

SOW Checklist

Statement of Work (SOW) documents from the vendors should clearly define key information to understand what is being delivered in the professional services. Use the following list as a trigger for review of the SOW content, determining what is applicable and critical to project success. Some of the information (e.g., scope) may be included in the RFP, but should be repeated in the SOW or explicitly referred to as appropriate (and then the RFP contents may become an exhibit or attachment).

- Scope of the effort
 - Technology
 - Hardware
 - Software
 - Functionality
 - Organization (departments, seats, etc.)
 - Sites/locations
 - Current environment
 - End state environment
 - System requirements
 - Products
 - Professional services
 - Discovery
 - Implementation
 - Design
 - Consultative support
 - Input required
 - Documentation
 - Content
 - Delivery timeframe
 - Configuration
 - Development
 - Integration
 - Integration to current environment
 - Estimated effort and goal of each integration
 - Testing (UAT, CIT, load, failure/recovery, etc.)
 - Training (train-the-trainer, on-site, classroom, knowledge transfer, etc.)
 - Cutover/production support
 - Monitoring
 - Tuning
 - Other
 - Phases
 - Routine communication
 - Status reports
 - Status meetings
- Overall Approach – steps/tasks, roles and responsibilities, accountabilities
 - Tasks the vendor/distributor/integrator/service provider will perform
 - Tasks company is expected to perform
 - In preparation for the SOW activities
 - During the SOW activities
- Which tasks are on-site and the amount of time on site
- Deliverables

- Including clarity on roles and responsibilities and accountabilities (e.g., draft, review/input, final, sign-off)
- Staffing
 - Types of people (titles of roles)
 - Project Manager
 - Architects, engineers, designers, analysts, trainers, etc.
 - Numbers of people
 - Amount of time (hours, days, percentage, or some indication of the commitment)
- Timeline
 - Elapsed time per task and overall
- Assumptions
 - Relevant to timeline, staffing, costs, etc.
 - Inclusions
 - Exclusions
- Acceptance or sign-off milestones, criteria and timeframe
- Mechanism for scope change
- Any “freeze” situations (e.g., requirements can’t change once sign-off on design)
- Mechanism for issue resolution or request replacement of project resources
- Cost
 - Fixed or T&M
 - If fixed
 - Amount
 - Mechanism for scope changes
 - If T&M
 - Hourly or daily rates for each type of resource assigned to the project (including any premium rates for non-standard hours, cost of travel)
 - Terms on any minimums (overall, by day)
 - Any not to exceed or other limits
 - Total estimated/allocated T&M budget
 - Expenses policy and basis
 - Estimate if required
 - Any not to exceed or other limits (overall or on specific expense elements)
- Terms and conditions
 - Payment milestones
 - Invoicing and terms
- Any other factors impacting the SOW
 - Duration or expiration if appropriate
 - Other

Note: If the SOW is not finalized until after contract signing and a discovery process is complete, the SOW should also include the process for refining, reviewing, and finalizing the SOW, and any limitations on the amount of change allowed (e.g., budget can’t increase more than 20%).