Statement of Work
Lockport Phone System Maintenance and Support

STATEMENT OF WORK:

1. Introduction

This Statement of Work (SOW) establishes the requirements and scope of services for the maintenance, support, and technical management of the Mitel MiVoice Business Phone System deployed at Lockport Service Unit at 150 Professional Way, Lockport NY. The intent of this contract is to ensure reliable voice communication services essential to healthcare and administrative operations within Lockport Service Unit.

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2. Scope of Work

The Contractor shall provide comprehensive maintenance, support, and technical services for the Mitel MiVoice Business Phone System, including all associated hardware, software, and integration components. Services include but are not limited to:

- Mitel MiVoice Business PBX systems 9.4.9 version with currently (41) Mitel MiVoice 6920 and (1) 6940 Mitel MiVoice with PKM for reception
- Current system installed in October of 2022
- Equipment servicing system includes Mitel 3300 CX Controller, TP Link 48 Port POE Switch, Grandstream, Edgewater 2900 series
- Session Border Controller (SBC) configuration on the Edgewater Networks 2900 Series
- Mitel 6900 Series IP phones and analog devices consist of 42 IP users, 2 single line users (used for fax machines), and 21 Voicemail boxes in use
- Metropolis call accounting system
- Remote monitoring management for SIP trunks via Edgewater
- Remote access to the system is monitored and controlled by VPN to the voice network via Edgewater
- Licensing, firmware, and software updates for Mitel systems
- Troubleshooting of voice network interfaces and SIP trunking (10 SIP Trunk Licenses in use)
- The Mitel SWA is at the standard level.
- The Edgewater and Grandstream are rented devices from current vendor.
- The current ticket system in place is vendor's Telecom Support. All incidents and adds/moves/changes are electronically emailed to vendor's Telecom Support.
- There are 14 direct lines, 27 extensions and 6 fax lines (4 analog extensions in the controller and 2 Grandstream port extensions).
- The average incidents are 12/year and adds/moves/changes (MAC) are 5/year.
- Backup and recovery of system configurations
- Support for voicemail, hunt groups, ACD queues, adds, moves, changes, and call routing

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3. Objectives

- Maintain 100% uptime for mission-critical communications
- Provide timely response and resolution to all system incidents
- Ensure compliance with federal cybersecurity and privacy standards
- Keep system firmware and software versions current and supported
- Deliver ongoing system optimization and performance monitoring

4. Contractor Responsibilities

The Contractor shall perform the following tasks:

1. Preventive Maintenance
   - Conduct quarterly system health checks and performance tuning.
   - Apply firmware and security patches to Mitel systems and connected servers.
2. Corrective Maintenance
   - Diagnose and resolve hardware or software failures promptly.
   - Replace defective parts with OEM Mitel components.
3. Remote and On-site Support
   - Provide 24/7 remote technical support.
   - Dispatch on-site technicians within SLA-defined timeframes.
4. System Monitoring & Reporting
   - Monitor logs and alarms from Mitel Enterprise Manager or equivalent.
   - Provide quarterly operational and performance reports.
5. Documentation & Configuration Management
   - Maintain up-to-date configuration files and network diagrams.
   - Provide backup copies of system databases after every major change.
6. Training & Knowledge Transfer
   - Provide annual refresher training for IT or telecom staff on system management and troubleshooting.

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5. Government Responsibilities

The Government shall:

- Provide Contractor access to equipment rooms, servers, and network resources as needed.
- Purchase additional phones, headsets, other ancillary equipment separately.

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6. Performance Standards / Service Level Agreements (SLAs)

Incident Type	Response Time	Resolution Time	Examples
Critical (System Down)	1 hour	8 hours	PBX outage, major call routing failure
High (Partial Outage)	2 hours	12 hours	Voicemail or call group issue
Medium (Degraded Service)	4 hours	24 hours	Extension or trunk issue

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7. Deliverables

The Contractor shall provide the following deliverables:

- Monthly Maintenance Report – detailing incidents, resolutions, and preventive actions
- Quarterly System Audit Report – summary of firmware updates, capacity, and performance
- Annual Technical Assessment – recommendations for lifecycle upgrades and cost savings
- Updated Inventory List – serial numbers, locations, and firmware versions of all Mitel assets

