**SCOPE OF WORK**

**Address:**

**Date: 26th September 2016**

**Covers:**

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* **Introduction**

Mobile apps windows and android version enabling service management solutions can make your customer relationship more strong and effective along with the features of order record, service delivery record and payment record.

* **Executive summary**

We welcome the opportunity to build a cutting-edge CMS along with mobile application for your upcoming new services that will help you to reach your business objectives along with tracking day to day business activities, performances.

It will be a local search engine and service information web portal, where your services will be enrolled along price, features etc and Service seeker can get registered and access their required service along with following features:

* Placing Order.
* Making payment online.
* Tracking their order details/history.

**This comprehensive solution will reinforce the following modules:**

**Admin Module: Desktop Version.**

**Overview:**

* Dashboard
* Create Sub admin
* Setting Pricing, terms and condition category wise.
* User authentication/validation check.
* Edit (Sub admin/User/Pricing and Terms and conditions)
* Checking New order
* Updating the status
* **User Authentication:**
* Approve/Reject of new vendor enlistment.
* User validation checking via OTP/ SMS services, email verification.
* **Notification:**
* New vendor enlistment notification.
* New user (Service seeker) Notification.
* Service order Notification.
* New payment notification.
* **Vendor background Checking:**
* New vendor background checking and publish on wall, post selecting respective fields.
* **Setting up/Markup:**
* Service Fees, discount, loyalty/bonus point can be managed by admin backend.

**Subscriber Module: (Desktop Version.Android and Windows Platform)**

* They can download mobile application.
* Search option
* Placing order for specific services they are looking for.
* Making payment online.
* Selecting COD wherever applicable.
* Refer any one to use this application and can gain referral bonus point- optional.
* Own user panel where they can check their total order, amount lying in e-wallet (Provided they have deposited)
* Loyalty/bonus/referral points they have accumulated.

**Vendor Module: Desktop Version.**

* They will register on line after filling up vendor registration form and post validation from Admin end they can access.
* Post login to they can check new order placed by Admin/Sub admin.
* Update the status of order.
* Update the status of Payment incase COD.
* Report: Total Order, Total Delivery, Total payment.

**HOW WE WILL WORK?**

**Phase I: Initial Consultation and Solution Design**

During this phase our team will review upcoming process and practices in order to determine pain points in micro level and leverage our expertise to develop more detailed list of options with all relevant documents. And will prepare the software with similar pattern/name/fields, so that it will be user friendly for users.

We will work with you to design the solution based on the needs of the company. This approach allows ensuring you to get the solution you need and do not have to pay for excess services which you/your user will not use.

**Phase II: Designing and Development**

**Stage-1**

**Admin:- Desktop Version**

* Dashboard
* Define User and UXI
* User Creation and UXI
* Show All/Edit user and UXI
* Receiving Order Panel UI
* Delivery Update/Status Panel Report UI
* Payment Panel UI
* **Category of services UI**
* Support and Gadget Services.
* Medicine Services.
* Food Services.
* Ticketing Panel UI
* Vendor Panel UI
* Reporting UI

**Stage-2**

**Vendor: Desktop Version**

* Vendor enlistment/registration UI
* Vendor Dashboard UI
* Vendor new service order UI
* Service delivery wise resolution/ Update UI
* Payment Status/update UI

**Stage-3**

**Subscriber: Desktop and android and windows.**

* Registration UI
* Dashboard UI
* Selection services and Placing order UI
* Service order Status Checking Panel UI
* Refer and Loyalty bonus page designing
* Ticket panel UI

**Phase III: working phase/Tentative delivery time:**

|  |  |  |
| --- | --- | --- |
| **Project work Breakup** | **Duration** | **Payment on end of each stage** |
| **Stage-1** | **7 working days** | **30%** |
| **Stage-2** | **7 working days** | **40%** |
| **Stage-3 post real time testing and hosting** | **7 working days** | **30%** |
|  | **21 working days** | **100%** |

