



RHC Program Request for Services Best Practices for FY2020

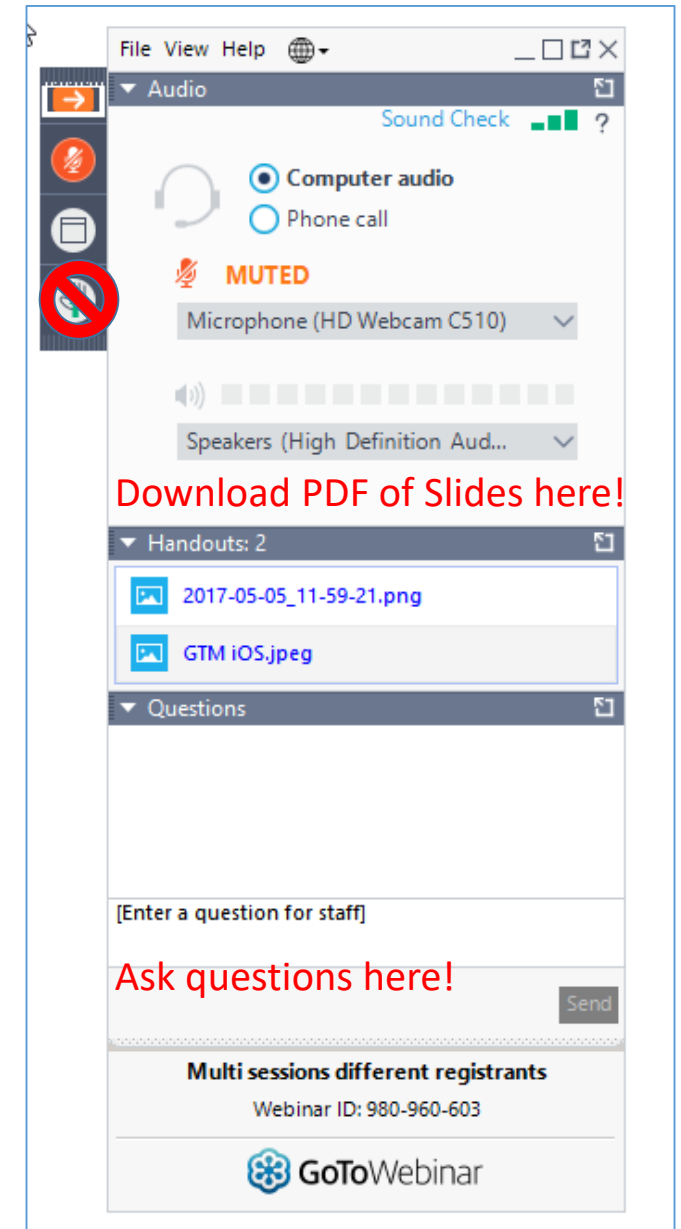
Submitting the FCC Forms 461 and 465



Universal Service
Administrative Co.

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and posted to [RHC Learn](#)



MEET OUR PRESENTERS



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

- Complete and submit an FCC Form 461 and/or 465 in My Portal
 - Submit your request for services to meet the FY2020 filing window deadline
 - Create bid evaluation criteria
 - Abide by competitive bidding rules
 - Identify applicable competitive bidding exemptions
- Locate current requests for services and other important resources on the USAC website

Agenda

1. Overview
2. FCC Report and Order 19-78
3. Public Notice DA 19-1253
4. Competitive Bidding
 - Evaluation Criteria
 - Competitive Bidding Exemptions
 - Site and Service Substitutions
 - Requests for Proposal
 - Search Posted Services
5. Submitting the FCC Form 461
6. Submitting the FCC Form 465
7. Best Practices & Resources

Glossary

Acronym	Meaning
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
FRN	Funding Request Number
LOA	Letter of Agency (HCF Program Only)
ACSD	Allowable Contract Selection Date

Differences Between RHC Programs

- Different services funded: Telecom Program funds telecommunications services and HCF Program funds advanced telecommunications and information services for broadband connectivity.
- Different method of calculating discount: Telecom Program funds the difference between the urban and rural rates; HCF Program funds a flat 65%.

Overview

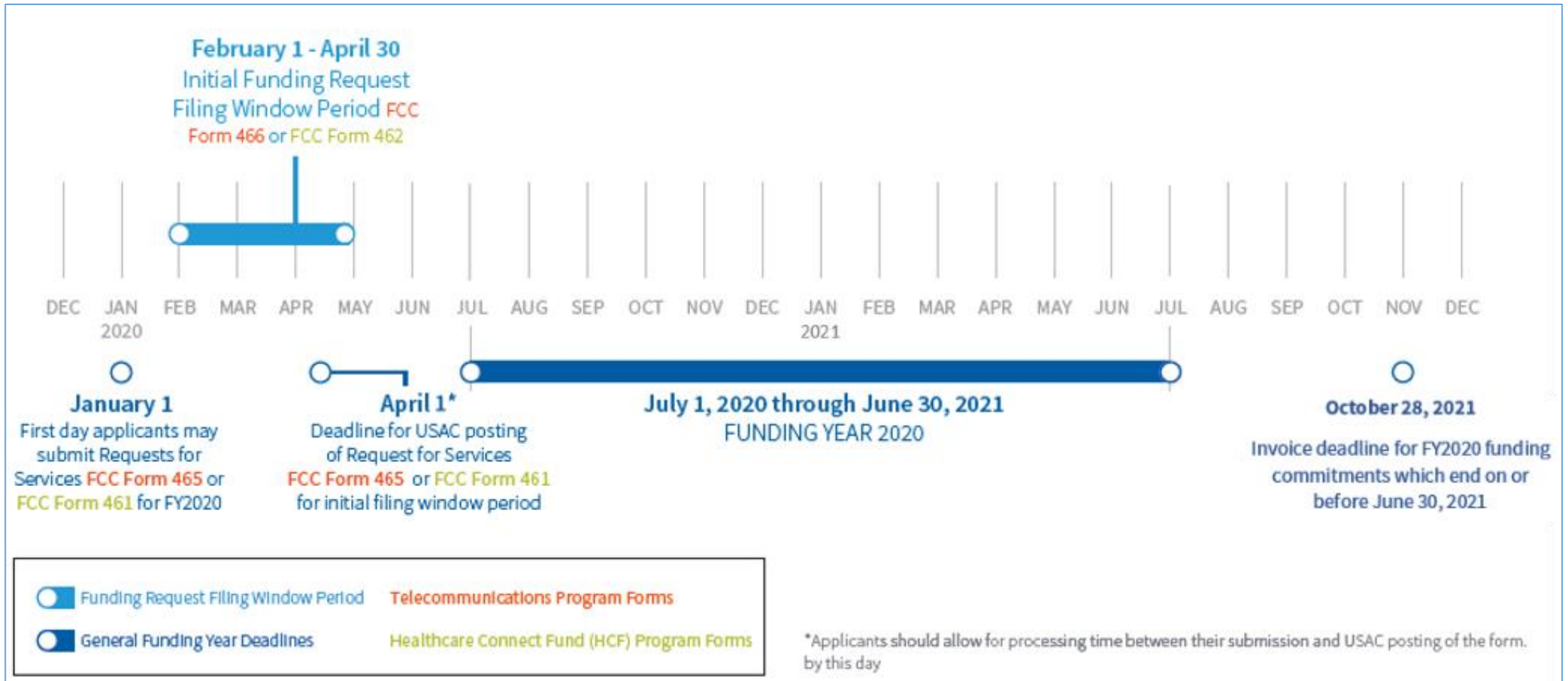
Request for Services Best Practices



RHC Program Application Process



Funding Year 2020 Calendar



What is a Request for Services?

