

Statement of Work (SOW) Template - Contractual Detail

Project Title: [Insert Full Project Name Here]

SOW Version: 2.0 (Integrated into Charter vX.X)

Date: [Date of SOW Acceptance]

Client: [Client Company Name]

Service Provider: [Your Company Name]

1. Introduction and Background (Maps to Project Summary)

This Statement of Work (SOW) outlines the project **[Project Title]** between **[Client Company Name]** (Client) and **[Service Provider Name]** (Provider). This document serves as the contractual appendix to the Project Charter, formally defining the detailed requirements, schedule, financial terms, and legal framework.

The Client is undertaking this project to address [briefly state the current problem, opportunity, or context]. The Provider has been engaged to deliver [briefly state the main solution or service].

2. Objectives (Maps to Project Goals)

The primary goals and intended outcomes this project aims to achieve (and the resulting **Business Benefits**) are:

- **Primary Objective 1 / Benefit:** [E.g., Increase website conversion rate by 15% within three months.]
- **Primary Objective 2 / Benefit:** [E.g., Develop and deploy a stable, production-ready Minimum Viable Product (MVP).]
- **Primary Objective 3 / Benefit:** [E.g., Document all new system architecture and provide comprehensive handover training.]

3. Scope of Work (Maps to Scope and Exclusion)

3.1. Work to be Performed (Inclusions)

The Provider will perform the following activities and tasks:

- **Phase A - Discovery:** [List specific discovery tasks, e.g., conducting stakeholder interviews and requirements gathering workshops.]
- **Phase B - Development:** [List specific development tasks, e.g., designing the database schema and coding the backend API.]
- **Phase C - Deployment:** [List specific deployment tasks, e.g., configuring the cloud

environment and executing the production launch.]

3.2. Exclusions from Scope

The following tasks, services, or responsibilities are explicitly excluded from this SOW (and the Project Charter):

- [E.g., Development or maintenance of any legacy systems not explicitly mentioned in Section 3.1.]
- [E.g., Purchasing third-party software licenses or hardware.]
- [E.g., On-site support after the 10-day post-launch warranty period.]

4. Deliverables (Maps to Deliverables)

A clear list of all tangible and intangible outputs, including expected format, quality standards, and final delivery timelines.

Deliverable Name	Format & Quality Standard	Acceptance Criteria Reference	Target Delivery Date
Requirements Document	PDF document, validated and signed by Client's Project Manager.	Section 7.1	[Date]
Web Application MVP	Production code, passing all unit tests (as per Section 8).	Section 7.2	[Date]
Final Project Report	Presentation (PPT/Google Slides), submitted via email.	Section 7.3	[Date]

5. Schedule and Milestones

Milestone Name	Description	Start Date	Completion Date
Kick-off	Project formally begins.	[Date]	[Date]
Phase A	Requirements	[Date]	[Date]

Completion	document signed off.		
Beta Release	Functionality complete for user testing.	[Date]	[Date]
Project Completion	All deliverables accepted by the Client.	[Date]	[Date]

Total Estimated Project Duration: [X] weeks/months.

6. Roles and Responsibilities (Contractual Detail)

6.1. Provider Responsibilities

- Appoint a dedicated Project Manager to act as the primary point of contact.
- Ensure all work meets the quality standards defined in Section 8.
- Provide [X] hours per week of dedicated development and consulting effort.

6.2. Client Responsibilities

- Appoint a decision-maker (Acceptance Manager) with the authority to sign off on deliverables.
- Provide timely access to necessary resources, systems, and personnel.
- Provide feedback on deliverables within [X] business days of submission.

7. Acceptance Criteria (Contractual Detail)

Deliverables will be officially accepted when they satisfy the following conditions. The sign-off process will occur via email confirmation from the Client's Acceptance Manager.

