



# Tribal Telehealth Conference

RHC Office Hours  
February 13, 2024

## **DISCLAIMER:**

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# 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.
- Use the “**Raise Your Hand**” button to be unmuted and ask a question to the team!



File View Help

Audio

Sound Check

Computer audio  
Phone call

MUTED

Microphone (HD Webcam C510)

Speakers (High Definition Aud...)

Handouts: 2

2017-05-05\_11-59-21.png  
GTM iOS.jpeg

Questions

[Enter a question for staff]

Ask questions here! Send

Multi sessions different registrants  
Webinar ID: 980-960-603

GoToWebinar

Raise your hand here!

Download PDF of Slides here!

Ask questions here!

# Introduction – Office Hours

- Subject matter experts are available to answer live questions from program participants.
- Today's presentation will focus on the HCF Program.
- Send FRN or HCP-specific questions to the RHC Customer Service Center at [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org).
- Raise your hand or ask your question in the questions box.
- Please note, recordings of Office Hours webinars are not posted to the USAC website.
- You can download a PDF copy of the slide deck from the handout section on the GoToWebinar dashboard.

# Meet Our Team



**Jaymie Gustafson**

Director of Communications and  
Training | Shared Services



**Blythe Albert**

Advisor of Program Management |  
RHC Outreach

# Agenda

- Introduction to the RHC Program
- RHC Program Updates
- Submitting Forms in RHC Connect
- Best Practices & Resources

# Upcoming Dates

- Rural Health Care
  - Wednesday, February 14, 2024, at 2 p.m. ET – Telecom Office Hours – [Register](#).
- E-Rate
  - Thursday, February 22, 2024, at 2 p.m. ET - Pre-Commit E-Rate Q&A Session – [Register](#).
- Lifeline
  - Wednesday, February 14, 2024, at 3 p.m. ET – How to Apply for Lifeline – [Register](#).
- Tribal Teleconference
  - Tuesday, March 12, 2024, at 4 p.m. ET – Lifeline 101 for Applicants and Service Providers – [Register](#).

# Who We Are: The Universal Service Administrative Company

The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the USF and its four programs.

- **The Universal Service Fund (USF):** Exists to ensure that all people in the United States have access to quality, affordable connectivity service.



## Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



## E-Rate Program

Funding for broadband services to eligible schools and libraries.



## Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.



## High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.



# Who We Are: The Universal Service Administrative Company

In response to the COVID-19 pandemic, Congress created multiple temporary programs to help people stay connected during this disruptive period. The FCC designated USAC to administer these programs with oversight by the Commission.

- **Congressional Response Programs**



**Affordable  
Connectivity  
Program**



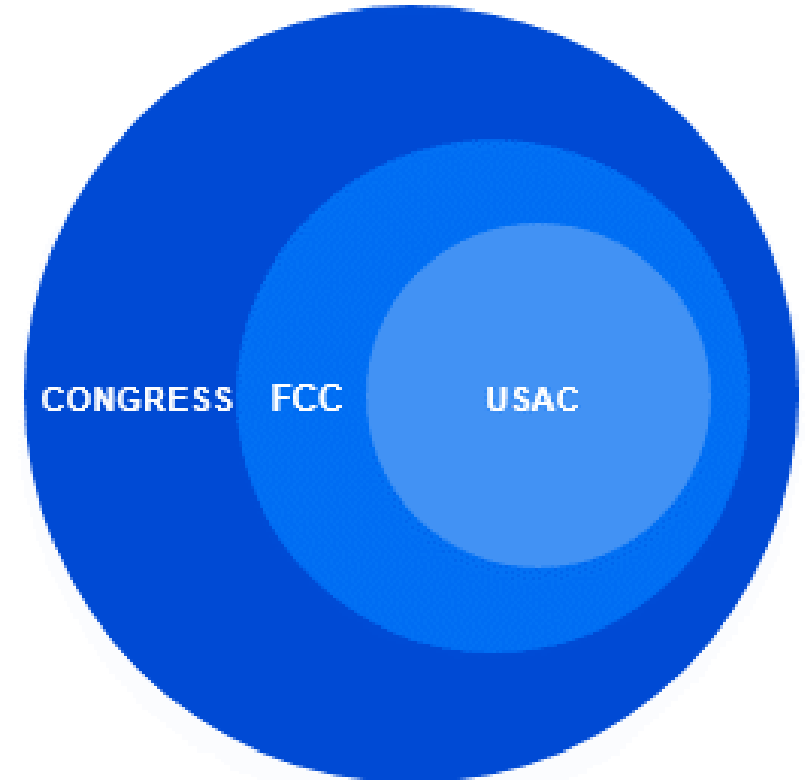
**Emergency  
Connectivity Fund  
Program**



**COVID-19 Telehealth  
Program**

# Overview: Who Makes the Rules?

- Congress enacted the Telecommunications Act of 1996, which directed the Federal Communications Commission (FCC) to establish the E-rate program and other programs.
- The FCC sets rules and policies for the program and gives direction to the Universal Service Administrative Company (USAC).
- USAC is responsible for the day-to-day administration of the E-rate program.



# **Introduction to the RHC Program**

Tribal Teleconference – RHC Office Hours

# Glossary

<b>Acronym</b>	<b>Definition</b>
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FCL	Funding Commitment Letter
NCW	Network Cost Worksheet
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number

# Rural Health Care Programs

- Telecom Program
  - The original RHC program established in the 1996 Telecommunications Act
  - Funds urban/rural rate difference for telecommunications services for eligible HCPs
- Healthcare Connect Fund Program
  - Supports broadband connectivity and broadband networks for eligible HCPs
  - Eligible services and equipment receive a 65% discount
- Connected Care Pilot Program
  - Three-year pilot program
  - Projects were selected by the FCC
  - Program covers 85% of the eligible costs of broadband connectivity, certain network equipment and information services necessary to provide connected care services to the intended patient population
  - Emphasis is on low-income Americans and veterans

