

Service Provider's Guide to Success

Rural Health Care Programs

SERVICE PROVIDERS CAN:

- Maintain up-to-date information on the FCC Form 498;
- Provide information to applicants about products or services – including demonstrations – before the applicant posts the FCC Form 465 or 461;
- Download FCC Form 465/461 information from the USAC website;
- Maintain open communication with applicants to ensure a responsive bid;
- Comply with all state and local rules, procedures, and regulations, including any requirements contained in FCC Form 465/461/RFP;
- Negotiate a contract with an applicant, if selected as the most cost-effective bid;
- Separate the costs of eligible RHC products and services from ineligible ones;
- Finish the contracting process before applicant is able to submit FCC Form 462/466
- Assists applicants with answers to technical questions during Program Integrity Assurance (PIA) review;
- Deliver and install products and services during the funding year;
- Review and timely submit FCC Form 463 upon receipt from USAC (HCF Program)
- Invoice USAC for discounts using the online invoice form on the Portal (Telecom Program)

SERVICE PROVIDERS WHO WILL COMPETE CANNOT:

- Prepare all or part of the applicant's Request for Proposal (RFP);
- Prepare, sign, submit, or post FCC Form 461 or FCC Form 466;
- Serve as the FCC Form 461/465 contact or have your contact information on the FCC Form 461/465;
- Participate in the competitive bidding process except as a bidder;
- Provide free services to ensure bid selection;

- Give a charitable donation that is an inducement to purchase eligible services, reduces applicant's share, or serves to increase the demand for an existing donor's services;
- Bundle eligible and ineligible products and services to hide the ineligible costs;
- Waive or forgive the applicant's non-discount share of the costs for eligible services;
- Set up a foundation that grants money for an applicant's non-discount share;
- Urge applicants to submit a service certification with incorrect information;
- Complete and submit the applicant portion of FCC Form 463/467

SERVICE PROVIDER ACTIONS THAT WILL LEAD TO USAC QUESTIONS:

- Provide training to applicants on RHC in a manner that gives an unfair advantage;
- Provide assistance or advice on an applicant's network plan that gives an unfair advantage;
- Offer pricing that is not cost-effective (e.g., prices two or three times greater than prices available from commercial vendors); and
- If the box in Block 18 of the FCC Form 498 call "Certification to Assist Health Care Providers" is not checked.

Note: While this is not an exhaustive list, the intent is to provide guidance on many of the most common activities that involve service providers.