

Scope of Work
FY23 Northern Navajo Medical Center – Telecommunication 1GB Ethernet Access

Renew a 1-Year Contract for 1000 MB (~1GB) Direct Internet Access (DIA)

A. GENERAL:

This contract will consist of providing 1GB Ethernet Services to the Northern Navajo Medical (NNMC) Center located in Shiprock, New Mexico. The Northern Navajo Medical Center is an Indian Health Services that provide patient care 24/7/365. The period of performance will commence from October 12, 2022 to October 12, 2023.

B. BACKGROUND:

Currently, the Northern Navajo Medical Center (NNMC) has a 1GB Direct Internet Access (DIA) in place. THE 1GB DIA serves as a hub for the Sanostee, Toadlena Health Centers; the Office of Environmental Health for RPMS access.

Finally, the 1GB DIA is connected to a DS3 that provides access to the Four Corners Regional Health Center located in Red Mesa, a satellite site that is associated to the Northern Navajo Medical Center, Shiprock, NM.

C. SCOPE/OBJECTIVE:

The Indian Health Services are associated with GSA contracts that are coordinated by the Office of Information Technology (Headquarters). The criteria includes providing the DUNS number and Combined Reporting System (CRS) ID Number. I.H.S.' GSA contract is currently active with the MCI/Verizon Business, PIC # 0222.

There is a new process in place that is associated with method of payment processing. This will require the vendor to upload the invoices in the Invoicing Processing Platform (IPP) system that promotes the electronic invoices to promote faster turn-around for payment. Once the invoice is fully approved in IPP, it will be imported into the Indian Health Services' financial system, referred to as the Unified Financial Management System (UFMS), as an approved invoice and ready for payment.

Moreover, the communication company must be associated with the Rural Health Care for the Northern Navajo Medical Center to continue to receive telecommunication and network reimbursements.

Finally, the Network Operation Support Center (NOSC) may coordinate maintenance and unscheduled downtime on behalf of the Indian Health Services, the Northern Navajo Medical Center. NOSC may serve as the point of contact during an unscheduled downtime, to ensure that the Northern Navajo Medical Center is prioritized, in support of our facility that is a healthcare center that provides patient care 24/7/365.

D. DUTIES AND RESPONSIBILITIES:

- I. The contractor shall maintain the 1GB Ethernet Access and ensure the best effort of 98% uptime.
- II. To minimize disruption of network and internet services that impact voice and data packets.
- III. The contractor shall provide a quick turn-around to accidental Ethernet outages caused by non-Local Exchange Carrier (LEC).
- IV. The contractor shall test and assess the Ethernet upon request when slow transmission rates disrupt daily operations that are dependent on the electronic transmission of data.

- V. The contractor shall ensure proper security measures are in place to protect the hardware and/or software associated with the Direct Internet Access.
- VI. The contractor shall provide all tools, labor, equipment, materials and transportation that are necessary to provide services.
- VII. The contractor shall provide post work orders and submit them to the Northern Navajo Medical Center's point of contact within 3-days of repair.
- VIII. The contractor shall provide a quote that consists of an itemized list of services and cost that is consistent with the monthly invoice to avoid modification of the purchase order

E. SUPERVISORY CONTROL:

- I. The work is performed in an independent role
- II. The contractor uses initiative in carrying out recurring tasks independently and refers unfamiliar situations to the next tier support for assistance
- III. The contractor shall review all open tickets and respond to them within a timely manner, preferably on the same day

F. ADHERENCE TO POLICIES AND QUALITY IMPROVEMENT:

- I. Contractor agrees to abide by all protocols, patient confidentiality and record keeping is consistent with HIPM Privacy Act, and the Joint Commission regulations.
- II. Violent language, profanity, and any threatening behaviors are specifically prohibited.

G. GOVERNMENT FURNISHED INFORMATION AND PROPERTY:

- I. For onsite work at the Northern Navajo Medical Center, the Government shall provide access to the Main Distribution Frame (MDF) Closet where equipment is housed for official use for the duration of the performance period of this contract
- II. Notify MIS and obtain authorization before dispatched
- III. The Contractor shall wear Identification Badge provided by their company
- IV. The Contractor will be expected to sign in with the Security at the entrance
- V. IHS Information technology Systems:
 - a) Provide appropriate space and power
 - b) The Contractor shall seek the *point of contact*.

