SBR TECHNOLOGIES

PLANTING IDEAS FOR EXCELLENCE

"**www.drugandalcoholassessments.com**"
– Wordpress Website Redesign

TECHNICAL STATEMENT OF WORK

Dear Ms. Tressa,   **Date: 10/22/2018**

Greetings from SBR Technologies Pvt. Ltd!

It's an honor and privilege to post a proposal for the **redesign of**
www.drugandalcoholassessment.com. SBR Technologies Pvt. Ltd is confident to provide you
with all the Information Technology, Web Solutions and Digital Consultancy services which will
help you to imprint footprint in global market and scale new heights in the industry.
As per our earlier communication regarding this project, please find the detailed "Technical
Statement of work" for your kind perusal. Should you've any queries please direct them to us
at your convenience.

We are rearing to provide you with top notch quality of service, state of the art and technically perfect
web solution. Looking forward to a long standing trusted relationship with you!

Thanks & Regards,

Anup Deb
Senior Business Analyst

Email: anupdeb@sbr-technologies.com
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SBR Technologies Pvt. Ltd.
www.sbr-technologies.com

Document Version History

Version	Date	Description	Author
1.0	10/13/2018	Drafted SOW for the Project	Anup Deb & Somnath Dhar
1.1	10/22/2018	Revision made as per client's feedback	Anup Deb & Somnath Dhar

1. <u>Introduction and Objective</u>

This document describes the requirements for the project: **Redesigning of a Wordpress based Website:**
www.drugandalcoholassessment.com.

The modules and the detailed list of features
and functionalities have been mentioned
here.

SBR Technologies Pvt. Ltd is pleased to submit its plan for the execution of services for this Project.

Oaktreedrugandalcoolassessments.com is going to be redesigned, especially the look 'n feel. Client is going to provide the design and SBR is supposed to write the HTML codes or generate HTML codes from the Axure RP files and finally implement the design on the existing Wordpress website: www.drugsandalcoholassessment.com.

This plan contains the detailed description of services, the end solution we will provide, and the over-all time schedules for completion of the work and the cost calculation. In addition to the requirements mentioned in the Statement of work, we have suggested our own complimentary additions to the functions.

We will also recommend strategies for maintenance, support and training. We are happy to take up this opportunity as an efficient and reliable service provider and look forward to serving you with the highest level of client satisfaction and quality. The objective of this document is to identify the requirements to a level of detail that will allow a project schedule to be generated for all the project phases and justify the cost involvement.

It is expected that follow-on pages will result in more detailed definition and module structures in relation to the features and functionalities as per project specifications.

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2. Project Scope:

Frontend Features

- ✓ **Website Navigation (Hamburger Menu)**

  - Home
  - About Us
  - Contact Us
  - Assessments
  - Privacy Policy
  - Terms of Service

- ✓ **User Types**

  - Customers [Front-end]
  - Counselors [Front-end]
  - Administrator [Back-end Admin Panel]

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Existing User Login:

- Existing User Login by putting in Username & Password
- Forgot Password Option to reset new Password

Existing user login & flow of the system after logging in:

- Once customer clicks through "Sign In" button, system will populate a Login screen of the returning user.
- This screen will contain the following fields:

  ➢ Email Address (Text Input)
  ➢ Password (Password)

N. B. Both the above fields will have validation. Customers will be able to view the password given.

- After putting in the email address & password, customer will click through "Sign In" button to get access to his/ her account.
- There will be option to reset password - "Forgot Password"
- New user will find the following option: "Create an Account".
- After successful login, system will lead the customer to "My Assessments" page which also contain My Account section. There will be option to edit "My Account" details.
- Customer will be able to click through "Take an Assessment" in order to take an assessment.
- This page will display the list of Assessments that the customer has taken till date. With each assessment there will be the status of the assessments.
- Customers will have option to log out of the system.

Edit My Account Screen:

- There will be the following fields for the Customer to edit them:

  ➢ Name
  ➢ Email Address
  ➢ Password
  ➢ Phone Number

- Once the above data are changed, a code will be triggered to the new email address.
- Once the code is placed and verified, customer's edit request will be approved. The data will be reflected on the site after that.
- After that the entire process will be similar to that of a registered customer gets to experience in the site.

