STATEMENT OF WORK

Wired Telecommunication Services for the Northern Cheyenne Service Unit (NCSU)– Lame Deer, Montana.

1.0 GENERAL INFORMATION:

This Statement Of Work (SOW) describes the requirements for non-personal wired telecommunication services to be provided to the Northern Cheyenne Service Unit (NCSU), Lame Deer, Montana.

1.1 **Scope:** The contractor shall provide telephone, fax, internet and technical assistance services, along with all labor, supervision, and all other resources required for telecommunication services at the NCSU.

1.2 **Background**: The Northern Cheyenne Service Unit requires telecommunication services for the use of phones to contact patients, fellow healthcare providers, and businesses to provide patient care.

1.3 **Period of Performance:**
Base period of 12 months; Period of Performance dates to be determined at award.
Option Year One 12 months
Option Year Two 12 months

1.4 **Place of Performance:**
Northern Cheyenne Service Unit (NCSU).
420 N. Cheyenne Ave, Lame Deer MT and associated government quarters.

2.0 GENERAL REQUIREMENTS:

2.1 **Telephone Service:** The contractor shall provide phone, fax, internet, and technical support services to the NCSU facility, government housing quarters, and tribal programs operating within the facility. The contractor shall utilize existing telecommunications infrastructure, including the NCSU's private branch exchange, POTS fiber optic lines and wireless transmitters to provide telephone, fax, and internet data exchange services. The contractor may at times be required to add additional phone, internet lines on an as-needed basis. Telephone services will be standard for all phone lines without any additional services including call waiting, unlisted line, etc.

2.2 **Technical Support:** Contractor shall provide ongoing technical support through the duration of the contract to the NCSU to ensure active connections, maintenance of existing infrastructure as applicable, and assist local information technology (IT) personnel in trouble-shooting as needed.

2.3 **Replacement Parts:** Contractor shall supply at its own expense, necessary parts, provided replacement of the parts is required because of normal wear and tear or otherwise deemed necessary by the contractor and government. All parts will be new, standard parts. No refurbished or grey parts will be accepted.

2.4 **Hours of Operation**:
Continuous 24/7 telephone, fax, and internet service to the NCSU, government housing quarters, and tribal programs operating within the facility

2.5 **Changes to the Statement of Work**: Any changes to this SOW shall be authorized and approved only through written correspondence from the Contracting Officer (CO). Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor. The contractor may at times be required to add additional phone, internet lines on an as-needed basis.

3.0 GOVERNMENT RESPONSIBILITIES: The Government will provide Private Branch Exchange, listing of all active telephone, fax, and internet numbers within the service unit and government quarters.

4.0 CONTRACTOR RESPONSIBILITIES:

4.1 **Supervision:** The Government will neither supervise Contractor employees nor control the method of performance. The Contractor is responsible for personnel management and shall promptly notify the Contracting Officer (CO) and Contracting Officer's Representative (COR) of any Government action that appears to create a personal services relationship.

4.2 **Authorized Services:** Only those services specified within the contract are authorized. Before performing any service of a non-contract nature, the CO or his/her designee must be advised of the reason for this additional work. If appropriate, the CO or his/her designee may authorize the additional services under a separate purchase mechanism.

5.0 PRIVACY ACT REGULATIONS AND IDEMNIFICATION: N/A

6.0 SECTION 508 AND ACCESSIBILITY: N/A

7.0 POINTS OF CONTACT:

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