

SOW Creation Checklist

Solution Specifics

1. Have you described the work to be done in this project in your own words?
2. Have you indicated any technology preferences you may have?
 - a. Have you specified what equipment the vendor should use?
3. Have you indicated the target audience for the project deliverables?
4. Is the scope consistent with the tasks or activities specified, and with the end result to be obtained?
5. Have you clearly indicated the output seat-time?
6. Have you clearly outlined each deliverable?
7. Are the tasks (i.e., major and sub-tasks) in the SOW presented in chronological order or some logical order?
8. Are vendor responsibilities stated in such a way that he/she knows what is required in terms of results and you can tell whether the vendor has complied?
9. Have you clearly defined the acceptance criterion for each deliverable? Are the performance standards or acceptance criteria:
 - a. necessary?
 - b. realistic?
 - c. specific?
 - d. verifiable?
 - e. objective?
 - f. measurable?
10. Have you clearly outlined the quality assurance steps you expect the vendor to take before making a final delivery to you?

Project Management Specifics

11. Have all points of control or decision points, if applicable, been included?
12. Have you indicated the pricing model you want to use? (Fixed price vs. Time and Materials) And the finalized budget?
13. Have you indicated a schedule you would like to see maintained?
 - a. If possible and available, have you indicated a 'go-live' date for when you expect to see this project fully implemented?
14. Have you indicated any assumptions made by you or the vendor (on the content, delivery, or technology fronts)?
15. Have you indicated the names and contact information of all relevant stakeholders? (The Project Manager, Subject Matter Experts, etc?) Has the vendor? (Project Manager, Instructional Designers, Content Developers, Graphics Designers, Course Integration Specialists, Testing and Quality Analysts, etc)

16. Has a single point of contact been specified on both ends?
17. Are your project management tools in sync?
 - a. If the vendor uses online project management or bug tracking systems, are the dates on which your staff will be trained on those systems specified? Alternatively, if you expect the vendor to use online project management or bug tracking systems you already operate, have you specified the dates on which the vendor will be trained in their use?

Process Specifics

18. Have you indicated all legal considerations that you expect the vendor to adhere to? (such as IPR, financial incentives and penalties, etc)
19. Have you indicated any internal process obligations the vendor is expected to meet? (For example, new vendors may need to get themselves registered with your vendor management system... has this process been completed, and has the method of its completion been indicated? Further, each project may be tracked by you using codes, etc... have these been indicated?)
20. Have you clearly stated any risks or dependencies that may need special attention during this project?
21. Have you clearly outlined a change management procedure to deal with scope creeps?
22. Has the vendor clearly outlined an escalation path to be followed if issues remain unresolved?
23. Have you indicated the key milestones for this project? Have you indicated the review process at each of these milestones?