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New Registration & New Account Creation:

- New Customer Registration by clicking through the
- New Account creation will involve the following steps.

- Step 1 - System will verify whether Services are available in the customer given zip code. After location is verified, system will confirm.

- Step 2 - Customer will put in 'First Name' & 'Last Name'.
  Customer will check the boxes of the options given

  > a. Court Ordered
  > b. Professional board
  > c. Employer Requirement
  > d. Other/ Personal Reasons

- Step 3 - Customer will asked to put in the following information:

  > a. Email
  > b. Password
  > c. Re-enter Password
  > d. Phone Number
  > e. User Type - Customer & Counselor [Drop Down]

- Customer will have to check the box to agree to the terms and conditions.
- After filling in all the fields customer will press "Create Account" button to finally create the account.

- Step 4: System will ask Customer to put down Email ID and to confirm/ verify a 4 digit code will be sent to the user given email address. Once the code is put down and "Confirm" button is pressed, system will authenticate and display the message saying "Account Created"

N. B. In each of the above steps there will be option to go back and next. There will be validation checking if the Customer fills up the mandatory fields to go to the next screen.

"Pick An Assessment" Flow

- **Step 1**: Customer will choose the product type with price:

    a. Drug & Alcohol
    b. Mental Health
    c. International Substance Abuse Assessment
    d. Intervention/ Diversion
    e. Underage/ Minor Possession

Customer will choose the type and go next or cancel the selection.

- **Step 2**: Customer will select the order method out of the following 4 options:

    a. 4-5 Business Days (No extra cost)
    b. 2-3 Business Days (+ $75.00)
    c. Next Business Day (+$150.00)
    d. Same Day (+$225.00)

Customer will go to the Next page or Cancel the selection

- **Step 3**: Customer will confirm Billing information:

    a. Email id
    b. Name
    c. Address, City, State & Country

Customer will check the option on whether shipping address is the same as Billing. Customer can either go to the next page or cancel the selection.

- **Step 4**: Payment Page - Customer will enter Payment information including Card Number, Expiry Date, CVC number etc.

Selected product will be showcased. Customer will click through "Purchase Assessment" button to purchase the product. Customer can cancel as well.

System will showcase the Payment Confirmation Notification.

- **Step 5**: System will showcase the update (Complete/ Incomplete) on the assessments. Customer will have option to proceed.

My Account:

- This page will display following information:

  a. Name
  b. Email
  c. Password
  d. Phone Number
  e. Location

Customer Assessment Workflow:

- There will be Q&A for customers to select from drop down (data to be coming from database).
- There will be two questions in each screen.
- Customer will click "Next" button to go to the next screen.
- Customer can go to back to the previous Q&A screen.
- Customer will be able to save the input data & exist from the screen.
- After the Q&A screen, there will be "My Assessments" screen.
- After Customer clicks through "Click here to proceed", system will ask customers to put in the best phone number to reach him/ her and when (Day/ Time Range)? Customer can select from drop down.
- There will be option to check whether the customer wants to receive text update.
- This will update the My Assessment's Status.
- Customer will have option to change the preferred option to reach him// her.
- **Step 5** : After the Counselor claims the assessment, Customer's "My Assessments" section will be updated. There will be a message saying "Your assessment will be with XYZ (Counselor's name) on certain date & time."
- System will update the status saying, "We are finalyzing your assessment. We will send an email when it's ready. This will be completed by certain Day, Date, Month, Year."
- On the said date system will update the status saying "Completed on Day, Date, Month, Year".

Counselor Workflow:

- The "Login" & "Create an Account" of Counselor user type will be similar to that of Customer user type.
- Counselor will have similar Account page with "Edit Account" option.
- On the Counselor's Dashboard, there will be listing of the Assessments taken by the Customers in the website with option to claim the assessments.
- Claim an Assessment: After Counselor clicks through "Claim" button set beside the list of assessments, a screen will pop up with the following information:

- Customer provided data:

  Type
  Client name
  Email
  Phone
  Attachments
  Step
  Time Preference

- Counselor needs to select the Interview Time by selecting date & time from the dropdown.

