



# **Request for Services – Best Practices for FY2026**

Submitting the FCC 465  
August 20, 2025

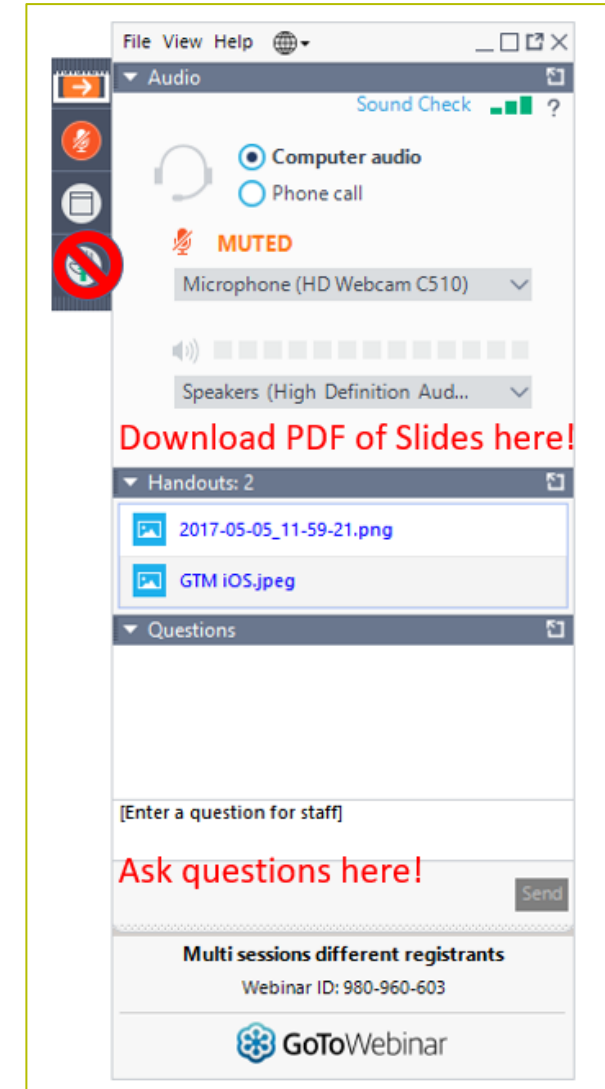
# DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Please be aware that this webinar will be recorded.

# 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 GoToWebinar Panel and will be posted with the recording to the [Webinars](#) webpage



# Meet Our Team



**Blythe Albert**

Advisor of Program Management |  
RHC Outreach



**Ecatarina Grant**

Manager of Communications |  
RHC Outreach

# Agenda

- Overview
- RHC Program Updates
- Competitive Bidding
  - Evaluation Criteria
  - Competitive Bidding Exemptions
  - Requests for Proposal
- Search Posted Services
- Submitting the FCC Form 465
- Best Practices and Resources

## By the end of this webinar, you will be able to...

- *Complete and submit an FCC Form 465 in RHC Connect*
  - *Create bid evaluation criteria*
  - *Understand competitive bidding requirements*
  - *Identify applicable competitive bidding exemptions*
- *Locate current requests for services and other important resources on the USAC website*

# RHC Program Glossary

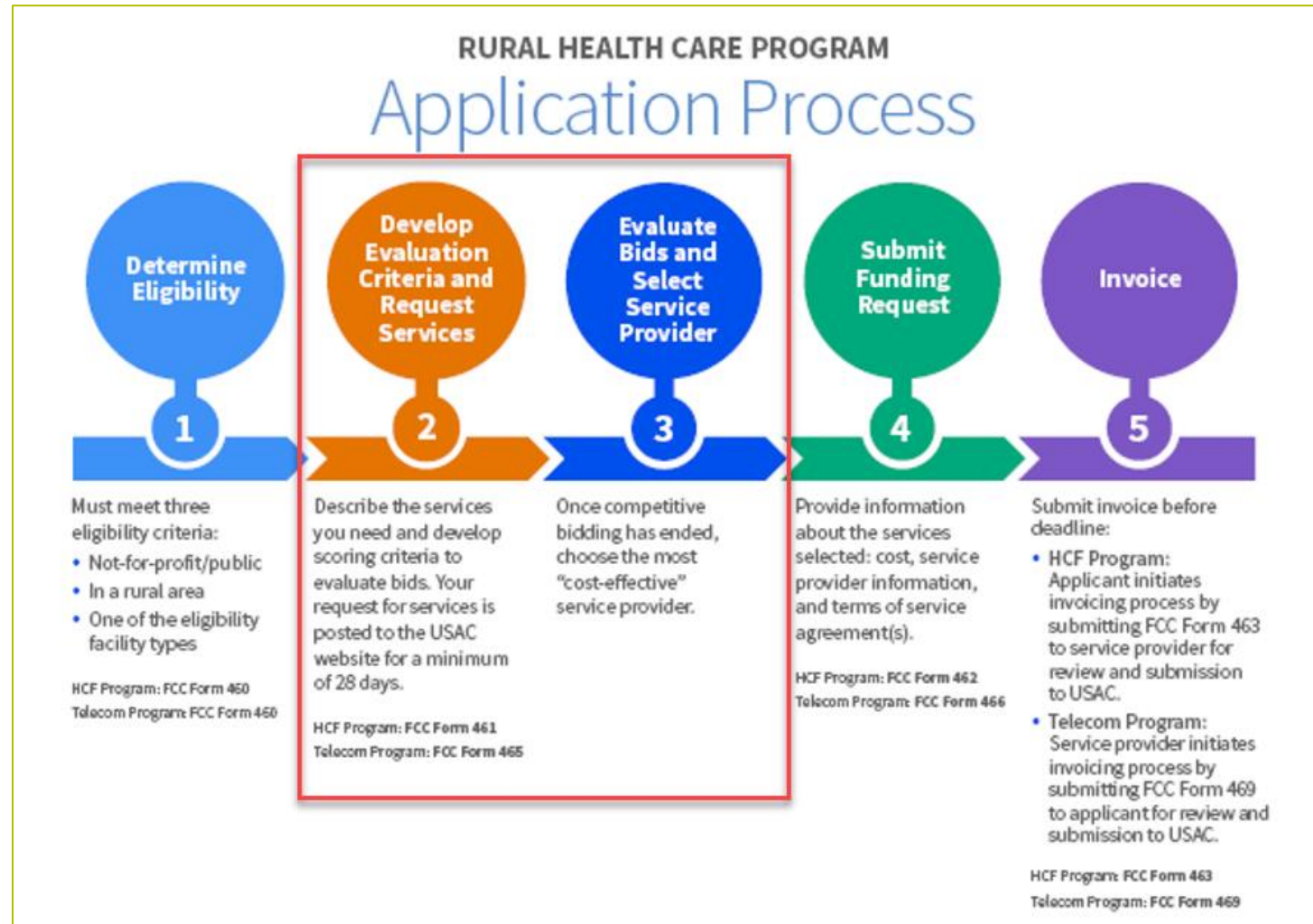
Acronym	Meaning
<b>FCC</b>	Federal Communications Commission
<b>HCP</b>	Health Care Provider (your site)
<b>HCP Number</b>	Number associated with your site
<b>PAH</b>	Primary Account Holder
<b>ACSD</b>	Allowable Contract Selection Date

