



# OREGON HEALTH NETWORK

*Orientation 2: Contracts, Participation & Implementation*

# Agenda

1. **Welcome & FCC Project Status** (5 minutes)
2. **Vendor Contract Negotiating** (5 minutes)
3. **Funding, Install & Go-Live** (5 minutes)
4. **OHN Participation** (10 minutes)
  - Benefits
  - Agreement
  - Fee model
5. **OHN's Network Operations Center** (10 minutes)
6. **Recap & Next Steps** (5 minutes)
  - Next RHCPP orientations
  - Resources
7. **Q & A** (15 minutes)

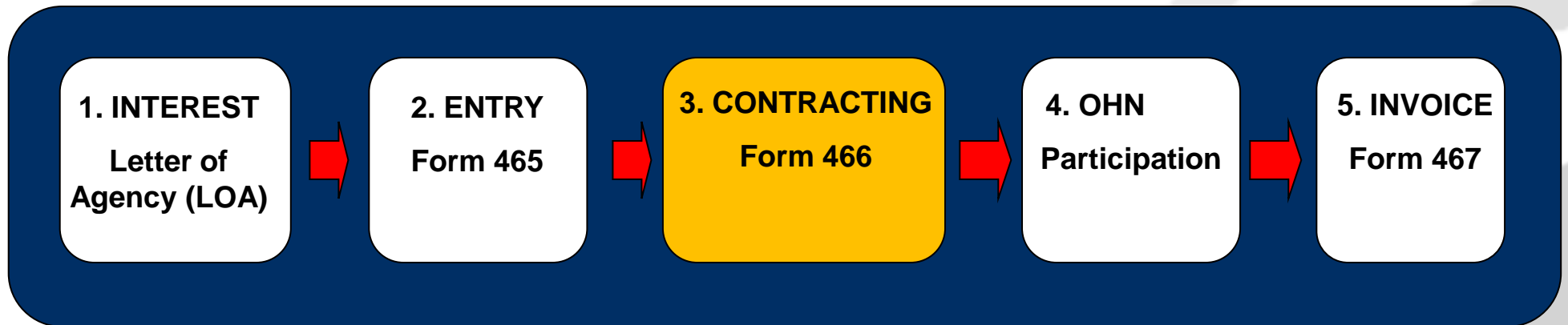
# ***Oregon Health Network***

***Welcome & FCC Project Status Overview***

***Kim Klupenger, Operations Director***



# FCC RHCPP: Project Status Overview



**Your are *HERE!***



- ✓ You have participated in an RFP
- ✓ You have received proposals (bids) from vendors
- ✓ You are in the process of confirming vendor award (winning bid)

# ***Vendor Contract Negotiations***

***Reviewing and negotiating contracts with your winning bidder (vendor)***

***Kim Klupenger, Operations Director***

# Vendor Contract Negotiations

- **Reviewing**

- Once all vendor bids have been received, we begin the formal review process
  - All bids are scored by 3+ reviewers and all sites are encouraged to volunteer a reviewer to review for their location.
- Any and all bids are subject to OHN approval and may be rejected or placed in an extended review if the build costs exceed \$100,000
  - An extended review is conducted by the OHN Board of Directors and all projects that are flagged for extended review will require Board approval.
- Once a winning vendor has been chosen, you will receive a notification letter via email as well as a hard copy

- **Negotiating**

- All vendor negotiations will be between the site and winning vendor
  - OHN will not be a party to the site/vendor service contract
  - Feel free to use OHN as a resource should questions come up in your negotiations
  - Contracts must be completed and signed within one month (30 days) after the receipt of the notification letter OR denied with reason (s) why
  - Remember to include Taxes and Fees

# Vendor Contract Negotiations

- *USAC/FCC Review*

- All bidding, scoring and contracting documents are submitted to USAC for approval
- Once approved, a *Funding Commitment Letter (FCL)* is issued.
  - *An FCL is a letter issued by USAC to OHN and the vendor stating that it has placed the funds requested to cover 85% of the installation and monthly recurring costs for the period of the project into an account designated for subsidizing the site(s) to be serviced*  
***Remember: the FCC pays for 85% of the non-recurring costs; OHN pays the remaining 15% of the non-recurring and you are responsible for the remaining 15% of the recurring***
- Installation can begin per your vendor contract. After installation is complete, OHN will be notified by the vendor so we can connect your site to the OHN NOC

