ATTACHMENT 1 - DEPARTMENT OF THE INTERIOR (DOI) COMMODITY INTERNET SERVICE STATEMENT OF WORK (SOW)

1. Introduction

The purpose of this requirement is to establish a contracting framework for the Department to provide reliable and scalable commodity internet services that meet the Department's diverse operational, administrative, and mission-critical needs.

This requirement ensures adherence to federal cybersecurity and compliance standards, provides consolidated billing and performance monitoring across the Department, and supports DOI's long-term modernization goals by reducing reliance on legacy infrastructure while increasing service reliability, scalability, and responsiveness.

2. BACKGROUND

DOI has a requirement to procure Internet services to comply with Executive Order (EO) 14028, *Improving the Nation's Cybersecurity* and OMB Memorandum M-22-09, *Moving the U.S. Government Toward Zero Trust Cybersecurity Principles*. Zero Trust Networks mandate that all agencies under DOI transition from traditional "trusted networks" by segmenting their perimeters into distinct, isolated environments. In accordance with EO 14028 and Office of Management and Budget (OMB) M-22-09, connecting the commodity internet to the DOI Network through a managed device for policy and security purposes—commonly referred to as Lan-to-Lan (L2L).

This SOW outlines the terms and conditions under which the Contractor will deliver Commodity Internet to DOI locations throughout the Continental United States (CONUS) and Outside the Continental United States (OCONUS). Many of these sites require resilient and secure internet services to support administrative operations, mission-critical applications, and field-based functions, The Contractor shall ensure operational continuity, secure communications, and compliance with federal security and telecommunications requirements (e.g., **Federal Risk and Authorization Management Program (**FedRAMP), **Federal Information Security Modernization Act (**FISMA), **Trusted Internet Connections 3.0 (**TIC 3.0).

3. Scope

DOI plans to procure a Blanket Purchase Agreement (BPA) for 60 months to support Internet services at current and future sites. The agreement aims to boost efficiency in service delivery, technical support, and equipment procurement.

4. Commodity Internet

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DOI's central network plays a crucial role in fulfilling its mission objectives. Fast and reliable network service is fundamental to supporting all DOI sites. The contractor is responsible for supplying either Direct Internet Access or synchronous Internet connectivity to DOI's network.

The contractor must deliver Commodity Internet services to the site listed in Appendix (A), as well as any future locations that may be added. Ensuring steady and reliable network access is key, so the contractor should support current operational requirements and handle future expansions of serviced sites.

5. Requirements

Contractors are required to maintain dependable connectivity that meets current operational needs and supports potential future expansions to additional locations as specified by DOI.

6. Service Delivery Tasks and Requirements

1. Provide Direct Internet Access (or synchronous Internet) circuit or service;

Location: Please refer to the attached document (Appendix A) for the site address and bandwidth requirements.

2. Provide a comprehensive plan detailing all available bandwidth options along with associated costs.

3. Provide IPv4 and IPv6 via DHCP and DHCPv6;

4. Provide equipment or hardware necessary to provide connectivity to the location(s);

5. Should the service provider's equipment become defective, the provider will initiate a Return Merchandise Authorization (RMA) process within 12 to 24 hours or dispatch a technician with replacement equipment within 24 Business hours.
6. Provide 24x7 Network Operations Center or Technical Support by phone, email, and website for Business/Government Customers;

7. Notifications regarding outages or scheduled maintenance should be sent via email or phone to the DOI distribution list or the DOI Network Operations Center (NOC) phone number. Appropriate contact details will be furnished following contract award.

8. DOI needs to be notified at least 48 hours ahead of any scheduled maintenance windows. If an unplanned outage or maintenance occurs, DOI should be informed within 2 hours after the event takes place. DOI will provide Email address and Phone number upon award.

9. For a National Critical Site (NCS), Major Dam, Regional offices, LE and Fire dispatch Head Quarters DOI must be notified within 30 minutes of outage. After the fact, a detailed report explaining the cause of the outage and the resolution be provided.

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The contractor will be notified which site is classified as NCS once the contract is awarded. This is also known as Telecommunication Service Priority (TSP). These are highly visible sites determined by Congress. There are an estimated 20 sites for NCS that have been identified.

7. Period of Performance

The BPA will be valid for 60 months. Starting with the official award date. During this period, the service provider must meet all terms, conditions, and service requirements specified in the agreement.

8. Manufacturer or Federally Authorized Distributor Requirements

To qualify for award consideration, Contractors are required to provide either a Manufacturer's Authorization Form or a Federal Authorization Form along with their quotation. This documentation must confirm the Contractors status as an authorized distributor of the specified equipment or services. The awarded Contractors must uphold authorized distributor status throughout the full term of the contract, including any extensions that the Government may implement.

9. Attachments

The services will connect to a DOI-managed router at the specified locations shown in Appendix A.
A region map is attached for reference to show how the regions are divided.

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