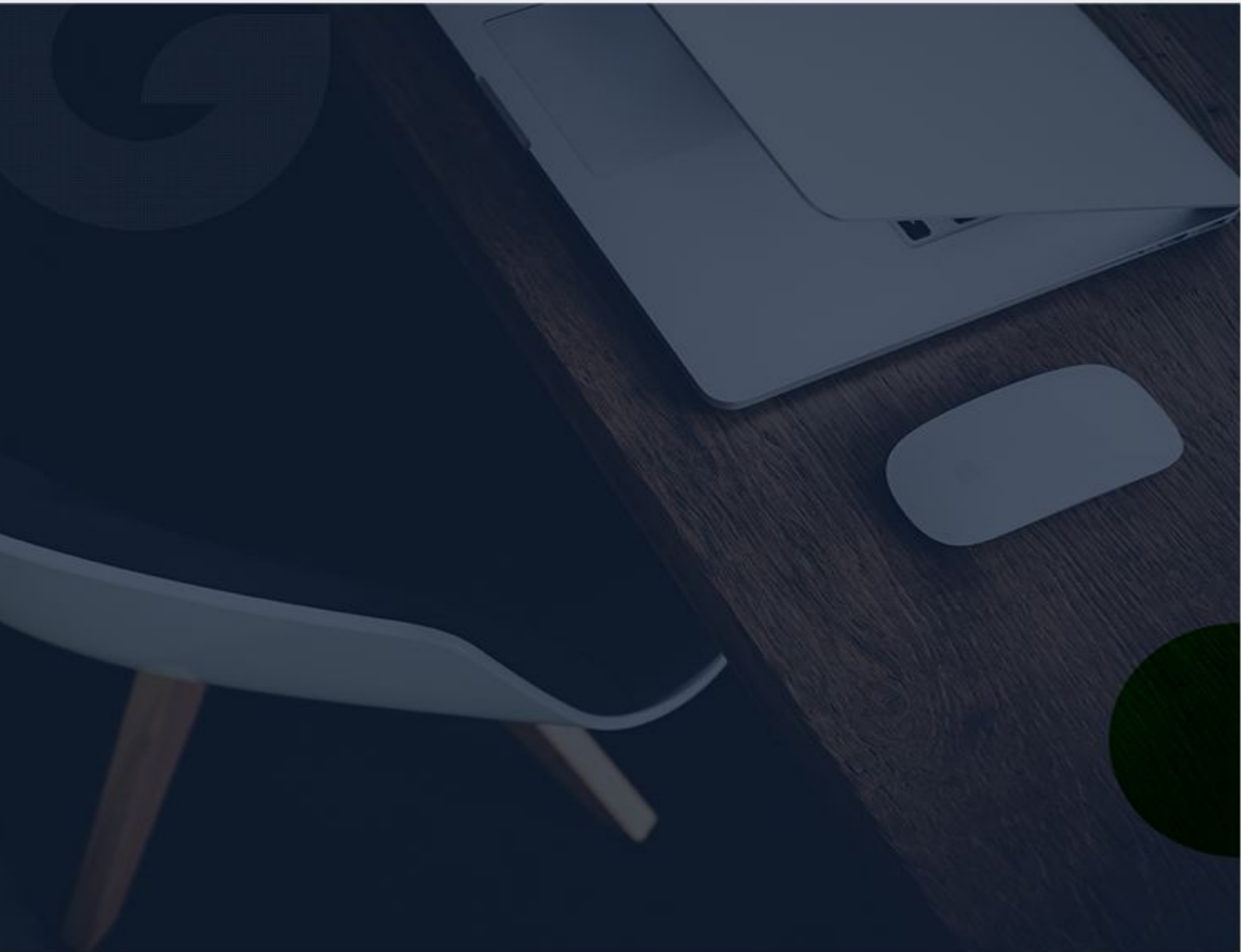# PROJECT
PROPOSAL
2020

Single Vendor Grocery E-commerce

Welcome!!

TECHGROPSE

"**We believe success**

will come from passion and hard work"

Greeting from TechGropse

It's a pleasure to get into this process of mobile application and website development for the online marketplace where buyers can purchase products from a single vendor or multiple vendors. We are very pleased and honored to have a valuable opportunity to be your Technology Partner for your product development. We promise you that we will work diligently to provide the best possible outcome and experience. We thrive to provide a seamless development experience and produce the right quality of the product as per your business model.

Regards,
TechGropse Pvt. Ltd.
You Think We Deliver

Review History

Date	Version	Author	Description
29/04/2020	1.0	Mr. Pradeep Gautam (Sr.Business Analyst)	Proposal Document v1.0 for the Single Vendor Grocery E-commerce
14/05/2020	1.1	Mr. Pradeep Gautam (Sr.Business Analyst)	Proposal Document v1.1 for the Single Vendor Grocery E-commerce
16/05/2020	1.2	Mr. Pradeep Gautam (Sr.Business Analyst)	Proposal Document v1.2 for the Single Vendor Grocery E-commerce
19/05/2020	1.3	Mr. Pradeep Gautam (Sr.Business Analyst)	Proposal Document v1.3 for the Single Vendor Grocery E-commerce
20/05/2020	1.4	Mr. Pradeep Gautam (Sr.Business Analyst)	Proposal Document v1.4 for the Single Vendor Grocery E-commerce
21/05/2020	1.5	Mr. Pradeep Gautam (Sr.Business Analyst)	Proposal Document v1.5 for the Single Vendor Grocery E-commerce

Table of Contents

1. About TechGropse

TechGropse Pvt. Ltd. is a world-class producer of advanced websites, mobile applications, and Internet marketing. Individuals with varied educational and technical skills are here to serve our stylists at the best rate.

