



Telecom Program – Competitive Bidding for FY2025

Submitting the FCC Form 465 in RHC Connect

October 16, 2024

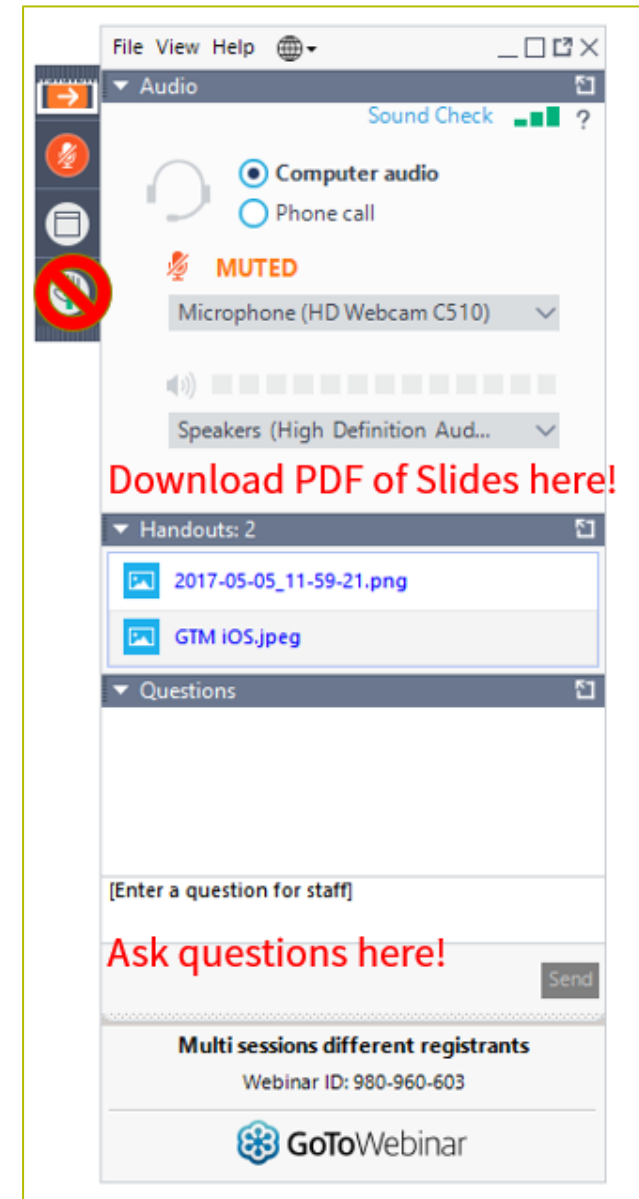
DISCLAIMER:

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

Please be aware that this webinar will be recorded.

Housekeeping

- Use the **Audio** section of your control panel to select an audio source and connect to sound.
 - Turn on your computer's speakers, or
 - Use the call-in instructions in your confirmation email.
- All participants are on mute.
- Submit questions at any time using the **Questions** box.



