**TY. B. Tech.**

**CS 303: Software Engineering Laboratory**

Assignment No: 1

**Project Statement of Work**

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| Project Group Information | | | |
| Roll. No. | **Gr. No.** | **Name** | **Roles** |
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**Approved By:**

**Academic Year: 2017-18 Semester: I**

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# TITLE

*The Title clearly and succinctly summarises the name of the requirement being contracted for, and should, ‘at a glance’, answer the question: who is trying to buy what and via what form of contracting.*

* 1. *Briefly and clearly, identify the type of service being acquired, the organisation (Department, Faculty, Office, etc,..) acquiring the services.*

# BACKGROUND

*The Background section provides contextual information that plays a key role during the proposal solicitation stage by providing Bidders with an understanding of the organisation’s requirement, its objectives and key drivers for the work to be undertaken that can assist in determining whether to bid and in preparing a Proposal. The Background section should also support the organisation’s documentation of its business case, including the rationale for the work and the need to enter into Contract.*

* 1. *Describe the mandate of the organisation (Department, Faculty, Office, etc,...) acquiring the services.*
  2. *As required, identify the authorised users of the resulting service/product. Describe the area within the organisation (Faculty, Division, etc,..) requiring the services. Similarly, identify whether the resulting service/product will be accessible by all areas within the organisation, or by only selected (and identified) authorised users.*
  3. *Describe the specific commodity (type of service) being acquired.*
  4. *At a high level, briefly describe the organisational program, project, or internal operational requirement for which the services are being acquired. The ‘need’ for the work to be completed must be clearly articulated – if possible, contextualise the project/requirement within the organisation/area’s overall business plan.*
  5. *If needed, provide additional background/contextual information on the requirement and/or the organisation (Department/Faculty, Office, etc….).*
  6. *Identify the reason the organisation needs to source the requirement externally (i.e. via Contractors). The first determination required is whether the requirement can be satisfied in-house. This subsection should articulate why the organisation (Department/Faculty, Office, etc….) feels that a contract is needed to meet this requirement.*

# OBJECTIVE

*The Objective section identifies the organisation’s overall outcome for the resulting contracted work, to provide a clear understanding and enforceable outcome for the work to be undertaken. The Objective also identifies the organisation’s anticipated outcome of the competitive bidding process, leading to the awarding of the resulting contract(s). Its primary role at the RFP stage is to provide Bidders with a clear understanding of the structure and number of resulting service/product(s) to be awarded.*

* 1. *Describe in outcomes-based terminology precisely what the organisation hopes to achieve as a result of this RFP.*
  2. *Indicate if it is the organisation’s intent to award the resulting service/product(s) to one or multiple Contractors.*
  3. *Identify whether the required type of Contractor consists of a firm or an individual providing services, or both.*

# DEFINITIONS AND APPLICABLE DOCUMENTS

*Definitions and Applicable Documents section provides contextual information at both the RFP and Contract stages to ensure clarity in the interpretation of the SOW and identification of overarching legislation, policies, procedures and guidelines that will govern the resulting work. The purpose of this section is to mitigate ambiguity and misunderstanding that could lead to poor proposals at the RFP stage, or default, breach or dispute at the Contract stage.*

* 1. *Define terms that may be unfamiliar and spell out acronyms. This includes terminology unique to the commodity, field of work, the organisation, or contracting.*
  2. *Identify all applicable documentation or reference material that the Contractor(s) will require to complete the work, or that will provide useful background to Bidders in preparing their proposals.*

*Provide only what is pertinent to the work and relevant for Bidders to understand the requirement and for resulting the Contractor(s) to complete the work correctly.*

# BUSINESS AND/OR TECHNICAL ENVIRONMENT

*Business and/or Technical Environment section provides contextual information to Bidders at the RFP stage to identify operational requirements of the work and programs, systems and infrastructure with which the Contractor(s) will be required to work in the Contract stage.*

* 1. *The Business Environment identifies the hours of operation for the organisation and identifies the contractual requirements for the Contractor(s) to provide service in accordance with or beyond regular operating hours. The requirements for Contractor service hours are enforceable at the Contract stage.*
     1. *Identify the hours of operation for the organisation (e.g. normal working hours MF; extended or peak hours based on region of service delivery; or 24x7 operation).*
     2. *Describe the organisation’s expectation for the Contractor’(s’) working hours. Identify whether the Contractor is expected to be available to provide service in accordance with the organisation’s hours of operation or whether additional hours of service (e.g. occasional after hours work; extended hours; 24x7) are required. As applicable, clearly identify if the Contractor’s extended hours differ from those of the organisation.*
  2. *The Technical Environment provides a description of the technological infrastructure, systems and/or programs operant within the organisation. This section is optional, dependent upon the type of services being acquired (e.g. IT Services) and/or a requirement for the Contractor to work within the organisation’s existing technical standards or infrastructure. Inclusion of this section places an obligation on the Contractor to comply with the organisation’s standards that becomes enforceable in the resulting Contract.*
     1. *As required, provide a description of the aspects of the organisation’s IT infrastructure/technical environment that are relevant to the work being undertaken.*
     2. *Identify the specific obligation being placed on the Contractor. For example, the Contractor may be required to adapt the output of its work/ensure compatibility with the technical/technology within the organisation; and/or to ensure that its resources are properly trained and equipped to work with the organisation’s technology or equipment.*