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8. Period of Performance

The period of performance shall be one (1) base year with four (4) option years, as follows:

Base Year:	October 1, 2026 – September 30, 2027
Option Year One:	October 1, 2027 – September 30, 2028
Option Year Two:	October 1, 2028 – September 30, 2029
Option Year Three:	October 1, 2029 – September 30, 2030
Option Year Four:	October 1, 2030 – September 30, 2031

9. Place of Performance
Services shall be performed at:
Indian Health Service
Lockport Service Unit 150
Professional Pkwy
Lockport, NY

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10. Security and Compliance
All services must comply with:

- HHS IT Security Policy and FISMA requirements
- NIST SP 800-53 security controls for moderate-impact systems
- HIPAA privacy and security standards (for healthcare environments)
- Mitel security hardening guides for PBX and MiCollab servers

All Contractor personnel accessing systems shall have cleared background checks and adhere to facility access control policies.

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11. REPORTING REQUIREMENTS (Invoicing):

A. The Contractor shall be required to upload invoices to the Government's Invoice Processing Platform (IPP) for payment.

B. Each invoice shall include the following minimum information:

1) Contractor's name, tax identification number and Invoice Date;
2) Contract Number or other Authorization for delivery of services;
3) Description, price, quantity, and address of services actually rendered;
4) Payment terms;
5) Other substantiating documentation or information as required by the contract; and
6) Name, title, phone number, and complete mailing address of official to whom payment is to be sent.

Security Requirements and Personal Identity Verification Procedures (Non-Classified Contract)

FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL

a. The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24 and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
b. The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government:

(1) When no longer needed for contract performance.

(2) Upon completion of the Contractor employee's employment.

(3) Upon contract completion or termination.

c. (c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

d. (d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

Qualifications of Employees

a. The Contracting officer or a designated representative may require the Contractor to remove any employee(s) from IHS controlled buildings or other real property should it be determined that the individual(s) are either unsuitable for security reasons or otherwise unfit to work on IHS controlled property.
b. The Contractor shall fill out and cause each of its employees performing work on the Contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. These forms shall be completed electronically. Upon request of the Contracting Officer, the Contractor and its employees shall be fingerprinted.
c. Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

Suitability Determinations

a. All Contract employees requiring routine unescorted access to Federally-controlled facilities and/or information systems for more than 6 months (Regular Employees) will be required to undergo a suitability determination before a facility identification card is issued. Prior to the time that an identification card is issued, such Regular Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
b. Failure of a Regular Employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the Contract.
c. Contract employees working less than 6 months (Temporary Employees) may, at the Government's option, be required to undergo a lesser form of suitability determination. Prior to the time that an identification card is issued, if at all, such Temporary Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badge, and escorted entry, as applicable.
d. Temporary Employees who have not received a favorable suitability determination shall be escorted government at all times while in non-public space, as directed by the CO or designee. The CO or their designee shall provide the Contractor with required forms for obtaining necessary clearances. The Contractor shall be required to cause such forms to be returned to the Government for processing **not later than 14 days** following being provided by the Government.
e. The Government, at its sole discretion, may grant temporary suitability determinations to Regular or Temporary Employees. However, the granting of a temporary suitability determination to any such employee shall not be considered as assurance that a favorable suitability determination will follow.
f. The Contracting Officer or his/her designated representative shall provide the Contractor with required forms for obtaining necessary clearances. The Contractor shall be required to cause such forms to be returned to the Government for processing **not later than 14 days** following being provided by the Government.
g. The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the Contract.

Compliance with Security Requirements

a. The Contractor shall comply with all IHS security requirements in the building(s) where work is being performed. Contractor personnel requiring access to IHS's Network shall comply with all Federal Information Technology (IT) regulations regarding Trusted Internet Connection (TIC) in conjunction with IHS Division Information Resource Management (DIRM) IT policies, i.e., all IHS IT systems needing network connectivity must reside on the IHS network.

b. When a controlled personnel identification access system is used at a site where work is performed, the Agency will be responsible for providing any required access credentials. Credentials shall be displayed at all times or as otherwise required by the Agency.

c. The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect t its employees as may be necessary.