# What does it mean to be rural?

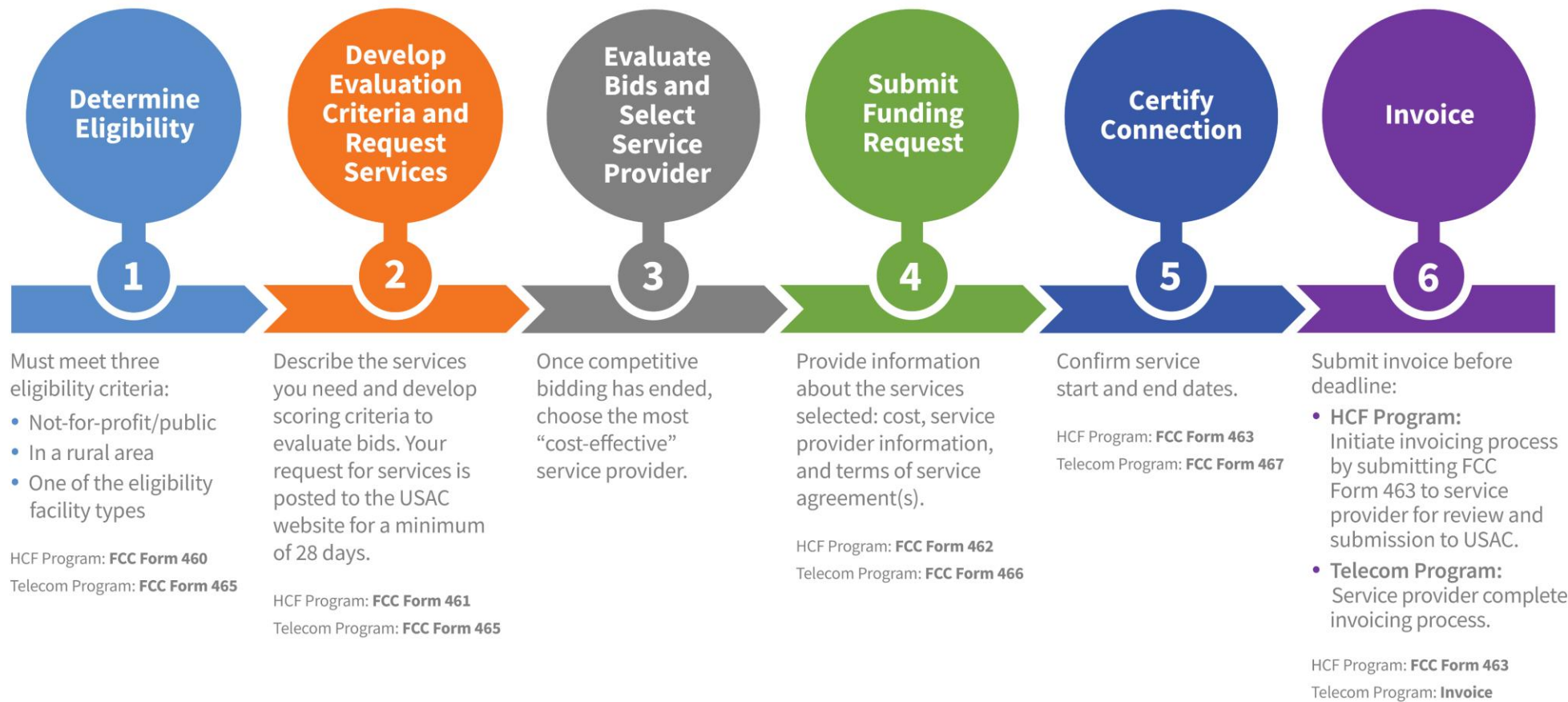
- Rurality is based on the RHC program definition of “rural area” under the FCC’s rules ([47 C.F.R. § 54.605\(a\)](#)).
- Non-rural sites may participate in the Healthcare Connect Fund (HCF) Program as a member of a majority rural consortium.

# RHC Program – Eligibility

- Must be a non-profit entity or a public entity.
- Must be in a rural area as defined by the FCC. Use the [Rurality Tier Search Tool](#) to check the rurality of a physical location.
- Non-rural sites may participate in the HCF program only as a member of a majority rural consortium.
- Must be one of the following types of facilities:
  - A post-secondary educational institution offering health care instruction, such as a teaching hospital or medical school,
  - A community health center or health center providing health care to migrants,
  - A local health department or agency,
  - A community mental health center,
  - A not-for-profit hospital,
  - A rural health clinic,
  - A dedicated emergency department of a rural for-profit hospital,
  - A part-time eligible entity located in a facility that is ineligible, or
  - A Skilled Nursing Facility
  - Consortium of the above (**HCF Program only**)

## RURAL HEALTH CARE PROGRAM

# Application Process





# Funding Years and Filing Windows

- Funding Year (FY)
  - From July 1 to June 30 of the subsequent calendar year
  - FY2024 = July 1, 2024, through June 30, 2025
- Filing Windows
  - A fixed period during which all qualifying funding requests (FCC Forms 462 and 466) that are received during a filing window are treated as having been filed simultaneously for purposes of making funding commitment decisions.
  - FY2024 filing window is December 1, 2023, through April 1, 2024.
  - FY2024 filing window opened on December 1, 2023, and will close at 11:59 p.m. ET on April 1, 2023.

# Competitive Bidding

- Through competitive bidding, service providers receive an equal opportunity to bid on the HCP's service requirements.
- Per program rules, FCC Forms 461 and 465 are posted to the USAC website, and service providers have a minimum of 28 days to respond to the applicant.
- The applicant and service provider may not enter into an agreement to purchase services until after the bidding period is over.
- After the bidding period, the HCP and service provider can sign a contract; this is the Allowable Contract Selection Date (ACSD).
- Program rules require that the competitive bidding process be “fair and open.”
- Service providers that plan to bid cannot help the HCP select a winner nor participate in the vendor selection process.
- All applicants and service providers must comply with applicable state or local competitive bidding requirements.
- Service Requests are posted for viewing on USAC's [Search Posted Services](#) webpage.

