

**Universal Service Administrative Co. (USAC)
IT-24-140 – Fraudulent Document Identification Tool (FDIT)
Questions & Answers**

Q#	RFP Section	Question	Answer
1		Is there a preference for an out of the box COTS solution?	Yes, USAC prefers a COTS solution that can be customized to meet all USAC's requirements, if needed.
2		What was the previous pricing? and is it the same size and scope as a previous contract?	This is a new contract.
3		Is it favorable for a company to develop a solution that can be deployed to production quickly?	USAC would prefer that the proposed solution can be deployed to production as soon as possible.
4		Is there any flexibility in the hybrid work model for this contract?	For this RFP, USAC could be flexible with the hybrid work model. Offeror should detail their proposed key personnel in their proposal response.
5	General	Given the number of outstanding questions, we respectfully request an extension of the submission deadline to 30 days after receipt of answers to all submitted questions.	USAC hope that the Q&A document will provide further information and help with proposal preparation. Due to USAC timeline, we are extending the proposal submission deadline to September 27, 2024 at 11:00 a.m. ET. We hope this extension will provide enough time. Please reach out to USAC if there is further concern regarding proposal submission deadline.
6	Section B: Statement of Work - Subsection 1 - Overview, Paragraph 1 (pg. 5)	"Once a potentially suspicious bad actor is identified, the solution shall have the ability to generate profiles (e.g., affiliations, assets, and other crucial facts) and customized risk scores based on a combination of internal and external data." Please define internal and external data. Can USAC please provide additional detail about the intended content of the consumer profiles and risk scores so that offerors can fully understand the deliverable?	Once a suspicious bad actor is identified, USAC would like the system to find data and generate a profile of that individual/business based on public records. For example, affiliated businesses, history of fraudulent activities, current assets, etc. Currently, this research is performed manually by USAC auditors. To help auditors prioritize their work, the system should assign a risk score to that profile based on USAC provided criteria.

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7	Section B: Statement of Work - Subsection 1 - Overview, Paragraph 1 (pg. 5)	Once internal and external data has been identified, what are USAC's expectations around who would hold the data - the offeror or USAC?	Offeror's proposal response should include an explanation of who would hold the data per their proposed solution.
8	Section B: Statement of Work - Subsection 1 - Overview, Paragraph 2 (pg. 5)	"The FDIT should be a software application that can be called as a service from other USAC software applications." With which other USAC applications will the FDIT system be expected to interact?	USAC plans to pilot the fraud detection service with the Lifeline program, so we would expect the solution to interact with the Lifeline program systems.
9	Section B: Statement of Work - Subsection 1 - Overview, Paragraph 2 (pg. 5)	"The FDIT should be a software application that can be called as a service from other USAC software applications." In what way will the interaction between applications occur?	The fraud detection service should access documentation uploaded to existing USAC systems to perform the requested functions listed in the RFP – OCR scanning to verify authenticity, determine whether a document has been doctored/altered in any way, etc. If a suspicious document is detected, that document should be flagged in the existing USAC system for further manual review.
10	Section B: Statement of Work - Subsection 1 - Overview, Paragraph 3 (pg. 5)	"USAC expects that this tool can be built or configured to operate as a Software Service that could be called from any USAC application that is managing documentation that has been submitted to USAC by applicants in support of their application." Can USAC provide examples of "any USAC application that is managing documentation"?	Please refer to RFP Section B.6A where the current process with the Lifeline program is explained.

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11	Section B: Statement of Work - Subsection 3 - Contract Term (pg. 6)	P. 6 states "the term of CLIN 001 of the contract will depend on offeror's technical approach to the requirements outlined in this RFP" but the deliverables table details a final recommendation due 30 business days after project kick off. Could USAC please clarify the term of CLIN 001.	Yes, USAC is expecting the Offeror to provide their Technical Design Document and present final recommendation within 30 business days. Therefore, USAC is expecting the Offerors to propose the term for CLIN 001.
12	Section B: Statement of Work - Subsection 3 - Contract Term (pg. 6)	Section 1 states a six (6) month post-production support period as part of CLIN 002. Is this 6 month period inclusive of or in addition to the one (1) year term stated in Section 3?	USAC is envisioning that there would be a need for the awarded Contractor to adjust system configurations, continue to help train the fraud detection model, address any performance issues, etc. for 6 months post-production release. This is separate from the 1 year licensing.
13	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection A, Overview (pg 7)	The solicitation states "The FDIT solution is expected to be a service that could be applicable for multiple divisions at USAC." Are those divisions limited to the programs listed in Section A, 1, About USAC (pages 2-3)? If there are divisions beyond those identified, please provide a name and description.	USAC plans to pilot the fraud detection service with the Lifeline program. Other divisions are not in scope for this RFP at this time.