# Overview

## Submitting the FCC Form 465



# Competitive Bidding



# What is a Request for Services?

- The HCP submits the FCC Form 465 to let service providers know what types of services are being requested.
- Service providers use the information on the FCC Form 465 to create a bid to provide those services.
- For the Telecommunications (Telecom) Program, the FCC Form 465 is the “Request for Services” form.

# What is a Request for Services? (continued)

- The HCP and service provider may not enter into an agreement to purchase services until 28 days after the FCC Form 465 is posted.
  - The 28-day competitive bidding process begins the next full business day after the form is publicly posted.
  - After the 28-day period is complete, the HCP and service provider are welcome to sign a contract.
    - This day is called the **Allowable Contract Selection Date (ACSD)**.

## Rural Health Care Program: **Funding Year 2026**



# **Program Updates**

Submitting the FCC Forms 465

# Reminder – FCC Order 23-110

- [FCC Order 23-110](#) improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding.
- The order permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
- Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.
- Applicants must disclose those sites that are approved for conditional eligibility on the FCC Form 465.

# Supply Chain Order

- As a reminder, when service providers login to My Portal and RHC Connect, they will see two new supply chain certifications included in the FCC Form 463 and Telecom Program invoice/FCC Form 469.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- **FY2025 Applicants:** If you requested services or equipment that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **FY2026 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

# Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this is a breadcrumb trail: USAC | About | Reports & Orders | Supply Chain. On the left is a sidebar with the following links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and Supply Chain (which is highlighted with a green bar). The main content area has a large heading 'Supply Chain' and two paragraphs of text. The first paragraph discusses FCC actions since November 2019 to protect national security and mentions the 'Secure and Trusted Communications Networks Act of 2019'. The second paragraph mentions the 'Supply Chain First Report and Order' and its rule (47 CFR Section 54.9) regarding the use of Universal Service Fund (USF) support.

About ▾ E-rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

USAC | About | Reports & Orders | **Supply Chain**

**Reports & Orders**

Annual Report

FCC Filings

FCC Orders

**Supply Chain**

## Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at [www.fcc.gov/supplychain](http://www.fcc.gov/supplychain).

In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.



# Questions?

# **Competitive Bidding**

Submitting the FCC Forms 465

# Competitive Bidding

- The purpose of competitive bidding is to allow all service providers an equal opportunity to understand the HCP's service requirements and offer the most cost-effective solution to address those needs.
- RHC program rules and FCC Orders require a fair and open competitive bidding process.

## Competitive Bidding (continued)

- Service providers who plan to bid cannot assist with the preparation of the FCC Form 465, choose a winning bidder, or participate in the vendor selection process in any way.
- All potential bidders must have access to the same information about the service needs and must be treated in the same manner.
- All applicants and service providers must comply with all applicable state, Tribal, or local procurement laws.

# Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards included in the FCC Form 465, that will be used to determine the most cost-effective bid.
- Applicants must disclose minimum requirements for each criterion.
- Each criterion is given a certain weight. The sum of these weights must equal 100.
- The bid evaluation criteria should address the needs of the HCP as indicated on the FCC Form 465 and be based on the FCC's definition of “cost-effective.”

# Example of Evaluation Criteria

## Bid Evaluation

Select the criteria that will be used to evaluate the bids collected.

Criteria	Description	Evaluation Weight (%)	Minimum Requirement
Price		40	Price for Service
Personnel qualifications, including technical excellence		30	3 References for similar services
Leverage existing resources		20	To extent possible
Technical support		10	Single POC
Does the HCP have any disqualifying factors that will remove bids or bidders from consideration?:		Yes	
Disqualifying factors:		No	498 ID

# Examples of Evaluation Criteria

Bid evaluation criteria should include the factors that are most important to satisfy the needs and requirements of the HCP.

Criteria commonly included on the FCC Forms 465 include:

- Technical support;
- Quality of transmission;
- Reliability;
- Service provider to provide a single point of contact; and
- Prior experience, including past performance.

# What is a Competitive Bidding Exemption?

- In some cases, the service needs or contract conditions allow the HCP to be exempt from competitive bidding.
- With a competitive bidding exemption, HCPs will not have to undergo competitive bidding and will not need to create evaluation criteria or collect bids from service providers.
- A competitive bidding exemption allows the HCP to skip the FCC Form 465 entirely and proceed directly to submitting a funding request.



# Competitive Bidding Exemptions

- HCPs must meet one of the following criteria to be exempt from submitting the FCC Form 465 and participating in the competitive bidding process:
  - Purchasing services or equipment from a master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on behalf of the HCP and others, and was awarded pursuant to applicable competitive bidding requirements;
  - Requesting support using contracts previously approved by USAC (MSA under the RHC Pilot Program or the HCF Program);
  - Using an active, multi-year contract designated as [evergreen](#) for the RHC program (exemption applies for the life of the contract); or
  - Using a contract approved under the Schools and Libraries (E-rate) program.
- If the HCP does not meet any of the competitive bidding exemptions, the FCC Form 465 must be submitted, and the HCP must go through competitive bidding.

# Evergreen Contracts

- HCPs are not required to file an FCC Form 465 or competitively bid for the life of a multi-year contract designated as [evergreen](#) under the HCF or Telecom Programs.
- A contract 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 Selection Date (ACSD);
  - Contract specifies the term and cost of service(s); and
  - Contract includes the physical addresses of the HCP(s) purchasing from the contract.
- USAC must have designated the contract evergreen **prior** to submission of the funding request.

