Statement of Work

Mr. Food

Friday May 19th, 2023

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# 1. Introduction

This Statement of Work (SOW) outlines the scope, objectives, and deliverables for the development of a mobile ordering application for Mr. Food restaurant. The aim of this project is to meet the increasing demand for convenience and flexibility in the restaurant industry by providing a user-friendly mobile application that allows customers to browse the menu, place orders, make payments, and participate in a loyalty program. The application will also provide valuable insights into customer behavior, empowering restaurant management to make informed decisions. Our project team has been entrusted with the responsibility to develop and implement the mobile ordering application, ensuring its integration with the existing point-of-sale system. Additionally, the vendor will be responsible for providing ongoing maintenance and support.

# 2. Project Objectives

The main goals of this project can be outlined as follows:

* Create a mobile application that allows customers to order food from Mr.Food restaurant.
  + Develop the mobile application to be compatible with both iOS and Android platforms.
* Design a user-friendly interface for the mobile application that facilitates easy navigation.
* Integrate the mobile application with the restaurant's existing point-of-sale system for seamless operations.
* Ensure that customers can conveniently browse the menu using the mobile application.
* Enable customers to easily place their orders through the mobile application.
* Implement a secure payment system within the mobile application for customer convenience.
* Develop a loyalty program within the mobile application to reward repeat customers.
* Provide restaurant management with valuable analytics and insights on customer behavior.
* Offer ongoing maintenance and support services for the mobile application.
* Successfully complete the development of the mobile application within a 4-month timeframe.
* Effectively utilize the allocated budget of $150,000 for the development and implementation of the mobile application.

# 3. Schedule and Milestones

The project will be completed within a timeframe of 4 months (17 weeks), starting from the project initiation date. The following milestones and their respective completion dates are outlined below:

* Project Kickoff and Requirement Gathering (Week 1)
  + Conduct initial meetings with stakeholders to define requirements
  + Identify the key features and functionalities of the mobile application
  + Identify the main programming language(s), frameworks, and architecture of the mobile application
* Design and Prototyping (Weeks 2-4)
  + Create wireframes and design mockups for the application
  + Seek approval from the client on the design direction
  + Create prototypes with user flows
* Development and Integration (Weeks 5-12)
  + Develop the mobile ordering application for iOS and Android platforms
  + Integrate the application with the restaurant's point-of-sale system
  + Implement features for menu browsing, order placement, payment processing, and loyalty program
* Testing and Quality Assurance (Weeks 13-14)
  + Conduct comprehensive testing of the application on various devices and operating systems
  + Identify and address any bugs, usability issues, or performance bottlenecks
* Deployment and Training (Week 15)
  + Deploy the mobile ordering application to the Apple App Store and Google Play Store
  + Provide training and documentation to the restaurant staff for using and managing the application
* Maintenance and Support (Ongoing)
  + Provide ongoing maintenance and support for the application post-launch
  + Address any technical issues, updates, or enhancements required by the client

# 4. Deliverables

The following deliverables will be provided as part of this project

1. Project Requirements Document

* Detailed project scope, objectives, and functional requirements
* User personas and use cases
* System architecture and technical specifications

1. Design Mockups and Prototype

* Visual design mockups illustrating the user interface and user experience (UI/UX)
* Interactive prototype demonstrating the flow and interaction of the application

1. Developed Mobile Ordering Application

* Fully functional mobile application compatible with iOS and Android platforms

1. Testing and Quality Assurance Reports

* Test cases and scripts covering functional, performance, and security testing
* Test reports summarizing the results, issues, and recommendations for improvement

1. Deployment Package

* Compiled and packaged version of the mobile application ready for deployment
* Deployment instructions and guidelines for setting up the application on production servers
* Configuration files and any required dependencies

# 5. Payment Information

The project budget is set at $150,000 and will be distributed among the following payment milestones:

| Milestone | Budget | Percentage |
| --- | --- | --- |
| Project Kickoff and Requirement Gathering | $22,500 | 15% |
| Design and Prototyping | $30,000 | 20% |
| Development and Integration | $60,000 | 40% |
| Testing and Quality Assurance | $15,000 | 10% |
| Deployment and Training | $15,000 | 10% |
| Maintenance and Support | $7,500 | 5% |

# 6. Expected Outcomes

1. A user-friendly mobile ordering application for iOS and Android platforms that meets the requirements and objectives outlined in the SOW.
2. Seamless integration of the application with the restaurant's point-of-sale system, ensuring accurate order placement and payment processing.
3. Enhanced customer experience through features like menu browsing, order tracking, and personalized loyalty program.
4. Valuable insights and analytics into customer behavior to support informed decision-making by restaurant management.
5. Ongoing maintenance and support for the application, including bug fixes, updates, and technical assistance as needed.

# 7. Terms, Conditions, Exclusions

1. The vendor will not be responsible for any hardware or network infrastructure required for running the application.
2. The vendor will not be responsible for any modifications or upgrades to the restaurant's existing point-of-sale system.
3. Any changes to the project scope, requirements, or design beyond the agreed-upon SOW may require additional time and cost.
4. The vendor will provide a warranty period of 60 days after application deployment for bug fixes and technical support.
5. Intellectual property rights for the developed mobile ordering application will be transferred to Mr. Food restaurant upon successful completion and final payment.

This SOW is subject to review and approval by Mr. Food restaurant and can be modified or amended through mutual agreement.

# 8. Agreement

This SOW is entered into by and between Mr. Food Restaurant and the vendor (group name) as of the SOW 20/5/2023. By signing this SOW, the parties hereby agree to be bound by the terms and conditions of this SOW.

| Mr Food Restaurant | Vendor |
| --- | --- |
| Name and Title: | Name and Title: |
| Date: | Date: |

# 9. Work Breakdown Structure

Link to clearer image: [finalwbs (1).jpg](https://drive.google.com/file/d/1kiLvTsvgAxXz-uhF0--epOKvQhqdqscH/view?usp=sharing)