- After eligibility is approved, you (the HCP) completes an FCC Form 461 or 465 to let service providers know what types of telecommunications or broadband services you are looking for.
- Service providers use the information on the FCC Forms 461 and 465 to create a bid to provide those services.
- Request for Services Forms:
 - Telecommunications (Telecom) Program – **FCC Form 465** (Description of Services Requested and Certification Form)
 - Healthcare Connect Fund (HCF) Program – **FCC Form 461** (Request for Services Form)
- Approved Request for Services forms must be posted for a minimum of 28 days on the USAC public website.
 - Once a form is posted, the competitive bidding process begins.

What is a Request for Services?

- Once a Request for Services is posted, service providers have a minimum of 28 days to send their bids to the applicant
 - The HCP and service provider may not enter into an agreement to purchase services until the 28 days is over
 - After the 28 days is complete, the HCP and service provider are welcome to sign a contract, this day is called the **Allowable Contract Selection Date (ACSD)**.

FCC Report and Order 19-78

Request for Services Best Practices



FCC Report and Order 19-78

- Draft Report and Order released to public on July 11, 2019. Final version adopted on August 1, 2019 and released on August 20, 2019.
- Published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Some of the adopted rule changes will not take effect until 2021.
- Takes action to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse.
- Does not affect FY2019 funding requests and applications.
- Read the [Report and Order](#).

FCC Report and Order 19-78

- Adopts changes to every part of the application process.
- There are still two subprograms:
 - Healthcare Connect Fund (HCF) Program
 - Telecommunications (Telecom) Program
- Applicants will still be required to seek HCP eligibility determinations, submit requests for services (i.e., seek competitive bids), submit requests for funding, and submit invoicing forms.

FCC Report and Order 19-78 Resources

- 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 [Tip Sheet](#)
 - Webinar [recording and slides](#)

Additional Program Guidance

FCC Report and Order 19-78

[Funding Year Overview](#)


[Authorizations](#) ▾

[Evergreen Contracts](#)

[Document Retention](#)

[FCC Orders and Resources](#)

FCC Report and Order 19-78


On August 20, 2019, the Federal Communications Commission 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. 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.

The changes initiated by the Report and Order will apply to Funding Year (FY) 2020 and beyond, and will not affect FY2019. This page captures the major changes that affect applicants and what they should be aware of when applying for FY2020 funding but, does not cover every change impacting the RHC Program. We recommend reading the Report and Order in its entirety.

As the new rules are implemented in the RHC Program and My Portal, the RHC Program staff will communicate all changes in advance and provide training and guidance.

Additional Resources

[FCC Report and Order](#) 

[Order 19-78 Tip Sheet](#) 

[Summary Webinar](#)

FCC Report and Order 19-78 Changes to Consider Now

- **Consortia Majority Rural Rule** – Every consortia in the HCF Program must consist of more than 50% rural sites starting in FY2020. Three-year grace period eliminated.
- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.
- **Telecom Competitive Bidding**- Telecom Program applicants can use every competitive bidding exemption applicable to the HCF Program, except 10k exemption.

What about rurality tiers and prioritization of support?

- Based on the FCC Report and Order, all eligible HCPs will be assigned a rurality tier for purposes of prioritization.
- The RHC Program will continue to use the same definition of “rural area” under the FCC’s rules.
 - In the case where demand exceeds available funding, USAC will prioritize funding based on the assigned rurality tiers and those areas in a Medically Underserved Area/Population (MUA/P).
- Since the rural definition has not changed, health care providers (HCPs) currently approved as “rural” will retain their rural status.
- **The RHC Program will assign your rurality tier** – you do not have to do anything!

Public Notice DA 19-1253

Request for Services Best Practices

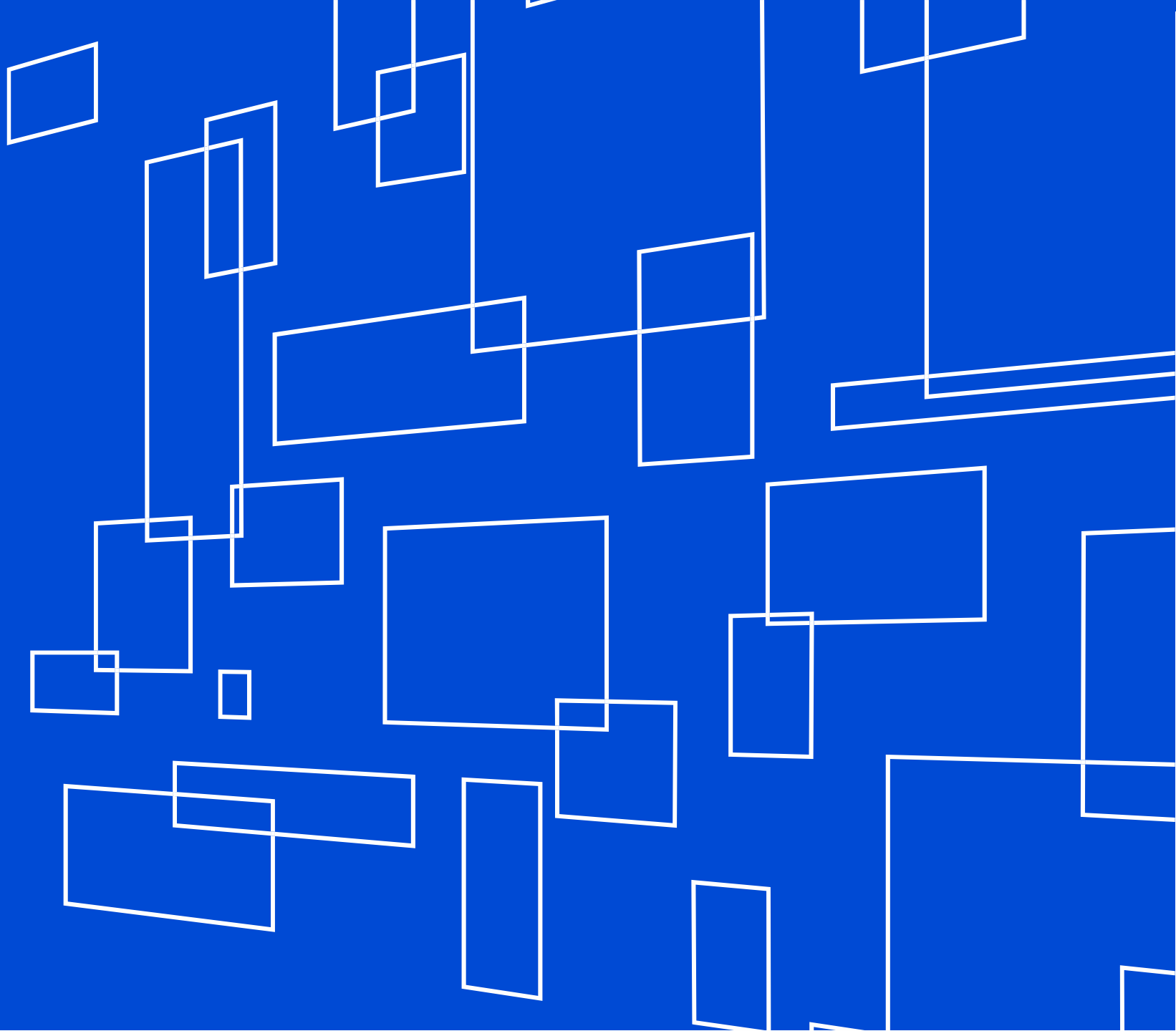
Public Notice DA 19-1253

- On December 10, 2019, the FCC released [Public Notice DA 19-1253](#), providing guidance on the implementation schedule for reforms set forth by FCC Report and Order 19-78.
- As a result, certain reforms originally slated for FY2020 will now be implemented for FY2021.

Updates to Competitive Bidding Reforms

- Implementation Change From FY2020 to FY2021:
 - **Bid Evaluation:** HCPs must include details about minimum services needs and disqualification factors with their request for services.
 - **Site and Service Substitutions:** Telecom applicants will be allowed to submit site and service substitutions.

Questions?



