



v.1.0

## Scope of Work: Stitch'n'Ink

[Confidentiality of Important Information](#)

[Table of Notifications](#)

[Aim / Project Overview](#)

[Development Principles](#)

[Specific Project Steps](#)

[Service-as-an-Application](#)

[General SaaS Requirements](#)

[Summary of Overall Workflow](#)

[Specific Requirements for Decorated Apparel SaaS](#)

[Employee Interface](#)

[Super Admin/Admins](#)

[Client Interface](#)

[Notifications](#)

[Additional Requirements](#)

[Invoicing](#)

[Setup Wizard](#)

[Flexible Pricing/Payment Module](#)

[Workflow](#)

[Third-Party Software and APIs](#)

[Miscellaneous and Server Requirements](#)

[Investment details](#)

[SaaS Web Application - Time & Cost Details](#)

[Server & Hosting - Cost Details](#)

[Payment terms:](#)

[Project Management - Collaboration/Review/Feedback](#)

# Confidentiality of Important Information

The information in this Document is confidential and is intended solely for the attention and use of employees of **Thomas Morgan**. It might contain privileged information. If it has come to you in error and you are not the intended recipient you must not proceed further, disclose, copy, use or disseminate any information contained therein, please delete it and contact us **rob@sdi.la**) without delay so that we may take whatever action we consider appropriate. Although this document is believed to be free from any virus it remains the responsibility of the recipient to ensure that this document is virus free and we accept no responsibility in this regard.

## Table of Notifications

This Table represents the contacts in both companies as assigned currently.

Project	Name	Company
SaaS Web Application	Thomas Morgan	Stitch’N’Ink
Client Interface (Business)	Rob Lapointe	Software Developers Inc.
Client Interface (Technology)	Sachin Nayak	Software Developers Inc.

## Aim / Project Overview

This document will outline how SDI will create a SaaS cloud-based web application for Stitch’n’Ink. Build the best available web application for the screen printing and embroidery decorated apparel industry. The tool be exclusively branded (Name TBD) and will have a very simple, and easy navigation self service website where the tool will be purchased based on a month to month subscription using a CC. The tool will be a complete end to end solution for managing customers, quotes, order acknowledgements, process workflows, shipments, invoices, and payments all

within the application. The tool will track actual labor for production steps. Electronic art approvals, internal and external communications, status and updates will be time and user stamped seamless and visible within the application. Customers of the web application will be granted access by the owner of the tool for quotes, order creation, order status, and invoice payments.

## Development Principles

The development principles of this turnkey solution will be:

- Simple to use, beautiful UI designs.
- Smart Navigation Tabs for easy and fast access to all the functions.
- Language of Development – English
- Language of Data Entry – English
- Industry Best Technologies –
  - PHP5.6 - Programming language latest version
  - MYSQL5+ - Open-source Database
  - HTML5 - World wide web latest standards for displaying web page content
  - CSS3 - Cascading Style Sheets language. Enhanced possibilities such as rounded corners, shadows, gradients, transitions or animations, as well as new layouts like multi-columns, flexible box or grid layouts.
  - JavaScript for Web-Services - Forms and field validations
  - LARAVEL - PHP Framework for building entire application

## Specific Project Steps

### 1. *Project Planning*

- a. Where we create a roadmap for the entire project determine the project modules and delivery dates.  
Starting with Wireframes and design. Once client has approved all UX (front end & CMS)  
programming will officially begin.

### 2. *System Requirement Analysis*

- a. Detailed discussion on each of the functions and operations of the proposed project between SDI's

allocated team members and Thomas Morgan, our Client prior to starting designs or programming.

### 3. *Design*

- a. Documentation of each operations and functions such as wireframes and screen designs.

### 4. *Implementation*

- a. When actual coding for the SaaS application is done.

### 5. *Testing*

- a. In this phase, the application will be put through various testing environments designed and used by SDI to identify/fix bugs and errors. We will create test case scenarios documentation in this phase to ensure the highest quality product delivery.

### 6. *Acceptance and Deployment*

- a. SDI will deploy and install the system after getting formally approved by Thomas Morgan our client. Client will have final acceptance of project completion and the decision to go “Live”.

## **Service-as-an-Application**

A SaaS program is a custom-designed suite of functions and features. A SaaS program is generally highly targeted to one industry and it allows users to control all aspects of a business from a desktop or mobile device.

