \$7.17 billion program that will help schools and libraries provide the tools and services their communities need for remote learning during the COVID-19 emergency period. ECF will help provide relief to millions of students, school staff, and library patrons and will help close the Homework Gap for students who currently lack necessary Internet access or the devices they need to connect to classrooms.

Additional information on USAC programs can be found at:

<https://www.usac.org/about/universal-service/>

## **2. PURPOSE OF THIS RFP**

The purpose of this RFP is to obtain IT development and technical services related to the Operations, Corrective Maintenance, and Development/Modernization/Enhancement (“DME”) support for Appian enterprise applications at USAC.

### **3. CONFIDENTIALITY**

This RFP and any resultant contract is subject to the terms of the Confidentiality Agreement (attached hereto as Attachment 3) which must be executed by Offeror and submitted along with any proposal for this RFP.

## **SECTION B:**

# **Requirements and Scope of Work**

### **1. OVERVIEW**

The four core universal service programs rely on a large portfolio of systems and infrastructure to ensure that the US public has access to quality affordable universal connectivity services. Some of these systems are public facing, some provide back office functions, and some serve both internal and external users. This portfolio includes a mix of modern and aging technologies, built over time to address evolving needs. Some of the most recently implemented systems are cloud platform implementations leveraging Appian and ServiceNow. Other applications are open source and custom-built applications. In addition, USAC uses a number of commercial off-the-shelf (“COTS”) products.

Contractor (as defined in Section C.1.G) will provide expert services, including but not limited to: project planning and management, conducting business analysis, requirements gathering, technical documentation, systems/data architecting, designing, coding, integration services, providing common interfaces, configuration, testing automation and any other technical services in scope to design, develop and maintain Appian enterprise applications at USAC. Contractor shall perform their work in accordance with USAC’s established procedures, including but not limited to: system operating procedures, application and database management policies, procedures, and standards, systems development lifecycles.

Currently USAC has six (6) applications that are built on the Appian platform. These applications are built on the Appian product with a MariaDB database hosted in the Appian cloud. EPC for example is one of the complex application deployed on Appian platform. The transaction data in EPC integrate with USAC enterprise data repository for reporting and data analytics, and Great Plains financial system for invoicing and billing. The EPC system supports more than 68,000 active users, and is used to disburse more than \$3 Billion of USF funds to schools and libraries across the country each year. The application consists of nearly 1,000 process models, with thousands of other Appian objects. The operations and maintenance activities are supported through 17 distinct Appian cloud environments which are all integrated with USAC’s internal legacy applications and Data Mart through a Virtual Private Network (“VPN”). The size of EPC’s production database is more than 22,000 megabytes (“MB”), and includes millions of supported documents in PDF, text, and Microsoft Office format. The production application relies on more than 700 database tables, with over 100 million distinct rows, and more than 500 stored procedures.

The current EPC system was based on a legacy architecture and design that has had many maintenance and performance issues since delivery. Operations and Maintenance (“O&M”) activities have to constantly evaluate impact and look for opportunities to refactor. The current O&M activities include: maintaining configuration of all Appian environments, ensuring availability of all infrastructure and data integrations, user security, and account management, and frequent releases to the production environment. The current environment and system design has a target average response time of less than 3 seconds for all user transactions at peak load at all times.

In addition to EPC system discussed above, Emergency Connectivity Fund (“ECF”), High Cost verification system (“HCVS”), High Cost Connect America Portal (“HCCAP”), Connected Care Pilot (“CCP”) and RHC systems are also built on Appian platform.

## 2. TYPE OF CONTRACT

This is a time-and-material contract with a not to exceed ceiling price stated in Attachment 1 – Price Schedule. The hourly rates shall 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. USAC will not reimburse Contractor for any travel-related expenses.

## 3. CONTRACT TERM

The term of this Contract shall be for a base period of one year (the “Initial Term”) with two (2) one-year renewal options (each a “Renewal Option”). The Initial Term, together with any exercised Renewal Option shall be defined as the “Contract Term”. The duration of the Contract shall be the Contract Term unless extended by USAC or terminated sooner in accordance with the Contract. The Contract Term shall commence on the first day of the Contract Period of Performance as stated in the Solicitation Information (the “Effective Date”).

## 4. PLACE OF PERFORMANCE

- A. All required Contract Services under the awarded Contract must be performed within the United States at either USAC’s headquarters at 700 12th Street NW, Suite 900, Washington, DC 20005 (“USAC Headquarters”), virtually, or such other location as USAC may approve in its sole discretion. Presently, USAC has a hybrid work approach requiring contractors that work in USAC’s office to be in the USAC office at least 2 days per week.
- B. A Contract kick-off meeting may be held at USAC Headquarters or virtually. USAC will not reimburse Contractor for any travel related expenses for kick-off, status, and other meetings.
- C. Contractor shall schedule, coordinate and hold a Contract kick-off meeting, no later than ten (10) workdays after award, at the location approved by USAC. The meeting will provide an introduction between Contractor Personnel (as defined in Section C.1.J) and USAC personnel who will be involved with the awarded Contract. The meeting will provide the opportunity to discuss technical, management, and security issues, review Contractor’s proposed project timeline, and reporting procedures. At a minimum, the attendees shall include Key Personnel (as described in Section C.1.FF), Contractor Personnel capable of obligating the Contractor, and USAC personnel.
- D. Services requiring work at USAC Headquarters will include appropriate work space and appropriate access to USAC’s computer network. **NOTE: To access USAC IT Systems, Contractor Personnel must sign USAC’s IT Security Rules of Behavior Form and**

**complete mandatory IT Security and Privacy Awareness Online Training. Contractor Personnel may be required to complete Role-Based Privacy Act Training if accessing USAC information systems designated as federal system of records (i.e., National Verifier and National Lifeline Accountability Database –“NLAD”).**

- E. Status update meetings and other meetings may be held virtually, except to the extent that USAC or Contractor requires in-person presence and in accordance with USAC and Contractor Continuity of Operations Plan (“COOP”). While attending USAC Headquarters for meetings or to perform the assigned activities, Contractor Personnel will be considered as visitors. All visitors are required to complete USAC’s Visitor Form, [USAC 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. Contractor may also be required to attend meetings at the FCC Offices located at 45 L Street NE, Washington, DC 20554.
- F. Upon written request by USAC, Contractor shall provide a COOP including business continuity plans, disaster recovery plans, emergency operations plan and procedures, and associated plans and procedures in the event performance must be conducted virtually.

## **5. 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 IT Systems (as defined in Section C.1.BBB) that are used to administer the USF programs and USAC vendors that handle and manage USF data must be compliant with FISMA (as defined in Section C.1.CC) and NIST (as defined in Section C.1.KK) requirements as applicable to federal agencies.

## **6. USAC PROGRAM MANAGER AND CONTRACT ADMINISTRATOR**

The USAC Program Manager (“PM”) for the awarded Contract is TBD. The PM may be contacted via email at [tbd@usac.org](mailto:tbd@usac.org). The USAC Contract Administrator (“CA”) for this Contract is TBD, who is the USAC point of contact for contractual matters (e.g. contract administration, contract amendments and other matters not related to performance). The CA may be contacted via email at [TBD@usac.org](mailto:TBD@usac.org).

## **7. CONTRACTOR QUALIFICATION REQUIREMENTS**

*Resources.* Contractor will be required to apply the resources that are necessary to meet USAC’s



needs. In particular, Contractor must ensure that it will provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of the Contract. Contractor shall provide laptop of suitable technical performance to handle the requisite tasks of the Contract, to integrate with the USAC environment, and include MS Office suite of office automation. USAC will, at its discretion, provide licensed development and productivity software beyond MS Office Suite as required by specific tasking and may include, but not limited to, configuration management, training authoring, JIRA, Confluence, time reporting, Appian development, and Eclipse environment for Java plugin development. Contractor will use tools conformant to the USAC list of software and productivity tools. The Contractor Personnel Contractor assigns to perform the Contract shall be fully trained and qualified for the services they are to perform before they begin performing such services

*Experience.* Contractor must provide evidence of prior experience in successfully developing, deploying, maintaining, and supporting multiple major applications or systems in Appian within the past three (3) years. In-depth experience with production deployments on the Appian Cloud Platform with MariaDB is preferred. Contractor must demonstrate successful previous or current Appian Business Process Management (“BPM”) solution deployment and experience with O&M and production support of production applications, as well as provide point of contact information to verify assertion of experience for each cited deployment. Contractor must provide evidence of successfully leading at least three (3) production level implementations of unique and complex Appian applications.

*Management Skills.* Contractor shall provide an innovative management approach to realize organizational efficiencies and integrated service consolidation/streamline processes to improve service delivery and reduce program costs. Contractor shall be familiar with both waterfall and iterative System Development Lifecycle (“SDLC”) methodologies (currently Agile, Scrum). Contractor shall provide non-personal IT support, software/hardware management, staffing controls, program management, and shall deliver services both on- and off-site as necessary to execute against all requirements established in the Contract to be issued by USAC.

Contractor must provide management sufficient to ensure that assigned work is performed efficiently, accurately, on-time, within scope, within budget, and in compliance with the requirements of this document and all modifications.

## **8. SCOPE OF SERVICES AND DELIVERABLES**

### **A. Scope Of Services**

#### **Functional Areas**

This section describes the functional areas and corresponding SDLC support services that will be required for execution of the awarded Contract.

#### **I. System Engineering and Development**

##### **1. Requirements Analysis**



The requirement analysis is a set of procedures and processes followed by the project team to determine functional and system requirements and their relative importance to users. Users' requirements are documented using automated requirements gathering tools. It is assumed that the user knows what the user wants, but has difficulty in translating requirements into data-processing terminology. This procedure helps get the requirements in writing to guide the subsequent efforts of the systems design and implementation. This sub-phase is one of the most important in the entire project life-cycle.

## 2. Requirements Grooming

The requirements grooming process consists of workshops with key end-users for planning and designing a system. The users are encouraged to do most of the talking. Information Systems staff members translate what the users want into structured specifications and design so that users can understand and discuss the results. Grooming sessions do not contain technical detail. Grooming sessions often involve product managers, Business Systems Analysts ("BSA"s) They establish requirements and justification for a system and the detailed functions it will perform. These workshops cause an examination of goals, problems, success factors and strategic opportunities in information strategy planning.

## 3. Systems and Database Design

The systems and database design (1) includes the design approach, alternative designs and analysis, and impact analysis; (2) maintains traceability of the design to requirements; (3) develops user interfaces; (4) identifies the major components and interfaces of the system; (5) determines impact on work flow processes; and (6) develops testing strategies, test cases and testing plans. Systems and database design also includes (1) conducting design reviews to clarify design drivers; (2) selecting an IT platform and/or architecture; (3) identifying and weighing portability considerations, potential capacity and performance implications; (4) identifying existing systems that may be reused; (5) identifying any integration issues with legacy systems; and (6) identifying other pertinent design information. Unique database design tasks include creating the logical and physical database design for a system using data modeling and data normalization techniques.

## 4. Systems Procedures and Standards

The systems procedures and standards includes devising systems procedures and standards using all applicable standards and procedures as required by the Federal Information Processing Standards, and identifying the applicable standards and procedures and making recommendations about their use to USAC IT.

## 5. Systems Development and Testing

Systems development and testing includes translating system specifications and detailed design documentation into system components, code or both. Systems development and testing may include initial development of a prototype of the system that will be tested and evaluated before the systems development effort using automated testing tools, whenever applicable. Systems development and testing also includes: (1) developing code; (2) conducting peer reviews; (3) providing summary progress of the development effort; (4) establishing and maintaining the integrity of baseline configuration, software version descriptions and related documentation; (5) establishing test and verification procedures to ensure system integrity so that the system meets functional requirements; and, (6) conducting unit, system and integration testing to validate the system's capabilities. Systems development and testing also includes performance testing to verify that the system meets specific response time requirements and User Acceptance Testing (“UAT”) to verify that target user groups concur that the business objectives are met.

When directed, Contractor shall document and deliver test results and metrics for all conducted tests in a systems test report as a result of this task. Tasks include, at a minimum:

- Conducting/supporting unit testing during each sprint including developing and executing test scripts and code review throughout the active sprint.
- Conducting/supporting system and integration testing to be conducted by Contractor test team during each sprint including developing and executing test cases.
- Conducting/supporting performance and load testing.
- Preparing an appropriate test environment and stage test data.
- Preparing and recording user/role test scenarios.
- Developing automation scripts as directed.
- Conducting/supporting regression testing during each sprint including developing and utilizing test cases or scripts.
- Conducting/supporting end-to-end regression testing after all major application development is complete prior to application launch.

Contractor will support UAT as directed by USAC in an integrated fashion with USAC resources providing demos and functionality walkthroughs. Contractor will also ensure that they support, as directed by the USAC PM, training and mentoring of USAC IT resources embedded with Contractor resources through knowledge transfer, collaboration, and buddy mentoring.