# Service Substitutions

- Service substitutions allow the HCP to reallocate un-invoiced committed funds to substitute or modify the services.
- Substitutions allow the flexibility, for an HCP with an approved funding commitment, to spend all of the committed funds, even if the USAC-supported services change over the course of the commitment.
- An HCP may request a service substitution if:
  - The substitution is provided for, in the contract, within the change clause, or constitutes a minor modification;
  - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process; and
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws.
  - The service must be an eligible service under Telecom Program rules.
- HCPs with month-to-month approved funding commitments may not utilize service substitutions as they did not apply with a contract.
- Service substitutions must be submitted by the service delivery deadline.
- Click here for more information about [service substitutions](#).

# Requests for Proposal

- A [Request for Proposal](#) (RFP) is a comprehensive bidding solicitation that describes the business priorities and functional requirements of the HCP in sufficient detail to ensure an effective and fair and open competitive bidding process.
- Per FCC Order 19-78 an HCP is required to submit an RFP if:
  - (A) it is required under applicable state, Tribal, or local procurement rules or regulations;
  - (B) the HCP is a consortium in the HCF Program and is seeking more than \$100,000 in program support during the funding year, including applications that seek more than \$100,000 in program support for a multi-year commitment; or
  - (C) the HCP is a consortium in the HCF Program and is seeking support for participant-constructed and owned network facilities.

# Requests for Proposal (continued)

- If the HCP chooses to include an [RFP](#), it must be submitted with the FCC Form 465 for USAC review and approval, and it should include, at a minimum:
  - A description of the service needs and a defined scope of the project and network costs (if applicable);
  - The number of days during which bids will be accepted (28 days or more);
  - Clearly delineated deliverables; and
  - The bid evaluation criteria, including the weight assigned to each criterion.
- The RFP should align with all of the data entered into the FCC Form 465 and provide more details.

# Service Providers and Competitive Bidding

- Service providers are prohibited from preparing, signing, or submitting an HCP's FCC Form 465 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 in any way.
- If it is determined that a service provider helped an HCP with its request for services and was subsequently chosen to provide services, the HCP will have committed a competitive bidding violation, and the funding request will be denied, and any funding payments will be subject to rescission.

# Questions?

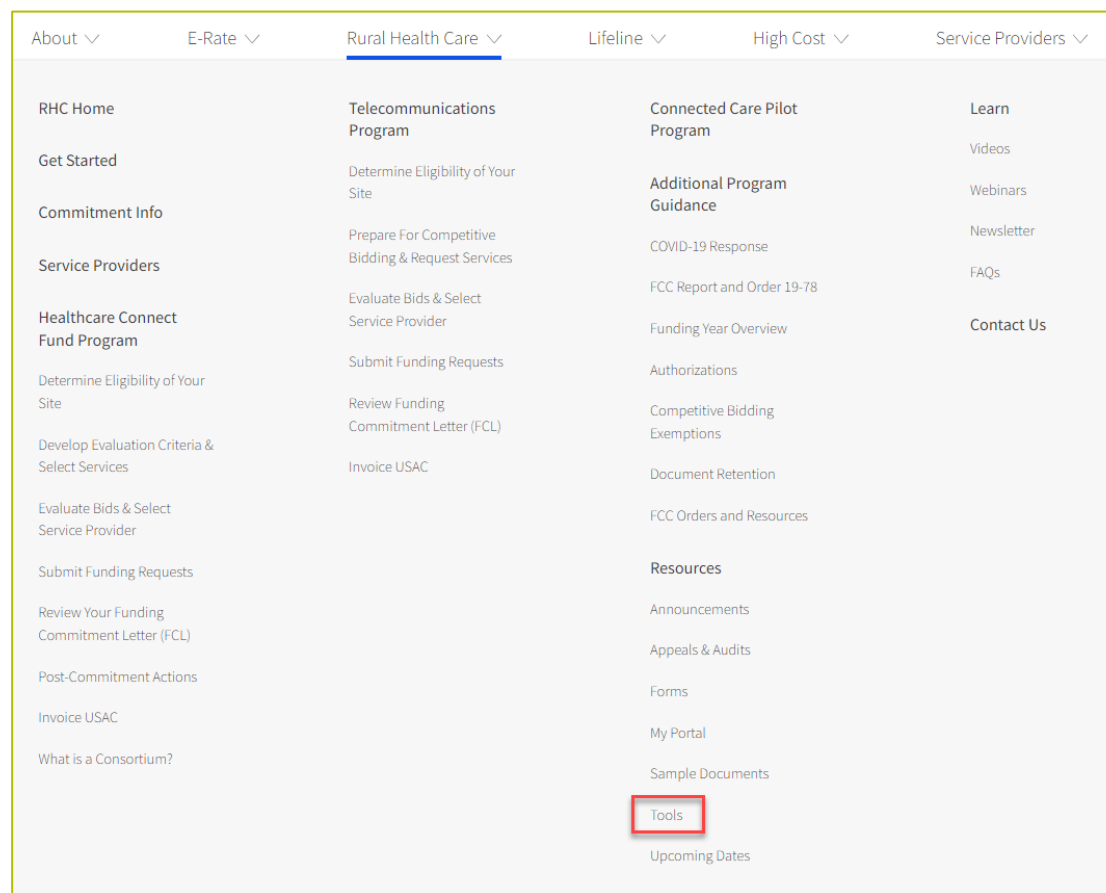
# **Search Posted Services**

Submitting the FCC Forms 465



# HCF & Telecom Search Posted Services




- The Search Posted Services tool for HCF and Telecom has moved to the Open Data Platform on the USAC website.



# Search Posted Services (continued)

- **Request for Services** is a streamlined tool and **Request for Services Data Set** is the complete data set.

## Open Data

<a href="#">Funding Commitments</a> 	Look up funding commitments (FCC Form 462 and 466) information for both the HCF and Telecom Programs.
<a href="#">Requests for Services</a> 	Look up request for services (FCC Form 461 and 465) information for both the HCF and Telecom Program. Please keep in mind that this information is updated daily, so if your requests for services was approved today, it will appear in the Open Dataset tomorrow.
<a href="#">Request for Services Data Set</a> 	The Request for Services data set is also available in the USAC Open Data Portal. In this data set you can view both HCF and Telecom program information for FCC Forms 461 and 465 for current and past funding years. Please note that the data set contains the previous day's data.

# Search Posted Services – Requests for Services

- A PDF copy of the FCC Form 465, RFP (if applicable), and any additional posted supporting documentation can be downloaded by clicking the hyperlink under each column.
- ACSD is clearly displayed.

