



# Statement of Work

## Tooele County

12/11/2018



## I. Executive Summary

Tooele County has selected Jive Communications as its VOIP service provider. Jive will follow this statement of work during project implementation (the “project”). This statement of work describes the milestones, tasks, and deliverables for the project and outlines Jive’s expectations for Tooele County’s involvement.

## II. Project Milestones

The following outlines key milestones of the project:

(Go-Live: 30–45-day timeline starts after paperwork completion; excludes Broadband timelines)

### A. Kick Off Call

### B. Paperwork Orientation and Completion

- User Worksheet
- New Number Form
- Number Porting Document(s)
- Number Routing Worksheet

### C. Engineering Questionnaire and Network Diagram

### D. Weekly Calls

### E. Equipment

- JBC
- ATA(s)

### F. Number Porting

- Submit Porting Documents
- Submit New Number Request(s)
- Confirm FOC – (Firm Order Commitment or Go Live Date)

### G. Portal/PBX Training

- Number Routing
- Dial Plans Built
- Network Configuration

### H. Go Live Date

- Numbers Port

### I. Testing

- E911
- Caller ID
- Circuit Testing
- Engineering Testing (Failover, etc.)

### J. Project Finalization



### III. Project Tasks and Deliverables

#### A. Initiate Phase

##### 1. Tasks

- a. Identify project members and create contact list
- b. Review expectations and gather requirements
- c. Create a customized Project Plan
- d. Paperwork Orientation
- e. Ticket Creation

##### 2. Deliverables

- a. Project Plan
- b. Paperwork Completion
- c. Equipment Ordering
- d. Communication Plan

#### B. Planning Phase

##### 1. Tasks

- a. **Gather Project Information:**
  - i. FOC Date/Go-Live Date
  - ii. Number Routing Worksheet
  - iii. Network Configuration Plan
  - iv. Multiple Site Assessment (If applicable)
- b. **Site and Resource Preparation/Allocation**
  - i. Weekly Recurring Meeting
  - ii. Phone Delivery Date
  - iii. Router Delivery Date
  - iv. Broadband Installation Plan (If applicable)

##### 2. Deliverables

- a. Project Information for Install and Deployment
- b. Training Plan
- c. Network Configuration Plan
- d. Onsite Placement Plan (If applicable)

#### C. Executing Phase

##### 1. Tasks

- a. Broadband Install (If applicable, may take 60–120 days based on selection)
- b. Number Porting (FOC Date/Go Live Date)
- c. Network Configuration
- d. Equipment Delivery
- e. Training
  - Portal/PBX Training
  - Phone Training
  - Dial Plan Configuration



- f. Number Routing
- g. Phone Placement (If applicable)
- h. Onsite Paging Integration (If applicable)

## 2. Deliverables

- a. Network and Jive Equipment Configured
- b. Circuit Installed
- c. Portal Configured
- d. Admin Personnel Trained
- e. Numbers Ported and Routed

## D. Testing Phase

### 1. Tasks

- a. Network and Failover Testing
- b. Inbound/Outbound Dialing
- c. E911 Report
- d. Portal/PBX Configuration Verified
- e. Broadband – Test and Turn Up (If applicable)

### 2. Deliverables

- a. Project Documentation
- b. E911 Report
- c. Test and Turn Up Notification

## E. Project Completion Phase

### 1. Tasks

- a. Resolve all Technical Issues
- b. Project Handoff Meeting

### 2. Deliverables

- a. Account transitioned from Active Projects to Normal Operations
- b. Customer Survey for Project

## IV. Assumptions

The timing and milestones in section B and the tasks and deliverables in section C require cooperation and information from Tooele County. Tooele County agrees to take the actions, complete the forms, and supply the information identified below as necessary for the project:

### Actions:

- Complete, sign, and provide paperwork in a timely manner
- Build and configure online portal and dial plans (Jive will provide training and support)
- Retain analog phone lines for faxing, fire alarms, elevators, and failover
- Configure network to Jive Field Engineering recommendations
- Assist in configuring and testing failover if applicable
- Assist Jive Engineer in installing any applicable hardware
- Provide physical access to broadband technician onsite (If applicable)



- Attend weekly update meetings
- Deploy IP handsets to desks (If no onsite placement was quoted)
- Provide portal/phone training to end users
- Participate in the testing/validation process
- Provide necessary points of contact (IT, billing, main point of contact)
- Provide authorized signatures on required documents

**Forms:** (some of these may be required before the project can move forward)

- Quote\*
- Purchase Order\*
- Rental Agreement\*
- User Worksheet
- Number Routing Worksheet
- Itemized Port Form and Letter of Authorization\*
- Toll-Free Port Request\*
- Customer Service Record (CSR)
- Copy of Bill (COB)
- New Number Request Form\*
- Broadband Services Purchase Agreement\*
- Broadband Order Form\*
- Broadband Demarc Form\*
- Engineering Questionnaire
- Network Diagram
- Authorized Dealer Access Form\*

\*Document requires authorized signature

**Portal Configuration Items:**

- Audio Prompts
- Voicemail Greeting Recordings
- Post Implementation Number Routing
- Dial Plan Creation

## V. Scope of Work Acceptance

Any changes to the milestones, tasks, or deliverables associated with the project require written approval by Jive Communications and Tooele County using the Change Request Form appended to this document. By signing below, the parties agree to the terms outlined in sections A through E of this Statement of Work.

Tooele County

Jive Communications

Signature

Signature



X Wade B. Bitner

Name

X ~~is~~ COMMISSION CHAIRMAN

Title

X 12-12-18

Date

Name

Title

Date



## Change Request Form – Company Statement of Work

Jive Communications, Inc.  
1275 W 1600 N, Suite 100  
Orem, UT 84057

Customer:	Tooele County	SOW:	[Title]
Address:	[Company Address]		
	[Keywords]		
Jive Project Mgr.:	[Manager]	SOW Date:	[Publish Date]

SOW Supplement No. { }

(General Description of Change)

Details of Change:

### ACCEPTANCE

This Change Request Form, when accepted by the Customer and Jive Communications, Inc., will become part of the Statement of Work referred to above. All other terms and conditions of the Statement of Work will remain the same.

Tooele County	Jive Communications, Inc.
Signature	Signature
Name / Date	Name / Date

### CONTRACT TO DATE

Original Statement of Work Amount:	\$
Prior Change Request Forms:	\$
This Change Request Form:	\$
Adjusted Project Amount:	\$

PRINT 2 COPIES, SIGN BOTH, GIVE TO CUSTOMER FOR SIGNATURES, THEN ONE COPY TO JIVE