# Competitive Bidding Exemptions

- HCPs are exempt from competitive bidding when:
  - The HCP is seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf, and awarded pursuant to those competitive bidding requirements. The contract must comply with RHC Program Rules.
  - The HCP is opting into an existing Master Service Agreement (MSA) and is seeking support for services and equipment purchased from the MSA, if the MSA was developed and negotiated in response to a Request for Proposal (RFP) or Request for Services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA that was reviewed by USAC and approved for use in the original RHC Pilot program.
  - The HCP has an existing contract already endorsed by USAC as evergreen.
  - The HCP is authorized to purchase off a contract that was negotiated in the E-Rate (Schools and Libraries) program and purchasing services and/or network equipment under a contract approved under the E-Rate program as a master contract. The contract must comply with RHC program rules.
  - The HCP is seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year (HCF program only).

# RHC Connect

- RHC Connect is the web-based system used to host the RHC forms and was recently updated to improve the user experience.
- RHC Connect has a new look and feel that is more intuitive and user-friendly.
- It is easier to navigate the form for submission, and it is easier for RHC program reviewers to approve funding requests.
- HCF Forms 461(Request for Services), 462(Funding Request), and 463(Invoicing) have migrated to RHC Connect.
- Telecom FCC Form 466 (Funding Request) has also moved to RHC Connect for FY2024.
- FCC Forms 460 and 465 will remain in My Portal for FY2024.

# **RHC Program Updates**

Tribal Teleconference – RHC Office Hours

# FCC Report and Order 19-78

- [FCC Report and Order 19-78](#) webpage summarizes the Report and Order's major changes and includes the following resources:
  - [FCC Report and Order 19-78](#)
  - [Public Notice DA 19-1253](#)
  - [FCC Report and Order 19-78 Tip Sheet](#)
  - Webinar [recording](#) and [slides](#)

## Additional Program Guidance

- COVID-19 Response
- FCC Report and Order 19-78**
- Funding Year Overview
- Authorizations ▼
- Competitive Bidding Exemptions ▼
- Site and Service Substitutions
- Document Retention
- FCC Orders and Resources

## FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission (FCC) released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. The Report and Order was published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Read the Report and Order [here](#).

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

### Additional Resources

- [FCC Report and Order](#)
- [Report and Order 19-78 Tip Sheet](#)
- [Summary Webinar](#)
- [Webinar Slides](#)
- [Public Notice DA 19-1253](#)

# FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released Order [FCC 23-110](#). This order 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, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC Program rules are as follows:
  - 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 (Prior to July 1, 2024, for purposes of competitive bidding FY2025).
  - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline (Beginning in FY2023).
  - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) Program (Beginning in FY2025).
  - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment (Beginning in FY2024).
  - 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.
  - Establishes a deadline of July 1, 2024, for health care providers to claim undisbursed funding commitments that do not currently have an applicable invoice filing deadline from FY2019 and prior years.

# Reminder: Information Requests

- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an **Information Request**.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14<sup>th</sup> day would be the last time to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.
- An extension request must be received prior to the original 14-day Information Request deadline.



# FY2024 Funding Request Reviews

- RHC may begin funding request reviews before the funding request window closes.
- **No final decisions will be made prior to the close of the filing window.**
- Some changes to submissions must occur prior to the close of the filing window.
- This means that you may receive an Information Request before April 1, 2024.
- For FY2024 FCC Forms 462 and 466, an auto-generated email will be sent with instructions to respond through RHC Connect.
  - **HCPs should respond through RHC Connect only.**
  - The auto-generated email comes from an unattended mailbox so please only respond through RHC Connect.

# Reminder: Invoice Filing Deadlines

- Invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective beginning with FY2020 applicants.
- The invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, October 28 of a given funding year.
- Please use the [RHC Invoicing Deadline Tool](#) in the Open Data section of the USAC website to look up your invoicing deadline.
- For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).

# Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- 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](#).
- **FY2023 Applicants:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2023, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **FY2024 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 and subsidiaries.

# Supply Chain Web Page

- [Supply Chain webpage](#)

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?**

## **Resources**

Tribal Teleconference – RHC Office Hours

# Milestones for FY2024: HCF Program NOT Using a Request for Proposal (RFP)

<b>RHC Program Forms</b>	<b>Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)</b>
FCC Form 460 & 465 – Eligibility	January 8, 2024 Recommended Date
FCC Form 461 & 465 – Request for Services	February 10, 2024 Recommended Date
FCC Form 462 and 466 – Funding Request	April 1, 2024 Deadline to Submit*

\*Please note that these dates (except for the FCC Form 462 & 466 filing window deadline of April 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

# Milestones for FY2024: HCF Program USING a Request for Proposal (RFP)

<b>RHC Program Forms</b>	<b>Last Day to Submit for Individual HCPs using a Request for Proposal (RFP)</b>
FCC Forms 460 & 465 – Eligibility	January 4, 2024 Recommended Date
FCC Forms 461 & 465 – Request for Services	February 1, 2024 Recommended Date
FCC Forms 462 & 466 – Funding Request	April 1, 2024 Deadline to Submit*

\*Please note that these dates (except for the FCC Form 462 & 466 filing window deadline of April 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.



# Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- HCF Office Hours Webinar
  - When: Wednesday, February 7, 2024, from 2-3 p.m. ET - [Register](#)
- Telecom Office Hours Webinar
  - When: Wednesday, February 14, 2024, from 2-3 p.m. ET - [Register](#)
- Consortia Best Practices Webinar:
  - Wednesday, February 21, 2024, from 2-3 p.m. ET - [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

# Online Resources - HCF Program

- [RHC Learn](#)
- [Step 4: Submit Funding Request](#) webpage
- [Welcome to RHC Connect – FCC Form 462](#) webpage
- [Competitive Bidding Exemptions](#)
- [Consortia Majority Rural Compliance Tip Sheet](#)
- [Request for Proposals \(RFPs\)](#)
- [Network Plans](#)
- [Funding Limitations Tip Sheet](#)
- [Off-site Data Centers and Admin Offices Tip Sheet](#)
- [Equipment Tip Sheet](#)

# Online Resources – HCF Program (continued)

- [Welcome to RHC Connect - FCC Form 461](#) webpage
  - [RHC Connect User Guide](#)
  - [Welcome to RHC Connect – FCC Form 461](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 462](#) webpage
  - [RHC Connect User Guide](#)
  - [RHC Connect - FCC Form 462](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 463](#) webpage
  - [RHC Connect Form User Guide](#)
  - [FCC Form 463](#) self-paced video training guide
- [Information Request Tip Sheet](#)

# Online Resources – Telecom Program

- [RHC Learn](#)
- [Step 4: Submit Funding Requests](#)
- [Funding Request Summary](#)
- [Rural and Urban Rate Information for FY2021 and FY2022](#)
- [Competitive Bidding Exemptions](#)
- Blank [FCC Form 466](#)
- [Examples of Eligible Products and Services Telecom Program](#)

# 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



# The 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 RHC Connect	Transfer a call to a specific form reviewer

**Questions?**

# USAC Support



Gem Labarta – USAC Tribal Liaison

- Support for all USAC programs
- TribalLiaison@usac.org





**Universal Service  
Administrative Co.**

# **Appendix – RHC Connect and Best Practices**

Tribal Teleconference – RHC Office Hours

# **RHC Connect – Submitting the FCC Form 462**

Tribal Teleconference – RHC Office Hours

# My Portal Landing Page

- Log in to My Portal and click “**RHC Connect**” to begin.

The screenshot displays the 'Dashboard' page of the My Portal. At the top, there is a yellow notification banner with an information 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 and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informa'. Below the banner, the dashboard is divided into two main sections. On the left, 'Upcoming Dates' is shown with a calendar icon, listing '07/07 2022 New Filer ID Basics Webinar' and '08/01 2022 Quarterly Filing due August 1'. On the right, 'Rural Health Care' is the main heading, with a red box highlighting the 'RHC Connect' section. This section states: 'RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.' Below this, there are two other sections: 'RHC My Portal' and 'Connected Care Pilot Program', both with descriptive text.

Dashboard

**Upcoming Dates**

07/07 2022 **New Filer ID Basics Webinar**

08/01 2022 **Quarterly Filing due August 1**

**Rural Health Care**

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

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

**Connected Care Pilot Program** - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

# Dashboard

- Here you can start a new form, resume working on a draft or delete a draft FCC Form 461 or 462 for FY2023.
- There's a countdown banner displaying the days remaining in the filing window.

The screenshot displays the RHC Connect dashboard interface. At the top, there is a blue navigation bar with 'DASHBOARD' and 'START A FORM' buttons. Below this is a banner for 'RHC Connect' featuring a woman in a medical mask. A yellow notification bar indicates '(151) Unread Notifications'. The main content area includes a circular clock showing '11:02 Dec 29 2022', a 'My Forms' button, and a 'Form Type' dropdown menu set to 'Form 462'. A search bar for 'Form 462s' is also present. The central table lists various forms with columns for Site Name, Site Number, Application Number, Application Nickname, Form, Last Update, Status, and Actions. A red box highlights the 'Status' and 'Actions' columns of the table.

Site Name	Site Number	Application Number	Application Nickname	Form	Last Update	Status	Actions
				Form 462	12/29/2022 10:57 AM EST	Draft	👁️ 🔄 🗑️
				Form 462	12/9/2022 2:59 PM EST	Submitted	👁️ 🗑️ 📄
				Form 462	12/8/2022 1:45 PM EST	Submitted	👁️ 🗑️ 📄
				Form 462	9/1/2022 10:37 AM EDT	Submitted	👁️ 🗑️ 📄
				Form 462	9/1/2022 10:29 AM EDT	Processed	👁️ 🗑️ 📄 📧
				Form 462	10/26/2022 1:42 PM EDT	Draft	👁️ 🔄 🗑️

# Start a New Form

- Select FCC Form 462, then click “Next”.

RHC Connect

10:23  
Dec 29 2022

What type of Form would you like to file?

FCC Form 461  
Develop Bid Evaluation Criteria & Select Services

FCC Form 462  
Evaluate Bids & Select Service Provider

FCC Form 463  
Invoice USAC

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 461 (Request for Services Form).

This form provides information about the services, equipment, or network facilities selected, and certifies that those services were the most cost-effective option of the offers received.

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463.

NEXT

# Start

# Competitive Bidding

**DASHBOARD** **START A NEW FORM**

SAVE DRAFT

Start Page **Competitive Bidding** Service Provider Information Expense Items Additional Documentation

## Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? ?

Yes

No

Explanations

**BACK** EXIT



# Competitive Bidding (Continued)

[DASHBOARD](#) [START A NEW FORM](#)

[SAVE DRAFT](#)

Start Page **Competitive Bidding** Service Provider Information Expense Items Additional Documentation Confidentiality Certifications

## Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?

Yes

No

**Explanations**

If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 461 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

- 1. Government Master Service Agreement (MSA):** You are seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf, and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.
- 2. Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program:** You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services and equipment purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.
- 3. Evergreen Contract:** You have an existing contract already endorsed by USAC as evergreen.
- 4. Schools and Libraries Program Master Contracts:** You are an eligible HCP in a consortium with participants in the Schools and Libraries (E-rate) program and are purchasing services and/or network equipment under a contract approved under the E-rate program as a master contract.
- 5. Annual Undiscounted Cost of \$10,000 or Less:** If you are seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year you may bypass the competitive bidding process.
  - For consortia applicants, this exemption is \$10,000 for all funding requests submitted for the consortium.
  - Note: If you select this option on your FCC Form 462, you will not be able to request a multi-year funding commitment.

[BACK](#) [EXIT](#)

# Competitive Bidding Exemptions

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications Signature

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? ?