Competitive Bidding

Request for Services Best Practices



Competitive Bidding

- The purpose of competitive bidding is to allow all service providers an equal opportunity to understand your service requirements and offer the most cost-effective solution to address those needs.
- RHC Program rules and FCC Orders require that the competitive bidding process be “fair and open.”

Competitive Bidding

- Service providers who plan to bid cannot also simultaneously help you choose a winning bidder or participate in the vendor selection process in any way.
- All potential bidders and service providers 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 any applicable state, Tribal, or local procurement laws.

Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards included in your Request for Services that you will use to determine the most cost-effective bid.
- Each criterion is given a certain weight, and the sum of these weights must equal 100.
- The bid evaluation criteria should address your needs as indicated on the FCC Forms 461 and 465, and be based on the FCC's definition of “cost-effective.” (47 CFR 54.622(c)).
- In the HCF Program, cost must be a primary factor, but need not be the only primary factor. Although other factors may receive the same weight as cost, no single factor can receive a weight that is greater than cost (47 CFR 54.622(c)). Cost as a primary factor does not apply to Telecom Program requests for services.

Example of Evaluation Criteria

Block 5: Bid Evaluation

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

Criteria	Weight
a. Cost	25
b. Technical Support	15
c. Prior experience, including past performance	15
d. Reliability of Service	20
e. Other (Single Point of Contact)	25

What is a Competitive Bidding Exemption?

- In some cases, the service needs or contract conditions allow you to be exempt from competitive bidding.
- With a competitive bidding exemption, you will not have to undergo the competitive bidding process, and do not need to create evaluation criteria or collect bids from service providers.
- A competitive bidding exemption will allow you to skip the FCC Form 461 or Form 465 (for the purposes of competitive bidding) entirely and proceed directly to submitting a funding request.

Competitive Bidding Exemptions

- Under the HCF and Telecom Programs, you must meet one of the following criteria to be exempt from submitting the FCC Form 461 or Form 465 and participating in the competitive bidding process:
 - purchasing services from a master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on behalf of you and others, and which was awarded pursuant to applicable competitive bidding requirements;
 - requesting support using contracts previously endorsed by USAC (MSA under the Pilot Program or the HCF Program);
 - has an active multi-year contract designated as “evergreen” for the RHC Program (exemption applies for the life of the contract); or is
 - using a consortium contract negotiated and approved under the Schools and Libraries (E-rate) Program.
- If you do not meet any of the exemptions above you must competitively bid for services and submit the FCC Form 461 or Form 465.

Additional Competitive Bidding Exemption – HCF Program

- Applicants seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year do not have to complete an FCC Form 461.
 - Applicants selecting this option cannot also request multi-year funding commitments.
 - Exemption does not apply to the Telecom Program.



Evergreen Contracts

- You are not required to file an FCC Form 461 or FCC Form 465 or competitively bid for the life of a multi-year contract designated as [evergreen](#).
- Your 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)
 - Contract includes the physical addresses of the HCP(s) purchasing from the contract
- USAC must have designated the contract evergreen prior to submission of the funding request.

Site and Service Substitutions – HCF Program

- Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute the services, modify the services, or provide the requested services to other eligible sites.
- Substitutions allow the flexibility for an HCP with an approved funding commitment to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the commitment.
- Approved commitments must have scalability language included in their Request for Services documentation and in any contract obtained through the competitive bidding process.
- Month-to-month approved funding commitments may not utilize site and service substitutions as they did not apply with a contract.

Site and Service Substitutions- HCF Program

- HCF applicants may request a site or service substitution if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
 - The site is an eligible health care provider and the service is an eligible service under the Healthcare Connect Fund Program;
 - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and
 - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process.

Service Providers and Competitive Bidding

- Service providers are prohibited from preparing, signing, or submitting an applicant's FCC Forms 461 and 465 or any other competitive bidding documents.
- Service providers are prohibited from being involved in developing the bid evaluation criteria, or participating in the vendor selection process in any way.
- If it is determined that a service provider helped an HCP with its request for services and was subsequently chosen to provide services, the HCP will have committed a competitive bidding violation, and the funding request will be denied or any funding payments will be subject to rescission.

Requests for Proposal – HCF Program Only

- A [request for proposal](#) (RFP) is a comprehensive bidding solicitation that describes your business priorities and functional requirements in sufficient detail to ensure an effective and fair and open competitive bidding process.
- Per the HCF Order, you are required to submit an RFP if:
 - (A) it is required under applicable State, Tribal, or local procurement rules or regulations;
 - (B) 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) the applicant is a consortium seeking support for participant-constructed and owned network facilities.

Requests for Proposal – HCF Program Only

- If you plan to issue an [RFP](#), it must be submitted with the FCC Form 461 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 which bids will be accepted (28 days or more);
 - Clearly delineated deliverables; and
 - The bid evaluation criteria, including the weight assigned to each criteria.

Search Posted Services

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

Search Posted Services

Resources

- My Portal
- Forms
- Tools ^
- Tools**
- FCC Resources
- Sample Documents
- Search Posted Services**
- Upcoming Dates
- Announcements
- Appeals & Audits

Tools

Funding Commitments Tools

- Open Data
- Funding Commitments Search – HCF Program (FY2013 and Later)
- Funding Commitments Search (2012 and later) – Telecom Program
- Funding Commitments Search (2011 and earlier) – Telecom Program

Health Care Provider Tools

- Eligible Rural Areas Search
- Application Status Report (Telecom Program Only)
- Urban Rates Search (Telecom Program Only)
- HCF Program Invoicing Deadlines

Service Provider Tools

- Search Posted Services (Telecom Program)
- Search Posted Services (HCF Program)

Search Posted Services

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

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

Fund Year:	<input type="text"/>	City:	<input type="text"/>	Posting Start Date After:	<input type="text"/>	
HCP Number:	<input type="text"/>	County:	<input type="text"/>	Posting End Date Before:	<input type="text"/>	
Category of Expense:	Any ▼	State:	Any ▼	Applicant Type:	Any ▼	

