

RHC Program

Request for Services & Competitive Bidding

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to event reminder email and posted to the webinars web page

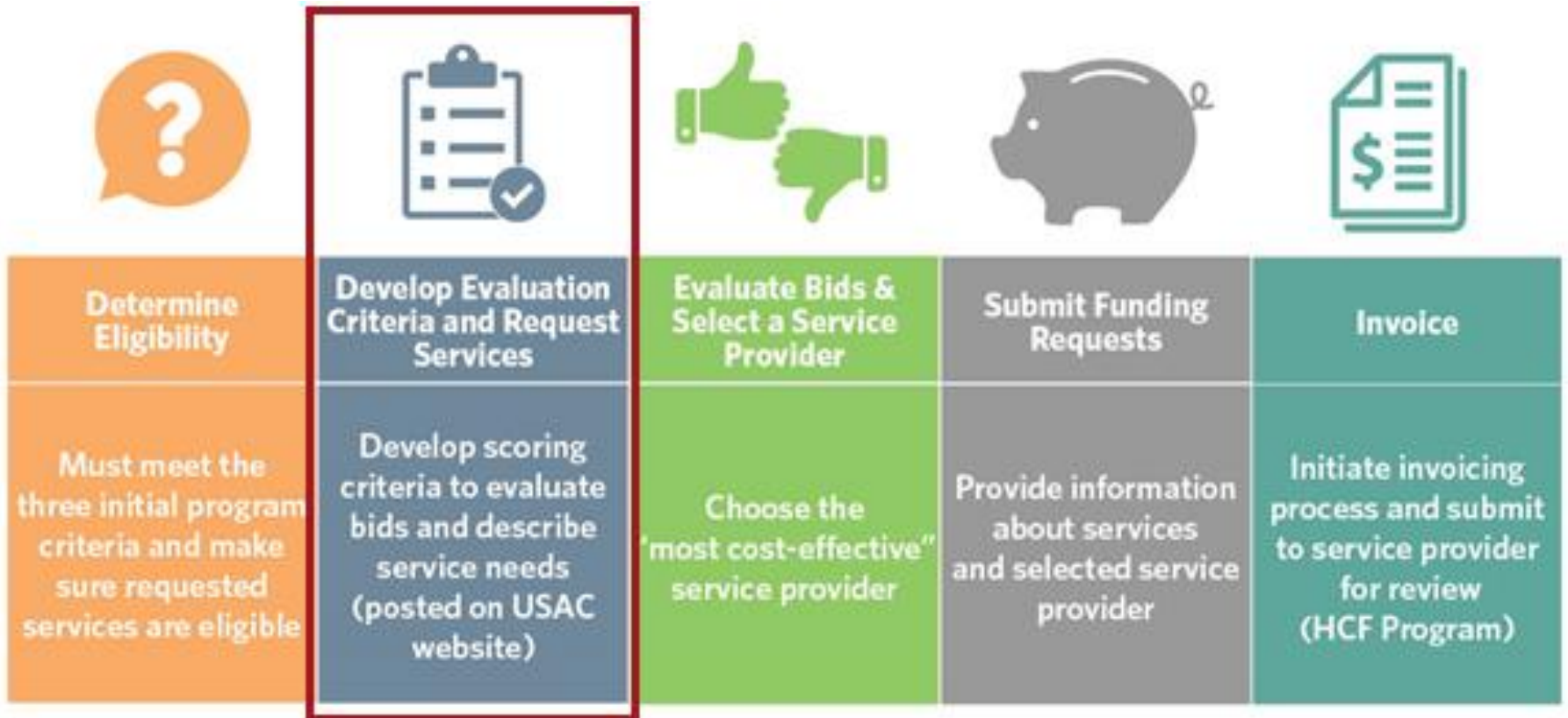
Agenda

- What is a Request for Services?
- What is Competitive Bidding?
- Telecommunications Program Request for Services
- Healthcare Connect Fund Program Request for Services
- Resources Available

RHC Program

What is a Request for Services ?

What is a Request for Services?



Request for Services

- Applicant describes its service needs and requests bids for services from service providers
- Telecom Program – FCC Form 465 (Description of Services Requested and Certification Form)
- HCF Program – FCC Form 461 (Request for Services Form)

Request for Services - Purpose

- Initiates the minimum 28 day competitive bidding process.
- Provides information about the requested services to potential bidders.
- An opportunity for health care providers to seek competitive bids from service providers for the requested services.

