

April 2023



# **Telecommunication Services 2023**

**Frontier Communication Services**

## **Statement of Work**

Crownpoint Indian Health Service  
Crownpoint, New Mexico  
Pueblo Pintado, New Mexico



April 2023

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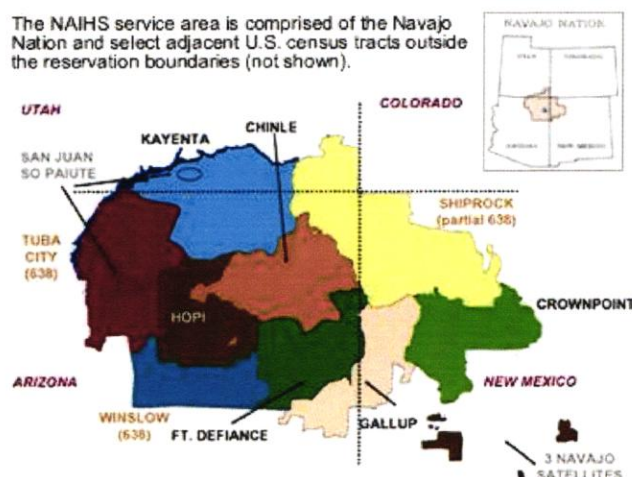


## 1 Introduction

This is a statement of work (SOW) for telecommunication services for the Crownpoint Indian Health Service (IHS), Crownpoint, NM, and Pueblo Pintado Health Clinic, Pueblo Pintado, NM.

### 1.1 Project Background

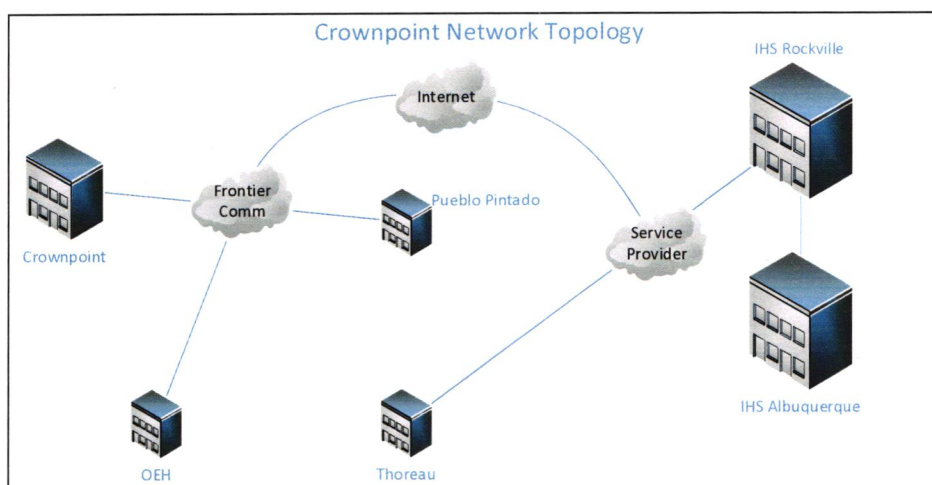
Crownpoint IHS refers to a service provider to support its telecommunication requirements for voice and data communications for its healthcare programs within the Navajo Reservation. This is a recurring business need for the service unit for services to connect, extend, and further its operations in conducting business daily.



## 2 Description of Services

Recurring telecommunication services provide day-to-day operations for the service unit. Services enable programs to keep a business presence with their customers and various agencies and offices. Types of services sought by Crownpoint IHS include:

- An available Telecommunication Infrastructure for the delivery of services surrounding the Crownpoint communities and abroad
- Provides type, level, and capacity of dedicated high-bandwidth data communication services (T1, DSL, MPLS, Ethernet, EVPL, Point-to-Point, etc.) to suit agency needs.
- Provides dial tone service, Digital Channel Service, Direct Inward Dialing, Exchange Telephone Service, Session Initiated Protocol (SIP), Ethernet, Local Calling, media for Long-Distance backhaul, Transport, Routing, Security, Data Path, and Origination/Termination points.
  - Fiber Optic maintenance and repair
  - Microwave and Radio communication equipment, maintenance and repair
  - Integration of voice and data communications



### 2.1.1 IHS Mission

The mission is to maintain and improve the safety, quality, affordability, and accessibility of health care using communication services.

### 2.1.2 Business Objective

Crownpoint IHS conducts a variety of communication activities daily with its customers, between its healthcare programs, federal agencies, and its patients.