We have assembled a team of the best and brightest minds in software development, marketing, 2D/3D Games, and leadership, giving our clients access to the most cutting-edge technology. You can rest assured you're in good hands, as we have years of experience in both Android and iOS app development.

TechGropse Pvt. Ltd constantly analyses market needs around the world to develop a full range of web products for business, industry, education, and healthcare use. TechGropse Pvt. Ltd is constantly working towards more advanced web development and applications technology with the promise of an even brighter future, a future that will provide greater opportunities and more rewards for our global associates while providing a better service to our clients.

2. Business Idea

We are living in the age of connectivity, and that means more things than ever before are right at your fingertips — literally. With one press of the button, one swipe left or right, you can open up new worlds in seconds. For a quick start, doing business online will be your best bet. As long as you have a connection to the internet and a device, you can start your business from anywhere, even from your couch! The main objective of this project is to provide an online platform to connect the vendor/vendors and buyers. It manages all the information about the grocery products, buyer's profile, delivery person details, and helps buyers to find grocery products at the fingertips.

This system helps the buyer to purchase products that were posted by the super admin, packed by the store manager, and will be delivered by the delivery person. The buyer can purchase grocery products online *through PayTabs* *Added in v1.4 from CLientside* and COD payment methods from the proposed system.

The super-admin will register the store manager & delivery persons on the system and will provide the login credentials to them. The super admin will receive the order amount and will upload the offer and discount for the specific grocery product or categories.

3. System Functionality

As technology evolves, we are continuously working to provide new features to improve connectivity and convenience. This proposed system will provide an online platform to bring the buyers and admin at a single system to do business. This system will have four different stakeholders:

1. **Buyers** - will search and purchase the products from the system.

2. **Delivery Person** - will receive the order from the store manager and will deliver the order to the buyer's delivery address. The delivery person will complete the tasks assigned by the super admin.

3. **Store Manager** - will be in charge of the particular store and will view all the orders. The store manager will change the status of the orders.

4. **Super Admin** - is the owner of the system and will manage the entire system. The super admin will upload the categories, offers, discounts, and products over the system. The admin will receive the order amount from the buyer and will manage the delivery process.

Graphical User Wireframe - *A wireframe is a basic visual black & gray guide used in system design to suggest the layout of fundamental elements in the interface, presenting proposed functions, structure, and content. UI and UX design, professional & corporate, simple, clean, easy to browse, custom-designed. Modern and fresh feel to encourage return visits. The wireframe for both web and application. The proposed project would have 3 users, with a web admin panel along with a single-page website.* **Added in v1.4 from Client-side.**

1. *End-user (Buyer)*
2. *Store Manager*
3. *Driver*
4. *Super Administrator (Web)*

Platforms for individual Stakeholders:-

Buyers	Delivery Person	Store Manager/Supplier	Super Admin
Android Application	Android Application	Android Application	--
IOS Application	--	--	--
Static Website	--	--	Web Panel

System Functionalities for "The Buyers":-

1. **Splash Screen -** The splash screen will have the name, logo, and tagline of the application. This will be the first screen of the application that will be open when the buyer will tap on the application icon.

2. **Welcome & Language -** After 2-5 sec of the splash screen, the buyers can change the content of the system with the help of the language option. Buyers will have English and Arabic languages for selection. Arabic will be the default language of the application.

3. **Tutorial Screen -** The buyer will have the tutorial screen. There will be 2-3 text tutorials screens.

4. **Landing Screen -** The buyer can search & select the product categories & list of products and can view the details of the product but the buyer needs to login to the system to add the products into the cart to purchase the products. There will be log-in and sign up options for the buyer.

5. **Registration & Verification Process**
   5.1. **Using the Mobile Number:** The registration process will be very simple for the buyer; they just have to provide their mobile number and password for the further login process.

   5.2. **Verification Process -** The buyer will enter the 4 -digits OTP received at their email id. The buyer will resend the OTP on their given email id if the buyer entered the wrong OTP or after 30 -sec on their email id.

   5.3. **Complete Profile:** *After registration, the buyer will submit their personal details like full name, email address (for the further log-in process), and select terms & conditions.* **Added in v1.1 from client-side**

   5.4. Location: The proposed system will be capable of detecting the current location of the buyer.

   5.5. **Map Fencing:** *If the buyer is outside of the range that we are serving the buyer will be notified that "We are coming soon" be the first one to know to add your email id.* **Added in v1.1 from client-side**

   5.6. *The buyer will enter the invitation code received by the other user.* **Added in v1.1 from client-side**

   5.7. *The buyer will receive some points in their point account after completing all the above steps like registration and complete profile.* **Added in v1.1 from client-side**

   5.8. *The buyer can skip the log-in and sign up option and can reach to the home screen.* **Added in v1.1 from client-side**

6. **Login -** The buyer can log-in using their log-in credentials i.e. registered mobile number and the password used at the time of registration.

7. **Forgot Password -** In case of a forgotten log-in password, the buyer needs to enter the registered mobile number, and then the buyer needs to verify it by entering the received OTP on the registered mobile number. After successful verification, the buyer can reset the password.

8. **Home Screen**

   8.1. The home screen of the system will be very attractive and simple to use for better buyer interaction.

   8.2. On the home screen, the system will display all the product categories related to groceries like meat, vegetables, raw material, fruits, etc.

