

**PT1410695**

Version 6.0

**Development of Website and Apps  
for On Demand Jobs**

Prepared for:

**Babzer**

Domain:

**Mobile Application & Web Design & Development**

**16<sup>th</sup> October 2017**



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## 1. Objective

This document is meant for top management of **Babzer** (hereafter referred to as **Client**).

The copyright of this document rests with **Promatics Technologies Pvt. Ltd** (hereafter referred to as **Promatics**) and no part of the same should be copied without consulting with the same.

This is the proposal document for **Promatics'** service offering in the website design and development and custom web application development space. The document details our understanding of the brief, the objectives of the services suite, the methodology, deliverables and commercials.

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## 2. Client Brief

**Client** desires to develop mobile apps with following specifications:

Babzer Doc.

BABZER LLC Detailed BRIEF - Functionalities.pdf

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### 3. About Promatics

**Promatics** is an established, global IT solutions company delivering web development, mobile application development, software development, IT consulting and staff augmentation services to clients worldwide. Promatics leverages industry best methodologies and cutting edge business processes to develop technology upfront web and mobile enabled solutions. With a rich and varied experience in providing software development, project management capabilities and stringent quality standards ensure to develop solutions that give your business an edge over your competitors. We are Users at developing and implementing applications for mission-critical and enterprise-wide projects.

With our resource pool of experienced professionals coupled with state-of-the-art technology and industry best practices, it is our vision to make our customers the best in the industry offering best of the breed solutions.

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#### **4. Scope of Work (Deliverables for iOS (iPhone & iPad) & Android (Phone & Tablet) apps)**

##### **◆ Home Screen**

It will display the links or controls to navigate to different sections of the application with a logo signifying the identity of the company.

##### **◆ Users Registration/Forgot Password/Login**

The visitor can register on the app using following steps:

1. Entering Email/Password (Facebook, LinkedIn, Google, Twitter Profile)
2. Entering Details
3. Successful Registration Page

In addition to above user can login and can recover the username and password.

##### **◆ Edit Profile/Account Settings**

User can edit their profile on the App.

##### **◆ App Content Page**

- ◆ Multilingual Functionality
- ◆ Splash Screen
- ◆ Currency Converter
- ◆ About Us
- ◆ Login/Signup (Facebook, LinkedIn, Google, Twitter Profile)
- ◆ My Account Control Panel
- ◆ Categories
- ◆ Add a Request
- ◆ Add Request Details
- ◆ Add Amount
  - Free Help

- o Fixed Amount
- o Personalized Amount
- ◆ Save Help Request
- ◆ Submit Request
- ◆ Proceed to Payment
- ◆ Payment Gateway (Stripe/Paypal)
- ◆ Share Request
- ◆ View Help Offered(From Other Users)
- ◆ View Profile
- ◆ Add to Favourites
- ◆ Accept Help
- ◆ Message Confirmation
- ◆ Send Message
- ◆ Mark Help as Completed
- ◆ Report Help as Inappropriate
- ◆ Search Requests
- ◆ Advanced Search
- ◆ List of Requests
- ◆ View Request Details
- ◆ Send Request Help
- ◆ Comment on Request Help
- ◆ View Accepted Requests
- ◆ Mark Request as Completed
- ◆ Reviews and Ratings
- ◆ Report Abuse
  - o Generate a Claim Ticket
- ◆ Newsletter
- ◆ Social Media Integration
- ◆ Contact Us

