



Telecom Program Request for Services – Best Practices for FY2027

Submitting the FCC Form 465
August 26, 2026

Housekeeping – Closed Captioning (CC)

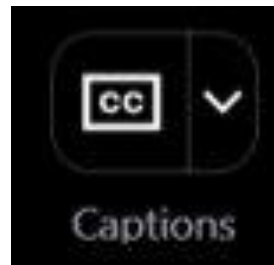
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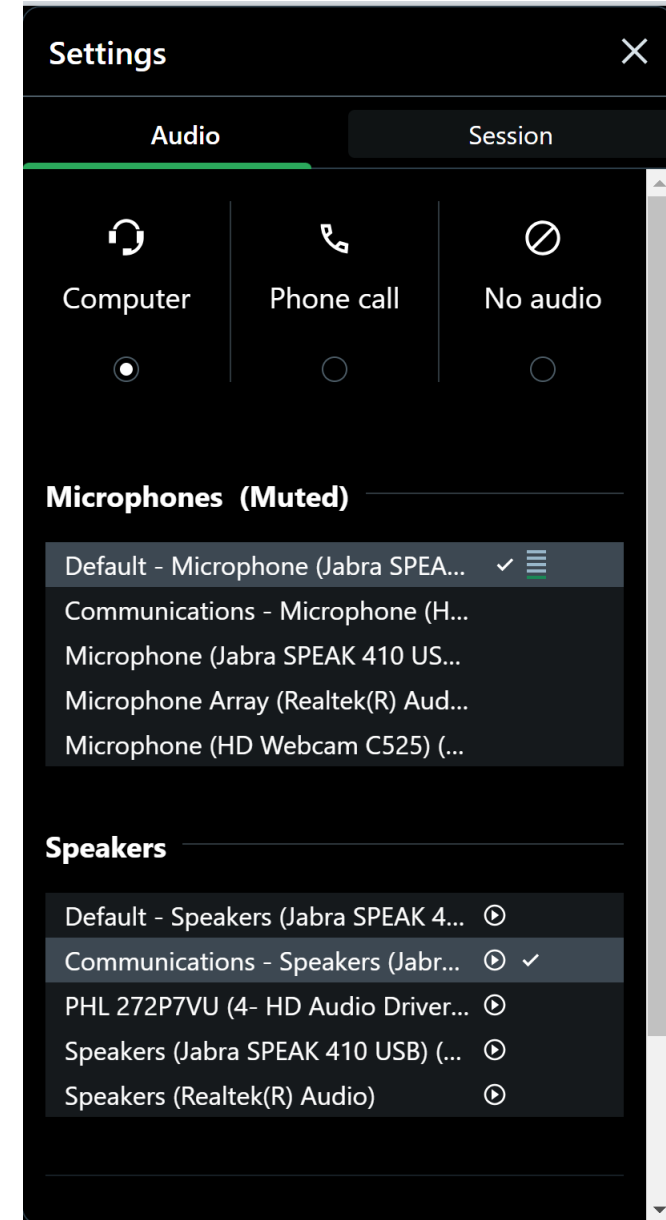


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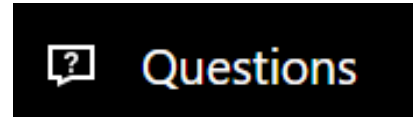
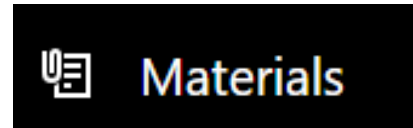
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- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **This webinar is being recorded.** A copy of the webinar slides and recording will be posted to our Webinars webpage.



Questions

×



No questions yet

Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

Meet Our Team



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Agenda

- Overview
- RHC Connect Enhancements and Program Updates
- Competitive Bidding
 - Evaluation Criteria
 - Competitive Bidding Exemptions
 - Requests for Proposal
- Submitting the FCC Form 465
- Search Posted Services
- 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*