Request for Services - Timing

- Filing for Funding Year 2016 ends at 11:59pm on June 30, 2016.
- The final day to post a FCC Form 465 or FCC Form 461 for the FY2016 filing window and comply with the 28-day competitive bidding period and receive a full 12 months of funding is June 2, 2016.

Request for Services - Timing

- We encourage applicants to submit as early as possible to ensure forms are approved and posted as quickly as possible
- Benefits to filing early include shorter processing times and more time to make corrections before the deadline, if needed.

FY2016 Filing Calendar

For the two components of the RHC Program: the Telecommunications Program and the Healthcare Connect Fund (HCF) Program

Important Dates

(FY2016: 7/1/2016 to 6/30/2017)

January 1, 2016

First day applicants may submit the **FCC Form 461** or **FCC Form 465** for the upcoming funding year

March 1, 2016

First day for applicants to submit the **FCC Form 462** or **FCC Form 466** in the initial filing period

*June 1, 2016

Last day to submit the **FCC Form 462** or **FCC Form 466** for the initial filing period — after this date, forms accepted on a rolling basis until June 30, 2017

June 2, 2016

Deadline to submit the **FCC Form 461** or **FCC Form 465** to receive the full 12 months of funding — support is pro-rated if forms are received after this date

July 1, 2016

First day of the funding year

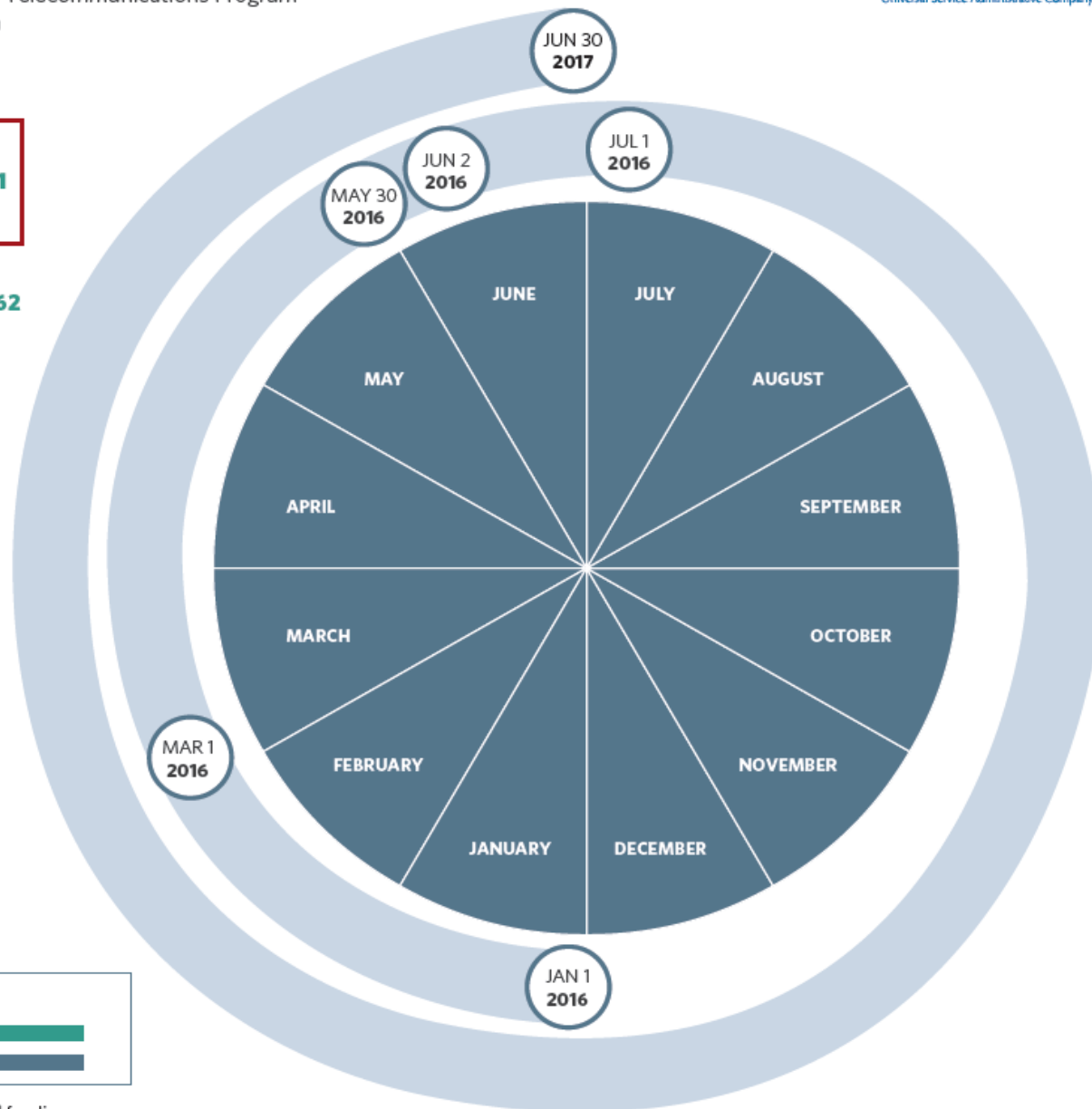
June 30, 2017

Last day of the funding year, and the deadline to submit the **FCC Form 462** or **FCC Form 466** and supporting documentation for FY2016

Key:

Healthcare Connect Fund (HCF) Program 

Telecommunications Program 



*Due to May 30 falling on a holiday, the last day of the initial funding request filing period has been moved to the following business day.

Bid Evaluation Criteria

- A list of weighted evaluation criteria that will be used by the health care provider to determine the most cost-effective bid.
- The bid evaluation should include the criteria needed to address the health care provider's needs as indicated on the FCC Form 461, and be based on the FCC's definition of most cost-effective.
- The FCC defines “cost-effective” as the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the health care provider deems relevant to choosing a method of providing the required health care services.

What is a Request for Services?

Bid Evaluation Criteria

- Cost must be a primary factor. Although other factors may receive the same weight as cost, no single factor can receive a weight that is greater than cost.
- Other suggested criteria: Bandwidth, quality of transmission, reliability, technical support

Differences Between the HCF and Telecom Programs

Telecommunications Program

- Applicants are not required to submit the bid evaluation criteria with the FCC Form 465. However, the bid evaluation criteria should be submitted with the FCC Form 466.