## 6. Accessibility Testing and Remediation

The processes, procedures and methods that provide identification of

accessibility errors through manual review, as well as, automated testing of electronic and information technology and remediation of errors aid USAC in meeting Section 508 compliance requirements. Information and data delivered via the World Wide Web must be conforming with Section 508 electronic and Information Technology Standards identified at 36 CFR 1194.21, 36 CFR 1194.22, and 36 CFR 1194.31 within the Federal Acquisition Regulations. In addition, electronic documents delivered via the Web must meet these same standards.

Web and application interface and content review must conform to the standards above in a manner that allows for identification and remediation of nonconformance. Such evaluation may include the use of automated tools or human review and inspection as applicable.

#### 7. Systems Installation and Acceptance

The systems installation and acceptance includes all activities associated with the installation and operation of the system, including (1) providing support through the development of prototype installation, test plans, installation test reports, and the preparation of systems manuals including operations, maintenance and user manuals customized by site; (2) delivery of the system and all documentation and products associated with the system; and (3) installation, integration, testing and implementation of the systems developed, including all activities associated with data conversion, data collection, capture, validation, and verification, user training and system turnover.

#### 8. Systems Programming

Programs are written using the programming standards established by USAC IT. Substantial emphasis is put on a structured process for preparing a test plan, which outlines all of the testing to be done. The programmer plans testing problems thoroughly before the testing begins. The results of the testing are then reviewed by qualified personnel to decide that each program and module is operating satisfactorily.

#### 9. Systems Integration

Systems integration includes the analysis of the distribution of functionality across systems, development of system interface concepts, designs and specifications, and the development of specifications and standards for information transfer between systems.

#### 10. COTS Integration

COTS integration includes implementing COTS solutions such as the configuration of COTS database tables, parameters, and interfaces, as well as the design, development and test of reports, interfaces, conversions, extensions and forms.

#### 11. Interoperability Verification and Testing

Interoperability verification and testing ensures interoperability with existing systems and may include access to existing servers, compatibility with operating systems, COTS software and USAC applications, and communications and telecommunications systems.

#### 12. Systems Automation

Systems automation focuses on improving the speed, efficiency, and quality of operations. The focus is on removing manual intervention for common tasks like testing, software builds and deployments, and infrastructure configurations to achieve Continuous Integration and Continuous Delivery (“CI/CD”) of business functionality.

#### 13. Systems Conversion and Modernization

System conversion and modernization includes converting systems from current environments to new ones including newer evolving/evolved web-based technologies, may include the development of specifications, programming, testing and documentation. Legacy systems may also be selected for the development of new front-end user interfaces. New user interfaces may include web-based or web-enabled front ends.

#### 14. Agile Development

Agile development is used to assist USAC IT in developing/maturing agile processes. Contractor will provide agile training and coaching to development teams, and lead agile development efforts for new development projects.

Contractor will incorporate practices to ensure the code is properly unit tested, while keeping the code base simple and maintainable. Additionally, to further enhance agility, Contractor will look to automate unit/integration tests where possible and enable more frequent and efficient testing.

#### 15. Configuration and release management.

Contractor shall provide configuration and release management support for all application instances. This support includes, but is not limited to:

- Timely coordination with USAC IT and USAC business operations on the development of a release management schedule and process.
- Coordinating with USAC IT and USAC business operations and USAC Enterprise Architecture group on Continuous Integration process.
- Coordinating, communicating and ensuring cloud platform application development teams are adhering to USAC Infrastructure Change Control Board (“ICCB”) release management schedule and processes,
- Providing release support and guidance to all development teams deploying code within a release.

- Coordinating and providing cloud platform release support in coordination with USAC IT and USAC business operations on UAT and production deployment.
- Evaluating, scheduling, and coordinating all tasks required for platform-wide upgrades in close coordination with USAC IT and USAC business operations and USAC Enterprise Architecture.

#### 16. Cloud Services

Contractor will develop strategies for moving to the cloud – covering public cloud, private cloud, and hybrid cloud models. Contractor will develop approaches and implement tools to enable the provisioning of an agile infrastructure. Contractor will develop plans for and manage the migration of applications from premise based data centers to the cloud. Contractor will identify cloud security requirements and leading practices. Contractor will identify and implement software solutions that can be deployed across USAC.

Contractor will architect, implement, and integrate cloud solutions including infrastructure-as-a-service (“IaaS”), platform-as-a-service (“PaaS”), and software-as-a-service (“SaaS”) and monitor and maintain cloud services in private, public, and hybrid models as well as working with security engineers to ensure cloud services are accessible and secure.

#### 17. DevOps Engineering

Development and Operations (“DevOps”) engineering implements a methodology that emphasizes the collaboration and communication of both software developers and other IT professionals while automating the process of software delivery and infrastructure changes; establishing a culture and environment where building, testing, and releasing software, can happen rapidly, frequently, and more reliably; and, use technologies to build a foundation for automation, collaboration and communication to adopt a DevOps engineering discipline. The tools and technologies focus on automation, configuration management, resource orchestration, automated testing, feedback and cloud/containerization. These skills enable engineers to build and maintain a continuous delivery pipeline and supporting components.

#### 18. Technology Innovation Workshops

Contractor will organize and conduct a quarterly technology innovation workshops in which Contractor will share relevant experience from other engagements with USAC development leadership . Through the knowledge gained from the Contractor’s on-site personnel and experienced gained in other successful Appian engagements, USAC requires Contractor to provide architectural leadership to enhance both the functionality, maintainability, and overall performance of the current and future Appian applications at USAC. USAC requires that the innovation workshop will be a facilitated session that

focuses participants on brainstorming, problem identification, and rapid prototyping of solutions. Through these innovation workshops and throughout this engagement, USAC requires Contractor to be a thought leader to assist USAC in the overall design, operations, and maintenance of USAC's Appian based applications.

## II. IT Security

*Contractor will provide the following IT Security support:*

### 1. Information and Cyber Security

Contractor will enhance IT security of data residing in computer files or during transmission, assessing IT risks relating to privacy, fraud and abuse and the adequacy of internal controls to eliminate and/or mitigate risks to systems being built. Contractor will create and implement contingency plans to cover system failure and recovery procedures. Contractor will develop procedures for disaster or other conditions that may severely affect the provision of timely and efficient system services. Contractor will perform other aspects of information and cyber security including (1) evaluating and implementing encryption; (2) authenticating users on a system; (3) providing for digital signatures to ensure integrity of electronic messages and files; (4) identification and recommendation of new security-related technology product versions and enhancements to existing products and services; (5) developing implementation, transition and verification testing plans for installing these products within USAC's existing technology infrastructure; (6) conducting formal Certification & Accreditation ("C&A") efforts such as C&A documentation preparation and C&A testing for both legacy and new systems in accordance with all standard security requirements (e.g., FISMA.); (7) developing mitigation strategies and mitigation activities for residual risks identified for specific organizations or systems; and (8) developing security policies and procedures and assistance with implementation of these policies, including the following additional service elements for cyber security and privacy protection:

- (1) Provide privacy impact assessments, Personally Identifiable Information ("PII") data security, PII monitoring, and mitigation strategies. Support the development and implementation of system privacy plans for USAC systems.
- (2) Provide procedures and implementation for intrusion detection, continuous monitoring, risk analysis, and information and cyber security mitigation techniques. Identify potential vulnerabilities to cyber and information security using penetration testing and red teams. Support the implementation and maintenance of security automation technologies for USAC systems developed on this vehicle.
- (3) Provide technologies for identification, modeling, and predictive analysis of cyber threats. Provide the ability for deep analysis of viruses, malicious code, and attack techniques and methods.

2. Assistance to the USAC Information System Security Officer (“ISSO”)

Contractor shall support the ISSO to update all security related documentation including System Security Plan (“SSP”), Privacy Impact Assessment (“PIA”), Plan of Action and Milestones (“POAM”), and other security documentations at all times.

### **III. Operations and Maintenance**

*Contractor will provide the following Operation & Maintenance support:*

1. *Systems Enhancements, Support and Maintenance*

All requests for system modification and/or enhancements, received after the systems design freeze and after the system is implemented, are classified as planned software maintenance. These requests consist of actions that are important for corrections to the design and future enhancements to the system. Systems support is provided to ensure the successful operation of the system in an accurate, efficient and timely manner. Any necessary fine-tuning and retesting are done following USAC IT standards and procedures.

2. Systems Documentation

System documentation includes development of all documentation, including manuals, e.g., operations, system maintenance, user and training, and plans, e.g., system integration and site implementation. The documentation is dynamic in that it will be modified to take advantage of new methodologies, techniques and tools, e.g., CASE. The documentation follows the latest approved standards at the time of development of the system.

3. Systems Configuration Management

Configuration management responsibilities include the review of all software, hardware, network and application changes and the identification of potential issues, conflicts or problems relating to the proposed changes, or the timing of the changes. Changes include installation of new products and components, new versions, upgrades, engineering changes, new agency-developed applications and modifications to agency applications, and may include the development and implementation of a configuration management database and associated plans; data to be maintained includes parameters and configuration information on existing systems, reasons for the changes, associated changes and other items as recommended by USAC IT; and, preparation of reports and briefings to give USAC management recommendations and alternatives.

4. User Training and Organizational Effectiveness

User training and organizational effectiveness includes creating schedules for implementation to be completed; when the users are given their manuals and comprehensive training in the operation of the system; and, when the production



files are created or converted to make the system operational. The user training may include enterprise security training, other formal instruction on the use of commercially available COTS software, and other techniques such as distance learning and computer based training; the organizational impacts of new system implementation; how to develop and implement stakeholder management plans; how to identify changes to business processes and user roles and design changes to the organization; and , how to update standard operating procedures, organization charts, and role descriptions. Contractor will provide training for new systems, functions, jobs/roles.

#### 5. Database Administration

The Database Administrator (“DBA”) is the Contractor Personnel that is responsible for database and data dictionary design and establishment, performance monitoring and timing, database reorganization, database backup and recovery, database management system (‘DBMS”) service utilities, DBMS software maintenance, disk-space management and software planning and evaluation. The DBA is responsible for safekeeping the data and for control of the data and its structure. The DBA is also concerned with the various design methods used in developing databases.

#### 6. Technical Refreshment

Technical refreshment includes identification of aging technology or the technology at risk of becoming obsolete during the life-cycle of a program, and identifying technology refreshment activities required to prevent the decay of the Information Technology infrastructure on which programs are dependent. This will include the identification of specific targets of possible aging technology and recommendation of specific technology to replace it. Recommendations shall include specific timeliness, cost/benefit scenarios and detailed replacement procedures. They may also include the purchase, configuration, installation and operation of the recommended technology as deemed necessary by the government to refresh the aging technology.

#### 7. Technology Infusion

Technology infusion includes the evaluation of USAC’s operational use of Information Technology and identification of general and specific areas where current, upcoming or state-of-the-art technology would enhance USAC’s operation. This will include identification of the operational components evaluated, specific descriptions of the enhancements possible if the recommended technology were infused into the organization, and specific description of the technology available to realize the enhanced capability. This may include developing proof of concepts and facilitating pilots. This may also include the purchase, configuration, installation and operation of the recommended technology as deemed required by the government.

8. Data Conversion

Data conversion and migration services are ways to move data between existing USAC systems and between existing and new systems. This could be across operating systems and/or hardware platforms or between different databases. Activities include creating file inventories, developing procedures for, and conducting, data conversions and ports, and acceptance testing activities and developing procedures and proposed methods for performing file migration with a minimum disruption to end-users.

**IV. Other IT-Related Services**

Examples of other IT-related services include technical and quality reviews, documentation of existing systems and procedures, preparation of IT standards and procedures, preparation and performance of special presentations, provision of IT training, document analysis, data collection and operational analysis.

**B. Required Resources**

To meet the above objectives and goals, Contractor shall provide the following qualified professional staff to provide IT developmental and technical services as needed. Contractor hereby agrees that USAC may assign resources to support any USAC programs and may add additional labor categories, and remove/change the existing labor categories during contract performance as needed.

