

Writing a Scope of Work (SOW)

**FOR THE PRINTING AND MAILING SERVICES QPA
QPA# 15183**

IDOA VENDOR MANAGEMENT

Printmailservices@idoa.in.gov

The purpose of this document is to provide agency members information on completing a Scope of Work document. It walks you through and explains each section. As you fill this out please remember there are resources available at: <http://www.in.gov/idoa/2455.htm> including **the most up to date version** of the template and of this overview guide. (As always we always recommend you to check the IDOA webpage for any updates or changes that have been released.)

If you have any questions or concerns, please direct them to my Print/Mail Inbox:

Printmailservices@idoa.in.gov.

SCOPE OF WORK OVERVIEW

A Scope of Work (SOW) is a sub-agreement to be utilized for adding and defining the scope of work during the contract period and shall provide a template that shall be completed by the Agency for the purpose of formality and confirmation of the expectations for the agency site location scope of work. The final version of this document shall be approved by the Contractor, the Agency, and the State, as part of the Master Agreement.

All sub-agreements/SOWs will be written under the authority of, and consistent with, the terms and conditions of the prime contract or Master Agreement. Scopes of Work are living documents that may change throughout the term of the contract dependent on the operations and business conditions of the agency. Original signatures by the Contractor, the State Agency designee, and Indiana Department of Administration (IDOA) will be required for all sub-agreements/SOWs. The State and Contractor recognize that additional sites and agencies may be added during the contract term and any renewals. The final version of this document shall be approved by the Agency Designee, the Contractor, IOT (when applicable see [page 7](#) for more details) and the State, as part of the Master Agreement.

The Contractor will help the User Agencies complete the SOWs and provide expert opinion, industry standards, and analyze all the various factors that go into the operations of the Agency. The Contractor will offer their expertise to ensure the State is getting the appropriate services, finding efficiencies, and saving the State money.

The SOW shall not be completed until all three (four when IOT is involved) parties sign the SOW agreement. The order for signature on a SOW is:

1. Contractor Signature
2. User Agency Signature
3. IOT (When required)
4. IDOA Vendor Manager Signature

Under no circumstances shall signatures go out of order. No agreements between the User Agency and the Contractor become complete, binding, or executed until the IDOA Vendor Manager approves in writing.

No User Agency or Site Location shall be required by the Contractor to sign any other agreement or documents other than the SOW. The Contractor shall not prepare any documents or special language for the SOW without the express written consent of the IDOA Vendor Manager.

The Contractor must fulfill all of the requirements in the executed SOW documents in the regions serviced.

The Contractor shall ensure, prior to executing a SOW billing and remittance instructions, contact information, including primary and secondary Emergency Call Procedures are listed in the SOW.

All SOW changes, modifications, deletions, or additions shall be in writing and must be mutually agreed upon by the Contractor, the User Agency, and the IDOA Vendor Manager prior to any such change, modification, deletion, or addition taking effect. Please see the [Updating SOWs](#) Section of this document for more information.

If any agency wishes to terminate an SOW, the User Agency must contact the IDOA Vendor Manager at Printmailservices@idoa.IN.gov. Reasoning and supportive documentation must be included. IDOA Vendor Management may request further information. No SOW may be terminated without the express written consent of IDOA Vendor Management.

As a security and legal precaution, IDOA will have some requirements of agencies to use similar or standard language in the Scopes of Work documents. IDOA is not trying to prevent any agency from getting something they need or want from the Contractor, but to prevent lapse or conflict in services. IDOA's goal in doing this is to ensure that nothing voids or affects another agencies' SOW and to make sure that everyone is getting the appropriate amount of consideration. Questions or pre-review can be sent to the IDOA Vendor Manager at Printmailservices@idoa.IN.gov.

