

# **Statement of Work (SOW) for Telecom Audit Services**

## **Fulton County Information Technology Department and S2K Consulting, Inc**

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### **1. Introduction**

This Statement of Work (SOW) outlines the scope, objectives, deliverables, and responsibilities for conducting telecom audit services for the Fulton County Information Technology Department. The primary goal is to review, analyze, and reduce telecommunications expenses, contracts, and usage to ensure cost efficiency, compliance, and operational effectiveness

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### **2. Background**

The Fulton County Information Technology Department manages a range of telecommunications services and assets, including voice, data, and wireless services. Due to evolving technological needs and complex billing structures, a comprehensive audit is necessary to identify cost-saving opportunities, billing errors, and contract optimization strategies

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### **3. Scope of Work**

The telecom audit will include, but is not limited to, the following tasks:

- **Inventory and Asset Management**
  - Catalog all voice and data services in use
- **Financial Examination and Audit**
  - Analyze telecom invoices, contracts, and billing statements for errors, overcharges, and compliance with contractual terms
  - Identify and recover erroneous charges, credits, or refunds from prior years
  - Benchmarking costs and services against industry standards
- **Usage and Traffic Analysis**
  - Assess service utilization to identify underused or unnecessary services
- **Contract Review and Optimization**

- Evaluate existing telecom contracts for compliance, redundancy, and optimization opportunities
    - Recommend restructuring or renegotiating contracts, leases, and maintenance agreements.
  - **Cost Savings and Optimization**
    - Provide actionable recommendations for immediate and long-term cost reduction
  - **Reporting**
    - Deliver a detailed audit report summarizing findings, savings opportunities, claims processed, and actionable recommendations
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#### **4. Deliverables**

- Comprehensive inventory of telecom assets and services (Excel format preferred)
  - Written audit report including:
    - Telecom spend by carrier (AT&T, Comcast and GTA)
    - Identified billing errors and contractual issues
    - Summary of claims processed (with dates and amounts)
    - Recommendations for cost savings and optimization
    - Identified telecom expense reductions and cost savings (one-time and recurring)
  - Monthly progress updates on audit activities and savings achieved
  - Project plan and timeline for completion of analysis and claims processing
  - Success criteria: Completion of all outlined deliverables
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#### **5. Roles and Responsibilities**

- **Telecom Vendor/Auditor: S2K Consulting, Inc**
  - Conduct all audit activities as described in the scope and deliverables.
  - Communicate findings and recommendations in a timely manner.

- Maintain confidentiality and comply with all relevant policies and standards
  - **Fulton County Information Technology Department**
    - Provide access to required records, billings/invoices, and contracts.
    - Provide list of pending disputes, reductions and disconnects.
    - Designate a point of contact for coordination and approvals.
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## **6. Timeline**

- Project kickoff: Upon Fulton County Board of Commissioners approval and notice to proceed for a term of 12 months
  - Data collection and inventory
  - Analysis and audit
  - Draft report
  - Final report and recommendations
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## **7. Acceptance Criteria**

- All deliverables must be submitted in the agreed format and meet the quality standards set by the Fulton County Information Technology Department.
  - Recommendations must be actionable and supported by documented findings
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## **8. Assumptions and Constraints**

- The audit will be limited to telecom services and assets managed by the Fulton County Information Technology Department.
  - Timely cooperation and access to information from internal stakeholders are required for successful completion
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## **9. Structuring Split Revenue from Telecom Cost Savings**

### **Contingency-Based (Performance-Based) Model**

Fulton County Information Technology has selected the best practice and industry-standard approach; the ***contingency-based / performance-based model***. In this structure:

- The vendor is paid **thirty eight percent (38%)** of the actual, verified cost savings or refunds they secure for Fulton County Information Technology as a direct result of the audit. For example, if the audit results in \$1,000,000 in verified annual savings and the agreed split is 38%, the vendor receives \$380,000 (either as a lump sum or over the savings period).
- No upfront fees are required; payment is only made when savings are realized, aligning the vendor's incentives with Fulton County Information Technology's cost-reduction goals

**Payment Terms:**

- Payments to the vendor are made after the savings are realized and verified—either as a lump sum for one-time savings or as a percentage of monthly savings for a defined period (12 months).
- The agreement should specify the documentation and verification process for all savings before payment is released.

**Clause (for contract inclusion):**

S2K Consulting, Inc shall be compensated at a rate of 38% of all verified cost savings, credits, or refunds directly attributable to their audit findings and recommendations, payable upon realization and verification of such savings by the client. Savings are defined as reductions in telecom expenses, elimination of erroneous charges, or refunds/credits obtained because of the audit. The County retains the right to audit or verify the vendor's calculations and support documentation

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**10. Approval**

This SOW is effective upon signature by authorized representatives of both parties.

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**Fulton County baseline 2025 Telecom Expenditures (Total)**

**\$4,200,625.56**

**Appendix A**

Fulton County detailed inventory of AT&T Voice and Data Services

**AT&T Total: \$3,374,220.24**

## **Appendix B**

Fulton County detailed inventory of Comcast Voice and Data Services

**Comcast Total: \$826,405.32**