

Statement of Work

Project: Software Services for M/S Acme

1. Introduction

M/S Acme (hereinafter referred to as "Client") is a company seeking software services from Contoso Solutions Pvt Ltd (hereinafter referred to as "Vendor") to address their specific business requirements. This Statement of Work (SOW) outlines the scope, deliverables, timelines, responsibilities, and terms and conditions for the software services to be provided by the Vendor.

2. Objectives

The primary objectives of this project are as follows:

- Develop and implement a custom software solution to meet the Client's specific business needs.
- Enhance the efficiency and effectiveness of the Client's operations by innovative technology.
- Ensure seamless integration of the software solution with existing systems and infrastructure.
- Provide ongoing support and maintenance services to ensure the continued functionality and stability of the software solution.

3. Scope of Work

3.1 Software Development

The Vendor will undertake the following activities:

- Conduct a detailed analysis of the Client's requirements and business processes.
- Design, develop, and deploy a custom software solution that meets the Client's specifications.
- Provide regular progress updates and engage in collaborative discussions with the Client throughout the development lifecycle.
- Conduct comprehensive testing to ensure the software solution is robust and error-free.
- Assist the Client in migrating and integrating data from existing systems, if required.
- Deliver the final software solution with complete documentation and training materials.

3.2 Implementation and Deployment

The Vendor will:

- Plan and execute a smooth transition from the existing systems to the new software solution.

- Conduct user acceptance testing (UAT) with the Client's stakeholders to validate the functionality and usability of the software.
- Provide necessary training and support to enable the Client's staff to effectively use the software solution.
- Collaborate with the Client's IT team to ensure proper integration and configuration of the software within the existing infrastructure.

3.3 Support and Maintenance

The Vendor will provide ongoing support and maintenance services, including:

- Addressing software issues, bugs, and errors promptly.
- Regularly releasing updates and patches to enhance the software's performance and security.
- Conducting periodic system audits to ensure optimal functionality.
- Providing a dedicated help desk and ticketing system for issue tracking and resolution.
- Offering training and knowledge transfer sessions to the Client's IT team for self-sufficiency.

4. Timeline

The estimated timeline for the project is as follows:

- Requirements gathering and analysis: August 1, 2022, to September 15, 2022
- Software development and testing: September 16, 2022, to December 31, 2022
- User acceptance testing: January 1, 2023, to January 31, 2023
- Implementation and deployment: February 1, 2023, to March 15, 2023
- Support and maintenance services: March 16, 2023, onwards

5. Roles and Responsibilities

5.1 Vendor Responsibilities

The Vendor shall:

- Assign a project manager and a dedicated team of software developers, testers, and support personnel.
- Conduct regular project meetings and provide progress reports to the Client.
- Adhere to the agreed-upon project timeline and deliverables.
- Ensure that the software solution complies with industry best practices, quality standards, and relevant regulations.
- Maintain the confidentiality and security of the Client's data and information.

- Provide necessary licenses, tools, and infrastructure required for the project.

5.2 Client Responsibilities

The Client shall:

- Appoint John Smith as the project manager, serving as the primary point of contact for the Vendor.
- Collaborate with the Vendor in defining and documenting the requirements.
- Participate actively in the testing, acceptance, and training phases.
- Provide necessary access to systems, data, and resources required for the project.
- Ensure availability of appropriate personnel for requirements gathering, UAT, and training sessions.
- Make timely payments as per the agreed-upon payment terms.

6. Payment Terms

The payment terms for the project shall be as follows:

- A deposit of \$50,000 to be paid upon signing this SOW.
- Milestone 1: \$100,000 to be paid upon completion of the software development phase.
- Milestone 2: \$75,000 to be paid upon successful user acceptance testing and approval.
- Final payment: \$25,000 to be paid upon successful implementation and acceptance of the software solution.

7. Legal and Confidentiality

Both parties agree to maintain strict confidentiality with regard to all proprietary and confidential information shared during the course of the project. The Vendor shall not use the Client's data for any purpose other than the project requirements.

8. Termination Clause

Either party may terminate this agreement by providing written notice in the event of a material breach of the terms and conditions mentioned herein.

9. Governing Law and Jurisdiction

This agreement shall be governed by the laws of the State of California. Any disputes arising out of this agreement shall be subject to the exclusive jurisdiction of the courts in California.

10. Signatures

Both parties acknowledge their agreement with the terms and conditions stated in this SOW by signing below:

John Doe

Project Manager

Contoso Solutions Pvt Ltd

Date: 8-Jul-22

Jane Smith

CEO

M/S Acme

Date: 8-Jul-22