## **General SaaS Requirements**

- *Multiple Recovery points and backup servers in the event of catastrophic failure or multiple server crash;*

- SDI uses one of the top rated hosting companies in the U.S. They feature multiple redundancies and servers;
- *Data security;*
  - SDI regularly audits our servers to ensure that there are no outside intrusions;
  - SDI will install a x.509 Digital Certificate within the program to ensure the security across all devices that access the SaaS program;
    - User Authentication/Access control;
  - SDI will code for malware detection and repair;
  - Code Hardening
    - This is a process developers use to reduce the paths through which a hacker may attack. This is also known as “Narrowing the Attack Surface.”
  - Defense against DDOS attacks.
- *Reliable System Access and Performance;*
  - As mentioned, our hosting company is excellent and our servers and system rarely crash. However, in the event of a crash, SDI will be 100% available to you and will immediately set to restoring the system;
  - SDI guarantees an uptime of 95.8%;
- *Feature Integration (aka Interoperability)*
  - SDI will ensure that all features of this SaaS solution will integrate and communicate freely with one another. This results in a more efficient system and lower costs at the end of the day;

## Summary of Overall Workflow

The following is a summation of the specific steps under the new SaaS application:

1. Customer accesses/creates their account through the SaaS portal;
2. Customer creates order (within SaaS);
  - a. Print;
  - b. Embroidery; or
  - c. Both
3. Admin receives notification of the order (through SaaS);
  - a. Admin makes any necessary changes, or approves the order;
  - b. Order returned to Customer;
4. Customer receives notification from the SaaS application when Admin approves/edits order;
  - a. Customer either edits or approves order;
5. Once customer has approved order, the application will send out a notification to the design team;
6. Design team creates the digital Design template per the customer's instructions;
7. When the template has been completed, it will be forwarded through the SaaS application to the customer for approval (electronic).
8. Customer approves/denies template;
  - a. Deny: return to step 6, make corrections, send to customer for approval.;
  - b. Approves: move on to **Step 9**;
9. Approved template is sent (through the SaaS) to the production floor;

- a. Admin receives notification that the template was approved and the project is entering production;
  - b. Employees receive notification of new job;
10. Production on order begins;
- a. Customer & admin receive a notification that production has begun;
  - b. Customers, Admins, and Employees will be able to follow order through the SaaS portal, viewing notes, progress, complications, etc.
11. Production is completed;
- a. Customer & admin receive a notification that the Production has been completed;
12. Order is prepared for shipment;
- a. Shipping & Receiving documents will be created and printed via the SaaS application;
13. Order is shipped to the customer;
- a. Customer & admin receive a notification that the order has shipped;
14. Customer information is automatically imported to Quickbooks;
15. Customer receives a “Rate and Review” email, through which the customer may review the Garment Business Owner.

### **Specific Requirements for Decorated Apparel SaaS**

The SaaS program requirements for this business are:

**\*NOTE: ALL MESSAGES, UPDATES, NOTIFICATIONS, PROGRESS TRACKERS, ETC WILL BE TIMESTAMPED AND MARKED (within the system and on the order invoice itself) WITH THE LAST USER TO ACCESS/MODIFY THAT PARTICULAR ITEM\***

- 3 portals
  - Business Hub
    - Super Super Admin;
    - The interface for owner of SaaS (i.e. Stitch’n’Ink);
  - Client Portal



- Where garment business owners interact with the SaaS;
- Order Portal
  - Where customers place orders, check on orders, etc
- 100% paperless (with the exception of shipping labels and documents);
- Easily accessible Dashboard
  - All features, details, information, etc will be accessible from dashboard;
- Managed workflow
  - The application will need to manage the workflow entirely, including:
    - Create Invoices (digital and for hardcopy)
    - Create work orders
      - Digital, interactive live work orders where all stakeholders (Employees, Admins, and Customers) will be able to view the progress of the order, as well as make comments, notes, or responses;
    - Customer order entry;
    - Task assignment;
      - The admins and Super Admin (business owner or their appointed delegates) will need to be able to assign jobs to specific people;
      - Employees will need to be able to pick out jobs from a list (accessed via an app on their mobile device);
    - Task progress and completion;

- Each time a task in a job is completed, the worker will be able to indicate that that particular phase has been completed and that the next phase has begun;
- This will need to be viewable by Admins, employees, and customers.

#### ■ Shipping

- A worker will indicate when an order is completed and ready to ship;
  - The SaaS will need to connect with major, local or frequently used shipping companies;
    - i.e. UPS or FedEx;
  - Workers will be able to print shipping labels from the application, if possible.
- Admins, superadmins, and the actual customer will need to be informed when the order is ready for shipment;
  - Customers may request expedited shipping through the app; this will result in an increased i.e rushed fee.

