DIRECT INWARD DIALING LINES (DIDs) with SIP
STATEMENT OF WORK

1. GENERAL REQUIREMENTS. Procurement of one (each) Session Initiation Protocol (SIP) trunking service with 100 each Direct Inward Dialing (DID) numbers to integrate with the existing Electronic Fax (Cleo Streem) System.

2. SCOPE OF WORK. The Contractor shall provide all labor, materials, hardware, and services necessary to provision, install, and support the SIP trunking solution. This includes establishing the SIP Trunk, porting/acquiring DIDs, delivering and installing an on-premises delivery device to connect to onsite Session Border Controller (SBC), and providing remote implementation and troubleshooting support.

3. SPECIFIC REQUIREMENTS.

3.1 SIP Trunking and DID Services

The Contractor shall provision and maintain the following core telecommunication services:

- **SIPs:** T.38 with G711 Failover, Sixteen (16) each active concurrent SIP call channels (paths).
- **DIDs:** 100 each DID numbers ported from current provider.
- **Fiber:** Connection to the Headin, Fiber or Ethernet connection to the Defense Health Agency (DHA) SBC.

3.2 Calling Rates and Usage Structure

The Contractor shall provide services under the following usage-based (metered) billing structure:

- **Continental United States (CONUS) Calling:** Billed at a fixed rate per minute for actual minutes used. Usage shall be billed in one-minute increments per call.
- **International Calling:** Billed at the current commercial rate to the called number, at the time of the call.

3.3 Professional Services and Implementation

- **Remote Implementation:** The Contractor shall provide remote implementation and configuration support not to exceed industry standard of two (2) hours of professional services.
- **Troubleshooting & Contingency:** In the event that complex network configurations or firewall rules require additional support beyond the initial award, the Contactor shall provide a separate quote to the Contracting Officer in advance of additional services, repairs, or troubleshooting.

4.0 Deliverables

Deliverable	Description	Estimated Delivery
Hardware Delivery	Delivery of the on-premises SBC to 4234 Illinois Ave. Fort Leonard Wood, MO 65473	Agreed upon date upon award

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SBC Installation	Physical installation and basic configuration of the SBC.	Agreed upon date upon award
Service Activation	Activation of 16 SIP channels and 100 DIDs.	Within additional 48 hours of SBC Installation
Implementation Support	Completion of remote implementation and successful call testing.	Within 24 hours of activation

5.0 Period of Performance

The base Period of Performance (PoP) for the recurring SIP trunking and calling services shall be twelve (12) months from the date of service activation, with four (4) option years.

6.0 Invoicing and Payment

- **Non-Recurring Costs:** The Contractor shall invoice for the SBC hardware installation, DID acquisition, and initial remote implementation services upon successful testing and acceptance by the Government.
- **Monthly Recurring Costs:** The Contractor shall invoice monthly in arrears for the fixed SIP trunk and DID channel fees, as well as the metered CONUS and International calling usage.

7.0 Points of Contact:

COR/WAWF Acceptor: [redacted]
Alternate WAWF Acceptor: [redacted]
Technical Point of Contact: [redacted]

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