HCF Program

- Applicants can elect to post the FCC Form 461 for more than 28 days.
- Applicants must include the contact information for all consultants, service providers, and outside experts that assisted with the preparation of the FCC Forms 460, 461, and any other competitive bidding documents.

RHC Program

What is Competitive Bidding?

What is it?

- The purpose of competitive bidding is to allow all potential bidders an equal opportunity to understand the requirements of the HCP and offer the most cost-effective solution to address those needs.
- Program rules require that the competitive bidding process be “Fair and Open.”

“Fair and Open” Competitive Bidding Process

- Service providers who intend to bid should not also simultaneously help the HCP choose a winning bidder.
- All potential bidders and service providers must have access to the same information and must be treated in the same manner.
- All applicants and service providers must comply with any applicable state or local competitive bidding requirements.

Who must submit?

- All applicants are required to submit a Request for Services and go through the competitive bidding process unless they meet one of the competitive bidding exemptions.

HCF and Telecom Program Competitive Bidding Exemptions

HCF Program

- Annual undiscounted cost of \$10,000 or less
- E-Rate contract
- Master Service Agreement (MSA)
- Evergreen contract(s)

Telecommunications Program

- Evergreen contract(s)

Exemptions

- Annual undiscounted cost equal to \$10,000 or less
 - The total cumulative amount requested on all FCC Forms 462 under a single HCP number will be capped at \$10,000.
- Evergreen contract
 - The HCP is not required to file an FCC Form 461 or FCC Form 465 or competitively bid for the life of the evergreen contract.
 - USAC must have deemed the contract evergreen prior to submission of the funding request.

What is an Evergreen Contract?

- A contract entered into by an HCP or consortium as a result of competitive bidding may be designated as evergreen if the contract meets all of the following requirements:
 - Both parties are identified
 - Contract specifies the service type, bandwidth, and quantity
 - Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selected Date (ACSD)
 - Contract specifies the term and cost of service(s)
 - Contract includes the physical addresses of the HCP(s) purchasing from the contract

Evergreen Status for the HCF Program

- If USAC designates a contract as “evergreen” under the Telecommunications Program, that designation will also apply under the Healthcare Connect Fund Program, and vice versa.
- If an applicant submits a contract as a result of competitive bidding as part of the FCC Form 462 documentation, USAC staff will review this contract for evergreen status.
 - Notification of evergreen status is reflected in the Funding Commitment Letter (FCL).