- Interview Time - Date picker & Time picker

- After the interview time is selected, Counselor clicks through "Claim" button to claim the assessment.
- Counselor will have option to cancel the selection.

Active Assessment Listing:

- Counselor will get to view the listing of claimed assessments with the following fields:

  Client name
  Status
  Days Waiting
  Interview Time

- On the same page there will be a separate section that will list unclaimed assessments with similar set of fields.

Active Assessment Page:

- This page is meant for an "Active Assessment".
- There will be following fields on this page:

  Type
  Client Name
  Phone
  Attachments
  Step
  Time Preference
  Interview Time (Date & Time)

- Counselor will have options to save or cancel.

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Admin Panel Product Management:

- Admin will have a management in the admin panel namely "Product Management" to create products.
- There will be option Add/ Edit/ Delete products
- **Add Product**: Once "Add Product" option will be clicked, Admin user will be able to name a product and set price for the same.
- **Edit Product**: Admin will be able to edit an existing product name & save.
- **Delete Product**: Admin will be able to delete an existing product.
- **Notification**: No Add or Edit or Delete of product will work straightway without an Alert. Once Admin allows the change, system will be updated accordingly.

Admin Panel Assessment Assignment Management:

- Admin will have a management in the admin panel namely "Assessment Assignment Management" to assign assessment to the Counselors.
- There will be a list of unclaimed Assessments in a page. Admin will be able to assign an assessment to a Counselor by selecting the Counselor from the drop down list of registered Counselors.
- This assignment will update the list of claimed and unclaimed list in Counselor module in the front-end accordingly.

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✓ **Responsive Website Design**

- The design will be optimized for mobile & tablet viewing (For Android Smartphones 720x1280 pixels (4.5 in), 480 x 854 pixels, 5.0 inches (mobile), 600 x 1024 pixels, 7.0 inches (tab), tested in simulator & devices available)
- For iPhone 5S 640 X 1136 pixels (4 in), 6+ 1920 X 1080 pixels (5.5 in), iPad Air 2048 X 1536 pixels (9.7 in) & simulators available)
- Each page in the website will have different Mobile device view.

✓ **Support for Latest Browsers**

- There are multitude of Internet Browsers present in current market e.g. Google Chrome, Internet Explorer, Safari, Mozilla Firefox etc. We also have browsers for Mobile devices.
- We design website to support latest versions of all leading browsers. Some of the advanced functionality in website may not be supported in old technology-challenged browsers.

✓ **SEO Friendly URLs**

- SEO Friendly URLs (Clean URLs, Restful URLs, user-friendly URLs) are purely structural URLs that do not contain a query string [e.g., action=delete & id=91] and instead contain only the path of the resource in reader friendly way (e.g. http://www.mobiles.com/phones/android/samsung-galaxy-s3).
- This is often done for aesthetic, usability, and search engine optimization (SEO) purposes.

