BOOK COMPANY

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STATEMENT OF WORK
BOOK INTAKE PLATFORM (BIP)

ACME BOOLS LLC
123 BRICKELL AVENUE
MIAMI, FL 33130

2016-09-15

Contents

Introduction/Background

Acme Books LLC has recently approved the implementation of a book donation processing system in support of its strategic plan to labor costs, enhance marketing and increase customer service performance. In order to provide more timely feedback to prospective clients and improved customer interaction, the Book Donation Platform will focus on decreasing processing time, decreasing time-to-market metrics and lowering labor costs. It is imperative that Book Company LLC utilizes its IT as a platform centralizing 569 independent donations centers to date. In order to accomplish this, Book Company LLC seeks to utilize internal IT developers and marketing departments to design, testing, implementation, and training for the new platform. Book Company LLC anticipates that its new book donation processing platform will move the company forward in a more centralized approach to capturing market share.

Scope of Work

The scope of work for the Book Donation Platform includes all planning, execution, implementation, and training for a new employee-facing internet site for Book Company. The IT departments will be responsible for the design of the new website based on feedback to be provided by Book Company. Each stage of the project will require approval from Book Company management before moving on to the next stage. The selected departments must ensure it has adequate resources for designing, building, testing, and implementing the new platform and is staffed for the training of Book Company LLC personnel as well. Specific deliverables and milestones will be listed in the Work Requirements and Schedules and Milestones sections of this SOW.

Not included in the scope of work for this project is any work on Book Company's internal intranet site.

Period of Performance

The period of performance for the Book Donation Platform is 3 months (90 days) beginning on 9/15/16 to 12/15/16. All work must be scheduled to complete within this timeframe. Any modifications or extensions will be requested through Book Company and departments stakeholders for review and discussion.

Place of Performance

The selected department resources for the Book Donation Platform will perform a majority of the work onsite at headquarters. The department resources will be required to meet at Book Company's facility once per day (day and time TBD) for a daily status meeting. Additionally, all

project gate reviews will be held at Book Company's headquarters and attended by the department resources. Book Company will provide and arrange for meeting spaces within its facility for all required department resource meetings. Once the project reaches the training phase, all training will be conducted at Book Company's human resources team.

WORK REQUIREMENTS

As part of the Book Donation Platform the App Development Team will be responsible for performing tasks throughout various stages of this project. The following is a list of these tasks which will result in the successful completion of this project:

Kickoff:
- App Development Team will create and present detailed project plan including schedule, WBS, testing plan, implementation plan, training plan, and transition plan
- App Development Team will present project plan to Book Company for review and approval

Design Phase:
- Work with Book Company to gather requirements and establish metrics
- Create site design based on collected requirements
- Develop site design proposal for Book Company review and approval
- Present written status at weekly meeting

Build Phase:
- App Development Team will complete all coding for approved site design
- App Development Team will provide Book Company with a detailed testing plan
- App Development Team will include all content provided by Book Company on redesigned book donation platform
- App Development Team will conduct testing in both their iLab as well as in a limited beta
- App Development Team will resolve any coding and site issues identified in testing
- App Development Team will compile a testing report to present to Book Company for review/approval
- Present a demonstration review for daily status meeting

Implementation Phase:
- App Development Team will implement the newly redesigned book donation platform on Book Company servers
- App Development Team will begin providing 24x7 book donation platform support at this point forward until the end of the period of performance
- Present written status at weekly meeting

Training Phase:
- App Development Team will provide training in accordance with approved training plan provided in the kickoff
- Present written status at weekly meeting

Project Handoff/Closure:
- App Development Team will provide Book Company with all documentation in accordance with the approved project plan
- App Development Team will present project closure report to Book Company for review and approval
- App Development Team will complete the project requirements checklist showing that all project tasks have been completed
- App Development Team will conclude 24x7 web support at 11:59pm on the final day of the period of performance
- Present written status at weekly meeting

SCHEDULE/MILESTONES

The below list consists of the initial milestones identified for the Book Donation Platform:

RFP/SOW Release	9/15/2016
App Development Team Selection Review	9/20/2016
App Development Team Selection	9/25/2016
Period of Performance Begins	9/30/2016
Platform Design Review	11/15/2016
Platform Implementation Review	11/20/2016
Implementation Complete	11/22/2016
Training Complete	11/25/2016
Project Completion Review	11/27/2016
Project Closure/Archives Complete	12/7/2016

ACCEPTANCE CRITERIA

For the Book Donation Platform the acceptance of all deliverables will reside with Book Company's Vice President of Marketing. The VP of Marketing will maintain a small team of three advisors in order to ensure the completeness of each stage of the project and that the scope of work has been met. Once a project phase is completed and the App Development Team provides their report/presentation for review and approval, the VP of Marketing will either sign off on the approval for the next phase to begin, or reply to the App Development Team, in writing, advising what tasks must still be accomplished.

Once all project tasks have been completed, the project will enter the handoff/closure stage. During this stage of the project, the App Development Team will provide their project closure report and project task checklist to Book Company's VP of Marketing. The acceptance of this documentation by Book Company's VP of Marketing will acknowledge acceptance of all project deliverables and that the App Development Team has met all assigned tasks.

Any discrepancies involving completion of project tasks or disagreement between Book Company and the chosen App Development Team will be referred to both organizations' contracting offices for review and discussion.

OTHER REQUIREMENTS

All App Development Team members will submit security forms to Book Company for clearance and access badges to the facility. All App Development Team programmers and quality control team members will be granted access to Book Company servers and all necessary IT functions. They will also be given temporary Book Company LLC accounts which are to be used only for work pertaining to the Book Donation Platform. Upon completion of the project these accounts will be closed.

All programming and testing will be done in the iLab. A network outage will be scheduled for the implementation phase of this project. Prior to the network outage, all servers will be backed up and a notification will be distributed to all users.

ACCEPTANCE

Approved by:

_____   Date: _____
<Approvers Name>
<Approvers Title>