**How to use this Feature >**

The Search Posted Services Tool allows service providers to view service request information provided by individual health care providers (HCPs) and consortia applying for funding through the Healthcare Connect Fund (HCF) and Telecommunications Program.

Requests for services may include the following information:

- **Posting Start Date:** Date that the request for services is posted to this page.
- **Posting End Date:** Date that the request for service posting will expire - applicants are required to post for a minimum of 28 days but may choose to post for a period exceeding 28 days.
- **ACSD:** The Allowable Contract Selection Date (ACSD) is the date that the applicant can enter into a contract with the selected service provider.
- **Other Documentation:** Links to documents related to the request for services as submitted by the applicant, such as FCC Form 461, Request for Proposal (RFP), Network Plan. The FCC Form 461, the RFP and any additional documents uploaded, by the applicant, can be accessed using the hyperlinks in the columns with their respective names.

To search for requests for services, type the full or partial criteria in the appropriate box below.

The search results will show a summary of each HCP whose service request(s) match the search criteria entered, with options to view additional information. View more information about each HCP by clicking on the corresponding row in the search results. All supporting documentation will be available for download on this expanded view.

---

**Filters** Clear All

Funding Year:  Program:  HCP Number:  Application Number:  Site State:  Site County:  Site City:  Posting Start Date:  More ▾

Request Number	HCP Number	HCP Name	Funding ...	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2	RFP 3	RFP 4
100016789	28102	Liberty Dayton Regional	2026	INDIVIDUAL		2025-07-21	2025-08-18	2025-08-19	<a href="http://publicdata.usac.o">http://publicdata.usac.o</a>	0				
100016747	15698	Richland Hospital, Inc.	2026	INDIVIDUAL		2025-07-21	2025-08-18	2025-08-19	<a href="http://publicdata.usac.o">http://publicdata.usac.o</a>	0				
100016744	64393	Ascension Health	2026	CONSORTIUM		2025-07-21	2025-08-18	2025-08-19	<a href="http://publicdata.usac.o">http://publicdata.usac.o</a>	1	<a href="http://publi">http://publi</a>			
100016796	14479	McCamey County Hospi	2026	INDIVIDUAL		2025-07-21	2025-08-18	2025-08-19	<a href="http://publicdata.usac.o">http://publicdata.usac.o</a>	0				
100016807	27373	Grafton City Hospital	2026	INDIVIDUAL		2025-07-21	2025-08-18	2025-08-19	<a href="http://publicdata.usac.o">http://publicdata.usac.o</a>	0				

# Search Posted Services – Request for Services Data Set

- You can view the dataset directly on the screen or you can export the data to an Excel spreadsheet.

The screenshot displays the USAC Open Data interface. At the top, a blue navigation bar contains links for 'USAC Open Data', 'Dataset Catalog' (with a dropdown arrow), 'Video Trainings', 'Release Notes', and 'FAQs'. Below this, a light blue banner features a 'BETA' badge and text: 'Introducing our new data shaping and exploration experience: Filter, group, aggregate, and more!'. To the right of this text are two buttons: 'Try it now' and 'Learn more'. The main content area shows the dataset title 'Rural Health Care Posted Services (FCC Form 461/465)' with a 'Rural Health Care' tag. To the right of the title is a toolbar with buttons for 'View Data' (highlighted with a red box), 'Visualize' (with a dropdown arrow), 'Export' (highlighted with a red box), 'API', and a three-dot menu. Below the title, a description states: 'This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers (HCPs) and consortia applying for funding through the Rural Health Care (RHC) Program. The data is collected from the FCC Forms 461 and 465, which includes the service request information.' A 'More' link is located at the bottom left of the description. On the right side, a metadata section includes 'Updated July 27, 2022' and 'Data Provided by Universal Service Administrative Company'.

USAC Open Data Dataset Catalog ▾ Video Trainings Release Notes FAQs

**BETA** Introducing our new data shaping and exploration experience: Filter, group, aggregate, and more! [Try it now](#) [Learn more](#)

Rural Health Care Posted Services (FCC Form 461/465) Rural Health Care

**View Data** Visualize ▾ **Export** API ...

This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers (HCPs) and consortia applying for funding through the Rural Health Care (RHC) Program. The data is collected from the FCC Forms 461 and 465, which includes the service request information.

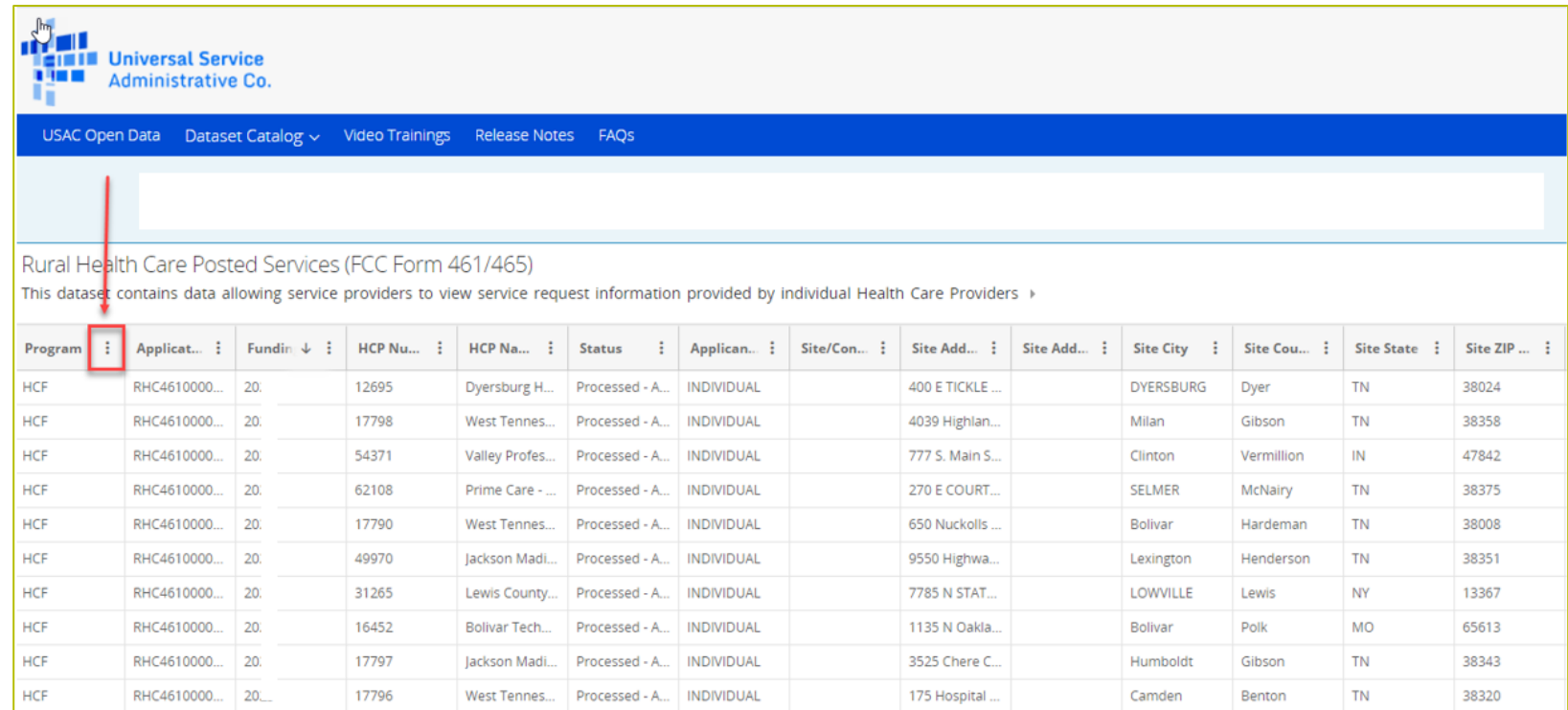
[More](#)

