

Monthly Statement of Work (Template)

Key Performance Indicators

Key/Service Performance Indicators Levels				Service Credit for each Service Period
Key/Service Performance Criterion	Key Indicator	Key/Service Level Performance Measure	Key/Service Level Threshold	
Completion of work as per Agreed Monthly Statement of Work	Completion	100%	95%	N/A
Key/Service Level Performance Criterion	Key Indicator	Key/Service Level Performance Measure		
Performance to Pay Process	<p>In accordance with agreed performance to pay progress, Suppliers submit, or provide input, to the following:</p> <ul style="list-style-type: none"> • Accurate and complete agreed Deliverables in a timely manner. • Accurate and complete Acceptance certificates in a timely manner. • Accurate and complete Statement of Works (SOW) in a timely manner. • Accurate and complete invoices in a timely manner. 	<ul style="list-style-type: none"> • All of the inputs are submitted in accordance with the performance to pay process timescales and contain accurate and complete information. 	<ul style="list-style-type: none"> • Inputs are later than prescribed in the performance to pay process but within 5 working days of the prescribed dates. • Inputs are incomplete or inaccurate. 	<ul style="list-style-type: none"> • Inputs are later than 5 working days in the prescribed performance to pay process. • Inputs contain significant errors.
Partnering Behaviours and Added Value	<ul style="list-style-type: none"> • Supplier promotes positive collaborative working relationships within and across the Service team by acting in a transparent manner. • Supplier shows commitment to Buyer goals through adding value over and above the provision of compensated skilled personnel/services. 	<ul style="list-style-type: none"> • No behavioural problems identified. • Buyer reviews attended and positive contributions made. • Added Value recognised by the Authority above provision of 	<ul style="list-style-type: none"> • Some minor behavioural problems. • Supplier only attends some meetings or provides minor contributions. 	<ul style="list-style-type: none"> • Significant behavioural problems. • Supplier contributions are rare or insignificant and shows little interest in working

		compensated skilled resource/services.	• Supplier adds some value above provision of compensated resource/service, but this is not regarded as significant.	with other suppliers. • No added value contributions recognised by the Authority.
People (Resourcing)	<ul style="list-style-type: none"> • Successful recruitment and placement of key resources/provision of services to meet the planned deliverables and contractual obligations. • The supplier proactively manages their resource skills against expected Service Outcomes by identifying issues early and in a timely fashion, addressing any deficits. 	• Targets met for all resources/provision of Service.	• Targets met for most (50%+) resources/Service through no fault of the Buyer.	• Target missed for most resources/Service requested through no fault of the Buyer.
People in Place (Delivery)	<ul style="list-style-type: none"> • All Supplier resources delivering services for the contracts are performing to the expected standard for the skill-set supplied. • All services delivered by the Supplier are to the required standard expected by the Authority. 	<ul style="list-style-type: none"> • No resources are swapped out due to deficiency in skill set and/or no change of services is required. • No problems identified with quality of work. • Supplier is making positive team contributions • Supplier skills/services meet the standards expected. 	<ul style="list-style-type: none"> • Minor issue noted with quality of work/standard of service. • Few contributions made within team. 	<ul style="list-style-type: none"> • Resource is swapped out from Service due to deficiency in skill set. • Persistent issues with quality of work/service noted (may be minor ones which have persisted from one month to another). • Significant issues with quality of work/service noted in a month.

Service xxx – Jul 2023 Deliverables

Days booked per role

Ser	Task	Description/Deliverable	Timescale	Role A	Role B	Role C	Days used	Completion	Benefits delivered	Cost of task	% completed	
1							0			£0.00		
2							0			£0.00		
3							0			£0.00		
				0	0	0	0					£0.00

Signatures and Approvals

Agreement of this SOW

BY e-SIGNING this Statement of Work, the Parties agree that it shall be legally binding on the Parties:

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	