Please keep in mind IDOA's review is for compliance with the contract and State contracting requirements including, but not limited to the contract manual. IDOA is NOT evaluating how good or accurate your scope is. All other notes provided in this agreement is meant to be helpful and is not meant to be all encompassing. While IDOA and Post Masters can help, documenting all expectations is the responsibility of the agency.

How to fill out the SOW document

If there are services that your agency is not currently using please just insert, "Not applicable at this time."

Under each service headline such as "Mailing Services" there are subcategories that establish high level what the service entail for example "Inbound Mail- incoming mail Pickup, Inbound Package Induction, Inbound Mail Sortation and Delivery, and Delivery Services." These are allowed to be altered to fit the User Agency's needs. This should reflect what the Contractor will be doing for the agency, any specifics that are unique to your agency, and any service expectations.

Rules- They can be seen as "Mail Rules", "Print Rules", and "Scanning Rules" In short, these "Rules" will be how the Contractor is to operate business. These sections establishes standard practices for the Contractor when performing the services agreed to in the other sections of the SOW. For example "Mail Rules" should cover how the User Agency wants their outgoing mail to be sent out. This will be where the agency makes rules for how to handle their mail by taking deadlines/ turn times for when the User Agency needs mail to be postmarked/ delivered. This also can be used to establish alternative situations, for example if the User Agency prefers if their mail is received after the daily cut-off time whether it should go full-post the same day or next day at the pre-sort rate.

All Main Agreement language including boilerplates are extended to the agency through the Main Agreement. It is not necessary for your agency to incorporate those details into the SOW.

Upon execution, a scanned copy of the SOW will be emailed to the main contact identified in the Agency Designee's table unless otherwise identified. All original SOW documents will be kept with IDOA Vendor Management with the Contract's original documents.

Following along with the template that can be found on [page 8](#).

1. Agency Designees

- a. A table has been provided to define the contacts for the given agency. Certain contacts may not be applicable due to the Scope of the Agency's work. For example if the Agency is not going to have any scanning work no contact would need to be signed. Additional contacts may be designated in the Scope of Work by new lines to the table such as secondary contacts or someone that may oversee portions of a larger topic. These will be who IDOA Vendor Management and the Contractor contact.
- b. Contacts IDOA are requesting:
 - i. Overall Key Contact/Program Lead
 - ii. IT - Primary
 - iii. Billing - Primary

- iv. Billing - Secondary
 - v. Print Operations
 - vi. Mail Operations
 - vii. Scanning
 - viii. Contract
 - c. IDOA Vendor Management may request additional information as to why a contact was or was not included. Be sure to include necessary contacts to speed up the process. A memo or supplemental document, that will **NOT** be included in the SOW, may be sent to IDOA Vendor Management to help with a quicker review.
2. Mailing
- a. Under the heading of “Services Provided” this is where the User Agency shall designate all the Mailing services the User Agency expects from the Contractor. It has been set up in two main topics Inbound Mail and Outbound Mail. From there sub-points have been established, as listed below cover basic services. These sub-points are not meant to be exhaustive. Any and all details should be included under these and other sub-points since this will dictate how the Contractor operates.
 - i. Inbound Mail
 - 1. Incoming Mail Pickup
 - 2. Inbound Package Induction
 - 3. Inbound Mail Sortation and Delivery
 - 4. Delivery Services
 - ii. Outbound Mail
 - 1. Outbound Mail Metering and Postal Induction
 - 2. Postage Management
 - 3. Postal Induction of Printed and Inserted Data Streams
 - b. All “Rules” will be how the Contractor is to operate business. These sections establishes standard practices for the Contractor when performing the services agreed to in the other sections of the SOW. Under the heading of “Mail Rules” should cover how the User Agency wants their outgoing mail to be sent out. Sub-points have been listed below this heading, but they are not meant to be exhaustive. Any and all details should be included under these and other sub-points since this will dictate how the Contractor operates.