**Updated**  
July 27, 2022

**Data Provided by**  
Universal Service Administrative Company

# Search Posted Services – Request for Services Data Set (continued)

- This is the on-screen view of the dataset.
- Click the three dots beside each column title to sort and filter.



Universal Service Administrative Co.

USAC Open Data Dataset Catalog Video Trainings Release Notes FAQs

Rural Health Care Posted Services (FCC Form 461/465)

This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers

Program	Applicat...	Fundin	HCP Nu...	HCP Na...	Status	Applican...	Site/Con...	Site Add...	Site Add...	Site City	Site Cou...	Site State	Site ZIP ...
HCF	RHC4610000...	20.	12695	Dyersburg H...	Processed - A...	INDIVIDUAL		400 E TICKLE ...		DYERSBURG	Dyer	TN	38024
HCF	RHC4610000...	20.	17798	West Tennes...	Processed - A...	INDIVIDUAL		4039 Highlan...		Milan	Gibson	TN	38358
HCF	RHC4610000...	20.	54371	Valley Profes...	Processed - A...	INDIVIDUAL		777 S. Main S...		Clinton	Vermillion	IN	47842
HCF	RHC4610000...	20.	62108	Prime Care - ...	Processed - A...	INDIVIDUAL		270 E COURT...		SELMER	McNairy	TN	38375
HCF	RHC4610000...	20.	17790	West Tennes...	Processed - A...	INDIVIDUAL		650 Nuckolls ...		Bolivar	Hardeman	TN	38008
HCF	RHC4610000...	20.	49970	Jackson Madl...	Processed - A...	INDIVIDUAL		9550 Highwa...		Lexington	Henderson	TN	38351
HCF	RHC4610000...	20.	31265	Lewis County...	Processed - A...	INDIVIDUAL		7785 N STAT...		LOWVILLE	Lewis	NY	13367
HCF	RHC4610000...	20.	16452	Bolivar Tech...	Processed - A...	INDIVIDUAL		1135 N Oakla...		Bolivar	Polk	MO	65613
HCF	RHC4610000...	20.	17797	Jackson Madl...	Processed - A...	INDIVIDUAL		3525 Chere C...		Humboldt	Gibson	TN	38343
HCF	RHC4610000...	20...	17796	West Tennes...	Processed - A...	INDIVIDUAL		175 Hospital ...		Camden	Benton	TN	38320

# **Submitting FCC Request for Services Forms in RHC Connect**

Submitting the FCC Form 465

# My Portal Landing Page

- Log into My Portal and click on **RHC Connect**.

**Dashboard**

① In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

**Upcoming Dates**

06/12 [Service Provider Training](#)

07/10

07/31 [HCF Consortium Best Practices Webinar](#)

**Rural Health Care**

**RHC Connect** - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.

**RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program for the FCC Form 465, the Connected Care Pilot Program (CCPP), the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier, and the Telecommunications (Telecom) Program for the FCC Form 466 and Form 467 for FY2023 and earlier.

**Connected Care Pilot Program** - Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.

**Help?**

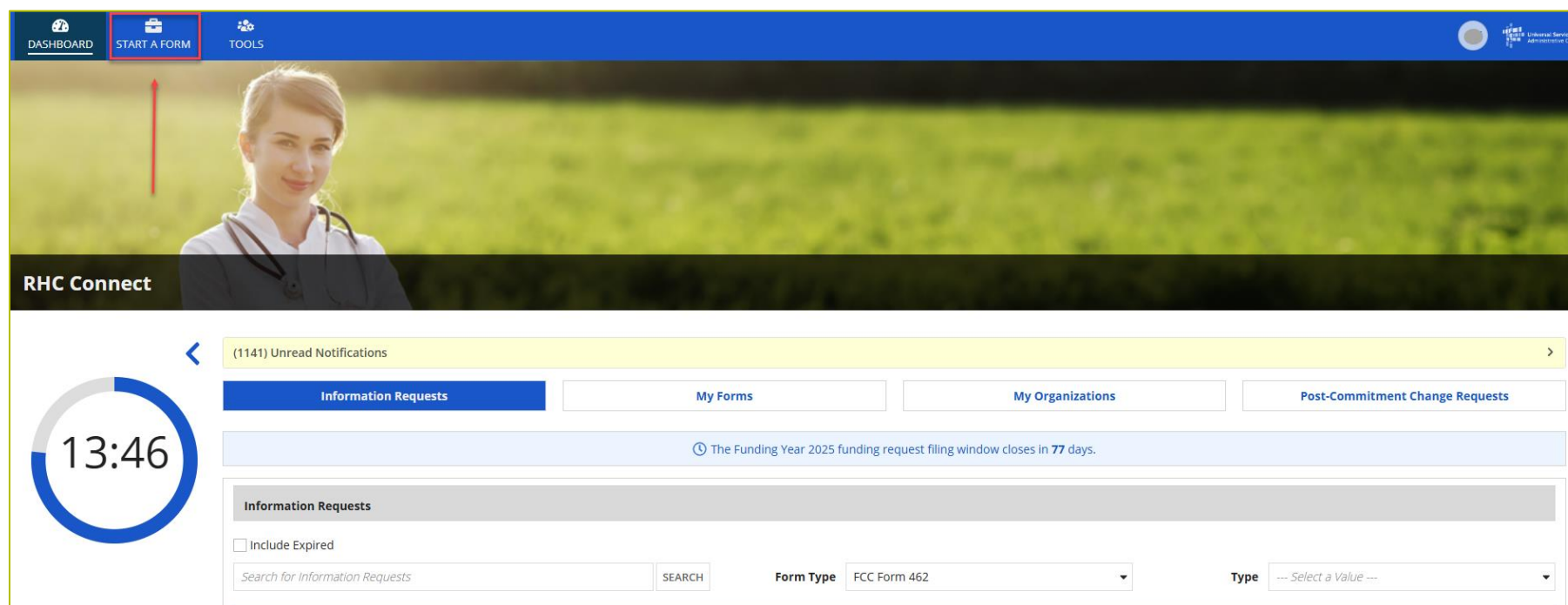
[Send us a message](#)  
[Click here](#)

