Statement of Work

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**Introduction**

**About the Application**

Introducing the Lifeline Support SOS System: a cutting-edge application designed to provide immediate assistance during emergencies. With its intuitive interface and advanced features, our system ensures rapid response and support from authorities. From panic button activation to real-time alerts and location sharing, users can rely on our platform for swift assistance in critical situations. We revolutionize public safety and empower individuals to navigate emergencies with confidence.

**Project Stakeholders**

Project stakeholders for the Lifeline Support SOS System include:

1. Users: Individuals who utilize the application to seek emergency assistance.

2. Law Enforcement Authorities: Police control rooms, District SP offices, and local police stations along with GPS tagged Police vehicles involved in responding to distress alerts.

3. Emergency (SOS) Contacts: Individuals/Community heads/ Religious Leaders designated to receive notifications and assist users in emergencies.

4. Software Developers: Teams responsible for designing, developing, and maintaining the application.

5. Infrastructure Team:

6. ICT Team:

7. Government Agencies: Regulatory bodies overseeing the implementation and compliance of safety protocols.

8. Community Organizations: Entities collaborating to promote awareness and adoption of the Lifeline Support SOS System within Communities.

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# **Project background and objectives**

Project Background and Objectives:

The Lifeline Support SOS System project emerged from a pressing need to enhance emergency response capabilities in our communities. With the increasing prevalence of unforeseen crises, such as accidents, medical emergencies, and personal threats, attacks on religious organizations there arose a demand for a reliable and efficient platform to connect individuals with immediate assistance. Recognizing this need, our team embarked on developing the Lifeline Support SOS System with the following objectives:

1. Enhance Emergency Response: To provide users with a quick and effective means of alerting authorities and seeking assistance during emergencies.

2. Minimize Response Time: To reduce the time taken for emergency services to reach individuals in distress, thereby mitigating potential harm and saving lives.

3. Ensure User Safety: To prioritize the safety and well-being of users by offering features such as real-time location sharing and video/audio recording for evidence collection.

4. Foster Community Engagement: To promote awareness and adoption of the Lifeline Support SOS System within communities, fostering a culture of preparedness and mutual support.

5. Ensure System Reliability: To develop a robust and scalable platform that can handle a high volume of alerts while maintaining uptime and data security.

6. Collaborate with Stakeholders: To engage with stakeholders including law enforcement agencies, emergency responders, and community organizations to gather insights and ensure alignment with user needs and regulatory requirements.

7. Continuously Improve: To iteratively enhance the Lifeline Support SOS System based on user feedback, technological advancements, and evolving emergency response practices.

8. Ensure Regulatory Compliance: To adhere to relevant laws and regulations governing emergency communication systems, data privacy, and security.

9. Foster Trust: To establish trust and confidence among users by delivering a transparent, reliable, and user-friendly platform for accessing emergency services.

10. Empower Individuals: To empower individuals to take proactive steps in ensuring their safety and the safety of those around them through the use of the Lifeline Support SOS System.

By addressing these objectives, the Lifeline Support SOS System aims to revolutionize emergency response efforts, saving lives and creating safer communities for all.

**Project Approach**

1. Requirements Gathering: Engage stakeholders to gather comprehensive requirements and understand user needs.
2. Design and Prototyping: Develop intuitive interfaces and workflows through user-centered design principles.
3. Agile Development: Prioritize features and deliver functional increments through iterative development.
4. Cross-Functional Collaboration: Foster collaboration among multidisciplinary teams for holistic development.
5. Continuous Testing: Implement rigorous testing to validate functionality, performance, and reliability.
6. Security and Compliance: Integrate security best practices and adhere to regulatory requirements.
7. User Feedback and Iteration: Solicit feedback to identify areas for improvement and iterate on features.
8. Deployment and Monitoring: Deploy updates seamlessly and establish monitoring mechanisms for performance tracking.
9. Training and Support: Provide comprehensive training and support resources for effective system utilization.