#### ■ Order Completion

- The program will need to show when an order has been finished, and any associated data needed;
  - i.e. how long the order took, how big the order was, were there any issues, was payment received in full, etc.

#### • Employee Interface

- The SaaS program will need to have a separate interface with lower permissions for all employees in the company.
- SDI will create a Mobile Web Application through which employees (plus admins and clients, with different levels of access) can access the SaaS program;
  - through this they will be able to indicate which jobs they have begun and where they are in the process.
  - They will also be able to communicate (including responses) with the customer and the admins via the work order;
- Each employee will be assigned a unique username and password;
- Employees will need to view all orders, including open jobs. They will also be able to accept a job and indicate progress of job.
  - All work orders will contain a link to the appropriate design and all pertinent details;
  - The program will need to provide a space for employees to indicate break/end of day, as well as any issues causing a hold up in an order;
    - Unlike overall order progress, breaks/issues will not be shown to the customer.
    - SDI will provide a place for workers to make comments on issues or projects.
      - The comments will be clearly displayed at each stage of design, production and shipping.
- The employee will be able to raise, resolve, or respond to a customer support ticket;

- At the design stage, employees will need to be able to upload the design layout into the program for customer approval.
- Employees will need to be able to view their currently active jobs, and their statuses.

- **Super Admin/Admins**

- The Business Owner shall be the “superadmin,” with complete control over the application. Super Admins will be able to appoint other super admins and admins, as well as assign roles and privileges. Access to the Portal will only be granted at the discretion of the business owner (Admin).
- Admins/superadmins will have the following capabilities (all features will be accessible from a dashboard):
  - Account Setup
    - Company profile setup will allow a subscriber to upload necessary business info, including but not limited to:
      - Brands/logos
      - website
      - Social media links
      - Address
      - services
      - etc
    - Admins will be able to use a Setup Wizard to easily create an account within the program.

- This applies to account creation for new customers as well as Garment companies who are subscribing to the SaaS application.

- Search

- Admins will be able to search through:
  - Jobs,
    - open/closed
  - Employees
  - Customers
  - etc

- View orders;

- Receive orders when they are placed, prior to the issuance of a work order or invoice;
- Review and update orders;
- View all details associated with the order;
- Will need to be easily able to identify closed and open orders;
- Will need to communicate with customer via the work order;
  - comments/notes/replies;

- Approve or deny customer quotes;

- Will need to be able to offer different quote if customers is rejected;

- Assign jobs;

- View job status;
  
- Raise, resolve, or respond to a customer support ticket;
  
- Create reports;
  - This includes but is not limited to:
    - Productivity and sales
      - real vs target
    - Job margin analysis
    - Standard lead time for screen printing;
      - will need to be broken down by:
        - Day;
        - Week;
        - Month;
        - Quarter;
        - Year;
        - Will also need to compare to previous years, days quarters etc.
    - Standard lead time for Embroidery;
      - will need to be broken down by:
        - Day;
        - Week;
        - Month;
        - Quarter;
        - Year;

- Will also need to compare to previous years, days quarters etc.
  - Employee Productivity;
    - Day;
    - Week;
    - Month;
    - Quarter;
    - Year;
    - Will also need to compare to previous years, days quarters etc.
  - Cash flow reports;
    - Revenue and expenses graphs for the year;
  - Open vs closed orders;
  - Order completion time;
  - Order lead time (average)
  - Issue reports;
    - i.e. particular and repeated issues with a machine, employee, or project.
  - Warehouse inventories;
  - Profitability of each order;
  - ETC.
- View previously made reports;
  - View Client information and history;
    - including:
      - Addresses;

- Name of company and representative;
- Credit Limits;
- Order history;
- Complaint/issue logs;
- Terms;
- Contact info;
- Whether a customer is Wholesale or retail;
  - This is a pricing point as well.

- View Employee information;

- Upload customer information, by order or in bulk, into Quickbooks;

- This will be done via a button, to ensure ease of use;

- Upload ratings and reviews received from the emails distributed upon order completion (discussed in [Client Interface Module](#));

- And run reports based off information pulled from the “Ratings” section of said document.