# DESCRIPTION AND SCOPE OF WORK

*The Scope provides guidance at the RFP stage to assist Bidders in understanding the work to be undertaken and provide clarity in developing their Proposals. At the Contract stage, the Scope provides enforceable guidance to the Contractor as to where to focus its efforts in the resulting Contract to ensure the Contractor remains ‘in scope’ and focussed on issues, tasks and other activities that are relevant to the completion of the work.*

*The contents and structure of the Scope are influenced by the type of resulting service/product. The Scope will define typical activities and tasks to be undertaken.*

* 1. *The Scope section with a SOW describes the logical boundaries within which the work will take place (ie. what is the work, and what is it not?). This section “sets the stage” for a later and more precise description of the deliverables, by first describing the work at a macro or conceptual framework level, and in more general terms.*

*Where Deliverables may be characterised as Outputs of the resulting Contract, the Scope identifies the Inputs (requirements of the broader field of work, specific activities, etc.) required to successfully complete the work.*

* 1. *Frame the required work within the context of the professional discipline in which it is situated. Provide a brief description of the discipline to ensure understanding of the requirements to successfully undertake the work within this broader field.*
  2. *For Scopes of Work where deliverables are unknown, the Scope may be driven by the type of Resource Categories required.*
  3. *As required, reserve the organisation’s right to amend the scope at a later date, to include additional related input or scope parameters, should the need arise due to a change in business or technical requirements. Inclusion of this right, as accepted by the Bidder in the submission of its Proposal, provides an enforceable legal option the organisation can exercise, where a legitimate need may arise in the future. Amendments to the scope of work are, by definition, a surprise. This provision identifies the potential for additional requirements to occur within the scope resulting contract, but must not be used to avoid competitive processes or bypass levels of delegated signing authority.*

# DELIVERABLES

*The Deliverables section clearly identifies the tangible products or outcomes that the Contractor is required to produce in order to receive payment (ie. “Outputs”). In accordance with Contracting Policy, payment should be made only for satisfactory completion of a concrete Deliverable or delivery of a service. Similar to the Scope of Work (6), the structure of Deliverables is dependent upon the type of resulting service/product. Professional Services/Projects will have clearly defined Deliverables and delivery dates, whereas supply contracts will identify the anticipated types of deliverables associated with the work to be undertaken.*

*Clearly identify the structure of the resulting service/product - does the outcome of the work consist of:*

* *A reoccurring Deliverable(s) to be paid by one invoice upon completion;*
* *A single Deliverable comprised of multiple milestones and thus multiple ‘progress payments’ against completed milestones; or*
* *More than one Deliverable, each of which may consist of more than one milestone with one or more invoice payments.*

# CONTRACTOR RESOURCE REQUIREMENTS AND QUALIFICATIONS (If required)

*Contractor Resource Requirements and Qualifications section identifies, in part, how the Contractor is required to undertake the work, by identifying the type of people (skill sets) the Contractor is required to deploy and accountabilities for activities associated with each of the Contractor’s resources for the completion of the work. At the RFP stage, this section provides guidance to the Bidders in relation to the organisation’s requirements and expectations; and it will also establish a foundation for developing selection and evaluation criteria within the RFP. At the Contract Stage it will be used to assess the suitability of the Contractor’s deployed resources, providing the organisation with a measure of enforceability for qualifications, in addition to providing enforceability for availability and replacement of named resources.*

* 1. *Clearly identify the Resource Category(ies) required (e.g. Supervisor, Leading Hand, Tradesman, Business Analyst, etc…) and their level of seniority in relation to the other Categories required. The number of resources required at Contract stage may differ from the number of resources Bidders are required to propose at RFP stage -dependent upon the length of the Contract, type of requirement and whether there is a need to identify named resources.*

*Each Resource Category should be described in two (2) parts:*

* + 1. *description of the Resource Category’s role and activities in the resulting work - This should NOT be written as a traditional “job description” (to avoid any appearance of an Employer-Employee relationship); and*
    2. *a description of the minimum required qualifications for an individual within the Resource Category to successfully undertake the work - Try to highlight the actual qualifications, skills, experience and knowledge genuinely required by the Contractor’s key resources needed to successfully and competently undertake the work, as described within the SOW.*
  1. *Clearly identify whether the resulting contract will allow for the completion of work by named resources only (i.e. only those individuals proposed and screened can complete the work) or whether any resource may be provided by the Contractor provided that he/she meets the established requirements. If the former, in the event these resources are unavailable, the Contractor will be ineligible to receive the Contract.*

# APPROACH AND METHODOLOGY

* 1. *The Approach and Methodology describes how the Contractor will specifically go about the completion of the work under the resulting contract. Typically, in Performance-based SOW’s, and to mitigate the risk of liability for the organisation in the event of dispute or poor performance under the Contract, the Contractor is required to provide its own specific methodology for the completion of the tasks and deliverables. Bidders submit a proposed Approach and Methodology as part of their Proposal, which may be evaluated in the selection and evaluation criteria, and which, upon acceptance of the Proposal by the organisation, becomes enforceable in the resulting contract.*
     1. *Describe any obligation the organisation is imposing upon the Contractor with respect to the Approach and Methodology to be used in the resulting work.*
     2. *Clearly identify whether the Contractor is required to fulfil the work in accordance with its own methodology and what portions of the work this method must address. Regardless of the flexibility provided to the Contractor/Bidders, all work must be completed in accordance with industry accepted methodologies and approaches.*