**REQUIREMENTS FOR APP**

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| **Event** | **Requirements Under Category** | | |
| **User** | **Service Provider** | **User & Service**  **Provider Both** |
| DEFAULT SCREEN  (*Before Logging In*) | Side Menu, Logo, India All states map outline showing markers statewise Users (*Red*), Service Providers (*Green*) and also should show No of Categories available, No. of Service Providers available with in 5Kms to 50 Kms (*Min should be 10 Users Markers shown*), No. of Users Served, Login/ Signup. Also side menu should show Auction Jobs which should in turn display Latest Jobs in three blocks (*Closed Jobs, Jobs under Progress, Mostly bid Jobs*) | | |
| SIGN UP | First Name, Last Name, Date of Birth, Mobile Number (*Verification by OTP*), Email (*Optional/ Optional Verification*)  Signup through Gmail/ Facebook should be there | All requirement of User plus any ID proof, also to some categories video verification holding photo identify card is mandatory.  Signup through Gmail/ Facebook should be there | All requirement of User plus any ID proof, also to some categories  Signup through Gmail/ Facebook should be there |
| LOGIN | User Name will be Mobile Number and Password will be created by Indl on successful verification of Mobile.  Login through Gmail/ Facebook should be there. Forgot password option to reset with OTP. Auto Sign In | User Name will be Mobile Number and Password will be created by Indl on successful verification of Mobile  Login through Gmail/ Facebook should be there. Forgot password option to reset with OTP. Auto Sign In | User Name will be Mobile Number and Password will be created by Indl on successful verification of Mobile  Login through Gmail/ Facebook should be there. Forgot password option to reset with OTP. Auto Sign In |
| CHANGE PROFILE | User has to be provided with option to activate Service Provider account also | Service Provider has to be provided with option to activate their user account also. | A Switch is required to change profiles from User to Service Provider and vice versa on home screen |
| PROFILE | Photo, Male/ Female, Themes, Personal details can be edited. Change Mobile Number (OTP received in old mobile should be entered). Optional (Interests, Vehicles Owned, Married, Kids etc., option to add these later to be available in admin panel) | Photo, Male/ Female, Themes, Address 2 lines (*Landmark, Area/ Colony, City, Pincode, State, Country*) Personal details can be edited. Change Mobile Number (*OTP received in old mobile should be entered*).  Educational Qualifications, Technical Skills, Job Skills, Specializations.  Keywords for search, Short Bio, Experience,  Payment required per hour, per day, per job.  Additional Charges during peak hours.  Timings: All day (*From 06:00 AM to 06:00 PM*), All Night (*From 06:00 PM to 06:00 AM*), Only Midnight (*From 10:00 PM to 05:00 AM*), Custom Timings (*default 1 block, but option to add more blocks*)  [*Option needed in admin panel to add more columns and more categories or category wise forms*]. | Same as Service Provider  Categories are sub-divided into three i.e., Blue Collar Categories, Single Move Categories, Multi Move Categories (*Not visible to users*) Only option for adding categories under these categories will be provided in admin panel or individual can add a category but should be approved by admin. |
| HOME SCREEN ON LOGIN | Big Map showing user location in red and Service providers markers around 5Kms or more (*based on min 10 markers*).  Profile pic, Notifications,  Offers, Near By Deals  (*To be updated from Admin panel*)  Search Bar  Previous Bookings history  Balance  Address as per the GPS location  Option to change or activate other profile  Chat Window with customer care bot  FAQs | Profile Pic, Notifications, Balance  Hot Jobs (*To be updated from Admin panel or based on Service provider skills, previous bookings*).  Completed Bookings  Pending Requests  Missed/ Rejected Bookings  Positive reviews  Rating and Rank City Wise  Leader Board with top three.  Chat Window with customer care bot  FAQs | Based on profile | |
| SEARCH | Show Search Results for user query with Sort (*Sort by rating, price low to high, price high to low, fresher only, experienced only*), Amount (*by calculating charges based on service provider inputs in profile, distance from Service provider to User (Per Km \_\_\_, Need option to enter it in admin panel), Appx time user wants to hire the Service Provider*), Also if hourly charges less than minimum charges, then update minimum charges. | --NA-- | Only When User Mode On | |