Job Title	Qty	Key Personnel	Description
Contract/Account Manager	1	Yes	Contractor shall assign an Account Manager as single point of contact to manage the day-to-day activities of the task order management. Contractor Account Manager shall communicate directly with the USAC Procurement Specialist/CA and PM assigned to the task order. All communications regarding open positions, upcoming positions, backfill positions, bill rates, extensions, and anything pertaining to the Contract shall be communicated to USAC Procurement Specialist/CA.
Technical Manager (1- Production Support lead 1- Development Mgr. )	2	Yes	Bachelor’s Degree in Computer Science, a related field or equivalent experience. 15 years or more overall experience. Minimum 8 years’ experience designing, developing and delivering BPM Applications. 5 Years or more experience working on Appian. Five or more years of experience managing software development projects, providing technical guidance. The Technical manager will assign work, review and evaluate performance, and meet with staff to identify and

			solve problems. Strong SQL coding experience required.
BPM Engineer IV (Appian Lead Developer)	3	Yes	Minimum 12 years of IT experience with at least 5 years delivering solutions using Appian. Expert level experience with Appian 16x/17x/18x/19x versions, Ability to write complex Appian SAIL Code. Strong understanding of Appian Objects such as Records, Reports, Tasks, News, Sites, Actions, Expression Rules, Constants, Query Rules, Web API, Interface Rules, CDTs, Process Models. Constants, Decisions, Integrations, Connected Systems, Data Stores, Groups, Feeds etc. L3 Appian certification desired
BPM Engineer II (Appian Jr Developer)	5		Minimum 5 years of IT experience with at least 2 years developing solutions using Appian. Experience writing stored procedures and backend development on MySQL or MariaDB or Sqlserver.
BPM Engineer III (Appian Developer)	5		Minimum 8 years of IT experience with at least 4 years developing solutions using Appian. Must be able to write complex Appian SAIL Code. Experience writing stored procedures and backend development on MySQL or MariaDB or Sqlserver.L2 Appian certification desired.
Data Base Specialist III (DBA)	1		Minimum 10 years of IT experience with at least 4 years working on stored procedures and database performance tuning. Appian experience is desired.
Automation Engineer II (Jr Tester)	4		Minimum 6 years relevant IT experience. Person should be able to work independently under minimal supervision and provide direction to testers in the team. Experience with DevOps concepts and integrating regression tests as part of the CI/CD pipeline and build process. Extensive experience writing test automation scripts using Ruby, Perl or selenium. 2+years' experience with testing applications built on Appian platform. Must be strong at writing Sql Queries.
Automation Engineer III (QA Engineer)	6		Minimum 8 years relevant IT experience. Person should be able to work independently under minimal supervision and provide direction to testers in the team. Experience with DevOps concepts and integrating regression tests as part of

			the CI/CD pipeline and build process. Extensive experience writing test automation scripts using Ruby, Perl or selenium. 3+years' experience with testing applications built on Appian platform. Must be strong at writing Sql Queries.
Performance Engineer-III	1		Eight years relevant IT experience. Five or more years of experience with Jmeter/Load runner/performance center. Strong hands on experience in Performance testing and engineering for Services, Web based applications and batch jobs. Strong hands on experience in Load Runner Scripting, execution and analysis
Automation Engineer IV (QA Lead)	3	Yes	Minimum 12 years relevant IT experience. Person should be able to work independently under minimal supervision and provide direction to testers in the team. Experience with DevOps concepts and integrating regression tests as part of the CI/CD pipeline and build process. Extensive experience writing test automation scripts using Ruby, Perl or selenium. 4+years' experience with testing applications built on Appian platform. Must be strong at writing Sql Queries.
Business Process Analyst III	6		Minimum 10 years demonstrated experience with increasingly complex system analysis projects. 4 or more years' experience developing user stories based on business and system requirements. 4 or more years' experience defining and elaborating user stories with validation and acceptance criteria. 6 years or more experience with various requirements gathering techniques and methodologies (UML/ Use cases, Activity diagrams, JAD sessions).Experience with Scrum and/or other Agile Development frameworks.

### C. Deliverables

USAC will assign the specific required tasks to the individuals under the awarded Contract and the specific deliverables will be outlined and managed while the tasks are being assigned. In addition, Contractor shall provide the following general and administrative deliverables.

#### 1) Contract Initiation Requirements

Contractor shall schedule and hold a kickoff meeting within 10 business days of Contract Award. At the kickoff, the Contractor shall:

- Furnish resumes for review and selection to interview prospect candidates.

- Review process for on-boarding of resources.
- Discuss with USAC procedure regarding substitutions and backfilling.
- Review reports and expectations
- Discuss with USAC any on-going training
- Discuss and provide any Standard Operating Procedures
- Discuss with USAC questions and concerns

## 2) Contract Administration Requirements

Deliverable Name	Deliverable Requirements	Frequency / Due Date
Contract Status Detailed Report	<p>Contractor shall outline for work performed under the awarded Contract, as applicable, to include, at a minimum, the expenditures, billings, progress, status, and any risks or issues encountered in the performance of the Contract.</p> <p>Risks and Issues must be presented in the standard formats and as approved by USAC for traceability and roll-up to the summary report.</p> <p>Contractor shall include within the detailed report, the following expenditure details: Earned Value Management (“EVM”) report, the monthly spend (actual) vs. obligated funds vs. the planned budget.</p> <p>Contractor shall notify the USAC PM (and such other persons designated by the USAC PM NLT 3 months before any funding issues arise in this area.</p>	Monthly – due NLT five (5) calendar days after the end of the month
Contract Tracking Report	<p>Contractor must provide Contract schedule components to the USAC PM or such other person as the USAC PM may designate, as requested.</p> <p>The detail must be sufficient to include resources and dependencies in USAC’s Integrated Master Schedule (“IMS”) to include: required tasks to complete work, resources required to complete work, estimated work hours for each task, task dependencies (prerequisite tasks, start dates, deadlines, etc.) and updates to each task must be reported on a weekly basis so that it is available for updating by the USAC PM and review at the weekly PMO status meetings.</p>	Weekly – NLT one (1) business day after the previous week delivered to the PM
Ad Hoc Reports	Contractor shall provide to the USAC PM (or such	Upon Request

<b>Deliverable Name</b>	<b>Deliverable Requirements</b>	<b>Frequency / Due Date</b>
	other person as the USAC PM may designate) ad hoc reports, including but not limited to, financial data, program summary and detail, and technical information specific to the delivery management of all tasks.	– NLT two (2) business days after USAC request
Monthly Invoice	Contractor shall submit a monthly invoice for all services performed in the execution of the Contract and shall include, at a minimum: the correct voucher split between funding sources, the Contract number, and line number, accounting string, and the dollar amount.	
Invoice Reconciliation	Contractor shall, after each invoice submission, support invoice reconciliation efforts as required in coordination with the USAC PM and CA.	Monthly – as needed
Quarterly Innovation Workshops	See section B.8.A.I.18	Quarterly

### 3) End of Contract Transition

1. Contractor shall provide transition assistance as requested by USAC to facilitate the orderly transfer of services to USAC IT or a follow-on contractor, for a period up to 60 days prior to an awarded Contract end date, or the termination thereof. Such transition efforts shall consist, not by way of limitation, of:
  - A. Provide additional services and/or support as requested to successfully complete the transition;
  - B. Maintain the services called for by the awarded Contract at the required level of proficiency;
  - C. Provide updated system documentation, as appropriate; and
  - D. Provide current operating procedures (as appropriate).
2. Contractor shall work toward a prompt and timely transition, proceeding in accordance with the directions of the USAC manager or an awarded Contract. USAC may provide Contractor with additional instructions to meet specific transition requirements prior to the end of the awarded Contractor.
3. Contractor shall ensure that all necessary knowledge and materials for the tasks completed are transferred to the custody of USAC personnel or a third party, as directed by the USAC.

4. Contractor shall support end-of-contract transition efforts with technical and project support to include but not be limited to:
  - A. Contractor shall provide a draft transition-out plan (“Transition-Out Plan”) 120 Business Days in advance of the awarded Contract end date.
  - B. The Transition-Out Plan shall address at a minimum the following areas:
    - 1) Any staffing concerns/issues related to the closeout of the awarded Contract;
    - 2) Security and system access review and closeout;
    - 3) Any final training/orientation of department staff;
    - 4) Knowledge transfer, to include:
      - I. A working knowledge of the current system environments as well as the general business practices of USAC IT;
      - II. Review with USAC IT the procedures and practices that support the business process and current system environments;
      - III. Working knowledge of all technical and functional matters associated with the Solution, its architecture, data file structure, interfaces, any batch programs, and any hardware or software tools utilized in the performance of the awarded Contract;
      - IV. Documentation that lists and describes all hardware and software tools utilized in the performance of the awarded Contract;
      - V. A working knowledge of various utilities and corollary software products used in support and operation of the solution;
5. Contractor will provide plans to complete tasks and any unfinished work items (including open change requests, and known bug/issues); and
6. Contractor will describe any risk factors with the timing and the Transition-Out Plan schedule and transition process. Contractor shall document any risk factors and suggested solutions.

#### **D. Notice To USAC of Delays**

In the event Contractor encounters difficulty in meeting performance requirements, or when it anticipates difficulty in complying with the contract delivery schedule or completion date, or whenever Contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, Contractor shall immediately notify the USAC PM, in writing, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by USAC of any delivery schedule or date, or any rights or remedies provided by law or under this contract.



## **E. Quality Objectives and Standards**

Contractor shall employ quality standards that measure the quality of their services and also alert USAC when Contractor may be at risk of not meeting requirements and service level agreements. Examples of quality standards include measuring the number of software bugs per component, defining the most effective way to write a requirement, and measuring the length of time it takes to complete a document review. The quality objectives for the awarded Contract include:

- Implementing mechanisms to satisfy USAC IT's solution expectations
- Documenting and adhering to project-wide standards
- Proactively avoiding issues by mitigating risks
- Reporting and evaluating performance measures

## **9. KEY PERSONNEL**

The Key Personnel are identified under Section 8. B. of this Contract. For each Key Personnel, Contractor shall provide a resume that includes his/her educational background, skill-set, job and related experience, a list of specific efforts he/she has supported, and references.

## **10. MEETINGS**

During performance of the awarded Contract, Contractor personnel shall communicate on a regular basis with USAC staff, and, as requested by USAC's PM, or CA, attend status meetings with USAC staff to discuss project status and progress, impediments, and audit findings. Status meetings will be held by either teleconference or in person. Status reports may be used as the basis of the status meeting discussions.

## **11. TRAVEL**

Travel expense is not reimbursable under this contract.

## SECTION C

### USAC Terms and Conditions

#### 1. DEFINITIONS

- A. “Added Service” means a service that Contractor may perform for USAC that is not specified in the Scope of Work part of the Contract.
- B. “Cloud Protocols” means a comprehensive information security program governing standard technical configurations, platforms, or sets of procedures used in connection with the Services operated in cloud infrastructure environments.
- C. “Code” means the United States Bankruptcy Code.
- D. “Confidential Information” is defined in Section 16 of these USAC Terms and Conditions.
- E. “Contract” means these USAC Terms and Conditions, and any documents attached to these USAC Terms and Conditions that constitutes the entire agreement between the parties with respect to the subject matter hereof.
- F. “Contract Term” means the Initial Term of these USAC Terms and Conditions and any executed Optional Renewal Terms.
- G. “Contractor” means the Offeror (as defined elsewhere in the Contract) whose proposal was selected for award of the Contract.
- H. “Contractor Owned/Controlled IT” means any devices, equipment, systems, or environments owned or controlled by Contractor.
- I. “Contractor’s IT System” means Contractor’s electronic computing and/or communications systems (including but not limited to various internet, intranet, extranet, email and voice mail).
- J. “Contractor Personnel” means Contractor’s employees, subcontractors, consultants, and agents used to provide Services and/or create Deliverables under this Contract, including, but not limited to, Key Personnel. “Contractor Personnel” also includes the entity that employs Contractor’s employees, subcontractors, consultants, and agents in all cases except where the context clearly references only individuals.
- K. “COTS” means commercial off-the-shelf Software.

- L. “Courts” means the district and, if applicable, federal courts located in the District of Columbia.
- M. “CSP” means the USAC Coupa Supplier Portal, which is a method of paying USAC invoices.
- N. “Data” means information, regardless of the form or media.
- O. “Data at Rest” is defined in Section 18.H of these USAC Terms and Conditions.
- P. “Data Breach” means“ the loss of control, compromise, unauthorized disclosure, unauthorized movement, unauthorized acquisition, or any similar occurrence where (1) a person other than an authorized user accesses or potentially accesses USAC’s sensitive information (including PII, Data, Confidential Information, USAC Information) and/or USAC IT Systems or (2) an authorized user accesses or potentially accesses USAC’s sensitive information (including PII, Data, Confidential Information, USAC Information) and/or USAC IT Systems for any unauthorized purpose. Types of Data Breaches include, but are not limited to, Data Loss, Data Theft, and Exfiltration.
- Q. “Data in Transit” is defined in Section 18.H of these USAC Terms and Conditions.
- R. “Data Loss” means the result of unintentionally or accidentally deleting data, forgetting where it is stored, or exposure to an unauthorized party.
- S. “Data Security Laws” is defined in Section 18.A of these USAC Terms and Conditions.
- T. “Data Security Liaison” is defined in Section 18.C of these USAC Terms and Conditions.
- U. “Data Theft” means the deliberate or intentional act of stealing of information.
- V. “Deliverables” means the goods, items, products, and materials that are to be prepared by Contractor and delivered to USAC as described in the Contract.
- W. “Derivative Works” means any and all modifications or enhancements to, or any new work based on, in whole or in part, any USAC Information, Confidential Information, Data, Software, or Deliverable regardless of whether such modifications, enhancements or new work is defined as a “derivative work” in the Copyright Act of 1976.
- X. “Discloser” means a party to this Contract that discloses Confidential Information to the Recipient.

