



OREGON HEALTH NETWORK

Vendor Orientation #2: Awarded Vendor Workshop

Agenda

1. *Welcome & Introductions*
2. *Pre-RFP*
 - Working with us
 - Communicating with sites
3. *Post-RFP*
 - Communicating with sites
 - Contracting
 - Turn up
 - Invoicing and billing
 - OHN NOC
4. *Questions and next steps*

Partnering with Us

Kim Klupenger, Operations Director

Partnering with us: Roles

1. OHN is responsible for:

- Educating the sites on the RHCPP (eligible) value to connection
- Educating For-Profit sites on value of connection
- Providing administrative services for sites to tap into the RHCPP subsidy
- Insuring RHCPP compliance from eligibility to RFP to invoicing
- Assisting with IT questions related to the OHN NOC connection
- Providing high quality NOC services and monitoring (network of networks)

2. Vendors are responsible for:

- The contract and contractual compliance with RHCPP and OHN requirements per the RFP
- Complying with the administrative and invoicing requirements per FCC/USAC regulations

Communicating with the Site

1. OHN provides many different levels of communication:

- 4-part Orientation Series
- Face to face meetings
- Website
- Newsletter
- Consistent emails and letters outlining process updates
- Site Portal (coming soon)

2. Our commitment to our Vendor Partners:

- We will contact you for formally through Orientations and emails to communicate question or issues that the sites may have
- We will contact you informally on daily updates/questions as they arise

Post-RFP

Peter Trnavskis, IT Project Manager

Contract Phase

Important Facts

- 1. Please do not contact your sites until the 5 day protest period has passed.***
 - We will inform you when the period is over via email
- 2. We allow for a 30 day contracting period so please be sure to start the process as early as possible.***
 - If you have trouble contacting the vendor we can help!
- 3. There cannot be any substantial changes to the network configuration from what was bid on the RFP.***
 - If major changes are needed the project will need to go back out for a rebid

Turn Up Phase: Steps to Completion

- 1. *The Site and Vendor submit a completed contract***
 - USAC and OHN review and are required to approve the contract before it can be eligible for funding
- 2. *Site signs the OHN Participation Agreement***
- 3. *Form 466 is submitted to USAC for review***
- 4. *USAC releases a “draft” funding commitment letter (FCL)***
- 5. *USAC releases a final FCL***
 - At this point vendor turn up can begin
- 6. *Vendors complete their install process and submit the NOC Technical Information form to OHN***
- 7. *OHN initiates the OHN NOC install of the Leaf Node device***
- 8. *You will be informed that the install is completed once the OHN NOC has tested the circuit and has verified that the link is being monitored***
- 9. *Invoicing/Billing can begin!***

OHN NOC: Trouble Shooting

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. *Before opening a ticket...*

- 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 first!*

- Your primary point of contact for all troubleshooting should be your Network Provider
- The network provider 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 network provider

NWAX BGP Peering Requirements

1. *Layer 3 BGP Peering at NWAX*

- All OHN vendors must have provide full Layer 3 BGP peering with all other OHN vendors and member systems that peer directly at NWAX.

2. *How do I know who to peer with?*

- OHN is working to provide an up to date web page that lists all current OHN vendors and any member systems that require a peering arrangement at NWAX.
- Contact information for the vendors and members can be found at the NWAX website: <http://www.nwax.net/> under member resources.
- OHN will provide email announcements of any new members that will require peering.

3. *What if I peer at NWAX via an upstream provider?*

- It will be your responsibility to ensure that your upstream provider has the proper peering relationships in place.
- You will not be listed on our NWAX peering list, however your upstream provider will be.

