UNIVERSITY OF FLORIDA INFORMATION TECHNOLOGY

<Department Name>

STATEMENT OF WORK AGREEMENT FOR <SOLUTION NAME>

Original: <date>

Revised: <date>

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# INTRODUCTION

## Overview of Work

This agreement constitutes a Statement of Work provided by **UFIT** ("Service Provider") for <Department> ("Client"). This work constitutes creation and/or deployment of an <Solution> as defined in the Project Scope section below. This work is expected to be completed on or before <DATE> as long as the original project scope does not change.

## Cost Summary

The total cost of this project is estimated to be at or below <$XX,XXX.XX>.See sections 2.2 and 4.1 for detailed scope and cost information. There will be no recurring or annual charges to use the delivered solution.

# PRODUCT

## Objectives

UFIT will deploy <OBJECTIVE> as defined below.

## Product Scope

The following items are within the project scope. All estimated hours and costs represent the **maximum**

anticipated values at a rate of **$XX per hour.** *The actual hours and costs may be lower.*

|  |  |  |
| --- | --- | --- |
|  **SAMPLE ITEMS** | **Est. Hours** | **Est. Cost** |
| Project Management/Administration (including travel and meetings) | X | 570 |
| Creation and unit testing of up to 3 Unity forms and associatedDatasets | X | 6175 |
| Creation and unit testing of up to 3 workflows (each with a maximum of 6 notifications and 6 queues) | X | 6175 |
| Creation of PeopleSoft integration to capture PCard transactions | X | 950 |
| Creation of up to 4 queries for analysis | X | 380 |
| Creation of up to 12 additional document types (attachments} | X | 380 |
| Creation/configuration of up to 12 security roles | X | 475 |
| Overall Solution testing and issue correction | X | 950 |
| Training ("train the trainers"} | X | 190 |
| Migration of solution to production | X | 190 |
|  |  |  |
| **TOTALS** + | **X** | **$XX.XXX** |

## Support

* + 1. SCOPE AND DURATION OF SUPPORT

Service Provider will provide, free of additional charge, remediation of defects detected at any time after delivery, subject to the following constraint s:

* + - 1. The defect involves existing functionality and is not caused by unstated requirements, violated assumptions, or unmet dependencies.
			2. The defect is not caused by changes to the Client's infrastructure, business processes, or external systems outside the product scope as described in sections 2.2.
			3. The defect is not caused by development/configuration changes introduced by the Client unless addressed by section 2.3 .2 below.
			4. Defects will be reported via the Service Provider's preferred method.
			5. Defects will be addressed according to the Service Provider's standard prioritization and service level formulas. Serious issues involving a work stoppage are always given a high priority.
		1. ADDITIONA L WORK

Following completion of this agreement, the Service Provider can be engaged to provide additional enhancements or support outside the scope of support identified above, subject to the availability of resources. Support and enhancement work is billed on an hourly basis based on the current hourly rate of <**$XX>** (as of mon/day/year) but is subject to increase over time. Work descriptions and priorities will come from the Client and can be used to build additional functionality into the system. Any additional work expected to **exceed <X> hours** will require execution of a new Statement of Work Agreement.

# PROJECT

## Resources

The Service Provider will assign this work to the appropriate project management, analysis, and development resources as required. The Service Provider will allocate a maximum of <XXX>hourstowards this project.

### Schedule and Deliverables

The project is expected to start on <DATE>(pending approval) and is expected to complete on or before <DATE>**.** There will be one production release. A more detailed timeline is shown below. This schedule is contingent upon project approval, as well as the scope of work and responsibilities outlined in this document. Any changes or variations will significantly delay the project and increase the cost.

|  |  |
| --- | --- |
| **Project Phase/ Activity SAMPLES** | **Estimated Timeframe** |
| Requirements gathering | <DATE> |
| Development | <DATE> |
| Testing and Rework | <DATE> |
| Migration to Production | <DATE> |
| Train the Trainer(s) | <DATE> |
| User Acceptance Testing and Issue Correction | <DATE> |
| Go -Live | <DATE> |