- Y. “Exfiltration” means the unauthorized transfer of information from USAC IT Systems.
- Z. “FCC” means the Federal Communications Commission, including, but not limited to, the Office of the Managing Director, the Office of Economics and Analytics, the Wireless Telecommunications Bureau, the Enforcement Bureau, the Wireline Competition Bureau, and the Public Safety and Homeland Security Bureau.
- AA. “FedRAMP-Authorized Designation” means a cloud product or service that satisfies the security assessment, authorization, and continuous monitoring requirements of the Federal Risk and Authorization Management Program (or “FedRAMP”).
- BB. “FIPS” means Federal Information Processing Standard.
- CC. “FISMA” means the Federal Information Security Management Act, 44 U.S.C. §3541, *et seq.*, as amended by the Federal Information Security Modernization Act of 2014, and their implementing and successor regulations.
- DD. “Initial Term” means the original duration of these USAC Terms and Conditions as described in Section 2 of these USAC Terms and Conditions.
- EE. “IaaS” means Infrastructure as a Solution.
- FF. “Key Personnel” means the full-time employees of Contractor that are in the positions identified elsewhere in the Contract as those that are required to perform the Services.
- GG. “Malicious Code” or “Malware” means any software, firmware, program, routine, protocol, script, code, command, logic, or other feature that performs an unauthorized process that will have adverse impact on the confidentiality, integrity, or availability of an information system and that is: (a) is designed to (i) disrupt, disable, deactivate, interfere with, or otherwise compromise USAC IT Systems, or (ii) access, modify, disclose, transmit, or delete PII, Data, Confidential Information, or USAC Information; or (b) either inadvertently or upon the occurrence of a certain event, compromises the confidentiality, integrity, privacy, security, or availability of PII, Data, Confidential Information, USAC Information, or USAC IT Systems. Examples of Malicious Code include, but are not limited to, viruses, worms, bugs, ransomware, spyware, bots, backdoors, devices, and Trojan Horses.
- HH. “Malicious Cyber Activity” means any activity, other than those activities authorized by or in accordance with any U.S. federal or state law, that seek to compromise or impair the confidentiality, integrity, or availability of computers, information or communications systems, networks, physical or virtual infrastructure controlled by computers or information systems, or information resident thereon.

- II. “Multifactor Authentication” means a type of authentication using two or more factors to achieve verification of the identity of a user, process or device as a prerequisite to allowing access to an information system. A user is granted access only after successfully presenting two or more pieces of evidence to an authentication mechanism. Factors include: (i) something you know (e.g. password/personal identification number (PIN)); (ii) something you have (e.g., cryptographic identification device, token); or (iii) something you are (e.g., biometric).
- JJ. “NARA” means the National Archives and Records Administration.
- KK. “NIST” means the National Institute of Standards and Technology.
- LL. “OMB” means the Office of Management and Budget.
- MM. “Optional Renewal Term” means an additional one year period that can extend the duration of these USAC Terms and Conditions at USAC’s sole discretion as described in Section 2 of these USAC Terms and Conditions.
- NN. “PaaS” means Platform as a Service.
- OO. “PII” means Personally Identifiable Information, which is 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.
- PP. “Procurement Regulations” mean the following 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.
- QQ. “Recipient” means a party to this Contract that receives Confidential Information from a Discloser.
- RR. “SaaS” means Software as a Service.
- SS. “SAM” means the System for Award Management or suspension or debarment status of proposed subcontractors that can be found at <https://www.sam.gov>.
- TT. “SAN” means the Supplier Actionable Notification, which is a method of paying USAC invoices.
- UU. “Security Incident” means any event or occurrence that actually or potentially compromises or jeopardizes the confidentiality, integrity, privacy, security, or availability of PII, Data, Confidential Information, USAC Information, or USAC IT Systems regardless of whether such event or occurrence: (a) poses a material or

- imminent threat to such PII, Data, Confidential Information, USAC Information, or USAC IT Systems, or (b) results in a Data Breach. Without limiting the foregoing, any attempt to compromise or jeopardize the confidentiality, integrity, privacy, security, or availability of PII, Data, Confidential Information, USAC Information, or USAC IT Systems or USAC's access to or use thereof, shall be considered a Security Incident.
- VV. "Services" means the services, tasks, functions and responsibilities described in the Contract.
- WW. "Software" means any application programming interface, content management system or any other computer programs, protocols, and commands that allow or cause a computer to perform a specific operation or series of operations, together with all Derivative Works thereof.
- XX. "Solicitation" means the request for Services described in the Contract.
- YY. "Sub-Recipient" means a partner, joint venturer, director, employee, agent and subcontractors of a Recipient to whom a Recipient must disclose Confidential Information.
- ZZ. "USAC" means Universal Services Administrative Company.
- AAA. "USAC Information" means any Data, materials, or communications in any form or format, whether tangible or intangible, spoken or written (regardless of media) 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 Derivative Works thereof. All USAC Information is Confidential Information and subject to all requirements in Section 16 of these USAC Terms and Conditions.
- BBB. "USAC IT System(s)" means USAC's electronic computing and/or communications systems (including but not limited to various internet, intranet, extranet, email and voice mail).
- CCC. "USAC Terms and Conditions" means this document that provides the legal terms that govern this Contract.
- DDD. "USF" means the Universal Service Fund.

## **2. TERM**

The Initial Term is the period of time from the Effective Date (as defined in the Contract) of the Contract to \_\_\_\_\_. After the conclusion of the Initial Term, USAC will have the right to extend the Contract Term by exercising up to two (2) one-year Optional Renewal Terms. USAC may exercise an Optional Renewal Term by written notice to Contractor within ten (10) days prior to expiration of the then current Initial Term or Optional Renewal Term.

## **3. ACCEPTANCE / REJECTION**

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.

USAC will only accept Services or Deliverables that meet the acceptance criteria described in a statement of work or scope of work to the Contract. If the Service or Deliverable is Software or hardware intended for USAC IT Systems, USAC will require acceptance testing during an acceptance period that will be described in a statement of work or scope of work to the Contract.

USAC will reject any Service or Deliverable that does not conform to the acceptance criteria described in a Statement of Work or Scope of Work to the Contract. 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 does not cure the defects within thirty (30) calendar days or if curing the defects is not possible, USAC may terminate for cause under Section 12 of these USAC Terms and Conditions, 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.

## **4. ENTIRE CONTRACT / BINDING EFFECT**

The Contract supersedes and replaces all prior or contemporaneous representations, dealings, understandings or agreements, written or oral, regarding such subject matter. In the event of any conflict between these USAC Terms and Conditions and any other document made part of the Contract, the USAC Terms and Conditions shall supersede. 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 inure to the benefit of the parties hereto and their respective successors and assignees.



## 5. MODIFICATIONS

The terms of the Contract, including these USAC Terms and Conditions, shall not be modified other than in writing executed by both parties.

## 6. INVOICES

- A. *Where to Submit Invoices.* Contractor shall submit invoices through the CSP method or via the SAN method. The CSP method will require Contractor to register and create an account for the CSP. An invitation link to the CSP may be obtained by emailing [CoupaHelp@usac.org](mailto:CoupaHelp@usac.org). The SAN method will require Contractor to invoice USAC directly from the purchase order sent by USAC via email. For the SAN method, the USAC email will contain a notification with action buttons which will allow Contractor to create an invoice, add a comment, and acknowledge the receipt of the purchase order. For assistance on all Coupa related billing questions, Contractor may email [CoupaHelp@usac.org](mailto:CoupaHelp@usac.org). For assistance on all non-Coupa related billing questions, Contractor may email [accounting@usac.org](mailto:accounting@usac.org).
- B. *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.
- C. *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.
- D. *Itemization of Invoices.* USAC may require Contractor to re-submit any invoice with a more detailed itemization of charges upon request.

## 7. FEES AND RATES INCLUSIVE OF ALL CHARGES AND TAXES

All fees and labor rates specified in the Contract include all charges for labeling, packing, packaging, loading, storage, inspection, insurance, profit and applicable federal, state, or local sales, use, or excise taxes.

## 8. PAYMENT

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 6 of these USAC Terms and Conditions within thirty (30) calendar days of receipt of invoice, provided the Services and/or Deliverables have been

delivered and accepted by USAC.

## **9. ASSIGNMENT, DELEGATION, AND SUBCONTRACTING**

Contractor shall not assign, delegate, 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, delegation, or subcontracting. USAC may require information and assurances that the proposed assignee, delegatee, or subcontractor has the skills, capacity, qualifications and financial strength to meet all of the obligations under the Contract. An assignment, delegation, or subcontract shall not release Contractor of the obligations under the Contract, and the assignee, delegatee, or subcontractor shall be jointly and severally liable with 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 USAC agrees with Contractor that there is a compelling reason to do so. Contractor shall review the SAM for suspension or debarment status of proposed subcontractors.

## **10. REPORTS**

If any reports are required as part of this Contract, all such reports shall be accurate and timely and submitted in accordance with the due dates specified in this Contract. Should Contractor fail to submit any required reports or correct inaccurate reports, USAC reserves the right to delay payment of invoices until thirty (30) days after an accurate report is received and accepted.

## **11. TERMINATION FOR CONVENIENCE**

USAC may terminate the Contract for any reason or no reason upon one (1) day prior written notice to Contractor without any liability or obligation thereafter. 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 that USAC, in its sole discretion, agrees in writing have resulted directly from the termination.

## **12. TERMINATION FOR CAUSE**

Either party may terminate the Contract for cause upon providing the other party with a written notice. Such notice will provide the other party with a ten (10) day cure period. Upon the expiration of the ten (10) day cure period (during which the defaulting party does not provide a sufficient cure), the non-defaulting party may immediately thereafter terminate the Contract, in whole or in part, if the defaulting party continues to fail to comply with any term or condition of the Contract or fails to provide the non-defaulting 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.

### **13. STOP WORK ORDER**

USAC may, in its sole discretion and without further obligation or liability, 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 in writing, Contractor shall, on the stop work date identified in the stop work or termination notice: (a) stop work, and cause Contractor Personnel 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 USAC Information, Confidential Information, Data, Software, Deliverable, or any Derivative Work to any of the preceding, whether completed or in process, for the work stopped. 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.

### **14. LIMITATION OF LIABILITY**

Except in cases of gross negligence or willful misconduct, in no event shall USAC 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, 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 aggregate amount paid by USAC to Contractor in the year preceding the most recent of such claims. 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.

### **15. INDEMNITY**

Contractor shall indemnify, hold harmless and defend USAC and its directors, officers, employees and agents against any and all demands, claims and liability, costs and expenses (including attorney's fees and court costs), directly or indirectly related to: (a) any claims or demand for actual or alleged direct or contributory infringement of, or inducement to infringe, or misappropriation of, any intellectual property, including, but not limited to, trade secret, patent, trademark, service mark, or copyright, arising out of or related to Contractor's performance of the Contract; (b) any claims or demands for personal injuries, death or damage to tangible personal or real property to the extent caused by the intentional, reckless, or negligent acts or omissions of Contractor or Contractor Personnel in connection with this Contract; and (c) any claims or demand of any nature whatsoever to the extent caused by violation of these USAC Terms and Conditions by Contractor or Contractor Personnel; (d) any breach of applicable law as described in Section 32 of these USAC Terms and Conditions by Contractor or Contractor Personnel; or (e) the negligence, reckless, illegal, or intentional acts or omissions of Contractor or Contractor Personnel in connection with the performance of the Services.

### **16. CONFIDENTIAL INFORMATION**

- A. *Confidential Information.* Confidential Information includes, but is not limited to, USAC Information, Data, materials, or communications in any form or format, whether tangible or intangible, spoken or written (regardless of media) 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. PII; and
  7. Information that Recipient knows or reasonably should have known is confidential, proprietary, or privileged.
- B. *Non-Disclosure/Use/Irreparable Harm.* It is anticipated that a Discloser may disclose, or has disclosed, Confidential Information to the 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. *Sub-Recipient Access to Confidential Information.* Recipient shall not disclose Confidential Information to a 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 Contractor Personnel to sign a non-disclosure or

confidentiality agreement containing terms no less restrictive than those set forth herein. Discloser 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 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 Confidential Information.
- E. *Exclusions.* If requested to disclose Confidential Information by an authorized governmental or judicial body, Recipient must promptly notify Discloser of the request and to the extent that it may legally do so, Recipient must refrain from disclosure of the Confidential Information until Discloser 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 immediately notify USAC, with a copy to USAC's General Counsel, of the request. Neither Contractor nor Contractor Personnel 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.

