

BPA Statement of Work (SOW)

Professional Delivery Services – Quick Start Package – July 2026

This Statement of Work is BPA's default delivery framework for the standard implementation of its applications under the Quick Start Package. It defines the typical scope, delivery approach, responsibilities, timeline, and acceptance criteria applicable to a standard project deployment.

1. Objective

This Statement of Work defines the scope, responsibilities, delivery model, and acceptance criteria for the implementation of BPA applications (BPAQuality365®, BPAMedical365®).

The objective of this engagement is to support a rapid and low-risk deployment of the selected BPA applications, using BPA's standardized best-practice configuration model, while enabling the client team through knowledge transfer and training.

2. Scope of Services

2.1 Included Deliverables

The BPA delivery typically includes the configuration of the agreed modules in the client's Microsoft 365 tenant, the setup of workflows and automations, the required SharePoint and BPA configuration elements, and the documentation or recordings produced during workshops. BPA also provides training and knowledge transfer for key users to support adoption and autonomy after go-live.

2.2 Project Scope Model (Quick Start Package)

The Quick Start Package is designed for the standard implementation of three to four priority modules agreed with the client. Delivery is based on BPA's out-of-the-box configuration model and follows a progressive activation approach by module, allowing the client to move forward in a structured and manageable way.

2.3 Exclusions

To keep the project scope focused and predictable, the following items are not included in this standard SOW:

- Custom development or workflow redesign
- Advanced integrations beyond standard connectors
- Major process reengineering
- Post go-live customizations

These are handled as separate professional service engagements.

3. Delivery Methodology

BPA follows a standardized and proven project delivery approach designed for rapid deployment of the out-of-the-box BPA applications while ensuring knowledge transfer and autonomy.

In practice, the standard implementation includes the installation of the applications in the client's Microsoft 365 tenant, the import and configuration of the selected BPA apps, a formal project kick-off, a series of recorded working sessions for each module, a validation phase, and go-live once the solution is ready for operational use.

This approach ensures a predictable timeline, controlled scope, and low deployment risk, while enabling customer teams to independently manage and extend the solution after go-live.

Typical duration: 4-6 weeks per module. Customer involvement: approximately 10-20% for power users.

3.1 Delivery Approach

BPA uses a standardized and agile delivery approach based on weekly remote workshops, iterative configuration and validation, and ongoing knowledge transfer during each session. This helps ensure that the project progresses steadily while client power users build familiarity with the solution throughout the implementation.

3.2 Deployment Model

The BPA solution is deployed directly in the client's Microsoft 365 tenant. BPA does not provide a separate hosted environment, which means the client remains in control of its own data and tenant governance.

3.3 Collaboration Setup

For day-to-day collaboration, the client typically sets up a dedicated Microsoft Teams channel for the project, including shared project documentation such as worksheets and workflow guides. Software documentation and tutorials are also made available through the BPA community platform, with email support used as a complementary communication channel when needed.

4. Project Governance & Roles

4.1 BPA Responsibilities

BPA is responsible for leading the project delivery, assigning a dedicated consultant, configuring the agreed modules and workflows, and providing the training and knowledge transfer required for successful implementation.

4.2 Client Responsibilities

The client is responsible for appointing a project manager or key contact, making relevant super users available for workshops, validating configurations and deliverables, and maintaining its Microsoft 365 environment, including user, permission, and data management.

5. Effort, Timeline & Model

BPA shall deliver a project timeline document following the kick-off meeting.

The Quick Start Package is designed to provide a predictable delivery model in terms of effort, timing, and client involvement. Following the kick-off meeting, BPA shall provide a project timeline document setting out the main phases and expected milestones of the implementation.

5.1 Effort

A typical Quick Start project for three to four modules requires approximately 40 to 60 consulting hours, of which around 15% is generally allocated to project management and coordination activities.

5.2 Timeline

The typical implementation timeline is approximately four to six weeks per module. During this period, the client team is expected to dedicate around 10% of relevant key-user capacity to workshops, reviews, and validation activities.

5.3 Workshop Discipline

Workshops are normally scheduled on a weekly basis. To keep the project on schedule, cancellations with less than 24 hours' notice, or missed sessions, may be invoiced based on the scheduled workshop duration at BPA's usual consulting rate. Such cancellations or missed sessions may also result in delays to the agreed implementation timeline.

6. Acceptance Criteria

A module shall be considered validated when it functions in accordance with the applicable software documentation and workflow guides provided by BPA.

- Validation may be confirmed explicitly by email or other formal approval.
- Validation may also be deemed implicit once the module is used in production by the client.

If the client does not notify BPA by email of any motivated and specific reservations within 30 days from the date of the relevant module validation workshop, or, if no such workshop is held, from the date on which the relevant module is made available to the client for production use, the relevant module shall be deemed validated.

7. Commercial Terms (Services)

Professional services under this SOW are prepaid. Purchased service hours remain valid for 12 months (365 days) from the date of purchase and, if unused within that period, are not carried forward unless otherwise agreed in writing. In the event of cancellation of the BPA applications subscription, any purchased services are non-refundable.

8. Intellectual Property & Data

BPA retains ownership of its software components, methodologies, pre-existing materials, know-how, templates, and standard deliverables. The client retains ownership of its own data stored in its Microsoft 365 tenant. Any client-specific configurations implemented within the client's environment are governed by the BPA Microsoft 365 Application Agreement, including its provisions on intellectual property, data ownership, confidentiality, and permitted use.

9. Support & Post-Go-Live

Post-go-live support is governed by the BPA Application Agreement. BPA is not responsible for issues arising from client-made modifications or incidents related to the client's Microsoft 365 environment.

10. Change Requests

Any request falling outside the scope of this SOW will be reviewed separately, subject to commercial validation, and, where applicable, delivered under a separate professional services package or change request.

10. Governing Law and Jurisdiction

This SOW is governed by and subject to the terms of the BPA M365 Application Agreement, including its governing law and jurisdiction provisions.