Statement of work for\_\_\_\_\_\_\_\_\_\_ FEBRUARY 2024

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Soft Key Solutions

Statement of Work

**By Software Dev company name and address**

Dev s contact info

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**Introduction**

**About this document**

The Tooth Fairy App, developed by Johannes B., aims to create an engaging and educational digital platform for children experiencing the tooth-losing phenomenon. The project involves the development and maintenance of the Tooth Fairy App to deliver a seamless user experience while incorporating interactive features and educational content.

**Project Stakeholders**

1. **Children:** The end-users of the Tooth Fairy App, children are key stakeholders whose engagement and satisfaction are paramount. The app's features and content are tailored to their needs and preferences, aiming to create an immersive and enjoyable experience.

2. **Parents/Guardians**: Parents and guardians play a crucial role as stakeholders in the project, as they are responsible for managing aspects of the app and overseeing their child's interactions. Their feedback and input help ensure that the app meets safety, educational, and entertainment standards.

3. **Developers :** The development team is responsible for the technical implementation, design, and maintenance of the Tooth Fairy App. Their expertise and effort are instrumental in bringing the client's vision to life and delivering a high-quality digital product.

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# **Project background and objectives**

The Tooth Fairy App project stems from the need to provide children with an innovative and educational platform to engage with the tooth-losing experience. Recognizing the importance of this developmental milestone and its impact on children's lives initiated the project with the following objectives:

•Enhanced Engagement: Create a digital platform that enhances children's

engagement with the tooth-losing process through interactive and

entertaining features.

•Educational Value: Incorporate educational elements into the app to

promote financial literacy, empathy, and other valuable life skills among

children.

•Safety and Security: Develop a safe and secure digital environment that parents can trust, ensuring the protection of children's privacy and well-being.

•Innovation: Leverage innovative technologies and design principles to deliver a unique and immersive user experience for children.

•Collaboration: Foster collaboration between children, parents, and developers to continuously improve the app based on user feedback and evolving needs.

**Project Approach**

The project will follow a structured approach, divided into several phases:

1. **Pre-sales**: Define project scope, requirements, and initial planning.

2. **Analysis and Design**: Conduct detailed analysis and design of the app's

Features and functionality.

3. **Development:** Implement the design and develop the app's features using

gile methodologies.

4. **Testing**: Perform thorough testing to ensure the app meets quality

standards and user expectations.

5. **Deployment**: Deploy the app to production and prepare for launch.

6. **Maintenance**: Provide ongoing maintenance and support to address any

issues and updates post-launch.

Iterations of the above processes will be implemented according to the needs of the project under project plans that will be adjusted during the project in collaboration with \_\_\_\_\_\_and according to the needs of the business and software.

**Scope**

**Scope Inclusions:**

1. Design and Development: Designing and developing the Tooth Fairy App with customized protocols for boy and girl users, including interactive features such as tooth documentation, chat functionality, height recording, and virtual treasure chest.

2. Content Integration: Integrating educational content such as games, books, and financial literacy modules to promote learning and engagement among children.

3. Testing and Quality Assurance: Conducting thorough testing to ensure the app meets quality standards and user expectations, including usability, security, and performance testing.

4. Deployment and Launch: Deploying the app to production and preparing for its public launch, including scalability testing and configuration, and creating a launch plan.

5. Maintenance and Support: Providing ongoing maintenance and support services to address any issues or updates post-launch, ensuring the app's continued functionality and performance.

**Scope Exclusions:**

1. Research & Development of Mobile Apps: Development of mobile applications for the Tooth Fairy App is excluded from the scope of work.

2. Hosting Costs and Technical Support: Hosting costs and ongoing technical support services are not included in the scope and will be handled separately.

3. Licensing of Third-Party Software: Costs associated with licensing third-party software are excluded from the scope and will be the responsibility of the client.

4. Additional User Requirements: Any user requirements not explicitly agreed upon in writing with the client are excluded from the scope and may require separate agreements.

5. Software Manuals and Training: Writing of software manuals for end-users or administrators and formal software training services are not included in the scope.

**Change Request Process**

Speciﬁc software modules and scopes of development or any additions and/or modiﬁcations to the activities, approach, scope or deliverables can be requested by the XX Dev Co Project Manager via a change request or additional agreement. All changes will be assessed for impact to the agreed schedule and pricing and appropriate actions undertaken, as agreed to by both parties. The process is summarized as:

1. **Initiation**: Any proposed changes to the scope, schedule, or deliverables of the Tooth Fairy App development project must be initiated by the client or identified by the development team.

2. **Documentation:** The proposed change request must be documented in writing, detailing the nature of the change, its impact on the project, and the rationale behind the request.

3. **Impact Assessment**: Upon receipt of the change request, the project manager will conduct an impact assessment to evaluate the technical, schedule, and cost implications of the proposed change.

4. **Review and Approval**: The impact assessment, along with the change request documentation, will be reviewed by the project stakeholders, including the client and development team. Approval for the change request will be sought from all relevant parties.

5. **Agreement and Documentation**: Once approved, the change request will be formalized through a written agreement outlining the revised scope, schedule, and any associated costs or resources required.

6. **Implementation**: Upon agreement, the development team will proceed with implementing the approved changes, ensuring that all stakeholders are informed of the updates and any adjustments to project plans or deliverables.

7. **Monitoring and Communication**: Throughout the implementation process, the project manager will monitor progress and communicate any updates or deviations from the original plan to ensure alignment with project objectives and expectations.

8. **Closure**: Upon completion of the change request, the project manager will verify that the agreed-upon changes have been successfully implemented and documented. The change request process will be considered closed once all stakeholders have confirmed their satisfaction with the outcomes.

