

Project Proposal Document

Fybomide Travel Website

19th March 2020

Introduction

1.1 Background

The purpose of this document is to define the features of the Fybomide Travel Website. Here Visitors can see the publicly available features such as browse available flight itineraries from Amadeus E-Power and hotels, view car rental services, view details of flight, hotels and car hire, and also view other static contents of site. Registered User can view all publicly available features and in addition to this they can purchase the products by adding them into shopping cart. Admin can manage all the contents, create products and packages, fare rules, airline blacklisting, create landing pages and manage booking from the Backend (admin side)

Types of Users of the website are:

Business to Consumer (B2C) Registered or Guest Member

Admin (Fybomide Travel Staffs)

SCOPE OF THE PROJECT

The objective of this project proposal is to define the project scope of Fybomide Travel Website and to provide the Estimation.

The advantage would be simple user interface that is easy to understand by all type of users.

2.1 SCOPE

The scope document is defined after discussing with **the**

Fybomide Travel Ltd Design Goals

The application consists of following main things:

B2C Visitor Features

- View Home Banners or Slide Show Gallery
- Search, View and Book Flights Itinerary, Hotel, Car Hire
- View and Book Visa Enquiry
- View FAQs
- Become a Member through Registration process
- View Static Pages

B2C Member Panel/B2B

- ❖ Includes all B2C Visitor Features
- ❖ Login to site
- ❖ Manage Account
- ❖ My Profile
- ❖ Add/Edit Credit Card Information
- ❖ My Bookings History
- ❖ Wallet/ Transfer fund to Bank account
- ❖ Invoice Payment (by request) B2B only
- ❖ Creating policy (hotel/ flight) B2B only
- ❖ Adding or Inviting Staff member (by work email) B2B only
- ❖ Download Invoice PDF/Excel, xlm etc
- ❖ HR third-party integration B2B only
- ❖ Live chat/ submit request B2B only
- ❖ Refund Request
- ❖ Logout

Admin Panel

- Login
- Dashboard
- Coupon and Reward Management System
- Administrator User Management
- Site Member (Customer) Management
- Booking Queues Management
- Flight & Hotels Booking Management
- Fare Markup/Commission Management
- Content Management System (CMS)
- Airline Blacklisting/Whitelisting Management
- Reports (Can be reviewed)
- Airline Back-Office Management
- Audit Trail
- Banks & Payment API Management
- Refund Request Management
- Invoice Payment Method Management
- Wallet/ Transfer Management
- Policy Management
- Pay per Invoice (B2B)
- Live Chat/ Support Management
- Logout

Difference Payment Method for each of the country UK, KENYA & NIGERIA

Other countries to use UK payment method

Content to show as per country UK, KENYA & NIGERIA

Other countries to see UK contents

Sign URL base for all the country

Sign admin dashboard for (Fybomide called super admin)

B2C should have option to upgrade account.