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14	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection B: General System Function Requirements Information (pg 8)	"Does USAC intend to procure licenses of a commercial off the shelf product that can be used by USAC analysts to identify potentially fraudulently submitted information for further investigation and referral?"	USAC prefers for the FDIT solution to be a COTS product that can be customized to meet all of USAC's requirements as needed; however, USAC will consider a custom solution if a COTS tool is not available.
15	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection B: General System Function Requirements Information (pg 8)	Due to potential legal implications, would USAC consider removing the requirement for "and/or potentially render decisions automatically without human intervention."?	USAC will consider removing this requirement from the final contract.

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16	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection B: General System Function Requirements Information (pg 8)	If USAC requires a human to be involved in making decisions on providing benefits to individuals, we recommend USAC state that explicitly.	In general, USAC expects that if suspicious document is detected, that document should be flagged in the existing USAC system for further manual review.
17	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection B: General System Function Requirements Information (pg 8)	Does USAC anticipate using this solution to deny applicants benefits at the point of application? Or will the system be used to determine if a document is fraudulent after an applicant has received benefits?	In general, USAC expects that if suspicious document is detected, that document should be flagged in the existing USAC system for further manual review. For the pilot with Lifeline program, these documents are during the eligibility steps; therefore, prior to applicants receiving benefits.

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18	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection B: General System Function Requirements Information (pg 8)	"The FDIT should also be able to process at least twenty five thousand (25,000) documents for review a day from a performance perspective and be compatible with image and PDF formats." Is the 25,000 documents based on the Lifeline Program alone or in a future state for all four programs?"	Only Lifeline program.
19	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection C: Summary of Product Capabilities Required (pg. 9)	"Feature 1.1 Ability to determine whether a document has been doctored/alterd in any way' Is this requirement something that can be evolve over time to allow the offeror to "train" the solution on potentially doctored/alterd documents?"	Yes, that is the expectation.

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20	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection C: Summary of Product Capabilities Required (pg. 9)	"Feature 1.3 – is this a USAC-provided database of standardized documentation?"	USAC will provide a list of types of documents that we receive and the key items from each type of document after contract award. USAC expects the Offeror's solution to build the fraud detection model based on these requirements.
21	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection C: Summary of Product Capabilities Required (pg. 9)	Feature 1.5 & 1.6: Can USAC please define the SLAs in place for reviewers?	The main key point in this section is to design the process so that if the verification takes longer than a maximum set time, manual review is initiated.

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22	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection C: Summary of Product Capabilities Required (pg. 9)	Feature 2.1 and 2.2: Where will the historical document data be stored?	Existing USAC systems. For the pilot, it will be Lifeline systems.
23	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection C: Summary of Product Capabilities Required (pg. 9)	"Section 3.5 states that contractor's proposed solution requires the ""[a]bility to match any individual or company to public and/or other validated data sets"". To which data sets does USAC require API access? Does USAC require APIs and licenses to a public records investigatory platform? If so, how many users and what public records content does USAC require?"	Full requirements for validated data sets will be provided at beginning of CLIN 001, but USAC expects the solution to include access/licenses needed to access public record data to order to build the profile of any potential bad actors.