✓ www.domain.com/home/web-page

✗ www.domain.com/home?id=12654

- SEO friendly design will be implemented incorporating single and unique <h1> tags properly for each page.
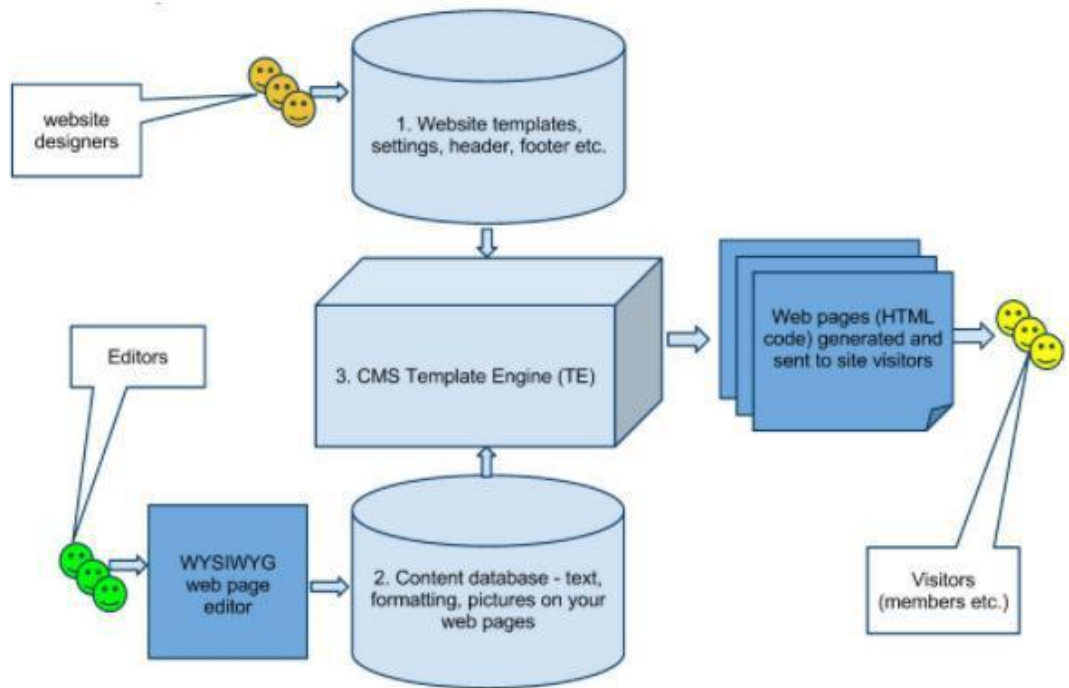
✓ **Security Implementation**

- All the HTTP URLs will be globally 301 redirected to the HTTPS.
- SSL Installation & Set up will be re-examined to make sure the website is secured across all the browsers including Chrome, Safari & IE (latest stable versions).
- Server set up will be rechecked during the deployment process. We might suggest to purchase a plugin or two ensure security from hackers and malwares.

2.1. Future Projects [Suggestive]

- Mobile Apps Development
- Digital Marketing Services including
  - SEO
  - SMO
  - Content Writing
  - Google Paid Marketing

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3. Content Management System Architecture

4. Application Architecture

5. Design Specification

- We maintain design standards by using HTML, XHTML (Structured XML Markup), CSS (Style sheets).
- Images, content, layouts will be optimized for easy downloads and SEO friendly design.
- SSM (Smart Slicing Method) will be followed for quick access of site.

6. Technical Specifications

o The site will be designed in terms of layout, browser compatibility and professional presentation so that the   visitor should get the required information from the presentation, with the minimum possible time.

7. Functional Specifications

o We shall also ensure that the technical design is scalable to easily add more modules in the site at a later date.
o User friendly and flexible system
o Scalable to numerous other concurrent features
o Modular Development making it easier to add features at a later date
o Email Notifications as per requirement to administrator and users
o Validations of required fields and correct entering email.

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8. Deliverables & Milestones

DELIVERY -01 (Analysis and Feasibility)

- A feasibility study document / detailed functional specs/Technical SOW
- Final Analysis, Team allocation and Project Initiation

DELIVERY -02 (HTML Slicing & Design Integration with existing Wordpress theme & Admin Product Management Development)

- HTML Slicing
- Wordpress Integration with design files
- Workflow Revisit for clients, counselors & admin
- Mobile Responsive Design Implementation
- Admin Product Management Development

(QA, Deployment and Delivery)

- Module Testing & De-bugging
- QA/ Testing on latest Android, iPhone devices, Desktop, Laptop and web browsers including IE, Chrome, Safari (latest stable versions till delivery date)
- Project Completion Review
- All bug/error fixing
- Final Client's Approval and Go Live
- Delivery

9. Project Schedule and Delivery Timeline

The total time frame for the production and delivery of your project would be 20 Business Days.

The project is divided into a number of phases. The phases are as follows.