## **17. RETURN OR DESTRUCTION OF USAC INFORMATION**

- A. *Return or Destruction of USAC Information.* Except as provided in Section 17.B of these USAC Terms and Conditions, and 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 or Contractor Personnel. If USAC directs that Contractor destroy any USAC Information, then, at USAC's request, Contractor shall provide USAC with an executed certificate in writing stating that all such USAC Information was destroyed.
- B. *Federal System of Record.* Contractor acknowledges and agrees that certain USAC Information and Data, may be included in a federal system of record and is subject to record retention schedules set forth by NARA and USAC's records retention policy. Upon expiration or termination of the Contract, information subject to NARA's schedules or USAC's records retention policy shall not be destroyed by Contractor without the written consent of USAC. Contractor will work with USAC in good faith

to promptly return all such USAC Information and Data to USAC.

- C. *No Withholding of USAC Information.* 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.
- D. *Destruction of Hard Copies.* If Contractor destroys hard copies of USAC Information, Contractor must do so by burning, pulping, shredding, macerating, or other means if authorized by USAC in writing.
- E. *Destruction of Electronic Copies.* If Contractor destroys electronic copies in computer memory or any other type of media, destruction must be done pursuant to guidelines in NIST SP 800-88 Rev. 1 or the most current revision.
- F. *No Other Use.* 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, modified, decompiled, reverse engineered, or commercially exploited by or on behalf of Contractor, Contractor Personnel, or any third party.

## 18. INFORMATION SECURITY

- A. *Data Security Laws.* Contractor shall comply with FISMA, 44 U.S.C. § 3541, et seq., the Privacy Act of 1974 (5 U.S.C. § 552a) as amended (as may be applicable), and NIST SP 800-53 Rev 5. Contractor shall protect PII in accordance with all federal and USAC requirements, including, but not limited to, OMB Memoranda M-17-12 and guidance from NIST including, but not limited to, NIST SP 800-53 Rev 5, NIST SP 800-61 Rev 2, and FIPS 140-3. Contractor shall cooperate with USAC to implement the abovementioned and any federally mandated information security and privacy requirements not described herein (collectively with the aforementioned laws, regulations, requirements, memoranda and guidance, the “Data Security Laws”). For any Contractor Owned / Controlled IT cloud-based Service that accesses, stores, or otherwise processes USAC Information, USAC Confidential Information, Data, and/or PII, Contractor shall provide documentation and proof of FedRAMP Authorized Designation for use at a moderate risk before any such cloud-based Service may be used. USAC reserves the right to inspect the Authority to Operate notice certified by the Joint Accreditation Board for FedRAMP or the complete package of documents for those with agency accreditation.
- B. *Compliance.* Throughout the Contract Term, Contractor shall comply with: (i) USAC’s information privacy and IT security policies; and (ii) the prevailing standards of care and



best practices regarding information privacy and IT security to the extent they meet or exceed the requirements of the Data Security Laws, the aforementioned USAC policies, or the obligations set forth in these USAC Terms and Conditions.

- C. *Compliance Plan.* In providing the Services, Contractor shall conduct itself in a manner that safeguards USAC Data against destruction, loss, damage, corruption, alteration, loss of integrity, commingling, or unauthorized access or processing, which shall be no less rigorous than the most protective of: (a) the requirements of applicable law; (b) the specific standards set forth in this Section 18. Each Party shall designate an individual responsible for coordinating data security related matters for such Party (“Data Security Liaison”), who will be the primary contact person of such Party for all data security related matters under this Terms. In the event a direct interconnection is to be established between Contractor Owned / Controlled IT and USAC IT Systems, the Data Security Liaisons shall execute an interconnection security agreement prior to the establishment of such direct interconnection. Contractor will periodically update and test the Privacy Compliance Plan every calendar quarter.
- D. *Integration.* Prior to delivering the Services/Deliverables or enabling data-sharing or interoperability of any kind with USAC IT Systems, Contractor shall: (i) work with USAC to document, establish and enable the effective and secure integration of any gateways or data transmission mechanisms necessary for the parties to perform their obligations under the Data Security Laws; (ii) complete any security questionnaires, IT rules of behavior, certifications, assessments, or workforce training reasonably requested by USAC in a timely manner; and (iii) receive prior written authorization from USAC to access USAC IT Systems from USAC. If at any time USAC determines that the establishment of such gateways or data transmission mechanisms is reasonably required to securely access the Services or Deliverables, their establishment shall be at Contractor’s sole cost and expense. Under no circumstances shall USAC’s written authorization to access its IT System serve as a representation or warranty by USAC that such access is secure or as a waiver of these USAC Terms and Conditions. Failure to satisfy the conditions set forth in subsections (i) – (iii) herein to USAC’s reasonable satisfaction shall be considered a material breach of the Contract by Contractor.
- E. *Policies and Procedures.* Throughout the Contract Term, Contractor shall establish and maintain appropriate internal policies and procedures regarding: (i) the security of the Services, Deliverables, and Contractor’s IT System; and (ii) the permitted use, disclosure, access to, and security of PII, Data, USAC Information, USAC Confidential Information, and USAC IT Systems. Contractor shall provide USAC upon request with copies of its information privacy and IT security policies and procedures to review. Such policies and procedures shall not materially conflict with USAC’s policies and procedures either expressly or by omission. Contractor agrees to maintain strict control of Contractor’s IT System and the access information (e.g. name, username, password, access rights) of all Contractor Personnel to immediately remove access for persons no longer authorized, and to inform USAC immediately if Contractor suspects, or reasonably should expect, there is unauthorized access to USAC Confidential Information or USAC IT System. Contractor



shall require Contractor Personnel to use Multifactor Authentication. Contractor agrees to require all who access to USAC IT Systems through Contractor to maintain the confidential nature of the USAC Confidential Information, and to not use or access USAC IT Systems except for the benefit of USAC.

- F. *Access to PII, Data, USAC Information, USAC Confidential Information and USAC IT Systems.* Contractor agrees that access to the PII, Data, USAC Information, USAC Confidential Information, and USAC IT Systems is at USAC's sole discretion, and that Contractor's access to such system or information may be conditioned, revoked or denied by USAC at any time, for any reason, without any liability whatsoever to USAC. Access to USAC IT Systems by Contractor and Contractor Personnel, including any data-sharing or interoperability between USAC and Contractor, shall be for the sole purpose of providing the Services or Deliverables. Contractor agrees that: (i) USAC IT Systems is owned solely by USAC; (ii) USAC will monitor the use of USAC IT Systems; (iii) neither Contractor nor Contractor Personnel have any expectation of privacy with regard to USAC IT Systems; and (iv) all information appearing on USAC IT Systems (except for information publicly disclosed by USAC) will be considered USAC Confidential Information, as defined by these USAC Terms and Conditions. Contractor will not use USAC IT Systems except as expressly authorized by USAC. USAC may require that Contractor Personnel use a USAC.org email address when providing Services. Contractor agrees that its use of, and access to, USAC IT Systems is completely at its own risk.
- G. *Subcontractors.* Contractor agrees to ensure that any subcontractor that accesses, receives, maintains, or transmits PII, Data, USAC Information, USAC Confidential Information, or USAC IT Systems agrees to the same restrictions and conditions that apply throughout these USAC Terms and Conditions to Contractor.
- H. *Encryption.* Contractor agrees that PII must be encrypted at all times in accordance with FIPS 140-3 standards. This encryption requirement includes both "Data at Rest" (i.e., stored on a hard drive, CD, DVD, thumb drive, etc.) and "Data in Transit" (i.e., via email or other secured electronic means). Any PII that is retained in documents or other physical formats must be stored in a secured location and with limited access. The standard for disposal of PII requires practices that are adequate to protect against unauthorized access or use of the PII, including at minimum adhering to the provisions of Section 17.
- I. *Services Performed in the United States.* All Services must be performed within the United States. This requirement is inclusive of: (a) work related to the Services performed by all Contractor Personnel; and (b) storage and/or processing of data and/or other virtual services (such as cloud storage, remote data processing, etc.).

J. *Additional Requirements for Services in Contractor Owned / Controlled IT:*

- If Contractor becomes aware that the Services in Contractor Owned /Controlled IT will lose or has lost its respective FedRAMP Authorized Designation, Contractor shall notify USAC within twenty four (24) hours, shall discontinue use of such Services, and initiate activities to replace the Services that has lost FedRAMP Authorized Designation. Contractor and USAC shall work together to identify a replacement solution. A replacement solution must be identified, and approved in writing by USAC within ten (10) business days of the initial FedRAMP Authorized Designation changes notification.
- Contractor shall implement and use Cloud Protocols in connection with the Services operated in cloud infrastructure environments provided and controlled by any third-party. USAC's receipt of the Services, and Contractor's and USAC's use of the Services shall be in accordance with such Cloud Protocols.
- Contractor shall maintain Contractor Owned/Controlled IT used by Contractor in performance of the Services. USAC may require Contractor to respond to the information security questionnaires regarding Contractor's information security policies and practices. USAC will conduct its information security review, if required, with reference to the responses Contractor provides to such information security questionnaires. At USAC's request, Contractor shall also respond promptly (within not more than 10 business days) to any new or supplemental information security questions the USAC may require of Contractor during performance. USAC may terminate the Contract upon notice if Contractor fails to provide a timely response to requests for new or supplemental information security information or if USAC determines that Contractor's information security policies or practices increase risk to USAC in a manner unacceptable to USAC.
- Contractor shall maintain administrative, technical, physical, and procedural information security controls compliant with ISO 27001 standards for all Contractor Owned/Controlled IT used by Contractor in performance of the Services. Contractor shall maintain ISO 27001 Compliance certification and notify USAC of any changes to its compliance. Contractor shall provide USAC with its ISO 27001 Compliance certification within ten (10) days of the Effective Date of the Contract.

**19. SECURITY INCIDENTS AND DATA BREACHES**

- A. *Identification and Notification.* Contractor shall identify Security Incidents or Data Breaches and notify USAC at [incident@USAC.org](mailto:incident@USAC.org) and [Privacy@USAC.org](mailto:Privacy@USAC.org) of any actual or suspected Security Incident or Data Breach within one (1) hour of becoming aware of an actual or suspected Security Incident or Data Breach.

- B. *Notice.* Contractor's notice to USAC shall include the following: (i) a description of the Security Incident or Data Breach, including the date of the Security Incident or Data Breach, including the date of discovery by Contractor, if known; (ii) a description of the type(s) of Malicious Code, PII, Data, USAC Information, USAC Confidential Information, or USAC IT System involved in the Security Incident or Data Breach, if any; (iii) to the extent possible, a list of each individual whose PII has been, or is reasonably believed to have been accessed, acquired, used or disclosed during or as a result of the Security Incident or Data Breach; (iv) a brief description of what Contractor is doing to investigate the Security Incident or Data Breach and mitigate the harm to USAC; (v) any steps Contractor recommends USAC should take to protect itself from potential harm resulting from the Security Incident or Data Breach; (vi) the name, phone number, and e-mail address of Contractor's representative responsible for responding to the Security Incident or Data Breach; and (vii) any information required for USAC to comply with the Data Security Laws. Upon receiving Contractor's initial notice, USAC shall have the right to immediately take any security measures it deems reasonably necessary to mitigate the harmful effects to the PII, Data, USAC Information, USAC Confidential Information, or the USAC IT Systems. Contractor will regularly supplement its notice(s) with additional information as it becomes available.
- C. *Mitigation and Elimination Efforts.* Contractor, working with USAC, shall use its best efforts to mitigate and eliminate the effects of the Security Incident or Data Breach on USAC and, if the Security Incident or Data Breach causes any loss of operational efficiency, loss of data, or unauthorized disclosure, Contractor will assist USAC in mitigating or restoring such losses or disclosures. Contractor agrees to fully cooperate with USAC in the investigation of the Security Incident or Data Breach and to participate in, to the extent directed by USAC, the notification of individuals, the media, the FCC, or third parties. Contractor shall promptly respond to USAC's questions regarding the Security Incident or Data Breach and coordinate with Contractor Personnel if required to mitigate the harm. To the extent USAC determines necessary, USAC agrees to provide reasonable access to the affected systems in order for Contractor to assist in such restoration of efficiency or data. Notwithstanding anything to the contrary in the Contract, if the Security Incident or Data Breach is due to the negligence or misconduct of Contractor or Contractor Personnel, then Contractor shall: (i) perform its obligations under this Section at no cost to USAC; (ii) promptly implement or develop any additional protocols, policies, gateways, transmission mechanisms, or security layers, if reasonably necessary, at its sole cost and expense, and with the approval of USAC; (iii) indemnify USAC for all damages, and if needed PII, USAC Information, USAC Confidential Information, Data, and USAC IT Systems breach mitigations, under this Section as a result of the Security Incident or Data Breach. Failure to strictly abide by these USAC Terms and Conditions shall be considered a material breach of the Contract for which USAC shall have the right to immediately terminate for cause.

