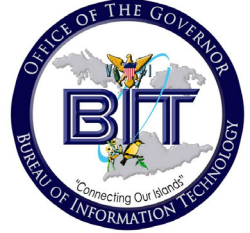




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Scope of Work (SOW)

Managed Services and Technical Support Bureau of Information Technology (BIT) Contract Extension – 1 Year

1. Purpose

The purpose of this Scope of Work is to define the services needed in support of the Bureau of Information Technology (BIT) and to justify the extension of the current contract for an additional one (1) year.

This extension ensures continuity of critical infrastructure services, operational support, and technical assistance while BIT continues its transition toward a more centralized and internally managed technology environment.

2. Scope Overview

Vendor shall provide managed services and technical support for designated BIT infrastructure, including but not limited to:

- Managed DNS services
- Network support and troubleshooting
- On-site technical services
- Remote engineering assistance
- Infrastructure continuity and operational support

3. Services Provided

3.1 Managed DNS Hosting Services

Vendor shall provide managed Domain Name System (DNS) services supporting GVI domain infrastructure, including:

- Hosting of external DNS zones
- Intelligent traffic routing and load balancing
- DNS failover and redundancy services
- Distributed Denial-of-Service (DDoS) protection
- DNS analytics and monitoring
- Global DNS propagation and configuration management
- Disaster recovery and business continuity support

3.2 Network Support and Troubleshooting

Vendor shall provide engineering-level support for network-related issues, including:

- Troubleshooting network connectivity and service interruptions
- Supporting wireless infrastructure (access points, VLANs, DHCP issues)
- Validating network configurations and assisting with remediation
- Coordinating with BIT staff on network issue resolution

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3.3 On-Site Technical Support

Vendor shall provide on-site technical services as needed, including:

- Dispatching technicians to BIT and agency locations
- Performing equipment troubleshooting and diagnostics
- Assisting with infrastructure remediation and stabilization
- Coordinating scheduled technical visits for issue resolution

3.4 Remote Engineering Support

Vendor shall provide remote technical support services, including:

- Remote system access for troubleshooting and validation
- Network routing and connectivity diagnostics
- Support for server and infrastructure-level issues
- Collaborative troubleshooting with BIT engineering teams

3.5 Interim Operational and Infrastructure Support

Vendor may provide temporary or supplementary infrastructure support to maintain service continuity, including:

- Interim support when BIT-managed systems are unavailable
- Supplemental services to maintain connectivity and operations
- Assistance during transition periods of infrastructure ownership

4. Business Justification

This contract extension is necessary to:

- Maintain continuity of critical services (e.g., DNS and network operations)
- Prevent service disruption during ongoing infrastructure transitions
- Support current operational needs where BIT resources or systems are dependent
- Allow BIT to implement a phased transition strategy without introducing operational risk

5. Transition Consideration

This extension represents a continuation of services during a transition period, during which BIT will evaluate:

- Reduction of external service dependencies
- Migration of services to BIT-managed infrastructure
- Long-term strategy for network and DNS ownership

Summary

Vendor will provide essential operational, infrastructure, and support services that remain critical to BIT's current environment. This one-year contract extension ensures continued service delivery, operational stability, and reduced risk while BIT progresses toward a more centralized and internally controlled IT architecture.