Assumption 5 days / Week

Modules	Modules Present and Deliverables	Duration in Man Days
Delivery 01	Feasibility & Analysis & SOW Approval	*NA*
Delivery 02	HTML Slicing & Responsive Web Design & Development Phase, QA/ Testing & Delivery	**20**
Time To Final Delivery		**20**

NA: Not Applicable

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10. Payment Schedule

1. Total Effort Cost for the Entire Project will be **= $1900.**

2. A tentative project and payment schedule/milestones has been defined here and has been mapped with the Task description and deliverables :-

Milestone Description	Project Start Date	Project End Date	Payment Release Date	Amount (USD)
Delivery –01	**10/12/2018**	**10/22/2018**	**10/22/2018**	900
Delivery -02	**10/24/2018**	**10/21/2018**	**12/23/2018**	1000
Total Development Cost				**USD1900**

*<mark>**Kali Puja**</mark>: SBR Technologies Pvt. Ltd will remain closed on 6th November, 2018.

11. Client's Responsibilities

- o Provide with .psd or .ai file of the corporate Logo.
- o Provide the Axure RP files
- o Provide the necessary data/content/copyright images for the site
- o Provide required test data
- o Review, provide timely feedback and approve UI design and other project documents
- o Provide additional data if any or as and when required.
- o Provide requirements in documented way.
- o Provide FTP and cPanel details for the domain and hosting

12. Project Team

Dedicated Project Manager and Project Team will be assigned to your project. The project team is collectively responsible for:

- o Assisting the project manager to deliver the projects objectives
- o Within their technical expertise carrying out the elements of the project they are tasked and assigned
- o Providing administrative support to the project manager (this may be through the setting up and resourcing of a project support office)
- o Advising the project manager if any risks arise that likely to affect delivery of the projects objectives and to be part of the risk reduction process
- o Providing information for project documentation as required
- o The project team will be structured after finalization ofproject
- o Shadowing: - An extra resource is always allotted to the project to make sure that the project continues if any of the developers fall ill / absent.