- **7.1. Document Acceptance:** The document is complete, free of errors, and approved by the stakeholders defined in Section 6.
- **7.2. Software Acceptance:** The software successfully passes all required User Acceptance Tests (UAT) and meets all functional requirements detailed in Section 11.
- **7.3. General Acceptance:** The Provider has demonstrably completed all activities listed in Section 3.1 and delivered all items in Section 4.

8. Standards, Testing, and Compliance (Contractual Detail)

The Provider shall adhere to the following standards:

- **Technical Specifications:** All code must be written in [Language/Framework] and comply with [Coding Standard, e.g., PSR-12].
- **Testing Procedures:** All features must pass unit testing (minimum 80% coverage) and integration testing prior to submission for UAT.
- **Compliance:** The system must comply with [Regulatory Standard, e.g., GDPR, HIPAA] regarding data privacy and security.

9. Pricing and Payment Terms (Maps to Costs)

NOTE: This section explicitly defines the contractual "Costs" referenced in the Project Charter.

Item/Phase	Pricing Model	Estimated Cost
Phase A - Discovery	Fixed Fee	\$[Amount]
Phase B & C - Implementation	Time & Materials (Hourly Rate: \$[Rate])	\$[Estimated Total]
TOTAL CONTRACTUAL PROJECT COST		\$[Total Amount]

9.1. Payment Schedule

Payment shall be made according to the following schedule:

- **Deposit:** 20% of the Fixed Fee upon SOW signing.
- **Milestone Payments:** Invoices will be issued monthly based on the agreed-upon hourly rate for T&M work, payable Net 30 days.

10. Location (Contractual Detail)

The work will be performed at the following location(s):

- **Provider Work Location:** Remote, based in [City/Country].
- **Client Meetings/On-site Work:** All meetings will be conducted virtually via [Platform, e.g., Google Meet], unless otherwise requested and agreed upon in writing.

11. Requirements (Contractual Detail)

11.1. Functional Requirements (What the system *must* do)

- [E.g., The application must allow user registration and login via email/password.]
- [E.g., Users must be able to upload a profile picture.]

11.2. Technical Requirements (How the system must be built)

- [E.g., The system must be hosted on AWS using a serverless architecture.]
- [E.g., The database must be PostgreSQL.]

11.3. Performance Requirements (Speed and capacity)

- [E.g., API response times shall not exceed 200ms for 95% of requests.]
- [E.g., The system must support 1,000 concurrent users.]

12. Project Management (Contractual Detail)

Progress monitoring and reporting will follow this process:

- **Status Meetings:** Weekly 30-minute virtual meetings held every Monday at 10:00 AM [Timezone].
- **Status Reports:** The Provider will submit a brief status report every Friday detailing progress, planned work, and any identified risks or roadblocks.
- **Change Control Process:** Any request for changes to the Scope of Work (Section 3) must be submitted in writing and approved by both parties via a signed Change Order document before work on the change commences.

13. Terms and Conditions (Contractual Detail)

- **Intellectual Property (IP):** All IP created under this SOW (excluding Provider's pre-existing tools and background IP) shall become the exclusive property of the Client upon final payment.
- **Confidentiality:** Both parties agree to maintain strict confidentiality regarding all project information, proprietary data, and non-public business affairs, as per the separate Non-Disclosure Agreement (NDA).
- **Warranties and Remedies:** The Provider warrants that the deliverables will substantially conform to the specifications for a period of [X] days following final acceptance.
- **Dispute Resolution:** Any disputes arising under this SOW shall first be escalated to the Executive Sponsors of both parties for good faith negotiation. If unresolved, the parties agree to [Mediation/Arbitration/Litigation] in [City, State].

SOW Acceptance and Sign-Off

By signing below, both parties agree to the terms and conditions outlined in this Statement of Work, which will be integrated as the binding contractual content of the Project Charter.

Client Representative	Service Provider Representative
Name:	Name:

Title:	Title:
Signature: _____	Signature: _____
Date: _____	Date: _____