

SOA Schedule 10 –

Statement of Work

<Contract title and reference number>

<Customer name>

<Supplier name>

Contract established under SOA <SOA title and reference number>

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| INSTRUCTIONS FOR USING THIS DOCUMENT (TO BE DELETED IN FINAL EXECUTION VERSION OF SOA SCHEDULE):This is a template Statement of Work for use with the SOA Comprehensive Contract Conditions - ICT Products and/or Services.Under clause 7.9 of the SOA Comprehensive Contract Conditions if the Customer wishes to purchase any additional Products and/or Services from the Supplier during the Term, it will notify the Supplier of its requirements for the supply of the additional Products and/or Services in the form of a draft Statement of Work Form (substantially in the form as this SOA Schedule 10 or such other form reasonably acceptable to the Customer).The yellow highlighted sections need to be completed. The Customer should refer to the applicable SOA Modules when completing this Statement of Work. |

SOA Schedule 10 template – Issued February 2020 – Version 1.0.0

# Statement of Work brief details

**Statement of Work number**: <<insert>>

**This Statement of Work expires if not executed by both parties by**: <<insert>>

# General

Once signed by both parties, the Statement of Work forms part of and is subject to the terms and conditions of the Contract including the terms and conditions of the applicable SOA Modules which correspond to the additional Products and/or Services to be provided under the Statement of Work (e.g. if the Customer is procuring Hardware, then the terms of SOA Module 1 – Hardware will apply).

# Additional Products and/or Services

The Supplier must supply the following additional Products and/or Services:

<<delete sections which are not applicable>>

# Hardware

1. **Hardware**

**Description of Hardware to be supplied**

<<Insert a description of the Hardware to be supplied including quantities. This may include references to the Hardware model name and type.>>

**Specify whether the Hardware must be new and unused**

Yes

No

1. **Requirements**

**Specifications for Hardware**

<<Insert or annex a detailed description of the functional, operational and technical specifications for the Hardware. This may include any published specifications of the Supplier or the Hardware manufacturer.>>

1. **Delivery requirements**

The Supplier must deliver the Hardware by the date and time set out in this item. If set out in this item, the Supplier must ensure that the delivery is made during the hours specified in this item. The Supplier must comply with the other delivery requirements in this item.

**Site**

<<Insert location of the Site(s) at which the Hardware must be delivered.>>

**Delivery Date**

<<Insert the date by which the Hardware must be delivered by the Supplier to the Site.>>

**Due time for delivery (if applicable)**

<<Insert any time on the Delivery Date which the Hardware must be delivered (if applicable).>>

**Times / days when delivery can be made (if applicable)**

<<Insert times and days when the Hardware can be delivered (such as where there is a range of delivery days).>>

**Other requirements**

<<Insert any other requirements which apply to the delivery of the Hardware. This may include access requirements which apply to the Site or specific packaging requirements.>>

1. **Title**

<<Specify whether (and when) title is to pass to the Customer.>>

1. **Installation requirements**

<<Insert Hardware installation requirements.>>

1. **Warranty Period**

<<Specify commencement and duration of the Warranty Period for each item of Hardware, noting that each item of Hardware may have a different Warranty Period.>>

1. **Price**

<<Specify the Price payable for the Hardware or, where the Price is specified in a Schedule, refer to SOA Schedule 1 or SOA Schedule 2 (as applicable).>>

# Hardware Maintenance Services

1. **Supported Hardware**

<<Insert hardware in respect of which the Supplier will supply the Hardware Maintenance Services. This may include references to the Supported Hardware model name and type.>>

1. **Maintenance period**

**Start of Maintenance Period**

<<Insert start date for the supply of the Hardware Maintenance Services (such as on the AAD of the Supported Hardware or the expiry of the Warranty Period for the Supported Hardware).>>

**End of Maintenance Period**

<<Insert end date for the supply of the Hardware Maintenance Services.>>

1. **Replacement parts**

**Stock of replacement parts**

<<Insert whether the Supplier is required to provide a stock of replacement parts for the Supported Hardware.>>

1. **General support**

<<Insert description of general support services to be provided by the Supplier in relation to the Supported Hardware. Include as much detail as possible to clearly describe the support services that will be provided, including:

* hours of support;
* Supplier’s support contact details (such as help desk phone number and email address); and
* any other requirements for the support services.>>

1. **Preventative Maintenance Services**

**Description of Preventative Maintenance Services**

<<Insert description of preventative maintenance services to be provided by the Supplier in relation to the Supported Hardware or annex a separate document which describes the preventative maintenance services in detail. Include as much detail as possible to clearly describe the preventative maintenance services that will be provided, including:

* problem detection and resolution;
* replacement of parts;
* adjustment of mechanical devices; or
* other maintenance services.>>

**Frequency of Preventative Maintenance Services**

Monthly

Quarterly

Annual

Other - <<insert>>

1. **Remedial Maintenance**

<<Insert description of remedial maintenance or annex a separate document which describes the remedial maintenance services in detail, which may include:

* repair or replacement of the Defective Hardware; and
* collection of any Defective Hardware from the Site (or other location notified by the Customer) and delivery of the repaired or replaced Hardware to the Site (or other location notified by the Customer).>>

1. **Service Levels**

<<Insert Service Levels.>>

<<Insert frequency the Supplier is required to provide a report to the Customer of its performance against the Service Levels (i.e. monthly, quarterly or such other time).>>

1. **Service Credits**

<<insert>>

1. **Price**

<<Specify the Price payable for the Hardware Maintenance Services or, where the Price is specified in a Schedule, refer to SOA Schedule 1 or SOA Schedule 2 (as applicable).>>

# Licensed Software

1. **Licensed Software**

**Name of Licensed Software**

<<Insert name of Licensed Software to be supplied. This may include reference to version numbers for the Licensed Software and names of applicable modules/components to be supplied.>>

1. **Requirements**

**Specifications for Licensed Software**

<<Insert or annex a detailed description of the functional, operational and technical specifications for the Licensed Software. This may include any published specifications of the Supplier or the original IP owner of the Licensed Software.>>

1. **Licence Period**

<<Specify below whether the Licence Period is perpetual (i.e. not a fixed period).>>

**Is the Licence Period perpetual?**

Yes

No

<<If the Licence Period is not perpetual, specify below the start and end dates for the Licence Period.>>

**Start of Licence Period**

<<Insert start date for Licence Period (such as on the AAD of the Licensed Software).>>

**End of Licence Period**

<<Insert end date for the Licence Period.>>

1. **Class of Licence**

<<Insert description of licence to be granted to the Customer. Include as much detail as possible, including whether the licence to the Licensed Software:

* is granted to a specific number of the Customer’s users (and if so, the number of users) or whether the licence is granted on an enterprise-wide basis;
* is able to be used by the Customer’s users concurrently;
* may only be used at a specific Site (and if so, the location of the applicable Site); and
* may only be used on the Designated Environment (and if so, the description of the Designated Environment).>>

1. **Additional licence conditions and restrictions**

<<Insert any additional licence conditions and restrictions in this item.>>

1. **Copies of Licensed Software to be provided by Supplier**

<<Insert number of copies to be supplied.>>

1. **Delivery and installation requirements**

**Site**

<<Insert Site where the Supplier is to deliver the Licensed Software (if applicable).>>

**Delivery Date**

<<Insert date by which the Licensed Software must be delivered or made available to the Customer.>>

**Is Supplier required to install the Licensed Software?**

Yes

No

**If the Supplier is required to install the Licensed Software, specify the requirements for the installation of the Licensed Software:**

<<insert>>

1. **Updates and New Releases**

**Specify if the Customer is entitled to Updates and/or New Releases for the Licensed Software (as part of the licence as opposed to part of separate Software Support Services)**

Yes

No

**If yes, insert any installation obligations of the Supplier**

<<insert>>

1. **Warranty Period**

<<Specify commencement and duration of the Warranty Period for the Licensed Software, noting that each item of Licensed Software (if more than one) may have a different Warranty Period.>>

1. **Price**

<<Specify the Price payable for the Licensed Software or, where the Price is specified in a Schedule, refer to SOA Schedule 1 or SOA Schedule 2 (as applicable).>>

# Software Support Services

1. Supported Software

Name of Supported Software

<<Insert name of software for which the Software Support Services are to be supplied. This may include reference to version numbers for the software and names of applicable modules/components to be supplied.>>

1. Support period

Start of support period

<<Insert start date for the supply of the Software Support Services (such as on the AAD of the Supported Software (if applicable) or the expiry of the Warranty Period for the Supported Software (if applicable).>>

End of support period

<<Insert end date for the supply of the Software Support Services.>>

1. General Support

<<Insert description of general support services to be provided by the Supplier in relation to the Supported Software. Include as much detail as possible to clearly describe the support services that may be provided, including:

* hours of support;
* Supplier’s support contact details (such as help desk phone number and email address); and
* any other requirements for the support services.>>

1. Updates and New Releases

**Updates and New Releases to be provided?**

Yes

No

**If yes, is training to be provided by the Supplier in respect of the Updates and New Releases?**

Yes

No

1. Service Levels

<<Insert Service Levels including severity levels and descriptions, response times and resolution times.>>