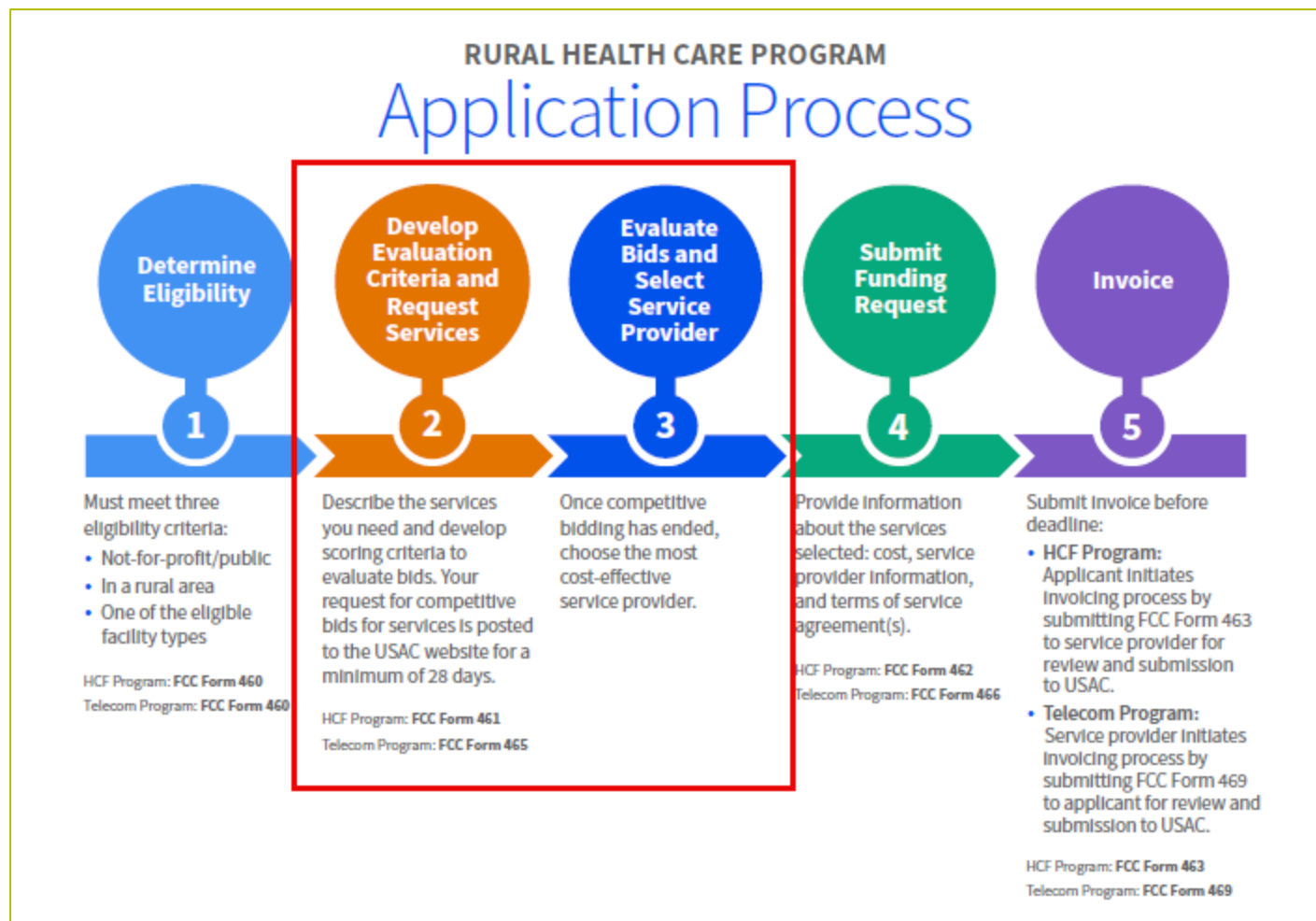
RHC Program Glossary

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

Overview

Submitting the FCC Form 465

Competitive Bidding



What is the FCC Form 465?

- The HCP submits the FCC Form 465 (Request for Services Form) to describe its service needs and request bids from service providers for the Healthcare Connect Fund (HCF) Program.
 - USAC reviews the FCC Form 465 before it is posted on its website.
- A service provider uses the information on the FCC Form 465 to create a bid to provide those services.
- The HCP must wait 28 days after the FCC Form 465 is posted to select the most cost-effective service offering.
 - The 28-day competitive bidding period begins the next full business day after the form is publicly posted.
 - After the 28-day period is complete, an HCP and service provider may sign a contract.
 - The 29th day is called the **Allowable Contract Selection Date (ACSD)**.