**Roles and Responsibilities:**

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Responsibility** |
| **Project Manager** | \_\_\_\_\_\_\_\_\_ | Communication:   * Business needs and problems faced. * Liaising with stakeholders and customers.   Approvals for:   * Project plans. * Project budgets.   Testing and reviewing the solution designs and software. |
| **XX Dev Co Account Manager** | \_\_\_\_\_\_\_\_\_ | Client Relationship Management |
| **XX Dev Co Project Manager** | \_\_\_\_\_\_\_ | The XX Dev Co project manager will act as the primary PM for the project and as such, will be accountable and responsible for the following:   1. Deﬁnition, documentation, communication and management of the projects overall scope, timelines, deliverables and requirements. 2. Assistance in the preparation and management of Scope Changes to this Statement of Work. 3. Manage and coordinate all project deliverables and milestones (including those of third parties if applicable). 4. Coordinate, track and manage sign-off and approval of project deliverables by stakeholders. 5. 1st issue escalation point between parties and XX Dev Co during the project. 6. Manage central Issues, Risk, Dependencies and Actions for the project. 7. Identiﬁcation of and management of stakeholders and other project resources. 8. Scheduling of meetings. |

|  |  |  |
| --- | --- | --- |
| **User Interface Designer** | XX Dev Co Design | Produce UX design concepts in collaboration with stakeholders.  Create, Present and iterate all UX deliverables. Create, present and iterate Visual Design deliverables.  Create designs for system email templates. Transition to Visual Design and/or Implementation teams, where applicable. |
| **Software Engineering** | XX Dev Co team at \_\_\_ | Responsible for research and technical solution design, implementation, coding and testing of the agreed solution.  QA work of the developer(s) as part of the Quality Process.  Participate in the detailed design of the solution. Responsible for the conﬁguration of the hosting environment(s) and preparing the application for release in a production setting.  Report on development progress directly to the Project Manager. |

**Acceptance and Payment Schedule:**

# Acceptance criteria and standards

Development of a software module or development scope will be deemed to be complete once the following conditions have been met (unless otherwise agreed to in writing):

1. User requirements are functional as described in the agreed speciﬁcations.
2. Application user interface design is implemented according to agreed designs.

Delivery of a software module or development scope will be complete when the following are completed:

1. System is functional and deployed for use in a production hosting environment.
2. Test reports are provided showing related functions are working according to a test plan..

# Costs

The project fees for all services will be on a time and materials basis according to XX Dev Co’s standard rates unless otherwise agreed for a speciﬁc software module or development scope.

The total estimated scoping cost \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Payment schedule

Dallas Bayly will pay XX Dev Co in cash or bank transfer for each module of software upon its completion.

XX Dev Co may require additional payments for services undertaken prior to the compilation of a software module or scope of development, from time to time by agreement with \_\_\_\_.

Payments will be made each month in advance before work is to commence.

# **Approval of Statement of Work**

This Statement of Work is subject to approval by both parties involved in the Tooth Fairy App development project: the client (Johannes B.) and the development team (XX Dev Co). Approval indicates agreement with the outlined scope, deliverables, timelines, and associated costs.

**Client Approval**:

Signature: [Signature]

Date: [Date]

**Development Team Approval:**

XX Dev Co:

Signature: [Signature]

Date: [Date]

Upon mutual approval and signing of this Statement of Work, both parties agree to adhere to the terms and conditions outlined herein and proceed with the execution of the Tooth Fairy App development project.

**Schedule 1 – Standard Rates**

Valid through to \_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Category** | **Description** | **Base Hourly Rate (AUD)** | **Standard Hourly Rate (AUD)** | **Senior Hourly Rate (AUD)** |
| Technical Delivery Manager | Project coordination, team management, strategic planning for IT and software systems and products, identify and recommend new opportunities for improving processes and enhancing software solutions, architecting software solutions. | - | - | $0 |
| Solution Architect | System design, technical project planning and technology consulting. | - | $.00 | $.00 |
| Cloud Engineer | Configuration of cloud services such as AWS, Azure and Google Cloud. | - | $.00 | $.00 |
| DevOps Engineer | Configuration of software testing, deployment and CI/CD  systems. Configuring Kubernetes, Ansible, Docker, Terraform. | - | $.00 | $.00 |
| IT System Administrator | Configuration and maintenance of IT environments, deployed software and related operational systems. | - | $.00 | $.00 |
| Business Analyst | Analyze business processes, record business requirements, communicating and reporting to stakeholders. | $0.00 | $0.00 | $0.00 |
| Project Manager | Project planning, scheduling, tracking, progress reporting, cost estimates, negotiation, client meetings. | $0.00 | $0.00 | $0.00 |
| User Experience and User Interface Designer | Any work involving the production of user interface designs, including wireframes, workflows, UI design documents. | - | $0.00 | $0.00 |
| SQL Server DBA | Database configuration, data management and maintenance. | $0.00 | $0.00 | $0.00 |
| Full Stack Developer | Any work involved with software design, development, testing, deployment and configuration. | $0.00 | $0.00 | $0.00 |
| Technical Support Engineer | Any work involved with interpreting user issues, identifying the cause of those issues and providing a solution. | $0.00 | $0.00 | $0.00 |
| Technical Writer | Any work involving the production of technical, user documentation or on-line help content. | $0.00 | $0.00 | $0.00 |
| Video Editor | Production of software tutorial videos or product demonstrations. | - | $0.00 | - |

\*All rates exclude GST. Additional fees for travel may apply. On-site surcharge of 10% applies to where personnel are full time (entire day) on site.