



STATEMENT OF WORK

Communications Consulting Engagement

Client	Canyon County
Consultant	Carbon Networks
Document status	Draft for County Legal Review
Revision	2.0 - SOW restructure

1. Parties and Purpose

This Statement of Work (SOW) is between Canyon County (County) and Carbon Networks (Consultant). It defines the services, deliverables, responsibilities, acceptance process, completion criteria, and fixed fee for the County's communications consulting engagement.

The engagement will assess the County's current communications environment, document business and technical requirements, evaluate future-state options, and provide a practical roadmap for procurement, transition, and implementation. This SOW itself does not authorize the purchase of a replacement communications platform.

2. Governing Documents and Term

This SOW will become effective only after approval and execution by authorized representatives and completion of any required County procurement process. The governing agreement, purchase order requirements, and order of precedence are to be confirmed by County Legal before execution.

Effective Date	Sept. 30 th 2026
Anticipated Kickoff	Sept. 30 th 2026
Anticipated Final Testing	September 2027,
SOW End	Project Completion under Section 9, unless earlier terminated or extended in writing

3. Scope of Services

1. **Project initiation and planning** - Confirm stakeholders, working methods, information needs, dependencies, and an approved project schedule.
2. **Current-state assessment** - Consolidate and document existing systems, services, endpoints, applications, integrations, costs, support arrangements, and operational dependencies. The assessment will identify common-area and shared phones, their locations, current use, business purpose, and, where known, the responsible business area.
3. **Employee and constituent journey assessment** - Evaluate communications workflows in selected high-volume, service-oriented departments, with attention to handoffs, delays, manual effort, application switching, and constituent experience. This will include existing call-handling flows, desired business outcomes, routing requirements, queues and hunt groups, auto attendants, business-hours and after-hours handling, escalation and transfer requirements, reporting needs, and opportunities to improve workflow.
4. **Office and Department requirements** - Conduct stakeholder discovery with all County Offices and Departments and work with Canyon County IT to document current needs, pain points, priorities,

and future business requirements. Discovery will also include external organizations that currently use the County phone system, including but not limited to County Agent University, Idaho Supreme Court (ISC), and the West Valley Humane Society/Animal Shelter. Requirements from external organizations will be considered as part of the overall assessment.

5. **Discovery of Administrative requirements** - Discovery will also include administrative and operations requirements identified by CCIT technical teams responsible for supporting and administering the communications environment.
6. **Communications services assessment** - Document voice, messaging, voicemail, routing, queues, recording, reporting, fax, paging, emergency communications, analog services, and specialty communications requirements.
7. **Future-state requirements** - Develop functional, technical, security, operational, reliability, support, scalability, integration, emergency service, and business requirements for a modern hosted IP communications environment.
8. **Cost and value analysis** - Evaluate current and prospective licensing, infrastructure, support, administration, implementation, and operating costs to identify total-cost and value considerations.
9. **Recommendations and transition planning** - Provide recommendations, procurement considerations, major dependencies, risks, sequencing, training needs, organizational-readiness considerations, and a high-level transition roadmap. The roadmap will identify post-selection activities required to translate approved business requirements into solution-specific workflows and configurations, including anticipated stakeholder validation sessions, responsibilities, sequencing, and dependencies.
10. **Testing and go-live consulting support** - Provide the consulting support specifically agreed in the approved project schedule for final testing, number-porting readiness, and the first business day on the new solution.

4. Deliverables

The Consultant will provide the following minimum deliverables in an editable electronic format. The approved project schedule may organize them into draft and final submissions.

No.	Deliverable	Minimum content	Acceptance basis
1	Project work plan	Milestones, roles, information needs, dependencies, and schedule	County confirms the plan is complete and usable for engagement governance
2	Current-state assessment	Inventory and assessment of services, systems, costs, dependencies, and material gaps	Findings are supported by supplied records and stakeholder validation

No.	Deliverable	Minimum content	Acceptance basis
3	Journey and requirements package	Current and desired business workflows, stakeholder pain points and needs, Office Department and external user requirements, common area phone requirement, CCIT Admin requirements and prioritized business/technical requirements	Requirements are traceable, understandable, and suitable for procurement planning
4	Cost and value analysis	Documented cost categories, assumptions, alternatives, and value considerations	Assumptions and source inputs are identified; analysis supports comparison and decision-making
5	Recommendations and roadmap	Future-state recommendation, procurement considerations, dependencies, risks, sequencing, training, and transition roadmap	Recommendations address the documented requirements and provide actionable next steps
6	Completion package	Final accepted versions, open-item disposition, and summary of agreed testing/porting/go-live support	All required final materials are delivered and completion criteria in Section 9 are met

5. County Responsibilities

- Designate an authorized decision maker, a project manager, and a technical lead for the project.
- Provide timely access to relevant personnel, facilities, existing documentation, invoices, inventories, diagrams, contracts, configuration information, and other historical data reasonably needed for the work.
- Coordinate and schedule meetings with County Office and Department directors, Elected Officials, and other County stakeholders.
- Review draft deliverables, consolidate County feedback, make decisions, and communicate acceptance or required corrections.
- Identify County security, privacy, records-retention, procurement, accessibility, emergency-services, and operational requirements that apply to the engagement.
- Assist the consultant in the discovery of all endpoints and flows.

6. Consultant Responsibilities

- Perform the engagement in a vendor-neutral manner. Evaluate products, vendors, and future state options objectively against Canyon County's business, technical, operational, security, and financial requirements.
- Perform the services using qualified personnel and coordinate work through the identified County project manager.