MSA and E-Rate Contracts

- Master Service Agreement (MSA) Exemption – Purchasing services from an MSA negotiated by federal, state, Tribal or local governmental entity and which was awarded pursuant to applicable competitive bidding requirements.
- E-Rate Exemption - Using a contract negotiated under the Schools and Libraries (E-rate) Program.

RHC Program

Service Provider Restrictions

Service Providers and Competitive Bidding

- Service providers are prohibited from preparing, signing, or submitting an applicant's FCC Form 461 or any other competitive bidding documents.
- Service providers are prohibited from being involved in developing the bid evaluation criteria, or participating in the vendor selection process.

Questions?

RHC Program

Telecom Program Service Requests

FCC Form 465

- Confirms applicants eligibility in the Telecom Program as well as their Request for Services

FCC Form 465

- On the [FCC Form 465](#), Block 4, Line 29, state the service needs, the dates for service, and when bids will be evaluated so service providers can submit a relevant offer in time to be considered.
- Remember to describe the needs in general terms. Requesting a specific service or bandwidth restricts bids because another technology may be able to meet the needs at a lower cost.

Block 4, Line 29 – Examples

- **Example:** “Need to be able to transmit data and medical images beginning on July 1, 2012. We will evaluate bids from April 1 - May 27, 2012.”
- **Example:** “Under evergreen contract until March 31, 2013. We will evaluate bids for telecommunications for MRI imaging beginning December 1, 2012.”

Block 4: Eligibility

 [Preview form](#)  [Instructions](#)

Approved by OMB
3060-0804

RHC Note: The information on this page will determine whether the HCP is an eligible entity. If your HCP doesn't fit into one of the eligible categories on line 27, contact the RHC team before submitting this form.

Line 27: Only the following types of HCPs are eligible. Indicate which category describes the applicant. (Check only one.)

Choose an HCP Type  

Line 28: If consortium, dedicated emergency department, or part-time eligible entity was selected in Line 27, please describe the entity.

RHC Note: Applicants should explain how the requested services will be used and for what purposes, such as clinical, medical, or administrative applications it will be used to support, the size of the entity, number of users, and any other relevant information that will be useful for prospective service providers. Applicants should not request specific types of services or specific bandwidths.

Line 29: Please describe the eligible health care provider's telecommunications and/or Internet service needs, so that service providers may bid to provide the services. The description should describe whether video or store and forward consultations will be used, whether large image files or X-rays will be transmitted, the quality of connection needed, or other relevant considerations.



Telecom Program

FCC Form 465 Best Practices

Revising an FCC Form 465

RURAL HEALTH CARE

Contact RHC | About My Portal

The *My HCPs* tab provides a high-level overview of all HCPs to which you have account access or manage, including:

- HCP Number and HCP Name
- Street Address
- Account Holder Type (Primary or Secondary)
- Account Holder Rights (Full or Partial)

Because you have access to or manage multiple HCPs, your landing page for **My Portal** will always be on the *My HCPs* tab.

MY HCPs
MY ACCOUNT SETTINGS
INFORMATION REQUESTS


Add New HCP

Search by HCP # ↕	Search by HCP Name ↕	Street Address	Account Type	Account Rights	Reqs. Pending	Alert
<input type="text" value="47..."/>	<input type="text" value="Jeff Davis Hospital -Family Medical"/>	<input type="text" value="2111111 Street"/>	Secondary	Full	0	New!

MY FORMS MY DOCUMENTS MY CONTRACTS MY HCPS HCP Name: Jeff Davis Hospital -Family Medical HCP Number: 47

Fund Year 2016

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465	43163	FY 2016	Boogs, Staff Thu Apr 21 13:51:31 EDT 2016	Posted	5/2/2016	Create 466

 **New FCC Form 465**

Revising an FCC Form 465

- Select the box below to revise the address on the FCC Form 465.

Block 1: HCP Location Information

Funding Year 2015

FCC Form 465 Application Number 43178941

FCC Form 465 Application Friendly Name (optional)

RHC Note: Funding Year is pre-populated, and the FCC Form 465 Application Number is generated automatically by RHC. The 465 Friendly Name is an optional field where an applicant can name the 465 (i.e. Elm Street Hospital) as an additional way of keeping track of forms.

