SOW Checklist

The vendor/VAR Statement of Work (SOW) should clearly define what is being delivered in the professional services. Use the following list as a trigger SOW review, determining what is applicable and critical to project success. Some of the information (e.g., scope) may be included in the vendor's proposal but should be repeated in the SOW.

- Scope of the effort
  - List of products
  - Hardware
    - Customer provided or vendor provided
  - Software
  - Functionality
  - Organization (departments, seats, etc.)
  - Sites/locations
  - Current environment
  - End state environment
  - System requirements
    - If customer provided, list base requirements (operating system, processor speed, RAM, etc.)
    - Software that can be virtualized on customer's virtualization platform, and specifications
  - Customer systems identified for integration to vendor products
  - Professional services
    - Discovery
    - Design
      - Consultative support
      - Input required
    - Documentation
      - Content
      - Delivery timeframe
    - Configuration
    - Development
    - Integration
      - Integration to current environment
      - Estimated effort and goal of each integration
      - Customer system constraints/readiness prior to integration
    - Testing (QA, SIT, UAT, load, failure/recovery, etc.)
      - Customer network readiness requirements prior to testing (e.g., network assessment for VoIP)
    - 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 service provider will perform
  - Tasks the company is expected to perform

- 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.
    - Number of people
    - Amount of time (hours, days, percentage, or some indication of the commitment)
        - Expected time commitment from customer
- 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
        - Options for purchase of blocks of professional services hours post-cutover
    - 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 price is not finalized until after a discovery process is complete, the SOW should also include the process for refining, reviewing, and finalizing the price (and SOW).