

RFP – Platform Developer

Project Title

Dual B2C & B2B Nile Cruise & Destination Management (DMC) Booking Platform

Background

iCruiseEgypt.com is Egypt's first dedicated Nile Cruise & DMC marketplace. The platform combines:

- **Cruise options:** Dahabiyas (boutique sailing boats) & large vessels.
- **Full travel packages:** land tours, hotels, and transfers.
- **Dual-user model:**
 - **B2C** – direct travelers.
 - **B2B** – travel advisors & agents.

At launch, the platform will operate on a **dual booking engine**:

- I. **Request-to-book** → subject to operator confirmation (within 1h).
- II. **Real-time booking** → for a limited number of leased Dahabiyas (instant availability).

Payments in **Phase I** will be processed offline via EgittaLoyed (the legal entity). Later phases will integrate online payments and fully automated real-time inventory.

The platform's mission is to **bring trust, transparency, and convenience** to a fragmented Egyptian Nile cruise market.

Scope of Work

I. Platform Architecture

- Scalable, secure, and **bilingual** (English & Arabic).
- Two primary user roles: **B2C travelers** and **B2B travel advisors/agents**.
- Centralized booking workflow with mixed inventory (real-time + on-request).

II. Booking Engine

- **Hybrid booking logic** at launch:
 - Real-time booking → limited to leased Dahabiyas.
 - Subject-to-availability booking → all other vessels and packages, confirmed manually within 1h.
- Flexible architecture to enable full real-time integration in future phases.

III. Payment Flow

- **Phase I:** Offline payments (bank transfers, manual confirmation) via EgittaLoyed.
- **Phase II+:** Online payments, dynamic pricing, and e-wallet/loyalty integration.

IV. Key Features

- **B2C (Travelers):**
 - Search & filter cruises (vessel type, itinerary, dates, pricing).
 - Rich media content (photos, itineraries, inclusions).
 - Booking request flow + user dashboard to track status.
- **B2B (Advisors/Agents):**
 - Dedicated agent login with access to commission rates & packages.
 - Ability to create itineraries (cruise + hotels + tours).
 - Agent dashboard for bookings, commissions, and client management.
- **Supplier Portal (Lightweight):**
 - Vessel operators update availability (yes/no, blackout dates).

- Upload itineraries, media, and special offers.
- Approve/decline on-request bookings.
- **Admin/Back-Office (EgittaLoyed):**
 - Full control panel for bookings, payments, commissions.
 - Manual approval of subject-to-availability requests.
 - Basic CRM (tracking travelers, agents, suppliers).

9. Technical Stack (Preferred)

- **Frontend:** React / Next.js (mobile-first, responsive).
- **Backend:** Node.js or Django (open to developer recommendation).
- **Database:** PostgreSQL (or equivalent scalable option).
- **APIs:** REST / GraphQL.
- **Hosting:** AWS / Azure / GCP, with autoscaling and security best practices.

Deliverables

- Fully functional **dual ВГС & ВГВ booking platform** (web, responsive).
- Hybrid booking engine (real-time + on-request).
- Supplier, agent, traveler, and admin dashboards.
- Documentation, training manual, and knowledge transfer.
- Maintenance & support proposal (with SLA).

Evaluation Criteria

- Demonstrated experience in **travel booking, marketplaces, or hospitality platforms**.
- Familiarity with **hybrid booking models** (real-time + manual).
- Strong **UX/UI capabilities** for consumer & professional users.
- Ability to deliver **scalable, phase-ready architecture**.

Timeline

- **Phase I – MVP Launch** (months)
 - Dual booking engine (leased Dahabiya real-time + on-request).
 - ВГС & ВГВ functionality.
 - Offline payments via EgittaLoyed.
- **Phase II – Enhancements** (months post-MVP)
 - Online payments & wallet.
 - Dynamic pricing & loyalty.
 - Advanced CRM & analytics.
 - Optional mobile app extension.

This draft now reflects:

- **Hybrid booking** from the start (leased Dahabiya real-time + subject-to-availability for others).
- **Dual ВГС & ВГВ** support at launch.
- **Phase-ready architecture** (offline now, scalable to online later).