

Sample SOW: Paid pilot and feasibility work

PixelCrayons | Sample for review | 9 October 2026

Use with the Agency Services Agreement, identified by date and version below. This sample does not authorise work. Complete the commercial fields and approve proposed terms before signature. Attach only this relevant SOW rather than the entire service library.

Provider: [Select ValueCoders India LLP for an Indian customer, or ValueCoders Services LLP for an international customer]. Contracting address: 703 Sector 15 Part 2, Gurugram 122001, Haryana, India. Agency: [full legal name and address].

Engagement particulars

Every service needs the following details, even where a published package is selected.

Field	Complete before payment
Parties and agreement reference	[Legal names; agreement date]
Client/project/account identifier	[Name or confidential identifier]
Selected service and exact scope	[Package, quantities, inclusions and exclusions]
Required inputs and permissions	[Inputs, owner, due dates]
Account manager and escalation contact	[Names and emails]
Agency approver	[Name and backup contact]
Channels and working calendar	[Hours, timezone, holidays and response targets]
Deliverables and acceptance	[Evidence/checklist for each output]
Start, review, completion or billing dates	[Dates and timezone]
Fees and payment	[Currency, tax, instalments, due dates]
Value allocation	[Deliverable/milestone values, totalling the fee]
Third-party costs and permissions	[Payer, subscriptions, usage caps, renewal, branding]
Data, AI and rights	[Approved access/tools, licences, processing addendum]
Commitment and exit	[Applicable schedule, notice, refund process]
Handover and support	[Files, access, records and support coverage]
Signatures	[Both parties, names, titles and dates]

For ongoing work, allocate the period fee across deliverables or reserved capacity. Unfinished work owed by the Provider does not simply expire on a calendar boundary. Never charge the same task under a package and again under shared hours.

Service-specific terms

A production pilot delivers one specified usable output with acceptance criteria. A feasibility study investigates one defined question and delivers a written finding or prototype. These are different outcomes; select one explicitly.

A custom pilot starts at USD 500. The standard USD 500 feasibility study covers up to 20 agreed investigation hours. Production implementation is separate. A negative or inconclusive result can satisfy a feasibility scope if the agreed investigation and evidence are delivered; it does not satisfy a promised production build.

Record inputs, work limits, evidence, decision criteria, rights, test environment and whether any output may safely be used in production. Payment, correction, cancellation and refund rules follow the agreement and the allocated deliverable values.

No automatic renewal, mandatory larger project, support subscription or unadvertised discovery charge follows. The Agency decides whether to continue after delivery.

A paid pilot may also be called a paid trial, but it is not a free staffing trial. A dedicated resource's standalone first month requires the dedicated-resource SOW, including its availability and notice terms, unless a separate paid evaluation SOW is signed. No free trial, unconditional satisfaction refund or automatic discounted conversion is implied. A future project needs separate written approval and agreed pricing. Any pilot-credit offer must specify its amount, validity and conditions in writing.

Deliverable and commercial record

Output or reserved capacity	Acceptance evidence / availability record	Due date / period	Allocated fee
[Specify]	[Objective checks]	[Date and timezone]	[Currency and amount]

Total fee: [amount and currency]. Payment dates: [dates]. Third-party costs: [itemised approved costs or None]. Proposed terms accepted or varied: [identify each selection]. Supporting MSA version and date: [identify and attach]. The allocated values must total the agreed fee. This SOW does not override legal terms unless an express signed variation identifies the relevant MSA clause.

Approval and signatures

Provider authorised signatory: [name, title, signature, date]. Agency authorised signatory: [name, title, signature, date]. The Provider and Agency each receive the completed MSA and SOW, including attachments, before signing.