Reset

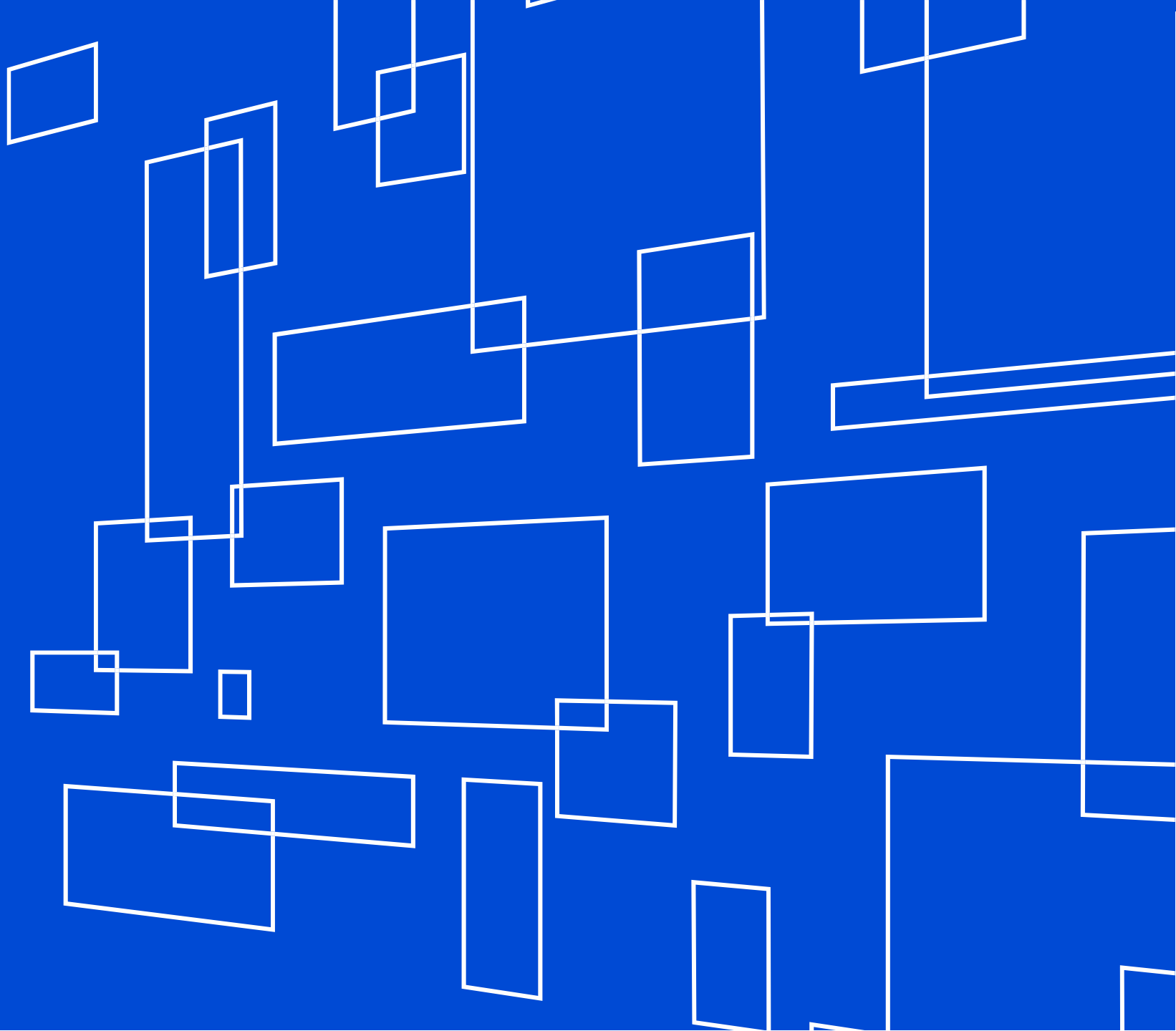
Search

Export Selected

Export All

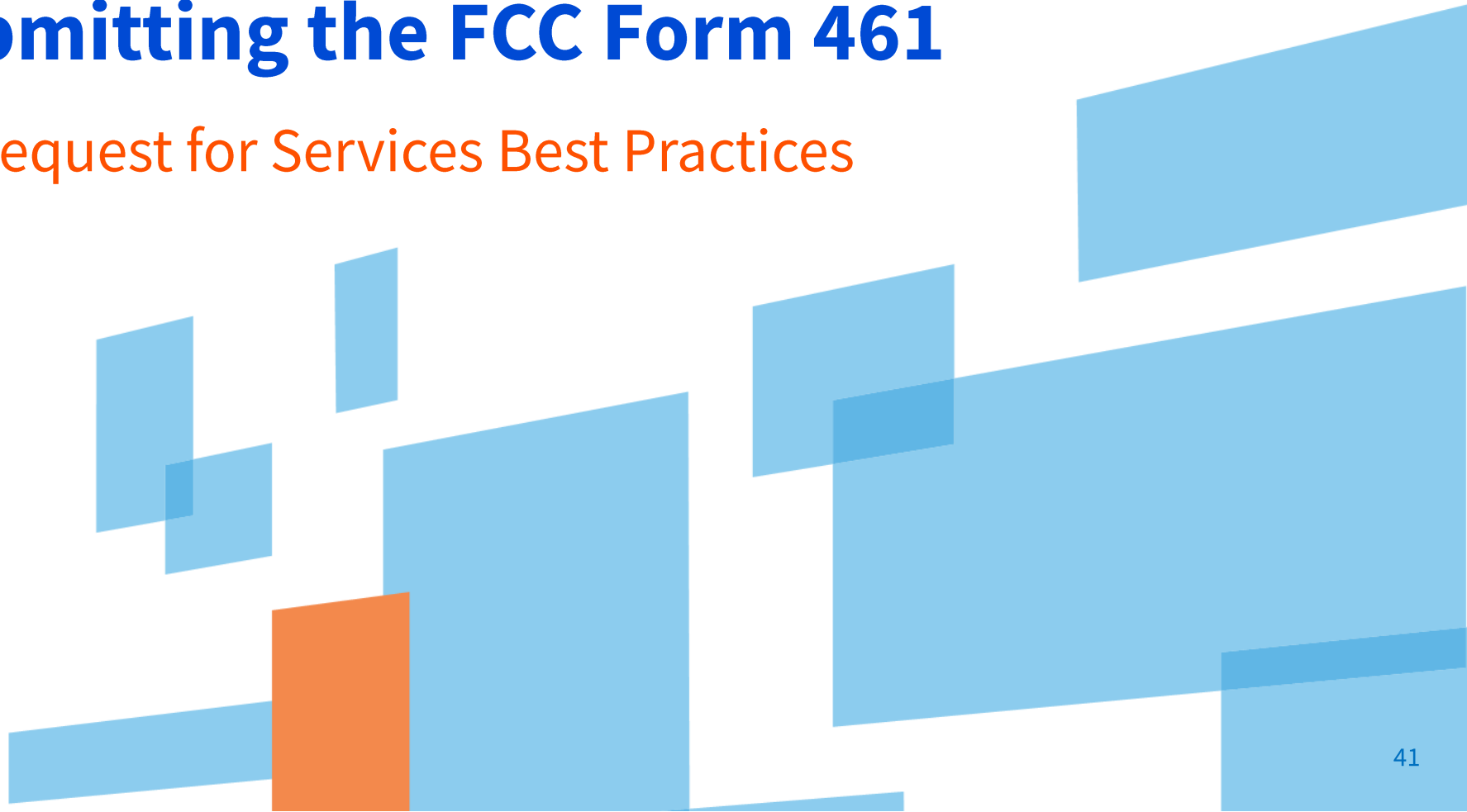
<input type="checkbox"/>		HCP#	HCP Name	Fund Year	Category of Expense Requested	Posting Start Date	ACSD
<input type="checkbox"/>	Details	52379	Lewis County Nursing Home District	2017	Network Equipment, Leased/Tariffed Facilities or Services	04/04/2017	05/03/2017
<input type="checkbox"/>	Details	53600	Ossian Senior Hospice	2017	Network Equipment, Leased/Tariffed Facilities or Services	04/04/2017	05/03/2017
<input type="checkbox"/>	Details	52674	Georgia Pines CSB - Behavioral Health Crisis Center	2017	Network Equipment, Leased/Tariffed Facilities or Services	04/04/2017	05/03/2017
<input type="checkbox"/>	Details	52669	Georgia Pines CSB - Thomas County Mental Health	2017	Network Equipment, Leased/Tariffed Facilities or Services	04/04/2017	05/03/2017
<input type="checkbox"/>	Details	12871	Morgan County Health Department	2017	Network Equipment, Leased/Tariffed Facilities or Services	04/04/2017	05/03/2017
<input type="checkbox"/>	Details	12884	Elliott County Health	2017	Network Equipment, Leased/Tariffed Facilities or Services	04/04/2017	05/03/2017

Questions?



Submitting the FCC Form 461

Request for Services Best Practices



Select HCP

- Go to “My HCPs” tab in My Portal and select the HCP for which you would like to file an FCC Form 461.

RURAL HEALTH CARE

[Return to My Portal](#)

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

- HCP Number and HCP Name
- Street Address
- Account Holder Type (Primary, Secondary, Tertiary, Draft)

To access a specific HCP, search by HCP Number or HCP Name (or simply scroll down the list of HCPs), then click on the HCP Number. Once you have selected an HCP, you will be taken to that HCP's My Forms tab, and information on all other tabs will now be specific to that HCP. To access information about another HCP, go to the *My HCPs* tab and select the new HCP.