## ◆ Functions of Users (in the app)

- ◆ User will be able to view the apps in more than one language. The languages will be predefined by the Client. The language scripts to be integrated in the apps will be English, Spanish, Italian, German, French and Romanian. The translation scripts other than English will be provided by the Client. The languages wo
- ◆ Users will be able to view the splash screen in the app.
- ◆ User will be able to use the currency converter to view the prices on the app in different currencies. In Currency converter USD will be set as default, and the users should be able to choose from their profile any other already available currency offered by Stripe.
- ◆ Users will be able to view information about the app like text, images, etc. in the About Us section available in the app. Admin will be able to manage this section from the web based backend of the app.
- ◆ Users will be able to login/register into the app. Users will be able to login in the app through their social accounts like Facebook, Linkedin, Google+, Twitter Profile etc. They will be able to receive a verification SMS on the mobile number entered in the app. The app will be integrated with the Twilio SMS Gateway provided by the Client.
- ◆ Users will be able to create their account by submitting the details like name, email, phone, zip code, city, state etc in the app.
- ◆ Users will be able to select a category for listing their request in the app. Admin will be able to manage this section from the web based backend in the app.
- ◆ Users will be able to add a help request in the app.
- ◆ Users will be able to add details for their request like title, address, timing, reward, short description etc. in the app.
- ◆ Users will be able to add amount they want to offer to other users for helping them in the app.
  - Users will be able to submit free help request.
  - Users will be able to submit help request with fixed amount.
  - Users will be able to personalize amount before submitting their help request.
- ◆ Users will be able to save a help request to submit it later in the app.
- ◆ Users will be able to submit the request which will be seen by other users in the app.

- ◆ Users will be able to proceed to pay for the help request in the app. Admin will be able to manage this section from the web based backend in the app.
- ◆ Users will be able to pay through a payment gateway in the app. Admin will be able to manage this section from the web based backend in the app. The Payment Gateway to be used in the project would be Stripe/Paypal and will be provided by the Client.
- ◆ Users will be able to share their request on social media platforms in the app.
- ◆ Users will be able to view various help requests offered from other users in the app.
- ◆ Users will be able to view profiles of the users that have offered to help in the app.
- ◆ Users will be able to add a helper to its favourites in the app.
- ◆ Users will be able to accept help offered from other users in the app.
- ◆ Users will be able to receive confirmation messages when the help request is accepted by other user in the app. Admin will be able to manage this section from the web based backend in the app.
- ◆ Users will be able to send messages to the user who is helping them in the app.
- ◆ Users will be able to mark help as completed in the app.
- ◆ Users will be able to report help received as inappropriate in case of dissatisfaction in the app.
- ◆ Users will be able to search for requests to offer help to other users in the app.
- ◆ Users will be able to search requests using filters such as location, interests, timing, tags, title etc in the app. Admin will be able to manage this section from the web based backend in the app.
- ◆ Users will be able to view list of requests in the app.
- ◆ Users will be able to view details about the request selected in the app.
- ◆ Users will be able to send request help offer to the user that needs help in the app.
- ◆ Users will be able to comment on request help posts in the app.
- ◆ Users will be able to view accepted help requests offer in the app.
- ◆ Users will be able to mark request as completed in the app.
- ◆ Users will be able to add their reviews and ratings in the app. Users will be able to view reviews and ratings submitted by other users in the app.



- ◆ Users will be able to report abuse in case of any mishappening (before completion of help) in the app.
  - Users will be able to generate claim tickets. They will receive a tracking id for the ticket in the app.
- ◆ Users will be able to subscribe for newsletters in the app. Admin will be able to send newsletters to the subscribed email ids from the web based backend of the app.
- ◆ Users will be able to share the link of the app on the social networking sites like facebook, twitter, etc.
- ◆ Users will be able to contact the admin of the app by submitting Contact Us form available on the app.

#### ◆ **My Account Control Panel for Users**

Users will be able to operate a host of functions from their My Account control panel. The control panel will carry the following modules:

- ◆ My Profile
  - Users can fill in details about them.
  - Users can change any information anytime.
- ◆ My Requests
  - Users can view the help me requests they have submitted.
  - Users can manage their requests.
  - Users can view details of their help me requests.
- ◆ My Help
  - Users can view the help they have offered to other users.
  - Users can manage their offered help requests.
  - Users can view their completed help requests.
- ◆ My Earnings
  - Users can receive their payments on 30<sup>th</sup> of every month.
  - Users can view their total earnings.
  - Users will be able to request for payouts on 30<sup>th</sup> of every month.

◆ **App Notifications**

- o Users will receive a notification after registration.
- o Users will receive a notification when someone offers help for the request they have submitted.
- o Users will receive a notification when someone accepts their offered help.
- o Users will receive a notification after successful payment.
- o Users will receive a notification when Babzer will release payments.