   8.3. Similar products will display on the basis of product categories and the buyer's search history or order history.

9. **Search Option**

   9.1. The system will enable buyers to enter the text in the search bar. The system will display all the matching products and categories based on the search.

   9.2. The system will notify the buyer when no matching product is found on the search.

   9.3. The products will be sorted based on the product category.

10. **Grocery Categories -** The buyer will see the list of categories like meat, fruits, vegetables, raw food material, etc.

11. **Offers and Discount -** The user can see the list of offers and discounts and can redeem them at the time of purchasing.

12. **Banners and Advertisements-** The buyer will see the banners and advertisements uploaded by the super admin or store manager.

13. **List of Grocery Products -** The buyers can see the list of grocery products which is based on the selected categories, or search result.

    13.1.1. **Filters:** The buyer can refine the list of products with the help of filters. Filter options will vary as per the product category.

    13.1.2. After clicking on the specific product from the product list, the buyer would be able to see the details of that product.

13.2. **Product Details -** The buyer can see the below details of the product:

13.2.1. Product images

13.2.2. Product's name

13.2.3. Product's category

13.2.4. Product's size, and color (depend on the category & subcategory)

13.2.5. Product quantity like pcs/packet/weight

13.2.6. Product's real price

13.2.7. Available stock

13.2.8. Product next available delivery date and time

13.2.9. Option for adding into the cart

14. **Cart**

14.1. *Shopping Cart with Multi-Product Checkout.* **Added in v1.1 from client-side**

14.2. Only registered buyers can add the products into the cart.

14.3. The buyer can add products into the cart by clicking on the "Add to cart".

14.4. The buyer can increase or decrease the quantity of the product in the cart with the limit.

14.5. The buyer can remove the product from the cart if they do not want to purchase it.

14.6. **Delivery Address -** The buyer can select from saved addresses, GPS locations, or can fill the shipping address. The address includes the following value:

14.6.1. Fullname

14.6.2. Building, Street, area, and city

14.6.3. Contact Number

14.6.4. Postal Code

14.6.5. State & country

14.7. The buyer can enter the offer code or discount code to reduce the order bill amount or to get the special offers set up by the admin.

14.8. The user can apply the discounts and offers to redeem them and get the advantage.

14.9. The buyer can see the total price including the added product price, delivery charges, and the other charges *VAT*.

14.10. In cart checkout, the shipping duration and cost will appear depending on the location *or by the flat rate.* **Added in v1.1 from client-side**

15. **Payment**

15.1. The buyer can pay the order amount through **Cash On Delivery or PayTabs**. The proposed system will be integrated with the **3rd party payment integration** for *PayTabs.*

15.2. *All the order money will be transmitted into the admin account and the admin will send the order money to the stores after deducting their money as per their agreement with stores.* **Added in v1.4 from Clientside**

15.3. *Canceled items and store credit the amount for the item if paid online will be added back to the customer account as store credit.* **Added in v1.1 from client-side**

16. Loyalty Points **Added in v1.1 from client-side**

16.1. *The buyer will get loyalty points equaling their order amount.*

16.2. *The buyer can convert loyalty points into store credit when it reaches a threshold let's say 1000 points = 10 SAR.*

16.3. *The buyer will get loyalty points when the buyer will invite a friend to use the application.*

16.4. *The referred person will use a code received from friends at the time of registration.*

16.5. *Once someone registers the person who referred will get loyalty points.*

16.6. *There will be a matrix table in this section which will show the points and their conversation in SAR.* **Added in v1.4 from Clientside**

17. Order Confirmation

17.1. An order confirmation notification will go to the admin and to the buyer's registered email id. The system will generate a unique order ID for each order.

17.2. Bill or invoices will be sent to the buyer via two ways i.e. In-app or Outside the applications. In-app the buyer will get in their "My Order" section and outside the application, it will send to the buyer's registered email-id.

18. Order Tracking - The buyer can check the status for their order like placed, packed, and delivered. The buyer can see the name and contact number of the delivery person.

19. Comments & Rating - The buyer can give a rating to the driver out of 5 stars and can write the comments for the products. The buyer can skip this procedure and can do it later from the "My Orders" section.

20. Sidebar - The following options are available under "Sidebar" options.

20.1. Profile: The buyer can see their profile details and can update the profile details. The system will allow the buyer to update the profile information.

20.2. **My Order:** The buyer can see all their order history in this section and can reorder them. The system will display the active, complete, and canceled/returned order history in the profile. The buyer can track the status of their order from this section too.

20.3. *My Offers & Discount* *Added in v1.3*

20.3.1. *The buyer can see the list of offers & discounts uploaded by the admin for the buyer.*

20.3.2. *The buyer can also see those offers which are uploaded by the admin to refund the money for any damage/expired/not received order.*

20.3.3. *The buyer can see the details of offers & discounts like code id, title, discount percentage, special occasion (optional), starting date, expiration date, and the number of orders.*

20.3.4. *The store manager will return the amount as a credit for the next order or release it as a coupon to these certain clients.*

20.4. **Address -** The buyer can see the list of saved addresses and can save a new address by entering the details like building/flat/apartment/plot number, area, landmark, city, postal code, state, and country.

20.5. **Settings:** The buyer can change the log-in password, system language, and enable/disable notifications.

20.6. **About Us -** The buyer can see the information about the company and the system.

20.7. **Help and Support -** The buyer can see the contact details of the buyer care executive in this section for sharing the concern, suggestions, and for returning the products, etc.