[Create New Form 460](#)

My HCPs

HCP #	HCP Name	Account Holder Type	Address	City	State	Zip
<input type="text"/>	<input type="text"/>					
10000	St. Joseph's Community Health	Tertiary	2000 US Hwy 275	Decorah	IA	51640
10001	St. Joseph's Memorial Hospital	Tertiary	1000 E Locust St	Decorah	ID	83617
10002	St. Joseph's Memorial Hospital	Tertiary	1000 E Locust St	Decorah	ID	83617

Create FCC Form 461

- Once the HCP is selected, go to the “Form 460” tab and click “Create Form 461.”

Form 460 Form 461 Form 462 Form 463 Documents


RHC Note: RHC applicants who are not exempt from competitive bidding may file their Form 462 by proceeding to the 'Form 461' tab any time after the Allowable Contract Selection Date (ACSD) has passed. Applicants will see all submitted Form 461s on this page and are able to click the 'Create 462' button after the ACSD period.

New Form 460 Revision

Create Form 461 Create 462 Exempt from Competitive Bidding

Form 460 App #	Last Edited	Status	Download
100 [REDACTED]	10/15/2013	Approved	
100 [REDACTED]		Approved	
100 [REDACTED]		Approved	

Navigating the FCC Form 461

**Universal Service
Administrative Co.**

User:
[Logout](#)
HCP |
HCP |

RURAL HEALTH CARE[Return to My HCP](#)

☒ GENERAL INFORMATION ☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES ☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD
☐ DECLARATION OF ASSISTANCE ☐ BID EVALUATION ☐ ADDITIONAL DOCUMENTATION ☐ CERTIFICATIONS ☐ SIGNATURE

General Information[Preview PDF](#)

USAC Internal Use Only

FCC Form 461 Application Number:

General Information

- Enter form friendly name (optional).

USAC Internal Use Only

FCC Form 461 Application Number:	<input type="text" value="100"/>
FCC Form 460 Number:	<input type="text" value="10"/>
Posting Start Date:	<input type="text"/>
Posting End Date:	<input type="text"/>
Allowable Contract Selection Date (ACSD):	<input type="text"/>
Form 461 Friendly Name:	<input type="text"/>

General Information

- General information will prepopulate, as indicated by greyed-out lines.

General Information

1 Funding Year: *	2016
2 HCP Number:	
3 Site Name/Consortium Name:	Hospital
4 Address Line 1:	
5 Address Line 2:	
Geo Location:	
6 County:	
7 City:	
8 State:	IA
9 Zip Code:	51640

Individual HCP Site Request for Services

- Indicate if you are using an [RFP](#), and upload.
- Enter number of posting days (minimum of 28 days).

☐ GENERAL INFORMATION

☒ INDIVIDUAL HCP SITE REQUEST FOR SERVICES

☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD

☐ DECLARATION OF ASSISTANCE

☐ BID EVALUATION

☐ ADDITIONAL DOCUMENTATION

☐ CERTIFICATIONS

☐ SIGNATURE

Individual HCP Site Request for Services

Preview PDF

10 Indicate whether HCP site plans to utilize an RFP:

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

Applicant has not and will not prepare an RFP. ☐

RFP Upload

Click to Upload

10a Requested contract period: *

10b Expected bid evaluation period (days):

11 Number of days Posted

Number of days USAC should post: *

28

Posting end date:

28 days until posting

Save and Exit

Save and Go Back

Save and Continue

Exit

Individual HCP Site Request for Services

- Enter in the information for the services you are requesting.

Individual HCP Site Request for Services contd[Preview PDF](#)

12 Category of Expense Requested (check all applicable): *

Network Equipment

☐

Leased/Tariffed Facilities or Services

☐

12b Applicant requesting services for an off-site data center:

Yes

☐

No

☒

If yes, provide HCP Number:

12c Applicant requesting services for an off-site administrative office:

Yes

☐

No

☒

If yes, provide HCP Number:

Individual HCP Site Request for Services

- Enter contact information.

13 Contact for Request for Services: Select a contact ▼

13a If other, provide full contact information: *

Contact First Name:	Contact Middle Initial:	Contact Last Name:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Organization Name: *

Contact Name Title: *

Phone: * Ext:

Fax:

Email: *

Address Line 1: *

Address Line 2:

City: *

State: *

Zip Code: *


Save and Exit Save and Go Back Save and Continue Exit

Declaration of Assistance

- List contact information for any assistance received in preparing the FCC Form 461.

☐ GENERAL INFORMATION ☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES ☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD
☒ DECLARATION OF ASSISTANCE ☐ BID EVALUATION ☐ ADDITIONAL DOCUMENTATION ☐ CERTIFICATIONS ☐ SIGNATURE

Declaration of Assistance

 [Preview PDF](#)

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

Yes ☐ No ☒

21 List the contact information for all consultants, service providers, and outside experts that assisted in preparing any part of the FCC Forms 460, 461, RFP, bid evaluation, or network plan.

Previous

Next

New Contact

Select All Rows

Delete Checked Rows

Save and Exit

Save and Go Back

Save and Continue

Exit

Bid Evaluation

- Select your bid evaluation criteria.
- No criteria may outweigh cost; the sum of all criteria must equal 100%.

Bid EvaluationPreview PDF

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

Attach supplemental information (if necessary). Click to Upload

Previous Next New Criterion Select All Rows Delete Checked Rows

Criteria	Weight (%)	Actions
<div><div>Cost</div><div><div>Select A Criteria</div><div>Bandwidth</div><div>Contract modification provisions</div><div>Cost</div><div>Environment objectives (if appropriate)</div><div>Leverage Existing Resources</div><div>Management capability, including solicitation compliance</div><div>One vendor solution</div><div>Personnel qualifications, including technical excellence</div><div>Prior experience, including past performance</div><div>Project Management Plan</div><div>Quality of Transmission</div><div>Reliability of Service</div><div>Technical Support</div><div>Other</div></div></div> <div></div> <div></div>		<input type="checkbox"/>

and Go Back Save and Continue Exit

Additional Documentation

- If you have a [Network Plan](#) or any additional documentation, upload here by clicking “New Document.”

☐ GENERAL INFORMATION

☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES

☐ INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD

☐ DECLARATION OF ASSISTANCE

☐ BID EVALUATION

☒ ADDITIONAL DOCUMENTATION

☐ CERTIFICATIONS

☐ SIGNATURE

Additional Documentation

Preview PDF

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

Previous

Next

New Document

Select All Rows

Delete Checked Rows

Document Type

Actions

Save and Exit

Save and Go Back

Save and Continue

Exit

Required Certifications

- All certifications must be checked.

Certifications

Preview PDF

☐

24. I certify under penalty of perjury that I am authorized to submit this request on behalf of the health care provider or consortium.

☐

25. I declare under penalty of perjury that I have examined this form and attachments and to the best of my knowledge, information, and belief, all information contained in this form and in any attachments is true and correct.

☐

26. I certify under penalty of perjury that the applicant has followed any applicable state, Tribal, or local procurement rules.

☐

27. I certify under penalty of perjury that the supported connection(s) and network equipment will be used solely for purposes reasonably related to the provision of healthcare service or instruction that the health care provider is legally authorized to provide under the law of the state in which the connections are provided. In addition, I certify under penalty of perjury that the supported connection(s) and network equipment will not be sold, resold, or transferred in consideration for money or any other thing of value.

☐

28. I certify under penalty of perjury that the applicant satisfies all of the requirements under section 254 of the Communications Act, 47 U.S.C. § 254, and applicable Commission rules.

☐

29. I certify under penalty of perjury that the applicant has reviewed all applicable requirements for the program and will comply with those requirements.

☐

30. I understand that all documentation associated with this form, including a copy of the signed 461, any bids/ contracts resulting from the 461 posting, scoring sheet, and other information that was used in the decision making process, must be retained for a period of at least five years pursuant to 47 C.F.R. § 54.648, or as otherwise prescribed by the Commission's rules.