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24	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection E: System Security and Operational Requirements (pg. 12)	Who will make the determination that a system is compliant with all USAC IT Security Standards? Is there public documentation or documentation you can share that describes the USAC IT Security process and standards?	USAC's IT Security team will ensure the proposed tool meets all USAC IT Security Standards. The standards that must be met are outlined in the Privacy and Security Addendum of Section C: USAC Standard Terms and Conditions.
25	Section B: Statement of Work - Subsection 6: Scope of Work and Deliverables - Subsection E: System Security and Operational Requirements (pg. 12)	"Development of the system shall use standard USAC IT Development-Security-Operations ("DevSecOps") processes, procedures, and technologies.". Is there public documentation or documentation you can share that describes the USAC DevSecOps process and standards?	USAC follows industry best practices for DevSecOps.
26	Section B: Statement of Work - Subsection 7: Key Personnel (pg. 14) & Section C: USAC Terms and Conditions, Sub	"P. 14 of RFP notes 'Contractor may propose additional key personnel such as engineers, consultants, and/or IT lead' – are these personnel subject to the same language as the PM and Technical lead as outlined in Section 20, or will USAC offer additional flexibility to adjust personnel to meet evolving requirements?'"	USAC will consider personnel outside of the key roles listed in the RFP. Offeror's proposal response should include all proposed key personnel and resumes for those individuals.

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27	Section B: Statement of Work - Subsection 13 - Document Labeling and Management	Please confirm our understanding that Document Labeling would apply only to Program/Project Management documentation, and not every document produced under the contract.	Every document produced under the contract must have an appropriate marking.
28	Section C: USAC Terms and Conditions: Subsection 18: Proprietary Rights (pg. 26)	This subsection as written is highly restrictive and could affect the ability of USAC to obtain the most effective solution. Protection for pre-existing IP appears to be missing from the section, yet the use of COTS solutions seems to be contemplated. Is it USAC's intention to provide such protection of pre-existing IP? If so, we request that the language of Subsection 18 be amended to include protection for Contractor's pre-existing IP (COTS or otherwise).	Offeror may propose alternative language/exceptions to the USAC Terms & Conditions within their proposal response as outlined on Page 50 of the RFP.
29	Section C: USAC Terms and Conditions: Subsection 18: Proprietary Rights (pg. 26)	This subsection as written is highly restrictive and could affect the ability of USAC to obtain the most effective solution. The subsection as written requires a Contractor to waive all rights in the developed software and deliverables. Is USAC amenable to alternative ownership or licensing rights in the developed software?	Offeror may propose alternative language/exceptions to the USAC Terms & Conditions within their proposal response as outlined on Page 50 of the RFP.

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30	Section C: USAC Terms and Conditions, Privacy and Security Addendum: 2. Security Provisions, Subsection 2.1 (p.40)	"Data Security Laws Compliance. Contractor shall comply with the Data Security Laws. For any Contractor IT using a Cloud Service Offering that accesses, stores, or otherwise processes USAC Data, and/or PII, Contractor shall provide documentation and proof of FedRAMP Authorization 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 or the complete package of documents for any Cloud Service Offering with agency accreditation." Is FedRAMP authorization required at the start of the contract or can the FedRAMP process be initiated after the solution has been completed and accepted by USAC? For contractors that are in the process of pursuing FedRAMP authorization, will the government accept evidence of that pursuit in lieu of FedRAMP authorization?	USAC will consider a solution if the Offeror has initiated the process of pursuing FedRAMP authorization. Evidence of that pursuit should be submitted with the Offeror's proposal.
31	Section E: Instructions and Evaluation Criteria, Subsection 7: Evaluation (page 56)	Given the nature of the government's requirement and the new development that would be required to provide a compliant/compelling solution--it is likely that most bidders do not have relevant enough past performance. Would the government please consider amending the past performance evaluation criteria to include the statement: "If no relevant past performance is submitted, the government will assess a "neutral" confidence rating for this section.	Offerors should submit three past performance references for projects of similar size and scope. While preferred by USAC, the past performance references do not necessarily have to include fraudulent document identification tools, but may include software/solution development and implementation experience.
32	1. Overview (Pg. 5)	For required 3 rd party data or services, will USAC contract/purchase any directly from the relevant 3 rd party(ies), or will Supplier include these fees as part of its proposed license cost (under CLIN 003)?	For CLIN003, the first year of licensing must be included in Offeror's proposal response to the RFP. For subsequent license renewal years, USAC will purchase the software licenses from a relevant 3 rd party or the manufacturer.