- The functions and information listed above will be accessible via an easy to read dashboard

- **Client Interface**

**\*NOTE: ONCE AN ORDER HAS BEEN ENTERED, THE CUSTOMER MAY NOT USE THE APPLICATION TO MODIFY OR CHANGE SAID ORDER. ALL CHANGES WITHIN THE SYSTEM TO AN ORDER MUST COME FROM AN ADMIN OR SUPERADMIN.\***

- This program will also have an interface for customers. Through this interface, customers will be able to:
  - Enter their information, including;



- Representative's name;
  - Company name (if there is one);
  - address;
  - preferred payment method and payment information;
  - Upload logo/brands to be used on Shipping Documents
- **This will be required for first time account creation only.**
- Place orders;
    - Including complete order details;
      - quantity;
      - color;
      - sizes;
      - A customer may just choose to enter grand totals if they have no precise requirements;
      - Pricing will be dynamic and a customer will have the option to create several distinct pricing tables. The Pricing Module is discussed in more detail [below](#).
      - Enter discount or coupon codes.
    - When an order is placed, it will be sent to business owner/owner's representative for review;
      - When owner has completed review, the customer will received the updated order and approve/review it themselves;
    - The customer will also be able to send notes or comments directly to the team on their order, through the SaaS-generated digital work order;

- Use a design tool (part of the SaaS application) to create the design they want (or upload an existing design doc, or design requirements);
  - Repeat an order;
  - Track the progress of an order;
  - Rush an order or shipment
    - When an order or shipment is rushed, it will be clearly displayed on top of the work order and invoice;
      - Additionally, admins and employees will need to indicate that they have seen the “Rush” on the order;
    - We will include an “auto-calculate” function so the customer can determine new pricing and adjusted order completion/shipment dates;
  - Issue a complaint or problem;
    - Including creating or marking resolved a support ticket;
  - When an order is complete, the SaaS will automatically send out a Rate & Review email to the appropriate customer. When order is complete, the email will be returned to the Business Owner;
- \*NOTE: A Customer WILL NOT be able to cancel or place a hold on an order through the SaaS application. This must be done over the phone. Admins and SuperAdmins WILL be able to place a hold or cancel an order through the SaaS application.\***
- The web application will allow for the existence of multiple accounts from one company;

- This is in case two separate contacts within a single company have different orders;
- They may or may not have access to one another's account, depending on the discretion of the Superadmin and the actual customer.

- **Notifications**

Notifications will be completely customizable (i.e. every user (employee, admin, customer) will be able to choose what notifications they receive and what they do not.

- Default notifications for Superadmins/admins will be:
  - When an order is placed;
  - When an order is accepted;
  - When a step has been completed;
    - i.e. the customer has approved the design;
  - When an order ships;
  - When a customer reports an issue;
  - When an order has been rushed;
  - When an order has been placed on hold/halted;
  - When a payment is made; and
  - When there is an issue with an order;
- Default notifications for a Customer will be:
  - When an order is received;
    - This will include pricing for the order;
  - Each time an order reaches a checkpoint;

- When an order is completed;
  - When an order has been rushed;
  - When an order has been placed on hold/halted;
  - When the order ships; and
  - When they receive in-program messages;
- Default notifications for Employees will be:
    - When a new order is received/assigned;
    - When a step is completed;
    - If there has been an issue with the project;
      - either from the internal side or external (customer);
    - When necessary approvals for next steps are given;
      - i.e. customer approves design;
    - When an order has been rushed;
    - When an order has been placed on hold/halted;
    - When an order has been completed;
    - If there is customer feedback; and
    - If there is Admin/manager feedback.

## Additional Requirements

The following are additional requirements that will be needed for this SaaS web application:

- **Invoicing**
  - When an order is placed, the SaaS program will need to be able to autocomplete and print invoices (in triplicate) with all order information included:

- Quantity;
  - Colors;
  - Type;
  - Design;
  - Customer;
  - etc.
- These invoices will also be saved into the program, easily accessible by anyone with the necessary permissions.

- **Setup Wizard**

- SDI will create a Wizard feature that allows Garment companies and customers to easily setup their account;
- Account setup will include the following company information:
  - Name;
  - Logo;
  - Phone number
  - Website;
  - Email; and
  - A payment gateway
    - For customers, a gateway to pay for orders;
    - For Garment companies, a gateway to accept payment.

- **Flexible Pricing/Payment Module**

- The pricing will need to be dynamic to respond to different pricing needs for different customers:
  - Wholesale vs retail;
  - Order size;
    - Discounts by volume
  - Embroidery vs print;
  - Shipping method;
  - Any other considerations (customer loyalty, incentive offers, etc).
- Extra charges will be added via a drop down menu, based upon the order type;
- There will need to be a module for rushed order/shipping;
  - The priced for a rushed order or shipping can be based upon a percentage of the order, or a flat rate, as the Superadmin deems necessary.
- Customers will access this pricing sheet via a link located within their DAS profile.
- The program will need to be able to import pricing quotes from the third party application into the SaaS application itself, to be emailed to customers and viewed by admins;
  - These quotes will also need to be easily turned into an order form and included on the invoice.
  - Customer will be able to create several different dynamic pricing tables to devise the best payment plan for them possible.
  - Customer will be able to enter any codes for discounts or coupons they may have.
- The program will create backend flexible pricing tables (by customer type) which admins and salespeople can assign to different accounts;

- SDI will use a third party API integration which will enable the SaaS to accept online payments from Debit and Credit Cards, Checking Accounts, Paypal accounts, etc.

