**Scope of Work (SOW) for Green Leaf Medical Delivery Business**

**Project Overview**

**Project Name:** Green Leaf Medical Delivery Business  
**Project Sponsor:** Anonymous  
**Prepared By:** Rutul & Arun  
**Date:** 2/10/2025

The **Green Leaf Medical Delivery Business** aims to establish a **secure, compliant, and efficient medical marijuana delivery service** to provide **patients with legal, safe, and timely access** to their prescribed medication. The project involves **technology development, logistics setup, regulatory compliance, and customer service implementation** to ensure smooth operations.

**Scope Description**

This project will include the development of an online ordering platform, secure fleet management, staff training, and adherence to legal requirements. The scope covers everything needed to launch and maintain a fully operational medical marijuana delivery service.

**In-Scope:**

* Development of a **secure online ordering system** (web and mobile).
* **GPS-tracked delivery vehicles** for secure product transport.
* **Hiring and training** delivery personnel with compliance knowledge.
* **Regulatory approvals** from state and federal agencies.
* **Partnerships with licensed dispensaries** for product supply.
* Establishment of a **customer service system** for order support.
* Implementation of **marketing strategies** to raise awareness.

**Out of Scope:**

* Production or cultivation of medical marijuana.
* Expansion beyond the initial target market during Phase 1.
* In-person medical consultation services (only delivery).
* Sales to recreational users (medical patients only).

**Deliverables**

**Technology:** A **functional, secure, and compliant online ordering system**.  
**Logistics:** A fleet of **secure delivery vehicles equipped with GPS tracking**.  
**Personnel:** **Trained and background-checked delivery staff**.  
**Legal & Compliance:** All necessary **licenses, permits, and approvals**.  
**Customer Support:** A dedicated **support team and communication system**.  
**Marketing & Awareness:** Promotional campaigns, branding materials, and digital outreach.

**Timeline & Milestones**

| **Milestone** | **Expected Completion Date** |
| --- | --- |
| Business Registration & Licensing | [Insert Date] |
| Platform Development (Web & Mobile) | [Insert Date] |
| Fleet Procurement & Setup | [Insert Date] |
| Personnel Hiring & Training | [Insert Date] |
| Marketing & Outreach Initiatives | [Insert Date] |
| Pilot Testing & Initial Launch | [Insert Date] |
| Full-Scale Operations | [Insert Date] |

**Work Breakdown Structure (WBS) Overview**

**Planning & Approvals** – Business registration, stakeholder alignment, compliance setup.  
**Technology Development** – Website/app creation, payment gateway integration, tracking systems.  
**Fleet & Logistics** – Vehicle procurement, security implementation, route optimization.  
**Staffing & Training** – Recruitment, compliance training, customer service readiness.  
**Marketing & Outreach** – Branding, partnerships, digital advertising campaigns.  
**Operations & Delivery** – Order management, inventory tracking, delivery execution.

**Project Requirements**

**Technology:** Web & mobile ordering system, secure payment processing, GPS tracking.  
**Legal Compliance:** Licensing, background checks, regulatory adherence.  
**Personnel:** Trained delivery drivers, logistics managers, compliance officers.  
**Logistics & Fleet:** Secure vehicles, proper handling procedures, optimized routes.  
**Marketing & Outreach:** Branding strategy, digital campaigns, customer education.

**Roles & Responsibilities**

| **Role** | **Responsibility** |
| --- | --- |
| **Project Sponsor** | Approves funding, strategic direction. |
| **Project Manager** | Oversees execution, schedules, compliance, and tracking. |
| **IT Development Team** | Develops and maintains online ordering platform. |
| **Logistics & Operations Team** | Manages fleet, delivery routes, and driver assignments. |
| **Legal & Compliance Team** | Ensures adherence to regulations and risk management. |
| **Marketing Team** | Creates branding, outreach campaigns, and customer engagement. |
| **Customer Support Team** | Handles customer inquiries, complaints, and service improvements. |

**Pricing & Payment Terms**

**Estimated Budget:** [$XXX, XXX] (To be finalized).  
**Payment Structure:**

* **Phase 1:** Initial payment for licensing, technology setup.
* **Phase 2:** Payments for fleet acquisition, personnel hiring.
* **Phase 3:** Final payments upon project launch and stabilization.

**Assumptions & Constraints**

**Assumptions:**

* Funding and legal approvals will be obtained on time.
* Demand for medical marijuana delivery will remain strong.
* Regulatory requirements will be met without delays.

**Constraints:**

* **Legal and regulatory barriers** may slow approvals.
* **Initial market size** will be limited during pilot testing.
* **Third-party dispensaries’ supply availability** affects order fulfillment.

**Quality Assurance & Performance Metrics**

Secure platform with **99.9% uptime** for ordering and tracking.  
**Regulatory compliance** with all licensing and safety guidelines.  
Customer satisfaction score **≥ 75%** within the first quarter.  
**On-time delivery success rate** of **≥ 90%**.

**Approvals & Sign-Off**

**Project Sponsor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Project Manager:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Legal & Compliance Lead:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_