
Statement of Work

For: The University of Texas at Dallas
Project: Raven



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1 Purpose Statement

The purpose of this project is to assist students of The University of Texas at Dallas (UTD) in receiving alerts that keeps them informed of important events happening nearby and make it easy to spread the word quickly when something significant happens as well as allow students of UTD to have their local online marketplace, where they get to buy and sell items. This purpose is achieved by means of a student-to-student, ecommerce mobile application.

2 Purpose of Document

The purpose of this document is to present the Statement of Work (SOW) which outlines MASST Inc's roles, tasks, dependencies, and deliverables at a high level for The University of Texas at Dallas (UTD). UTD will enable MASST to implement an innovative organizational model to serve in as an addition to UTD's existing mobile application, in order to broaden the number of services currently being provided.

MASST Inc is not obligated to provide services described in this SOW unless an order for the service, incorporating the terms of an agreed SOW, has been placed by the customer under a signed governing agreement in place between UTD and MASST and accepted by MASST. MASST Inc's performance of the services described herewith is subject to the assumptions, exclusions and other conditions identified in this document. In the event of a conflict between the terms of the Agreement and this SOW, the terms of this SOW shall prevail with respect to the subject matter contained herein.

3 Scope of Work and Scope of Project

MASST Inc will work with The University of Texas at Dallas to create a mobile application for users to engage in a mobile student community to communicate important notifications, alerts, and information campus-wide as well as set up a communication system to stimulate a virtual marketplace. This SOW will cover the design, development, and deployment of the Raven application for UTD.

3.1 Components

Front-End Elements

- Login page using UTD credentials
- User Profile for students: name, upload picture, short description, contact info
- User Profile for police/admins: name, title, upload picture, contact info
- Text editing to post news, alerts, messages and comments
- Text editing to create items for sale
- Picture upload for User Profile and items for sale
- Interaction to like/dislike posts and report content
- Items for sale have the following fields: description, price, location, time
- Search filter for items: price range, category of item
- Sort filter for items: popularity, location, pricing, and categories
- Search filter for posts: tags, users, friends
- Sort filter for posts: popularity, most recent, location
- Global Navigation Bar: Intuitive navigation styles to move between profile, posts, direct messaging, and marketplace screens
- Appropriate, approachable, and appealing UI/UX design
- Display alerts/updates in social-media style feed
- Display items for sale based on search results and sort filter in social-media style feed

Back-End Elements

- Data is backed up on a constant basis (Utilizing UTD's hosted database system (RDS))
- Reports will be generated to University officials for complaints of content moderation
- Server to handle real-time messaging, commenting, and alerts
- UTD SSO Login integration
- Secure and reliable data management
- Cross-Platform native functionality integration for photo, location access, and notifications

3.2 Requirements

Functional Requirements

1. User shall be able to register an account with UTD SSO
2. User shall be able to login and logout of the app
3. User shall have an interactive walkthrough of steps and functionalities when they login for the first time
4. User shall be able to add tags to the bottom of posts using '#' character
5. User shall be able to select visibility for the news, alerts, and messages that they post
 - a. User shall be able to choose to post to friends, campus, or current location
6. User shall be able to add and accept friend requests
7. User shall be able to create friends circles/cliques/"conspiracy"
8. User shall be able to privately message individuals
9. User shall be able to send and accept private message requests to and from users who have not accepted friend requests
10. User shall be able to search through posts using tags.
11. User shall be able to view most recent posts or top posts in social media style feed on the home page
12. User shall be able to sort and filter through posts using Username, Location, Type Of Post, Date, and Popularity
13. User shall be able to like or dislike posts
14. User shall be able to report inappropriate content
15. User shall be able to like or dislike comments
16. User shall be able to view and update their profile information
17. User shall be able to see their previous posts on their profile
18. User shall be able to make posts and categorize them into general posts, items for sale, or alerts
19. User shall be able to make comments on posts
20. User shall be able to save/bookmark items for sale
21. User shall be able to browse items for sale by categories
22. User shall be able to switch views between their profile, private messages, public posts, and marketplace
23. User shall be able to upload photos from camera roll
24. User shall be asked for permission for notifications, location services, and camera usage

Non-Functional Requirements

1. App should load within 3 seconds
2. Users should be able to login with UTD SSO within 5 seconds
3. The account should lock after 5 failed attempts
4. Our mean time between failures (MTBF) should be over 24 hours
5. Data should be handled in accordance with Fair Information Principles
6. Maintenance - during the project scope - should respond to issues within 12 hours
7. User should be able to post to the app within 5 seconds
8. Data should be backed up every 6 hours during 8am - 8pm and once between 8pm - 8am
9. The app should not be 'down' for more than 3 hours at a time
10. The app should always be available for usage unless brought 'down' for maintenance or critical bug
11. Server should be able to support up to 50KB of data per post
12. Server should be able to support up to 500KB of data per item for sale

4 Out of Scope

Anything not mentioned in Section 3 is considered to be out of scope of the project.