Number of users for B2B and b2b

B2B: 5 users

B2b Premium 1000 uers

B2B Enterprise unlimited

B2B free user 5-10 users

2.2 High level Requirements

System Block Diagram

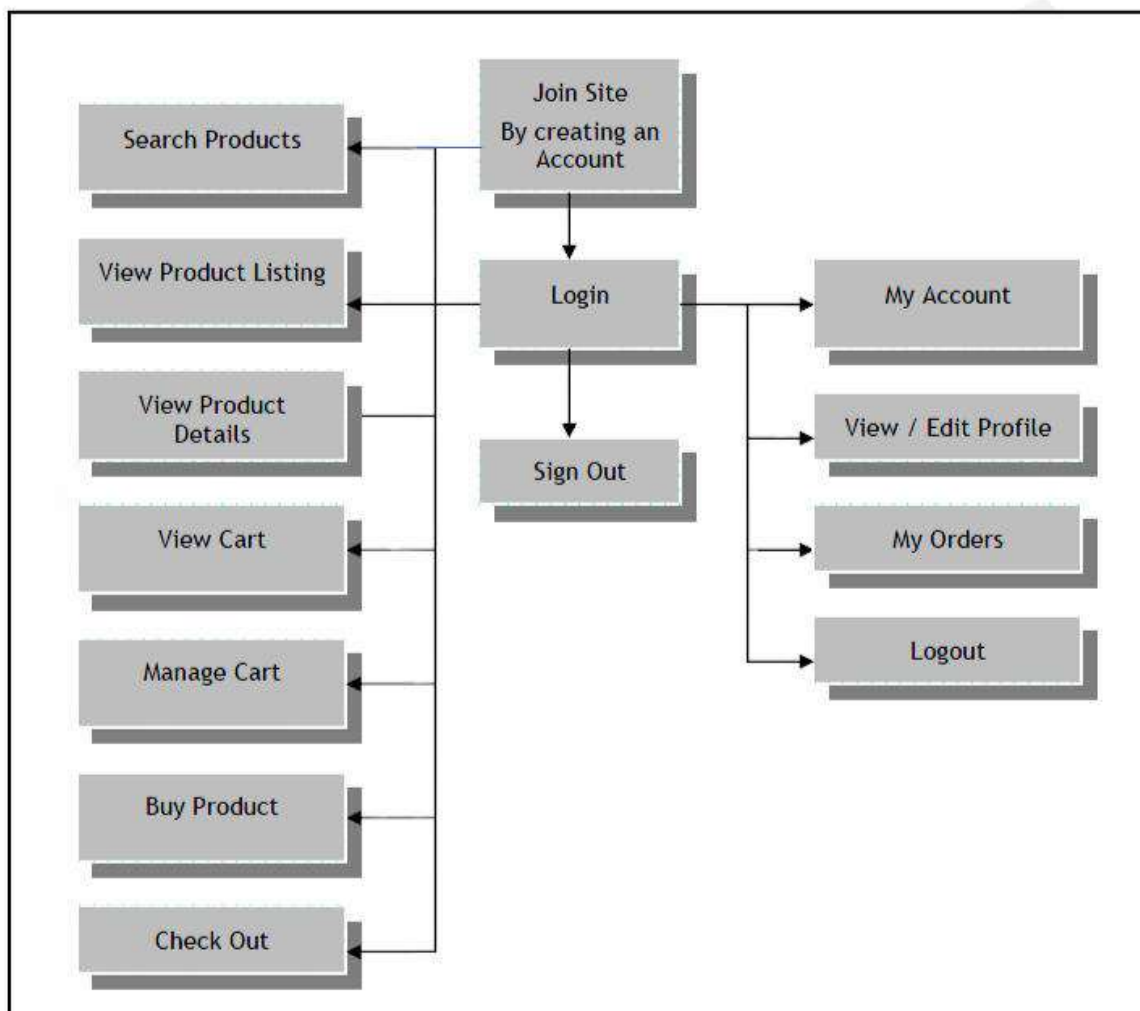


Fig. 1: Basic Components of the Fybomide Travel System

2.3 EXCLUSIONS FROM SCOPE

The following is a list of activities that are clearly excluded scope of development for this proposal.

Development of Detailed Functional Specification

Detail functional specification is not included in this timeline. Scope document will be the base document for the requirements.

2.4 ASSUMPTIONS

We have developed our estimate based on the following assumptions.

Multi Lingual

Website interface will be in English languages only. But please note that the user input will be in single language only. Whatever user enters will be stored in the database and will be displayed on the website.

Global Distribution System (GDS) Vendor

We agreed the Flight & Hotels API shall be based on Amadeus e-Power XML API, a Choice of Car Hire and also any choice of Payment Integration API for Payment Processing.

Content writer will Provide us with Sample Data to test the entire web site.

Based on data based on organizational assets, we believe that sample set of values for data base elements having impact on business rules and business workflows, are critical from development as well as testing standpoint.

User Acceptance Testing

Fybomide Travel will prepare business scenario and test entire website once developers deliver the website.

Signoff and Acceptance of Deliverables

During the course of the project, Developers will make relevant deliverables available to Fybomide Travel Ltd. Developers expects these deliverables to be reviewed, accepted and signed-off by in the timeframe mentioned against each deliverable. If Fybomide Travel Ltd finds defects in the deliverables, Developers will rework the defects and represent the deliverables for acceptance.

Documentation

System user manual shall be submitted to the company, further update on the manual shall be sequel to changes on the system. Technical documentation will also be provided.