Yes  
 No

Explanations >

Select the exemption that the HCP is claiming

- Annual Undiscounted Cost of \$10,000 or less
- Government Master Services Agreement
- Pre-Approved Master Services Agreement
- Evergreen Contract
- E-rate Approved Contract

Contracts

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
No items available				

ADD CONTRACT EDIT DELETE

BACK EXIT SAVE & CONTINUE

# Competitive Bidding Exemptions (Continued)

- If “Yes” is selected, choose the exemption type.
- Upload contract.
  - For Evergreen contracts, select a contract from the drop-down menu.
  - Evergreen exemption can only be selected if the contract was approved as Evergreen on a prior funding year funding requests.
- Enter the relevant contract information in the fields.
- Use the drop-down calendar to enter dates.

The screenshot shows a web form titled "Competitive Bidding" with a breadcrumb trail: Start Page > Competitive Bidding > Service Provider Informa. The form asks, "Is the HCP requesting that this application be exempt from competitive bidding?" with radio buttons for "Yes" (selected) and "No". Below this, it asks to "Select the exemption that the HCP is claiming\*" with radio buttons for: Annual Undiscounted Cost of \$10,000 or less, Government Master Services Agreement, Pre-Approved Master Services Agreement, Evergreen Contract (selected), and E-rate Approved Contract. A section titled "New Contract" contains a "Select an Existing Contract\*" dropdown menu. It also includes fields for "Contract Sign Date" (10/01/2021) and "Contract End Date (Optional)" (09/30/2024), both with calendar icons. The "Length of Initial Contract Term" is set to 36 Months. The "Number of Contract Extensions (Optional)" is 5. The "Total Combined Length of Optional Extensions (Optional)" is 5 Months. At the bottom of the form are "CANCEL", "BACK", and "EXIT" buttons.

# Competitive Bidding Exemptions (Continued)

- Once the contract is selected, click “Save and Continue”.

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications Signature

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? ⓘ\*

Yes  
 No

Select the exemption that the HCP is claiming\*

Annual Undiscounted Cost of \$10,000 or less  
 Government Master Services Agreement  
 Pre-Approved Master Services Agreement  
 Evergreen Contract  
 E-rate Approved Contract

Contracts	Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
<input type="checkbox"/>			10/1/2021	9/30/2024	36 Months

ADD CONTRACT EDIT DELETE

BACK EXIT

SAVE & CONTINUE

# Competitive Bidding Non-Exempt

- Click “No” if the HCP is not exempt from competitive bidding.
- Choose the related FCC Form 461 from drop-down menu.
  - All FCC Forms 461 for the HCP will be available.
- Enter the number of bids received.
- Copies of all bids received must be uploaded.

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? \*

Yes

No

Related FCC Form 461 Application \*

Is the HCP continuing with the current service provider? \*

Yes

No

Number of Service Providers That Bid \*

3

#### Upload Bids

Document Type	Document	Uploaded On

[Add Documents](#)

Must Upload a file.

[BACK](#) [EXIT](#)

#### Upload Bids

Document Type	Document	Uploaded On
Bids		11/8/2021 9:26 AM EST

[Add Documents](#)

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

# Service Provider Information

- Select 498 ID/SPIN.
- Click “Save and Continue”.

Start Page   Competitive Bidding   **Service Provider Information**   Expense Items   Additional Documentation   Confidentiality   Certifications   Signature

### Service Provider Information

498 ID/SPIN    Service Provider Name      

498 ID/SPIN	Service Provider Name
143003913	CenturyLink Coastal Long Distance Services, Inc.
143001613	CenturyLink CenturyTel of North Mississippi, Inc.
143002125	CenturyLink CenturyTel of Minnesota, Inc.
143001361	CenturyLink United Telephone Co. of New Jersey
143002131	CenturyLink - Embarq Minnesota, Inc (FKA Embarq)

« < 1 - 5 of 83 > »

You have selected 143002131 - CenturyLink - Embarq Minnesota, Inc (FKA Embarq)

  EXIT

# Expense Items – Summary Page

- Download the NCW Template and save.
- Populate all information and upload the NCW to RHC Connect.
- Any information entered manually will be overwritten by the NCW document once it's uploaded.

Start Page   Competitive Bidding   Service Provider Information   **Expense Items**   Additional Documentation   Confidentiality   Certifications   Signature

Advanced Features  
Download NCW Template  
Upload NCW Document

ENTER A NEW EXPENSE ITEM

### Expense Item Summary

#	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1				Network Maintenance			<a href="#">Edit</a>   <a href="#">Delete</a>
2				Ethernet			<a href="#">Edit</a>   <a href="#">Delete</a>

# Using the NCW Template

- Do not disturb the formatting.
  - When using “copy” and “paste” to enter data, be sure to paste using a “text” or “values” format.
  - If any data is entered manually prior to uploading the NCW, that data will be overwritten when the NCW is uploaded.
  - If after uploading the NCW data isn’t saved or you’re directed back to the summary page, the formatting has been changed.
    - Download a new NCW template and try again.

Line Number	Contract Status														Expense Information				Expense Type				Bandwidth				Service Level Agreement									
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH		
	Site Number	Site Name	Is there a contract with the service provider?	Contract ID	Contract Nickname	Contract Start Date (yyyy-mm-dd)	Initial Contract End Date (optional) (yyyy-mm-dd)	Contract Sign Date (yyyy-mm-dd)	Install Date (yyyy-mm-dd)	Number of Contract Extensions (optional)	Length of Initial Contract Term	Time unit of Length of initial contract term	Total Combined Length of Optional Extensions (optional)	Time Unit of Extensions (optional)	Is this a newly installed circuit?	Billing Account Number (optional)	Expected Service Start Date (yyyy-mm-dd)	Installation Date (yyyy-mm-dd)	Category of Expense	Expense Type	Explanation of Expense (optional)	Total Number of Fiber Strands (optional)	Total Number of Fiber Strands Eligible for Support (optional)	Upload Speed	Upload Speed Unit	Download Speed	Download Speed Unit	Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)	SLA for Latency	SLA for Jitter	SLA for Packet Loss	SLA for Packet Reliability	Circuit ID (optional)	Where is the site's location on the circuit?	Is this Member Site, Service Provider Site or Neither?	HCP Number
1		Yes												No				Data	Dark Fiber				1.00	Mbps	1.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location			
2		Yes												No				Data	Ethernet				500.00	Mbps	500.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location			
3		Yes												No				Data	Dark Fiber				1.00	Gbps	1.00	Gbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location			
4		Yes												No				Data	Ethernet				100.00	Mbps	100.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location			
5		Yes												No				Data	Ethernet				50.00	Mbps	50.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location			



# Expense Items – Contract Status

- For consortia applicants, choose a member site for each expense from drop-down menu.
- Select “no” for submission without contract (month-to-month).

