Meet-Your-Needs(WorkNest)

Business Requirement Specification

**1. Introduction**

**1.1 Document Purpose:**

The purpose of this document is to define and outline the business requirements for the development of a freelancing platform that connects clients (who post projects) with vendors (who provide services). This BRS serves as a foundation for aligning business objectives with technical implementation and acts as a reference for stakeholders throughout the development lifecycle.

**1.2 Project Background:**

The freelancing platform aims to streamline the process of project outsourcing by offering a centralized portal where clients can post projects and vendors can submit proposals. The platform will feature user role management, secure messaging, proposal workflows, and administrative oversight. It targets small businesses and individual professionals seeking a flexible, remote engagement model.

**1.3 Goals of the Project:**

* Provide a secure and user-friendly portal for clients and vendors to interact.
* Enable project listing, bidding, and management capabilities.
* Facilitate real-time communication between clients and vendors.
* Ensure proper user and content moderation through an admin panel.
* Support a transparent and reliable review and rating system.

**1.4. Stakeholders**

**Clients (Project Owners):**  
Individuals or businesses who register on the platform to post projects they need help with. Their main activities include creating and managing project listings, reviewing proposals submitted by vendors, communicating with selected vendors, and leaving reviews based on service quality.

**Vendors (Freelancers or Service Providers):**

Professionals who register to find and work on suitable projects. They can browse and filter available projects, submit and manage proposals, communicate with clients, and maintain their own profile and reputation through reviews received from clients.

**Administrator (Platform Manager):**  
Internal user or team responsible for managing the platform operations. Key responsibilities include approving and moderating user-generated content, managing user accounts (clients and vendors), updating the list of supported skills/categories, and reviewing system activity through audit logs.

**2. Business Requirement Overview**

* The system shall allow users to register as a client or vendor.
* Clients shall be able to post new projects and manage ongoing ones.
* Vendors shall be able to view available projects and submit proposals.
* The platform shall facilitate direct messaging between clients and vendors.
* An administrative panel shall provide the ability to manage users and content.
* All users shall have personal dashboards to view their activities and interactions.
* Reviews and ratings shall be enabled post-completion of projects.

**3. Functional Requirement Overview:**

**User Management**

* The platform shall allow registration and login for clients and vendors.
* Users shall be able to update their profile and account settings.
* Admin shall be able to manage all users (block, delete, verify, etc.).

**Project Management(Client)**

* Clients shall be able to post, edit, and update the status of their projects.
* Clients shall be able to view and manage incoming proposals.

**Proposal Management (Vendor)**

* Vendors shall be able to browse, search, and filter available projects.
* Vendors shall be able to submit and withdraw proposals.

**Communication**

* Clients and vendors shall be able to send and receive messages through the platform.

**Review System**

* Clients shall be able to leave reviews for vendors after project completion.
* Vendors shall be able to view their received reviews.

**Admin Operations**

* Admin shall be able to manage user accounts and posted content.
* Admin shall be able to manage platform-wide skills, categories, and tags.
* Admin shall have access to audit logs for user activities.

**4. Non-Functional Requirements Overview**

* **Performance**: The system shall support concurrent access by a large number of users with minimal latency.
* **Security**: The platform shall use secure authentication and encrypted data transmission.
* **Scalability**: The system shall be designed to scale with the growth in users and data volume.
* **Usability**: The platform shall have an intuitive UI/UX for all user roles.
* **Availability**: The platform shall maintain at least 99.9% uptime.
* **Maintainability**: The platform’s architecture shall support easy updates and troubleshooting.