# ***Funding, Install & Go-Live***

***Timeline from FCC funding to go-live***

***Kim Klupenger, Operations Director***

# Timeline: FCL > Go-Live

- 1. Funding Commitment Letter (FCL) sent to your vendor from USAC/FCC**
  - Signals broadband installation/work can begin
  - OHN will send you an email letting you know that the FCL has been issued. Additionally, the vendor will contact you directly
- 2. Participation agreement signed**
  - Allows OHN and the NOC to gather all the network information needed to begin the Leaf Node install process
  - OHN staff meets with your leadership to discuss the OHN Annual Participation Fee and invoice timing for cost/cashflow planning & budgeting purposes
- 3. OHN NOC begins Leaf Node install**
  - The OHN NOC will contact your designated technical contact to get you connected to our network monitoring system
- 4. Welcome to the OHN Network!**
  - The OHN NOC will verify that you are connected and receiving the connectivity you had requested and you will be officially a member of the OHN Network

# ***OHN Participation***

***Participation benefits, agreement & model***

***Kim Klupenger, Operations Director***

# OHN Participant Fees: What are they for?

## 1. *OHN Network Operations Center (NOC)*

- Hardware, software and staff to provide 24x7 monitoring and troubleshooting

## 2. *Operations (project & network management)*

- Outreach, collaboration and education
- Project Administration
  - FCC RHCPP: Managing 465/466/467 process with FCC and resulting invoicing/billing on a monthly basis
  - Technical assistance of aiding in network diagram, working with your IT staff to answer questions and to ensure that the connection to the NOC runs smoothly
  - Transitioning eligible rural sites to standard FCC Rural Health Care program after May 2014
- Site Portal administration and upgrades to enhance administration and administrative workflows
- Additional expertise and administration for the research and development of future projects, programs and services

# OHN: Participation Agreement



## 1. *Where do I obtain the Participation Agreement?*

- OHN will send you a Participation Agreement & Amendment. If you want to preview the agreement, please visit:  
<http://www.oregonhealthnet.org/resources/forms>

## 2. *Have your legal team review and be prepared to sign with plenty of advanced notice*

**PARTICIPATION AGREEMENT**

This Participation Agreement ("Agreement") is entered into by and between Oregon Health Network ("OHN"), an Oregon non-profit corporation, and \_\_\_\_\_ ("Participant"), a \_\_\_\_\_ (describe) located at \_\_\_\_\_ and is made effective as of \_\_\_\_\_ (the "Effective Date").

**I. Recitals**

OHN is a 501(c)(3) organization and will support and facilitate implementation of the Federal Communication Commission's (FCC) Rural Health Care Pilot Program (RHCPP) project in Oregon.

Prior to entering into this Agreement and as a prerequisite hereto, Participant has received and reviewed the rules, regulations and requirements of the FCC and the RHCPP. The RHCPP provides support for up to 85 percent of the costs associated with the construction and operation of state or regional broadband health care networks.

Participant acknowledges that the FCC, through the Universal Service Administrative Company (USAC), also operates a rural health care subsidy program whereby eligible rural entities can receive subsidies from the FCC to pay for the cost difference between urban and rural rates for comparable services (the "Rural Subsidy"). Absent an amendment by Congress to the applicable legislation and based on the information OHN has received from USAC, OHN believes that the Rural Subsidy will continue to exist in its present form or in a similar form after the expiration of the Term (defined below). The Rural Subsidy may be available to the Participant if Participant renews this Agreement as provided in section 1.2 below.

Participant desires to participate in and receive the benefits of the RHCPP and OHN desires Participant to be a part of the RHCPP all on the terms and conditions specified below.

