**Request for Proposal for new MrFix CRM, 17/11/22 (CONFIDENTIAL)**

[**MrFix**](https://mrfix.nl/en/contact/about-mrfix/) offers private & corporate Customers across The Netherlands the quickest way to hire a reliable electrician, painter, plumber or other contractor for jobs in and around the house. We provide better **service** than any competing platform, including:

* Screening & Monitoring contractors (= experts = fixers)
* Accepting job requests via <https://mrfix.nl/>, phone (Mon-Thu 8-21h & Fri-Sat 9-18h) & [mail](mailto:zen@mrfix.nl)
* (Clarifying & Translating job requests)
* Matching job requests with experts within 1 hour
* Facilitating proper preparation, mainly by facilitating multi-way messaging
* Preventing misunderstandings, sub-standard execution and fraud (‘Before’ & ‘After’ photos)
* Providing clear quotes & invoices
* Collecting Customer payments (bank transfer & card) & reviews
* Helping resolve disputes.

**We are looking for a developer or agency to:**

1. Help us design our CRM based on our [revised workflows](https://app.diagrams.net/#G1H6JO9vNBTCARkGZfU9XgeG-HDwc-Opu0):
   1. Lo-Fi prototype: wireframes
   2. Figma file + Design system
   3. Use free assistance by 5 students of Bit.Academy in Amsterdam to help us 21-25 Nov
2. Build the new CRM:
3. Code the base of our CRM in a common language like Javascript, php or Python
4. Code a good multiplatform mobile Customer & (later) fixer app on top
5. Replace the Web frontend by a new responsive site on <https://MrFix.nl>
6. Integrate good, common (free or cheap) off-the-shelf plugins where possible (for example Calendly for scheduling, Zoiper for calling and a payment solution). We use Zapier for APIs

**Key functionality (priority 1)**

* Databases of Customers, fixers, Job types, Jobs, Visits & Events that Customer & fixer access & adapt
* Matching jobs automatically with experts (based on region & Job type)
* Group messaging (incl. photos & shortcuts for standard messages) (& mailing)

**Important functionality (priority 2):**

* Multiple-choice webform
* Visits (type, date, time & status): rescheduling & reminders
* Estimates & Quotes
* Invoicing
* Reviews
* Calculate hours worked (based on Before & After photos)
* Onboard, Monitor (Promote/Warn) & Offboard fixers
* Fixmaker task management
* FAQ

The **Annex** contains 4 Excel worksheets:

1. ‘OPS’: a summary of our main current process from job request to execution & invoicing. Less important steps are shown in (brackets)
2. ‘OPS + Legacy Systems’: that summary + the software that feeds input to & receives input from each main step of the process
3. ‘OPS + Improvements’: a summary of our redesigned process. See the [revised workflows](https://app.diagrams.net/?libs=general;flowchart#G1H0E0nioa00NMh7NEH8aNgWn1f4CY7cJS)!
4. ‘OPS + New systems’: that summary + our initial thoughts on the software to support the redesigned process.