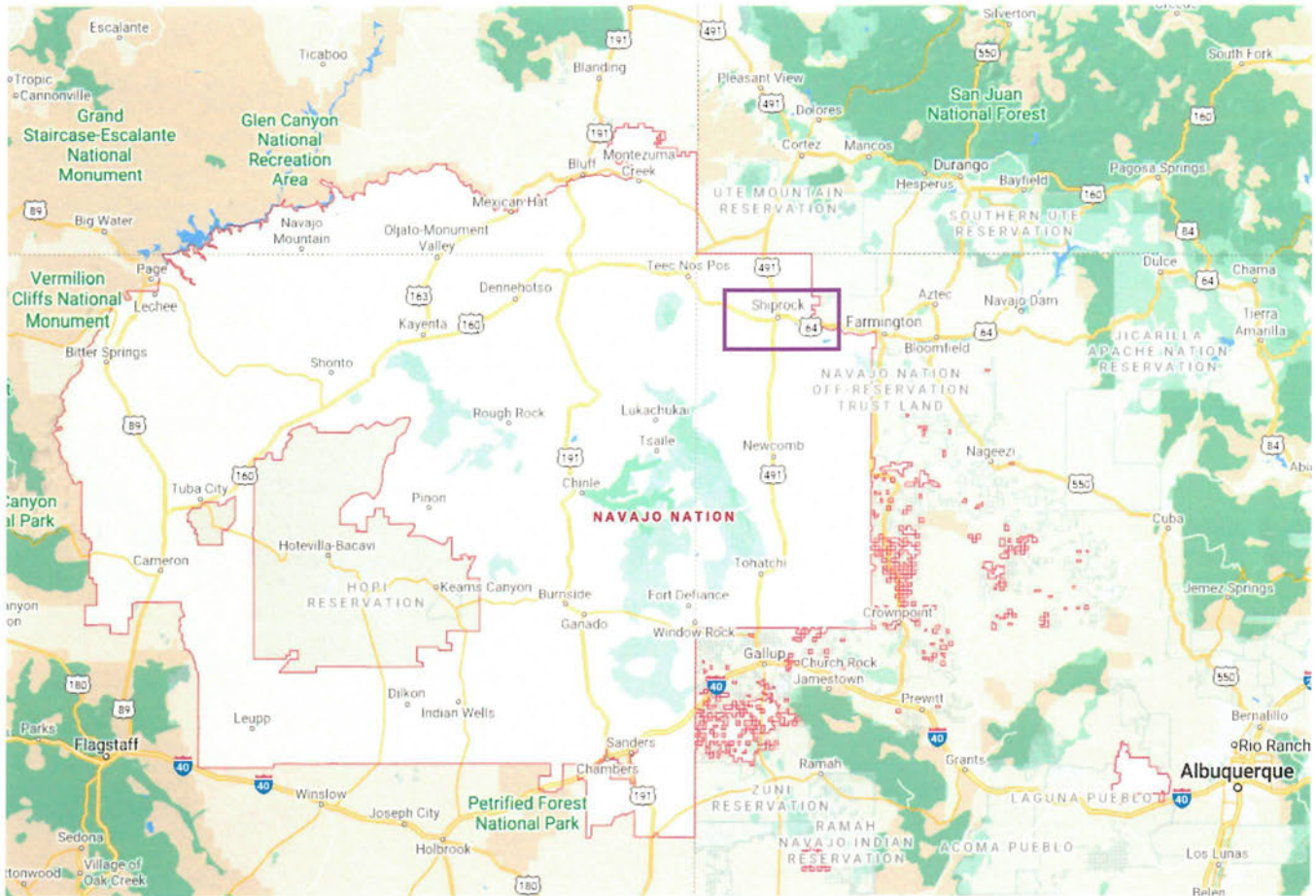
- a. NNMCMIS IT Services
- b. NNMCMIS IT Services



H. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA):

- I. The Indian Health Service (IHS) is required to comply with the HIPAA in the provision of health care to IHS patients. HIPAA was implemented by the U.S. Department of Health and Human Services, Office of Civil Rights, under the Code of Federal Regulations, Part 160 and 164.

The Northern Navajo Medical Center is located in Shiprock, New Mexico. The nearest urban area is Farmington, NM where San Juan Regional Medical Center is located (29.3 miles).



The Northern Navajo Medical Center is the primary healthcare facility that supports satellite clinics. The satellite clinics consist of:

- Four Corners Regional Health Center located in Red Mesa, AZ, 45 miles from Shiprock, NM.
- Sanostee Health Center located in Sanostee, NM, 38 miles from Shiprock, NM.
- Toadlena Health Center located in Toadlena, NM, 48 miles to Shiprock, NM.
- Dziłth-Na-O-Dith-Hle Health Center located 26 miles from Bloomfield, NM and 67.4 miles from Shiprock, NM.