Save and Exit

Save and Go Back

Save and Continue

Exit

Signature

Signature Preview PDF

36 Email:

33 Printed Name of Authorized Person:

First Name:

Middle Initial:

Last Name:

34 Title/Position of Authorized Person:

35 Phone:

Ext:

37 Employer:

38 Employer's FCC RN:

Signing on behalf of:

Select An Account Holder

▼

Save and Exit

Save and Go Back

Certify

Exit

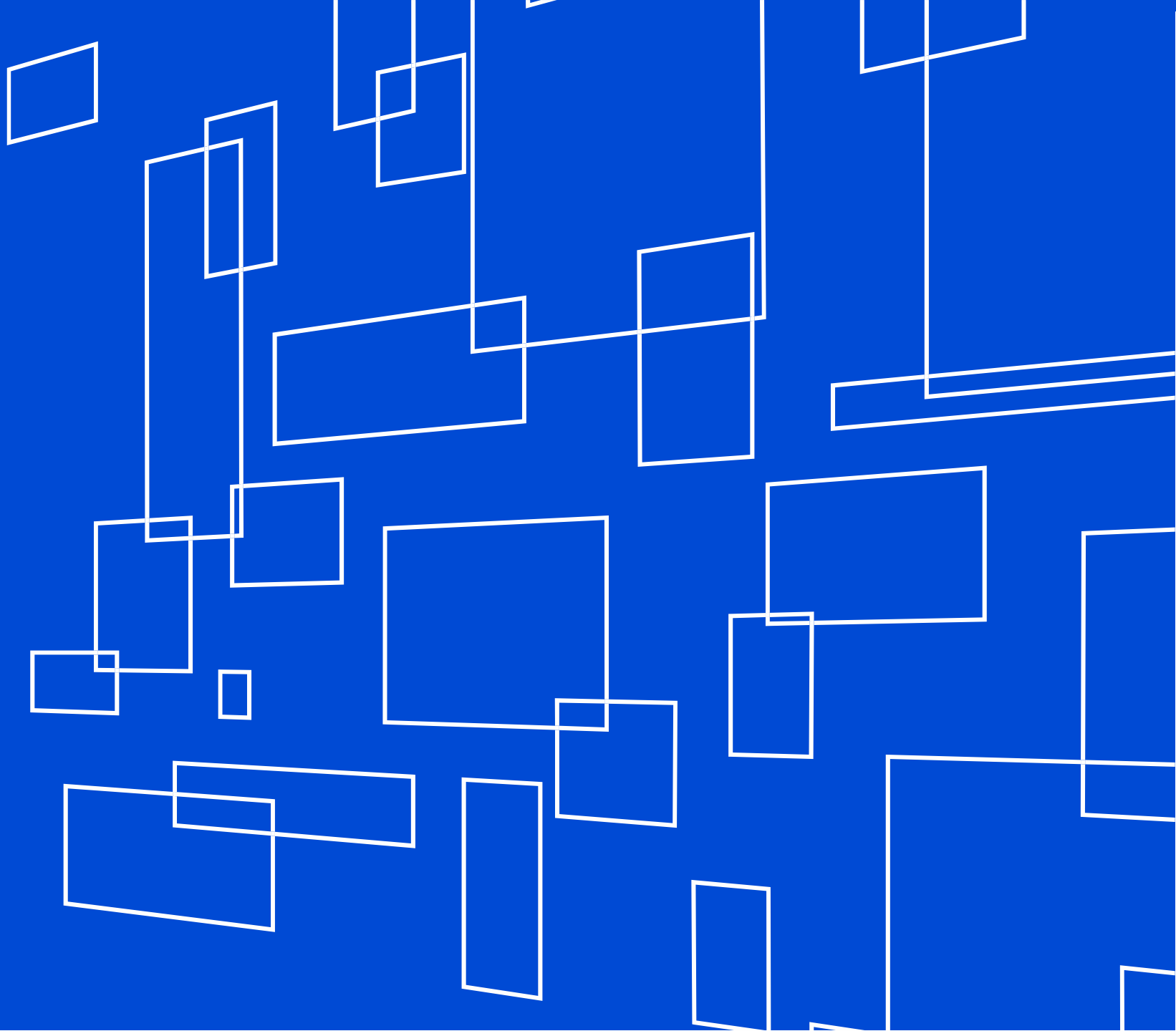
After Submitting

- You will receive an email confirmation that your form was submitted with a copy of the PDF form.
- Respond to Information Requests within 14 calendar days.
 - Failure to respond to the Information Request will result in a denial
 - Information requests will come from a reviewer using an @usac.org domain address

Consortium FCC Form 461

- When filing a consortium FCC Form 461, you should make sure the FCC Forms 460 and LOAs for all member sites have been approved before filing the consortium FCC Form 461.
- Once the FCC Form 461 is filed, you will not be able to link sites to that FCC Form 461 that are later added to the consortium.
- Additionally, numerous FCC Forms 461 will likely mean numerous ACSDs, which would increase the administrative burden associated with competitive bidding.
- Ensure all of your authorization documents are up to date (i.e., TPA/LOA)

Questions?



Submitting the FCC Form 465

Request for Services Best Practices





Eligibility Info

- HCP Location Information
 - Address
 - FCC RN
- Mailing Contact
 - Primary Account Holder information
- Eligibility
 - Select HCP Type
- Additional Information
 - EIN, NPI, Taxonomy Code
- Watch [Eligibility Best Practices Webinar](#)


Request for Services

- Enter the posting information for this service request.

Block 5: Request for Services

 Preview form  Instructions





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3060-0804

Line 30: Is the HCP requesting reduced rates for: 

☐ Both Telecommunications & Internet Services (2013 Funding Year Only)

☒ Telecommunications Service ONLY

☐ Internet Service ONLY (2013 Funding Year Only)

Requested Contract Period	<input type="text"/>	
Number Of Days USAC Should Post	<input type="text" value="28"/>	
Posting End Date	<input type="text" value="28 days after posting"/>	
Expected Bid Evaluation Period (days)	<input type="text"/>	

Request for Services

- Identify anticipated applications and uses of the supported connection.

Identify Anticipated Application(s) and Use(s) of the Supported Connection !

Category: Interactive

- ☐ Distance learning/training
- ☐ Real-time remote examination, consultation, and/or monitoring
- ☐ Video conferencing
- ☐ Voice service
- ☐ Other (describe)

Category: Transactional

- ☐ Distance learning/training
- ☐ Electronic patient billing
- ☐ Exchange of electronic health records
- ☐ Transmission of large files (e.g., X-ray images, MRI, etc.)
- ☐ Other (describe)

Category: Bulk

- ☐ Electronic patient billing
- ☐ Exchange of electronic health records
- ☐ Transmission of large files (e.g., X-ray images, MRI, etc.)
- ☐ Transmission of store and forward consultations
- ☐ Other (describe)

Category: Miscellaneous

- ☐ Backup/redundant connectivity
- ☐ Other (describe)

Services Drop Down Example

- When selecting a service from the categories, usage level and usage period will appear.

Category: Bulk

☐ Electronic patient billing

☒ Exchange of electronic health records

Usage Level:

Usage Period:

☐ Transmission of large files (e.g., X-ray images, MRI, etc.)



☐ Transmission of store and forward consultations

☐ Other (describe)

Bid Evaluation

- Add the bid evaluation criteria and weights.
- Select criteria from the drop down.

Block 7: Bid Evaluation

 Preview form  Instructions

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

Add Criteria

Criteria	Description (if 'Other')	Weight (%)	
Cost		0	Delete Row
Select A Criteria		0	Delete Row

Select A Criteria

Bandwidth

Contract modification provisions

Cost

Environmental objectives (if appropriate)

Leverage Existing Resources

Management capability, including solicitation compliance

One vendor solution

Personnel qualifications, including technical excellence

Prior experience including past performance

Project Management Plan

Quality of Transmission

Reliability of Service

Technical Support

Other

Continue

Previous

Save and Exit

Cancel Changes

Declaration of Assistance

- Add the contact information of those who assisted in the preparation of the form (if applicable).