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

Meet Our Team



Simone Andrews

Senior Communications
Specialist | RHC Outreach



Blythe Albert

Advisor of Program
Management | RHC Outreach

Agenda

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

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

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

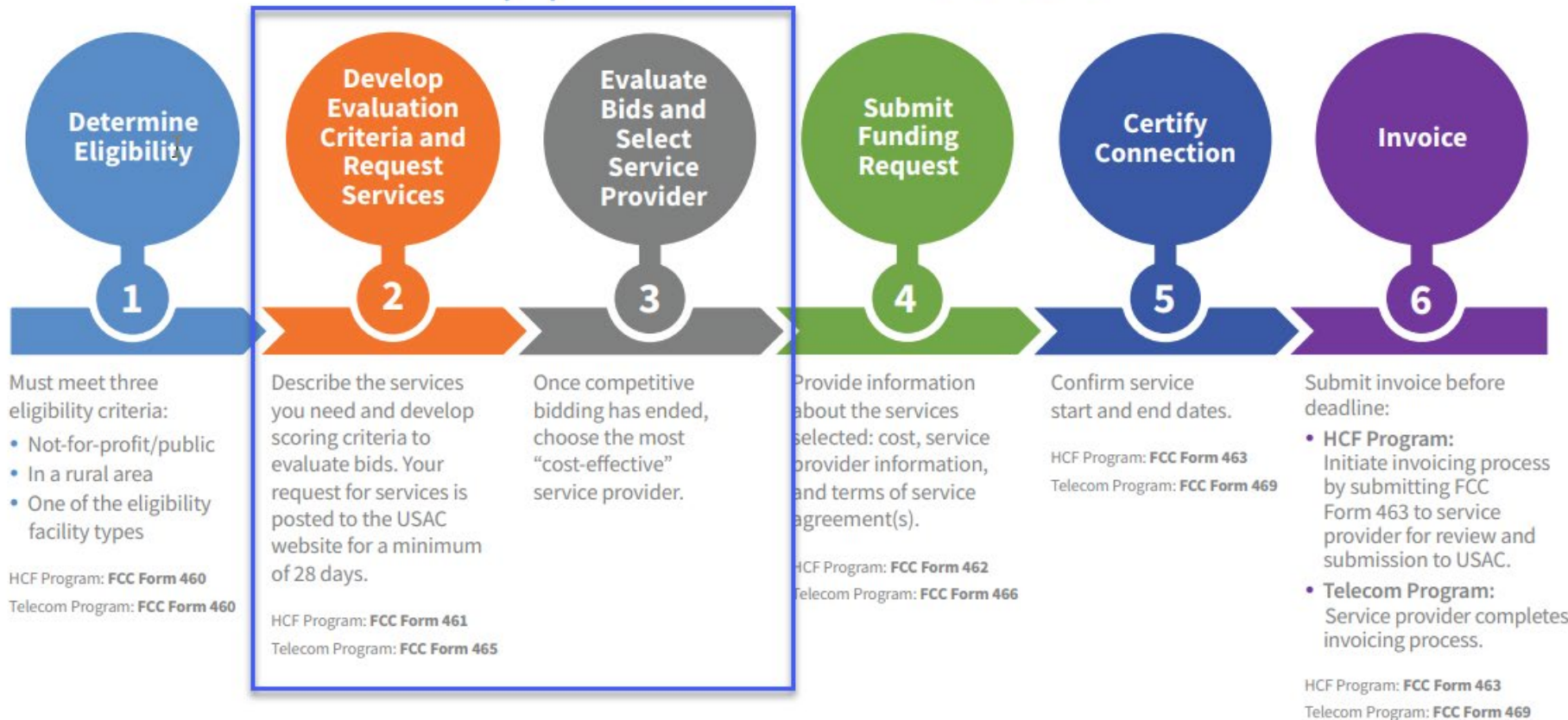
RHC Program Glossary

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

Overview

Submitting the FCC Form 465 in RHC Connect

RURAL HEALTH CARE PROGRAM Application Process



What is a Request for Services?

- The HCP submits the **FCC Form 465** to let service providers know what types of services are being requested.
- Service providers use the information on the FCC Form 465 to create a bid to provide those services.
- Telecommunications (Telecom) Program FCC Form 465 is the “Description of Services Requested and Certification Form”.

What is a Request for Services? (continued)

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

Rural Health Care Program: **Funding Year 2025**

FY2025: JULY 1, 2025-JUNE 30, 2026



JULY 1, 2024: First Day to Submit Request for Services Form

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 4, 2025



DEC 1, 2024 - April 1, 2025: Funding Request Filing Window

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



OCT 28, 2026: Invoice Filing Deadline

- **FCC Form 463** HCF Program
- **Telecom Invoice**

Competitive Bidding

Submitting the FCC Form 465 in RHC Connect

Competitive Bidding

- The purpose of competitive bidding is to allow all service providers an equal opportunity to understand the HCP's service requirements and offer the most cost-effective solution to address those needs.
- RHC program rules and FCC Orders require a fair and open competitive bidding process.
- Service providers, who plan to bid, cannot assist with the preparation of the FCC Form 465, choose a winning bidder, or participate in the vendor selection process in any way.
- All potential bidders shall have access to the same information about the service needs and shall be treated in the same manner.
- All applicants and service providers shall comply with all applicable state, Tribal, or local procurement laws.

Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards, included in the Request for Services, that the HCP will use to determine the most cost-effective bid.
- Applicants must disclose minimum requirements for each criterion.
- Each criterion is given a specific weight. The sum of the weights must equal 100.
- The bid evaluation criteria should address the HCP's needs as indicated on the FCC Form 465 and be based on the FCC's definition of cost-effective. (*47 CFR 54.622(c)*).