Funding Year 2027 Calendar

Rural Health Care Program: **Funding Year 2027**

FY2027: JULY 1, 2027-JUNE 30, 2028



JULY 1, 2026: First Day to Submit Request for Services Form

- FCC Form 461 HCF Program
- FCC Form 465 Telecom Program
- Request for services must be posted to USAC's website by March 3, 2027



DEC 1, 2026 - April 1, 2027: Funding Request Filing Window

- FCC Form 462 HCF Program
- FCC Form 466 Telecom Program



OCT 30, 2028: Invoice Filing Deadline

- FCC Form 463 HCF Program
- FCC Form 469 Telecom Program

RHC Connect Enhancements and Updates

Submitting the FCC Form 465

My Portal Decommissioning

- As of July 31, 2026, My Portal is no longer available to external stakeholders.
- User data has been migrated to RHC Connect.
- For information for the last ten funding years, please continue to use [Open Data](#) as a resource.
- For questions or concerns, please reach out to the [RHC Customer Service Center](#) for assistance.

RHC Connect Updates

New! RHC Connect Updates Webpage

- RHC Connect Maintenance Schedule includes timing for monthly system maintenance.
- User Experience-Related System Enhancements shares new functionality for RHC Connect.
- Visit the [RHC Connect Updates](#) webpage

Medically Underserved Area/Population (MUA/P) Yearly Update

- Funding priority in the RHC program is dependent on two location-based factors: (1) site rurality, and (2) site MUA/P status.
- The map files that determine MUA/P status for sites on the rurality tier search tool are now up to date with the latest MUA/P area designation snapshot.

Rurality Tier Search Tool Upgrade

- The updated summary view now provides greater visibility into the assessment process, including:
 - A map view of the geocoded location
 - The location's geographic coordinates
 - The normalized address used during geolocation

RHC Connect Updates (continued)

Organizations Report

- Account holder report displays all users and entities associated with an HCP
- Member HCP report
 - Consortium details
 - Member site details
 - Data points linking a member site to the consortium
 - Pending amount – total committed dollars that have not yet been invoiced or decommitted for each site.

FCC Form 462 – Copy Prior Year Form

- Prepopulate FCC Forms 462 with data from the previous year.
- Reduces manual entry, saves time, and helps prevent input errors by reusing validated information.

Duplicate Check FCC Forms 462 & 466

- FCC Form 462/466 duplicate check on intake - FCC Forms 462 and 466 displays a duplicate check on submission.
- This enhancement includes the following:
 - Applicants will see a **Potential Duplicates** table showing forms that match duplicate criteria.
 - Applicants can add comments when the system flags their FCC Form 426 or 466 as a potential duplicate.
 - Duplicate validation on the **Signature** page:
 - The FCC Forms 462 and 466 **Signature** pages validate against duplicate criteria and display a clear error message when a potential duplicate exists.
 - Applicants will be prevented from completing the FCC Forms 462 and 466 until they review and address duplicate warnings.

FCC Form 462 & Telecom Program Enhancements

FCC Form 462 Enhancements

- Clearer Information Request reasons for applicants and reviewers
 - Added a **Request Reason(s)** field to the **Information Request** table on the **Information Request** tab, visible to both applicants and reviewers, so it is clear why additional information is being requested.
- Easier navigation from the **Information Requests** view back to the application.
 - Added a **Back to Application** button on the **Information Request** view so users can quickly return to the underlying application after reviewing or responding to a request.

Telecom SPIN Change Information Requests

- Applicants will see all open and past Information Requests related to their Telecom SPIN change in one place, submit responses and upload documentation through RHC Connect.
- Applicants will receive email notifications when there is an Information Request created and when an Information Request deadline is approaching.

Decommitments – HCF Program Only

- HCF applicants can start, submit, view, and withdraw decommitment requests.
 - In certain circumstances, applicants may request a full or partial decommitment of approved funding that has not been disbursed, to avoid duplicate funding on a subsequent funding request or to account for any early disconnect of services or site closures.
- Applicants can:
 - Select an FCC Form 462 for partial decommitment from a list of eligible FCC Forms 462.
 - Reduce a specific line item's commitment amount.
 - Select one or multiple FCC Forms 462 for full decommitment from a list of eligible FCC Forms 462.
 - View an explanation when an FCC Form 462 is not available for decommitment.
 - See the funding details of the selected FCC Forms 462.
 - View the details of submitted decommitment requests.
- Please use the [RHC Connect Post-Commitment Change Requests user guide](#) (Pages 27-35) as a resource.