This heading and sub-points will be where the User Agency makes rules for how to handle their mail by establishing deadlines/ turn times for when the User Agency needs mail to be postmarked/ delivered or if the Agency would like the Contractor to verify the addresses are accurate or not. (Also, if the address is inaccurate, how should it be handled?)

This also can be used to set expectations during alternative situations, for example if the User Agency prefers if their mail is received after the daily cut-off time whether it should go full-post the same day or next day at the pre-sort rate.

 - i. Postage
 - ii. Address Verification
 - iii. House Holding
 - iv. Example: The Contractor shall never put another agency’s mail into a XYZ envelope or combine mail with XYZ’s mail.
 - c. Some agencies have the Contractor manage, pickup from and maintain their PO Box(es). Under the Heading “PO Boxes” there is a table for the User Agency to establish the PO Box by Address, when each one needs to be picked up, define the services being provided, and pricing. (This should match contract pricing.)
 - d. Under the heading “Mail Stops” there is a table for the User Agency to establish each location where mail should be picked up or dropped off. Each day and time the pickup and drop-off will occur, a total stops per location shall be established, and pricing. (This should match contract pricing.)

3. Printing

- a. Under the heading of “Data Print” Agencies will establish the jobs, expectations, frequency, when they should be printed, etc. The universe should be included and updated as items change. Each time a job is run the agency should be providing the schedule to the contractor. As a general rule for agencies that have data print jobs this should take place at least once a year per job. The agency should be listing when the schedule will be provided to the vendor. Some topics were given as sub-points, but are not meant to be an exhaustive list. Sub-points listed are:
 - i. UNIVERSE (please insert universe here and list with each job when a schedule will be submitted to the vendor.)
 - ii. Ingestion of Data Streams
 - iii. Print of Data Streams
 - iv. Insertion of Printed Data Streams
- b. All “Rules” will be how the Contractor is to operate business. These sections establishes standard practices for the Contractor when performing the services agreed to in the other sections of the SOW. Under the heading of “Printing Rules” This should establish the expectations of how the Contractor should handle the various print jobs. This also can be used to set expectations during alternative or unusual situations.

4. Scanning

- a. This should list the scanning jobs and best define the
- b. The heading “Pick-up and Drop-off locations and time frames” should list if original should be picked up, delivered or dropped off to the Contractor. How the original shall be delivered back to the agency. The expectations/ requirements of the job including turn times.
- c. All “Rules” will be how the Contractor is to operate business. These sections establishes standard practices for the Contractor when performing the services agreed to in the other sections of the SOW. Under the heading of “Scanning Rules” the agency shall list the ways the Contractor shall manage the various aspects of the job for example indexing, filing conventions, etc.
This should establish the expectations of how the Contractor should handle the various print jobs. This also can be used to set expectations during alternative or unusual situations.
- d. “File Transfer/ Uploads” should cover how the agency shall receive the electronic versions of the scanned documents.

5. IT

- a. This section shall be used by the User Agency to detail IT requirements, process, transfers, and/ or other interactions that should be detailed in this agreement.

6. Billing

- a. This section is specific to certain agencies that expressed unique requirements in the RFP process. If there are questions about this section or you would like to know if this section pertains to your agency, you can contact the IDOA Vendor Manager.

7. Reporting

- a. This section is specific to certain agencies that expressed unique requirements in the RFP process. If there are questions about this section or you would like to know if this section pertains to your agency, you can contact the IDOA Vendor Manager.
- b. This can include reconciliation reports.
- c. This will detail the reports that will need to be generated and sent to the User Agency. It should list the specific detail that should be captured, how often it should be generated, who should receive it, how it should be received, and any other expectations of the report.

8. Compliances/ Certifications

- a. If a User Agency has any specific compliances or certifications required, or specifications regarding the following: NIST (Certified), FISMA, HIPAA, GLBA, ISO 9001:2008 (Certified) the information should be inserted here.

9. Service Level Agreements

- a. Any Service Level or Metric that is expected of the contractor.