Example of Evaluation Criteria

Bid Evaluation			
Select criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services.			
Criteria	Description (if 'Other')	Minimum Requirement	Weight (%)
Cost			45%
Prior experience including past performance		Must have at least one current or have had at least one former circuit with carrier and 3 references from healthcare facility in the same state for like services	35%
Leverage Existing Resources		Utilize existing facilities to minimize disturbance	20%

What is a Competitive Bidding Exemption?

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

Competitive Bidding Exemptions

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

Evergreen Contracts

- HCPs are not required to file an FCC Form 465 or competitively bid for the life of a multi-year contract if they are designated as [evergreen](#) under the HCF or Telecom Program.
- A contract may be designated as evergreen if the contract meets all of the following requirements:
 - Both parties are identified;
 - The contract specifies the service type, bandwidth, and quantity;
 - The contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD);
 - The contract specifies the term and cost of service(s); and
 - The contract includes the physical addresses of the HCP(s) purchasing from the contract.
- USAC must have designated the contract evergreen **prior** to submission of the funding request.

Service Substitutions (47 CFR 54.624)

- Substitutions allow the flexibility, for an HCP with an approved funding commitment, to spend all of the committed funds, even though USAC-supported services may change over the course of the commitment.
- Service substitutions allow HCPs to reallocate un-invoiced, committed funds to substitute or modify the services.
- A service substitution may be requested if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
 - The service is an eligible service under the Telecom 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.
- HCPs with month-to-month approved funding commitments may not utilize service substitutions since a contract was not submitted with the original funding request.
- Service substitutions must be submitted by the service delivery deadline.
- Please use the information on the [Site and Service Substitutions](#) webpage as a resource.

Requests for Proposal

- A [Request for Proposal](#) (RFP) is a comprehensive bidding solicitation that describes the business priorities and functional requirements in sufficient detail to ensure an effective, fair, and open competitive bidding process.
 - An RFP must be submitted if it is required under applicable state, Tribal, or local procurement rules or regulations.
- If the HCP chooses to include an [RFP](#), it must be submitted with the FCC Form 465, and include, at a minimum:
 - A description of the service needs and a defined scope for the project;
 - The number of days during which bids will be accepted (28 day minimum);
 - Clearly delineated deliverables; and
 - The bid evaluation criteria, including the weight assigned to each criterion.
- The RFP should align with everything entered into the FCC Form 465 and provide more details about the requested services.

Service Providers and Competitive Bidding

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

FCC 23-6: Rule Changes

Rates determination in the Telecom Program:

- Eliminates rules requiring use of the Rates Database to determine urban and rural rates.
- Waivers allowing the use of previously approved rates for all urban and rural rates remained in place for FY2023.
- For FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural rate.
 - Similarly, if there are no comparable urban rates within 30 percent of the speed of the requested service, health care providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify an urban rate.
 - Affirms the decisions in FCC Order 19-78 that a non-telecommunications service that is functionally similar to a service requested in the Telecom Program should be considered similar to it when calculating rates and that services with advertised speeds 30 percent above or below the speed of the requested service be considered functionally similar to the requested service.

FCC Order 23-110 – Rule Changes

- [FCC Order 23-110](#) improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding.
- The order permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination (For purposes of competitive bidding in FY2025).
 - This functionality is currently available in the FCC Form 460.
 - If an HCP site with conditional eligibility approval will be participating in competitive bidding e.g. will be listed on an FCC Form 461 or 465, the applicant must provide written notification to potential bidders that their eligibility is approved as conditional and specify the estimated date they expect to be fully eligible.
- 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 determine every time they engage in competitive bidding.

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](#).
- 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 prior funding years, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top, there is a navigation bar with links for About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this is a breadcrumb trail: USAC | About | Reports & Orders | **Supply Chain**. On the left side, there is a sidebar menu with the following items: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (which is highlighted with a yellow bar). The main content area features a large heading "Supply Chain" and two paragraphs of text. The first paragraph states that since November 2019, the FCC has taken actions to protect national security and has implemented the Secure and Trusted Communications Networks Act of 2019, with a link to www.fcc.gov/supplychain. The second paragraph mentions the release of the Supply Chain First Report and Order, which adopted a rule (47 CFR Section 54.9) prohibiting the use of Universal Service Fund (USF) support for equipment or services that pose a national security threat.