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33	B. General System Function Requirements Information (Pg. 8)	Once a potential suspicious bad actor is identified, FDIT shall have the ability to generate profiles (affiliations, assets, and other crucial facts) and customized risk scores... Will the generated profile and risk score content just remain in FDIT to identify/validate the same bad actors in the future, and/or will it be passed to other USAC system(s) for fraud management?	USAC is flexible on the proposed solution. At this time, it is not a must-have requirement to pass the profile and risk score to other USAC systems.
34	B. General System Function Requirements Information (Pg. 8)	Once a potential suspicious bad actor is identified, FDIT shall have the ability to generate profiles (affiliations, assets, and other crucial facts) and customized risk scores... Does USAC have defined profiles and related risk scores, or will these classifications and logic be developed during CLIN 001?	Will be developed during CLIN 001.
35	B. General System Function Requirements Information (Pg. 8)	FDIT should also be...compatible with image and PDF formats. Please clarify what document types (e.g., passport, driver's license, social security card) and document formats (in addition to PDF, e.g., jpeg, tiff, png) must be supported.	Due to the confidentiality of the review process, detailed requirements will be shared with the awarded Contractor at the beginning of CLIN 001.
36	C. Summary of Product Capabilities Required (Pg. 9)	1.1 Ability to determine whether a document has been doctored/alterd in any way. How does USAC determine whether a document has been doctored/alterd as part of its current manual process?	Due to the confidentiality of the review process, detailed requirements will be shared with the awarded Contractor at the beginning of CLIN 001.

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37	C. Summary of Product Capabilities Required (Pg. 9)	<p>1.2 Ability to verify document type submitted matches standard template for said document (W-2, 1040, etc.).</p> <p>For derivative documents (such as state driver's license or identification card), would classifying the primary document type (e.g., driver's license) and standard template be sufficient, or must FDIT also identify the related state, tribe, territory, etc.? What is the scope for templates related to international identification and other document types?</p>	USAC does not plan to identify related state/tribe/territory nor international document types.
38	C. Summary of Product Capabilities Required (Pg. 9)	<p>1.4. Ability to verify data within documents (such as companies referenced in a W-2, invalid math, grammar errors, etc.).</p> <p>For W-2 or other income document, is FDIT expected to determine whether income data is within a historical submitted range?</p>	No.
39	C. Summary of Product Capabilities Required (Pg. 9)	<p>2.1. Ability to capture and retain specific information within the documents to match against existing/future documents.</p> <p>Is there an expected historical retention period for the retained information, or would this (theoretically) be in perpetuity? Has a preliminary PIA been conducted for the secure retention of this PII?</p>	USAC's retention policy is 10 years. Based on the proposed solution, USAC will assess if the policy applies. All PII data in USAC systems follow USAC policy for secure handling of PII.
40	C. Summary of Product Capabilities Required (Pg. 9)	<p>2.2 Ability to match information up against previously submitted documents.</p> <p>As part of the current manual process, does USAC have a database that contains relevant content from previously submitted documents, or will Supplier populate the historical content database upon "go live"?</p>	The solution can use any data that is already captured in USAC systems.

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41	General	Is it a recompetete? If yes, who is the incumbent?	Please see response to Question #2.
42	General	What is the value of the current contract?	Please see response to Question #2.
43	General	Can we get an extension of time?	Please see response to Question #5.
44	B.1 Overview Pg. 5	Paragraph one indicates that access to other external information (assets, affiliations, other crucial facts) is needed to calculate risk profiles. Is the contractor responsible to obtain access to the external databases? Or will USAC provide data to build those profiles from?	The solution should include access to external databases.
45	B.1 Overview Pg. 5	Paragraph one indicates that risk scores will be calculated based on a combination of internal and external data. Can USAC provide examples of what the internal and external data would be?	Due to the confidentiality of the review process, detailed requirements will be shared with the awarded Contractor at the beginning of CLIN 001.
46	B.1 Overview Pg. 5	Can USAC please clarify the number of file system endpoints the FDIT would need to integrate with as part of CLIN 002?	The main system for this pilot is the Lifeline program database.
47	B.1 Overview Pg. 5	Can USAC please clarify that the scope of the second phase or CLIN 002 is building the FDIT to utilize the Lifeline program documents only?	USAC plans to pilot the fraud detection service with the Lifeline program. Other divisions are not in scope for this RFP.
48	B.4.A Place of Performance Pg. 6	Section B.4.A states that contractor staff are expected to be in the USAC office at least 2 days a week, while section B.4.F states that contractors can provide a Contractor Continuity of Operations Pla ("COOP") in the event performance must be conducted virtually. Can USAC please confirm if the contractor can staff the engagement with resources not local to the DC area assuming there is an adequate COOP in place?	Please see response to Question #4.