## ◆ Deliverables for Front End Website

### ◆ Page Templates

- Custom Web 2.0 Standard Design Responsive Templates
- User Visibility research and Layout Engineering
- Logos

### ◆ Template Layout

- Banner
- Size according to specifications
- Logo Placement
- Text
- Graphics

### ◆ User Visibility Content

- Information bar
- Menu Bar
- Tool bar
- Side Bar
- Header and Footer
- Text and Graphics

## Design Specifications

### Design tools and technologies

The design and layout of the application will be SEO friendly. It will be constructed using CSS, HTML5, XHTML, DHTML and Bootstrap along with use of AJAX keeping in mind the latest web 2.0 trends. The application upon completion will be integrated with Google analytics for keeping an eye on the statistics of the site. It will carry tell a friend and printer friendly version at all pages. To help people bookmark the site easily; add this widget will be embedded at the top of the homepage.

## Front End

The front end will have following features:-

### ◆ Header Pages

- Home
- Login/Sign up
- Search
- Contact Us

### ◆ Footer Pages

- About Us
- FAQ
- Privacy Policy
- Terms and Conditions

### ◆ Website Content Page

#### ◆ Multilingual Functionality

- ◆ Home
- ◆ Currency Converter
- ◆ About Us
- ◆ Login/Signup(Facebook, LinkedIn, Google, Twitter Profile)
- ◆ My Account Control Panel
- ◆ Categories
- ◆ Add a Request
- ◆ Add Request Details
- ◆ Add Amount
  - Free Help
  - Fixed Amount
  - Personalized Amount
- ◆ Save Help Request
- ◆ Submit Request

- ◆ Proceed to Payment
- ◆ Payment Gateway (Stripe/Paypal)
- ◆ Share Request
- ◆ View Help Offered(From Other Users)
- ◆ View Profile
- ◆ Add to Favourites
- ◆ Accept Help
- ◆ Message Confirmation
- ◆ Send Message
- ◆ Mark Help as Completed
- ◆ Report Help as Inappropriate
- ◆ Search Requests
- ◆ Advanced Search
- ◆ List of Requests
- ◆ View Request Details
- ◆ Send Request Help
- ◆ Comment on Request Help
- ◆ View Accepted Requests
- ◆ Mark Request as Completed
- ◆ Reviews and Ratings
- ◆ Report Abuse
  - o Generate a Claim Ticket
- ◆ Newsletter
- ◆ Social Media Integration
- ◆ Contact Us
- ◆ FAQ

## ◆ Functions of Users

- ◆ User will be able to view the website in more than one language. The languages will be predefined by the Client. The language scripts to be integrated in the website will be English, Spanish, Italian, German, French and Romanian. The translation scripts other than English will be provided by the Client.
- ◆ Users will be able to view information about the website like text, images, etc. in the About Us section available on the website. Admin will be able to manage this section from the backend of the website.
- ◆ User will be able to use the currency converter to view the prices on the website in different currencies. The Client will predefine the number of currencies for the website. In Currency converter USD will be set as default, and the users should be able to choose from their profile any other already available currency offered by Stripe.
- ◆ Users will be able to login/register into the website. Users will be able to login in the website through their social accounts like Facebook, LinkedIn, Google+, Twitter Profile etc. They will be able to receive a verification SMS on the mobile number entered on the website. The website will be integrated with the Twilio SMS Gateway provided by the Client.
- ◆ Users will be able to create their account by submitting the details like email, phone, zip code, city, state etc on the website.
- ◆ Users will be able to select a category for listing their request in the website. Admin will be able to manage this section from the backend of the website.
- ◆ Users will be able to add a help request on the website.
- ◆ Users will be able to add details for their request like title, address, timing, reward, short description etc. on the website.
- ◆ Users will be able to add amount they want to offer to other users for helping them on the website.
  - Users will be able to submit free help request.
  - Users will be able to submit help request with fixed amount.
  - Users will be able to personalize amount before submitting their help request.
- ◆ Users will be able to save a help request to submit it later on the website.