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.

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?

Search Posted Services

Submitting the FCC Form 465

HCF Search Posted Services

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




The screenshot shows the navigation menu for the Rural Health Care section of the USAC website. The menu is organized into columns under the 'Rural Health Care' header. The 'Tools' link is highlighted with a red box.

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

Search Posted Services (continued)

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

Open Data

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

Search Posted Services – Requests for Services

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

Search Posted Services

[How to use this Feature >](#)

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

Requests for services may include the following information:

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

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

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

Filters (1) [Clear All](#)

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

Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract .	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
Telecom	43227560	25939	Soldiers & Sailors M...	2023	INDIVIDUAL	Telecommunications...	2022-07-25	2022-08-22	2022-08-23	https://rhc.usac.org/...			
Telecom	43227160	13509	Hamilton County He...	2023	INDIVIDUAL	Telecommunications...	2022-07-27	2022-08-24	2022-08-25	https://rhc.usac.org/...			
Telecom	43227643	31845	Roane General Hospi...	2023	INDIVIDUAL	Telecommunications...	2022-07-28	2022-08-25	2022-08-26	https://rhc.usac.org/...			
Telecom	43227621	11504	Scotland Memorial H...	2023	INDIVIDUAL	Telecommunications...	2022-07-28	2022-08-25	2022-08-26	https://rhc.usac.org/...			

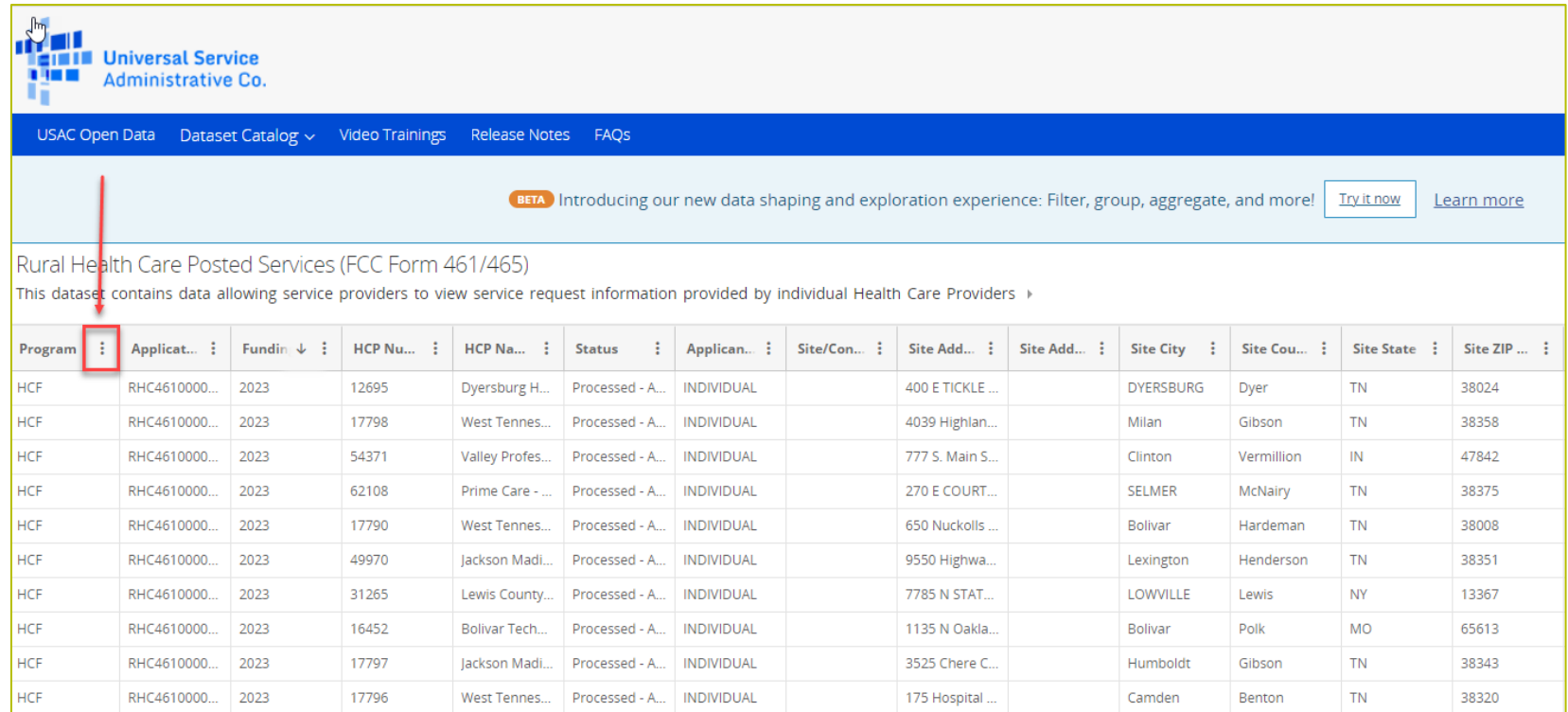
Search Posted Services – Request for Services Data Set

