**Introduction**:

The objective of this SOW is to ensure that the Tao.net has a clear understanding of the requirements, deliverables, timelines, and expectations for successful completion of the project. This is a general, non-exhaustive SOW and is subject to change based on future development use cases.

**Scope of Work:** The Tao.net will be responsible for the following tasks:

1. **Understanding the RPA Environment:** The Tao.net shall work closely with our team to understand the RPA environment and the tools that will be used for the development of the solution.

2. **Analysis and Update To-Be Requirements**: The Tao.net shall analyse the existing process and update the To-Be requirements as needed to ensure that the RPA solution meets our business needs.

3. **Perform Proof of Concept (POC):** The Tao.net shall perform a POC if required to ensure that the RPA solution can be implemented successfully.

4. **Modularize the Design and Functionalities**: The Tao.net shall modularize the design and functionalities of the RPA solution to ensure that it is scalable and maintainable.

5. **Develop the BOT and Unit Test:** Based on the updated To-Be requirements, the Tao.net shall develop the BOT and conduct unit testing.

6. **UAT Kick-off and Walkthrough Session**: The Tao.net shall conduct a UAT kickoff and walkthrough session with our team to ensure that the solution meets our requirements.

7. **UAT Support:** The Tao.net shall provide UAT support to our team during the testing phase.

8. **Prepare and Walkthrough Operation Manual:** The Tao.net shall prepare an operation manual for the RPA solution and conduct a walkthrough session with our team.

9. **Hypercare Support:** The Tao.net shall provide hypercare support for a specified period after the solution is deployed in the production environment.

10. **Obtain Final Project Acceptance:** The Tao.net shall obtain final project acceptance from our team after the solution has been successfully deployed in the production environment.

**Out of Scope:** The following tasks and responsibilities are not included in this SOW and are considered out of scope:

1. **Hardware and software procurement:** The Tao.net is not responsible for procuring hardware or software required for the RPA development project.

2. **Business process analysis:** The Tao.net is not responsible for performing a detailed analysis of the business processes that need to be automated.

3. **Process reengineering:** The Tao.net is not responsible for reengineering or redesigning the business processes.

4. **Infrastructure setup:** The Tao.net is not responsible for setting up the necessary infrastructure required for the RPA solution.

5. **Prepare Process Design Document (PDD):** The Tao.net is not responsible for preparing the Process Design Document (PDD).

6. **Production deployment**: The Tao.net is not responsible for the production deployment of the RPA solution.

5. **Production support:** The Tao.net is not responsible for providing ongoing production support for the RPA solution beyond the project completion date.

7. **Compliance and security:** The Tao.net is not responsible for ensuring compliance with regulatory requirements or implementing security measures beyond the scope of the RPA solution.

Any of the above tasks can be discussed separately with the Tao.net if required and if agreed upon by both parties, they will be included as a separate SOW.

**Deliverables**: The Tao.net shall deliver the following:

1. Design documents and technical specifications.

2. RPA code and test cases.

3. User manuals and operational procedures.

4. Training materials and knowledge transfer documentation.

5. Operation manual.

Requester Signature Client Signature

Signature of the Client

Signature of the Contractor