

Dec 8, 2020

Statement of Work: User Experience Design Project: Office of the Information and Privacy Commissioner of Ontario

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Confidential document between Soulfx Technologies Inc. and Office of the Information and Privacy Commissioner of Ontario

Business Requirements

The main goal of this project is to make information and documentation easier to find for the ww.ipc.on.ca Web site core user groups. The scope of this project is to focus on the home page, the site-wide header/footer, search and navigation systems.

Project Approach

Phase	Description	Goals	Tasks
1	Review and analysis of current application	<ol style="list-style-type: none"> 1. Identify main user groups. 2. Identify current user workflows. 	<ol style="list-style-type: none"> 1. Create questionnaires for feedback from users. 2. Review of Analytics. 3. Review of current workflows.
2	Information Prioritization	<ol style="list-style-type: none"> 1. Prioritizing information based on user goals. 	<ol style="list-style-type: none"> 1. Reorganizing and re-prioritizing information. 2. Create logical groupings of information.
3	UX Design + User Workflows	<ol style="list-style-type: none"> 1. New user workflows. 2. New layout of homepage, header/footer, navigation and search functions. 	<ol style="list-style-type: none"> 1. Map out new workflows. 2. Create UX Wireframe documents with new design. 3. Maintain WCAG 2.0 AA requirements.
4	Stakeholder Review and Feedback and Revisions.	<ol style="list-style-type: none"> 1. Gather stakeholder feedback. 	<ol style="list-style-type: none"> 1. Meetings with client stakeholders. 2. Update user workflows and UX Wireframes based on stakeholder feedback. 3. Create responsive versions of UX design for mobile devices.
5	Mobile UX design	<ol style="list-style-type: none"> 1. Create mobile responsive design to align with desktop changes. 	<ol style="list-style-type: none"> 1. Create responsive versions of UX design for mobile devices.
6	Creative design.	<ol style="list-style-type: none"> 2. Creative design for Home page, header/footer, navigation and search systems. 	<ol style="list-style-type: none"> 1. Creative design for Home Page, Header/Footer, navigation and search systems with updated UX.
7	Prototyping	<ol style="list-style-type: none"> 1. Functional prototypes based on workflows and layout. 	<ol style="list-style-type: none"> 1. Create functional prototypes of applications for knowledge transfer to current developer. 2. Prototypes are for desktop and mobile viewport windows.

8	Design Asset Handover	1. Provide design assets to current development vendor.	1. Provide design assets to current development vendor (Adobe XD). 2. Provide support to current development vendor.
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Timing and Budget Matrix

Overview:

Our fees are **\$100/hour**. As the majority of the work will be done in parallel, the total project timeline will be approximately 3 weeks from project kick-off assuming three resources. This timing largely depends upon quick sign-off of project phases and timely delivery of feedback and/or assets from the client.

Please see attached *SOW Worksheet Office of the Privacy Commissioner of Ontario - UX Design Dec 8, 2020.xlsx* for full details.

Phase	Description	Goals	Total Hours	Total Amount \$
1	Review and analysis of current application	1. Identify main user groups. 2. Identify current user workflows.	20	\$2,000
2	Information Prioritization	1. Prioritizing information based on user goals.	10	\$1,000
3	UX Design + User Workflows	1. New user workflows. 2. New layout of homepage, header/footer, navigation and search functions.	38	\$3,800
4	Stakeholder Review and Feedback and Revisions.	1. Gather stakeholder feedback.	14	\$1,400
5	Mobile UX design	1. Create mobile responsive design to align with desktop changes.	10	\$1,000
6	Creative design.	1. Creative design for Home page, header/footer, navigation and search systems.	20	\$2,000

7	Prototyping	1. Functional prototypes based on workflows and layout.	20	\$2,000
8	Design Asset Handover	1. Provide design assets and design support to current development vendor.	10	\$1,000
	TOTAL		142	\$14,200

Assumptions

- HST is added to this amount.
- Assume application is design in English only and development vendor will mirror design/template changes for French.
- Schedule may change if client priorities change.
- Client is responsible for French translation costs (if any).
- Development timeline is dependent on quick turnarounds and approvals from client.
- **Any development or functionality not specified** in this estimate **will be considered additional** and will be addressed through change order management. Please review and if you have any questions or additions please contact us before project sign-off.
- **Any documentation requests from client not specified** in this estimate **will be considered additional** and will be addressed through change order management. Please review and if you have any questions or additions please contact us before project sign-off.
- SoulfX requires a 50% deposit at project sign-off and invoices monthly based on work complete.
- If project goes on hold over 30 days, SoulfX will invoice for all work completed-to-date.
- Quote is valid for 60 days.
- Tasks not specifically identified in the SOW or subsequent addendums incorporated herein and not signed by both parties will be excluded from this SOW.

Changes to Statement of Work

- **Request Additional Services.** Client may request additional services or change orders by written notice to the Provider detailing the requested services. All change requests and approved services will be documented by the Provider.
- **Assess the Request.** Promptly after receiving a request for additional services from Client, the Provider shall:
 - i. Assess the request to determine if there are circumstances preventing it from providing the services; whether the change will delay the deliverables; or will result in additional expenses

- ii. If there are no circumstances preventing the Provider from providing the requested services, a proposal for the requested changes detailing any added timelines and estimated fees will be provided to Client for the requested services
- iii. Client may either elect to withdraw its proposed change or accept the Providers proposal for changes; subject to delay and additional expenses

1. This SOW shall take effect as of the SOW Effective Date and shall be completed when all of the Services are fully performed or all of the deliverables have been delivered to the client, unless this SOW is terminated earlier pursuant to the Agreement.

Invoicing schedule for original SOW is not dependent on completion of future change orders that may be integrated with it. Client will be invoiced for completion of original SOW work independent of change orders.

Fee Schedule

Soulfx requires a 50% deposit at project commencement and bills monthly for work completed-to-date after the initial 50% until project completion.

Sign-off

The signatures below indicate acceptance of the details, terms and conditions in this Statement of Work, and provide approval to begin work as specified.

Soulfx Technologies Inc.

Office of the Information and Privacy Commissioner of Ontario



 "I have the Authority to bind the Corporation"

 Name: Mike Erlindson

 Title: President

 Date: December 8, 2020

 "I have the Authority to bind the Corporation"

 Name: Andrea Corlett

 Title: Director of Communications

 Date:

- ii. If there are no circumstances preventing the Provider from providing the requested services, a proposal for the requested changes detailing any added timelines and estimated fees will be provided to Client for the requested services
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