<<Insert frequency the Supplier is required to provide a report to the Customer of its performance against the Service Levels (i.e. monthly, quarterly or such other time).>>

1. Service Credits

<<insert>>

1. Price

<<Specify the Price payable for the Software Support Services or, where the Price is specified in a Schedule, refer to SOA Schedule 1 or SOA Schedule 2 (as applicable).>>

# Developed Software

1. Developed Software

<<Insert description of the Developed Software. If any Licensed Software or Third Party Software is to be used or incorporated in the Developed Software, this can be specified here.>>

1. Requirements

<<Insert or annex a detailed description of the functional, operational and technical specifications for the Developed Software.>>

1. Delivery Dates

**Design Specification**

<<Insert date that the Supplier is required to supply the Design Specification for the Developed Software to the Customer.>>

**Developed Software**

<<Insert date that the Supplier is required to deliver the Developed Software to the Site.>>

1. Delivery and installation requirements

**Site**

<<Insert Site where the Developed Software must be delivered or made available to the Customer.>>

**Is the Supplier required to install the Developed Software?**

Yes

No

**If the Supplier is required to install the Developed Software, specify the requirements for the installation of the Developed Software**

<<insert>>

1. Warranty Period

<<Specify commencement and duration of the Warranty Period for the Developed Software.>>

1. Price

<<Specify the Price payable for the Developed Software or, where the Price is specified in a Schedule, refer to SOA Schedule 1 or SOA Schedule 2 (as applicable).>>

# ICT Professional Services

1. ICT Professional Services

**Description of ICT Professional Services**

<<Insert description of the ICT Professional Services to be provided by the Supplier, including any Requirements/Specifications. Include as much detail as possible to clearly describe the ICT Professional Services. The ICT Professional Services may include:

* strategy advice;
* writing reports;
* reviews or quality assurance activities;
* change management services;
* project management services; and
* knowledge transfer services.>>

**Deliverables**

<<Include any specific Deliverables to be supplied by the Supplier.>>

1. Service Period

**Start of Service Period**

<<Insert start date for the supply of the ICT Professional Services.>>

**End of Service Period**

<<Insert end date. If there is no specific end date, insert “until the ICT Professional Services have been fully performed by the Supplier in accordance with the Contract”.>>

1. Delivery Date

**Specify any Delivery Date(s) applicable to the ICT Professional Services**

<<Insert Delivery Date for the supply of the ICT Professional Services (if applicable).>>

**Specify the hours and days during which the Supplier must provide the ICT Professional Services**

<<Insert the hours and days during which the Supplier must provide the ICT Professional Services.>>

1. Professional standards

**Specify any professional standards which apply to the performance of the ICT Professional Services**

<<Insert if applicable, otherwise leave blank or write “Nil”.>>

1. Warranty Period

<<Specify commencement and duration of the Warranty Period for the ICT Professional Services.>>

1. Price

<<Specify the Price payable for the ICT Professional Services or, where the Price is specified in a Schedule, refer to SOA Schedule 1 or SOA Schedule 2 (as applicable).>>

# Ancillary services

<<Insert details of any ancillary services to be provided by the Supplier (if any) in relation to the additional Products and/or Services which are additional to the requirements specified above.>>

# Amendments to other Order Documents

<<Insert any amendments to other Order Documents.>>

# Other responsibilities of the parties

**Responsibilities of the Supplier**

<<Insert the responsibilities of the Supplier.>>

**Responsibilities of the Customer**

<<Insert the responsibilities of the Customer, if any.>>

# Execution of Statement of Work

**Execution by Supplier**

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | Date ……………………………………..  **EXECUTED** for and on behalf of:    Name of Supplier  by its Authorised Representative, in the presence of:    Signature of witness    Name of witness (block letters) | )  )  )  )  )  )  )  )  )  )  )  )  ) | Signature of Authorised Representative  By executing this Statement of Work the signatory warrants that the signatory is duly authorised to execute this Statement of Work on behalf of the Supplier    Name of Authorised Representative (block letters)    Position of Authorised Representative | |

**Execution by Customer**

|  |  |  |
| --- | --- | --- |
| Date  **EXECUTED** for and on behalf of:    Name of Customer  by its Authorised Representative, in the presence of:    Signature of witness    Name of witness (block letters) | )  )  )  )  )  )  )  )  )  )  )  ) | Signature of Authorised Representative  By executing this Statement of Work the signatory warrants that the signatory is duly authorised to execute this Statement of Work on behalf of the Customer    Name of Authorised Representative (block letters)    Position of Authorised Representative |