| BOOKING | On Click “Book Now”: -  User should be prompted with a pop up to enter description and confirm booking tab.  Then a pop up saying “please wait while we check with the Service Provider” to display.  On acceptance from Service Provider another pop up saying “Thanks for the patience. Your booking is one step away” and proceed to payment gateway for collecting the payment.  On reject/ignore from Service Provider user should be asked by a pop up saying “Looks like our Service Provider is busy in attending other calls. Can we book the next one as per the your requirements” and option to click yes or no. Yes to book the next available Service Provider, No should take them to previous search results.  Then repeat above steps till confirmation. | On Click “Book Now”: -  Selected Service Provider will be prompted with a pop up showing the description and amount, place of the user with option to Accept/ Reject.  If Clicked Accept, then User will be intimated and redirected to payment gateway.  If Clicked Reject, then a pop up should be displayed asking for reasons (*these needs to be entered from Admin panel*) | As per the profile. | |
| ON PAYMENT | Booking ID will be generated.  Call button to call the Service Provider. Chat button to chat with Service Provider.  Count down timer to reach the user (*if single move*) or Countdown timer to complete the task (*if blue collar*) or Countdown timer to reach to point 1 and to reach point 2 (*if multi move*).  Map showing the real time location of the Service Provider and way to User location.  Cancel Booking Button | Booking ID with description of work.  Call button to call the User. Chat button to chat with Service Provider.  Count down timer to reach the user (*if single move*) or Countdown timer to complete the task (*if blue collar*) or Countdown timer to reach to point 1 and to reach point 2 (*if multi move*).  Map showing the real time location of the Service Provider and way to User location.  Cancel Booking Button | As Per Profile | |
| TO START WORK/ PROJECT | OTP will be generated in the App which should be given to the Service Provider to indicate commencement of Job.  Block to show time lapsed should be included. | OTP received from the User should be entered in the App to initiate the work.  Block to show time lapsed should be included. |  | |
| OPTIONS NEED TO FINISH WORK | User Should be shown if any extra demand raised by Service Provider for approval.  And on approval, he will be directed to payments page to finish the payment.  On Payment Confirmation, will be sent to the Service provider to continue the work.  On Completion of Job, User will verify the work done by Service Provider and if all found ok, he will enter the OTP received from the Service Provider in his App to close the Job.  User should be asked to submit Rating *[Professionalism, Behavior, Problem Solving Skill, Knowledge, Remuneration]* and Review for the Service Provider in the App. | Service provider should have an option(*to certain categories which needs to be controlled in Admin panel – Category wise list*) to raise demand for any extra requirements like for spare parts, service charges or other charges like that (*Service providers can also type a new list item but later on it has to be shown in admin panel on completion of project for further inclusion in the category if required*). Once raised and submitted, it should get approved by User.  On Approval, the Service Provider can continue to complete the Job.  On pressing of Completed Button, another OTP will be generated in Service Provider app which needs to be entered in User App. After this Service provider account will be updated with added new balance. |  | |
| ON CANCELLATION | If clicked then a pop up should be displayed asking for reasons (*these needs to be entered from Admin panel*) and showing the charges[*will be updated based on sub categories separately mentioned*] to be deducted for cancellation) and asks for confirmation on cancellation. If cancelled, the amount will be shown in user balance after deduction of charges.  **Blue Collar Categories**:  (i) Cancellation should be based on time left before completion of work. i.e., 75% time left – 25%, 50% time left – 50%, 25% time left– 100%. **Ex:** Hiring a software consultant for online typing job. He starts immediately but takes some time to finish it off. That’s w`hy he needs some compensation for his valuable time. It fares different if selected on daily based or project  **Single Move Categories**:  (i) Cancellation charges based on Service Provider started from his location to reach user location. If distance is i.e., 75% time left – 25%, 50% time left – 50%, 25% time left– 100%. **Ex:** AC Mechanic who left all his regular work at his shop starts immediately on receiving the call by spending his time and fuel needs some compensation.  **Multi Move Categories**  (i) Cancellation Charges based on Service provider reached the first point of contact from his location. If distance is i.e., 75% time left – 25%, 50% time left – 50%, 25% time left– 100%. **Ex:** A Deliver boy starts from his location to collect some item from first point to deliver to the customer needs some compensation.  **Daily Based**:  **Blue Collar**  Cancellation fees will be 25% if time lapsed is 10 minutes or work not yet started, but time lapsed is above half an hour or work started it will be 40%. Already work started 15 minutes back and beyond that 100% cancellation charges.  **Single Move**  Cancellation Charges will be 25% before commencement of move, 40% if Service provider already reached user and 100% beyond half an hour of booking or 15 minutes of reaching the Service Provider which ever is earlier.  **Multi Move**  Cancellation Charges will be 25% before commencement of move, 40% if Service provider already reached first point of contact and 100% beyond half an hour of booking or started from first point of contact which ever is earlier. | If clicked then a pop up should be displayed asking for reasons (*these needs to be entered from Admin panel*) and showing the min. charges of Rs. 50/- (*needs to update from admin panel based on sub categories*) will be deducted for cancellation) and asks for confirmation on cancellation. If cancelled, the amount will be deducted from Service Provider balance. | As per profile | |
| OPTION TO SWITCH BETWEEN ONLINE/ OFFLINE | --NA-- | Switch to make his presence Online/ Offline.  When Service Provider switches to Online, he will be shown in the search results. | As Per Profile | |
| JOB AUCTION | User can post a new job by giving all the required information, attach required files and set a dead line for entries to be submitted by Service Providers.  User should deposit, \_\_\_\_ (percentage will be added by admin as per requirement) before posting the requirement to ensure he is genuine.  On or before completion of the dead line, the User should select from any of the service provider who participated in bidding.  On completion of dead line, if user not selected any bidder, then min. charges (should be decided by admin in panel) will be deducted and balance will be updated in the user account.  User should be given an option for Open Bidding/ Closed Bidding | Service providers should be shown with the latest job auctions on their home screens based on their job skills, academic qualifications, previous history, technical skills etc., so that they can bid.  Service Provider should deposit no charges for bidding till \_\_\_ bids a month (no to be decided by admin from admin panel - \_\_\_ for \_\_\_ bids like recharge). But service charges of \_\_\_\_ (percentage to be decided by admin from admin panel) will be deducted on the bid amount after completion of the project/job. | As per Profile | |
| PROCESS TO CREATE AUCTION JOB/ SUBMIT THE BID | A form asking Job Title, Type of work (Easy/ Medium/ Hard), Category (select two or more Categories), Keywords (Enter two or more key words for better identification), Description, Reference Documents/images (if any), Needed before (date and time), Place of Work (Online/at User Home/ at Others [If others selected address needs to be entered]), Estimated/ Required Time/ Days to finish the Job, Max Bid. \_\_\_\_\_ amount. | A form asking description, Bid Amount \_\_\_, Estimated/ Required Time/Days to finish the Job, Previous experience if any, If any other information required from User. | As Per the Profile | |
| MY POSTING/ BIDS SCREEEN | Auction Jobs created by User and their respective bids should be shown including filters, sorting facility with Accept/ Reject Buttons.  Completed Jobs & Pending Jobs should be displayed separately. | Service Provider will be shown the Auctions on which bids he submitted and yet he is qualified to submit. But will not be shown bids of others if User selected Closed bidding option. | As per the profile | |