Examples of out-of-scope activities include the following:

- Photo-editing functionalities for uploaded photos
- Providing services to non-current UTD students
- eCommerce platform for buying and selling goods
- Transporting goods that are for sale
- Calling law enforcement for criminal activity alerts

5 Services Rendered

The services defined in this SOW attend to the fundamental functional areas where MASST Inc. can add value for students to find local resources, ask other students for recommendations, and alert one another of events such as crime. The sections below details deliverables in functional areas related to the project scope.

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5.1 Service Category: Program Management

Object and Value:

- MASST provides program management which will address all the activities assigned to MASST team which are agreed by UTD in order to make sure that everything is done with quality and within time and budget. MASST's Program Manager is responsible for supporting the Raven project for the scope of this SOW.

Key Deliverables:

- Tracking project milestones and deliverables, from both MASST and UTD.
- Conduct weekly meetings (2 hours duration each) and provide a status report for both MASST and UTD Project Management teams.
- Stakeholder and Communication (Governance) Plan
- Initiate Risk and Scope Change Management Plan
- Providing Risk Action Issue Decision (RAID) sheet and tracking important information

5.1.1 Service Category: Change Management

Object and Value:

Change control will be managed by the MASST Project Management teams under coordination of the UTD Project Management team, by means of a Change Request (CR) process.

A Change Request will be issued by the requesting party for the following reasons:

- Change of scope, or a modification in solution design after both parties finalized the design document
- Change in application details or development after the implementation has started
- Change to scope of work as mentioned in Section 3 above
- Change of deadline due to specific reasons that are approved by UTD and MASST

Every time a CR is requested, it will be reviewed by both UTD and MASST project management team in order to adjust the schedule, reevaluate the costs and update the scope. However, it can be declined by either party.

If the CR is not accepted by both UTD and MASST, the project will continue as it is before the CR requesting process.

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If the CR is not accepted by both parties within five business days after reviewing, it will be default to rejection. If a CR is rejected, new CR must be re-submitted by the requesting party in order for all the groups to update the schedule , costs and scope which may have changed from the original CR submission.

5.2 Service Category: Design

Objective and Value:

- Design defines the technical characteristics of Raven. MASST will provide a technical deep dive session with UTD to present an overview of the design, explain the services and user interface. Following the deep dive session, weekly meetings will be held to guide UTD on the complete service. MASST will utilize its practices and experience to provide the implementation documentation required for implementing the Raven application.

Key Deliverables:

- User Interface (UI) design
- End to end design
- Filter and Search design
- Liking and Tagging system design
- Messaging system design
- Alert system design

5.3 Service Category: Implementation

Objective and Value:

- MASST will utilize its practices and experience to provide the implementation documentation required for implementing Raven.

Key Deliverables:

- Mobile application with all the functionalities specified in Section 3.
- Unified font, theme, size of image and button present throughout all the pages.
- User Interface(UI) or a homepage with capabilities of managing user accounts and making posts about alerts as well as items for sale.
- Filters and searches that allow users to search for posts or items by specific criteria.

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- Native platform integration to allow for location and image gathering.

5.4 Service Category: Verification and Validation

Objective and Value:

- Verification and Validation defines the process by which MASST will confirm that the product meets the expected requirements as well as the process by which UTD will confirm the same.

Key Deliverables:

- Test all previously defined functionality from Section 3 or from Change Requests.
- Results of the Acceptance Test Plan (ATP), a Raven-defined checklist of tests to ensure the platform conforms to specifications in the Design documents.

5.5 Service Category: Training

Objectives and Value:

- The objective of this service is to ensure the preparedness of the UTD technical and operation staff regarding the operation, support and management of the designed solution when added to campus life.

Key Deliverables:

- One day training course on administration and operation of the solution components. Existing design and other deliverables identified in this SOW will be used as reference material for this particular service only. Additional documentation will not be created as part of the deliverable.