Decommitments – Email Notifications

- Emails will be automatically sent to all HCP account holders when the decommitment request is:
 - Submitted
 - Processed
 - Withdrawn
- Emails will include:
 - A PDF copy of the decision
 - A revised Funding Commitment Letter (FCL) for approved partial decommitments

Third Party Authorization (TPA) Information

- Navigate to **Tools-> Manage Consultant Groups -> Manage Group**

RHC Connect

MANAGE GROUP GROUP USER(S)

Manage Group

Consultant Group
new cool name

+ ADD TPA

This is a summary of your third party authorizations (TPAs) and consultant access. To see all TPAs, refer to the Applications Tab on the Dashboard.

Group Details

Consultant Registration Number
[Redacted]

Address
[Redacted]

Email
[Redacted]

Phone
[Redacted]

UPDATE CONSULTANT GROUP INFORMATION

HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
[Redacted]	[Redacted]	3/27/2025	[Redacted]	Denied	Document(s)
[Redacted]	[Redacted]	1/28/2026	[Redacted]	Approved	Document(s)
[Redacted]	[Redacted]	1/28/2026	[Redacted]	Approved	Document(s) Remove HCP from Group
[Redacted]	[Redacted]	3/27/2025	[Redacted]	Denied	Document(s)
[Redacted]	[Redacted]	3/27/2025	[Redacted]	Expired	Document(s) Remove HCP from Group
[Redacted]	[Redacted]	8/26/2025	[Redacted]	Submitted	Document(s)

- Note: For complete information, do not use the TPA page under the **My Forms** tab.

Supply Chain Order

- As a reminder, when service providers login to RHC Connect, they will see two 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](#).
- 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](#).
- 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.
- For more information, visit the [Supply Chain Order webpage](#) on the USAC website.

Questions?

Competitive Bidding

Submitting the FCC Form 465

FY2027 Urban and Rural Rates

- On August 7, 2026, the FCC released an order, FCC 26-54.
- This order waives the FCC's rules to permit the use of previously approved rural rates from FYs 2024 through 2026 for FY2027 that would otherwise require approval of a cost-based justification using Method 3.
- For more information on rural rates and the waiver, please review [FCC 26-54](#) and USAC's [FY2027 Urban and Rural Rate Information](#) tip sheet.

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.
- 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.
 - 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.
- 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 ([47 CFR § 54.622 \(c\)](#)).

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 Form 465 other than price are:

- 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.
- To take advantage of the exemption from filing the FCC Form 465, 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 the services 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 or the service locations may 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 site must be an eligible HCP and the service 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.
- For more information, visit the [Service Substitutions](#) webpage.

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 [47 CFR § 54.622\(e\)\(5\)](#), an HCP is required to submit an RFP:
 - (A) If it is required under applicable state, Tribal, or local procurement rules or regulations;
 - (B) If the applicant is a consortium 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) If the applicant is a consortium 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.