- ◆ Users will be able to submit the request which will be seen by other users on the website.
- ◆ Users will be able to proceed to pay for the help request in the website. Admin will be able to manage this section from the backend of the website.
- ◆ Users will be able to pay through a payment gateway in the website. Admin will be able to manage this section from the backend of the website. The Payment Gateway to be used in the website would be Stripe/Paypal and will be provided by the Client.
- ◆ Users will be able to share their request on social media platforms on the website.
- ◆ Users will be able to view various help requests offered from other users on the website.
- ◆ Users will be able to view profiles of the users that have offered to help on the website.
- ◆ Users will be able to add a helper to its favourites on the website.
- ◆ Users will be able to accept help offered from other users on the website.
- ◆ Users will be able to receive confirmation messages when the help request is accepted by other user on the website. Admin will be able to manage this section from the backend of the website.
- ◆ Users will be able to send messages to the user who is helping them on the website.
- ◆ Users will be able to mark help as completed on the website.
- ◆ Users will be able to report help received as inappropriate in case of dissatisfaction on the website.
- ◆ Users will be able to search for requests to offer help to other users on the website.
- ◆ Users will be able to search requests using filters such as location, interests, timing, tags, title etc in the website. Admin will be able to manage this section from the backend of the website.
- ◆ Users will be able to view list of requests on the website.
- ◆ Users will be able to view details about the request selected on the website.
- ◆ Users will be able to send request help offer to the user that needs help on the website.
- ◆ Users will be able to comment on request help posts on the website.
- ◆ Users will be able to view accepted help requests offer on the website.
- ◆ Users will be able to mark request as completed on the website.
- ◆ Users will be able to add their reviews and ratings on the website. Users will be able to view reviews and ratings submitted by other users on the website.

- ◆ Users will be able to report abuse in case of any mishappening (before completion of help) on the website.
  - Users will be able to generate claim tickets. They will receive a tracking id for the ticket on the website.
- ◆ Users will be able to subscribe for newsletters on the website.. Admin will be able to send newsletters to the subscribed email ids from backend of the website.
- ◆ The website will be linked with various social networking websites like facebook, Twitter etc. Users will be able to share the link of the website on these social networking websites.
- ◆ Users will be able to contact the admin of the website by submitting Contact Us form available on the website.
- ◆ This section will list out the FAQ's listed on the site. The FAQ's will be maintained by the administrator. In this section all the questions will appear category wise for the ease of users.
- ◆ Users will be able to view the website on their mobile devices.

#### ◆ **My Account Control Panel for Users**

Users will be able to operate a host of functions from their My Account control panel. The control panel will carry the following modules:

- ◆ My Profile
  - Users can fill in details about them.
  - Users can change any information anytime.
- ◆ My Requests
  - Users can view the help me requests they have submitted.
  - Users can manage their requests.
  - Users can view details of their help me requests.
- ◆ My Help
  - Users can view the help they have offered to other users.
  - Users can manage their offered help requests.
  - Users can view their completed help requests.



- ◆ **My Earnings**
  - Users can receive their payments on 30<sup>th</sup> of every month.
  - Users can view their total earnings.
  - Users will be able to request for payouts on 30<sup>th</sup> of every month.

- ◆ **Multilingual Functionality**

User will be able to view the website in more than one language. The languages will be predefined by the Client. The translation scripts other than English will be provided by the Client.

- ◆ **About Us**

Users will be able to view information about the website like text, images, etc. in the About Us section available on the website. Admin will be able to manage this section from the backend of the website.

- ◆ **Currency Converter**

User will be able to use the currency converter to view the prices on the website in different currencies. The Client will predefine the number of currencies for the website.

- ◆ **Login/Signup**

Users will be able to login/register into the website. Users will be able to login on the website through their social accounts like facebook, google etc.

- ◆ **My Account Control Panel**

Users will be able to create their account by submitting the details like email, phone, zip code, city, state etc on the website.

- ◆ **Categories**

Users will be able to select a category for listing their request in the website. Admin will be able to manage this section from the backend on the website.

- ◆ **Add a Request**

Users will be able to add a help request on the website.

- ◆ **Add Request Details**

Users will be able to add details for their request like title, address, timing, reward, short description etc. on the website.

- ◆ **Add Amount**

Users will be able to add amount they want to offer to other users for helping them on the website.

- o Users will be able to submit free help request.
- o Users will be able to submit help request with fixed amount.
- o Users will be able to personalize amount before submitting their help request.

- ◆ **Save Help Request**

Users will be able to save a help request to submit it later on the website.

- ◆ **Submit Request**

Users will be able to submit the request which will be seen by other users on the website.

