

Topic 5 – Statement of Work (SOW)

2.B5.0 Determining the need for an SOW

An SOW must be included for all IT service transactions and for IT goods transactions when appropriate. A full and complete SOW protects the State and the contractor by identifying and documenting the details of the work to be performed.

2.B5.1 What to include in an SOW

An SOW is unique to each purchase document, but usually consists of some or all of the following:

- A detailed statement of the purpose, objective or goals to be undertaken by the contractor
 - The job classification or approximate skill level of the personnel to be made available by the contractor
 - An identification of all significant material to be developed by the contractor and delivered to the State
 - An identification of all significant materials to be delivered by the State to the contractor
 - An estimated time schedule for the provision of these services by the contractor
 - Completion criteria for the work to be performed
 - An identification of maintenance that will be provided
 - An identification of support that will be provided
 - The name or identification of the contractor personnel to be assigned.
 - The contractor's work hours required to accomplish the purpose, objective or goals
 - The contractor's billing rates per work hour (as provided in the contract documentation)
 - The cost per deliverable
 - Invoice procedures
 - Contractor's total cost, including any applicable taxes
 - Product specifications
 - Description of when and where product is to be delivered
 - Palletization requirements
 - Delivery personnel requirements
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