The screenshot displays the 'Expense Items' section of a web application. At the top, a navigation bar includes 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (the active tab), 'Additional Documentation', 'Confidentiality', and 'Cer'. Below the navigation bar, the page title is 'Expense Items'. Underneath, it says 'Expense Item 1 of 1' and provides cost information: 'Total Eligible Undiscounted Cost \$0.00' and 'Maximum Support Amount \$0.00'. A sidebar on the left contains a list of sections: 'Contract Status' (highlighted with a green arrow), 'Expense Information', 'Expense Type', 'Bandwidth', 'Service Level Agreement', 'Circuit Information', 'Financial Information', and 'HCP Contribution Source'. The main content area shows the 'Expense Item Site' dropdown menu, which is highlighted with a red box and contains the text '---Select---'. Below this is the question 'Does the HCP have a Contract with the Service Provider?' with two radio button options: 'Yes' and 'No (process this item as month-to-month)'. The 'No' option is selected, indicated by a blue dot. A red arrow points from the 'Contract Status' sidebar section to the 'No' radio button. At the bottom of the form, there are two buttons: 'BACK' and 'EXIT'. Summary text at the bottom reads: 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00' and 'Sum of All Expense Item Maximum Support Amount: \$0.00'.

# Expense Items – Contract Status (Continued)

- Select “yes” for submission with contract.
- Select an existing contract or upload a new contract.
- Enter information about the contract.

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

- > **Contract Status**
- Expense Information
- Expense Type
- Bandwidth
- Service Level Agreement
- Circuit Information
- Financial Information
- HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00  
Sum of All Expense Item Maximum Support Amount: \$0.00

Expense Item Site  
[Redacted]

Does the HCP have a Contract with the Service Provider?

Yes  
 No (process this item as month-to-month)

Select an Existing Contract  OR Contract Nickname  Upload a New Contract

Contract Start Date

Initial Contract End Date

Length of Initial Contract Term

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)

Contract Sign Date

Install Date

# Expense Items – Contract Status (Continued)

- Enter contract start date, initial contract end date, contract sign date and installation date for confirmation in review.

Expense Item Site  
[Dropdown menu]

Does the HCP have a Contract with the Service Provider? [?](#)  
 Yes  
 No (process this item as month-to-month)

Select an Existing Contract [Dropdown menu] OR Contract Nickname [Text input] Upload a New Contract [Upload button] [Drop file here]

Contract Start Date [Date picker: 11/01/2021]

Initial Contract End Date [Date picker: 10/31/2024]

Length of Initial Contract Term  
[Text input: 3] [Years dropdown]

Number of Contract Extensions (Optional)  
[Text input: 5]

Total Combined Length of Optional Extensions (Optional)  
[Text input: 5] [Years dropdown]

Contract Sign Date [Date picker: 11/01/2021]

Install Date [Date picker: 11/01/2021]

# Expense Items – Expense Information

- Enter the “Expected Broadband Service Start Date” and “Installation Date”.

Start Page   Competitive Bidding   Service Provider Information   **Expense Items**   Additional Documentation   Confidentiality   Ce

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

- ✓ Contract Status
- > **Expense Information**
- Expense Type
- Bandwidth
- Service Level Agreement
- Circuit Information
- Financial Information
- HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A  
Sum of All Expense Item Maximum Support Amount: \$N/A

[BACK](#)   [EXIT](#)

Is this a newly installed circuit?  
 Yes  
 No

Billing Account Number (Optional)

**Expected Broadband Service Start Date**  
07/01/2022

**ⓘ You have chosen the funding year start date. Please make sure that this is the date when you actually expect to begin this service or have already started this service.**

Installation Date  
mm/dl/yyyy

# Expense Items – Expense Type

- Enter “Expense Category” and “Expense Type” and an optional explanation of the eligible expense.

Start Page   Competitive Bidding   Service Provider Information   **Expense Items**   Additional Documentation   Confidentiality

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

> **Expense Type**

Bandwidth

Service Level Agreement

Circuit Information

Financial Information

HCP Contribution Source

**Expense Category**  
Data

**Expense Type**  
Ethernet

**Explanation of Eligible Expense (Optional)**  
Ethernet circuit between service provider and eligible HCP

# Expense Items – Bandwidth

- Enter Bandwidth.

The screenshot displays a web application interface for managing expense items. At the top, a navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (the active page), and 'Additional Documentation'. The main heading is 'Expense Items', followed by 'Expense Item 1 of 1'. Below this, summary statistics are provided: 'Total Eligible Undiscounted Cost \$48,480.00' and 'Maximum Support Amount \$31,512.00'. A left-hand sidebar contains a list of sections: 'Contract Status', 'Expense Information', 'Expense Type', 'Bandwidth' (highlighted with a right-pointing chevron), 'Service Level Agreement', 'Circuit Information', 'Financial Information', and 'HCP Contribution Source'. The main content area on the right features two input sections. The 'Download Speed' section has a text input field containing '10' and a dropdown menu set to 'Mbps'. The 'Upload Speed' section also has a text input field containing '10' and a dropdown menu set to 'Mbps'.

# Expense Items – Bandwidth (Continued)

- For equipment, installation, construction and network management services, bandwidth does not have to be entered if not applicable.
- For all other services, bandwidth is required.