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

The screenshot displays the USAC Open Data interface. At the top, there is a navigation bar with links for 'USAC Open Data', 'Dataset Catalog', 'Video Trainings', 'Release Notes', and 'FAQs'. Below this, a banner announces a new data shaping and exploration experience with a 'BETA' tag and a 'Try it now' button. The main content area features the dataset title 'Rural Health Care Posted Services (FCC Form 461/465)' and a 'Rural Health Care' tag. To the right of the title, there is a toolbar with buttons for 'View Data', 'Visualize', 'Export', 'API', and a menu icon. The 'View Data' and 'Export' buttons are highlighted with red boxes. Below the title, there is a description of the dataset: 'This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers (HCPs) and consortia applying for funding through the Rural Health Care (RHC) Program. The data is collected from the FCC Forms 461 and 465, which includes the service request information.' A 'More' link is also present. On the right side, there is a section for 'Updated July 27, 2022' and 'Data Provided by Universal Service Administrative Company'.

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

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



Universal Service Administrative Co.

USAC Open Data Dataset Catalog Video Trainings Release Notes FAQs

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

Rural Health Care Posted Services (FCC Form 461/465)
This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers

Program	Applicat...	Fundin ↓	HCP Nu...	HCP Na...	Status	Applican...	Site/Con...	Site Add...	Site Add...	Site City	Site Cou...	Site State	Site ZIP ...
HCF	RHC4610000...	2023	12695	Dyersburg H...	Processed - A...	INDIVIDUAL		400 E TICKLE ...		DYERSBURG	Dyer	TN	38024
HCF	RHC4610000...	2023	17798	West Tennes...	Processed - A...	INDIVIDUAL		4039 Highlan...		Milan	Gibson	TN	38358
HCF	RHC4610000...	2023	54371	Valley Profes...	Processed - A...	INDIVIDUAL		777 S. Main S...		Clinton	Vermillion	IN	47842
HCF	RHC4610000...	2023	62108	Prime Care - ...	Processed - A...	INDIVIDUAL		270 E COURT...		SELMER	McNairy	TN	38375
HCF	RHC4610000...	2023	17790	West Tennes...	Processed - A...	INDIVIDUAL		650 Nuckolls ...		Bolivar	Hardeman	TN	38008
HCF	RHC4610000...	2023	49970	Jackson Madi...	Processed - A...	INDIVIDUAL		9550 Highwa...		Lexington	Henderson	TN	38351
HCF	RHC4610000...	2023	31265	Lewis County...	Processed - A...	INDIVIDUAL		7785 N STAT...		LOWVILLE	Lewis	NY	13367
HCF	RHC4610000...	2023	16452	Bolivar Tech...	Processed - A...	INDIVIDUAL		1135 N Oakla...		Bolivar	Polk	MO	65613
HCF	RHC4610000...	2023	17797	Jackson Madi...	Processed - A...	INDIVIDUAL		3525 Chere C...		Humboldt	Gibson	TN	38343
HCF	RHC4610000...	2023	17796	West Tennes...	Processed - A...	INDIVIDUAL		175 Hospital ...		Camden	Benton	TN	38320

Questions?