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49	B.6.A Scope of Work and Deliverables - Overview Pg. 8	Section B.6. states that USAC receives an average of 200,000 documents per month for the Lifeline Program. Can USAC clarify the number and/or average of the different document types?	Data not available.
50	B.6.A Scope of Work and Deliverables - Overview Pg. 8	Can USAC please confirm the total number of Lifeline historical documents that would need to be analyzed by the Fraudulent Document Identification Tool?	Pending further discussion based on proposed solution regarding the amount of historical data needed to train the model.
51	B.6.A Scope of Work and Deliverables - Overview Pg. 8	Section B.6. states that USAC receives an average of 200,000 documents per month for the Lifeline Program. Can USAC clarify the number of pages that make up a document?	The number of pages varies depending on the document type.
52	B.6.C Summary of Product Capabilities Required Pg. 9	Use case 1.5 states that the scan and verification process should be performed in a matter of seconds in order to prevent any delays in reviews, given the tight SLAs for reviewers. Can USAC clarify the review workflow and what the SLAs are? Should contractors expect that all documents need to be assessed for fraud before they can be reviewed by agents?	The main key point in this section is to design the process so that if document verification takes longer than a maximum set time, manual review is initiated. All documents should be assessed for fraud before being reviewed by agents.
53	B.6.C Summary of Product Capabilities Required Pg. 9	Can USAC clarify any PII restrictions for capturing and retaining information within the documents with the Fraudulent Documentation Identification System?	USAC's IT Security team will ensure the proposed tool meets all USAC IT Security Standards. The standards that must be met are outlined in the Privacy and Security Addendum of Section C: USAC Standard Terms and Conditions.

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54	B.6.C Summary of Product Capabilities Required Pg. 9	What tools does USAC have in their tech stack today that help with the review, classification and identification of fraud in documents?	This process is currently manually performed.
55	B.6.C Summary of Product Capabilities Required Pg. 9	Does the FDIT need to integrate with any systems external to USAC to help validate document validity? If so, how many?	Due to the confidentiality of the review process, detailed requirements will be shared with the awarded Contractor at the beginning of CLIN 001.
56	B.6.D Scope of Work and Deliverables - General and Technical Capabilities Pg. 11	The fourth bullet states that the contract shall address what it would take to fully operationalize and train users. Can USAC provide details on the total number of expected users and/or different user groups?	Amount of training is dependent on the final solution. Estimating around 900 reviewers that need to understand the outcome of the fraud detection process. Additional 20-40 internal management level users that would need to understand how to use all implemented functionality.
57	B.6.D Scope of Work and Deliverables - General and Technical Capabilities Pg. 11	What is USAC's expected / preferred training delivery method, i.e., conducted on-site, virtually or in a recorded session?	USAC is flexible on the training delivery method.

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58	B.6.E Scope of Work and Deliverables - System Security and Operational Requirements Pg. 12	<p>Could USAC please confirm that they will be providing an Authorizing Official and an Authorization to Operate for the Fraudulent Document Identification System?</p> <p>If so, can USAC confirm if they will be responsible for providing any third party assessors, penetration testers, IV&V vendors, etc. to complete the ATO process.</p>	<p>Yes. There are details in the Section C of the RFP (Privacy and Security Addendum) for an IT project, but USAC will provide and conduct the assessment and the awarded Contractor must support that assessment to include compliance to FISMA standards, evidence of control compliance, etc.</p>
59	B.6.E System Security and Operational Requirements Pg. 12	Can USAC please clarify if there are data retention requirements for the Fraudulent Document Identification Tool?	USAC's retention policy is 10 years. Based on the proposed solution, USAC will assess if the policy applies.
60	B.6.H Deliverables Pg. 13	Is there a target launch date of when the new tool should be made available and operational with Lifeline data?	No.
61	B.6.H Scope of Work and Deliverables - Deliverables Pg. 14	Can USAC clarify the difference in expectations between the "User Training Documents" and the "System User Guide"?	USAC envisions that the User Training Documents are for users of the system (review outputs, navigate to search for information, etc.). The System User Guide would be for system support personnel.
62	B.6.H Scope of Work and Deliverables - Deliverables Pg. 14	Section B.4.C states that the kick-off meeting shall take place within 10 days of contract award while section B.6.H states that the kick-off meeting shall take place within 5 business days after the contract effective date. Can USAC please clarify when the kick-off meeting shall take place?	Within 10 days of contract award.