10. Courier Services

- a. Checks and Cash Handling- If your agency requires the Contractor to perform Checks and/or Cash Handling (also known as Treasury Runs) details shall be included here including, chain of command forms and how they should be used, expectations

Normal contract requirements are applicable. Including but not limited to:

- The contractor's duties need to be described fully within the SOW.
- The signature page must be flagged for easy identification by the approving agencies.
- All signatures must be in original ink, no facsimile signatures, no electronic signatures, no signature stamps or copies are accepted.
- Remove instructional language from the templates.
- Make sure all dates are consistent in a document. Fiscal year does not automatically set contract dates.
- Make sure dates and amounts are consistent. The term of the contract should be consistent with the dates listed and the amounts listed need to add up correctly. Term of the SOW does not need to be included.

Do's and Don'ts

Do:

- Read the overview document (http://www.in.gov/idoa/files/PrintMail_ScopeOfWorkOverview.pdf)
- Ask the vendor questions on services you aren't sure about
- Use the template ([http://www.in.gov/idoa/files/PrintMail_Scope of Work for %5bInsert Agency Name%5d.doc](http://www.in.gov/idoa/files/PrintMail_Scope_of_Work_for_%5bInsert_Agency_Name%5d.doc))
- Collaborate with the subject matter experts in your agency
- Look at the contract and the other resources provided by IDOA on the webpage at: <http://www.in.gov/idoa/2455.htm>
- Send questions to the Vendor Manager at Printmailservices@idoa.in.gov if there are questions about the contract
- Pay attention to your usage of words like should, shall, may, must, can, and will. Some of these have less definitive meaning than others. Make sure you are choosing the words that fit your agency's needs.
- Keep the "Professional Services Contract Manual" handy (<http://www.in.gov/idoa/3000.htm>)
- Involve your IOT and IT contacts on the technical parts of the SOW.
- Focus on the actions/processes that you expect the vendor to complete.

Don't:

- Try to have the vendor write it for you. This is your order or your instructions, you want to put what is truly beneficial to your agency in the SOW, not what the vendor says it should be.
- Wait until the last minute to ask for help.
- Assume something is implied. When writing your SOW, please keep in mind that these should be your instructions to the vendor. They should have anything that they should do or that you want completed. Please do not assume that they will know something or believe that something is implied. Assume that if it is not expressly written out it will not take place.
- Watch your words like should, shall, may, and must. Different expectations are set with different words.
- Focus on things that are guaranteed in the contract. For example, payment terms are always 35 days or hours of operation. While they can be included as long as they match what is in the contract, we encourage focusing efforts on the services unique to your agency or the services you have to “select.”

Example Instructions for Disseminating to Agency Departments/Divisions

Please carefully and thoroughly go through the blank template and put any services and all applicable instructions. We have made an example of questions for a scanning job that you might want to think about/ respond to when filling this out. Please use this example as a model when filling out all sections of the document.

- What is being scanned?
- Do you want both sides of each page scanned or just one? If one, which one?
- If a blank page is in the middle of the document, do you want that scanned in document?
- If there are two copies, do you want both copies scanned? If not, how will you mark that they should stop scanning?
- Do you want them picked up? If so,
 - Where?
 - When and how often? (Every day, every other Monday, the first Wednesday following the first Monday of every odd month)
 - What time?
- Do you have any special “Rules”? (Meaning do you have anything that requires unique handling.) How do you identify it from other documents?
- Do you expect reports or tracking of the jobs? If so, how do you wish to receive it? What information should be in the reports? How often should you receive it?
- Should they be checking for Social Security information? If so, what should they do if they find it?
- How do you want to receive the scans?
- Do you want the originals dropped off? If so,
 - Where?
 - When and how often? (Every day, every other Monday, the first Wednesday following the first Monday of every odd month)
 - What time?