Source-Code

The project source code shall be released by either ZIP file or GitLab (preferably). Continuous integration pipeline shall be managed for Git.

3.1 SCHEDULE

Schedule and Timeline

The project schedule is based on the project start date. Any change in start date would amount to changes in all subsequent delivery dates. The actual project schedule and detailed planning inclusive of Fybomide Travel Ltd reviews and feedback will be made based on inputs from Fybomide Travel Ltd once requirements analysis is completed.

Delivery (Design + Development + QA + Beta Release): 4-6 Weeks

Total duration including Delivery and UAT: 6 Weeks

4 Technical Overview

4.1 Production Environment

The final tested version of the application will be deployed in the production environment and will be available to the end users. This will also serve as the staging/QA environment before the first release/Beta of the application.

4.2 Development Environment

The development environment will be used for developing and testing future releases of the application. The version of the application deployed in the development environment will not be available to the end users and will be accessible only to the developers.

The development environment will also serve as the staging/QA environment for subsequent releases of the application but will not be used for any performance related testing since the server configurations in the development environment are not intended to replicate the production environment and thus will not give an accurate measure of how the application would perform in the production environment.

| Technology Stack Software | Product |
|---------------------------|--|
| Database Serve | MySQL 5.x |
| Web Server | Ubuntu Linux (Docker Containers & Kubernetes) |
| System Environment | Nginx |
| Development Environment | Java, Scala, Akka, ReactJS, AngularJS, Lagom (Mircoservice) & Play Framework |

The production deployment environment shall be setup with our provision on architectural requirement.

4.3 BROWSER COMPATIBILITY

| Supported Browser |
|---|
| Internet Explorer 7.0, 8.0, 9.0, 10.0 and later |

| |
|-------------------------------|
| versions |
| Firefox 3.x and later version |
| Google Chrome |
| Microsoft Edge |
| Safari (Windows) |

4.4 External Interface Requirements

4.5 User Interface

| | |
|--|--|
| This section describes some specific requirements regarding the intended user interface for the application. The details of the user interface design for each screen would be covered during the prototyping phase of the project. Seq. No. | Description |
| I1.1 | GUI standards followed for all the websites under consideration will be based on the creative inputs provided by Fybomide IT Team. |
| I1.2 | All websites will be developed for a screen resolution of 1024 x 768 and higher |
| I1.3 | All websites will be completely functional in the following web browsers: Microsoft Internet Explorer (IE) 7.0 and IE 8.0 Mozilla Firefox 3.x Google Chrome Apple Safari (Windows) |
| I1.4 | Popup windows will be used only in places where it is important to keep the user on the main screen such as the Details screen. If the user has a popup blocker enabled, a message will be displayed asking the user to disable the popup blocker before continuing. |
| I1.5 | Fybomide Travel Ltd side scripting, AJAX controls will be used wherever required but without making the pages too heavy to load. |
| I1.6 | On screens that display lists (such as the search result pages), a pagination control will be displayed that will allow the user to browse through multiple pages of information rather than scrolling vertically. The pagination control will be developed so that attributes such as maximum items to be displayed per page, maximum number of pages to be displayed, etc. will be easily configurable by the website |

| | |
|-------------|---|
| | administrator through a properties file. |
| 11.7 | A confirmation message will be displayed to the user prior to any kind of delete activity on the websites. The delete action will be carried out only if the user confirms the delete action. |

5 GENERAL TERMS AND CONDITIONS

The efforts estimation and planning is based on high level Business. Any reduction/addition to this will be considered during requirement analysis and knowledge transition phase and re-estimation will be carried out.

Any change in scope during the project execution of the project will be handled through the Change Management process

Developers assumes that Fybomide Travel Ltd would provide one project manager and functional expert(s) during Requirement analysis and Knowledge Acquisition phase.

Developers expects that Fybomide Travel Ltd will provide timely input/feedback for all reviews and queries raised during the project execution. It is expected that Fybomide Travel Ltd will resolve queries in reasonable time frame. Any delay can result in slippage of the schedule

Developers assumes that all sign -offs from Fybomide Travel Ltd will be provided within agreed and specified timeframe. Such time frame can be decided at the beginning of each key milestone/activity

All the documentation will be provided in English

It is requested to the Fybomide Travel Ltd, provide confirmation/approval as & when required within 7 business days.