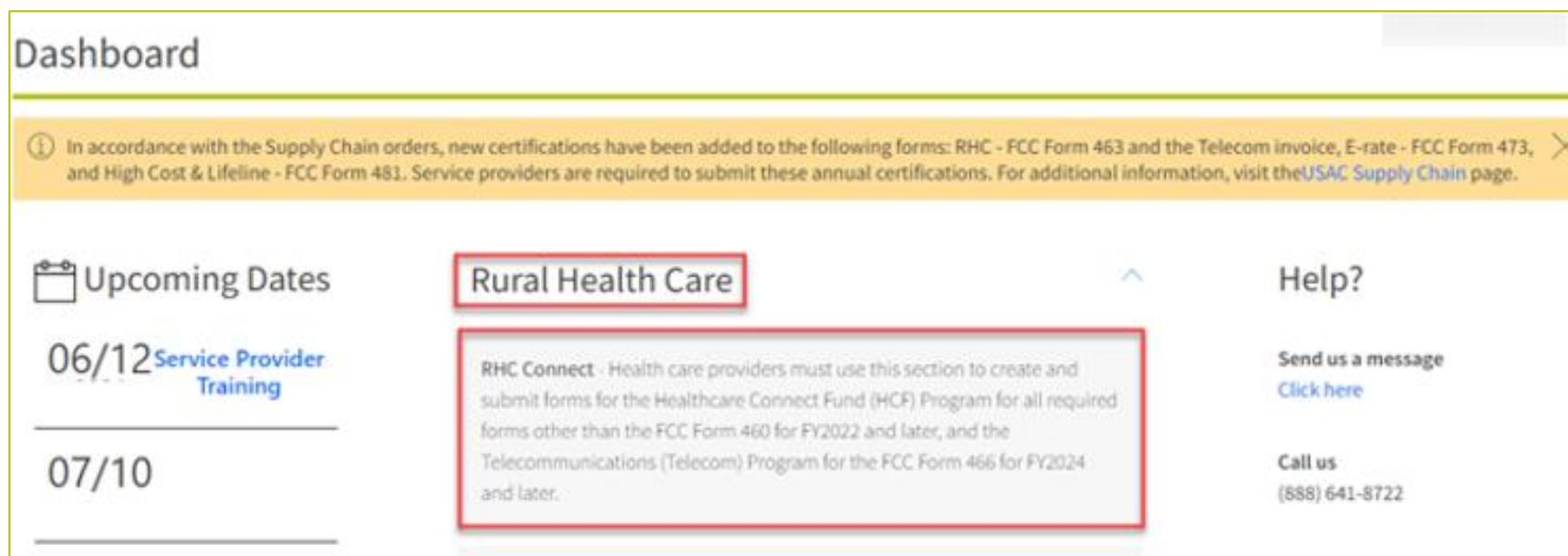
Questions?

Submitting FCC Request for Services Forms in RHC Connect

Submitting the FCC Form 465

RHC Connect

- Log into **RHC Connect**.



The screenshot shows the RHC Connect Dashboard. At the top, there is a header with the word "Dashboard" on the left and a user profile icon on the right. Below the header is a yellow notification banner with a clock icon and text: "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." Below the banner, the dashboard is divided into three main sections. On the left is the "Upcoming Dates" section with a calendar icon, showing "06/12 Service Provider Training" and "07/10". In the center is the "Rural Health Care" section, which is highlighted with a red box and contains a sub-section titled "RHC Connect" with text: "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." On the right is the "Help?" section with links for "Send us a message" (with a "Click here" link) and "Call us" (with the number "(888) 641-8722").

Dashboard

ⓘ 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

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.

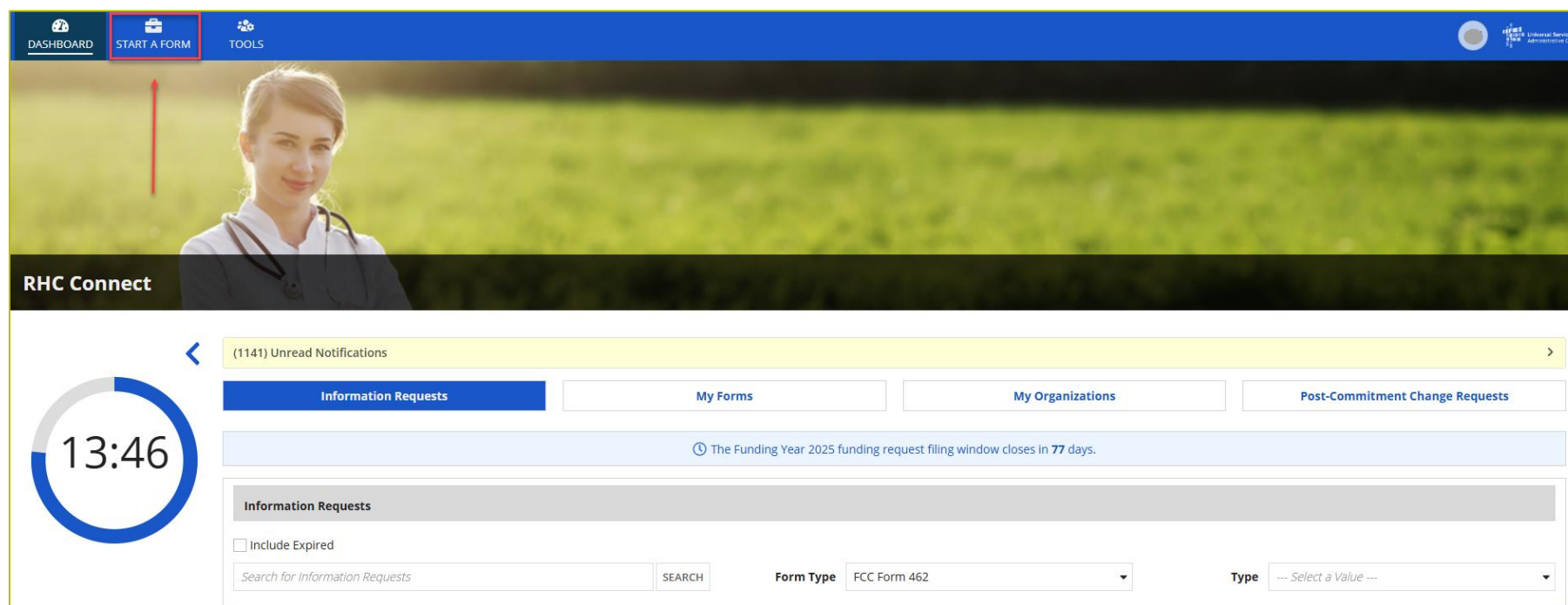
Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