| ACCEPTED BID | If User selected a bidder, the bid amount should be deposited by user and kept in escrow in our account and will be released only on successful completion of job/ project.  Before Commencement of Job, OTP will be generated on User App which needs to be entered in Service Provider app to indicate start of the Job.  The Same way OTP received from Service Provider app should be entered in User App to indicate completion of Job.  Also User will be prompted to give his feed back and star rating *[Professionalism, Behavior, Problem Solving Skill, Knowledge, Remuneration]* to the user. | Selected Service Provider will be intimated through App.  Service Provider should directly speak with the User about how and when to start the work, before starting OTP generated in User App should be entered in Service Provider App to indicate starting.  OTP will be generated in Service Provider app that needs to be entered in User app to indicate completion of the project/ job. After this step, Service Provider account will be updated with new added balance. | As per the Profile | |
| WITHDRAW BALANCE | User should first add his account (if not done any transactions or payments) and deposit a minimum of Rs. 100/- to ensure the safety.  After this the individual needs to place a request to withdraw funds to his bank account which can be authorized in admin panel initially needs to be automatized afterwards.  Status of Withdrwals/ deposits should be displayed on the User page. | Service Provider should first add his account (if not done any transactions or payments) and deposit a minimum of Rs. 100/- to ensure the safety.  After this the individual needs to place a request to withdraw funds to his bank account which can be authorized in admin panel initially needs to be automatized afterwards (limit one transaction a week).  Service Provider also needs to update his PAN Card No. and required details like full name as per PAN for the purpose of TCS/TDS.  Status of Withdrwals/ deposits should be displayed on the User page. | As per the Profile | |
| CHAT BOT/ COMPLAINTS | Dynamic Chat Bot system to answer queries automatically needs to be created. Mostly from the previous chats.  Complaint ID should be instantly generated even after User is not satisfied with Chat Bot response and pushed to Complaint Addressal Unit.  If customer wants, then he should be asked for mobile number and time to call.  Customer can re-open any closed complaint if not rectified fully/ problem persisted again. | Dynamic Chat Bot system to answer queries automatically needs to be created. Mostly from the previous chats.  Complaint ID should be instantly generated even after User is not satisfied with Chat Bot response and pushed to Complaint Addressal Unit.  If customer wants, then he should be asked for mobile number and time to call.  Customer can re-open any closed complaint if not rectified fully/ problem persisted again. | As per Profile | |
| FEED BACK SYSTEM | Users randomly should be asked for feed backs and Suggestions for improvements.  A Tab/ Button/ Link for Submission of Feed Back/ Suggestions should be available on Home Page/ Side Menu. | Service Providers randomly should be asked for feed backs and Suggestions for improvements. A Tab/ Button/ Link for Submission of Feed Back/ Suggestions should be available on Home Page/ Side Menu. | As per Profile | |
| HOT DEALS | Offers by means of Coupon Codes, Clickable Graphic images can be pushed from the admin panel (To All, To Only Users, To Only Service Providers (Needs to sub select Categories[because some offers only applicable to some category or places], Start Time, End Time, Constant or on Rotation Basis, geolocation based, individual interests etc.,) | Offers by means of Coupon Codes, Clickable Graphic images can be pushed from the admin panel (To All, To Only Users, To Only Service Providers (Needs to sub select Categories[because some offers only applicable to some category or places], Start Time, End Time, Constant or on Rotation Basis, geolocation based, individual interests etc.,) | As per Profile | |
| COMPLAINT ADDRESSAL TEAM | Chat bot training can be given in the Complaint Addressal Unit Login.  Category wise FAQs should be updated from this login.  Complaints should be displayed (Long Outstanding/ Fresh).  On Rectification of the complaint, User/ Service Provider will be intimated immediately.  Reports of Complaints Rectified Period Based (From – to), Location Wise, Category Wise, Issue Wise should be generated on requirement basis.  History should be accessed by ID or Category to help if any Complaint ID reopened. | | | |