Check here if any information in this block has changed since your last Form 465 was submitted.



Questions?

RHC Program

HCF Program Service Requests

FCC Form 461

- An FCC Form 461 should be submitted if an applicant is required to undergo competitive bidding.
- The FCC Form 461 must be posted for a minimum of 28 days (“the bidding period”).
- Applicants must wait until the Allowable Contract Selection Date (ACSD), the day after the minimum 28 day competitive bidding period, to select a service provider, and sign a contract.

What You Will Need to Submit

- FCC Form 461
- Network Plan
 - Required for all consortium applicants
- Request for Proposal (RFP)
 - If necessary


Request for Proposal (RFP)

- A bidding solicitation that describes the applicant's business priorities and functional requirements in sufficient detail to ensure an effective competitive bidding process.
- Should include, at a minimum:
 - A description of the service needs and a defined scope of the project and network costs (if applicable);
 - The period during which bids will be accepted;
 - Clearly delineated deliverables; and
 - The bid evaluation criteria, including the weight assigned to each criteria.

Does every applicant need to submit a Request for Proposal (RFP)?

- An applicant is required to submit an RFP if they meet the following criteria:
 - The HCP or consortium is seeking more than \$100,000 in program support in a funding year
 - Requesting support for HCP-constructed infrastructure (consortia only)
 - Required to issue an RFP under applicable state or local procurement rules or regulations
- Applicants can chose to submit an RFP even if they do not meet any of the requirements given above.

Individual HCP Site Request for Services

 [Preview PDF](#)

10 Indicate whether HCP site plans to utilize an RFP:

Applicant has prepared and is submitting an RFP with this form.

Applicant has not and will not prepare an RFP.

RFP Upload

[Click to Upload](#)

10a Requested contract period: *

10b Expected bid evaluation period
(days):

11 Number of days Posted

Number of days USAC should post: *

Posting end date:


[Save and Exit](#)

[Save and Go Back](#)

[Save and Continue](#)

[Exit](#)

Bid Evaluation

 [Preview PDF](#)

22 Select selection criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services.

Attach supplemental information
(if necessary).

[Click to Upload](#)

[Previous](#)

[Next](#)

[New Criterion](#)

[Select All Rows](#)

[Delete Checked
Rows](#)


Criteria	Weight (%)	Actions
<input type="text" value="Cost"/>	<input type="text" value="50"/>	<input type="checkbox"/>
<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li style="background-color: #0070C0; color: white; padding: 2px;">Select A Criteria Bandwidth Contract modification provisions Cost Environment objectives (if appropriate) Leverage Existing Resources Management capability, including solicitation compliance One vendor solution Personnel qualifications, including technical excellence Prior experience, including past performance Project Management Plan Quality of Transmission Reliability of Service Technical Support Other </div>	<input type="text"/>	<input type="checkbox"/>

[Go Back](#)

[Save and Continue](#)

[Exit](#)

Additional Documentation

 [Preview PDF](#)

23 List all supporting documentation (RFP, Network Plan, etc) that is required to be submitted with this form.

Previous

Next

New Document

Select All Rows

Delete Checked
Rows

Document Type

Actions

Save and Exit

Save and Go Back

Save and Continue

Exit

Revising or updating information after the form has been posted

- Applicants can request to extend the bidding period prior to the posting end date.
- In some cases, applicants can make revisions to the FCC Form 461, RFP, network plan, or other supporting documentation without starting the competitive bidding process over.
 - USAC must review the revised documentation before posting
 - If material changes need to be made, applicants may be required to start the competitive bidding process over.


RHC Program

Resources Available

HCF Program

- FCC Form 461 Best Practices – Consortia and Individual Applicant
- [Sample RFPs](#)
- [Guide to Forms](#)
- Help Desk
- [RFP Checklist](#)
- [Network Plan Checklist](#)