The screenshot displays a web application interface for managing expense items. At the top, a navigation bar includes links for Start Page, Competitive Bidding, Service Provider Information, Expense Items (which is the active page), Additional Documentation, and Confidentiality. The main heading is "Expense Items", followed by "Expense Item 1 of 1". Below this, it shows "Total Eligible Undiscounted Cost \$N/A" and "Maximum Support Amount \$N/A".

A sidebar on the left contains a list of sections, each with a status indicator:

- Contract Status (checked)
- Expense Information (checked)
- Expense Type (checked)
- Bandwidth** (expanded, indicated by a right-pointing chevron)
- Service Level Agreement (unchecked)
- Circuit Information (unchecked)
- Financial Information (unchecked)
- HCP Contribution Source (unchecked)

The "Bandwidth" section is highlighted with a red box. It contains two fields:

- Download Speed**: A text input field with a value of "1" and a dropdown menu set to "...Select...". Below the field is the instruction "Leave blank if bandwidth is not applicable".
- Upload Speed**: A text input field and a dropdown menu set to "...Select...". Below the field is the instruction "Leave blank if bandwidth is not applicable".

At the bottom of the form, it states "Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A" and "Sum of All Expense Item Maximum Support Amount: \$N/A". There are two buttons: "BACK" and "EXIT".

# Expense Items – Service Level Agreement (SLA)

- If “no” is selected, fields will not appear.
- If “yes” is selected, enter the information about the SLA.

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

➤ **Service Level Agreement**

○ Circuit Information

Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)

Yes  
 No

What is the SLA for Latency? (Optional)

What is the SLA for Jitter? (Optional)

What is the SLA for Packet Loss? (Optional)

What is the SLA for Packet Reliability? (Optional)



# Expense Items – Circuit Information

- Address of the HCP on expense item will pre-populate based on information in the FCC Form 460.
- “Start location” and “End location” cannot be the same address.

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

- ✓ Contract Status
- ✓ Expense Information
- ✓ Expense Type
- ✓ Bandwidth
- ✓ Service Level Agreement
- **Circuit Information**
- Financial Information
- HCP Contribution Source

Circuit ID (Optional)

**Where is the site's location on the circuit?**

The circuit starts at the site location

The circuit ends at the site location

**Circuit Start Location**

Address Line 1

Address Line 2

City

State

CO

ZIP Code

# Expense Items – Circuit Information (Continued)

- If the HCP is an Off-Site Administrative Office or Data Center, the location on the other end of the circuit is required.

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

- Contract Status
- Expense Information
- Expense Type
- Bandwidth
- Service Level Agreement
- Circuit Information**
- Financial Information
- HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A  
Sum of All Expense Item Maximum Support Amount: \$N/A

**Circuit ID (Optional)**

**Where is the site's location on the circuit?**

The circuit starts at the site location

The circuit ends at the site location

**Circuit Start Location**

Address Line 1

Address Line 2

City

State

CO

ZIP Code

**Circuit End Location**

Location is a Member Site

Location is the Service Provider

Location is not a Member Site or Service Provider

Address Line 1

Address Line 2

City

State

State

ZIP Code

# Expense Items – Financial Information

- If you select “no” for “is this entire expense eligible for support”, you’re indicating that this expense is cost-allocated.
- Enter the eligible percentage and an explanation of the methodology used to determine percent entered
- Upload the required document

**Expense Item 1 of 1**  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

- Contract Status
- Expense Information
- Expense Type
- Bandwidth
- Service Level Agreement
- Circuit Information
- Financial Information**
- HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A  
Sum of All Expense Item Maximum Support Amount: \$N/A

**Does this expense item represent multiple items or circuits?**

Yes  
 No

**Multi-year Funding Request**

Yes  
 No

**How often is this item expensed?**

Monthly

**How many expense periods will there be total?**

12

**Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)**

\$1,000.00

**Taxes and Fees per Expense Period**

\$50.00

**Is this entire expense eligible for support?**

Yes  
 No

**Percent Eligible for Support**

90

**Explanation**

Ten locations use this service but one site is ineligible for funding.

70/1000

**Upload Documentation to Support Your Explanation**

Drop file here

# Expense Items – Multiple Items

- The quantity of items should match the quantity on the documentation.

## Expense Items

Expense Item 2 of 2  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

✓ Contract Status

✓ Expense Information

Does this expense item represent multiple items or circuits? ⓘ

Yes  
 No

**Quantity of Items**

Enter a value.

# Expense Items – Financial Information (Continued)

- Check all that apply.

Start Page   Competitive Bidding   Service Provider Information   **Expense Items**   Additional Documentation   Confidentiality

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$12,600.00  
Maximum Support Amount \$8,190.00

- ✓ Contract Status
- ✓ Expense Information
- ✓ Expense Type
- ✓ Bandwidth
- ✓ Service Level Agreement
- ✓ Circuit Information
- ✓ Financial Information
- > **HCP Contribution Source**

**How will the HCP cover their costs including the required 35% that are not covered by HCF support? (select all that apply)**

- The HCP will cover the difference
- State grants, funding, or appropriations
- Federal funding, grants, loans, or appropriations
- Tribal government funding
- Other grant funding including private grants

Sum of All Expense Item Total Eligible Undiscounted Cost:  
\$12,600.00  
Sum of All Expense Item Maximum Support Amount: \$8,190.00

[BACK](#)   [EXIT](#)

# Expense Items – Summary

### Expense Item Summary

[ENTER A NEW EXPENSE ITEM](#)

#	↑ Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1				Ethernet	\$24,240.00	\$15,756.00	<a href="#">Edit</a>   <a href="#">Delete</a>

Show  records/page

**Total Eligible Undiscounted Cost \$24,240.00**  
**Total Maximum Support \$15,756.00**

[BACK](#) [EXIT](#) [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.

# Additional Documentation

- Consortia applicants are required, at minimum, to upload a Viable Source Letter before continuing.

Start Page   Competitive Bidding   Service Provider Information   Expense Items   **Additional Documentation**   Confidentiality   Certifications   Signature

## ▲ Additional Documentation

Use this tab to upload additional documentation that is relevant to the application. Ensure that all bandwidths, costs, service locations, and expense types are supported with documentation.

