SOW
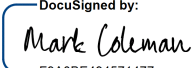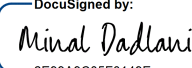
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Statement of work

Buyers Console application v1.5

DOCUMENT DETAILS:

Project	**Buyers console application v1.5**
Version:	V1.5
Company	Blurthelines limited 14 Liberty House Guildford street KT169GU
Vendor	Unilever Vendor nr: 0009824689 Unilever Velocity global vendor code: 0051132931
Author:	Mark Coleman
Email	mark.coleman@b-t-l.uk
Tel	+44 7841353566
Date:	12.01.2023
	As authorized signatory for BlurTheLines limited I agree to the terms set out within The underlying document:
BTL Signature:	DocuSigned by: *Mark Coleman* F9A0BE494571477...
Client Name	Unilever Procurement IT Team – Minal.Dadlani@unilever.com
Signature	DocuSigned by: *Minal Dadlani* 2E99A9C05F0149E...

DOCUMENT CONTENTS:

1. Project Process

How will the project be delivered and the process BTL follow:

		Completion
1	**KICK OFF MEETINGS**	
	Introductions	
	Complete Project Overview	
	Discuss Project Process	
	Establish next steps	
2	**DISCOVERY**	
	Work with client to establish detailed scope, gather required inputs and formalize solution proposed	
	Establish any client Mandatory project processes, documentation requirements, IT deployment processes, permissions required (request procedure and timescales)	
	Gather any data to be included in solution	
	Develop wireframes of solution based on agreed scope for client review (wireframes/mockups): build/measure/learn iteration	
	Develop documentation: Functional Specification Document	
	Develop documentation: Technical Design Document	
3	**DEVELOPMENT**	
	Build the solution	
	Test and bug fixes	
	Client review solution and list any changes/feedback within scope	
	Implement client feedback and package solution ready for deployment	
4	**DEPLOYMENT**	
	Follow client deployment process	
	Deploy solution	
	Client review solution and provide sign off	
	Go Live	
5	**SUPPORT**	
	Provide Post Go Live support agreed/formalized during kick/off discovery	

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2. Project Overview

CLIENT DETAILS:

List of primary contacts for the project

nr	Name	Role	Email
1	Halilintar Ramadhan	Business Contact	Halilintar.ramadhan@unilever.com
2	Minal Dadlani	IT Contact	Minal.Dadlani@unilever.com

SUMMARY:

Quick glance summary

nr	Title	Answer
1	Client Budget Range	Not yet provided
2	Timeframe	8 weeks – project start date: 16.01.2023
3	Key Deliverable	To create version v1.5 of the Buyers console
4	Comms Support	There is no brand comm oversight for this project. Decisions regards approval are from the team itself
5	Post Go-live Support	n/a

CURRENT SOLUTION:

Is there an existing solution in place

nr	Description
1	The current application has already developed a look and feel that needs refreshing and simplification
2	The application link is: https://buyersconsole.unilever.com Access is restricted and permissions to BTL will be required to undertake the work

TARGET AUDIENCE:

Who are the consumers we are targeting

nr	Description	Priority
1	Unilever Procurement	HIGH

BACKGROUND:

Summary of project

nr	Description
1	.net application was launched by team that is a site that provides access/library for users to determine available tools/applications to support them in their role
2	In its first release the team concentrated on getting the application working and now want to focus on the UI and look and feel to create a more visually satisfying solution for users.
3	The team wish to build a new web application using an existing Unilever application (Innovation Navigator) as starting point for the work to be done.

PROBLEMS:

List the top current problems/issues

nr	Description	Priority
1	The visual design of the pages is basic and improvements should be made to the graphic design, color choices etc. to bring the pages to life.	HIGH
2	The application lacks a sense of visual cohesiveness	MEDIUM
3	Responsive design is not implemented on the site and hence scaling of visual elements will be affected. BTL cannot assist with improving this. It would require a full responsive design implementation (likely to require changes to both code base as well as .CSS files)	MEDIUM
4	The technical complexity of hosting applications inside the current web app (via frame) has created an unnecessary difficult app to manage.	HIGH
5	The app has been built as a single page application and therefore it is difficult to add more features in a modular way. Impeding the potential growth of the application due to complexity of making simple changes	HIGH

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3. Solution Overview

PROPOSITION:

Statement that explains solution pathway

nr	Description	Priority
	Create a new web app QA and Prod based on the Innovation Navigator architecture.	
	Use Discovery phase with client to: - establish required features and changes from original IN code base - Explore a new look and feel for the application - Formalize the FSD and TDD required for Unilever governance	
	Develop/build: - Build the solution and perform testing and client sign off on QA site	
	Data input: - Unilever team to input data to create library of tools with details for each.	
	Deploy: - Upon QA sign off establish path to PROD deployment	

SOLUTION:

What is the basic solution technology stack to be used

nr	Solution	Priority
1	Nodejs application	
2	Azure cosmos database	
3	Express.js page templating	
4	Server side: typescript	
5	Bootstrap framework	
6	Client side JavaScript	

KEY METRICS:

How will we measure success of project?

nr	Role	Description	Priority
1		If the client is satisfied the new look/feel for the application is a distinct improvement over the current solution	