- **Workflow**

- The SaaS program will need to have a section where workflow is described in detail;
  - Will be customizable to the needs of the individual Garment Company;
- In addition to printing invoices, this means the program will need to accomplish the following tasks:
  - Emailing (to customers, vendors, or whomever else the admin may need to contact).
    - Templates;
    - Quotes;
    - Order summary;
    - Invoices; and
    - Design layouts/images of Embroidered shirt.
- This will also necessarily require SDI to set up easy way for employees and admins to upload or import necessary information into the web application.
- The application will also need to be able to pull shipping information plus brand logo from a customer profile and print packing slips.
  - Including for various shipping methods;
  - The packing slips will need to prominently feature each customer's logo (if one has been provided).

- **Third-Party Software and APIs**

- Currently identified third-party integrations that will be needed. Underneath each identified module are possible third parties we will want to consider. All Third Party solutions have or will be extensively vetted and were chosen specifically for the applicability to this project:

- Payment;
  - Braintree
  - Stripe
  - Intuit
  - Paypal;
- Shipping
  - UPS & Fedex Integration

- **Miscellaneous and Server Requirements**

- Server Requirements
  - This SaaS Solution will be hosted on Amazon's Web Services (AWS), including:
    - ECS
      - Webserver
    - RDS
      - Database Server
    - Cloudfront
      - Content Delivery Server
    - S3
      - Storage Server



- SES
    - Email Distribution Server
  - Elastic Beanstalk
    - Will allow for Stich’N’Ink to easily scale up the SaaS application to incorporate more customers, clients, & users.
- 
- SDI will create a Custom URL;
  - There will be no attachment limit for file upload or import;
    - Plus support for multiple file types;
  - An easy to read job board for each order;
    - This will be for anyone involved in the order to track the progress, make/read comments, update the order, and so on.

## Investment details

### SaaS Web Application - Time & Cost Details

Tasks	Resources	Duration	Cost
Requirement Analysis	1 Tech Lead	3 Weeks	\$0.00
Design + HTML	1 Designer	2 Months	\$7,000.00
Development	2 PHP/.NET Programmers	4 Months	\$32,000.00
Testing	5 Tester	1 Month	\$2,000.00
		<b>Total:</b>	<b>\$ 41,000.00</b>

## Server & Hosting - Cost Details

Servers	Total Cost
AWS ECS	
AWS RDS	
AWS Cloudfront	
AWS S3	
AWS SES	
AWS Elastic Beanstalk	
<b>USER SUPPORT:</b>	100,000 Total Users and 15,000 Concurrent Users
<b>Total:</b>	\$250.00/Month

### Payment terms:

- 25% upfront at Contract signing
- 25% upon completion front end
- 25% upon completion of Back end
- 25% due upon Beta launch “go live” - Within 30 days of launch date.

## Project Management - Collaboration/Review/Feedback

- We use Active-Collab for Project Management/communications. You will be provided with login credentials and you can provide your feedback, information, and/or ask questions if any. You can communicate with the team of designers and developers who will be working on your project.
- The process will start by going through the scope of work with team. We will provide you with a project plan which will include a list of tasks with their scheduled completion deadlines.
- The project manager will have a meeting with you when you are ready and we will begin work on the wireframes and design work and thereafter regularly update you and receive feedback and suggestions until you approve the designs.

- Once the designs are approved, we will move to the development phase. The team will work on the frontend and backend in parallel. We will have regular meetings and we will schedule the meetings as per your convenience.
- You will have daily access via phone, email, skype, and gotomeeting to directly communicate with the Project manager and/or other team members.
- When the team starts testing the app, we will provide you the build which you can test on your respective device. We will ask you to share your iPhone device UDID. You can provide your additional UDIDs as well to test the app among your friends and relatives before it goes live.

All of the project Source codes will be handed over to the client on project completion. Client will be the sole and exclusive owner of the app and all IP of the App on project completion and payment of all agreed Invoices to SDI.

All deliveries are covered by a **6 months debugging warranty after delivery**. For the first 6 months, if any bugs are identified, we will fix them without any cost to you. Beyond the 6 months, we can provide a 12 months maintenance contract at a nominal additional cost. This will include updates for the latest SDK's and bug resolutions.