🔔 Service provider documentation required to confirm expenses

Document Type	Description	Document	Uploaded On	↑
No items available				

UPLOAD DOCUMENT(S)

Must upload a file of document type Viable Source Letter

BACK   EXIT SAVE & CONTINUE

# Additional Documentation (continued)

- To upload more than 10 documents, follow the instructions in the blue banner.

The screenshot displays the 'Additional Documentation' page in a web application. At the top, a navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items', 'Additional Documentation' (which is the active page), 'Confidentiality', 'Certifications', and 'Signature'. Below the navigation bar, the page title 'Additional Documentation' is followed by a yellow banner with the message: 'Service provider documentation required to confirm expenses'. A table with columns 'Document Type', 'Document', and 'Uploaded On' is shown, but it is empty with the text 'No items available'. Below the table is an 'Add Document' button. The 'Bulk Upload\*' section features an 'UPLOAD' button and a dashed box with the text 'Drop files here'. A blue banner with a red arrow pointing left contains the following text: 'Note: 10 files can be uploaded at a time (up to 100 total). Click Next on this screen once the 10 document limit has been reached; you may then click UPLOAD DOCUMENT(S) again to add another batch of files.' At the bottom left are 'BACK' and 'EXIT' buttons, and at the bottom right is a 'NEXT' button. The footer text reads 'Approved by OMB 3060-0804'.

Document Type	Document	Uploaded On
No items available		

**Bulk Upload\***

UPLOAD *Drop files here*

Note: 10 files can be uploaded at a time (up to 100 total). Click Next on this screen once the 10 document limit has been reached; you may then click **UPLOAD DOCUMENT(S)** again to add another batch of files.

BACK EXIT NEXT

Approved by OMB 3060-0804



# Confidentiality

Start Page      Competitive Bidding      Service Provider Information      Expense Items

## Confidentiality

**Is the HCP requesting confidential treatment and non-disclosure of commercial and financial information? \***

Yes

No

Explanation

   EXIT

# Certifications

<a href="#">Start Page</a>	<a href="#">Competitive Bidding</a>	<a href="#">Service Provider Information</a>	<a href="#">Expense Items</a>	<a href="#">Additional Documentation</a>	<a href="#">Confidentiality</a>	<b>Certifications</b>	<a href="#">Signature</a>
----------------------------	-------------------------------------	--	-------------------------------	--	---------------------------------	-----------------------	---------------------------

## Certifications

- I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- 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 of fact contained therein are true.
- I certify under penalty of perjury that the applicant or consortium has considered all bids received and selected the most cost-effective method of providing the requested services. "Cost-effective" is defined as the "method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health care services." 47 CFR § 54.622(c).
- I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.
- I certify under penalty of perjury that the applicant or consortium is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.
- I certify under penalty of perjury that the applicant or consortium satisfies all of the requirements under Section 254 of the Act and applicable Commission rules, and understand that any letter from the Administrator that erroneously commits funds for the benefit of the applicant may be subject to rescission.
- I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and complied with those rules and requirements.
- I understand that all documentation associated with this application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, all billing records for services received and any other documentation demonstrating compliance with the rules must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR §§ 54.631 or as otherwise prescribed by the Commission's rules.
- I certify under penalty of perjury that the applicant or consortium and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.
- I certify under penalty of perjury that any consultants or third parties associated with this request or RFP do not have an ownership interest, sales commission arrangement, or other financial stake in the vendor chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

EXIT

# Signature

- Sign by typing your first and last name in the “Digital Signature” field.

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications **Signature**

## Signature

Current User Information

Name  
Email  
Phone  
Employer  
Title  
Employer's FCC RN

Signature

Certifier's Full Name  
\* Digital Signature  
Date

BACK EXIT CERTIFY & SUBMIT

# Submitting the FCC Form 466 for Telecom

- For the Telecom Program, the FCC Form 466 is used to submit funding requests.
- RHC Connect looks the same however, there are additional questions about the urban and rural rates per Telecom Program rules.
- Use the following resources to submit the FCC Form 466 in RHC Connect:
  - [Welcome to RHC Connect – FCC Form 466](#) webpage
  - [RHC Connect User Guide – FCC Form 466](#)
  - [Urban and Rural Rate Information for FY2024-FY2025](#) tip sheet
  - [Information Request tip sheet](#)

## **Best Practices**

Tribal Teleconference – RHC Office Hours

# Submission Checklist

- Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens
- A copy of all bids that were received for your request for services including the winning bid, all bids that were rejected and any bids that were disqualified and why
- A list of the bid evaluation criteria and copy of the bidding evaluation matrix
- A list of people who evaluated bids including title, role, and their relationship to the applicant
- Internal documents related to the selection of the service provider (upon request)
- Copies of any correspondence with service providers prior to and during the competitive bidding process (upon request)
- A copy of any new contract signed for your services
- Award letter to winning vendor (upon request)
- Contact information for the service provider and all responsible account holders
- The start and end location of your services.
- Viable source letter for consortia applicants (35 percent contribution)

**\* Any information that cannot be located on the submitted supporting documentation will result in an Information Request**

# Best Practices – Competitive Bidding

- Begin your competitive bidding process early.
  - Bidding period opened on July 1, 2023, for FY2024.
- Once the ACSD has passed and you've chosen a service provider, include them when you reply to Information Requests via email.
- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- 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.

# Best Practices – FCC Forms 462 & 466 (Funding Request)

- Do not enter into an agreement with a service provider until after the ACSD has passed.
- Include all required documentation when submitting your FCC Form 462 and 466.
- Include a cover letter if needed to clarify information entered into the form.
- If submitting funding requests for equipment, data center or administrative offices or network expenses in the HCF Program, tip sheets can be found on the [Step 4: Submit Funding Requests](#) webpage under the Additional Resources section.
- Be sure to actually sign, certify and submit all FCC Forms 462 and 466 before 11:59 p.m. ET on April 1, 2024 (Drafts are not considered submitted).
- HCPs and service providers are required to retain documentation for a minimum of five years.