OHN NOC: Technical Report

Month	Node Name	Availability (<99.99%)			Jitter DS (>9.00ms)			Jitter SD (>9.00ms)			MOS (<4.00)			PL DS (>0.30%)		
		MIN	AVG	MAX	MIN	AVG	MAX	MIN	AVG	MAX	MIN	AVG	MAX	MIN	AVG	MAX
9/2009	LN-OCCC-Newport	99.08	99.87	100.00	0.00	2.53	6.50	0.00	1.91	5.40	0.00	4.33	4.34	0.00	0.01	10.00
10/2009	LN-BMCC-Baker City	100.00	100.00	100.00	0.00	3.02	23.20	0.00	1.54	16.00	4.34	4.34	4.34	0.00	0.00	0.00
	LN-BMCC-Pendleton	100.00	100.00	100.00	0.00	2.76	6.40	0.00	1.69	5.50	3.50	4.33	4.34	0.00	0.17	10.00
	LN-OCCC-Lincoln City	100.00	100.00	100.00	0.00	2.86	8.80	0.00	2.32	6.50	0.00	4.34	4.34	0.00	0.00	0.00
	LN-OCCC-Newport	99.85	100.00	100.00	0.00	2.47	6.50	0.00	1.86	6.50	0.00	4.34	4.34	0.00	0.01	10.00
	LN-OCCC-Waldport	100.00	100.00	100.00	0.00	2.33	6.80	0.00	2.66	7.50	3.50	4.34	4.34	0.00	0.00	10.00
	LN-Wallows	90.33	99.66	100.00	0.00	3.35	76.80	0.00	2.65	15.50	0.00	4.33	4.34	0.00	0.00	0.00
11/2009	LN-BMCC-Baker City	100.00	100.00	100.00	0.00	2.78	43.00	0.00	1.85	14.70	4.34	4.34	4.34	0.00	0.00	0.00
	LN-BMCC-Pendleton	100.00	100.00	100.00	0.00	2.60	7.60	0.00	1.35	5.50	3.50	4.33	4.34	0.00	0.08	20.00
	LN-OCCC-Lincoln City	100.00	100.00	100.00	0.00	2.80	8.70	0.00	2.04	6.50	0.00	4.34	4.34	0.00	0.00	0.00
	LN-OCCC-Newport	100.00	100.00	100.00	0.00	2.45	7.60	0.00	2.16	7.60	3.50	4.34	4.34	0.00	0.00	0.00
	LN-OCCC-Waldport	100.00	100.00	100.00	0.00	2.25	6.70	0.00	2.78	8.80	0.00	4.34	4.34	0.00	0.00	0.00
	LN-Wallows	100.00	100.00	100.00	0.00	3.40	73.00	0.00	2.75	15.30	0.00	4.34	4.34	0.00	0.01	10.00
12/2009	LN-BMCC-Baker City	100.00	100.00	100.00	0.00	2.84	33.60	0.00	1.76	12.30	0.00	4.34	4.34	0.00	0.01	10.00
	LN-BMCC-Pendleton	0.00	97.29	100.00	0.00	2.69	7.70	0.00	2.11	6.60	0.00	4.33	4.34	0.00	0.06	10.00
	LN-OCCC-Lincoln City	100.00	100.00	100.00	0.00	2.86	9.70	0.00	1.74	6.40	0.00	4.34	4.34	0.00	0.00	10.00
	LN-OCCC-Newport	100.00	100.00	100.00	0.00	2.44	7.50	0.00	2.27	6.70	0.00	4.34	4.34	0.00	0.00	10.00
	LN-OCCC-Waldport	100.00	100.00	100.00	0.00	2.32	6.70	0.00	2.71	7.70	0.00	4.34	4.34	0.00	0.00	10.00
	LN-Wallows	100.00	100.00	100.00	0.00	3.53	48.80	0.00	2.90	15.90	0.00	4.34	4.34	0.00	0.01	10.00
1/2010	LN-BMCC-Baker City	0.00	99.72	100.00	0.00	2.96	33.20	0.00	1.60	11.10	0.00	4.22	4.34	0.00	0.02	10.00
	LN-BMCC-Pendleton	100.00	100.00	100.00	0.00	2.71	6.60	0.00	2.29	6.40	0.00	4.22	4.34	0.00	0.04	10.00
	LN-OCCC-Lincoln City	100.00	100.00	100.00	0.00	2.80	7.70	0.00	1.42	5.50	0.00	4.22	4.34	0.00	0.02	10.00
	LN-OCCC-Newport	100.00	100.00	100.00	0.00	2.44	6.60	0.00	2.45	7.60	0.00	4.22	4.34	0.00	0.01	10.00
	LN-OCCC-Waldport	100.00	100.00	100.00	0.00	2.38	6.60	0.00	2.62	7.70	0.00	4.22	4.34	0.00	0.02	10.00
	LN-Wallows	0.00	99.92	100.00	0.00	3.47	15.40	0.00	2.81	9.90	0.00	4.21	4.34	0.00	0.00	10.00