20.8. **Privacy & TnC -** This page will have the legal document that lets the buyers understand the various ways a system might be collecting personal information.

20.9. **Share the App -** *The buyer can share the app with their friends.* **Added in v1.1 from client-side**

20.10. **Rate The App -** *The buyer can rate the application on the Apple store or Play store.* **Added in v1.1 from client-side**

20.11. **Logout -** The buyer can logout from the system.

System Functionalities for "Delivery Person":-

1. **Landing Screen -** *The delivery person will have the login and sign up options at the landing screen. The existing delivery person can log-in to the application with the help of log-in credentials and the new delivery person will go to the registration screen by clicking on the sign-up option.* *Added in v1.2 from client-side*

2. **Registration & Verification**
    2.1. *The delivery person will enter the mobile number and password for the further login process.* *Added in v1.2 from client-side*

    2.2. *The delivery person will receive the OTP on their mobile number and will enter it into the device to verify their mobile number. The delivery person can resend the OTP on their mobile number if entered wrong OTP or after -30sec of sent OTP.* *Added in v1.2 from client-side*

    2.3. **Complete Profile:** *The delivery person will complete their profile by entering details like full name, DOB, and upload the driving proof document.* *Added in v1.2 from client-side*

3. **Log-in**
    3.1. The delivery person will log-in to the application with the login credentials with the mobile number and password.

    3.2. **Forgot Password:** The delivery person can reset the password after OTP verification.

4. **Home Screen -** The home screen for the delivery person will be very simple to use and attractive for the delivery person. The delivery person will see the various options at the home screen like new tasks, task mission, completed orders, notifications, and sidebar.

    4.1. **Notifications -** The delivery person will get notifications when
    4.1.1. The super admin assigned a new order for delivery.

    4.1.2. The super admin assigned the delivery person to receive the returned order from the buyer's location.

    4.1.3. The order is canceled by the buyer before delivery.

    4.2. **New Tasks -** The delivery person will see the list of new tasks assigned by the super admin. The delivery person will see the below details:
    4.2.1. Buyer's details (Shipping address, name, and contact number.)

    4.2.2. Product details (Order type, order name, order categories, and mode of payment).

    4.2.3. Store details (Store id, store name, store number, store address, and manager name).

4.3. **Tasks Mission Panel** *Added in v1.1 from client-side*

4.3.1. *The driver can see the active tasks in the tasks panel on the homepage.*

4.3.2. *The super admin will assign a task mission of several points with time countdown where he can click to show the MAP of orders to pick-ups and buyer locations to drop offset by the admin based on location priority.*

4.3.3. *When the driver arrives at each point (store) he will see only the items from that store he needs to pick up for all buyers and divide them on their basket so on and so on, for all pick-ups.*

4.3.4. *Whenever the driver picks up any item, the driver will mark it as received until all the items are marked as received the app will allow the driver to click next to go to the next station or the driver can click skip and admin will be notified.*

4.3.5. *Once all orders are received the driver will start his delivery cycle and the buyers will get notifications.*

4.3.6. *The drop off to buyers is the same method of pickup*

4.3.7. *Task Details: The task will have details, delivery deception, customer name, buyer Phone, one-click Google MAP navigation button to the locations, payment summary, etc.*

4.3.8. *The delivery person can receive the order amount in case of COD payment mode.*

4.3.9. *Option to return the item to the warehouse in case of the non-availability of the buyer.*

4.4. **Complete Orders -** The delivery person can see the list of those orders which were delivered by the delivery person and can see the report of the total deliveries by them.

4.5. **MAP/Navigation -** The delivery person has the feature of navigation which will help the delivery person to deliver the order at the buyer's delivery address.

4.6. **My Profile**

4.6.1. *The delivery person can see their profile details and can update them from this section.*

4.6.2. *The delivery person can also change their login password from this section.*

4.6.3. **FAQs:** *The delivery person can see the frequently asked question asked by the drivers.*

4.6.4. **Support:** *There will be a contact number and email id to contact customer support.*

4.6.5. **Logout -** The delivery person can logout from the system.

System Functionalities for "Supplier/Store Manager Application":-

1. **Landing Screen -** The store manager will see the login option on the landing screen. The admin will need to login to the system to perform tasks over the system.

2. **Log-in -** The store manager can log-in to the panel using their log-in credentials like email id and password given by super admin.

3. **Dashboard -** The store manager will see the various options at the dashboard like logo, statistics, product management, food items management, orders management, help & support management, and logout. The store manager will manage the system options as assigned by the super admin.

    3.1. **Logo -** The store manager can see the logo of the company on the dashboard.

    3.2. **Statistics -** The store manager will see the statistics on the dashboard like total products, total orders, total active orders, total completed orders, and total order canceled or returned.

    3.3. **Products Management -** The manager can see the list of products assigned by the super admin and can change the price of the specific product. The manager can block/unblock any product from their store.

    3.4. **Food Items Management**
        3.4.1. The manager can see the list of food items with their categories, title, price, and availability. The manager can edit, block/unblock, and delete any of them from the list.

        3.4.2. The manager can search for any specific food item with the help of the search option.

        3.4.3. The manager can upload a food item by entering the details like select category, title, and Image/s.

    3.5. **Categories Management** - The manager can see the list of categories and can block/unblock any of them from the list. The manager can search for any category from this section too.

