

Online Inquiry Form (JotForm) - Standard	
Description	Provider will develop a customer-specific integration with JotForm, using a pre-defined online inquiry web form
Assumptions	<p>Provider responsibility: Customer environment is on the latest software version</p> <p>Customer responsibility: Customer has provided all necessary details, mappings, and external API access prior to development.</p>
Limitations	<p>-Custom Online Inquiry Form: This does not include adding or modifying questions within the online inquiry form. Any such changes will be considered as additional scope and will require a separate agreement and additional development effort.</p> <p>-Custom CSS Styling: Customizing the CSS styling of the online inquiry form is not included in this scope of work. Any specific styling requirements beyond the default design will be considered as an additional task and may incur additional costs.</p> <p>-The development includes one form: Any additional forms or modifications to the existing form are not covered under this scope and will require a separate agreement and development effort.</p> <p>-Any changes to the form need to be validated as they can break the service importing the data</p>
Kick Off	<p>Provider responsibility: Internal handover and preparation A 30 minute remote kick off meeting with preparation</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend kick off meeting Ensure project scope is accurate and fully aligns to all business requirements Raise any risks, blackout periods for software release, resourcing plan</p>
Discovery	<p>Provider responsibility: A 1 hour remote discovery to review current process and validate the needs</p> <p>Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Design	<p>Provider responsibility: Provider will implement a pre-defined form; it requires no additional configuration.</p> <p>Customer responsibility: Supporting the specification process with resources and 3rd party access if needed.</p>
Build	<p>Provider responsibility: Online Inquiry Form Web-Service includes: -Creation of Online Inquiry Form including adjustment of questions (reorder, remove, change questions, additions not supported), form color, logos, and minor font modifications from Standard Form</p> <p>-Initial review with Customer for aesthetics and content -secondary review with Customer for functionality following connection to Elite -Additional time for Elite adjustments -OIF publishing resources can be Embed code, Source code, iFrame, or link -Provider-led training recording will be shared for future reference and new hire training</p> <p>Customer responsibility: Customer resources allocated and actively involved for activities such as specification, mapping, and testing throughout the development and implementation process</p>
Training	Not applicable
Testing	<p>Provider responsibility: Up to two 30 minute remote meetings to review and resolve any issues, with follow up</p> <p>Customer responsibility: Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts. Ensure key resources attend all testing meetings Raise any issues found (that are within the scope of the SOW) via the issue log The testing phase will be no more than 1 week in duration</p>
Launch & Post Launch	<p>Provider responsibility: Go live support. Post Launch activities will be completed in no more than 1 week</p> <p>Customer responsibility: Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey</p>
Project Management	<p>Provider responsibility: Creation and maintenance of project record Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks</p> <p>Customer responsibility: Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule</p>
Exclusions	<p>Services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope Any licenses for 3rd party software or tools needed for the development. If the Customer-specific requirements are more effort than this package includes, then the scope of work is custom, and Technical Services will provide a custom estimate and scope of work through a change</p>
Estimated length of project: 3 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	