Updating SOWs

To keep it simple we are requesting agencies fill out a new SOW template when making changes to their SOW template. IDOA will void the previous SOW upon signing the new SOW.

When routing it to IDOA Vendor Management please provide:

- The new SOW document with appropriate signature block and signatures
- A completed traveler detailing all changes to the SOW
 - The template for the traveler can be found on [page 12](#).
 - An example of a filled out traveler can be found on [page 13](#).
- A copy of the most recent version of the SOW and Identify the version number
- A completed traveler detailing all changes to the SOW and Identify the version number
- To make it easy to see the version of the scope of the work- Next to the heading (Sub-Agreement - Scope of Work Place) place in parentheses the letter “V” and then insert the version number. (Example of this can be found on [pages 14 and 15](#).)

Exhibits/ Attachments

Attachments/exhibits attached to a SOW must be incorporated by reference in the body of the SOW and must be clearly labeled. Make sure information in exhibits, attachments, appendices, etc. is consistent with the contract. No extraneous items should be attached to a SOW.

Information Technology (IT)

The Scopes of Work documents should be treated like any other contract. When the SOW meets any of the requirements for a State contract to get IOT approval, it should receive IOT approval. There is a section that allows for Information Technology requirements, agreements, to memorialize how file exchanges will be performed, etc. Anytime this section is altered it should receive IOT approval.

Please send the SOWs to the **IDOA Vendor Manager**. IDOA will route it to the appropriate IOT signatory.

Per the [2016 Professional Services Contract Manual](#). It states a contract or in this case SOW should receive IOT approval. “Any contract that includes information technology goods or services must be reviewed by IOT so that IOT can ensure that the goods and/or services are compatible with the state’s policies and current IT investment. Examples include the procurement of hardware (anything with a processor), software and software licenses and maintenance agreements, software application development, website development, database access through the internet, data sharing and cabling. Moreover, outsourcing data entry contracts almost always involve IT issues. IOT’s IT policies, standards and guidelines are available at <http://www.in.gov/iot/architecture>. If you are unsure about whether your contract will require IOT approval or if you have any other questions, please contact IOT at iotcontract@iot.in.gov or (317) 232-3172.” This language is subject to change, other requirements may be added, or newer versions of the manual may be released. It is the agency’s responsibility to ensure that they are compliant with the current rules and regulations.

Sub-Agreement - Scope of Work

Represented as Exhibit in the Master Services Agreement

Document Purpose: *This document is identified as the template referenced in Exhibit B, as the sub-agreement template is to be utilized for adding additional scope of work during the contract period and shall provide a template that shall be completed by the Agency for the purpose of formality and confirmation of the expectations for the agency site location scope of work. The final version of this document shall be approved by the Agency, the Contractor, and the State, as part of this contract.*

This Sub-agreement Scope of Work (“this SOW”), entered into by and between the (State Agency name here) (the “State Agency”) and the Anthony Wayne Rehabilitation Center for the Handicapped and Blind, Inc. dba. Post Masters (the “Contractor”), and reviewed for approval by Indiana Department of Administration on behalf of All State Agencies (the “State”), in consideration of those mutual undertakings and covenants, the parties agree as follows:

I. Agency Designees

Agency will list the main point of contact with contact information, and any other contacts for locations, fields (i.e. printing, billing, mail stops, postage, etc.)

State Contact Information:	First/Last Name	Phone #:	Cell #: (if applicable)	Email:
Overall Key Contact/Program Lead				
IT - Primary				
Billing - Primary				
Billing - Secondary				
Print Operations				
Mail Operations				
Scanning				
Contract				

II. Mailing Services

a. Services Provided

i. Inbound Mail

1. Incoming Mail Pickup
2. Inbound Package Induction
3. Inbound Mail Sortation and Delivery
4. Delivery Services

ii. Outbound Mail

1. Outbound Mail Metering and Postal Induction

2. Postage Management
3. Postal Induction of Printed and Inserted Data Streams

b. Mail Rules

- i. Postage
- ii. Address Verification
- iii. House Holding

c. PO Boxes

Location(s)	Pickup times and days of the week*	Definition of Services	PO Box Number

