**Statement of Work (SOW)**

**Danish Refugee Council Contract**

**General Description:**

The Contractor serves as the primary internet service provider for a dedicated internet for a twelve-month period. The following standards shall govern the Contractor’s performance under this contract.

**Technical Requirements:**

The Contractor will provide the service via Optical fiber or VSAT. The speed of services must be 10Mbps with 99.9% uptime. The service provider must provide 4 Public Internet Protocol (IPv4) addresses, the public IPs must re-routable, encryption equipment on the circuit, and unfiltered access to the Internet without blocking the firewall.

**Deliverables, End Products and Period of Performance:**

The contractor will provide symmetric internet connectivity with 10Mbps upload and 10Mbps download speeds.

**Progress and Compliance:**

A Contractor point of contact must be assigned and will be responsible for communicating issues and resolving all reported problems affecting the service within 24 hours.

**Government/Contractor Furnished Equipment, Data or Services:**

New equipment must be provided if there is equipment failure from power outages or any other circumstance.

**END OF STATEMENT OF WORK**