

Statement of Work

Template to use with the AI Architect B2B Services Agreement

DRAFT TEMPLATE FOR LEGAL REVIEW. This document is general information, not legal advice. Complete every [square bracket] field and obtain advice from a qualified solicitor before signing or relying on it.

SOW reference: [SOW-001] | Effective date: [DATE] | Version: [VERSION]

Supplier: HYBRID E-BUSINESS SOLUTIONS LTD trading as AI Architect. Client: [CLIENT LEGAL NAME]. This SOW is entered into under the B2B Services Agreement dated [AGREEMENT DATE].

1. Project summary

Project name: [PROJECT NAME]

Business challenge: [Describe the problem, affected users and why it matters.]

Target outcome: [Describe the measurable operational or user outcome.]

2. Objectives and success measures

Objectives: [List the specific outcomes this engagement should achieve.]

Success measures: [Metric, baseline, target, owner and measurement date.]

The parties acknowledge that business outcomes can depend on Client adoption, data quality and external factors. Deliverable acceptance is governed by section 5 below.

3. Scope

In scope: [Discovery, architecture, design, build, integration, migration, testing, training, deployment and support activities included.]

Out of scope: [Items specifically excluded, including content creation, licences, data cleansing, legacy remediation or 24/7 support where applicable.]

4. Deliverables

D1 [DELIVERABLE]: description [DETAIL]; planned date [DATE]; owner [OWNER].

D2 [DELIVERABLE]: description [DETAIL]; planned date [DATE]; owner [OWNER].

Documentation and handover: [Source code, architecture record, operating guide, credentials transfer, training and known-issues register.]

5. Acceptance

Acceptance criteria for D1: [Objective, testable criteria.]

Acceptance criteria for D2: [Objective, testable criteria.]

Acceptance period: [10] Business Days after delivery. The Client will identify material failures against the criteria with reproducible evidence. Minor defects that do not prevent material use will be recorded for correction but will not block acceptance.

6. Plan and milestones

Discovery complete: [DATE]. Architecture/design decision: [DATE]. Build iterations: [DATES]. User acceptance testing: [DATE]. Target launch: [DATE].

Dependencies and decision deadlines: [List each dependency, owner and required date.]

7. Roles and governance

Supplier lead: [NAME, ROLE]. Client owner: [NAME, ROLE]. Client technical/security contacts: [NAMES].

Working rhythm: [Meeting and reporting cadence]. Decision process: [Who may approve scope, spend, risk acceptance and launch]. Escalation route: [DETAIL].

8. Architecture, platforms and environments

Approved platforms and services: [List Replit and other hosting, database, AI, email, analytics or integration providers.]

Environments: [Development, test, staging and production ownership]. Client accounts and licences: [DETAIL].

Availability, backup, recovery and monitoring requirements: [DETAIL or NOT INCLUDED].

9. Data protection and security

Data categories and sensitivity: [DETAIL]. Personal data roles: [Controller/processor allocation]. DPA required: [YES/NO].

Security requirements: [Access control, encryption, logging, retention, vulnerability handling and incident contacts].

Prohibited data and actions: [DETAIL]. Client-approved test data and production access arrangements: [DETAIL].

10. AI-specific controls

AI purpose and model/provider: [DETAIL]. Permitted inputs and prohibited information: [DETAIL]. Provider training/retention setting: [DETAIL].

Evaluation set and quality thresholds: [DETAIL]. Human review and escalation: [DETAIL]. Monitoring for accuracy, safety, bias and misuse: [DETAIL].

The Client owner responsible for approving production use and high-impact decisions is [NAME/ROLE].

11. Fees and payment

Commercial model: [Fixed fee / time and materials / milestone]. Total or estimated fees: £[AMOUNT] plus VAT.

Payment schedule: [Deposit, milestone invoices or monthly billing]. Day rates where applicable: [ROLE AND RATE].

Third-party costs and expenses: [Included / excluded / pass-through with approval].

12. Assumptions, dependencies and risks

Assumptions: [List assumptions used for estimate and plan.]

Client dependencies: [Access, content, data, subject-matter experts, approvals and procurement.]

Material risks and mitigations: [Risk, impact, owner and response.]

13. Change control and support

Changes follow the Agreement. A change request must describe the proposed change and its effect on fees, timing, scope and risk.

Warranty correction period: [NUMBER] days after acceptance for failures against agreed criteria. Ongoing support: [Separate support SOW / not included].

14. Completion and signatures

This SOW is complete when the Deliverables are accepted and agreed handover is performed, subject to surviving obligations.

Signed for the Supplier: _____ Name: [NAME] Title: [TITLE] Date: [DATE]

Signed for the Client: _____ Name: [NAME] Title: [TITLE] Date: [DATE]