*This is excluding the State Observed Holidays

d. Mail Stops

Location(s) (Name and Address)	Pickup times and days of the week*	Drop-off times and days of the week*	Total number of stops per week	Placards/Account Numbers needed at the stop

*This is excluding the State Observed Holidays

III. Printing Services

a. Data Print

- i. **UNIVERSE** (please insert universe here and list with each job when a schedule will be submitted to the vendor.)
- ii. Ingestion of Data Streams
- iii. Print of Data Stream
- iv. Insertion of Printed Data Streams
- v. Data Print Jobs

b. Printing Rules

IV. Scanning Services

- a. Jobs
- b. Pick-up and Drop-off locations and time frames
- c. Scanning Rules
- d. File Transfer/Uploads

V. IT

VI. Billing

- a. Statements
- b. Billing Codes

VII. Reporting

- a. Reconciliation
- b. Billing
- c. Reporting of Production
- d. Reporting of Postage

VIII. Compliances/ Certifications

IX. Service Level Agreements

X. Courier Services

- a. Checks and Cash Handling
- b. Other

Sub-Agreement Acknowledgement and Acceptance

This document is a Sub-agreement to the Master Services agreement, and is deemed to be in fulfillment of the Master Services Agreement. Any inconsistency, conflict, or ambiguity between this Sub-agreement and the Master Services agreement shall be resolved by giving precedence and effect to the Master Services Agreement. Furthermore, the Contractor, Anthony Wayne Rehabilitation Center, shall be the Prime Contractor and shall be responsible for all work performed on this Sub-agreement. The State considers the Prime Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all Subcontractor charges resulting from this Agreement. The State, other than approving such Subcontractors has no obligation, financial or otherwise, to any Subcontractor and shall not be deemed in privity with any Subcontractor. In Witness Whereof, the Prime Contractor and the State have, through their duly authorized representatives, entered into this Sub-agreement, as represented from the Master Services Agreement for **QPA# 15183**. The parties, having read and understood the foregoing terms of this agreement, do by their respective signatures dated below hereby agree to the requirements thereof.

Non-Collusion and Acceptance

The undersigned attests, subject to the penalties for perjury, that the undersigned is the Contractor, or that the undersigned is the properly authorized representative, agent, member or officer of the Contractor. Further, to the undersigned's knowledge, neither the undersigned nor any other member, employee, representative, agent or officer of the Contractor, directly or indirectly, has entered into or been offered any sum of money or other consideration for the execution of this Contract other than that which appears upon the face hereof. Furthermore, if the undersigned has knowledge that a state officer, employee, or special state appointee, as those terms are defined in IC 4-2-6-1, has a financial interest in the grant, the Grantee attests to compliance with the disclosure requirements in IC 4-2-6-10.5.

In Witness Whereof, Contractor and the State have, through their duly authorized representatives, entered into this Sub-agreement Scope of Work, as represented from the Master Services Agreement for **QPA# 15183**. The parties, having read and understood the foregoing terms of this agreement, do by their respective signatures dated below hereby agree to the requirements thereof.

Contractor:
Anthony Wayne Rehabilitation Center
for the Handicapped and Blind, Inc.

State of Indiana Agency:

[AGENCY NAME]

Signature: _____
 Printed Name: _____
 Title: _____
 Date: _____

Signature: _____
 Printed Name: _____
 Title: _____
 Date: _____

Indiana Department of Technology

Indiana Department of Administration

Signature: _____
 Title: _____
 Date: _____

Signature: _____
 Title: IDOA Vendor Manager
 Date: _____

Example of a Completed Update Traveler

SOW UPDATE TRAVELER

Name of Agency: Indiana Department of Administration

Please check which this applies to your agency:

- My agency does data print.
- My agency does not do data print.