6 The University of Texas at Dallas Responsibilities

The scope of service components and requirements defined in Section 3, and its associated cost are contingent upon the ensuing customer responsibilities. Customer responsibilities have been represented as dependencies and assumptions. Dependencies are policies that will be effective immediately and are not currently performed by UTD. Assumptions detail responsibilities pertaining to performance and cost held by both MASST and UTD. Breach of any of these responsibilities after endorsement of this SOW will require a Change Request as detailed in Section 5.

6.1 Customer Dependencies

- UTD will arrange to have qualified personnel attend all meetings essential to adhering to full regulatory compliance required for operations.
- All on-premise work will be formally performed during normal business hours: Monday through Friday, 8:00 AM through 5:00 PM CST. Work done off-site or outside of previously stated hours will be completed through a secure VPN.
- All project resources and security access necessary to fulfill the agreed upon Scope of Project will be provided by UTD.
- Software and service updates will be performed by MASST as per the warranty.
- MASST will be responsible for the operations, services and performance of the products we provide, but not those embedded in the application that are provided and maintained by 3rd party contractors.
- UTD is responsible for regulating messaging and marketplace activity associated with the application after MASST final delivery.

6.2 Customer Assumptions

- Application performance will depend upon the reliability and quality of UTD's Comet Net services. UTD will be responsible for performance complaints pertaining to network speed and uptime.
- The application will run on the UTD network using UTD servers and databases. MASST is not responsible for configuration issues relating to these services.
- MASST is not responsible for managing the delivery of products sold on the marketplace.
- MASST will adhere to industry-best practices pertaining to data and application security. Overall cyber and network security operations are the responsibility of UTD.

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- MASST will validate final delivery of product at which time UTD will take over general maintenance, administrative control of user roles and access, and user regulation.
 - Professional services for post-product delivery modifications are an additional cost.
 - This statement of work details what is included in the costs associated with the development and delivery of the online community application and platform. A Change Request is necessary for any changes associated with this document.

7 Acceptance Criteria

Acceptance

Acceptance of the Services:

- MASST Inc shall notify UTD upon completion of the Services by providing a notice of completion. Thereafter, UTD shall have fifteen days from the date of the notice to notify MASST Inc of the acceptability/conformance of the Deliverables with the requirements, as planned out in this SOW.

MASST Inc shall deem the Services as accepted and completed on whichever of the following occurs first:

- A) The passage of ten days from the date of the notice of completion with no communication of non-conformance from UTD.
- B) UTD providing a notification of having reviewed and certified their acceptance of the Services and Deliverables.
- C) UTD or a third-party customer's use of any part of the Deliverables or Services for any reason other than certification of acceptance, whether or not any revenue is generated.

Acceptance of each milestone identified in section 8 will issue an invoice and allow MASST Inc to recognize revenue.

8 Pricing / Payment Milestones

Milestones & Payments

Milestone fees shall be paid as the deliverables identified below are produced and accepted by UTD in accordance with the acceptance procedures described herein.

Milestone	Description	Acceptance Criteria	Price
PM01	Architecture & Design	Defined in section 5	\$8,060.00
PM02	Functional Specifications	Defined in section 5	\$20,800.00
PM03	Design Prototype	Defined in section 5	\$39,000.00
PM04	Implementation	Defined in section 5	\$26,000.00
PM05	Verification & Validation	Defined in section 5	\$20,150.00
PM06	Training	Defined in section 5	\$5,980.00
	Total Services		\$153,400.00

Pricing Assumptions

- Pricing is in US dollars.
- All pricing is based upon information and assumptions outlined in this SOW.
- Any and all modifications to the scope of the project, service requirements, and selection of 3rd party elements as well as addition of services may result in changes to the pricing of this SOW.
- Program Management is included in the overall price and will not be billed separately. It is based on a 6-month project duration, ending on August 10th.
- Prices are based upon purchase of Services for the entire agreed Term. Accordingly, and notwithstanding any other provision of the Agreement, UTD may not terminate this SOW, or any order pursuant to this SOW, in whole or in part, for convenience during the Initial Term or any Renewal Term.

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9 AGREEMENT

This SOW and the terms and conditions of the Agreement constitutes the entire agreement between UTD and MASST Inc and supersedes all prior oral or written negotiations and agreements regarding the subject matter herein. Any modification or addition to this SOW shall be in writing and signed by authorized representatives of both parties.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be executed by their duly authorized representatives

MASST Inc.	UNIVERSITY OF TEXAS AT DALLAS ("Customer")
Signature 1: _____	Signature 1: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

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