**II. Agreement**

The parties agree as follows:

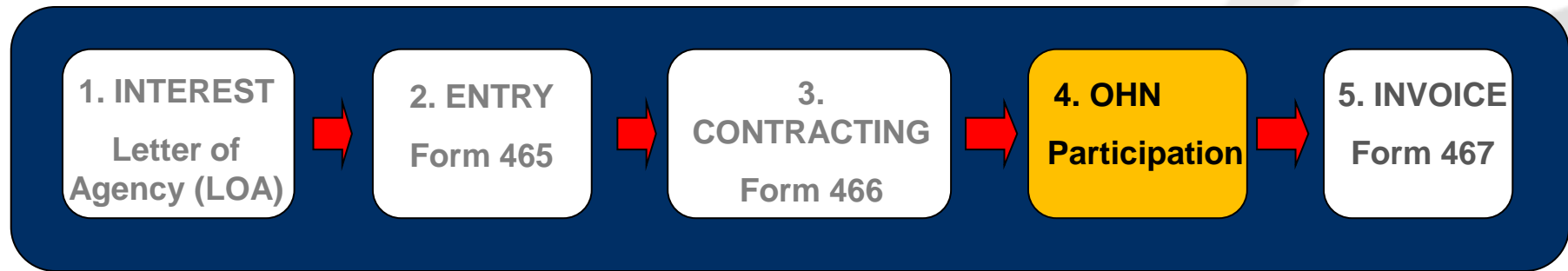
**1.0 Participant obligations.** At all times during the term of this Agreement Participant shall comply with the following obligations:

**1.1.** Participate in the RHCPP for a period ending on May 31, 2014 (the "Term"). The Participant will contract with the telecommunications vendor that will provide the services to Participant's location and enable access to the OHN network, follow RHCPP competitive procurement rules, pay all unsubsidized portions of their telecommunications costs and pay OHN the participation fees under this Agreement.

**1.2.** Subject to sufficient subsidies being received through USAC and renewal of this Agreement with OHN, the Participant intends to renew this Agreement for five years after expiration of the Term, to competitively

Oregon Health Network Page 1 of 1 copyright or confidential

# OHN: Annual Fee Model



**Fee & Model Breakdown:** There are no fees to work through the process until a contract is signed. After a contract is signed, participation fees begin.

Fees are based upon two factors and are designed to not be cost prohibitive and based upon the value and benefits you receive as a result of the leveraging the FCC subsidy.

➤ **OHN ANNUAL FEES + Revenue-Based Fee + Connection Fee**

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**What do you need to do?** You will attend Orientation 3: *Go-Live* to learn how to navigate this step.

# ***OHN's Network Operations Center***

***Introduction to the value and benefits of the NOC***

***Peter Trnavskis, IT Project Manager***

# The OHN NOC: We're looking out for you!

## 1. ***Proactively monitor all OHN connections***

- Open trouble tickets with vendors if a problem is detected
- Monitors your network 24/7, 365 days a year