### 2.1.3 IT and Telecommunication Strategy

Voice and data services align with the operations of the IHS mission and business objectives.

- Evaluate present services and bandwidth options to improve network transmission and performance.
- Improve connectivity between facility networks.
- Assess the delivery, growth, modernization, and expansion of voice and data services.
- Appraise technical approaches for secured (encryption) communications between the healthcare facilities, outside healthcare facilities and entities, clinical and administrative data transmissions, patient communications, and insurance data transmits, to secure PII/PHI.

## 3 Scope of Services

The healthcare site currently has services with the service provider for voice and data services with the service provider. They include business lines, T1 services, direct inward services, dial tone, and provide data services with other network carriers. The services are available to the clinic daily and operate 24x7.

## 4 Deliverables

The Contractor shall provide dedicated and secured voice and data communication services for the Crownpoint IHS. The service provider shall be engaged in the delivery, testing, and activation





## Statement of Work – Telecommunication Services and Infrastructure Support

of the required services for the customer locations for existing and new services when acquired. Service provider services shall comprise the deliverables as consultation, support, ordering, technical assistance, evaluation, planning, schedules, deployment, and status in requirements through proposals, upgrade notices, testing, verification, downtime, and technical considerations. Optimization of infrastructures which includes information relating to the scope, cost, schedule, and technical approaches, for new and existing telecommunication services affecting the healthcare location, shall be communicated with the customer contact representative.

### 4.1 Requirements (stated services are present and recurring)

Facility	Range of Requirement	Location
Crownpoint	(1) 200 MB Ethernet MPLS or equivalent transmission with a range of up to 1000MB transmission, with a 1000MB access. Includes business line services for the clinic.  (2) Account Numbers for Services: <ul style="list-style-type: none"><li>• 505-786-7138-082994-8</li><li>• 505-786-0703-011190-7</li><li>• 505-786-5994-102589-8</li><li>• 505-786-5473-040778-8</li><li>• 505-786-5484-040778-8</li><li>• 505-196-0479-022417-8</li><li>• 505-786-5291-070173-8</li></ul>	Hwy 371 and Navajo Nation Route 9, Crownpoint, New Mexico
Pueblo Pintado	(1) T1 1.5MB Private Line Service or equivalent transmission with a range of up to 100MB transmission, with a 1000MB access. Includes business line services for the clinic.  (2) Account Numbers for Services: <ul style="list-style-type: none"><li>• 505-655-3301-010179-8</li><li>• 505-655-3220-090919-8</li><li>• 505-196-0159-050104-8</li><li>• 505-196-0157-082802-8</li></ul>	10 Pueblo Pintado School, Navajo Route 9, Pueblo Pintado, New Mexico

- Flexibility in a range of service types, network speeds, and design in technical approaches.
- Service upgrade (bandwidth improvement and options) proposals to existing services.
- Error-free transmission and delivery of bandwidth of voice and data services (where data and voice are converged over services)
- Available service provider infrastructure for new expansion and optimization of service offerings.
- Monthly Invoicing (mailed and electronic).



- Availability of staff for technical and billing assistance.
- Provide notices of scheduled provider replacement/upgrades to the customer site.
- Telecommunication services correspond to agency compliances on security controls for encryption (FIPS 140-2) and Point-to-Point tunneling standards (IHS VPN), monitored by IHS.

#### **4.2 Mitigation Planning**

Mitigations of risk, reducing impacts to production and core health care services, the Contractor shall continue to inform and alert the Place of Performance Point of Contacts for Crownpoint IHS.

- Scheduled and unscheduled Maintenance plans affecting services
- Coordinate plant inventory and service provider specifications to meet present and future SU Telecommunication Hardware/Software
- Availability of personnel to dispatch for urgent service restoration and escalation of response to service restorations.

### **5 Government Furnished Information and Property**

The Place of Performance Point of Contact will be available to provide logistics and coordination to the Contractor in the performance of all telecommunication work onsite.

### **6 Administrative Requirements**

The Contractor shall contact the Place of Performance COR or IT Liaison designee for arrangements for project planning, schedules, discussions, escort, and assistance during the performance period of the work.

Point of Contact

- Louis Bear Eagle, IT, CROWNPOINT IHS, [Louis.BearEagle@IHS.GOV](mailto:Louis.BearEagle@IHS.GOV), (505)-786-2505
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