- D. *Backups.* Contractor shall make reasonable backups of all USAC Information and shall ensure that the Services allow for the automatic backup of USAC Information in Contractor Owned / Controlled IT.
- E. *Security Audits.* USAC or its designee may, at USAC's expense and at any time, perform an audit of the security policies and procedures implemented by Contractor and in effect at for Contractor Owned / Controlled IT and the physical locations where such environments are housed or may be accessed.
- F. *Cooperation.* Contractor will cooperate with USAC in any litigation and investigation against third parties deemed necessary by USAC to protect USAC Information, Data, USAC Confidential Information, PII and USAC IT Systems. Each Party will bear the costs it incurs as a result of compliance with this Section.

## **20. MALICIOUS CODE AND MALICIOUS CYBER ACTIVITIES**

USAC may provide Contractor access to one or more of the USAC IT Systems. Contractor agrees that the USAC IT Systems are owned by USAC, that USAC reserves the right to monitor use of the USAC IT Systems, that neither Contractor nor Contractor Personnel should have any expectation of privacy with regard to use of the USAC IT Systems, and that all information appearing on the USAC IT Systems (except for authorized information provided by Contractor or information publicly disclosed by USAC) will be considered as USAC Confidential Information. Contractor agrees that it will not use the USAC IT Systems except as expressly authorized by USAC in this Contract. Contractor agrees to maintain strict control of all usernames, passwords and access lists it is given to the USAC IT Systems for of Contractor Personnel as are necessary to perform under this Contract, to immediately remove such access for those persons no longer authorized, and to inform USAC immediately if there is reason to believe there is unauthorized access. Contractor agrees to cause all who gain access to the USAC IT Systems through Contractor to maintain the confidential nature of all Confidential Information, and to not use the USAC IT Systems except for the benefit of USAC. Contractor agrees that it will use the USAC IT Systems completely at its own risk, and that it will be liable to USAC for any damages incurred by USAC as a result of Contractor's violation of this Section. Contractor will not introduce Malicious Code into USAC IT Systems or engage in Malicious Cyber Activities in, with, or involving the Services or USAC IT Systems. For any aspect of the Services in Contractor's IT Systems, Contractor will comply with NIST SP 800-83 Rev. 1 or the most current revision thereof to prevent Malicious Code. Contractor will perform regularly scheduled (preferably in real-time, but in no event less frequently than daily) virus checks using the latest commercially available, most comprehensive virus detection and scanning programs. If Contractor becomes aware that any Malicious Code has been introduced into any USAC IT System, or that Contractor has engaged in Malicious Cyber Activities, Contractor will notify USAC immediately. In addition, Contractor will use its best efforts to assist USAC in reducing the effects of the Malicious Code or Malicious Cyber Activities and, if the Malicious Code or Malicious Cyber Activity causes a loss of operational efficiency or loss of data, to assist USAC in mitigating and restoring such losses. USAC will provide reasonable access to the affected systems in order for Contractor to assist in such restoration of efficiency or data. If Malicious Code is found to have been introduced into any USAC IT System or the Services, Contractor

will perform all of its obligations under this Section at no cost to USAC, and Contractor will be liable to USAC for damages and costs incurred by USAC as a result of such Malicious Code. If Contractor or Contractor Personnel has been found to (a) have engaged in any Malicious Cyber Activities; or (b) have allowed Malicious Cyber Activities to have occurred due to its willful, reckless, or negligent actions or omissions, Contractor will be liable to USAC for damages and costs incurred by USAC as a result of such Malicious Cyber Activities.

The introduction of Malicious Code into USAC IT Systems, and/or the engaging in Malicious Cyber Activity involving USAC IT Systems, shall be considered a Data Breach. If Contractor becomes aware that Malicious Code has been introduced into USAC IT Systems, or Contractor has engaged in Malicious Cyber Activity, Contractor will notify USAC in writing within the time frame required by the United States Computer Emergency Readiness Team and the FCC, which is currently within one (1) hour and otherwise act in a manner consistent with Section 19 of these USAC Terms and Conditions.

## **21. FISMA PROVISIONS**

Contractor shall meet and comply with all USAC IT security policies and all other applicable USAC policies and other laws and regulations for the protection and security of information systems and Data (including but not limited to FISMA, OMB, and NIST requirements). At its sole discretion, USAC may revise any USAC IT security policy at any time.

### **Safeguarding of Contractor IT Systems:**

USAC's security strategy for Data includes the requirement to ensure the security of protection controls for Data regardless of the location or the party responsible for those controls.

Contractor acknowledges that it serves a vital role in achieving this goal. Contractor shall apply the following minimum safeguarding requirements and procedures from NIST SP 800-171

Revision 2 "Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations" to protect covered Contractor IT Systems and USAC Data. Contractor shall,

upon request, provide USAC with copies of its security policies and procedures to review.

USAC may require a written response that may be an attestation of compliance, a submission of supporting document, or both. If USAC requests such a written response, Contractor shall

submit an electronic copy of the document(s) confirming compliance within ten (10) calendar days. If there are any requirements that are out of scope or that cannot be complied with,

Contractor shall fully explain those requirements with a business justification to USAC.

Contractor must be in compliance with all such requirements unless USAC agrees in writing with Contractor that Contractor does not have to comply. If Contractor is not in compliance with all requirements and has not received written confirmation from USAC that Contractor may not comply with a requirement, USAC may terminate this Contract immediately upon written notice to Contractor.

Contractor shall:

1. Limit Contractor IT Systems access to only authorized USAC employees and contractors, authorized Contractor Personnel and authorized processes.
2. Limit Contractor IT Systems access to only the types of transactions and functions that USAC employees and contractors and authorized Contractor Personnel are permitted to execute.
3. Verify and control/limit connections to and use of external Contractor IT Systems.
4. Control information posted or processed on publicly accessible Contractor IT Systems.
5. Sanitize or destroy Contractor IT Systems media containing USAC Information as described in Section 17.C. of these USAC Terms and Conditions.
6. Limit physical access to Contractor IT Systems, equipment, and the respective operating environments to only USAC employees and contractors and authorized Contractor Personnel.
7. Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices.
8. Monitor, control, and protect Contractor organizational communications (i.e., information transmitted or received by Contractor IT Systems) at the external boundaries and key internal boundaries of the Contractor IT Systems.
9. Implement subnetworks for publicly accessible Contractor IT Systems components that are physically or logically separated from internal networks.
10. Identify, report, and correct information and Contractor IT Systems flaws promptly.
11. Provide protection from Malicious Code at appropriate locations within Contractor IT Systems.
12. Update Malicious Code protection mechanisms when new releases are available.
13. Perform periodic scans (no less frequently than daily) of Contractor's IT Systems and real-time scans of files from external sources as files are downloaded, opened, or executed.

## **22. TECHNOLOGY CONSIDERATIONS**

Contractor shall ensure that COTS, SaaS, PaaS, or IaaS Software deployed in Contractor Owned / Controlled IT cloud or on USAC's Amazon Web Services GovCloud infrastructure satisfies the following requirements:

- A. The Software must be able to utilize USAC's instance of OKTA's Identity and Access Management software for user authentication and provisioning. OKTA is a cloud-based Identity and Access Management product used by USAC.
- B. Any USAC Data stored in a COTS/SaaS/PaaS/IaaS database must be readily accessed by USAC in a format determined at USAC's sole discretion via standard web services or another standard access mechanism.



- C. Any COTS, SaaS, PaaS, or IaaS Software must have either: (1) an Authority to Operate issued by a federal agency along with the FedRAMP-Authorized Designation issued by the FedRAMP Project Management Office, or (2) a Joint Authorization Board issued Authority to Operate along with the FedRAMP-Authorized Designation issued by the FedRAMP Project Management Office. Furthermore, any COTS, SaaS, PaaS, or IaaS Software must maintain the FedRAMP-Authorized Designation for the Contract Term.

Contractor shall ensure that any Software developed and/or deployed for USAC:

- A. Meets all USAC architecture, standards, and IT security guidelines and standards. This includes, but is not limited to, the ability to achieve an Authority to Operate based on all applicable OMB, NIST, and FISMA guidelines.
- B. Reuses available USAC technology services (microservices, APIs) unless Contractor demonstrates in writing that those services are unable to meet the requirements and USAC agrees to the substitute solution in writing with Contractor.
- C. Uses the USAC technical stack unless Contractor demonstrates in writing that those components are unable to meet the requirements and USAC agrees in writing with Contractor. Key components of USAC's technical stack include the following:
- Java / Spring Framework Suite (Language and frameworks)
  - OKTA (Identity and Access Management)
  - Apache Kafka (Messaging)
  - PostgreSQL / PostGIS (Database)
  - Elasticsearch, Logstash, Kibana
  - Atlassian tools (SDLC)
  - Apache Tomcat (Application Servers)
  - Red Hat Enterprise Linux (OS)

Further details of USAC's technical stack and service architecture may be provided as appropriate.

## **23. PROPRIETARY RIGHTS**

Contractor agrees that all Data, Software, Deliverables, and all Derivative Works thereof are USAC property and shall be deemed USAC Information and are works made-for-hire for USAC within the meaning of the copyright laws of the United States. In the event that any of the aforementioned are not considered works made-for-hire for USAC within the meaning of the copyright laws of the United States, Contractor shall and hereby does irrevocably grant, assign, transfer and set over unto USAC in perpetuity all worldwide rights, title and interest of any kind, nature or description it has or may have in the future in and to such materials, and Contractor shall not be entitled to make any use of such materials beyond what may be described in this Contract. Contractor hereby waives, and shall secure waiver from Contractor Personnel any moral rights in such assigned materials, such as the right to be named as author, the right to



modify, the right to prevent mutilation and the right to prevent commercial exploitation. Accordingly, USAC shall be the sole and exclusive owner for all purposes for the worldwide 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.

USAC may assign to the FCC any intellectual property rights USAC may have to any Data, Software, Deliverables, USAC Information and all Derivative Works thereof without notice to, or prior consent of, Contractor.

Nothing in this Contract shall be deemed to imply the grant of a license in or transfer of ownership or other rights in the Data, Software, Deliverables, USAC Information and all Derivative Works thereof, and Contractor acknowledges and agrees that it does not acquire any of the same, except to provide Services to USAC as expressly set forth in this Contract.

Contractor shall not, without the prior written permission of the USAC, incorporate any Data, Software, Deliverable, or any Derivative Work thereof delivered under the Contract not first produced in the performance of the Contract unless Contractor: (a) identifies the Data, Software, Deliverable, and any Derivative Work thereof; and (b) grants to USAC, or acquires on USAC's behalf, a perpetual, worldwide, royalty-free, non-exclusive, transferable license to use and modify such Data, Software, Deliverable, and any Derivative Work thereof in any way.

#### **24. 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 Contractor Personnel, including any actions that violate law, are negligent, or that constitute a breach of the Visitor Form and/or the Contract.

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 before being given access to USAC IT Systems. Contractor may be required to complete Role-Based Privacy Act Training, at Contractor's own cost, if accessing USAC information systems designated as federal systems of record.

*Security Briefings.* Before receiving access to IT resources under the Contract, Contractor personnel must provide security training to Contractor Personnel. USAC will review and approve Contractor's security training materials (including any security training materials in the event such training is provided to Contractor by any subcontractors, consultants, or agents) and verify that training certifications and records are provided, if requested during an annual FISMA audit. If Contractor Personnel will be in USAC offices or have access to USAC IT systems, background checks are required pursuant to NIST. Contractor shall conduct background checks on Contractor Personnel and provide evidence of the background checks to USAC upon request.

## **25. KEY PERSONNEL**

USAC may specify which Contractor employees are Key Personnel under the Contract. Key Personnel assigned to the Contract must remain in their respective positions throughout the Contract Term. USAC may terminate all or a part of the Contract if 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:

- A. 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
- B. 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 shall apply to their placement on and removal from the Contract.

## **26. SHIPMENT/DELIVERY**

Terms of any shipping are F.O.B. USAC's delivery location unless otherwise noted in the Contract. All goods, products items, materials, etc. purchased hereunder must be packed and packaged to ensure safe delivery in accordance with recognized industry-standard commercial practices. If, in order to comply with the applicable delivery date, Contractor must ship by a more expensive means than that specified in the Contract, Contractor shall bear the increased transportation costs resulting therefrom unless the necessity for such shipment change has been caused by USAC. If any Deliverable is not delivered by the date specified herein, USAC reserves the right, without liability, to cancel the Contract as to any Deliverable not yet shipped or tendered, and to purchase substitute materials and to charge Contractor for any loss incurred. Contractor shall notify USAC in writing promptly of any actual or potential delays (however caused) which may delay the timely performance of this Contract. If Contractor is unable to complete performance at the time specified for delivery hereunder, by reason of causes beyond Contractor's reasonable control, USAC may elect to take delivery of materials in an unfinished state and to pay such proportion of the Contract price as the work then completed bears to the total work hereunder and to terminate this Contract without liability as to the balance of the materials covered hereunder.

