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STATEMENT OF WORK

For

DrDentAssist

Version 1.0 approved

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INTRODUCTION/BACKGROUND

Happy Clinique has recently approved the DrDentAssist in support of its strategic plan to enhance marketing and customer service. To provide more timely feedback to improved customer interaction, the DrDentAssist will focus on building a content rich website which provides a simplified and more user-friendly approach for existing and potential customers. It is imperative that Happy Clinique utilizes its web site as a platform for communicating new services, recent news, and other health information. Happy Clinique also realizes the importance of working with customers to develop tailored consulting solutions which the new web site will allow the ability to do. In order to accomplish this, Happy Clinique seeks to outsource the design, testing, implementation, and training for the new website. Happy Clinique anticipates that its new website will move the company forward in its multi-tiered approach to winning new clients and capturing additional market share.

SCOPE OF WORK

The scope of work for the DrDentAssist includes all planning, execution, implementation, and training for a new public-facing internet site for Happy Clinique. The selected project developers will be responsible for the design of the new website based on feedback to be provided by Happy Clinique. Each stage of the project will require approval from Happy Clinique management before moving on to the next stage. The selected project developers must ensure it has adequate resources for designing, building, testing, and implementing the new web site and is staffed for the training of Happy Clinique personnel as well. Specific deliverables and milestones will be listed in the Work Requirements and Schedules and Milestones sections of this SOW.

PERIOD OF PERFORMANCE

The period of performance for the DrDentAssist is less than 2 months (54 days) beginning on 7 June 2017 through 1 August 2017. All work must be scheduled to complete within this timeframe. Any modifications or extensions will be requested through Happy Clinique and CSPROJ2 professor for review and discussion.

PLACE OF PERFORMANCE

The project developers for the DrDentAssist will perform a majority of the work at its own facility. The developers will be required to meet at Asia Pacific College facility once per week (every Saturday at 11:30 A.M) for a weekly status meeting with the project adviser. Additionally, all project gate reviews will be held at Asia Pacific College facility and attended by the developers. Once the project reaches the training phase, all training will be conducted at Happy Clinique's facility.

WORK REQUIREMENTS

As part of the DrDentAssist the developers will be responsible for performing tasks throughout various stages of this project. The following is a list of these tasks which will result in the successful completion of this project:

Kickoff:
- Project developers will create and present detailed project plan including schedule, WBS, testing plan, implementation plan, training plan, and transition plan
- Project developers will present project plan to Happy Clinique for review and approval

Design Phase:
- Work with Happy Clinique to gather requirements and establish metrics
- Create site design based on collected requirements
- Develop site design proposal for Happy Clinique review and approval
- Present written status at weekly meeting

Build Phase:
- Project developers will complete all coding for approved site design
- Project developers will include all content provided by Happy Clinique on redesigned web site
- Project developers will resolve any coding and site issues identified in testing
- Project developers will compile a testing report to present to Happy Clinique for review/approval
- Present written status at weekly meeting

Implementation Phase:
- Project developers will implement the newly redesigned web site on Happy Clinique servers
- Present written status at weekly meeting

Training Phase:
- Project developers will provide training in accordance with approved training plan provided in the kickoff
- Present written status at weekly meeting

Project Handoff/Closure:
- Project developers will provide Happy Clinique with all documentation in accordance with the approved project plan
- Project developers will present project closure report to Happy Clinique for review and approval
- Project developers will complete the project requirements checklist showing that all project tasks have been completed
- Present written status at weekly meeting

SCHEDULE/MILESTONES

The below list consists of the initial milestones identified for the DrDentAssist:

RFP/SOW Release	June 21, 2017
Project developers Selection Review	June 7-13, 2017
Project developers Selection	June 14, 2017
Period of Performance Begins	June 23, 2017
Website Design Review	June 29, 2017
Website Implementation Review	July 27, 2017
Implementation Complete	August 1, 2017
Project Completion Review	August 2, 2017
Project Closure/Archives Complete	August 23, 2017

ACCEPTANCE CRITERIA

For the DrDentAssist the acceptance of all deliverables will reside with Happy Clinique's owner. The owner will maintain a small team of three advisors in order to ensure the completeness of each stage of the project and that the scope of work has been met. Once a project phase is completed and the project developers provides their report/presentation for review and approval, the owner either sign off on the approval for the next phase to begin, or reply to the developers, in writing, advising what tasks must still be accomplished.

Once all project tasks have been completed, the project will enter the handoff/closure stage. During this stage of the project, the developers will provide their project closure report and project task checklist to Happy Clinique's owner. The acceptance of this documentation by Happy Clinique's owner will acknowledge acceptance of all project deliverables and that the project developers has met all assigned tasks.

Any discrepancies involving completion of project tasks or disagreement between Happy Clinique and the chosen project developers will be referred to both organizations' contracting offices for review and discussion.

OTHER REQUIREMENTS

All DrDentAssist project team members will submit security forms to Happy Clinique for clearance and access badges to the facility. All programmers and quality control team members will be granted access to Happy Clinique servers and all necessary IT functions. They will also be given temporary Happy Clinique accounts which are to be used only for work pertaining to the DrDentAssist. Upon completion of the project these accounts will be closed.

ACCEPTANCE

Approved by:

_____   Date: _____
Leticia Aspiras
Owner