- ◆ **Proceed to Payment**

Users will be able to proceed to pay for the help request in the website. Admin will be able to manage this section from the backend on the website.

- ◆ **Payment Gateway**

Users will be able to pay through a payment gateway in the website. Admin will be able to manage this section from the backend on the website.

- ◆ **Share Request**

Users will be able to share their request on social media platforms on the website.

- ◆ **View Help Offered (From Other Users)**

Users will be able to view various help requests offered from other users on the website.

- ◆ **View Profile**

Users will be able to view profiles of the users that have offered to help on the website.

- ◆ **Add to Favourites**

Users will be able to add a helper to its favourites on the website.

- ◆ **Accept Help**

Users will be able to accept help offered from other users on the website.

- ◆ **Message Confirmation**

Users will be able to receive confirmation messages when the help request is accepted by other user on the website. Admin will be able to manage this section from the backend of the website.

- ◆ **Send Message**

Users will be able to send messages to the user who is helping them on the website.

- ◆ **Mark Help as Completed**

Users will be able to mark help as completed on the website.

- ◆ **Report Help as Inappropriate**

Users will be able to report help received as inappropriate in case of dissatisfaction on the website.

- ◆ **Search Requests**

Users will be able to search for requests to offer help to other users on the website.

- ◆ **Advanced Search**

Users will be able to search requests using filters such as location, interests, timing, tags, title etc in the website. Admin will be able to manage this section from the backend of the website.

- ◆ **List of Requests**

Users will be able to view list of requests on the website.

- ◆ **View Request Details**

Users will be able to view details about the request selected on the website.

- ◆ **Send Request Help**

Users will be able to send request help offer to the user that needs help on the website.

- ◆ **Comment on Request Help**

Users will be able to comment on request help posts on the website.

- ◆ **View Accepted Requests**

Users will be able to view accepted help requests offers on the website.

- ◆ **Mark Request as Completed**

Users will be able to mark request as completed on the website.

#### ◆ **Reviews and Ratings**

Users will be able to add their reviews and ratings on the website. Users will be able to view reviews and ratings submitted by other users on the website.

#### ◆ **Report Abuse**

Users will be able to report abuse in case of any mishappening (before completion of help) on the website.

- Users will be able to generate claim tickets. They will receive a tracking id for the ticketon the website.

#### ◆ **Newsletter**

Users will be able to subscribe for newsletters on the website.. Admin will be able to send newsletters to the subscribed email ids from backend of the website.

#### ◆ **Social Media Integration**

The website will be linked with various social networking websites like facebook, Twitter etc. Users will be able to share the link of the website on these social networking websites.

#### ◆ **Contact Us**

Contact Us Form Fields:

- First Name
- Last name
- Email
- Contact (Drop down menu options)
- Message

#### ◆ **FAQ**

This section will list out the FAQ's listed on the site. The FAQ's will be maintained by the administrator. In this section all the questions will appear category vise for the ease of users.

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## 5. Administrative Panel

The back end of the website will be power packed with an administrative panel to manage the updating of data at the front as well as back end. Following are the key functionalities:

### ♦ Users Management

### ♦ Help Categories Management

### ♦ Help Requests Management

### ♦ General Management

### ♦ Payments Management

### ♦ Claims Management

### ♦ Content Management

### ♦ FAQ Management

### ♦ Reports Management

### ♦ Users Management

- o Admin will be able to manage the users on the system.
- o Admin will be able to Add / Delete users on the system.
- o Admin will be able to View the list of all users on the system.
- o Admin will be able to Activate or Deactivate the account of the users on the system

### ♦ Help Categories Management

- o Admin will be able to add/delete help categories on the system.
- o Admin will be able to view list of all help categories on the system.
- o Admin will be able to manage the help categories on the system.

### ♦ Help Requests Management

- o Admin will be able to view the list of all the requests send by users on the system.
- o Admin will be able to add/delete the requests raised on the system.
- o Admin will be able to manage the help requests on the system.

#### ♦ General Management

- o Manage About Us
- o Manage Blog
- o Manage Contact Us

#### ♦ Payments Management

- o Admin can View the payment user wise received by the system.
- o Admin can Search the payment received by the system via filters.