## 2. ***Pinpoint problems in a multi-network environment***

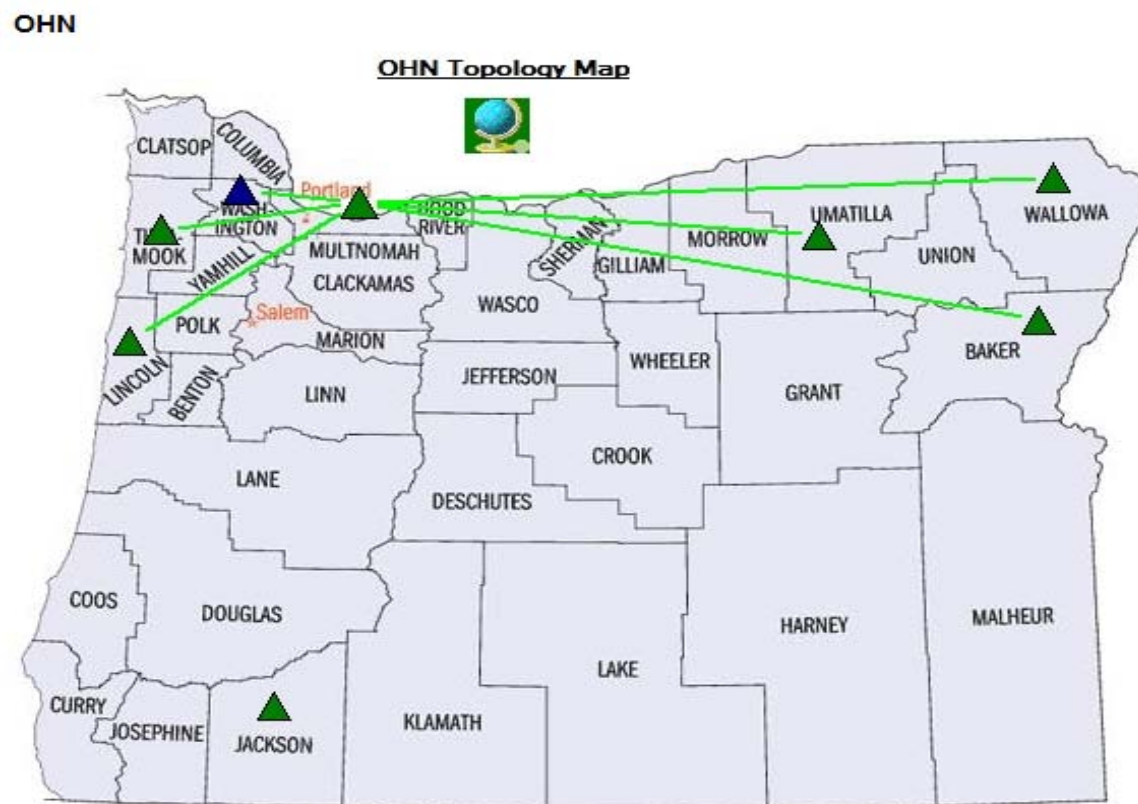
- Minimizes vendor finger-pointing in event of a problem and drastically improves response times

## 3. ***Holds vendors to their Service Level Agreements (SLAs)***

- The OHN NOC is an independent monitoring system and is specifically designed to monitor the quality of the connections
- The OHN NOC will provide a monthly network “health” report to all OHN members

# The OHN Network Operations Center

- Provides real-time reporting using Leaf Nodes
- All reporting information is available through your site Portal



# Troubleshooting Guidelines

## **1. *The OHN NOC works proactively to troubleshoot the OHN Network***

- The NOC will open tickets on a clients behalf once a problem is detected
- The NOC will contact a client via email to let them know a ticket was opened on their behalf
- It is very important to keep your contact information up to date!

## **2. *Check with your IT staff first...***

- Make sure to have your on-site IT team review the problem and determine if it is a local network/hardware problem or a problem with the OHN Wide Area Network

## **3. *Always contact your vendor!***

- Your primary point of contact for all troubleshooting should be your vendor
- The vendor will work with the OHN NOC at a high level to quickly isolate and solve any problems.
- It is important to develop a relationship with your vendor

## ***Recap & Next Steps***

***Keeping the process and your RFP moving forward!***

***Kim Klupenger, Operations Director***

# Next Steps!

## 1. Attend ALL RHCPP Orientations

<http://www.oregonhealthnet.org/resources/siteorientations>

### ○ **Orientation 3: Go-Live**

Review Network Operations Center (NOC) services/reporting as well as the OHN Participation Agreement Amendment and how to work with OHN staff to submit a quarterly report on the benefits/use of your new connection to the FCC

- *Who should attend?* All IT, administration or legal staff responsible for IT oversight/administration, legal contract review and clinical/technical use of the network connection

### ○ **Orientation 4: Invoicing & Billing**

○ Review of the highly detailed and interdependent FCC invoicing process. How to review and approve vendor invoices for RHCPP reimbursement.

- *Who should attend?* All IT, accounting or administration staff responsible for authorizing invoices from vendor for payment from and processing through USAC.

