STATEMENT OF OBJECTIVES (SOO)

Internet Services- San Juan Puerto Rico

I. Background

HSI San Juan uses an internet service to support daily operations, communication, and mission critical functions. Due to increased personnel and the expansion of office space, existing network capacity and coverage may no longer be sufficient to meet operational needs. Additionally, the current service contract is approaching expiration, creating a need to reassess requirements and ensure reliable and secure connectivity to ensure uninterrupted operations.

II. Objective

To obtain reliable, secure, and high-speed internet services for HSI San Juan to support daily operations, ensure business continuity, and accommodate current and future personnel in the main office (Miramar) and the Antilles and Tech buildings (Antilles).

III. Scope

Contractor shall provide all necessary services, equipment, installation, configuration, and support required to deliver fully functional internet connectivity at the two locations.

IV. Locations

Services will be required at the following locations:

- 800 Ponce de Leon Avenue, 12th Fl, San Juan, PR 00907 (Miramar)
- 400 Fernández Juncos Avenue, San Juan, PR 00907 (Antilles)

V. Period of Performance

Period of Performance shall be a Base + 4 Option Periods

- September 30, 2026 – September 29, 2027
- September 30, 2027- September 29, 2028
- September 30, 2028 – September 29, 2029
- September 30, 2029- September 29, 2030

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- September 30, 2030 – September 29, 2031

VI. **Performance Objectives**

1. Installation of a dedicated fiber optic line of 1000/100 (download/upload) speeds at the Antilles Building.
2. Installation of a dedicated fiber optic line of 1000/100 (download/upload) speeds at Miramar.
3. Installation of a dedicated fiber optic line of 250/250 (download/upload)
4. Static IP address in the new Tech building
5. Static IP address in Miramar to maintain connectivity of the Telephone Intercept Server
6. Obtain the maximum bandwidth and quality of service.
7. Get a reliable customer service for troubleshooting issues.