Healthcare Connect Fund (HCF) Program GUIDE TO FORMS



	PURPOSE	WHO MUST SUBMIT	WHEN TO SUBMIT	OTHER REQUIREMENTS	PROCESSING TIME**
FCC Form 460 Eligibility and Registration Form	Certifies that the applicant meets eligibility requirements	All applicants requesting HCF Program funding All applicants must submit FCC Form 460, even if the applicant has been deemed eligible to participate in another component of the RHC Program (Telecom or Pilot Program) Off-site administrative offices, off-site data centers, and ineligible entities participating in a consortium must submit FCC Form 460	May be submitted at any time during the funding year (only needs to be submitted once, as opposed to each funding year, to establish eligibility, unless information changes) Must be filed prior to submitting any other HCF Program forms	First-time filers must register in My Portal to be able to submit forms online If any FCC Form 460 information changes, such as applicant's physical location, statistical information, or eligible entity type, new FCC Form 460 must be submitted within 30 days	30 days
FCC Form 461 Request for Services Form	Allows the applicant to describe service needs and request bids for services from service providers	All applicants, unless their request for services meets one or more competitive bidding exemptions	Can be submitted as early as January 1 prior to the funding year—form must be posted on USAC's website for at least 28 days before the applicant signs a new contract with a service provider and submits FCC Form 462 To receive a full year of funding, must be submitted in time for USAC to post by June 2; otherwise, funding will be pro-rated	Applicants using an RFP or network plan must submit them with the form Applicants that decide to extend the bidding period should promptly notify USAC so that the website posting can be updated with the extension date	Individual HCP without RFP: Posted within 3-5 business days Individual HCP posted with RFP or consortium: Posted within approximately four weeks
FCC Form 462 Funding Request Form	Provides information about the service agreement and certifies the applicant selected most cost-effective offer Information used to calculate and issue funding commitments	All applicants requesting HCF Program funding	Can be submitted as early as the 29th day after FCC Form 461 posting (the Allowable Contract Selection Date or ACSD) Must be submitted prior to 11:59 PM on June 30, last day of the funding year	Applicants must submit one form for each service provider	Average processing times are calculated by number of line items: 1-5 line items: 45 days 5-20 line items: 50 days 21-100 line items: 60 days 101+ line items: 70 days
FCC Form 463 Invoice and Request for Disbursement Form	Used to request disbursement from USAC to service providers	All applicants and service providers participating in the HCF Program	Can be submitted when applicant's FCC Form 462 has been approved and a bill from the service provider has been received (cannot submit for future service dates) Can submit for individual or multiple months Must be submitted within six months of the end of the funding request	Applicants must submit one form per funding request number (FRN)	30 days

*If a deadline falls on a weekend or holiday, the form is due the next business day.

**Processing time is calculated from the date of receipt of a complete and accurate form, including all supporting documentation. Missing and inaccurate information will delay processing.

Timeliness of responses to USAC requests for information affects processing time (applicants are required to provide a response to information requests within 14 calendar days).

Processing time can fluctuate throughout the year, depending on the volume of form submission.

Telecom Program

- How to File an FCC Form 465 [Video](#)
- [Guide to Forms](#)
- Help Desk

ABOUT THE PROGRAM

- Process Overview
- Appeals & Audits
- Program Calendar
- Funding Information
- Glossary of Terms (PDF)
- FAQs

RESOURCES & TOOLS

- Forms
- My Portal
- Search Tools
- Latest News
- Information by State
- Trainings & Outreach
- Contact Us

TRAININGS & OUTREACH

- [Online Learning Library](#)
- [Handouts & Reference](#)
- [Webinars](#)
- [All Training Events](#)
- [Newsletter](#)

How to File the FCC Form 465



The screenshot shows the USAC Rural Health Care portal. At the top, the USAC logo is on the left, and user information (User: esaw@rhc.org | LOGOUT) and HCP details (HCP Name: Cary Medical Center Pines Loring Health Center | HCP Number: 20407) are on the right. Below the logo is the text 'RURAL HEALTH CARE' and navigation links for 'Contact RHC', 'About My Portal', and 'My Account Settings'. The main content area is titled 'My Forms' and explains that it is where users find all electronically drafted and submitted FCC Forms. It lists three actions users can perform: create/manage forms, label forms with a 'friendly name', and view edit history. Below this is a table of forms for Fund Year 2012. The table has columns for Application Number, Friendly Name, Last Edited By, Last Edited Date, Status, and Action. One form is listed with Application Number 2117949, Friendly Name Smith, Edward, Last Edited Date Apr 12, 2012, and Status Draft. A 'New FCC Form 465' button is at the bottom right of the table.

FCC Form 465 Application Number	Friendly Name	Last Edited By	Last Edited Date	Status	Action
2117949	Smith, Edward	Smith, Edward	Apr 12, 2012	Draft	Edit

07:28

Questions?

Contact Us!

RHC Help Desk

(800) 453 - 1546

RHC-Assist@usac.org