**Call us**  
(888) 641-8722

**USAC Customer Service Portal**

# Start a Form

- On the **Dashboard**, click **Start a Form**.





# RHC Connect

- Click **FCC Form 465**, then click **Next**.

RHC Connect

What type of Form would you like to file?

08:54

See if you Qualify to Participate

FCC Form 460

Eligibility and FCC Form 460 Revisions

Determine if your health care facility is eligible for Rural Health Care (RHC) Program funding for the Healthcare Connect Fund (HCF) Program and/or Telecommunications (Telecom) Program by submitting an FCC Form 460.

Telecom

FCC Form 465

Develop Bid Evaluation Criteria & Select Services

After determining that you are eligible, the next step is to identify the services you need and develop the bid evaluation criteria you will use to assess service provider bids by completing the FCC Form 465 (Request for Services Form).

FCC Form 466

Evaluate Bids & Select Service Provider

This form provides information about the selected service and the applicant certifies the selected service was the most cost-effective means of meeting its specific health care needs.

NEXT

# Start

- Select the HCP from the drop-down menu and select **Funding Year**.
- Click **Save & Continue**.

FCC FORM 465

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications

**Start**

Paperwork Reduction Act (PRA) >

**⚠ Note:** Once you select HCP, and then Save & Continue, you will **not** be able to change the HCP. Please select carefully.

Health Care Provider (HCP) Information

HCP

FCC Registration Number

Address

State

Application Basics

Application Nickname

Funding Year FY

Application Number

Funding Priority

EXIT

SAVE & CONTINUE

# Requested Services

- Click **Add Requested Services**.

**FCC Form 465 | HCP**

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications

### Requested Services

Type Of Services	If "Other", describe	Min Download Speed	Max Download Speed	Min Upload Speed	Max Upload Speed	Bits per Second	Number of Lines	Allow Bids for Similar Services?
No items available								

[+ Add Requested Services](#)

EDIT BACK [SAVE & CONTINUE](#)

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Requested Services – Data Services

- Select type of service from the drop-down menu.
- For data services, enter minimum and maximum bandwidths.
- Answer **Yes** or **No** if you'll consider bids for similar services.

FCC Form 465 | HCP [REDACTED]

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications

### Requested Services

Type Of Services	If "Other", describe	Min Download Speed	Max Download Speed	Min Upload Speed	Max Upload Speed	Bits per Second	Number of Lines	Allow Bids for Similar Services?
Data	If Other is selected	10	1000	10	1000	Mbps		Yes

+ Add Requested Services

Showing 1 - 1 of 1

EXIT BACK SAVE & CONTINUE

# Requested Services – Voice Services

- Select type of service from the drop-down menu.
- For voice services, enter the number of phone lines.
- Answer **Yes** or **No** if you'll consider bids for similar services.

FCC Form 465 | HCP

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications

### Requested Services

Type Of Services	If "Other", describe	Min Download Speed	Max Download Speed	Min Upload Speed	Max Upload Speed	Bits per Second	Number of Lines	Allow Bids for Similar Services?
Voice	If Other is selected					Select	15	Yes

+ Add Requested Services

Showing 1 - 1 of 1

EXIT BACK

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

©2025 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

# Requested Services (continued)

- Click **Add Requested Services** for each additional service and follow the same steps.
- Click **Save & Continue**.

**FCC Form 465 | HCP**

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications

### Requested Services

Type Of Services	If "Other", describe	Min Download Speed	Max Download Speed	Min Upload Speed	Max Upload Speed	Bits per Second	Number of Lines	Allow Bids for Similar Services?	
Data	If Other is selected	10	1000	10	1000	Mbps		Yes	✖
Voice	If Other is selected					Select	10	Yes	✖

[+ Add Requested Services](#)

Showing 1 - 2 of 2

EXIT [BACK](#) [SAVE & CONTINUE](#)

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Dates & Timing

- Use the drop-down menu to select **Up to** or **Equal to** to select the desired contract length.
- Enter number of year(s).

Start Requested Services **Dates & Timing** Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications Signature

### Dates & Timing

What is the HCP's desired service contract length?

Up to 3 Year(s)

Will the HCP consider bids with contract extension language?

☐ Yes, This is preferred  
☒ Yes  
☐ No

Will the HCP consider bids for month-to-month contracts?

☐ Yes, This is preferred  
☒ Yes  
☐ No

What is the HCP's desired time to publicly post this request for services?

28 Days

What is the HCP's expected bid evaluation period after the public posting?

5 Day(s)

EXIT BACK SAVE & CONTINUE

# Dates & Timing (continued)

- Answer the questions about contract extensions and month-to-month agreements.

Start Requested Services **Dates & Timing** Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications Signature

### Dates & Timing

What is the HCP's desired service contract length?

Up to 3 Year(s)

Will the HCP consider bids with contract extension language?

☐ Yes, This is preferred  
☒ Yes  
☐ No

Will the HCP consider bids for month-to-month contracts?

☐ Yes, This is preferred  
☒ Yes  
☐ No

What is the HCP's desired time to publicly post this request for services?

28 Days

What is the HCP's expected bid evaluation period after the public posting?

5 Day(s)

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804



# Dates & Timing (continued)

- Enter the desired time to publicly post the request for services.
  - A minimum of 28 days is required under RHC program rules.
- Enter the expected evaluation period after the public posting ends.