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63	B.8 Meetings Pg. 14	What resources will USAC dedicate to this initiative - i.e., functional and technical?	USAC will provide functional resources for requirements and testing as well as technical resources to support implementation.
64	B.12 Following PM@USAC Policy Pg. 16	Can USAC provide more clarity on if UAT testing and IV&V will be part of overall effort? Will USAC be responsible for providing testers?	UAT will be part of the effort. IV&V is TBD. USAC will provide the testers.
65	B.12 Following PM@USAC Policy Pg. 16	Section B.12 states that contractors must follow USAC's PM@USAC project management framework. Can USAC please provide more details on what this policy entails and specifically specify if contractors will be expected to follow an Agile approach to development?	PM@USAC is a standardized project management framework based on the Project Management Institute's (PMI) traditional project management methodology. This framework has been tailored to the unique needs and internal processes of USAC while maintaining adherence to universally accepted project management best practices. An Agile approach is not expected or required.
66	E.6.C Instructions and Evaluation Criteria - Past Performance Information Pg. 54	Section E.6.C USAC states that offerors should submit up to three examples of contracts recently completed. Can USAC confirm if they are expecting offerors to submit three past performances or if submission of less than three is sufficient?	Offerors should submit three past performance references for projects of similar size and scope. While preferred by USAC, the past performance references do not necessarily have to include fraudulent document identification tools, but may include software/solution development and implementation experience.
67	6.C - Use Cases 3.5 (Pg. 9)	Will USAC make available to the Contractor the "public and/or other validated data sets" referenced in Use Case 3?	Due to the confidentiality of the review process, detailed requirements will be shared with the awarded Contractor at the beginning of CLIN 001.
68	6.D (Pg. 11)	Given USAC desire to scale FDIT across the enterprise, is the Contractor permitted to propose alternative pricing approaches such as a volume based pricing? If so, is the Contractor permitted to modify the pricing tables?	No. USAC is not accepting alternative pricing models for this solicitation.

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69	B.1 (Pg. 5)	As it pertains to CLIN003, Page 5 of the RFP references that it is only pre-existing software licenses, whereas the bid sheet mentions licenses and support. Please clarify that CLIN003 should represent licenses as FFP and CLIN004 should represent support as T&M. If so, please confirm that the Contractor is allowed to modify the bid sheet accordingly.	CLIN 003 refers to software licensing and basic support (i.e., updates, bug fixes, and user support). CLIN 004 refers to optional O&M support, which may include system monitoring and technical support; system software enhancements; issue triage, tracking, prioritization and resolution; and/or database administration and maintenance.
70	6.C - Use Cases 1.3 (Pg. 9)	Will USAC make available to the Contractor the "database of standardized documentation from state and local agencies" referenced in Use Case 1?	Due to the confidentiality of the review process, detailed requirements will be shared with the awarded Contractor at the beginning of CLIN 001.
71	C.18 (Pg. 26)	Please confirm that any pre-existing proprietary software owned by the Contractor does not fall under the terms in Section 18 of the Terms and Conditions.	USAC confirms pre-existing proprietary software owned by the Contractor does not fall under the terms in Section 18 of the Terms and Conditions.
72	C.18 (Pg. 26)	For proposed SaaS solutions, a software license agreement will be required. Please confirm that the Contractor should be supplying the license agreement for review upon award.	The first year of licensing must be included in Offeror's proposal response to the RFP. If a license agreement is applicable, please include the information in the Offeror's proposal response.
74	6.D (Pg. 55)	Can USAC please confirm if contractors are permitted to submit a brief price narrative in addition to the requested Attachment 1, Excel workbook?	Offerors may submit a PDF Price Volume (Volume 4) which may not exceed four (4) pages. The Excel workbook is not included in the page count.