13. Project Development Platforms

13.1. Front-End-Design

- o Adobe Photoshop
- o Macromedia Dreamweaver
- o Adobe Illustrator

13.2. Web Programming

- o Java Script,JQuery
- o PHP
- o Ajax

13.3. Web Server Environment

- o   Apache

13.4. Database Environment

- o   MySQL

13.5. Platform

- o   Linux using PHP
- o   Standard MVC Architecture

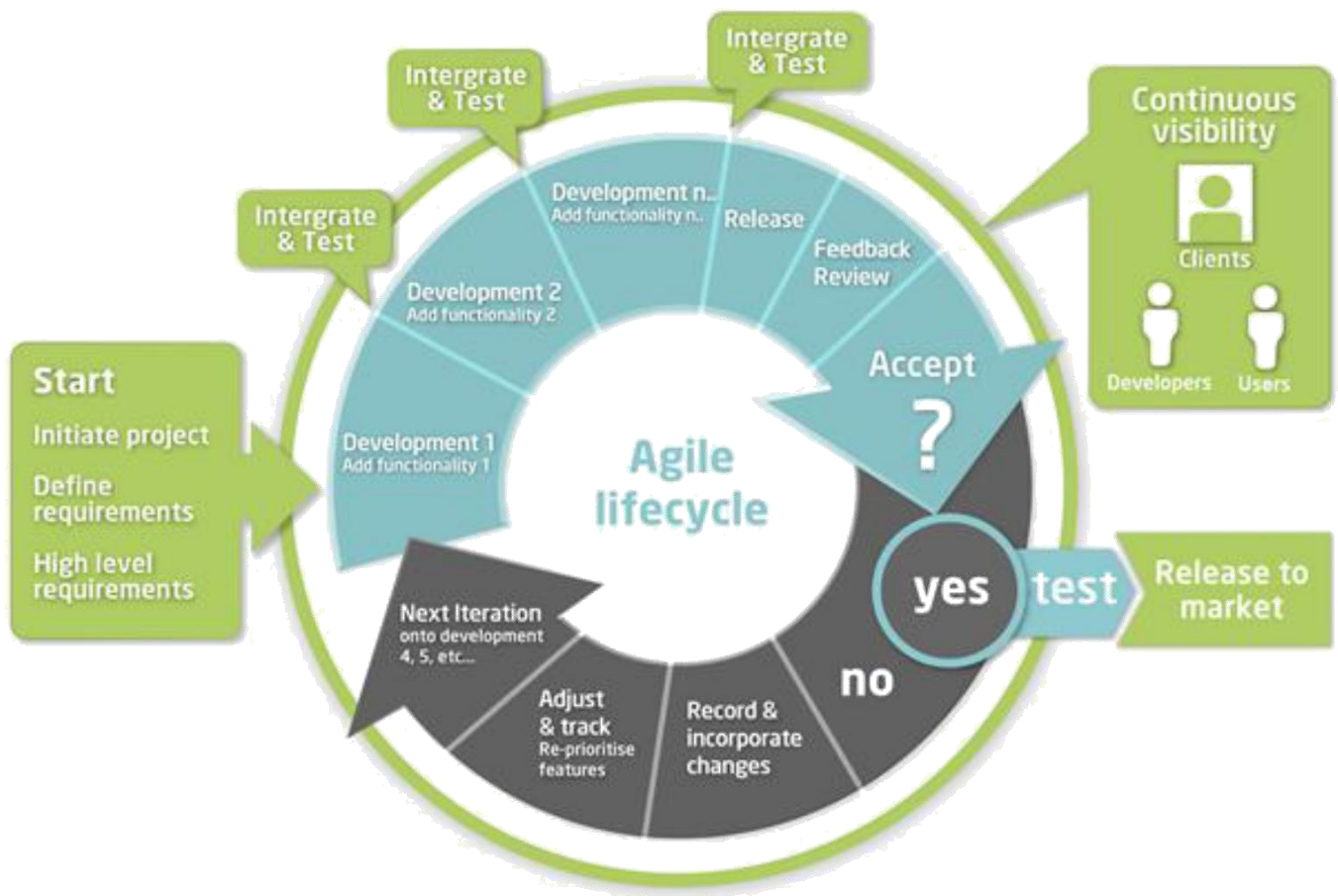## 13.6. Content Management System

- o   Wordpress

14. Project Management

We have proven that by following the best development processes, some extraordinary results can be achieved. Of course, that translates to unmatched web applications which are far more superior to your competitor's.

Our belief is that we can match the best in best design and development in the industry and that is only possible because of our proven SDLC process which is as follows:

14.1 Project Launch

To launch the project, all identified requirements for start-up should be fulfilled. In the event of any requirement, the client does not fulfill, SBR Technologies Pvt. Ltd will reach a mutual agreement on by which the requirement is to be fulfilled in accordance with the schedule. A Project Launch Review report will notify the start.

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14.2 Reviews

Ms. Tressa J will provide reviews of all Documents as early as possible. These review documents will be provided by email and will include suggestions, clarifications, after discussion during a review period, the modified (if necessary) documents will be provided by SBR Technologies Pvt. Ltd. In case of any delay in the review process **SBR Technologies Pvt. Ltd** and **Ms. Tressa J** will agree on a time frame in accordance with the schedule for the completion of the review. If no review comments are raised within one (1) week from the date of agreed delivery and no agreement reached on an extended time frame for the review, then the item of review is deemed accepted.

14.3 Weekly/Alternate Day Status Report

SBR Technologies Pvt. Ltd will provide weekly and or alternate day status report indicating the current progress, upcoming milestones and problems faced by the development team. All the development progress will be uploaded online so that you can review, track and send us your feedback easily. Any modifications in the schedule shall be notified at the earliest.

14.4 Quality Assurance

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We have very strict policies, on code writing and testing to enhance quality and performance. The system will go through rigorous quality testing till the final release of work. There will be Software Quality Assurance team assigned to verify the development procedure and the process. Quality Assurance Team will not be part of the development team and will report directly to the Project Manager who will be handling the project.

14.5 Coding Guidelines

SBR Technologies Pvt. Ltd coding guidelines will be followed for development. High standards of structured coding will be performed. All our codes will be commented and properly documented.

14.6 Test planning & Test Execution Phase

During this phase, an estimated effort to complete the testing will be prepared. Based on the deadline a team size and members will be decided. During this phase the Team will do actual testing and the results will be stored using the standard format. The system will go through 2 formal rounds of Quality Control. Suggestions for improvement will be incorporated into testing process.