Invoicing: Key Points to Getting Paid!

Kim Klupenger, Business Development

RHCPP: Overview of Requirements

1. FCC RHCPP Requirements

- Very strict rules and processes designed to ensure proper use and dissemination of RHCPP subsidy funds. OHN has limited-to-no influence on modifying these processes and requirements.
- Dictates implementation and use of their customized content & layout of invoices and review/approval process; no exceptions
- Final approver of invoices and payout to vendors

RHCPP: Goals & Roles

1. OHN Goals

- Minimize and automate (whenever possible) USAC's very time consuming and manual process through OHN's site and vendor portals
- Provide participating sites and vendors with real time information on where FCC invoices are at in the internal review/approval process
- Get vendors paid in a very timely manner

2. Role & Responsibilities

- Responsible for insuring that the vendor invoices and processes adhere to all FCC requirements and to meet annual audits
- Insuring that the vendors are performing up to their contractual agreements with the sites; if not, OHN can withhold payment to the vendor until the issue is resolved to meet contractual standards

RHCPP: Invoicing & Reimbursement

1. Two Invoices

- **Non-recurring:** 1 x broadband connection installation charge, reimbursed 100% by FCC RHCPP & OHN matching funds
 - 85% reimbursed to the vendor utilizing FCC funds
 - 15% reimbursed to the vendor utilizing OHN funds
- **Recurring:** Monthly telecommunication charge
 - 85% reimbursed to the vendor utilizing FCC funds on a monthly basis
 - 15% - the site pays the vendor directly on a monthly basis

2. Invoice Information (minimum) Required by USAC/FCC

- Invoice number
- SPIN #
- BAN #
- Dates of services
- Type of service
- Total amount of invoice
- Breakdown of 85% of total (to be paid by FCC) & 15% of total (to be paid by OHN for non-recurring and you for monthly recurring)
- Signature of the legal signatory for the site
- Copy of either OHN's/Site'15% payment

Questions & Answers

OHN Staff Contact Information

General Account & RHCPP Questions:

Kim Klupenger, *Operations Director*

kklupenger@oregonhealthnet.org

503-344-3747

Information Technology and Technical Questions:

Peter Trnavskis, *IT Project Manager*

ptrnavskis@oregonhealthnet.org

(503) 344-3744

RFP Vendor Award Process Questions:

Peter Trnavskis, *IT Project Manager*

ptrnavskis@oregonhealthnet.org

(503) 344-3744

Post RFP Award Process Questions:

Deborah Galiel, *Assoc. Project Coordinator & Office Mgr.*

dgaliel@oregonhealthnet.org

503-344 -3741

Legal/ Contract Questions:

Kim Klupenger, *Operations Director*

kklupenger@oregonhealthnet.org

503-344-3747

General OHN/Program Questions:

Kim Klupenger, *Operations Director*

kklupenger@oregonhealthnet.org

503-344-3747

Network Service Issues:

NOC Helpdesk

ohnnoc@easystreet.com

OHN Participation Fees & Billing Questions:

Kim Klupenger, *Operations Director*

kklupenger@oregonhealthnet.org

503-344-3747

OR

Deborah Galiel, *Assoc. Project Coordinator & Office Mgr.*

dgaliel@oregonhealthnet.org

503-344 -3741

Resources

1. Web:

www.oregonhealthnet.org