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.

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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	
Describe Document 0/1000	UPLOAD Drop file here	05/28/2024 09:41 AM EDT	
+ Add Document			

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.

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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 465 tab to view, download a PDF of the FCC Form 465, or withdraw the form.

The screenshot shows the RHC Connect dashboard. At the top left, there's a clock showing 15:53. Below it, a navigation bar contains four tabs: 'Information Requests', 'My Forms' (highlighted with a red box), 'My Organizations', and 'Post-Commitment Change Requests'. A yellow notification bar at the top right indicates '(14) Unread Notifications'. 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. At the bottom, there's a table with two rows of data. The first row shows 'Form 465' and 'Submitted' (highlighted with a red box). The second row shows 'Form 465' and 'Submitted'.

Form 460	Form 461	Form 462	Form 463	Form 465	Form 466	Form 469	TPA	Annual Report

After Submitting (continued)

- An email will be sent confirming that the 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.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the email.
 - Failure to respond to the Information Request will result in a denial.
- Applicants will receive HCF Program Information Requests through RHC Connect.
- For FCC Forms 465, an autogenerated email will be sent directing applicants to RHC Connect to respond.
- Applicants should respond through RHC Connect only.
- Do not respond to the autogenerated email, as the rhcadmin@usac.org mailbox is unattended.

Search Posted Services

Submitting the FCC Form 465

HCF & Telecom Search Posted Services

- You can find the posted services from the FCC Form 461/465 (Search Posted Services tool) for the HCF and Telecom Programs on the Open Data platform on the USAC website under [Tools](#).

About ▾	E-Rate ▾	Rural Health Care ▾	Lifeline ▾	High Cost ▾	Service Providers ▾
RHC Home	Telecommunications Program	Connected Care Pilot Program	Learn		
Get Started	Determine Eligibility of Your Site	Additional Program Guidance	Videos		
Commitment Info	Prepare For Competitive Bidding & Request Services	COVID-19 Response	Webinars		
Service Providers	Evaluate Bids & Select Service Provider	FCC Report and Order 19-78	Newsletter		
Healthcare Connect Fund Program	Submit Funding Requests	Funding Year Overview	FAQs		
Determine Eligibility of Your Site	Review Funding Commitment Letter (FCL)	Authorizations	Contact Us		
Develop Evaluation Criteria & Select Services	Invoice USAC	Competitive Bidding Exemptions			
Evaluate Bids & Select Service Provider		Document Retention			
Submit Funding Requests		FCC Orders and Resources			
Review Your Funding Commitment Letter (FCL)		Resources			
Post-Commitment Actions		Announcements			
Invoice USAC		Appeals & Audits			
What is a Consortium?		Forms			
		My Portal			
		Sample Documents			
		Tools			
		Upcoming Dates			

Search Posted Services (continued)

- [Request for Services](#) is a streamlined tool and [Request for Services Data Set](#) is the complete data set on the RHC [Tools](#) page.