When did/ will changes take effect? January 21, 2019

Has this been previewed by the IDOA Vendor Manager? No

Who is the agency contact for this SOW document? John Smith

Phone: (317) 123-3456

Email: Jsmith@idoa.in.gov

Section	Change	Reason for Change	Notes/ Information
c. PO Boxes	Removing PO BOX- 123 South Street	Removing a PO Box because it was determined that having it delivered directly to the Government Center would be more cost effective.	
d. Mail Stops	Adding a mail stop twice a day- 402 W. Washington Street, Room W468	Adding a mailstop to eliminate the PO Box described above.	This is an existing stop for a different agency.

Examples of Noting the Version Number on the SOWs

Sub-Agreement - Scope of Work (V3)

Represented as Exhibit in the Master Services Agreement

Document Purpose: This document is identified as the template referenced in Exhibit B, as the sub-agreement template is to be utilized for adding additional scope of work during the contract period and shall provide a template that shall be completed by the Agency for the purpose of formality and confirmation of the expectations for the agency site location scope of work. This document shall be approved by the Agency, the Contractor, and the State, and

This Sub-agreement Scope of Work (“this SOW”), entered into by and between [name here](#) (the “State Agency”) and the Anthony Wayne Rehabilitation and Blind, Inc. dba. Post Masters (the “Contractor”), and reviewed for approval by the State Administration on behalf of All State Agencies (the “State”), in consideration of the undertakings and covenants, the parties agree as follows:

To make it easy to see the version of the scope of the work-
 Place the version number with a letter V and then insert the version number.

I. Agency Designees

Agency will list the main point of contact with contact information, and any other contacts for locations, fields (i.e. printing, billing, mail stops, postage, etc.)

State Contact Information:	First/Last Name	Phone #:	Cell #: (if applicable)	Email:
Overall Key Contact/Program Lead				
IT - Primary				
Billing - Primary				
Billing - Secondary				
Print Operations				
Mail Operations				
Scanning				
Contract				

II. Mailing Services

e. Services Provided

i. Inbound Mail

1. Incoming Mail Pickup
2. Inbound Package Induction
3. Inbound Mail Sortation and Delivery
4. Delivery Services

ii. Outbound Mail

Sub-Agreement - Scope of Work (V2)

Represented as Exhibit in the Master Services Agreement

Document Purpose: *This document is identified as the template referenced in Exhibit B, as the sub-agreement template is to be utilized for adding additional scope of work during the contract period and shall provide a template that shall be completed by the Agency for the purpose of formality and confirmation of the expectations for the agency site location scope of work. This document shall be approved by the Agency, the Contractor, and the State, as*

This Sub-agreement Scope of Work (“this SOW”), entered into by and between [name here](#) (the “State Agency”) and the Anthony Wayne Rehabilitation and Blind, Inc. dba. Post Masters (the “Contractor”), and reviewed for approval by the State Administration on behalf of All State Agencies (the “State”), in consideration of the undertakings and covenants, the parties agree as follows:

To make it easy to see the version of the scope of the work-
 Place the version number with a letter V and then insert the version number.

III. Agency Designees

Agency will list the main point of contact with contact information, and any other contacts for locations, fields (i.e. printing, billing, mail stops, postage, etc.)

State Contact Information:	First/Last Name	Phone #:	Cell #: (if applicable)	Email:
Overall Key Contact/Program Lead				
IT - Primary				
Billing - Primary				
Billing - Secondary				
Print Operations				
Mail Operations				
Scanning				
Contract				

IV. Mailing Services

f. Services Provided

- i. Inbound Mail
 - 1. Incoming Mail Pickup
 - 2. Inbound Package Induction
 - 3. Inbound Mail Sortation and Delivery
 - 4. Delivery Services
- ii. Outbound Mail