| MANAGER PANEL | Logs Hourly, Daily etc., needs to be generated on requirement basis.  Complaints day wise Open/ Closed, Pending. Current Summary of Complaints (Category Wise, Region Wise)  (i) Number of Users & Service Providers Online/ Offline, Users Installed/ Un installed App (Daily/ Period from – to), Location Wise(Country, State, City, Area etc.,)  (ii) Number of New Users & Service Providers (Daily/ Period from – to), Location Wise (Country, State, City, Area etc.,)  (iii) List of Users& Service Providers (with selected columns Region Wise/ Category Wise)  (iv) Approval/ Rejection of Sub Categories and assigning them to proper Categories created by Users/ Service Providers.  (v) Add/ Amend reasons for Booking Cancellation by User/ Service Provider (If any User/ Service Provider enters a new reason it should be visible for approval/ignore and addition to the previous reasons if necessary).  (vi) Addition/ Updation/ deletion of list of Items displayed in additional demand list raised by Service Provider (Choose All Categories/ Tick some Categories) | | | |

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| ADMIN PANEL | All the above mentioned amendments should be done from Admin Panel.  **Reports needs to be generated**:  (i) Number of Users & Service Providers Online/ Offline, Users & Service Providers Installed/ Un installed App (Daily/ Period from – to), Location Wise(Country, State, City, Area etc.,)  (ii) Number of New Users & Service Providers (Daily/ Period from – to), Location Wise (Country, State, City, Area etc.,)  (iii) List of Users& Service Providers (with selected columns Region Wise/ Category Wise/ Interests/ Qualifications/ Skills).  (iv) Graphs showing Users, Income, Complaints, Jobs, Service Providers etc.,  (iv) Total Account Balance, Receipts & Payments Day Wise/ Weekly/ Monthly/ Yearly.  **Actions needs to done:**  (i) Option to ban/ unban any user (with proper description on why this happened, so that banned user when tried to login should be displayed with the message and asked to contact customer care for clarification).  (ii) Creation of Sub Categories under Categories like Blue Collar, Single Move, Multi Move etc.,  (iii) Possibility to add more searchable and selectable keywords (for Users/ Service Providers) to the database.  (iv) Creation of Peak Hours (i.e., Night Times or Festival Periods or Percentage of availability etc., ) [by default night hours is declared Peak and will attract extra charges, also system should check the Online availability of Service Providers/Total no of Service Providers if it falls below \_\_\_\_ % then declare the period peak]  (v) Option to add column(i.e., like interests etc.,) to Users/ Service Providers profile when required.  (vi) Option to Create/ delete and publish Offers to Users /Service Providers based on filters.  (vi) Option to add/ amend Rate per Km for Service Provider Categories like Single Move & Multi Move.  (vii) Cancellation Charges to be added/ Updated/ deleted based on requirements mentioned above.  (vii) Charges to be deposited by User for Posting an Auction Job, No. of free bids per month to the Service Provider, Pack of Bids and their price required to be added/ updated.  (viii) Percentage of service Charge on bids won needs to be added/ updated/ deleted as per the need.  (ix) Create Contests to Users/ Service Providers like if this many jobs completed before this period, this much will be prize money.  (x) Create Rank System based on points on metrics like (Jobs Done - \_\_ points, No. 5 stars in each sub section - \_\_points etc.,, For Positive written review - \_\_ points, For Negative Written Review \_\_\_ (minus) points. |
| TECH SUPPORT/ AGREEMENTS/ REQUIREMENTS FROM BIDDERS | (i) Should Agree for Non Disclosure Agreement.  (ii) AMC of atleast 1 ½ years (we can discuss pricing later on if all the other points are agreed)  (iii) CR should be done as per new requirements (we can discuss pricing( if any) later on if all the other points are agreed)  (iv) Initial training should be provided to the support team and me at the time of hand over of the product.  (v) Stress testing should be done and report needs to be submitted at the time of hand over of product.  (vi) VAPT (Vulnerability Assessment and Penetration Test) should be done during Initial hand over of product.  (vi) Check if any requirement of Local data base in app is required for faster speeds.  (vii) Proper log writing in every stage should be ensured.  (vii) Product Architecture report, data flow with flow diagrams, explanation of logs during training (i.e., parameters with API call in xml etc.,), data dictionary of code (if possible like classes, objects, open handles etc.,) training on how to use logs to trace any exceptions.  (viii) Operational support for at-least 2 months after installation. |

-- HOPE, WE BOTH WORK IN THIS PROJECT AND FURTHER MORE ALSO—

--THANKS--