### Responsibilities

3.3.1 SERVICE PROVIDER RESPONSIBILITIES

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

1. Design, develop, test, support, and deploy (as appropriate) all deliverables in the product scope as identified in section 2.2.
2. Provide project management of deliverables for the duration of the project.
3. Meet reasonable response times associated with service requests.
4. Train the client's designated trainer(s), so that they are equipped to train other staff.
5. Resolve defects identified after delivery according to the expectations in sections 2.3 and 3.4.
6. Implement a limited mobile version of the system to be used for reviews/approvals (once mobile is available). This effort may result in additional costs which must be approved by the Client.
7. Provide at least one OnBase upgrade annually on an ongoing basis at no additional cost.

3.3.2 CLIENT RESPONSIBILITIES

**Client** responsibilities and/or requirements in support of this Agreement include:

1. Provide prompt payment of all invoices (see payment terms in section 4.1).

1. Provide reasonable availability of Client representative(s) for purposes of articulating requirements, testing the solution, and resolving production incidents and service requests.
2. If necessary, provide access to Client work locations and techno logy assets in support of this work.
3. Identify and assign a single point of signing authority for all signoffs and approvals.
4. Provide review and acceptance of deliverables from Service Provider in a timely manner.
5. Provide any data or systems access, or copies of data in lieu of access, required for completion of product deliverables, for data systems owned by the Client.
6. Conduct training of solution for other client staff
7. Manage access to the application post -deployment (via the myUFL Access Request System).

### Acceptance

3.4.1 DEFECT SEVERITY DEFI NITIONS

Throughout the life of the product, the following severity levels are defined for defects detected in the product.

*Severity Level Description*

*1, Critical* Critical functionality is unusable, or significant data loss is occurring. There is no workaround possible.

2, *High* Important functionality is impaired, but a workaround is possible. There may be a potential for data loss. The workaround is not sustainable in the long term, as it significantly impacts productivity.

*3, Medium* Functionality is less than ideal, but still usable. A workaround is possible with only a small loss of productivity. No data loss is occurring.

*4, Low* Cosmetic errors such as layout or typos, minor errors in documentation. Fully functional without loss of productivity or value.

* + 1. ACCEPTANCE CRITERIA

Final acceptance and Client sign-off is contingent on the following criteria:

l. All requirements from section 2.2 must be completed and accepted by the Client.

2. No severity-1 (critical), severity-2 (high), or severity-3 (medium) defects may exist.

* + 1. DELIVERY REQUIREMENTS

The solution is expected to be complete, installed, and available for production use by <DATE>**, *assuming the original scope remains unchanged and the Client Responsibilities of this agreement have been met.***

# TERMS

## Payment

* + 1. PROJECT COST

Service Provider will charge the Client on an hourly basis. The Client will only be charged for the *actual hours* spent on the project. Based on the scope described in section 2.2, the Service Provider states this project could require **up to <XXX> hours of effort** (see section 2.2), and could cost up to <**$XX,XXX.XX>**. Should the scope increase, this agreement will be amended accordingly. Any changes or variations will significantly delay the project and increase the cost. The total cost is based on a fixed hourly rate of <**$XX>.**

* + 1. PAYMENT SCHEDULE

The Service Provider will send a monthly invoice for payment of the actual hours provided in the prior month or portion of a month. Since the project is expected to extend over several months, multiple invoices will be presented.

* + 1. PAYMENT TERMS

The Client will transfer the full amount of the invoice to the Service Provider within **30 days of receipt** of each invoice.

## Cancellation

If at any time either the Client or Service Provider wishes to terminate the agreement they may do so with **5 days advance notice.** Any work in progress will be billed as actual effort up to the date of

cancellation.

## Property Rights

**All** products and content developed as a part of this agreement shall become the property of Client.

## Agreement

This agreement commences on the latter of the dates signed below.

**Agreed to by:**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Elias G. Eldayrie Date

Vice President and Chief Information

 Officer, UF

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Client Date

 Position, Department

# APPENDICES

## Revision History

*Revision Date Changes*