Submitting the FCC Form 465

Submitting the FCC Form 465 in RHC Connect

New! RHC Connect Update

- FCC Form 465 has moved to RHC Connect to begin competitive bidding for FY2025.
- All information from FCC Forms 460 and existing FCC Forms 465 will migrate to RHC Connect.
- Prior year information will remain in My Portal as well as CCPP forms.
- We have posted a step-by-step [RHC Connect User Guide – FCC Form 465](#) on the new [Welcome to RHC Connect – FCC Form 465](#) webpage.

My Portal Landing Page

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

The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a notification banner with an information icon and a close button, stating: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.'

The dashboard is divided into three main sections:

- Upcoming Dates:** A calendar icon is followed by three entries:
 - 06/26 2024: FCC Form 460 in RHC Connect Webinar
 - 07/10 2024: FCC Form 465 in RHC Connect Webinar
 - 07/17 2024: FY2025 Kickoff Webinar
- Rural Health Care:** A section with an upward arrow icon. It contains three informational boxes:
 - 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. This box is highlighted with a red border in the image.
 - 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.
- Help?:** A section with two options:
 - Send us a message:** [Click here](#)
 - Call us:** (888) 641-8722

RHC Connect

- Click **Start a Form**.

The screenshot displays the RHC Connect dashboard. At the top, a blue navigation bar contains a 'DASHBOARD' link and a 'START A FORM' button, which is highlighted with a red box and a red arrow. Below the navigation bar is a banner image of a healthcare worker wearing a mask. The main content area features a clock showing 10:24 on May 29, 2024, and a notification bar indicating 22 unread notifications. A horizontal menu includes 'Information Requests' (highlighted in blue), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A yellow warning banner states: 'The Funding Year 2024 Funding Request Filing Window is closed.' Below this, the 'Information Requests' section includes a search bar with the placeholder 'Search for Information Requests', a 'SEARCH' button, a 'Form Type' dropdown menu set to 'FCC Form 462', and a 'Type' dropdown menu set to '--- Select a Value ---'. An 'Advanced Search Options' link is located at the bottom of the search section.

RHC Connect (continued)

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

The screenshot shows a web interface for the RHC Connect program. At the top, there is a navigation bar with 'DASHBOARD' and 'START A FORM' options. The main content area is divided into two sections: 'Health Care Connect Fund' and 'Telecom'. Each section contains two cards for different FCC forms. In the 'Health Care Connect Fund' section, the 'FCC Form 461' card (Develop Bid Evaluation Criteria & Select Services) and the 'FCC Form 462' card (Evaluate Bids & Select Service Provider) are visible. In the 'Telecom' section, the 'FCC Form 465' card (Develop Bid Evaluation Criteria & Select Services) is highlighted with a red border and a red arrow pointing to it, while the 'FCC Form 466' card (Evaluate Bids & Select Service Provider) is also visible. Below the cards, there is explanatory text for each form. At the bottom right of the interface, there is a blue 'NEXT' button.

Health Care Connect Fund

FCC Form 461
Develop Bid Evaluation Criteria & Select Services

After determining that you are eligible, the next step is to identify the services you need and develop the bid evaluation criteria you will use to assess service provider bids by completing the FCC Form 461 (Request for Services Form).

FCC Form 462
Evaluate Bids & Select Service Provider

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.

Telecom

FCC Form 465
Develop Bid Evaluation Criteria & Select Services

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

FCC Form 466
Evaluate Bids & Select Service Provider

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

NEXT

Start

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

FCC FORM 465

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

Start

Paperwork Reduction Act (PRA) >

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

Health Care Provider (HCP) Information

HCP ---Select---

FCC Registration Number
Address
State

Application Basics

Application Nickname Enter a nickname as a reference

Funding Year ---Select---

Application Number
Funding Priority

EXIT

SAVE & CONTINUE

Requested Services

- Click **Add Requested Services**.

FCC Form 465 | HCP [REDACTED]

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

Requested Services

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

[+ Add Requested Services](#)

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

Requested Services (continued)

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

FCC Form 465 | HCP [REDACTED]

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

Requested Services

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

[Add Requested Services](#)

Showing 1 - 1 of 1

EXIT BACK **SAVE & CONTINUE**

Requested Services (continued)

- Select type of service from the drop-down menu.
- For voice services, enter the number of phone lines in the field shown.