Developers may display the project on its portfolio after completion of successful project and may get a credit of the work as developed and designed for the site as a part of this contract unless it has been provided in written.

For any circumstances if project needs to be put on Hold / Stop it requires minimum request notice period of 1- 2 weeks along with duration for which request will be addressed by management and final decision on the request will be based on that.

6 PROJECT EXECUTION MODEL AND DELIVERABLES

6.1 EXECUTION MODEL

- ✓ Design layout and prototype based on Fybomide Travel Ltd input.
- ✓ Demo and deliver design layout and finalize the same with Fybomide Travel Ltd.
- ✓ Prepare Scope document and finalize same with Fybomide Travel Ltd.
- ✓ Design database and architecture for the web site.
- ✓ Develop and test high risk and high priority features early in development life cycle to ensure verification of risk before major investment are made
- ✓ Quality assurance team will test entire sites including load test and report defects. Development team will fix defects and ensure quality of website. Finally demo and deliver website to Fybomide Travel Ltd for the final review.

These best practices in turn will help meet the objectives of a high quality and optimal solution in the specified timelines.

6.2 ACTIVITIES AND DELIVERABLES

| | | | |
|--|--------------|--------------------------|------------------------------------|
| The table below lists the in-puts, deliverables and the responsibilities for the various phases of RUP and data migration activities to be carried out. Inputs | Deliverables | Developer Responsibility | Fybomide Travel Ltd Responsibility |
| Inception (Phase I) | | | |

| | | | |
|---|---|--|--|
| Accepted Work Order Study and Analyze requirements | Refine scope document Design Layouts Prototypes in UI | Analyze requirements and HTML UI Provide queries and feedback on requirements. Work with Fybomide Travel Ltd to baseline scope document and prototype. | Knowledge transfer on business logic Approve and baseline delivered artifacts Resolution for queries |
|---|---|--|--|

Elaboration (Phase II)

| | | | |
|---|---|---|---|
| Approved artifacts Approved prototypes (GUI) | Intermediate web-site progress and demo which includes basic features | Develop basic features based on priority if any. Demo to Fybomide Travel Ltd | Review and provide feedback Resolution of intermediate queries |
| | | | |

Construction

| | | | |
|--|------------------------------|---|---|
| Approved artifacts Approved prototypes GUI | Finalize Code base source | Design changes, if any. Code construction QA(Unit and integration testing) Fixing of defects detected in Acceptance testing | Resolution of intermediate queries Carry out review based on intermediate delivery. |
|--|------------------------------|---|---|

Transition, User Acceptance Testing

| | | | |
|-------------------------|------------------------------------|--|---|
| All Source and binaries | Reviewed and tested source code | Provide support to Fybomide Travel Ltd for fixing defects during acceptance | Carry out final acceptance testing Provide acceptance on final deliverable |
|-------------------------|------------------------------------|--|---|

6.3 ACCEPTANCE CRITERIA AND PROCEDURE

The Fybomide Travel Ltd will perform acceptance testing of the deliverables on their systems. Developers team will assist the acceptance-testing phase. Any issues reported during the Acceptance Testing will be analyzed and categorized as "Defects" or "Change Requests (CRs)". Problems arising due to the defects in the realization from the starting points will be categorized as Problem Reports and rectified by Developers. Developers will attempt to solve the problems reported at the earliest. In case the estimated time for solving the problems is going to be significant, it will be communicated to Fybomide Travel Ltd.

Formal Acceptance Testing will start after Developers sends the final delivery. Developers will make out a formal Delivery Note to the Fybomide Travel Ltd. Fybomide Travel Ltd will acknowledge, review the work and approve the delivery as complete and acceptable or incomplete and unacceptable, within the number of days of delivery being made as mentioned below. If rejected, Developers will rework the software to requirements.

The scheduled acceptance period, for the completed delivery, would depend upon the release. Developers anticipates the acceptance period to be a total of 2weeks for the UAT.