    3.6. **Orders Management**
        3.6.1. **List:** The manager can view the orders that need to be processed for each day and time. The manager can see the list of orders and can refine the list with the help of filters based on the order status, sort by order amount, or order time.

        3.6.2. **Details:** The manager can see the order details with items list with its quantity, any added choices with the item, buyer information, payment summary, and other order

details. The manager can start preparing items for each order by scanning products against the order.

3.6.3. **Actions:** The manager can update the order status and can also reject the order if not accepted.

3.6.4. **Notes:** The manager can add order notes which can be used as the log and can be seen by the admin as well. If an item is missing the supplier can mark it as not in stock and buyers will receive a store credit. Once items against an order are packed, they can print the label from the thermal printer and stick it to the package with a QR code for drivers to scan.

3.7. Offers and Discounts Management

3.7.1. The store manager can see the list of offers & discounts and can edit, block/unblock, or delete any of them from the list.

3.7.2. The store manager can upload new offers and discounts on the system which will be redeemed by the users.

3.7.3. *The store Manager will enter the below details to upload a new offer & discount:* **Added in v1.3**

    a. *Select Offer or Discount*
    b. *Enter title*
    c. *Starting date*
    d. *Expiration date*
    e. *Description*
    f. *Select Free Delivery, No VAT, Delivered to certain cities or Area (for Offer)*
    g. *Enter discount percentages (for Discount)*
    h. *The number of orders the user can redeem.*

3.8. Finance Management

3.8.1. The manager can see the list of transactions made by the buyers for the manager's store.

3.8.2. The manager can refine the list of transactions with the help of date filters like last week, last 30 days, and from/to date.

3.9. Notifications - The manager will receive the notifications when

3.9.1. New order uploaded by the buyer.

3.9.2. The delivery person delivered the order and collect the money in case of COD.

3.9.3. The Super admin sent an alert to the manager.

3.10.   My Profile

3.10.1.   The manager can view their profile details like the first name, last name, mobile number, and image. The manager can update their profile details from this section too.

3.10.2.   Settings: The manager can enable/disable the notifications and can change the password.

3.10.3.   Help & Support: The manager can see the email id and mobile number to contact the admin for any query and suggestions.

3.10.4.   Logout - The admin can logout from the system.

System Functionalities for "Super Admin Web Panel":-

1. **Landing Screen -** The admin will see the login option on the landing page. The admin will need to login to the system to perform tasks over the system.

2. **Log-in -** The admin can log-in to the panel using their log-in credentials.

3. **Dashboard -** The admin will see the various options at the dashboard like logo, statistics, buyers management, category management, advertisement management, offers & discount management, product management, store manager management, delivery person management, orders management, finance management, help & support management, and logout.

   3.1. **Logo -** The admin can see the logo of the company on the dashboard.

   3.2. **Statistics**

   3.2.1. The admin will see the statistics on the dashboard like total buyers, total users download, order graph, revenue graph, recent orders, top users, total earning, total advertisements, total offers & discounts, and total order canceled or returned.

   3.2.2. The admin will see the area of the buyers on the MAP who purchased the most products purchased.

   3.2.3. The admin can see the average delivery time and ratings of the drivers.

   3.3. **Buyers Management**

   3.3.1. The admin can see the list of registered buyers on the system. The admin can enable or disable the account of the buyer in case of suspicious activity. The admin can see the list of buyers on the MAP with their location.

   3.3.2. The admin can refine the list with the help of sort by alphabetically, buyer's name, and signup date.

   3.3.3. The admin can check the profile details, addresses, and order history for the individual buyer.

   3.4. **Category Management -** The super admin can see the list of categories and can edit, block/unblock, coming soon, or delete them from the list. The super admin can upload a new category by entering their name.

   3.5. **Products Management**

3.5.1. The admin will see the list of products uploaded by the admin themselves and can edit, block/unblock, or delete any product from the list.

3.5.2. After clicking on any of them from the list, the admin can view the full details of the uploaded product.

3.5.3. The admin will get a notification when the product was unavailable.

3.5.4. While uploading the product the admins will have to enter the following details:
   a. Select the product category
   b. Size, and Color (Depends on the product category)
   c. Product name
   d. Upload images
   e. Price
   f. A quantity like pcs/packet/weight
   g. Available stock

3.6. **Order Management and Printable Invoice**

3.6.1. The admin will have the option to cancel, approve orders and send updates to users and store managers.

3.6.2. The admin will also have the option to generate a printable invoice for each order from the admin panel on the application.

3.6.3. The admin will see the list of orders created by the buyers with their details and status.

3.6.4. **Orders List:** Orders List with details Customer Name, contact number, location, Store Title, amount, and Status.

3.6.5. **Filters and Sort-by:** The list can be filtered by the order status, assigned store. It can be sorted with order added date, order amount, and order ID.

3.6.6. The super admin will have three features like active orders, completed orders, and canceled or return orders in this option. These features will help the super admin to manage the orders.

3.6.7. The super admin will see the below details of the products on the list.
   a. Order id
   b. Order invoice
   c. **Order Invoice:** Order Invoice can be generated from the order details page
   d. **Order Details:** Details like Customer Information, Store Information Delivery address, Items list, date & time
   e. Order status bar
   f. Payment status and mode bar

g. **Order Messages:** Admin can add messages in the order if required. After clicking on the specific order from the list, the admin will see the details. The super admin will assign the delivery person to deliver the order at the buyer's shipping address.

3.6.8. After clicking on the specific order from the list, the admin will see the details like order details and product details.

