**Contractor**

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* Will have the ability to “offer services” by filling a form and selecting the type of service(s) they can offer from a predefined list of services.
* All Open projects should be accessible to the contractors in a list/grid view, sorted by location (distance from contractor’s address)

**Customer**

* Able to “Search” for a contractor (Search for services or tasks) in the App

***Process:***

* Customer can decide to become a Contractor, click on the Register as a Contractor and fill out a form with all personal details, business details, banking info, types of services (list), etc.
* A request to be a contractor will come to the Portal and The Contractor must be approved in the Portal before they become LIVE on the App.
* The portal should allow for (Request More Info - Specify), if other information is required from the contractor. The request will be filled by the Admin on the Portal and a notification will go to the Customer (Contractor) to provide missing info.
* Need a contractor homepage will look like the shop page configuration, Search on top, open projects, completed, popular projects and templates)

Need a Contractor:

* Customer can search for a contractor by clicking on (Need a Contractor) on the app.
  + Customer can send a request to a contractor (email) to join the app. Need a button to invite contractors to join BLDT network.
* Customer will choose the Service they are looking for (from a list/grid). The process should be similar to the (Bidmii) process. Pre-defined templates (Kitchen, Bath, Basement, Flooring, etc)
* Customer will create a project (like Estimate my Project) and include some details of the project.
  + Project Location, Project Title, Project Description
  + Include materials (Y / N)
  + Attach pictures/videos
  + Start Date
    - Immediately
    - Within 1-2 weeks
    - Flexible
    - Unknow
  + Additional Notes (Optional)
* Customer will see a list of Contractors who provide these services and Customer can send an invite to the contractors to bid on the project, customers can also invite contractors outside the app to register and bid (custom email)
* When the customer enters his/her request, the bidding list will include the contractor’s company name, reviews (from BLDT customers), number of projects completed on the platform, and company logo
* Customers can choose to invite all contractors or select/invite contractors to bid on the project
* The request will go to all Contractors (or the selected/invited contractors) on the system who are able to provide that service (s) with a request to quote within 48 hours. The contractor to provide:
  + Quote (attached a quote or just estimate) with terms and conditions
  + Availability
  + Request for more information (Customer to provide more information if requested by a Contractor)
  + The contractor should have button to request a site visit after receiving the request to bid
* Contractor to submit the quote and availability thru the App, the request will come to the Portal. A Service Fee (Percentage or amount) to be added and quote to be sent to the Customer.
* The customer will receive a list of bids (ranked from highest to lowest as default + filter/sort button)
* If Customer accepts, they make a payment of the full amount and sign a document (electronic signature).
  + The document – work agreement
    - Introduction (this is an agreement between xxxxxx & yyyyyy to do the following work.)
    - Work description as per customers input into the app
      * Project name, category, area (sq ft), main items
    - The quote and timeline
      * Including terms and conditions provided by the contractor
      * Potential Starting date
    - Signature from both parties (**DocuSign**)
* Customers can decline the offers and provide comments (text) to the bidders (contractors).
  + If the Customer accepts any offer, all the other bids will be automatically declined, and an automated notification will be sent to the contractors (“We regret to inform you that you were not selected to execute project (#project Name). Thank you for your effort and best of luck in the next opportunity.”)
* The Contractor will also sign the document to do the work based on budget and time agreed up.
* After both signatures, a chat Room to be open between the Contractor and Customer to discuss project details.
* In case, for any reason, the customer or the Contractor decided to (Cancel) the agreement. This option is available until the starting date of the job. and both parties should be asked for the reason of the cancellation.
* If the agreement is cancelled. The project will become Open and visible to all contractors
* The Customer can view all other bids (that were previously declined) and choose one of them to Re-Open / award
* Based on the Start and End Dates of the Project, Contractors will have to Complete the job on the App, rate the client and request the final payment from BLDT.
* A satisfaction / Rating request goes to the customer to Review and Rate the Contractor. The rating will be stars based (\*\*\*\*\*) and comments can be added.
* Rating can be broken down to:
  + Was the job completed?

(Yes / No)

* + Quality of work
  + Cleanness
  + Respect for Time
  + Other Comments (………)