Start Requested Services **Dates & Timing** Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications Signature

### Dates & Timing

What is the HCP's desired service contract length?

Up to  Year(s)

Will the HCP consider bids with contract extension language?

☐ Yes, This is preferred

☒ Yes

☐ No

Will the HCP consider bids for month-to-month contracts?

☐ Yes, This is preferred

☒ Yes

☐ No

What is the HCP's desired time to publicly post this request for services?

Days

What is the HCP's expected bid evaluation period after the public posting?

Day(s)

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

# Bid Evaluation

- Choose the bid evaluation criteria from the drop-down menu.
  - If you select **Other**, provide a description of the criterion.
- Enter the description of minimum requirements for each criterion.
- Provide details about any disqualification factors.

The screenshot shows the 'Bid Evaluation' section of a web form. A red box highlights the criteria table, and red arrows point to specific fields and the disqualification question.

**Bid Evaluation**  
Select the criteria that will be used to evaluate the bids collected

Criteria		Evaluation Weight (%)	Minimum Requirement
Cost	<i>Describe if Other is selected</i>	40	
Quality of transmission	<i>Describe if Other is selected</i>	30	Must include Service Level Agreement
Technical support	<i>Describe if Other is selected</i>	30	Must outline all technical support in response

[Add Criteria](#)

Showing 1 - 3 of 3

Does the HCP have any disqualifying factors that will remove bids or bidders from consideration?

☒ Yes  
☐ No

Describe the disqualifying factors

No Service Level Agreement

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

# Main Contact

- Choose an account holder from drop-down menu.
- Information is pre-populated based on information from the FCC Form 460.

Start Requested Services Dates & Timing Bid Evaluation **Main Contact** RFP & Summary Additional Documentation Declaration of Assistance Certifications Signature

### Main Contact

Who is the main contact for this request?

Primary - [dropdown]

Full Contact Information

First Name Middle Initial (Optional) Last Name

Organization Name

Title

Phone Extension (Optional)

Fax (Optional)

Email

Address Line 1

Address Line 2

City State Zip Code

EXIT BACK

SAVE & CONTINUE

# RFP & Summary

- Answer questions about the RFP.
- Provide a summary of requested services and/or RFP (if applicable).

FCC Form 465 | HCP [REDACTED]

Start Requested Services Dates & Timing Bid Evaluation Main Contact **RFP & Summary** Additional Documentation Declaration of Assistance Certifications

Do state, Tribal, or local procurement rules require the HCP to include an RFP with this request for services application?


☐ Yes

☒ No

Will the HCP be including an RFP with this application?

☒ Yes

☐ No

UPLOAD  Drop files here

Please provide a summary of the HCP's requested services. If an RFP is attached above, summarize that document.

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

# RFP & Summary (continued)

- If **Yes** is selected to the questions, an **Upload** section will appear.
- Upload the RFP, then click **Save & Continue**.

FCC Form 465 | HCP

Start Requested Services Dates & Timing Bid Evaluation Main Contact **RFP & Summary** Additional Documentation Declaration of Assistance Certifications

Do state, Tribal, or local procurement rules require the HCP to include an RFP with this request for services application?


☐ Yes

☒ No

Will the HCP be including an RFP with this application?

☒ Yes

☐ No

UPLOAD  Drop files here

Please provide a summary of the HCP's requested services. If an RFP is attached above, summarize that document.

EXIT BACK **SAVE & CONTINUE**

# Additional Documentation

- Provide a description of the document.
- Upload the document, then click **Save & Continue**.

**FCC FORM 465 | HCP**

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary **Additional Documentation** Declaration of Assistance Certifications

Note: Additional Documentation added to an FCC Form 465 will be made publicly available via the Search Posted Services tool on USAC's website.

Description	Document	Uploaded On	
<input type="text" value="Describe Document"/> 0/1000	<b>UPLOAD</b> Drop file here	05/28/2024 09:41 AM EDT	
<b>+ Add Document</b>			

EXIT **BACK** **SAVE & CONTINUE**

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC.Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Declaration of Assistance

- Enter information about third parties who assisted the HCP with preparing any FCC Forms or participated in the competitive bidding process.

Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance Certifications Signature

### Declaration of Assistance

Have any consultants, service providers, or any other outside experts, whether paid or unpaid, aid in the preparation of the FCC Forms 460 or 461, RFP, bid evaluation, or network plan?

☐ Yes

☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Action
			Consultant				

+ Add Contact

EXIT BACK

SAVE & CONTINUE

Approved by OMB 3060-0804

# Certifications – FCC Form 465

- Click all certifications, then sign by typing your first and last name in the **Digital Signature** field.

**FCC FORM 465 | HCP**


Start Requested Services Dates & Timing Bid Evaluation Main Contact RFP & Summary Additional Documentation Declaration of Assistance **Certifications**

Application Summary >

**Certifications & Signature**

- ☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant.
- ☒ I certify under penalty of perjury that the applicant has complied with all applicable state, Tribal, or local procurement rules.
- ☒ I certify under penalty of perjury that all requested RHC Program support will be used solely for purposes reasonably related to the provision of health care service or instruction that the applicant is legally authorized to provide under the law of the state in which the services are provided.
- ☒ I certify under penalty of perjury that the applicant seeking supported services is a nonprofit or public entity that falls within one of the categories set forth in the definition of health care provider listed in 47 CFR § 54.600, or the applicant seeking supported services has received conditional approval of eligibility pursuant to 47 CFR § 54.601(c) and expects to qualify as a nonprofit or public entity health care provider that falls within one of the categories set forth in the definition of health care provider listed in 47 CFR § 54.600, before the end of the funding year for which the supported services are requested.
- ☒ I certify under penalty of perjury that the applicant seeking supported services is physically located in a rural area as defined in 47 CFR § 54.600 or is a member of a consortium that satisfies the majority-rural composition requirements set forth in 47 CFR § 54.607, or the applicant seeking supported services has received conditional approval of eligibility pursuant to 47 CFR § 54.601(c), and the applicant (i) expects to be physically located in a rural area as defined in 47 CFR § 54.600 before the end of the funding year for which the supported services are requested, or (ii) plans to be a member of a consortium which satisfies the majority-rural composition requirements set forth in 47 CFR § 54.607 before the end of the funding year for which the supported services are requested.
- ☒ If applying for conditional approval of eligibility, I certify under penalty of perjury that the applicant seeking supported services has provided a written notification to potential bidders that the entity's eligibility is conditional and specify the estimated eligibility date pursuant to § 54.601 (c)(2).
- ☒ I certify under penalty of perjury that the applicant has reviewed and will comply with all applicable RHC Program requirements.
- ☒ I certify under penalty of perjury that I have examined this request and all attachments, and to the best of my knowledge, information, and belief, all statements contained herein and in any attachments are true.
- ☒ I certify under penalty of perjury that the supported services will not be sold, resold, or transferred in consideration for money or any other thing of value.
- ☒ I certify under penalty of perjury that the applicant satisfies all of the requirements under section 254 of the Communications Act and applicable Commission rules.
- ☒ I understand that all documentation associated with this request must be retained for a period of at least five years pursuant to 47 CFR § 54.631, or as otherwise prescribed by the Commission's rules.