3.6.9. The super admin will assign the delivery person to deliver the order at the buyer's delivery address.

3.7. Order Process Management

3.7.1. The admin will receive the notification when the buyer puts any order and when the delivery person delivered the order.

3.7.2. The admin will assign the delivery persons to receive the product from the warehouse or food item from the suppliers/store managers and will deliver the order to the buyer's shipping address.

3.7.3. The supplier will keep the packing reach for each order for drivers to collect.

3.8. Offers and Discounts Management

3.8.1. The admin can see the list of offers & discounts uploaded by the store managers/suppliers and can edit (uploaded by the admin himself), block/unblock, or delete any of them from the list.

3.8.2. The admin can upload new offers and discounts on the system which will be redeemed by the users.

3.8.3. *The admin will enter the below details to upload a new offer & discount:* ***Added in v1.3***
   a. *Select Offer or Discount*
   b. *Enter title*
   c. *Starting date*
   d. *Expiration date*
   e. *Description*
   f. *Select Free Delivery, No VAT, Delivered to certain cities or Area (for Offer)*
   g. *Enter discount percentages (for Discount)*
   h. *The number of orders the user can redeem.*

3.9. Banner & Advertisement Management

3.9.1. The admin can see the list of banners & advertisements uploaded by the store managers/suppliers and can edit (uploaded by the admin himself), block/unblock, or delete any of them from the list.

3.9.2. The admin can upload new banners & advertisements on the system.

3.10. Delivery Person Management

3.10.1. The super admin will see the list of delivery persons with their name, contact number, driving license, AQamah, rating, available status, and can edit, block/unblock or delete them from the list.

3.10.2. The super admin can upload a new delivery person by entering the below details:
a. Full name
b. Full Address
c. Contact Number
d. App Email id
e. App Password
f. AQamah
g. Driving Licensing and GOV other documents.

3.10.3. The admin can upload the vehicle on the system by entering the below details like
a. Car name & model
b. Plate #
c. Registration
d. **Vehicles:** Multiple vehicles can be assigned to a single driver vehicle at a time can be assigned.

3.10.4. **Logistics module**
a. The admin can assign and prioritize the orders for the drivers as of location point to pick-ups and delivery.

b. Only The orders from that point(store) will appear in the driver's app upon arrival at the point location for all buyers.

c. The driver will confirm that he got the correct items or all the orders at that point (store).

d. Whenever the driver reached the list pick up point and he confirmed that he got all of the items for all orders, notifications will be sent to the buyer saying he is on the way.

3.10.5. **Delivery schedule:** The admin can also control and edit the schedule so it can show on the customer app and it will be linked automatically with the availability of the delivery time.

3.10.6. **Driver Tracking:** *The admin can track drivers in real-time from the task's details and can view the delivery note or confirmation of order against each driver. The admin will have tracking by status and tracking by MAP options.* **Added in v1.4 from Clientside**

3.11. Report Generation

3.11.1. The admin of the app will have the option to view a graphical representation of the purchases and orders made through the app. Reports are shown in the graphical view.

3.11.2. **Order Reports:** Reports based on orders for a particular store or customer can be shown with order ID, amount, item count, store, and buyer name.

3.11.3. Canceled order reports can be generated which is filtered by the dates to process the refunds.

3.11.4. **Store Reports:** Basic store reports like store commission, top-selling items, and revenue reports can be generated easily.

3.11.5. **Payment Reports:** Reports based on order payments, due refunds, and commissions can be generated from the admin panel.

3.12. Store Manager/Supplier Management

3.12.1. **New Store Request** [Added in v1.3]

  a. *The admin will see the request of the users sent to the admin to add their business or store on our system.*

  b. *The admin will go through with the user's uploaded details and will contact that user personally.*

  c. *The admin will explain the term and conditions, working processes, about product & item category, etc.*

3.12.2. The super admin will see the list of store managers and can edit, block/unblock or delete them from the list.

3.12.3. The super admin can upload a new store manager by entering the details like store title, manager name, contact number, email id & password, and location.

3.12.4. The super admin will assign the privileges to the store managers on which the store manager will work. The super admin can enable or disable the management options for the specific store manager.

3.12.5. The admin can choose a list of products that are sold by the supplier and assign those products to suppliers.

3.12.6. The admin can set the commission percentages for each supplier for the sales received.

3.12.7. The admin can see the warehouse storage items for all stores and it can be linked with the app items in case they run out of stock.

3.13. **Finance Management**

3.13.1. The super admin will collect the order's amount *Online through PayTabs* ^Added in v1.4 from clientside and Cash On Delivery from the buyer and the same will do the update on the system from their panel.

3.13.2. The super admin will get notified when the buyer will pay for the order.

3.13.3. The super admin can see the total earning amount, transactions list, and transaction details.

3.14. **Marketing Management**

3.14.1. **Mass Notifications** - Admin can send out the bulk email, SMS, or push notifications to all customers from the admin panel. Bulk Push Notifications are a great way to engage customers within the app.

3.14.2. **VAT Management** - *The admin can see the list of charges for different products and categories. The admin can manage the VATs from this section.* ^Added in v1.4 from clientside

3.15. **Help & Support Management**

3.15.1. The admin will see the list of the request sent by the buyers or delivery person and will revert to them with the help of email, phone number, or WhatsApp.

3.15.2. Integrate customer email, phone number, and the WhatsApp number with our web so we can assist them through the system.

