

Statement of Work

Supplier Name:	Digital Space Cloud Services Ltd	Contract Reference/Project Name:	Midland & Lancashire CSU Service Desk Digital Chatbot
Supplier Contact:	[REDACTED]	MLCSU Contact:	[REDACTED] [REDACTED]
SOW Date:	11-Oct-2022	SOW Version:	[REDACTED]
SOW Ref. No.	[REDACTED]		

1. Nature of Engagement

A brief description of the proposed work, e.g. purpose, key objectives

Midland & Lancashire CSU Service Desk - Digital Chatbot

Provide Configuration of the Digital Space Directed Chatbot such that it works inline with the business process supplied by MLCSU Service Desk

Provide Hosting for the chatbot

Provide CSAT and a QuickSight report of the CSAT activity

Provide CSAT data export if required via existing CSV to PowerBI mechanisms

2. Description of Services for this Statement of Work

Detail the phases of the project, tasks, resources, deliverables etc.

The MLCSU Service Desk management would like to deliver a web based directed chatbot to deflect calls which would otherwise reach the service desk advisors

2.1 Timescales

[REDACTED] take 2 weeks [REDACTED]
[REDACTED]

2.2 Tasks & dependencies

Tasks:

[REDACTED]

Statement of Work

--

2.3 Resources

1. [REDACTED]
[REDACTED]
[REDACTED]

3. Statement of Work Charges

Provide details of fixed charges and/or any work to be carried out on a time and materials basis

3.1 One-off Charge Table

Deliverable(s)	Description <i>Breakdown of charges including works, goods and/or services. Also include any travel and subsistence.</i>	Amount (£ ex VAT)
Branded, hosted web chat configured for the directed chat as defined in Visio Diagram "Service Desk Chatbot flow"	[REDACTED]	[REDACTED]
Configuration of CSAT and production of reports	[REDACTED]	[REDACTED]
Solution Architecture	[REDACTED]	[REDACTED]
Testing	[REDACTED]	[REDACTED]
Project Management	[REDACTED]	[REDACTED]
One-off Total		[REDACTED]

3.1 Ongoing Charge Table

Item(s)	Description <i>Breakdown of charges including works, goods and/or services. Also include any travel and subsistence.</i>	Amount per annum (£ ex VAT)
Activation Fee	[REDACTED]	[REDACTED]
Monthly Support	[REDACTED]	[REDACTED]
Webchat messages	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]

Statement of Work

	<div>██</div> <div>██</div> <div>██████████</div>	
Estimated On-going Total for 12 month duration		████████
Statement of Work Total £21,974		

4. Impact Assessment & roll-back

No impact on wider services.

5. Statement of Work Acceptance

The following parties approve this statement of work and are authorised to sign off on project phases, billable services and expenses.

For and on behalf of MLCSU Service Desk

Name and Title	<div>██</div> <div>██</div>
Position	
Date	12/10/2022