Dzilth-na-o-dith-hle Health Center
Bloomfield, New Mexico 87413

STATEMENT OF WORK

General Service Agreement:
The telecommunication contractor will provide telecommunication services – Voice POTs and fax lines, Primary Rate Interface (PRI), Internet - 250 Mbps or higher bandwidth Dedicated Internet Access.
Background:
The telecommunication services cover the Eastern Navajo Area, including Dzilth-Na-O-Dith-Hle Health Center (DZHC), Physical address: 6 Road 7586. DZHC is in a checkered board area encompassing fee lands, reservation lands, and BLM lands. This results in the potential source provider having the need to demonstrate the unique qualifications as the Local Exchange Carrier (LEC) for the area.

Continuation of Services:
The telecommunication contractor shall continue to provide the following service numbers immediately upon award:

1. Primary Rate Interface (PRI): DIOD numbers (505) 960-7800 through (505) 960-7899 and DIOD numbers (505) 960-6200 through (505) 960-6219.
2. Voice POTs Group:
3. (505) 960-1801 through (505) 960-1812
4. Dedicated Internet Access (DIA): 250 Mbps or higher bandwidth

Duties and Responsibilities:
1. The Telecommunication contractor will provide the following services:
   a. Secure and ensure fix wireless and fiber circuit connectivity between DZHC and NNMC.
   b. POTs and fax lines, PRI DIOD and Internet DIA features to support DZHC telecommunication services.
   c. Ensure availability of DIA, Voice POTs, and PRI DIODs are always achieved.
   d. Ensure 99.9% uptime service level agreement for circuit availability.
   e. Quick response to accidental circuit outages caused by indirect related telecommunication personnel.
   f. Circuit studies completed upon request on slow transmission rates.

Security and Privacy:
The contractor shall ensure proper security measures are in place to protect the equipment from damage or theft and to protect voice landline, PRI, and internet service disruption.
The contractor agrees to abide by all protocols, patient confidentiality, and record keeping is consistent with the HIPM Privacy Act, and JCAHO regulations.
Safety:
The contractor shall ensure circuits (Voice POTs, PRI, Internet access) services are available at all times, and in the event of a power or network outage, the contractor shall contact the local power company of the power outage for power restoration or restore any cut copper or fiber lines which might affect the above mention services.

Period of Performance:
The period of performance will be from 07/01/2026 – 06/30/2027

Work Hours and Other Workplace Conditions:
Onsite work at DZHC, the Government shall provide access to the Main IDF closet where equipment is housed for official use.
The contractor shall notify MIS and obtain authorization before dispatch.
The contractor shall wear an identification badge provided by the company.
The contractor shall adhere to Health Safety Rules when entering the facility.
The contractor must sign in with Security at the facility entrance and receive a visitor badge.

Health Insurance Portability and Accountability Act (HIPAA):
The Indian Health Service (IHS) is required to comply with the HIPAA in the provision of health care to IHS patients. HIPAA was implemented by the U.S. Department of Health and Human Services, Office of Civil Rights, under the Code of Federal Regulations, Part 160 and 164.

Points of Contact:

DZHC/MIS:	Ronald Austin	505-960-7898
DZHC/FACILITY SUPPORT	Quentin Benally	505-960-7893