3.16. **Settings -** The admin will have various options in this section like

3.16.1. Manage VAT enable/disable for the spatial category.

3.16.2. **Delivery Pricing Rules:** to control the delivery charges. Delivery price can be set using Distance slots, using an Uber pricing model or a fixed price.

3.16.3. **Company Profile:** *The admin can see the business name, C.R., VAT number, address, contact number, and Email id.* ^Added in v1.4 from clientside

3.16.4. **Content Setting:** The admin can add or edit the content of FAQs, privacy policies, and terms & conditions.

3.16.5. **MAP Fencing:** The admin will control the range for serving.

3.16.6. **Tax Management:** Tax Titles and percentage amount can be adjusted.

3.16.7. **Social Media Links:** Admin can add Social media profile links to the Company.

3.16.8. **Loyalty Matrix Table:** the admin can see the matrix table of loyalty points and can manage them. The admin can convert the value of loyalty points into SAR like
   a. 1000 points = 20 SAR
   b. 2500 points = 50 SAR, etc.

3.17. **User Permissions Management** Added in v1.5 from Client-side
   3.17.1. *The admin can see the list of users uploaded by the admin and can view, edit, block/unblock, or delete any of them from the list.*

   3.17.2. *The admin can upload a new user on the system by entering below details:*
      a. *Select user category (Accountant, Manager, and Supervisor)*
      b. *Enter full name*
      c. *Enter contact number*
      d. *Enter email id*
      e. *Enter password*
      f. *Enter address*

3.18. **Logout -** The admin can logout from the system.

Features Listing for Static Website:-

1.   **Home** - The user will see the android and ios application download button and short details of applications. The user will get information about the system. The user will see the logo of the company, features, about us, screens, gallery, contact us, and term & condition.

   1.1.   **Features** - The user can see some features of the application which will give an idea of what the application does and how it works. The user will see the advantages of the application.

   1.2.   **About Us** - The user will see the details and information about the company, android application, ios application, terms and conditions, and privacy & policies.

   1.3.   **Screens** - The user will see the screenshots of the android application and ios application. Which will give the pictorial flow of the application. The user will see the maximum 10 picks of both the applications.

   1.4.   **Add Your Store to our Platform** Added in v1.3 from Client-side
      1.4.1.   *The user will enter details into the form to upload their store on our platform.*

      1.4.2.   *The user will enter the below details like*
         a.   *Are you the owner of the store?*
         b.   *Store information*
            i.   *Store name AR/EN*
            ii.   *CR Number Added in v1.4 from clientside*
            iii.   *VAT Number Added in v1.4 from clientside*
            iv.   *City AR/EN*
            v.   *Region or neighborhood AR/EN*
         c.   *Full Address or Geolocation*
         d.   *Select Business Sector*
         e.   *Owner's Details*
            i.   *Owner's Fullname*
            ii.   *Address*
            iii.   *Landline Number*
            iv.   *Mobile Number*
            v.   *Email id*

      1.4.3.   *After submitting the form, the admin will contact the user and visit the user's place for further process.*

1.5. **Contact Us -** The user will see the details like the company address, contact number, email ids, and location on the map view. The user will submit the below details to contact the admin.

1.5.1. First Name

1.5.2. Last Name

1.5.3. Email id

1.5.4. Contact number

1.5.5. Subject

1.5.6. Write your message

1.6. **Term & Conditions -** The user can see the information about the term and conditions of the application, website, and company.

4. Our Process

The project is divided into different phases and each phase has a certain timeline to complete the phase. We give a certain time to the client for the feedback of every phase, without the approval of the previous phase; the company won't be able to proceed for further phases. After the feedback on the current phase, our development team firstly works on feedback further to move on to another phase. Testing and bug fixing will be implemented simultaneously in every phase.

We will follow the Scrum agile process that allows us to focus on delivering the highest business value in the shortest time. Including more collaboration with the client's feedback making the project a big success.

Discovery
We work with clients to understand their business and their initial concept with everything the TechGropse team knows. We'll assess the possible challenges and identify the ways to overcome them.

Features and Architecture
We establish what features go into the product and how they will work together. Here, we're drafting a skeletal framework for the project in the form of wireframes.

Design
When it comes to first impressions, it's all about design. We'll put our passion for good design to work and based on approved wireframes we'll design all screens.

Development
The development process is broken down based on feature sets. Our agile-based development process will allow you to regularly review and assess what we're building. In this phase, our programs or database developer is brought on to do the major work on the project.

Quality Assurance
Our Quality Assurance team will test the product and prevent mistakes or defects in developed products and avoid problems. Another part of this phase is verification and validation, both of which will help ensure the program's successful completion.

Launch

After passing the final round of QA and refinements, we'll have in our hands a release candidate build. We will deploy the app to the App Stores.

Maintenance

The end of the project life cycle at TechGropse Pvt. Ltd does not just end with the sign-off of the work order. We care about your success and ability to gain the highest level of value from your product, so we stay with you for a period of time to support your product in case complications arise.

5. Research Methodology

Being a consulting provider, we make sure we cover as many data points that can put us at an optimum level of understanding and backing every granularity of the requirement. Depending on the type of project our approach is defined and practiced for research.

a. Brainstorming sessions with the clients as well as within the teams during the implementation phase.

b. User stories/User journey and personal creation.

c. Complete functional flow diagrammatic approach.

d. We do follow a few journals and white papers to understand the potential volume and behavior of the end-users.

e. To understand social data, we use Google and Facebook analytics.

f. As a traditional approach, we follow communication medium like emails/messaging/calls to capture data points by norms of a questionnaire (not exhaustive though)

** We do not perform exhaustive primary research.

6. Technology & Software Requirements

For the development of this project, the following software requirements have been considered.

