**SWC #387 Managed Service Provider for**

**Contingent Workforce Services**

***[Insert Requesting State Agency name]***

**Statement of Work**



**For**

***[Insert Project Title]***

***[Date]***

# 1.0 Statement of Work

## *Project Title*

This work is being performed under Statewide Contract Number 387 for [*insert a brief description of the project*].

This Statement of Work (SOW) incorporates by reference the terms and conditions, specifications, and other contract documents of Statewide Contract Number 387. In case of any conflict between this SOW and the Contract, the Contract shall prevail. The evaluation criteria for this request is lowest cost response to meet all requirements outlined in this SOW request, as outlined in Section 5.

***Note: If attempting to include evaluation criteria beyond cost, the sentence before this needs to be changed to say Section 11 instead of Section 5. Also note that if attempting to include evaluation criteria beyond cost, the procuring agency must obtain CPO approval prior to issuing this SOW request. Please see Step 1 of the Usage Instructions***

## 1.2 Background

* *Describe the history of your project and the prior events that brought you to this SOW*

## 1.3 Reference to other applicable documents

* *List any pertinent documents or supporting materials pertaining to the SOW*

*NOTE: This template is largely written towards SOW Requests in the IT field. If the SOW Request is not IT-related some of the below sections may not be applicable and may need to be modified accordingly.*

# 2.0 SOW Schedule

*Specify the deadline for the Sub-vendor to provide a Project Quote. This deadline will be no less than seven (7) business days, but it may be longer at the procuring State agency’s discretion. The SOW will also specify the deadline by which the Sub-vendor may seek written clarifications of the work involved. The procuring State agency will provide responses to such clarifications in writing to the Sub-vendor.*

|  |  |  |
| --- | --- | --- |
| **EVENT** | **TIME** | **DATE** |
| 1       | Statement Of Work Issued | Time | *Month Day, Year* |
| 2       | Written “Questions and Clarifications” Deadline | ≥ 8 Business Days Later | *Month Day, Year* |
| 3       | State Response to Written “Questions and Clarifications” | ≥ 3 Business Days Later | *Month Day, Year* |
| 4       | Project Quote Submittal Deadline | ≥ 5 Business Days Later | *Month Day, Year*  |
| 5       | Project Quotes Opened and Evaluated | 7-10 Business Days Later | *Month Day, Year* |
| 6       | Contractors notified of Project Award | 1-3 Business Days Later | *Month Day, Year* |
| 7       | Task Order sent to winning Contractor |  1 Business Days Later | *Month Day, Year* |
| 8       | Task Order Contractor Signature Deadline | 1-5 Business Days Later | *Month Day, Year* |
| 9       | Task Order Procuring Agency Signature Deadline |  1 Business Days Later | *Month Day, Year* |
| 10     | Fully Executed Task Order | Time | *Month Day, Year* |

# 3.0 Agency Staffing and Roles

## 3.1 Staffing

#

Project Manager – Agency

The Agency’s Project Manager is:

*Name:*

*Address:*

*City:*

*State & Zip*

*Phone:*

*Cell:*

*Fax:*

*Email:*

*Insert contact information for any additional relevant staff.*

## 3.2 Agency Staff and Roles

* *Who within the agency will have decision-making authority, including approval of changes, report, documentation and deliverables?*
* *State agency staff (if any) to assist with the project effort*
* *Individuals key to the project and detail their roles and responsibilities*

#  Project Requirements and Deliverables

## 4.1 Requirements

*Describe:*

* *Tasks to be performed and any additional qualifications for specialized projects*
* *Any known non-standard work schedule tasks*
* *Location(s) where project work is required to be performed or may be performed, including the use of onsite, offsite, and offshore resources at the procuring State agency’s discretion*
* *Include tasks that do not result in specific deliverables (i.e. project management)*

## 4.2 Agency Tasks and Responsibilities

* *Include tasks to be performed by the agency*
* *Precise definition of all hardware, software, data services, and facilities that will be provided by the State for the vendor to use to complete this SOW*

## 4.3 Deliverables

*Describe:*

* *Items that will be developed or provided from the performance of the tasks (i.e. products, service, plans, status reports, documentation)*
* *Dates for delivery if such date must be mandated*
* *Testing Program Plan*