FCC Form 465 | HCP [REDACTED]

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

Requested Services

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

[Add Requested Services](#)

Showing 1 - 2 of 2

EXIT BACK **SAVE & CONTINUE**

Requested Services (continued)

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

FCC Form 465 | HCP [REDACTED]

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

Requested Services

Type Of Services	If "Other", describe	Min Download Speed	Max Download Speed	Min Upload Speed	Max Upload Speed	Bits per Second	Number of Lines	Allow Bids for Similar Services?	
Data	<i>If Other is selected</i>	10	1000	10	1000	Mbps		Yes	✕
Voice	<i>If Other is selected</i>					Select	10	Yes	✕
+ Add Requested Services ←									

Showing 1 - 2 of 2

EXIT BACK **SAVE & CONTINUE**

Dates & Timing

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

FCC Form 465 | HCP [REDACTED]

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

What is the HCP's desired service contract length?

Up to Year(s)

Will the HCP consider bids with contract extension language?

Yes
 No

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

Yes
 No

What is the HCP's desired time to publicly post this Request for Services?

Days

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

Day(s)

EXIT BACK SAVE & CONTINUE

Dates & Timing (continued)

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


FCC Form 465 | HCP [REDACTED]

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

What is the HCP's desired service contract length?

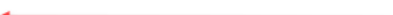
Up to [REDACTED] Year(s)

Will the HCP consider bids with contract extension language?

Yes 

No

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

Yes 

No

What is the HCP's desired time to publicly post this Request for Services?

28 Days

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

5 Day(s)

EXIT BACK SAVE & CONTINUE

Dates & Timing (continued)

- Enter the desired time to publicly post the Request for Services.
 - Minimum of 28 days is required under program rules but can be longer.
- Enter the expected evaluation period after the public posting ends.
- Click **Save & Continue**.

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

Dates & Timing

What is the HCP's desired service contract length?

Up to Year(s)

Will the HCP consider bids with contract extension language?

Yes, This is preferred
 Yes
 No

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

Yes, This is preferred
 Yes
 No

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

Days

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

Day(s)

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

Bid Evaluation

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

FCC Form 465 | HCP [REDACTED]

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

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

Criteria		Evaluation Weight (%)	Minimum Requirement	
Price	<i>Describe if Other is selected</i>	40		
Quality of transmission	<i>Describe if Other is selected</i>	30	Must include SLA	✕
Other	<i>Describe if Other is selected</i>	30		✕

[Add Criteria](#)

Showing 1 - 3 of 3

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

Yes No

Describe the disqualifying factors

No service level agreement

EXIT BACK **SAVE & CONTINUE**

Main Contact

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

FCC Form 465 | HCP [REDACTED]

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

Who is the main contact for this request?
primary - [REDACTED]

Full Contact Information

First Name	Middle Initial (Optional)	Last Name
[REDACTED]		[REDACTED]
HCP Name		
[REDACTED]		
Title		
[REDACTED]		
Address 1	Address 2 (Optional)	
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
Phone	Extension (Optional)	Fax (Optional)
[REDACTED]		
Email		
[REDACTED]		

EXIT BACK **SAVE & CONTINUE**

RFP & Summary

- Answer questions about the Request for Proposal (RFP).
- Provide a summary of requested services and/or RFP (if applicable), then click **Save & Continue**.

FCC Form 465 | HCP

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

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

Yes
 No

Will the HCP be including an RFP with this application?

Yes
 No

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

EXIT BACK **SAVE & CONTINUE**

RFP & Summary (continued)

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

FCC Form 465 | HCP

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

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


Yes

No

Will the HCP be including an RFP with this application?

Yes

No

UPLOAD  Drop files here

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

EXIT BACK **SAVE & CONTINUE**

Additional Documentation

- Click **Add documents** for each additional document you are including in your submission.

FCC FORM 465 | HCP [REDACTED]

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

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

Description	Document	Uploaded On	
<input type="text" value="Describe Document"/> 0/1000	UPLOAD Drop file here	05/29/2024 12:07 PM EDT	✕

EXIT

Declaration of Assistance

- Enter information about third parties who assisted the HCP with preparing any FCC Forms or participated in the competitive bidding process.
- If a Tertiary Account Holder submits the FCC Form 461, this field is auto-populated with their information.

FCC Form 465 | HCP [REDACTED]

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

Have any consultants, service providers, or any other outside experts, whether paid or unpaid, aid in the preparation of the FCC Form 465, RFP, or bid evaluation?

