What makes a good Statement of Work (SOW)?

What is a SOW

A Statement of Work describes the work to be performed and includes a timeframe necessary for the completion of the work. A well written SOW allows the vendor or contractor to provide a detailed response, with a realistic cost estimate. The goal is to allow the other party to understand what is expected of them and what should be included in the finished product.

Elements of a SOW

A good Statement of Work should include the following elements:

- A detailed description of the work to be performed
  - Clearly state what you want the contractor to achieve and deliver.
  - Will travel be required to complete the work?
  - Is there a specific number of times something needs to be done” (i.e. interview 10 subjects)
- Period of Performance – When do you want this work to start and end?
- Deliverables
  - Include a timeline of major deliverable due dates
    - Fixed dates
    - Flexible dates (i.e. Two weeks after some event occurs)
  - Include milestones as necessary so that the work can be monitored to ensure that you are getting what you need and the quality of the work is as expected.
- Special requirements
  - Travel
  - Security Clearance required
  - Special skills or knowledge
  - Resources

Remember to include

- Specific language
  - Don’t leave room for interpretation
  - Use language everyone can understand
- A definition of completion
  - If a final product is submitted, what constitutes acceptance?
- Payment terms
  - Tie to milestones – payment can be tied to acceptance of the product?
  - Based on monthly invoices?
  - Lump sum at the end of the project?

The above information was taken from
http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=111327&pageNumber=1