

## **SCOPE OF WORK**

### **Navajo Communications Co. Inc. Circuit Services**

#### **Tsaile Health Center – FY2023**

- I. Description of the work to be performed:** The Contractor shall provide full PRI circuits, connection services between Tsaile and Rock Point clinic, and to all NAIHS sites. This includes WAN. LAN system will complete network connectivity and phone dialing. PRIs between our facility and onto NAIHS sites, all utilizing local dialing programmed services and data transmission; will be Tsaile's equipment (network switches and IT Storage devices).
- II. Background:** We depend on our data and dialing (sending/receiving) at all times. That goes for Rock Point. They have clinic every Tuesday to provide patient services to Rock Point Community. We require adequate speeds in data connectivity, fax, and phone dialing.
- III. Location of Work:** Tsaile Health Center – Tsaile, AZ
- IV. Period of Performance:** For FY2023 – 01/01/2023 through 12/31/2023
- V. Deliverable/Schedule:** ASAP
- VI. Performance Standards/Requirements:**
  - 1. Contractor shall provide to following services:
    - a) Secure private circuits between Tsaile, Rock Point, and NAO.
    - b) Ensure connection is achieved at all times.
    - c) Ensure local dial tone is achieved at all times.
    - d) 98% uptime, service level agreement for circuit availability.
    - e) Quick response to accidental circuit outages caused by any personnel.
    - f) Circuit studies completed upon request on slow transmission rates.
- VII. Special Requirements:**
  - 1. Contractor shall be contacted in case of an outage or circuit failure.
  - 2. Tsaile IT usually contacts Chinle telecom when network connectivity or phone dialing is interrupted. In turn, they contact vendor.
  - 3. Once vendor has been notified, techn will be sent out to investigate.