

# **FIXIFY HOME SERVICES — Website & App Development Proposal Request**

**Fixify Home Services**

**Toronto, ON, Canada**

**Website & Mobile App Development – Proposal Request**

**Dear IT Development Partner,**

Fixify Home Services is in the process of building a modern, scalable, and customer-focused home services marketplace. Our vision is to create a trusted platform where homeowners can easily book reliable contractors for any type of home service, while providing contractors with a seamless way to register, receive job requests, and manage their work.

We have prepared this proposal to outline our business concept, service categories, essential features for launch, long-term vision, and the functional expectations we have for our platform. The purpose of this document is to help your team understand our requirements clearly so you can provide us with accurate timelines, cost estimates, and any professional recommendations based on your experience.

We look forward to collaborating with a development partner who understands marketplace platforms, prioritizes user experience, and can help us create a competitive and trustworthy digital product.

Thank you for taking the time to review our proposal. We welcome your proposal to build this platform for our vision and value your expertise in shaping this platform.

**Sincerely,**

**Fixify Home Services Team**

**Email:** [info.fixifyhomeservices@gmail.com](mailto:info.fixifyhomeservices@gmail.com)

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## 1. Executive Summary

Fixify Home Services is building a two-sided online marketplace connecting homeowners with verified local contractors for all home-related needs (repairs, maintenance, installation, renovation, cleaning, landscaping, plumbing, HVAC, electrical, etc.).

We require a modern, trust-focused **website and mobile app** where:

- Customers can browse services, book appointments, and pay securely.
- Contractors can register, upload documents, receive jobs, and track earnings.

This proposal outlines our vision, service offerings, core features for the initial launch, future-phase features, and expectations from IT development partners.

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## 2. Objective

Our main goals:

- Build a user-friendly platform (web + app) that allows homeowners to quickly find and book reliable services.
  - Provide contractors with an easy onboarding process and job management portal.
  - Establish trust through contractor verification, warranties, transparent pricing, and secure payments.
  - Prevent customer - contractor bypassing to protect platform revenue.
  - Launch in one region first, then scale to multiple cities.
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## 3. Reference Sites (Concept & Design)

**Primary Reference:**

- **JiffyOnDemand** ([jiffyondemand.com](http://jiffyondemand.com)): clean design, fast booking flow, and simple user journey.

**Additional References:** Handy, TaskRabbit, Thumbtack, Angi, Urban Company, Takl.

We want the same booking simplicity but with added trust features, better contractor controls, and improved post-booking visibility.

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## 4. Services We Will Offer

A wide catalog covering **Home Repairs, Maintenance, Installation, Cleaning, Outdoor Services, Seasonal Services, and Renovation Support**, including but not limited to:

- HVAC (AC/Furnace Tune-up, Heating & Cooling)
- Plumbing & Electrical
- Appliance Installation/Repair
- Handyman Work & Carpentry
- Painting, Drywall, Flooring
- Cleaning & Deep Cleaning, Pest Control, Junk Removal
- Lawn Care, Landscaping, Tree Services
- Power Washing, Interlocking, Roofing
- TV Mounting, Smart Home Installations

We will begin with high-demand core services and expand based on customer adoption.

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## 5. Key Features

### A) Customer Features

- Clean homepage with categorized service catalog
- Quick booking flow (service → time → address → payment) & ETA tracking
- Transparent pricing (fixed or range), Budget/cost estimation feature from photos or information provided
- Customer account with booking history & invoices
- In-app messaging for job communication (text + photos)
- Technician profile (photo, skills, rating, best feedbacks, No. of jobs completed)
- Job completion confirmation and rating system
- Customer support (chat/phone), AI chatbox

### B) Contractor Features

- Contractor sign-up with profile creation & contract execution (contractor terms and condition)
- Upload of license, insurance & ID for verification
- Job offer notifications with accept/decline

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- Ability to send quotes through platform
- Job status updates and earnings dashboard, contractor support (chat/phone)

### C) Admin Features

- Contractor verification workflow
- Job monitoring and manual assignment options
- Payment and commission management
- Reporting dashboard (bookings, revenue, cancellations)
- Refund/dispute tools and promo management, Marketing or Push notification options

### D) Payment & Anti-Bypass Controls

- Secure payments through the platform
- Work estimates and invoices must be created inside the platform
- Warranties available only for platform-paid jobs
- Optional phone-number masking or call routing
- Photo-based quote validation to reduce off-platform deals

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## 6. Non-Functional Expectations

We expect:

- A clean, modern, mobile-responsive design
- Fast loading and smooth booking experience
- Secure handling of payments and user data
- Scalable architecture for multi-city expansion
- Easy ongoing maintenance for our internal team

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## 7. Appendix — Competitor Inspiration & Why

- **JiffyOnDemand:** Excellent booking wizard and instant scheduling.
- **Handy / TaskRabbit:** Strong for small tasks and user-friendly flows.
- **Thumbtack / Angi:** Quote-based workflows for larger jobs.
- **Urban Company:** Best example of strong contractor verification and customer trust.
- **Takl:** Simple, pre-priced service options and efficient same-day booking.