Open Data

Funding Commitments 	Look up funding commitments (FCC Form 462 and 466) information for both the HCF and Telecom Programs.
Requests for Services 	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.
Request for Services Data Set 	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.
- The allowable contract selection date (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. This tool contains data for the last 10 years. To request older records, please email opendata@usac.org.

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.

Filters (2) [Clear All](#)

Funding Year: 2026 Program: Telecom HCP Number: Select... Application Number: Select... Site State: Select... Site County: Select... Site City: Select... Posting Start Date: Select... [More](#)

Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract Selection Date	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
Telecom	RHC4650002278	18430	Agnesian HealthCare - Iv	2026	INDIVIDUAL	Voice	2025-12-02	2025-12-30	2025-12-31	https://publicdata.usac.gov/fcc-form-461/RHC4650002278	0		
Telecom	RHC4650002606	132815	NMPHC Pharmacy	2026	INDIVIDUAL	Data	2026-03-03	2026-03-31	2026-04-01	https://publicdata.usac.gov/fcc-form-461/RHC4650002606	0		
Telecom	RHC4650002552	12620	Ninilchik Community Clin	2026	INDIVIDUAL	Data	2026-02-23	2026-03-23	2026-03-24	https://publicdata.usac.gov/fcc-form-461/RHC4650002552	0		
Telecom	RHC4650002335	12872	Commonwealth of Kent	2026	INDIVIDUAL	Voice	2025-12-03	2025-12-31	2026-01-01	https://publicdata.usac.gov/fcc-form-461/RHC4650002335	0		
Telecom	RHC4650002135	14092	Ripley County Health De	2026	INDIVIDUAL	Voice	2025-12-02	2025-12-30	2025-12-31	https://publicdata.usac.gov/fcc-form-461/RHC4650002135	0		
Telecom	RHC4650002609	132818	Walnut Imaging Center	2026	INDIVIDUAL	Data	2026-03-04	2026-04-01	2026-04-02	https://publicdata.usac.gov/fcc-form-461/RHC4650002609	0		
Telecom	RHC4650002660	10389	Riverside Medical Cente	2026	INDIVIDUAL	Other	2026-03-13	2026-04-10	2026-04-11	https://publicdata.usac.gov/fcc-form-461/RHC4650002660	0		

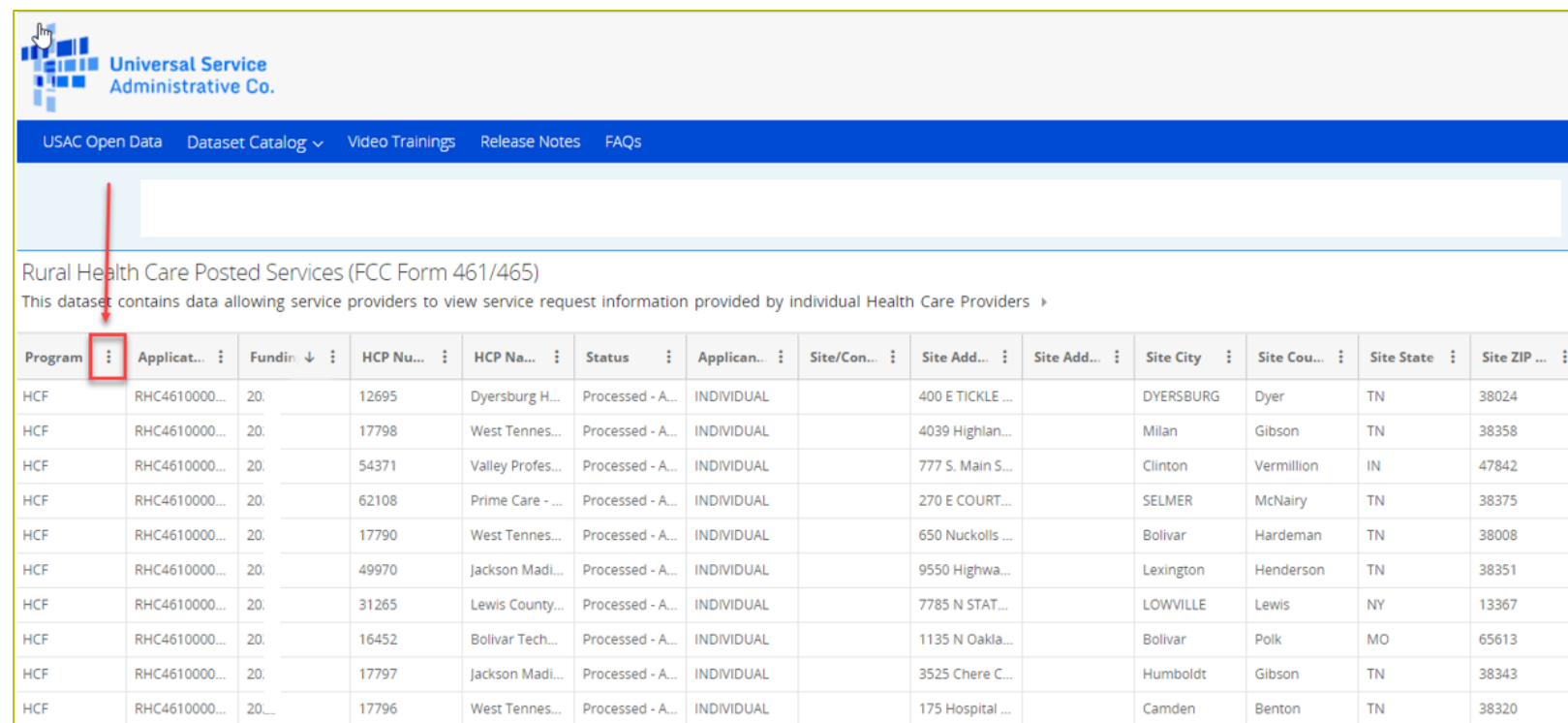
Request for Services Posted Services Data Set