## **27. 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 claims, risks and damages/injuries that may arise under the Contract, including, as appropriate,

worker's compensation, employer's liability, commercial general liability, commercial crime coverage, automobile liability, professional liability, cyber liability (which may be included in some professional liability coverage), and excess / umbrella insurance. Upon USAC's request, Contractor shall name USAC as an additional insured to those insurance policies that allow it. Upon USAC's request, Contractor shall cause its insurers to waive their rights of subrogation against USAC. Contractor shall produce evidence of such insurance upon request by USAC. If the insurance coverage is provided on a claims-made basis, then it must be maintained for a period of not less than three (3) years after acceptance of the Deliverables and/or Services provided in connection with this Contract. Contractor shall provide written notice thirty (30) days prior to USAC in the event of cancellation of or material change in the policy.

Contractor shall be liable to USAC for all damages incurred by USAC as a result of Contractor's failure to maintain the required coverages with respect to its subcontractors, or Contractor's failure to require its subcontractors to maintain the coverages required herein.

## **28. 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 organizational or personal 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 maintain written standards of conduct covering conflicts of interest and provide a copy to USAC upon USAC's request. Contractor shall promptly notify 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 promptly of any conflicts Contractor has with USAC vendors. Failure to provide adequate means to avoid, neutralize or remediate any conflict of interest may be the basis for termination of the Contract. By its execution hereof, 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 government employee in connection with the award. In order to maintain the absence of an actual or apparent conflict of interest as described herein, Contractor must not advocate any policy positions with respect to the USF programs or the USF during the term of the Contract. 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.

## **29. WAIVER**

Any waiver of any provision of this Contract must be in writing and signed by the parties hereto. Any waiver by either party of a breach of any provision of this Contract by the other party shall not operate or be construed as a waiver of any subsequent breach by the other party.

### **30. 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. 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.

### **31. CHOICE OF LAW / CONSENT TO JURISDICTION**

The Contract shall be governed by and construed in accordance with the laws of the District of Columbia 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 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 procurement specialist and USAC General Counsel for informal resolution prior to initiating any action in the Courts and must work with USAC in good faith to resolve any disputed issues. If any disputed issue by Contractor is not resolved after thirty (30) calendar days of good faith attempts to resolve it, Contractor may instigate legal proceedings. 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.

### **32. USAC AND APPLICABLE LAWS**

USAC is not a federal agency, a government corporation, a government controlled corporation or any 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 the Procurement Regulations. Contractor shall comply with the Procurement Regulations and all applicable federal, state and local laws, executive orders, rules, regulations, declarations, decrees, directives, legislative enactments, orders, ordinances, common law, guidance, or other binding restriction or requirement of or by any governmental authority related to the Services or Contractor's performance of its obligations under this Contract, and includes without limitation FCC Orders; the rules, regulations and policies of the FCC; the Privacy Act of 1974; FISMA; NIST guidelines which provide the requirements that the federal government must follow regarding use, treatment, and safeguarding of data; and OMB Guidelines pertaining to privacy, information security, and computer matching; the Communications Act of 1934; and the Communications Act of 1996.

### **33. 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 Code, licenses to rights to “intellectual property” as defined in the Code. The parties agree that USAC, as licensee of such rights under 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 Data, Software, Deliverable, or any Derivative Work thereof.

### **34. NON EXCLUSIVITY**

Except as may be set forth in the Contract, 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 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.

### **35. INDEPENDENT CONTRACTOR**

Contractor acknowledges and agrees that it is an independent contractor to USAC and Contractor Personnel 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 Personnel. 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.

### **36. TEMPORARY EXTENSION OF SERVICES**

USAC may require continued performance of any Services within the limits and at the rates specified in the Contract. Except as may be set forth in the Contract, USAC may extend the Services more than once, but the total extension of performance hereunder shall not exceed six (6) months. USAC may exercise an option to extend by written notice to Contractor within ten (10) days prior to expiration of the then current Initial Term or Optional Renewal Term.

### **37. 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:*

Chief Administrative Officer, Universal Service Administrative Company

700 12<sup>th</sup> Street, NW, Suite 900

Washington, DC 20005

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

With a copy to:

General Counsel, Universal Service Administrative Company

700 12<sup>th</sup> Street, NW, Suite 900

Washington, DC 20005

Email: [OGCContracts@usac.org](mailto:OGCContracts@usac.org)

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

### **38. 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.

### **39. FORCE MAJEURE**

Neither party to this Contract is liable for any delays or failures in its performance hereunder resulting from circumstances or causes beyond its reasonable control, including, without limitation, force majeure acts of God (but excluding weather conditions regardless of severity), fires, accidents, epidemics, pandemics, riots, strikes, acts or threatened acts of terrorism, war or other violence, or any law, order or requirement of any governmental agency or authority (but excluding orders or requirements pertaining to tax liability). Upon the occurrence of a force majeure event, the non-performing party shall provide immediate notice to the other party and will be excused from any further performance of its obligations effected by the force majeure event for so long as the event continues and such party continues to use commercially reasonable efforts to resume performance as soon as reasonably practicable, and takes reasonable steps to mitigate the impact on the other party. If such non-performance continues for more than ten (10)



days, then the other party may terminate this Contract with at least one (1) day prior written notice to the other party. In the event that the force majeure event is a law, order, or requirement made by a government agency or authority related to USAC and the purposes of this Contract, USAC may immediately terminate this Contract without penalty upon written notification to Contractor.

#### **40. 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.

#### **41. SECTION 508 STANDARDS**

*Compliance with Section 508.* Contractor shall ensure that Services provided under the Contract comply with the applicable electronic and information technology accessibility standards established in 36 C.F.R. Part 1194, which implements Section 508 of the Rehabilitation Act, 29 U.S.C. § 794d.

*TDD/TTY Users.* Contractor shall ensure that TDD/TTY users are offered similar levels of service that are received by telephone users supported by the Contract. Contractor shall also ensure that the Services provided under the Contract comply with the applicable requirements of 18 U.S.C. § 2511 and any applicable state wiretapping laws.

#### **42. NATIONAL SECURITY SUPPLY CHAIN REQUIREMENTS**

A. *Definitions.* For purposes of this Section, the following terms are defined as stated below:

1. “Covered Company” is defined as an entity, including its parents, affiliates, or subsidiaries, finally designated by the Public Safety and Homeland Security Bureau of the FCC as posing a national security threat to the integrity of communications networks or the communications supply chain.
2. “Covered Equipment or Services” is defined as equipment or services included on the FCC-issued Covered List that pose a national security threat to the integrity to the communications supply chain.
3. “Covered List” is a list of covered communications equipment and services that pose an unacceptable risk to the national security of the United States. The FCC may update the list at any time. The list can be found at [fcc.gov/supplychain/coveredlist](http://fcc.gov/supplychain/coveredlist).
4. “Reasonable Inquiry” is defined as an inquiry designed to uncover information about the identity of the producer or provider of equipment and services that has been



purchased, obtained, maintained, or otherwise supported by funds from USAC under this Contract.

- B. *Prohibition.* Contractor will ensure that no funds from USAC or other federal subsidies under this Contract will be used to purchase, obtain, maintain, or otherwise support any equipment or services produced or provided by a Covered Company. Contractor must also ensure that no funds administered by USAC or the FCC under this Contract will be used to purchase, obtain, maintain or otherwise support Covered Equipment or Services placed on the Covered List. These prohibitions extend to any subcontractors that provides Services under the Contract. Contractor is responsible for notifying any subcontractors it engages under this Contract of this prohibition.
- C. *Monitoring.* Contractor must actively monitor what entities have been finally designated by the FCC as a Covered Company and what equipment and services the FCC defines as Covered Equipment or Services and places on the Covered List. Contractor must actively monitor to ensure that no funds from USAC or other federal subsidies are used to purchase, obtain, maintain, or otherwise support any equipment or services produced or provided by a Covered Company from Contractor or any subcontractor it engages under the Contract. Contractor must also ensure that no funds administered by USAC or other federal subsidies are used to purchase, obtain, maintain, or otherwise support any Covered Equipment or Services that the FCC has placed on the Covered List from Contractor or any subcontractor it engages under the Contract. If Contractor finds that they have violated any or all of these prohibitions, then, Contractor shall immediately notify USAC. In Contractor's notification to USAC, Contractor shall provide the same information required for non-compliance in Section 42.D of these USAC Terms and Conditions. Any such notification must have audit ready supporting evidence.
- D. *Annual Certification.* Contractor will conduct a Reasonable Inquiry and provide a certification to USAC in writing upon execution of this Contract and no later than December 31 of each calendar year that the Contract is in effect. If Contractor, and all applicable subcontractors, are in compliance with Section 42.B. of these USAC Terms and Conditions, Contractor shall state in the annual certification that no funds from USAC have been used to purchase, obtain, maintain, or otherwise support any equipment or services produced or provided by a Covered Company or Covered Equipment or Services on the Covered List. If Contractor, or any applicable subcontractor, is not in compliance with Section 42.B. of these USAC Terms and Conditions, Contractor shall so inform USAC and provide the following information in the certification:
- (i) If for equipment produced or provided by a Covered Company or equipment on the Covered List:
    - a. The Covered Company that produced the equipment (include entity name, unique entity identifier, CAGE code, and whether the Covered Company was the original equipment manufacturer ("OEM") or a distributor, if known);

- b. A description of all equipment (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and
  - c. Explanation of the why USAC funds purchased, obtained, maintained, or otherwise supported the equipment and a plan to remove and replace such equipment as expeditiously as possible.
- (ii) If for services produced or provided by a Covered Company or services on the Covered List:
- a. If the service is related to item maintenance: A description of all such services provided (include on the item being maintained: brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable);
  - b. If the service is not associated with maintenance, the product service code of the service being provided; and
  - c. Explanation of the why USAC funds purchased, obtained, maintained, or otherwise supported the services and a plan to remove and replace such service as expeditiously as possible.

Contractor shall retain audit ready supporting evidence for all certifications.

#### **43. ADDED SERVICES**

USAC may at any time submit a request that Contractor perform any Added Services. Before Contractor performs an Added Services, USAC and Contractor must execute an amendment to this Contract that, at a minimum, will provide: (a) a detailed description of the services, functions and responsibilities of the Added Service; (b) a schedule for commencement and completion of the Added Services; (c) a detailed breakdown of Contractor's fees for the Added Services; (d) a description of any new staffing and equipment to be provided by Contractor to perform the Added Services; and (e) such other information as may be requested by USAC.

#### **44. ADEQUATE COVID-19 SAFETY PROTOCOLS**

Contractor shall comply with all guidance published by the Safer Federal Workforce Task Force for all Contractor Personnel during the Contract Term.

To provide adequate COVID-19 safeguards for USAC employees, Contractor shall ensure that all Contractor Personnel that enter USAC premises will comply with USAC's COVID-19 Vaccination Validation & Testing Policy.

Nothing in this Section shall excuse noncompliance with any applicable federal, state and local laws establishing more protective safety protocols than those established by this Section.

## **SECTION D: Attachments**

- a) Attachment 1: Pricing Schedule
- b) Attachment 2: Reserved
- c) Attachment 3: Confidentiality Agreement

## SECTION E: Instructions and Evaluation Criteria

### 1. GENERAL

#### A. CONTRACT TERMS AND CONDITIONS

The Contract awarded as a result of this RFP will be governed by, and subject to, the requirements, USAC Terms and Conditions (as defined in Section C.1.CCC) set forth in RFP Offeror's submission of a proposal constitutes its agreement to the USAC 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 USAC Terms and Conditions, but only if such exceptions are clearly identified in a separate **Attachment** to the proposal, "Exceptions to RFP Terms." Proposals that include material exceptions to the USAC 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 USAC 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 USAC 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 and Statement of Work set forth in this RFP, 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 **July 22, 2022** ("Proposal Due Date").
- Be submitted in the form of one electronic copy submitted to [rfp@usac.org](mailto:rfp@usac.org). The subject line for all email communication related to this solicitation should **only** state the Solicitation Number, IT-22-103, of this RFP.

### C. PROPOSAL SCHEDULE

DATE	EVENT
June 23, 2022	RFP Released
June 30, 2022	Questions Due to USAC by 11:00 AM ET at <a href="mailto:rfp@usac.org">rfp@usac.org</a>
July 6, 2022	Answers posted by USAC
July 22, 2022	Proposal Due to USAC by 11:00 AM ET at <a href="mailto:rfp@usac.org">rfp@usac.org</a>
August 2-3, 2022*	Potential date for vendor discussion
August 5, 2022*	Final Proposal Revisions due (if needed)
August 22, 2022*	Anticipated Award Date
Sep - Oct, 2022*	Work Begins

\*Dates are subject to change at USAC's sole discretion.

To be timely, Offeror's proposal must be received by USAC 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.