# Next Steps!

2. ***Do you have the support you need within your own team? Get all members of your team/organization behind you.***
  - Legal/Accounting Team
    - Prep for 30-day turn around for vendor contract approval
    - Prep for OHN Participation Agreement & Fee discussion
  - IT & Administrative Team
    - Accounting
    - IT
3. **Prepare for addition requests for information from USAC – and be prepared to respond quickly**
4. ***OHN resources to help you and your team***
  - 4 Orientations (have the right people attend them all!):  
<http://www.oregonhealthnet.org/resources/siteorientations>
  - Staff (see next slide for roles and contact information)

# Resources

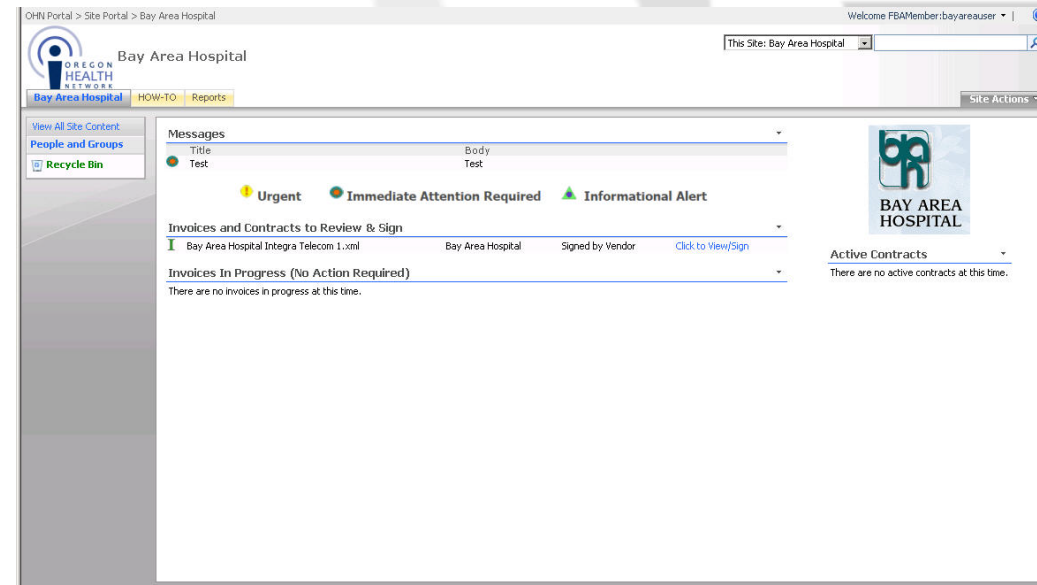
## 1. Web:

[www.oregonhealthnet.org](http://www.oregonhealthnet.org)

## 2. OHN Participant (Site) Portal

- Secure, authorized permission site. Login information is issued to pre-identified contacts within your organization.

## 3. OHN Staff



# Orientation Schedule: 3 & 4

**Email Deb Galiel & [dgaliel@oregonhealthnet.org](mailto:dgaliel@oregonhealthnet.org) for your staff (s) contact information for an email invitation to these subject specific webinars:**

1. **ORIENTATION 3: Go-Live**
  - Wednesday, July 21 10:00-11:00 am
  - Thursday, August 12 10:00-11:00 am

# OHN Staff Contact Information

## General Account & RHCPP Questions:

Kim Klupenger, Operations Director  
[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
503-344-3745

## Information Technology and Technical Questions:

Peter Trnavskis, IT Project Manager  
[ptrnavskis@oregonhealthnet.org](mailto:ptrnavskis@oregonhealthnet.org)  
(503) 344-3744

## RFP Vendor Award Process Questions:

Peter Trnavskis, IT Project Manager  
[ptrnavskis@oregonhealthnet.org](mailto:ptrnavskis@oregonhealthnet.org)  
(503) 344-3744

## Post RFP Award Process Questions:

Deborah Galiel, Assoc. Project Coordinator & Office Mgr.  
[dgaliel@oregonhealthnet.org](mailto:dgaliel@oregonhealthnet.org)  
503-344 -3741

## Legal/ Contract Questions:

Kim Klupenger, Operations Director  
[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
503-344-3747

## Network Service Issues:

NOC Helpdesk  
[ohnnoc@easystreet.com](mailto:ohnnoc@easystreet.com)

## OHN Participation Fees & Billing Questions:

Kim Klupenger, Operations Director  
[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
503-344-3747

OR

Deborah Galiel, Assoc. Project Coordinator & Office Mgr.  
[dgaliel@oregonhealthnet.org](mailto:dgaliel@oregonhealthnet.org)  
503-344 -3741