#### ♦ Claims Management

- o Admin will be able to view the tickets generated by the users.
- o Admin will be able to manage tickets generated by the users.
- o Admin will be able to search tickets generated by the users.
- o Admin will be able to close tickets generated by the users.

#### ♦ Content Management

Admin will be able to add/delete text/images of the items on the site. The admin will be provided a rich interface editor which will enable him to create as many pages as required. Admin will be able to add text, images, links etc to the pages and those pages can be linked to any other pages on the same site.

#### ♦ FAQ Management

The administrator will be able to edit/delete the current questions and information. Simultaneously he will also be able to add new questions and information.

#### ♦ Reports Management

Admin will be able to generate reports in a printable format for the following:

- o List of Users
- o Payment Reports

The admin will be able to apply filters date wise, name wise etc.

The admin will be able to export the reports in other formats like excel, csv etc.

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## 6. Standardizations

### Design Standards

Contrary to the general perception designing web applications is much more than just putting in good looking graphics and UI components. It requires much expertise to able it to run smoothly. We ensure that by:

- ◆ Designing the web application to make sure that the web pages will appear without horizontal scroll bar in all resolutions.
- ◆ The website can be viewed on all mobile devices.
- ◆ The web site can be viewed on all the four popular browsers (Latest Stable Version) i.e.
  - Internet Explorer
  - Safari
  - Firefox Mozilla
  - Chrome
- ◆ Uniform Navigations in all the web pages of the application.

### Responsive Standards

Promatics will make sure the websites work well on all device sizes including mobile or tablets of all resolutions. The website will be delivered keeping the following in mind:

- ◆ Design fluid layouts allowing the layout of page elements to grow or shrink to pre-determined maximum or minimum widths, therefore accommodating a width range in which the browser can adapt the layout.
- ◆ Use media queries, a feature of cascading style sheets, and specifying when a certain style takes effect.
- ◆ Ensure Viewport informs mobile browsers that the site is optimized for mobile viewing and to render the page at the devices width and or height.

### Testing Standards

We make sure each of our services undergoes rigorous testing so that it becomes 100% free of bugs. All the standard methods of white and black box testing are in place to achieve this feat. We:

- ◆ Prepare the test cases based on design and functionality.

- ◆ Ensure a cosmetic bug test before delivery.
- ◆ Test the embedded links exhaustively to make sure no errors are there.
- ◆ Validate all web applications.
- ◆ Implementing Cascading Style Sheets (CSS) for each of the application.
- ◆ All code will be compliant to W3C.
- ◆ Test the app on different OS versions.
- ◆ Test the app on different screen sizes and resolutions.
- ◆ Perform all security functional and logical testing.

## Search Engine Standards

In today's online marketplace, getting a higher rank in search engine results is becoming increasingly necessary. Keeping in mind the above statement all the websites that we develop and design are search engine crawler friendly.

We follow the below mentioned techniques to ensure that the code is search engine friendly:

- ◆ H1 tag for each website.
- ◆ Putting in relevant text and keywords which enables search engine crawlers to understand the website in the right context.
- ◆ Site Map is implemented in each site.
- ◆ Slice the images before implementing into the web site to reduce the loading time.

## Delivery Standards

**Promatics** would promise to deliver the final project in the following ways:

- ◆ Directly hosting on to servers mentioned by Client and deploys the application and database.
- ◆ A document briefing all details of the files and Database structure will be released after the final payment.
- ◆ Deliver the complete source code along with the database structure scripts via Gitlab/Github or any other cloud storage application.
- ◆ All copyrights to the website will be held by Client.

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## **7. Technology & Performance**

### **Technology Stack**

#### **For iOS app:**

We will use Apple tools like Swift, Xcode and libraries for the development of iOS app.

#### **For Android app:**

We will use Android Studio, Java development toolkit for the development of Android app.

#### **For Front End Website:**

The application will be built on open source platform. The tools used would be CakePHP (MVC Compliant)/Laravel, MySQL, PHP, AJAX, Bootstrap, JQuery, HTML5, XML and JavaScript. In case after the complete knowledge transfer & requirements gathering we may propose another platform however we will get an approval for the same before assigning it.

#### **For Web Services:**

We will use REST plus JSON to develop Web Services. All calls will be authenticated via OAuth 2.0.