10. Continuous Improvement: Evaluate performance, user feedback, and

emerging trends to drive ongoing enhancement.

**Scope**

**Scope Inclusions:**

1. Development of a user-friendly mobile application for Android platforms.

2. Implementation of a panic button feature enabling users to alert authorities in emergencies.

3. Integration of real-time location tracking functionality to assist emergency responders in locating users.

4. Incorporation of video and audio recording capabilities for evidence collection during emergencies.

5. Provision of options for Gesture and Voice recognition for user interaction.

6. Integration with police control rooms and district SP offices for automatic alerting.

7. Development of a control room dashboard for real-time incident assessment and dispatch.

8. Inclusion of push notifications and SMS alerts to notify emergency contacts of distress situations.

9. Access to additional emergency features such as dialing 100, accessing nearby police stations, and road safety information.

10. Compliance with relevant data privacy and security regulations to safeguard user information.

**Scope Exclusions:**

1. Physical hardware development (e.g., panic buttons, location tracking devices).

2. Direct integration with emergency response vehicles or equipment.

3. Provision of emergency response services or personnel.

4. Integration with third-party services beyond those essential for the functionality of the application.

5. Legal or regulatory compliance beyond data privacy and security requirements.

6. Customization of the application for specific user organizations or agencies.

7. Support for non-standard or outdated mobile device operating systems.

8. Provision of emergency medical services or medical advice through the application.

9. Integration with non-emergency communication channels or social media platforms.

10. Any features or functionalities not directly related to emergency response and user safety.

**Change Request Process**

1. **Submission**: Users or project stakeholders submit change requests through a designated channel, providing details of the proposed change.

2. **Review**: The change request is reviewed by the project team to assess its feasibility, impact, and alignment with project objectives.

3. **Evaluation:** The potential effects of the change on scope, schedule, budget, and resources are evaluated.

4. **Prioritization**: Change requests are prioritized based on factors such as urgency, impact, and alignment with project goals.

5. **Approval:** Approved change requests are formally authorized by relevant stakeholders, including project sponsors and change control boards.

6. **Implementation:** The approved changes are incorporated into the project plan, and necessary adjustments are made to execution activities.

7. **Communication**: Stakeholders are informed of approved changes and any adjustments to project scope, schedule, or deliverables.

8. **Documentation:** Changes and their impacts are documented in change logs, project documentation, and relevant records.

9. **Monitoring:** The implementation of approved changes is monitored to ensure they are executed as planned and achieve the intended outcomes.

10. **Review**: Post-implementation reviews are conducted to evaluate the effectiveness of the changes and identify lessons learned for future improvements.

**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 project's 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 points between parties and XX Dev Co during the project. 6. Manage central Issues, Risks, 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. |
| **Local ICT Support Team**  **(On Call)** |  | The local ICT team is responsible for maintaining and supporting the organization's information and communication technology infrastructure, ensuring its efficient operation and security. They also provide technical assistance to users, troubleshoot issues, and implement IT solutions to enhance productivity and innovation. |
| **Infrastructure Team** |  | The infrastructure team is responsible for maintaining and optimizing the hardware, software, and network systems that support an organization's operations, ensuring reliability, security, and scalability. They also manage data center operations, including server deployment, maintenance, and monitoring, to meet business requirements and objectives. |

**Acceptance and Payment Schedule:**

# Acceptance criteria and standards

**Payment Schedule:**

# **Approval of Statement of Work**

This Statement of Work is subject to approval by both parties involved in the Lifeline Support SOS System development project: 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 Lifeline Support SOS System 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, identifying and recommending new opportunities for improving processes and enhancing software solutions, and 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, communicate and report to stakeholders. | $0.00 | $0.00 | $0.00 |
| Project Manager | Project planning, scheduling, tracking, progress reporting, cost estimates, negotiation, and 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, and 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 online 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 travel fees may apply. An on-site surcharge of 10% applies to where personnel is full-time (entire day) on-site.