14.7 Backup and Configuration Management Plan

SBR Technologies Pvt. Ltd shall maintain a daily backup of all work done on source code and project documents during the project development phase.

14.8 Warranty Support and Services

After the Final Deployment of the project, SBR Technologies Pvt. Ltd will provide a warranty, **30 Days Free Technical Support & Free Consultation** which includes any and all kind of de-bugging and making sure that the system is running smooth.

15. Rights on Data & Ownership of Product

o Client or her representative has all the rights on all the data furnished. The guidelines of the Company shall be applied so that the code will be compatible with other development activities.
o The working language for all communication and documentation is English.
o SBR Technologies Pvt. Ltd acknowledges that he/she has no right to or interest in any copyright to the work, products, documents, reports, or other materials resulting from the services performed to complete this project. SBR Technologies Pvt. Ltd agrees that the services and products listed in this Agreement were specially commissioned by the Employer as "works made-for-hire". SBR Technologies Pvt. Ltd transfers to the Employer the copyright of the work described in this Agreement.

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16. Terms & Conditions

1. The cost is based on the modules and the modus operandi mentioned in the Statement of work.

2. If any changes in above specification, will lead to change in project cost and time.

3. Client or Client's Project coordinator will need to sign the Statement of work given for Requirement Analysis from our organization SBR Technologies Pvt. Ltd.

4. Any change to the signed requirement will be considered as additional requirement and will be charged upon extra on hourly basis.

5. SBR Technologies Pvt. Ltd will not be responsible for any delays made from the client's end.

6. SBR Technologies Pvt. Ltd will initiate project activity upon written approval at every phase and realization of phase payment simultaneously.

7. Client is responsible for article, video and photo licensing Issues, and SBR Technologies Pvt. Ltd will supply if needed some of the free photos in order to make the site stand.

8. This Estimation Valid up to 30 business days from the date of issue.

9. Payment should be made via electronic transfer. Client will be appraised with the details.

10. Both shall not be liable for any damage or delay in delivery due to any natural calamity or accidents.

11. Client is responsible to safe guard all the deliverables upon project delivery.

12. The term of this Agreement begins on the listed Effective Date, and will continue until the Contractor satisfactorily completes performance of the services.

13. This Agreement may be terminated by either party who provides 30 days written or email notice if the other party breaches or is in default of any obligation listed in this Agreement and the default has not been settled within a 30-day period.

14. Upon termination by either party, the SBR Technologies Pvt. Ltd will send the Employer any and all copies, in whole or in part, of the materials (as they then exist) and any and all tangible materials the Employer provided to the Contractor in connection with this Agreement.

15. This document contains all the requirements for this project and is intended for the recipient ONLY. Circulation of the document shall be deemed as unlawful act. If any unintended recipient receives this confidential document he/she shall immediately destroy or delete it from system.

16. Confidential information related to Client and "SBR Technologies Pvt. Ltd" will be protected by each other in confidential with the best practices of the respective companies.

17. Advantage SBR Technologies Pvt. Ltd

- Global Business Consulting, Technology & Digital Expert
- Strong structured project management model
- Strictly follow industry best standardized practices i.e. the SDLC & Agile methods
- On time delivery
- On budget guaranteed delivery
- Repeat customers ticking over 90%
- Follow long term and customer centric partnering approach
- Post delivery Technical Support and Free Consultation

We HELP OUR CUSTOMERS TO:

- Reduce their operating costs.
- Focus on their core competence
- Expand their market reach
- Implement Global operating model
- Increase profit margins
- Increase global skills

OUR OBJECTIVE REVOLVES AROUND:

- Quality
  Technology
  Reliability
- Transparency
- Value for Money
- Customer Satisfaction

18. Approvals

By signing this document you (Client) are confirming that you have read & understood the project scope and hence approving the above mentioned features and terms for the development of your project.

Company/Client	SBR Technologies Pvt. Ltd	Oaktreedrugandalcoholassessments.com
Name	Mr. Anup Deb	Ms. Tressa J
Designation	Senior Business Analyst	
Date	10/22/2018	
Signature	*Anup Deb*	