### 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.

## 2. 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.

## 3. IDENTIFICATION OF CONFIDENTIAL INFORMATION

Offeror's proposal shall clearly and conspicuously identify information contained in the proposal that the Offeror contends is Confidential Information. *See* Section C.16.

## 4. 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.

## 5. PROPOSAL CONTENT

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

### **Volume 1 - Corporate Information**

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.5 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 a contract.

## **Volume 2 – Technical**

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 this RFP along with a clear statement of whether or not the Offeror's performance of the Contract will comply with all requirements stated in this RFP, and the USAC Terms and Conditions set forth in Section C. Offerors must submit a detailed response to this RFP and provide detailed information about how it will fulfill the requirements of the RFP. Any deviations from, or exceptions to, the requirements in this RFP or USAC Terms or Conditions set forth in Section C must be clearly identified in an Attachment to the proposal.

Note: Offers that include material deviations from, or take material exceptions to, RFP requirements, USAC Terms or Conditions will be evaluated as technically unacceptable and will be ineligible for award unless USAC subsequently amends the RFP to modify the requirements or, if discussions will be held, decides to address the deviations/exceptions during discussions and thereby resolves the deviations/exceptions are thereby resolved.

3. Technical proposals that merely repeat the requirements set forth in the RFP and state that Offeror "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 Offeror'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 the required activities, including how the Offeror intends to staff and complete these activities. If Offeror currently has staff or personnel who meet the qualifications for the services identified in Section B, and who are available for assignment under an awarded contract, please provide a resume (not to exceed two (2) pages) that includes their educational background, job and related experience, and the specific position(s) for which they are available on the Contract.
6. Experience. Offeror must clearly describe their most recent experiences in performing similar work and identify methodologies and processes used in providing the services. Offeror should also include a list of up to three current or recently completed contracts for services similar in scope to those required by this RFP
7. Innovation Workshop Experience. Offeror must provide examples of prior guidance that Offeror provided to its past Appian clients to assist them in their innovation journey. Examples of DevSecOps setup for Appian development teams, approach for modernizing legacy code like stored procedures. How Offeror helped client organizations to reduce O&M spend, etc.
8. Key Personnel. Identify by name all key personnel. Describe the technical knowledge of and experience of proposed personnel in the requested services with respect to, but not limited to, experience and qualifications including depth of knowledge, expertise and number of years. Indicate any other personnel that will be assigned to USAC and his/her role on the contract. 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 A**) to the technical volume, no longer than two (2) pages in length per resume.
  - b. If Offeror, at 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 Offeror, Offeror shall identify such personnel and include the expected termination date in the proposal.

### **Volume 3 – Past Performance**

This volume must include:

1. A cover page, as outlined above.

2. A list of up to three (3) current or recently completed contracts for 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), and (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, and (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.

#### **Volume 4 – Price**

This volume must include:

1. A cover page, as outlined above.
2. Completed pricing information in **Attachment 1: Bid Sheet**.
  - The fixed labor-hour prices should be fully loaded and must include wages, overhead, general and administrative expenses, taxes and profit for each labor category.
  - The labor rates established in this RFP will be used for base and all option periods (if applicable), except that the Contractor may offer discounts to the labor rates at their discretion.

#### **Proposal Presentation**

- a. Proposals must be prepared using Times New Roman font. All text except for diagrams, tables, and charts must be presented in 12 point font. Diagrams, tables, and charts may be presented in a smaller font if needed to fit the page. The reduced font size may not be smaller than 9 point.

- b. The content of each diagram, table, Gantt chart, and chart must accurately depict the same information included in the text, serving as the visual representation of the written content in the proposal.
- c. Any diagram, table, Gantt chart or chart must be readable when printed. These documents may be included as attachments to the proposal using landscape orientation to enhance presentation if needed.
- d. All diagrams, tables, Gantt charts, and charts must be incorporated into the proposal using the native program from which it was created to eliminate distortion of text by inserting images and pictures.
- e. The font color used to label column headings must be bolded and a contrasting color from the background color to clearly display headings.

### **Page Count Limits**

Page count, for each Volume including the cover page, table of contents, etc., may not exceed the below:

1. Volume 1 – Corporate Information; may not exceed four (4) pages, including Cover page.
2. Volume 2 – Technical; may not exceed twenty five (25) pages including Cover page; however excluding **Attachment A** (Resumes)
3. Volume 3 – Past Performance Information; may not exceed five (5) pages, including Cover page.
4. Volume 4 – Price; may not exceed five (5) pages, including Cover page.

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

## **6. 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 shall be used to compare offers and select the awardee – technical, past performance, and price.

1. **Technical:** The technical sub-factors listed below in descending order of importance:
  - a. Technical Approach
  - b. Timeline
  - c. Capabilities
  - d. Experience

e. Key Personnel

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, decency 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 total not-to-exceed cost of the project described in the RFP, as listed in the Bid Sheet. However, a Contract may not be awarded to the lowest priced proposal. In addition to considering the total prices of the Offeror when making the award, USAC will also evaluate whether the proposed ceiling and 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>.

**ATTACHMENT 1 – BID SHEET**  
**[Separate attachment]**

## Attachment 3

### USAC Confidentiality Agreement

1. I recognize and acknowledge that as a bidder/offeror, contractor, subcontractor, consultant, agent, or an employee or other representative thereof (collectively, “a Contractor”) for the Universal Service Administrative Company (“USAC”), I may have access to Confidential Information, as that term is defined in **Appendix A** to this Confidential Information Use and Disclosure Agreement (“Confidentiality Agreement”).
2. I acknowledge and agree that I will treat any Confidential Information in the manner set forth in this Confidentiality Agreement. I acknowledge and agree that this obligation applies to the treatment of all Confidential Information to which I obtain access while working as a Contractor for or on behalf of USAC, regardless of the form of the Confidential Information or the manner in which I obtain access to it. I acknowledge and agree that my obligations with respect to confidential information apply to oral and written communications, drafts and final documents, information obtained directly or indirectly, and information obtained pursuant to or outside of my job responsibilities if I obtained the information as a result of my relationship with USAC.
3. I acknowledge and agree that my obligation to treat Confidential Information in the manner set forth in this Confidentiality Agreement will continue even if I am no longer a Contractor.
4. I acknowledge and agree that I will not use Confidential Information for any purpose other than a legitimate business purpose of USAC.
5. I acknowledge and agree that, except as provided in paragraphs 6 and 7 herein or as authorized by the USAC Chief Executive Officer or the USAC General Counsel, or in either one’s absence, a respective designee, I will not disclose Confidential Information to any person or entity other than: (a) the provider of the Confidential Information at issue, or (b) an authorized Contractor who has executed a confidentiality agreement with USAC.
6. I acknowledge and agree that this Confidentiality Agreement shall not apply to requests for Confidential Information made by an employee of the Federal Communications Commission (“FCC”), except that I may not disclose Personally Identifiable Information (as that term is defined in **Appendix A** to this Confidentiality Agreement) without the express advance written approval of the USAC Director of Human Resources or the USAC General Counsel, or in either one’s absence, a respective designee.
7. I acknowledge and agree that, subject to the notice requirement in paragraph 8 below, this Confidentiality Agreement shall not prevent disclosure of Confidential Information in response to an official request from the Comptroller General of the United States, the Government Accountability Office, or the United States Congress or a Committee or Subcommittee thereof, except that I may not disclose Personally Identifiable Information without the express advance written approval of the USAC Director of Human Resources or the USAC General Counsel, or



in either one's absence, a respective designee.

8. I acknowledge and agree that if I receive a subpoena or any other request or demand for Confidential Information, I will take all reasonable and appropriate steps to ensure that the request is submitted within one business day of receipt, and prior to any disclosure of such information or records, to the USAC General Counsel, or in the USAC General Counsel's absence, a respective designee.
9. I acknowledge and agree that if I know or have a reasonable basis for believing that any Contractor is using or disclosing Confidential Information in violation of this Confidentiality Agreement, I will immediately so notify the USAC General Counsel.
10. I acknowledge and agree that if I intentionally or unintentionally disclose any Confidential Information in violation of this Confidentiality Agreement, I will immediately so notify the USAC General Counsel.
11. I acknowledge and agree that if I am uncertain or have questions about my obligations under this Confidentiality Agreement, I will immediately seek advice from the USAC Director of Human Resources or the USAC General Counsel.
12. I acknowledge and agree that any violation of this Confidentiality Agreement may subject me to disciplinary action, including suspension or termination of employment, and civil and criminal liability.
13. I acknowledge and agree that signing this Confidentiality Agreement is a condition of my working as a Contractor for USAC. I acknowledge and agree that USAC may modify this Confidentiality Agreement and require me to execute the modified version.
14. I acknowledge and agree that upon completion or termination of my relationship as a Contractor for USAC, I will return to the USAC General Counsel, the USAC Director of Human Resources, or other person designated by either of them, any Confidential Information in my possession.
15. I acknowledge and agree that this Confidentiality Agreement is binding upon me as of the date of my signature, that any modification to this Confidentiality Agreement is binding on me as of the date that I sign such modified version, and that my obligations under the Confidentiality Agreement, including any modifications, continue through and beyond the termination of my position as a Contractor and for as long as I have in my possession, access to, or knowledge of Confidential Information. I further acknowledge and agree that USAC may, in its sole discretion, modify **Appendix A** and such modification(s) shall be effective and enforceable against me following written notice to me, which may be by any reasonable method, including but not limited to hand delivery, mail, courier service, email, or facsimile, and that my signature or agreement is not required for the modification to **Appendix A** to be effective and binding on me.
16. If any provision of this Confidentiality Agreement is determined by a court of competent

jurisdiction to be invalid or unenforceable, that provision shall be deemed stricken and the remainder of the Confidentiality Agreement shall continue in full force and effect as if it had been executed without the invalid provision.

Acknowledged and agreed:

By (signature): \_\_\_\_\_

Name (print): \_\_\_\_\_

Date: \_\_\_\_\_

## UNIVERSAL SERVICE ADMINISTRATIVE COMPANY

### CONFIDENTIALITY AGREEMENT - APPENDIX A

Personally Identifiable Information is defined as information whose disclosure would constitute an unwarranted invasion of personal privacy, including but not limited to, personnel records, salary and compensation information, medical records, social security number or residential address. In the event of a question about whether disclosure would constitute an unwarranted invasion of personal privacy, the USAC General Counsel or his or her designee will use for guidance the standards set forth in 47 C.F.R. § 0.457(f) and decisions made thereunder.

Confidential Information is defined as:

1. Information, data, material, or communications in any form or format, whether tangible or intangible, including notes, analyses, data, compilations, studies, or interpretations (collectively referred to hereafter as “Information”) and any data, material or communications in any form or format, whether tangible or intangible, that contains, reflects, or is derived from or based upon any information or is related to internal USAC management matters, including but not limited to USAC program integrity procedures, if disclosure is reasonably likely to interfere with or prejudice the performance of the internal USAC management functions.
2. Information related to the development of statements of work or evaluation criteria for USAC or FCC procurements (but not final solicitation or procurement documents that are formally released to one or more prospective bidders or offerors), contractor bids or proposals, evaluation of bidders or offerors, selection of contractors, or the negotiation of contracts.
3. Information that is excluded by applicable statute or regulation from disclosure, provided that such statute requires that the information be withheld from the public in such a manner as to leave no discretion on the issue, or (b) establishes particular criteria for withholding or refers to particular types of information to be withheld. Such information includes copyrighted or trademarked information.
4. Information containing trade secrets or commercial, financial or technical information that (a) identifies company-specific (i.e., non-aggregated) proprietary business information about a Universal Service Fund (USF) contributor (or a potential contributor) or its parent, subsidiary, or affiliate, and (b) has not previously been made publicly available.
5. Information concerning USAC relationships with financial institutions, including but not limited to, account locations, identifiers, balances, transaction activity and other account information and any advice or guidance received from such institutions.
6. Information regarding or submitted in connection with an audit or investigation of a USF contributor, potential USF contributor, USF beneficiary, applicant for USF support, or USAC Staff Person.
7. Information to which USAC, the FCC, or any other government agency might assert a claim of privilege or confidentiality, including but not limited to attorney-client communications, information that constitutes work product or reflects USAC, FCC or other government agency

decision-making processes, including law enforcement investigations and program compliance matters. Such information includes but is not limited to internal USAC information, information exchanged between USAC and the FCC or another government agency and information exchanged between two or more government agencies in any form, including but not limited to letters, memoranda, draft settlement documents, and working papers of USAC, the FCC, other government agencies, and their respective staff.

8. Information that was submitted with a corresponding written request for confidential treatment, protection, or nondisclosure, including, but not limited to, submissions marked “proprietary,” “privileged,” “not for public disclosure,” or “market sensitive information,” unless and until such request is denied.
9. Information developed in security investigations. Such information is the property of the investigative agency and may not be made available for public inspection without the consent of the investigative agency.