Declaration of Assistance

List the contact information for all consultants, service providers, and outside experts that assisted in preparing any part of the FCC Forms 465, RFP, bid evaluation, or network plan.

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

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[Add contact](#)

Contact name(First, MI, Last) !

Organization Type !

Title !

Employer !

Phone # !

Email (optional)

Address Line 1 !

Address Line 2 (optional)

City !

State !

Zip Code !

[Delete contact](#)

You have successfully completed all items on this page.

[Save and Continue](#) [Previous](#) [Save and Exit](#) [Cancel Changes](#)

Certification

- All certifications must be checked and you must preview the form.

☒ HCP LOCATION INFORMATION

☒ MAILING CONTACT

☒ ELIGIBILITY

☒ ADDITIONAL INFORMATION

☒ REQUEST FOR SERVICES

☒ BID EVALUATION

☒ DECLARATION OF ASSISTANCE

☒ CERTIFICATION

Block 6: Certification

[Instructions](#)

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RHC Note: Read the information in each certification carefully before certifying, signing, and submitting this form. If you are unsure about any of the information you should contact the RHC team prior to submitting.

☒ Line 31: I certify that I am authorized to submit this request on behalf of the above-named entity or entities, that I have examined this request, and that to the best of my knowledge, information, and belief, all statements of fact contained herein are true.

☒ Line 32: I certify that the health care provider has followed any applicable State or local procurement rules.

☒ Line 33: I certify that the telecommunications services and/or Internet access charges that the HCP receives at reduced rates as a result of the HCPs' participation in this program, pursuant to 47 U.S.C. Sec. 254 as implemented by the Federal Communications Commission, will be used solely for purposes reasonably related to the provision of health care service or instruction that the HCP is legally authorized to provide under the law of the state in which the services are provided and will not be sold, resold, or transferred in consideration for money or any other thing of value.

☒ Line 34: I certify that the health care provider is a non-profit or public entity.

☒ Line 35: I certify that the health care provider is located in a rural area. Visit the RHCD website: (<http://www.usac.org/rhc/tools/rhcd/Rural/2005/search.asp>) or contact RHCD at 1-800-229-5476 for a listing of rural areas.

☒ Line 36: Pursuant to 47 C.F.R. Secs. 54.601 and 54.603, I certify that the HCP or consortium that I am representing satisfies all of the requirements herein and will abide by all of the relevant requirements, including all applicable FCC rules, with respect to funding provided under 47 U.S.C. Sec. 254.

Consultants (fee for service): Upload an LOA with the HCP to verify you are authorized to access the HCP's account information.

Attach Supporting Documentation

You have successfully completed all items on this page.

Previous

Preview FCC Form 465

Cancel Changes

Preview FCC Form 465

- Must select “I have reviewed the form and have no changes.” to proceed.

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

Block 5: Request for Services

☒ I have reviewed the form and have no changes.
☐ I have not reviewed the form or I have reviewed the form and have changes.

[Previous](#) [Save and Continue](#)

Required Certification

Block 6: Certification

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3060-0804

RHC Note: By completing this section, you are electronically signing this form. Your electronic signature is the same as your hand-written signature would be on this form. By typing your password in the signature field below, and clicking on the "Certify & Submit" button, you will have electronically signed the form. The complete Terms and Conditions that govern the user of this system can be found by clicking on the Terms and Conditions link below.

You must select "Accept" to move to the signature block. Selecting "Reject" will return you to My Portal, where this form will be saved in draft status under the My Forms tab.

Accept

Reject

Required Certification

- Your signature is your My Portal password.

RHC Note: Enter your **password** (not your name or User ID) in the Signature field below, then click on the "Certify & Submit" button to electronically sign, certify, and submit this form.

Line 37: Signature	<input type="password"/>	Certify & Submit
Line 38: Date	Mar-17-17	
Line 39: Printed name of authorized person	Geoff W Boggs	
Line 40: Title or position of authorized person	CEO	
Line 41: Employer of authorized person	USF Healthcare Consulting, Inc.	
Line 42: Employer's FCC RN	0018094075	

Please remember:

- Form 465 is the **first** step a health care provider must take in order to receive the benefit of reduced rates resulting from participation in this universal service support program.
- After the HCP submits a complete and accurate Form 465, the RHCD will post it on the RHCD web site for 28 days.
- HCPs may not enter into agreements to purchase eligible services from service providers before the **28 days expire**.
- After the HCP selects a service provider, the HCP must initiate the **next** step in the application process, the filing of Form 466 and/or 466A.

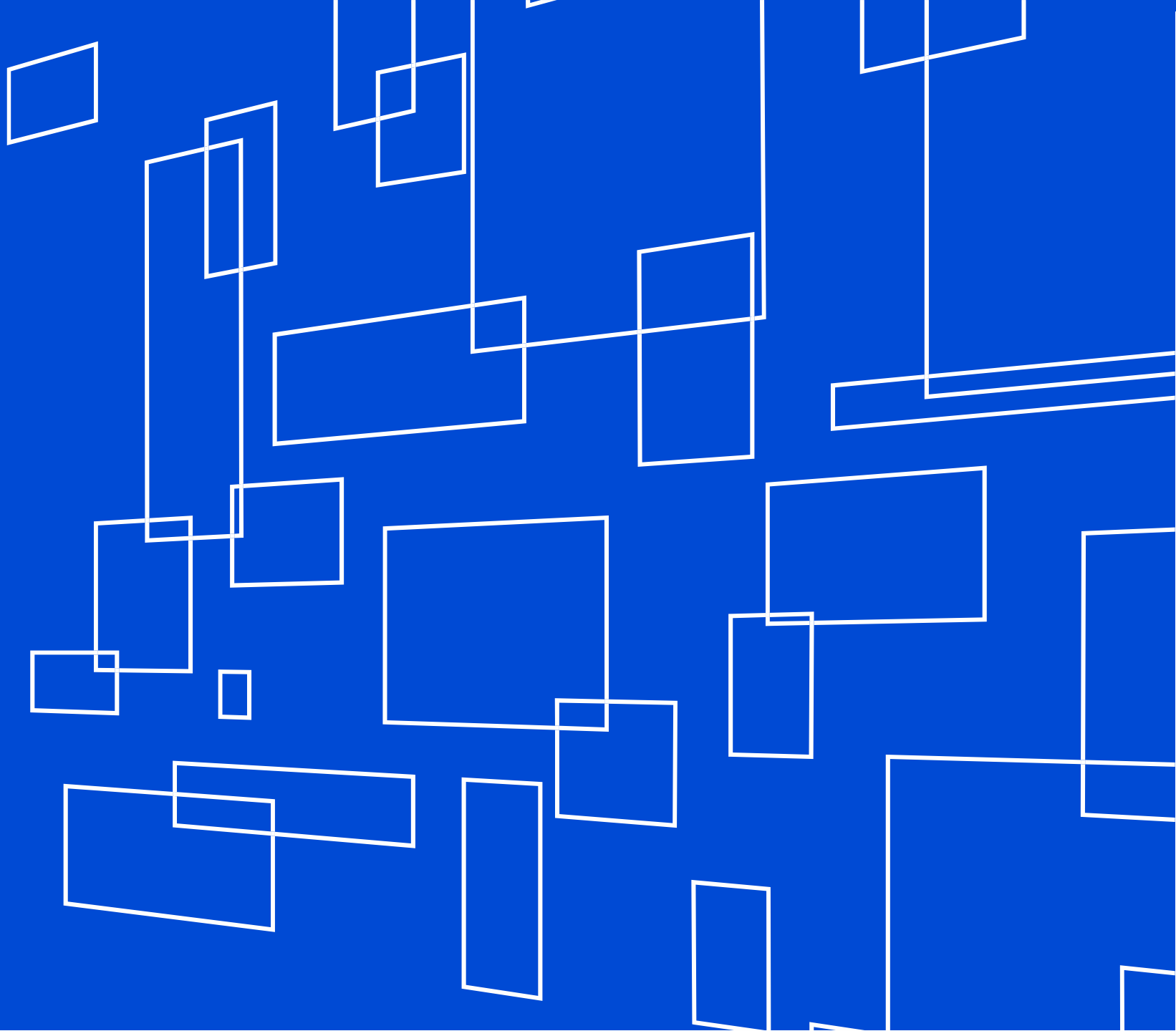
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. Secs. 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.