CHANNELS:

How will we promote the solution?

nr	Description	Priority
1	n/a	

CONSIDERATIONS:

To be considered in solution

nr	Description
1	**TIMELINE DEPENDENCIES:** - BTL can only start work once Unilever have: - Created project - Defined and communicated gates, approvals and process - Setup Azure Devops project for code repo - Setup permissions for deployment from code repo. - Created necessary app registrations with assigned permissions etc. - Created any Unilever email accounts required for BTL team - AD groups and permissions for the QA and prod environments - Other server/azure tasks: SSL certificates, domain transfer
2	**TIMELINE DEPENDENCIES:** - Formalized FSD/TDD will be required by Unilever for project approval. Since this is done during discovery phase, development cannot begin until Discovery is completed.
3	**TIMELINE DEPENDENCIES:** - Should delays be incurred by client the timelines will be adjusted accordingly.
4	**INVOICING:** - If invoicing payment terms of client are 30 days: payment will be upon completion of each phase as listed below - If invoicing payment terms of client are 90 days: we will require 50% payment upon start of project.

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4. High Level Cost Estimate:

PROJECT DEMAND ID:

Demand ID: 3934
Demand ID: 5025

COST STRUCTURE/DELIVERABLES SUMMARY:

Initial budget range to produce the solution detailed. Detailed cost is established upon completion of discovery phase or upon receipt of details Functional Specification document from client

Cost estimate has been produced based on high level scope outlined by Halilintar Ramadhan in BC_Features Change Request Summary-v2.xlsx

PAYMENT TERMS:
- Payment Terms are 30 days from the date of invoice.
- If the project duration is greater than 1month BTL will invoice at the end of each calendar month based on the accumulation of services delivered (manpower consumed during the month) OR at the completion of milestones listed below (1-5), whichever is achieved first.

NOTE:
- Development cannot begin until parts 1,2,3 have been completed.

		Duration	Initial Estimate Timeline	Cost Estimate
1	**KICK OFF MEETINGS**			
2	**UNILEVER INTERNAL GOVERNANCE AND TECHNICAL SETUP**	unknown	Unilever to provide	£ 2250.00
3	**DISCOVERY:** 1 x project manager 1 x graphic designer	2 weeks	16.01.2023 – 27.01.2023	£ 2500.00
4	**DEVELOPMENT:** 1 x front end developer (6 weeks @ £40/hour) – 10800 1 x front end developer (6 weeks @ £45/hour) - 9600	6 weeks	29.01.2023 – 12.03.2023	£ 20 400.00
5	**DEPLOYMENT / AM TRANSFER**	1 week	19.03.2023 – 24.03.2023	£ 1800.00
	GO LIVE		**24.03.2023**	
6	**PGLS: REGRESSION TESTING AUTOMATION:**		Unilever to provide	(not included)
7	**PGLS: SUPPORT:** (see SLA terms below) 1 year / 10 x incidents / P4 @21 days to resolve issue	1 year	24.03.2023 – 24.03.2024	£ 4320.00
	Total (not included VAT @ UK 20%)			£ 31 270.00

PGLS Support: Service Level Definitions

Incident Scenario		What we will do	Expected resolution time
Application is NOT functioning as outlined in FSD	And a fix can be implemented shortly	1. Add to shared defect tracker 2. Investigate to determine the problem. 3. Estimate turnaround time for solution 4. Create solution and deploy to QA for testing (sign off via email) 5. Schedule RFC for PROD deployment 6. Deploy to PROD environment 7. Verify solution on PROD. 8. Update defect tracker 9. Inform AM Team	Dependent on ticket priority: · P1: 4 hours · P2: 8 hours · P3: 24 work hours · P4: 21 working days
	And a fix cannot be implemented shortly	1. Add to shared defect tracker 2. Investigate to determine the problem. 3. Estimate turnaround time for solution 4. Propose a work around 5. Verify if workaround is acceptable 6. Raise a problem ticket 7. Create solution and deploy to QA for testing (sign off via email) 8. Schedule RFC for PROD deployment 9. Deploy to PROD environment 10. Verify solution on PROD. 11. Update defect tracker 12. Inform AM Team	Dependent on complexity of problem ticket
Application is working as designed	And the incident is blocking the user from progressing his activities	1. Investigate to determine the problem. 2. Propose a temporary work around (if possible) 3. Estimate turnaround time for solution 4. Agree update/change (for out of FSD scope work) and determine cost with business owner 5. Raise DO and schedule work	Dependent on complexity of change

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		6. Add to shared Demand tracker 7. Create solution and deploy to QA for testing (sign off via email) 8. Schedule RFC for PROD deployment 9. Deploy to PROD environment 10. Verify solution on PROD. 11. Update Demand tracker	
	And the incident is not blocking the user from progressing his activities	1. Investigate to determine the problem. 2. Propose a temporary work around (if possible) 3. Raise with business owner to discuss whether to create Demand item	Dependent on complexity of change and other priorities

5. Deliverables:

HIGH LEVEL TASK BREAKDOWN:
Details of tasks implied by cost structure/deliverables

- Deliverables and timescales will be established when further project detail is agreed