Developers uses following defect classification:

| Type Of Error | Description |
|---------------|--|
| P0 | Fatal Error. Runtime error occurs which causes the application to crash. |
| P1 | No Fatal Error, but functionality differs from the specification. |
| P2 | Error wherein the software works but a degree of inconvenience is caused. Correction is not deferrable and an easy work around exists. |
| P3 | Cosmetic errors like navigational errors, object positioning on the screen etc. |

7 QUALITY CONTROL AND PROJECT MANAGEMENT PROCEDURES

7.1 QUALITY

With a view to providing client work products of high quality, without compromising on timeliness, Quality Processes and Controls will be prepared for the development activity. These Processes and Controls cover all activities from receipt of specifications to delivery of the work product.

The following controls are in place to ensure that projects deliver quality products on schedule
Preparation, Review and Approval of Project Related Plans.

Team Allocation using Project Management System to ensure the best possible fit between project needs and the available manpower resources.

Periodic Project Status/Progress Reviews to monitor progress against the plans and take corrective actions where necessary.

Preparation, Review and Approval of Test Plans to ensure quality of the testing process.

As part of our Quality Management System, all work is audited and reviewed at various levels.

Quality Objectives

Deliver a product that meets and exceeds Fybomide Travel expectations

No schedule slippage

No P0 defects are found during the Acceptance testing phase

Full feature list

Travel Assistance

- 7-Star Customer Care Team ({Free plan Core; Reach our 7-star in-house support team 24/7}, {Premium ; Get fast-track access to our senior staff at any time} (Enterprise: Reach our superior level support staff at any time, and work closely with your dedicated support rep for events, requests, etc})
- Ticket, Email & Chat: (All Plans)
- 24/7 via Phone Call, Ticket, Email & Chat: (Enterprise)
- Travel Agent Service: (Premium & Enterprise)
- Concierge: (Premium & Enterprise)
- Dedicated Account Manager: (Enterprise)

Travel Inventory

- Book Flights & Hotels: (All Plans)
- Book Trains & Cars: (All Plans)
- Book from Fybomide Travel's Exclusive Rates: (Premium & Enterprise)
- Book Your Corporate Negotiated Rates: (Premium & Enterprise)
- Rates Negotiation Service: (Enterprise)

Payment

- Credit Card: (All Plans)
- Direct Debit: (All Plans)
- Flexible Payment Options: (Premium & Enterprise)

Corporate Travel Management

- Consolidated Invoicing: (All Plans)
- Policies and Approvals: (Premium {Enterprise Custom; Configure more complex policies and approval workflows such as unique parameters per team})
- Labels & Cost Centres (Organize your bookings and travel spend for better analysis and administrative tracking) :(All Plans)
- Travel Optimization Insights: (Premium & Enterprise)
- Travel Data Reports (Basic report for free plan, Advance report for premium & custom report for enterprise)

Integrations

- Expensify: (All Plans)
- Google Calendar: (All Plans)
- BambooHR: (All Plans)
- SSO: (Premium & Enterprise)
- Axa Mansard (Travel Insurance) for both b2c and b2b
- Zendesk Live and Support Portal

B2c will not have Flexible Payment Options however they will be able to apply for fly now paylater (credit) subject to credit partner approval, b2c will only be able to add/ invite for additional users, b2c will not be able to create policy, no integration option for b2c no corporate travel management option for b2c, no Book Your Corporate Negotiated Rates for b2c, no Rates Negotiation Service for b2c, no Book From Fybomide Travel's Exclusive Rates for b2c.

Payment Method Option

Payment method will be specific to Country (UK, Kenya, and Nigeria) and if general, UK based Payment method will be used

(Nigeria: Paystack, Flutterwave, QuickTeller {Invoice payment B2B client only}, Bank Transfer, Pay at our office

Kenya: ({Mpesa mobile money}, Flutterwave, QuickTeller {Invoice payment B2B client only}, Bank Transfer, Pay at our office

UK& rest of the world: Stripe, Flutterwave, {Invoice payment B2B client only}

Multilingual Translator: Database/ file driven

Three Major country Logo to show on Homepage Nigeria, Kenya and UK

Homepage content to display as per each country content and color.

Add-on services optional.

- ✓ Axa Mansard (Travel Insurance)
- ✓ Cancellation Fees
- ✓ Premium Service
- ✓ Airport Pick up
- ✓ Sim card and Topup