- Maintain a current work plan and promptly communicate schedule risks, dependencies, assumptions, and decisions requiring County action.
- Use County information only for this engagement and comply with the security, confidentiality, privacy, and records requirements established in the governing agreement and applicable County policies.
- Provide deliverables in editable, commonly used electronic formats and incorporate agreed corrections necessary to meet the SOW acceptance criteria.
- Do not commit the County to a product, vendor, expense, or third-party obligation without prior written County authorization. Canyon County retains final requirements, evaluation criteria, vendor selection, and purchasing decisions.

7. Out of Scope

Unless added through a written change order, the following are outside this SOW:

- Purchase, licensing, or subscription fees for a replacement communications platform or related third-party products and services.
- Ongoing managed services or operational support after the agreed first-business-day support period.
- Consultant scheduling of Office, Department-director and stakeholder meetings.
- Creation of historical records or source data that the County does not possess; the County will provide available historical information for Consultant analysis.
- Configuration, implementation, testing execution, number porting, or migration work beyond the specific consulting support documented in the approved project schedule.
- Legal advice, procurement approval, or final vendor-selection authority.

8. Deliverable Review and Acceptance

The Consultant will submit each deliverable to the County project manager or designee. The County will review it against the scope, required content, and acceptance basis in this SOW within the review period confirmed by the parties.

The County may accept the deliverable in writing or provide a consolidated written list of material deficiencies tied to this SOW. The Consultant will correct confirmed deficiencies and resubmit the deliverable within a mutually agreed period. Acceptance of a deliverable does not waive latent defects or obligations under the governing agreement.

9. Project Completion

Project Completion occurs only when all of the following have occurred:

- All required final deliverables have been delivered and accepted in writing by the County.

- All accepted corrections and material open items assigned to the Consultant have been resolved or otherwise dispositioned in writing by the County.
- The agreed number-porting support and first-business-day support have been completed, if those services remain part of the final approved scope.
- The Consultant has submitted the final completion package and the County project manager has issued written confirmation of Project Completion.

10. Fees, Invoicing, and Payment Timing

Contract Type	Fixed fee
Total Fee	\$30,000
Invoice Milestone	One invoice prior to County engagement for \$15,000. Final invoice after Project Completion and written County acceptance for the remaining \$15,000.
Fiscal-Year Restriction	The Consultant may submit the first invoice before Canyon County FY2027. The final invoice will be submitted in FY2028 even if Project Completion occurs before FY2028 begins. Invoicing must wait until FY2028. If Project Completion occurs during FY2028, the invoice may be submitted after completion and acceptance.
Additional Charges	No additional fees or reimbursable expenses without prior written County authorization through an approved change order

11. Schedule and Status Management

The parties will approve a project schedule after kickoff. At minimum, it will identify milestones, deliverable dates, County review periods, dependencies, final testing support, number-porting support, first-business-day support, and the target completion date. Carbon Networks will provide status updates at a mutually agreed cadence and promptly identify risks that may affect scope, cost, or schedule.

A date estimate does not change the fixed fee, scope, invoice milestone, or fiscal-year restriction. Any material schedule change must be documented in writing; any related scope or fee change requires a change order under Section 12.

12. Change Control

Either party may propose a change to scope, deliverables, assumptions, responsibilities, schedule, or fees. Before changed work begins, the parties will document the requested change, reason, impact, revised deliverables or acceptance criteria, schedule impact, and fee impact. A change is effective only

when approved in writing by authorized representatives in accordance with County procurement requirements. Informal discussions, meeting notes, or email coordination do not by themselves authorize additional fees.

13. Assumptions and Dependencies

- The Consultant's analysis depends on the completeness and accuracy of information supplied by the County and third parties.
- County stakeholder availability and timely decisions may affect the schedule.
- Future-state recommendations may depend on vendor capabilities, pricing, laws, standards, security requirements, and market conditions available at the time of evaluation.
- Any access to County systems or information must be expressly authorized and limited to the minimum necessary for the engagement.

14. Project Contacts

Canyon County	Steve Webb - Steve.Webb@canyoncounty.id.gov Scott Phillips – scott.phillips@canyoncounty.id.gov Shawn Adamson - shawn.adamson@canyoncounty.id.gov
Carbon Networks	Jason Busche - jbusche@carbonnet.net

Project contacts may coordinate day-to-day work but may not amend this SOW unless separately authorized to do so under County contracting and procurement requirements.

15. Authorization

By signing below, the parties acknowledge that they have reviewed and agree to this SOW, subject to the governing agreement and applicable County approvals.

CARBON NETWORKS

Signature:

Printed Name:

Title:

Date:

Contract/PO Reference:

CANYON COUNTY

Signature:

Printed Name:

Title:

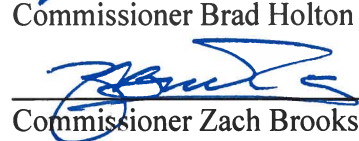
Date:

Contract/PO Reference: PO# 7588

DATED this 24th day of September, 2026.

CANYON COUNTY BOARD OF COMMISSIONERS

X Motion Carried Unanimously
_____ Motion Carried/Split Vote Below
_____ Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 _____ Commissioner Leslie Van Beek	<u>✓</u>	_____	_____
 _____ Commissioner Brad Holton	<u>X</u>	_____	_____
 _____ Commissioner Zach Brooks	<u>X</u>	_____	_____

ATTEST: JESS URRESTI, CLERK

By: 

Deputy Clerk