**Certifier's Full Name**

**Date**  

**Digital Signature**

[EXIT](#) [BACK](#) [CERTIFY & SUBMIT](#)

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

©2025 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)



# After Submitting

- After submitting the FCC Form 465, you will be directed back to the Dashboard.
- Click on **My Forms**, and navigate to the Form 461 tab to view, download a PDF of the FCC Form 465, or withdraw the form.

The screenshot displays the RHC Connect dashboard. At the top, there's a header with 'RHC Connect' and a navigation bar with tabs: 'Information Requests', 'My Forms' (highlighted with a red box), 'My Organizations', and 'Post-Commitment Change Requests'. Below the navigation bar, a yellow banner states: 'The Funding Year 2025 Funding Request Filing Window is closed. You cannot submit applications at this time.' The main section is titled 'My Forms' and contains a horizontal list of tabs: 'Form 460', 'Form 461', 'Form 462', 'Form 463', 'Form 465' (highlighted with a red box), 'Form 466', 'Form 469', 'TPA', and 'Annual Report'. Below the tabs is a search bar with the text 'Search for FCC Form 465' and a 'SEARCH' button. A table below the search bar shows a list of forms. The first two rows are highlighted with a red box, showing 'Submitted' status and icons for viewing and downloading. The table has columns for form number, status, and actions.

Form Number	Status	Actions
Form 465	Submitted	View, Download, Share
Form 465	Submitted	View, Download, Share

# After Submitting (continued)

- An email will be sent confirming that your form was submitted along with a copy of the PDF form.
- If you do not receive a confirmation email, reach out to the RHC Customer Service Center at [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org).
- Respond to Information Requests within 14 calendar days.
  - Failure to respond to the Information Request will result in a denial.
- For FY2026, applicants will receive HCF and Telecom Program Information Requests through RHC Connect.
  - For FY2026 FCC Forms 465, an auto-generated email will be sent directing applicants to RHC Connect to respond.
  - Applicants should respond through RHC Connect only as the [rhcadmin@usac.org](mailto:rhcadmin@usac.org) is an unattended mailbox.
- [Information Request tip sheet](#)

**Questions?**

# **Best Practices and Resources**

Submitting the FCC Forms 461 and 465

# Best Practices: Communicating with Your Service Provider

- Once your ACSD has passed and you've chosen a service provider, include them when you reply to Information Requests.
- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- Include language in your bid documentation that confirms your service provider will act in compliance with all RHC program rules and FCC Orders.
- All bid correspondence should be handled via email for audit purposes.
- HCPs and service providers are required to retain documentation for a minimum of five years.

# Milestones to Apply for Funding for FY2026: RHC Program

## Recommended Last Day to Submit for HCPs NOT using a Request for Proposal (RFP)

RHC Program Form	Last Day to Submit for HCPs NOT using a Request for Proposal (RFP)
FCC Form 460 (Eligibility)	January 8, 2026 Recommended Date
FCC Form 461 & 465 (Request for Services)	February 10, 2026 Recommended Date
FCC Forms 462 & 466 (Funding Request)	April 1, 2026 <b>Deadline to Submit</b>

Please note that the FCC Form 460, 461, and 465 submission dates are not mandatory deadlines, but rather recommended milestones to ensure that the FCC Forms 461 and 465 are posted to USAC’s website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 462 or 466 .

# Milestones to Apply for Funding for FY2026: RHC Program

## Recommended Last Day to Submit for HCPs using a Request for Proposal (RFP)

RHC Program Form	Last Day to Submit for HCPs using a Request for Proposal (RFP)
FCC Form 460 (Eligibility)	January 4, 2026 Recommended Date
FCC Forms 461 & 465 (Request for Services)	February 1, 2026 Recommended Date
FCC Forms 462 & 466 (Funding Request)	April 1, 2026 <b>Deadline to Submit</b>

Please note that the FCC Form 460, 461, and 465 submission dates are not mandatory deadlines, but rather recommended milestones to ensure that the FCC Forms 461 and 465 are posted to USAC’s website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 462 or 466 .

# RHC Learn

Learn

Videos

Webinars

Newsletter


FAQs ▾

## Learn

STAY UP TO DATE WITH  
**Rural Health Care News  
and Events**

Subscribe Now


Learn more about the Rural Health Care program.



### Videos

Our videos are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the RHC program.


[Browse our Videos](#)



### Webinars

Join USAC for live training webinars provided throughout the year for RHC program participants, and watch recordings of those you may have missed.

[View our Webinars](#)



### Newsletter

The RHC Monthly Newsletter keeps healthcare providers (HCPs) and service providers up to date about program news, events, and best practices. Be sure to [subscribe](#).

[Consult our Newsletter](#)



# Resources

- [Competitive Bidding FAQs](#)
- [RHC Program Request for Services Dataset](#)
- [Welcome to RHC Connect – FCC Form 465](#)
- [RHC Connect User Guide – FCC Form 465](#)
- [Telecom Program Request for Services](#) – self-guided training module
- [Information Request tip sheet](#)
- Subscribe to the [RHC Monthly Newsletter](#)

# RHC Program Customer Service Center



Email: [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)

- Include in your email
  - HCP Number
  - FRN Number



- Phone: **(800) 453-1546**
  - Hours are 8 a.m. – 8 p.m. ET
  - Monday- Friday

# RHC Customer Service Center

<b>The RHC Customer Service Center CAN</b>	<b>The RHC Customer Service Center CANNOT</b>
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78 and other FCC Orders	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal
Assist with My Portal and with RHC Connect	Transfer a call to a specific form reviewer

# Questions?

**Thank You!**





**Universal Service**  
Administrative Co.