## 4.4 Exclusions

*Describe:*

* *Tasks which are not part of the scope of this project*

# Cost Criteria

## 5.1 Payment Methodology

*\*Please note:*

*-Red denotes fields that need to be completed by user agency before project is sent out.*

*-Green denotes fields that need to be completed by vendor.*

*-Add additional phases as necessary*

*-Percent payment of phases Total for “Phased Payment” should add up to 100%*

|  |  |  |
| --- | --- | --- |
| **Payment Types** | **Goods or Services Description** | **Amount (per compensable increment)** |
| Type 1 | *Milestone/Phase (include % of project total to be paid upon completion)* | *$ XXX* |
| Type 2 | *Deliverable* | *$ XXX* |
| Supplemental | *Job Activity/Title* | *$ XXX (Rate Per hour/ day/ etc.)* |
| *Repeat and/or remove rows above if necessary. Hourly rates should only be included when the potential for change orders to fixed price items exists in this SOW.*  |

## 5.2 SOW Monetary Cap

The Contractor’s Project Quote total cost shall **not** exceed *[\_\_\_\_\_\_\_\_]* dollars *($\_\_\_) [specify SOW monetary cap]* for the performance of all activities necessary for or incidental to the performance of work as set forth in this SOW.

## 5.3 MSP Fee

The Sub-vendor’s milestone payments will be the agreed upon amount less the 0.75% MSP Fee.

# Completion Criteria and Final Acceptance Criteria

## 6.1 Completion Criteria

* *The focus of this section is to define the process for submitting, approving and rejecting tasks and deliverables (including testing dates and scenarios)*

## 6.2 Final Acceptance

* *Describe in detail the precise definition of the conditions and criteria that will be applied to determine that the contract has been successfully completed*

# Estimated Timeline and Period of Performance

Project must begin no later than *[Month, Year]* and be completed by *[Month, Year]*.

# Project Management (*if applicable*)

# *Describe what will be required as far as project management, which reports will be required, how often these reports will be required, and what must be submitted to the State procuring agency.*

# State Policies, Standards, and Computing Environment

All Sub-vendors should review and reference Contract Section A for more information regarding processes such as submission and evaluation of projects procured under this contract.

State Policies and Standards can be found on the state Web site at:

<https://www.tn.gov/generalservices/procurement.html>

Insert any other relevant links to the latest versions of the policies and standards. For example, if the project is IT-related include the following link: [*https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html*](https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html)

# Key Assumptions

Any issue or ambiguity related to the scope that the proposer has must be resolved before the Task Order stemming from this project is signed.

*Identify any additional agency or contractor assumptions*

# Evaluation Criteria

*Only include this section if attempting to include evaluation criteria beyond cost. Note the use of this type of evaluation must be done in accordance with SWC 387 Contract Section A.11.i.i.1.*

1. End Users may include factors beyond cost in the evaluation of submitted project quotes only with CPO review and approval of the evaluation criteria. The Sub-Vendor submitting the highest overall scoring project quote and conforming to the SOW requirements will be selected to provide the services.

*If additional sections are required for your specific project, please leave the above section numbering as it is and add your new sections here as 11.0, 12.0 etc.*

|  |  |  |
| --- | --- | --- |
| Example 1: Phased Payment |  |  |
| **Milestone/Phase** | **Percent of Project to be paid upon completion** | **Amount ($)** |
| *Installation of Software in Test Environment* | *25%* | *$ XXX* |
| *Configuration of Software in Test Environment* | *25%* | *$ XXX* |
| *Installation of Software in Production* | *25%* | *$ XXX* |
| *Configuration of Software in Production* | *25%* | *$ XXX* |
|  |

|  |
| --- |
| Example 2: Lump Sum Payment |
| **Deliverable** | **Amount ($)** |
| *Custom Report for Application* | *$ XXX* |

|  |
| --- |
| Example 3: Deliverables with Labor  |
| **Deliverable** | **Amount ($)** |
| *Switch* | *$ XXX* |
| *Router* | *$ XXX* |
| *Software* | *$ XXX* |
| *Hourly rate for Installation* | *$ XXX* |