

# Freelancer Marketplace

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## Project Scope

The platform plans to build a database to manage information on freelancers, clients, projects, proposals, contracts, payments, and reviews. The system connects clients who need work done with freelancers who offer their services, managing the entire workflow from project posting to payment completion and review submission.

## Project Functionality

The freelance platform will be a designed, end-to-end, database-driven system that connects clients seeking freelancers with professionals with the skills they need. The platform system manages the entire lifecycle of the project. The system will support 3 main primary stakeholders –

### Freelancer

Freelancers are service providers on the platform who showcase their skills and accept client projects to get paid.

- Account creation and authentication using personal details such as name, email, phone number, and location.
- Creation and management of a portfolio:
  - Bio
  - Hourly rate
  - Projects and experience details
- Addition and management of multiple skills, enabling skill discovery
- Browsing available client-posted projects based on skill and preferences
- Participation contracts once proposals are accepted
- Tracking milestone status (pending, in progress, completed, accepted)
- Receiving Payments upon client approval of milestones
- Viewing complete payment and earnings history
- Submitting Reviews for the clients based on communication, clarity, and payment behaviour

## Client

Clients are service consumers who hire freelancers based on their experience and skills and pay them to complete specific projects.

- Account creation and authentication using personal details such as name, email, phone number, and location.
- Creation of and maintenance of the client profile
- Posting projects with constraints and needs:
  - Project title and description
  - Budget range
  - Deadline
  - Required Skills
- Browsing Freelancer profiles
- Reviewing and managing incoming freelancer proposals
- Accepting or rejecting proposals based on suitability and budget
- Initiating contracts upon proposal acceptance
- Defining and managing a project
- Complete payments to the freelancers
- View complete payment and spending history
- Submitting reviews for the freelancers based on work quality, communication, and timeliness

## Admin

Administrators oversee platform operations, governance, and system integrity.

- Secure authentication with elevated privileges
- Monitoring and management of all users (clients and freelancers)
- Verification and moderation of user profiles and activities
- Oversight of projects, proposals, contracts, and milestones
- Handling disputes between clients and freelancers
- Monitoring payment transactions to ensure compliance and transparency
- Access to platform-level analytics, including:
  - Total number of completed projects
  - Average ratings of users
  - Total earnings of freelancers
  - Total spending by clients
- Ensuring adherence to platform policies and resolving violations

## Business Objectives

As the Indian start-up industry grows, the need for freelancing skills also grows, but these startups find it difficult to locate and verify reliable freelancers, manage project execution, and ensure equality. Our application is designed to solve this problem in the Indian freelance economy. The business scope includes:

- Role-based access control to specify permissions and platform functionality, along with user onboarding and secure authentication for administrators, clients, and independent contractors
- Establishing and maintaining user profiles with freelancer expertise, experience, portfolios, pricing information, and client profiles
- Skill-based freelancer discovery is enabled by client-driven project postings with specified scope parameters, such as budget range, deadlines, and required skills.
- Complete proposal and bidding process that enables clients to assess proposals, accept or reject submissions, and freelancers to submit bids
- After the proposal is accepted, a contract is created that includes the project's overall scope, deliverables, deadlines, and milestone definitions.
- Project execution that is milestone-based and includes status management and progress monitoring for all projects, contracts, and milestones
- Safe payment processing connected to project completion or milestone approvals, as well as full transaction and payment history management
- Clients and independent contractors can use a mutual evaluation and rating system to promote openness, trust, and well-informed decision-making.
- Administrative supervision of users, projects, contracts, payments, proposals, reviews, and dispute resolution
- Platform-level analytics and reporting for the Indian freelance market, including finished projects, average ratings, freelancer earnings, client spending, and scalability support

## The scope that we are unfortunately not implementing:

- Tools for real-time communication, like screen sharing, video conferencing, and voice calls
- Statutory automation and external tax compliance (such as TDS deductions and GST filing)
- Beyond simple dispute tracking and mediation assistance, legal arbitration or enforcement
- Programs for training, certification, or skill validation for freelancers
- Payroll administration or long-term job advantages
- Automated proposal shortlisting or AI-powered freelancer recommendations
- Integration with external productivity tools (such as calendars and task boards)
- Handling cross-border payments and currency exchange
- Location-based workforce management or offline service delivery
- Mechanisms for marketing, advertising, bidding, or sponsored listings

## Stakeholders

The stakeholders who use the platform would be:

- Freelancers
- Clients
- Admin
- Platform Owner/ seeking investors
- Payment Partners
- Government/ Regulators

## Tech Stack

- **Backend:** Python + Flask + MySQL
- **Frontend:** React + JavaScript + HTML + CSS
- **API:** RESTful API (Flask-RESTful)
- **Database Connection:** PyMySQL / MySQL Connector
- **Authentication:** JWT (JSON Web Tokens)