Yes
 No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Action
No items available							

+ Add Contact

EXIT BACK **SAVE & CONTINUE**

Declaration of Assistance (continued)

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

+ Add Contact

Add a New Contact

First Name Middle Initial (Optional) Last Name

Organization Type

Title/Role

Employer

Address 1 Address 2 (Optional)

City State Zip Code

Email

Phone Extension (Optional)

Nature of Relationship

Certifications

- Click the box beside each certification, enter **Certifier's Full Name** in the **Digital Signature** field, then click **Certify & Submit**.

FCC FORM 465 | HCP [REDACTED]


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

Application Summary >

Certifications & Signature

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

Certifier's Full Name Digital Signature

Date 

EXIT BACK **CERTIFY & SUBMIT**

After Submitting

- Once the FCC Form 465 is submitted, the message in the green banner will appear with a summary of the submitted form.
- Click the hyperlink in the green banner titled **Dashboard** or the **Back to Dashboard** hyperlink to return to the RHC Connect Dashboard.

HCP: [REDACTED]

[BACK TO DASHBOARD](#)

✔ Your FCC Form 465 Application RHC4650000034 has been successfully submitted. You can view the application on your Dashboard.

Summary

<p>HCP Name [REDACTED]</p> <p>FCC Registration Number (FCC RN) [REDACTED]</p> <p>Nickname(Optional) [REDACTED]</p> <p>Application Number [REDACTED]</p> <p>Registration Type [REDACTED]</p>	<p>HCP Number [REDACTED]</p> <p>Physical Address [REDACTED]</p> <p>Main Contact [REDACTED]</p>
---	--

Requested Services

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

Showing 1 - 2 of 2

Date & Timing

<p>What is the HCP's desired service contract length?</p> <p>Up to 3 Year(s)</p>	<p>Will the HCP consider bids with contract extension language?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>Will the HCP consider bids for month-to-month contracts?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>
--	---	---

After Submitting (continued)

- An email will be sent confirming that the form was submitted along with a copy of the PDF form.
 - If you do not receive a confirmation email, reach out to the RHC Customer Service Center at RHC-Assist@usac.org.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the Information Request.
 - Failure to respond to the Information Request will result in a denial.
- For FY2025 FCC Forms 465, an auto-generated email will be sent directing applicants to RHC Connect to respond.
- **Applicants should respond through RHC Connect only.**
- Please use the [Information Request tip sheet](#) as a resource.

Questions?

Best Practices and Resources

Submitting the FCC Form 465 in RHC Connect

Best Practices: Communicating with Your Service Provider

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

Milestones to Apply for Funding for FY2025: Recommended Last Day to Submit Forms 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)	January 8, 2025 Recommended Date
FCC Form 465 (Request for Services)	February 10, 2025 Recommended Date
FCC Form 466 (Funding Request)	April 1, 2025 Deadline to Submit

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

Milestones to Apply for Funding for FY2025: Recommended Last Day to Submit Forms 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)	January 4, 2025 Recommended Date
FCC Form 465 (Request for Services)	February 1, 2025 Recommended Date
FCC Form 466 (Funding Request)	April 1, 2025 Deadline to Submit

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

RHC Learn

- Learn**
- Videos
- Webinars
- Newsletter
- FAQs ▾


Learn



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

[Subscribe Now](#)


Learn more about the Rural Health Care program.



Videos

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


[Browse our Videos](#)



Webinars

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

[View our Webinars](#)



Newsletter

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

[Consult our Newsletter](#)

Resources

- [Competitive Bidding FAQs](#)
- [Requests for Services – Search Posted Services Tool](#)
- [RHC Program Request for Services Dataset](#)
- [Welcome to RHC - Connect FCC Form 465](#) webpage
- [RHC Connect User Guide - FCC Form 465](#)
- [Information Request Tip Sheet](#)
- Subscribe to the [RHC Monthly Newsletter](#)

RHC Program Customer Service Center



Email: RHC-Assist@usac.org

- Include in your email:
 - HCP Number
 - FRN Number
- Phone: **(800) 453-1546**
 - Hours are 8 a.m. – 8 p.m. ET
 - Monday- Friday



RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78	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	Transfer a call to a specific form reviewer

Questions?

Thank You!





Universal Service
Administrative Co.