- View the dataset directly on the screen or Export the data to an Excel spreadsheet.

The screenshot displays the USAC Open Data portal interface. At the top, a blue navigation bar contains links for 'USAC Open Data', 'Dataset Catalog', 'Video Trainings', 'Release Notes', and 'FAQs'. Below this, a light blue banner features a 'BETA' badge and text about a new data shaping experience, with 'Try it now' and 'Learn more' links. The main content area shows the dataset 'Rural Health Care Posted Services (FCC Form 461/465)' with a 'Rural Health Care' tag. To the right of the dataset title, a row of action buttons includes 'View Data' (highlighted with a red box), 'Visualize' (with a dropdown arrow), 'Export' (highlighted with a red box), 'API', and a menu icon. 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 at the bottom left of the description. On the right, a sidebar shows 'Updated July 27, 2022' and 'Data Provided by Universal Service Administrative Company'.

RHC Posted Services (FCC Form 461/465) Data Set

- 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

Questions?

Best Practices and Resources

Submitting the FCC Form 465

Best Practices: Communicating with Service Providers

- All bid correspondence should be handled via email for audit purposes.
- Include language in your competitive bidding documents (e.g., FCC Form 465 or RFP) bid documentation that confirms the service provider will act in compliance with all RHC program rules and FCC Orders.
- Once the 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.
- HCPs and service providers are required to retain documentation for a minimum of five years.

Milestones to Apply for Funding for FY2027: 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, 2027 Recommended Date
FCC Form 465 (Request for Services)	February 10, 2027 Recommended Date
FCC Form 466 (Funding Request)	April 1, 2027 Deadline to Submit

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

Milestones to Apply for Funding for FY2027: 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 5, 2027 Recommended Date
FCC Form 465 (Request for Services)	February 2, 2027 Recommended Date
FCC Forms 466 (Funding Request)	April 1, 2027 Deadline to Submit

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

Resources

- [RHC Posted Services Tool](#)
- [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 \(FCC Form 465\)](#) – self-guided training module
- [Information Request tip sheet](#)
- [RHC Learn](#) webpage
- Subscribe to the [RHC Monthly Newsletter](#)

Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- HCF Program Invoicing Webinar:
 - When: Wednesday, September 2, 2026, from 2-3 p.m. ET – [Register](#)
- Telecom Program Invoicing Webinar:
 - When: Wednesday, September 9, 2026, from 2-3 p.m. ET – [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

RHC Program Customer Service Center



Email: 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

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
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 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 RHC Connect
Assist with RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!





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