[Previous](#) [Preview FCC Form 465](#) [Cancel Changes](#)

After Submitting

- You will receive an email confirmation that your form was submitted with a copy of the PDF form.
- Respond to Information Requests within 14 calendar days.
 - Failure to respond to the Information Request will result in a denial
 - Information requests will come from a reviewer using an @usac.org domain address

Questions?



Best Practices & Resources

Request for Services Best Practices



Best Practices: Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
 - E.g. Urban/Rural Rate documentation (Telecom Program)
- Include language in your bid documentation that confirms your service provider will act in compliance with all RHC Program rules and FCC Orders.
- Include your service provider when you reply to Information Requests via email.
- All bid correspondence should be handled via email for audit purposes.
- HCPs are required to retain documentation for a period of five years.

Milestones to Apply for Funding for FY2020: HCF Program

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

HCF Program Form	Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)
FCC Form 460 – Eligibility	February 10, 2020 Recommended Date
FCC Form 461 – Request for Services	March 12, 2020 Recommended Date
FCC Form 462 – Funding Request	April 30, 2020 Deadline to Submit*

Please note that these dates (with the exception of the FCC Form 462 filing window deadline of April 30) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

Milestones to Apply for Funding for FY2020: HCF Program

Recommended Last Day to Submit for Individual HCPs USING a Request for Proposal (RFP)

HCF Program Form	Last Day to Submit for Individual HCPs USING a Request for Proposal (RFP)
FCC Form 460 – Eligibility	February 1, 2020 Recommended Date
FCC Form 461 – Request for Services	March 1, 2020 Recommended Date
FCC Form 462 – Funding Request	April 30, 2020 Deadline to Submit*

Please note that these dates (with the exception of the FCC Form 462 filing window deadline of April 30) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

Milestones to Receive Funding for FY2020: Telecom Program

Telecom Program Form	Last Day to Submit
FCC Form 465 – Eligibility & Request for Services	March 12, 2020 Recommended Date
FCC Form 466 – Funding Request	April 30, 2020 Deadline to Submit*

Please note that these dates (with the exception of the FCC Form 462 filing window deadline of April 30) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

RHC Learn

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Learn

Welcome to RHC Learn! Here you will find all the handouts, training videos, and webinar recordings that will assist you in applying to the RHC Program. All events and resources are offered free of charge.

Upcoming Events

HCF Program Invoicing Best Practices for FY2018 Webinar – Thursday, November 14, 2019, 2:00 p.m. ET – [Register now!](#)

Request for Services Best Practices for FY2020 Webinar – Tuesday, December 10, 2019 2:00 p.m. ET – [Register now!](#)

Handouts and PDFs

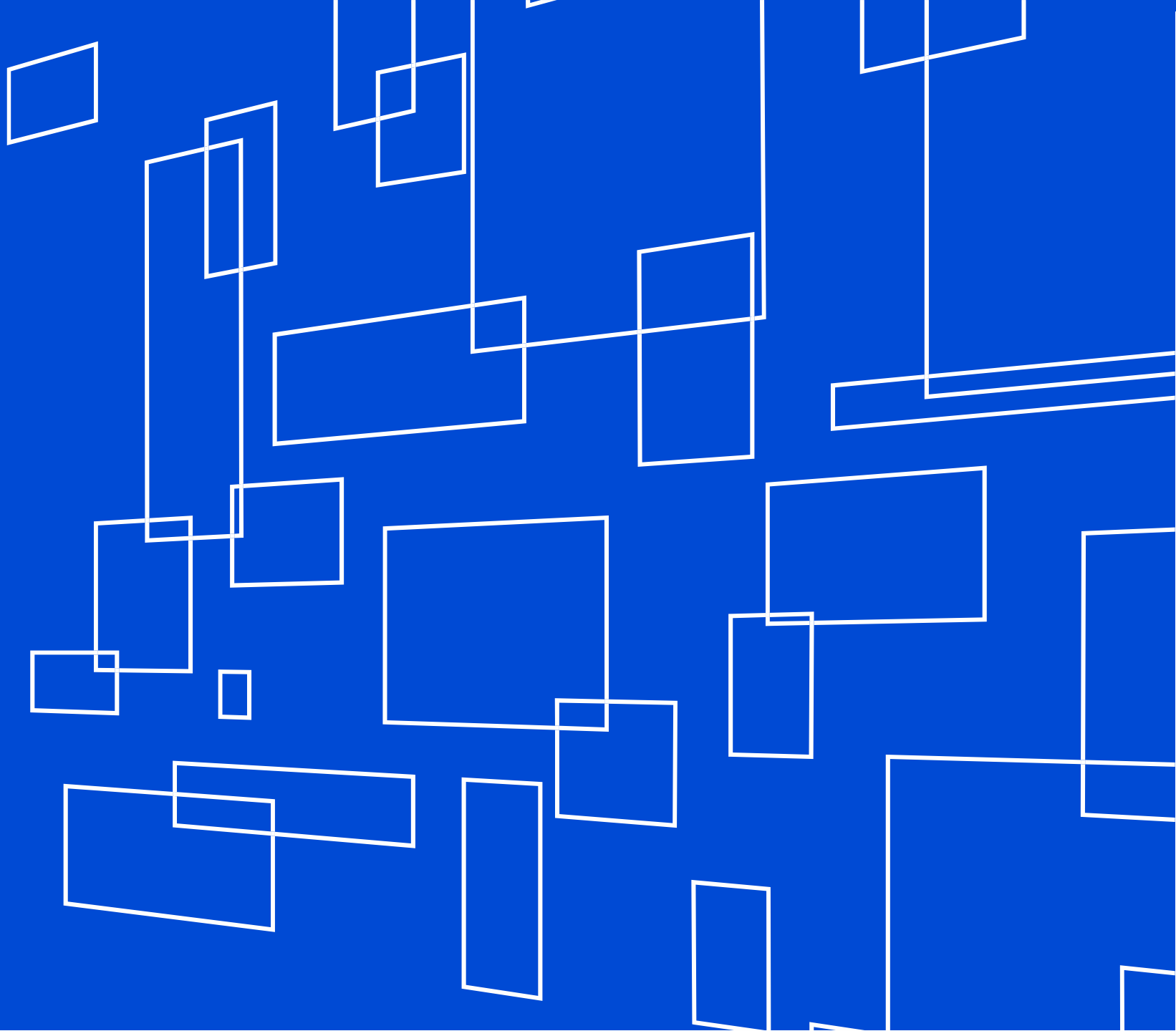
RHC Program General Information

- [RHC Program Brochure](#)

Resources

- [Competitive Bidding FAQs](#)
- [RFP Checklist](#) (HCF Program only)
- [Network Plan Checklist](#) (HCF Program only)
- Search Posted Services
 - [HCF Program](#)
 - [Telecom Program](#)
- Subscribe to the [RHC Monthly Newsletter](#)
- Register for the Funding Request Best Practices for FY2020 webinars!
 - HCF Program (FCC Form 462) Best Practices – January 14 2:00 p.m. ET – [Register now!](#)
 - Telecom Program (FCC Form 466) Best Practices – January 16, 2:00 p.m. ET – [Register now!](#)

Questions?



Thank you for joining us today!

- RHC Help Desk
 - Call (800) 453-1546
 - Email RHC-Assist@usac.org
- Next Webinar - Funding Request Best Practices
 - January 16, 2020 2:00 p.m. ET
 - Register here!
- Please fill out the post-webinar survey!



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