Software Specification	Android	iOS	Web	Backend	API	Database	Design
Language	Kotlin	Swift 4.0	JavaScript	Core PHP			
IDE	Android Studio	Xcode					
Making Design	Responsive	Auto layout concept	Jquery, HTML5, CSS3				
For API Calling	Retrofit	AlamoFire			CodeIgniter PHP		
Design Tools							Wireframing using Axure RP, Adobe PS CS-6, Illustrator, and Corel Draw
Frontend Framework			Bootstrap 4				
Backend Framework				CodeIgniter			
Database						My SQL	

7. Timetable

Team Engagement	Analysis Phase	Implementation Time 10 - 12 weeks			
		Weeks 1 - 2	Weeks 3 - 6	Weeks 7 - 10	Weeks 11 - 12
Project Management					
Project Manager		███████████████████████████████			
Analysis and Designing					
Sr. BA &UI/UX Designer		██████			
Android Development					
Sr. Android Developer			██████	██████	██████
iOS Development					
Sr. iOS Developer			██████	██████	██████
Frontend					
Sr. Frontend Developer			██████	██████	██████
Backend					
Sr. Backend Developer			███████████████████████		
Quality Analysis					
Sr. Quality Analyst					██████

8. Development Pricing

The below table depicts the budget of the project according to the time taken to complete a certain phase and technology.

Development Pricing:
- ❏ For Buyers: Native Android Application, Native iOS Application, and Static Website.
- ❏ For Delivery Person: Native Android Mobile Application.
- ❏ For Store Manager: Native Android Mobile Application.
- ❏ For Super-Admin: Web Panel.

PHASES	PRICE (SAR)
Kick-off	25% of the Total Cost i.e. SAR 10,650.00
Phase One: Requirement Gathering, Logo Designing, and Graphical UI/UX	25% of the Total Cost i.e. SAR 10,650.00
Phase Two: Project Development Part - I	25% of the Total Cost i.e. SAR 10,650.00
Phase Three: QA & bug Fixing and final sign-off before going live	25% of the Total Cost i.e. SAR 10,650.00
TOTAL DEVELOPMENT PRICING	SAR 42,600.00

Total Maintenance & Support Pricing (12 Months)	SAR 4,000.00

**Note
- **a.** All the third-party services will be purchased by the development company for which the client will not bear the cost as it's included in the given cost above. Third-Party like SMS Gateway, Payment Gateway, and etc.

- **b.** Once the project is in the development process, any changes in functionality/flow will be considered through the change request process.

Cost of Third-Party Services:

-> PayTabs – Payment Gateway Set-Up Fees: One-time Set-Up Fees - 1,050.00 SAR

-> Google Developer Account: $ 25/ Annually

-> Apple Developer Account: $ 99/ Annually

VMware Cloud on AWS lets you benefit from the AWS security-first approach, including IPSec VPN connectivity between your on-premises environment and VMware Cloud on AWS. You can utilize Network Address Translation (NAT) to establish connectivity for workloads running in your private subnet with VMware Cloud on AWS, and leverage network ACLs to control traffic to and from the subnet.

● Micro-segmentation with NSX: Offers granular protection for each application workload, preventing the lateral spread of threats in cloud environments. This feature enables granular control over East-West traffic between application workloads running in the VMware Cloud on AWS SDDC. Security policies are dynamically enforced at the VM-level, preventing security threats from spreading across networks.

● vSAN encryption with AWS Key Management System (KMS): This enables encryption of data at rest with AWS's managed service for creating and controlling the encryption keys. All data in VMware Cloud on AWS is encrypted at no additional cost.

In addition to many security capabilities, VMware Cloud on AWS also has been independently verified to comply with ISO 27001, ISO 27017, ISO 27018, SOC 1 (type 1 and 2), SOC 2 (type 1 and 2), SOC 3, and HIPAA. Furthermore, VMware Cloud on AWS complies with the General Data Protection Regulation (GDPR).

Security, Identity, and Compliance on AWS

Secure your workloads and applications in the cloud

Data protection

AWS provides services that help you protect your data, accounts, and workloads from unauthorized access. AWS data protection services provide encryption and key management and threat detection that continuously monitors and protects your accounts and workloads.

Identity & access management

AWS Identity Services enable you to securely manage identities, resources, and permissions at scale. With AWS, you have identity services for your workforce and customer-facing applications to get started quickly and manage access to your workloads and applications.

Infrastructure protection

AWS protects web applications by filtering traffic based on rules that you create. For example, you can filter web requests based on IP addresses, HTTP headers, HTTP body, or URI strings, which allows you to block common attack patterns, such as SQL injection or cross-site scripting.

Threat detection & continuous monitoring

AWS identifies threats by continuously monitoring the network activity and account behavior within your cloud environment.

Compliance & data privacy

AWS gives you a comprehensive view of your compliance status and continuously monitors your environment using automated compliance checks based on the AWS best practices and industry standards your organization follows.

AWS Security, Identity, & Compliance services

Category	Use cases	AWS service
Identity & access management	Securely manage access to services and resources	AWS Identity & Access Management (IAM)
	Cloud single-sign-on (SSO) service	AWS Single Sign-On
	Identity management for your apps	Amazon Cognito
	Managed Microsoft Active Directory	AWS Directory Service
	Simple, secure service to share AWS resources	AWS Resource Access Manager
Detective controls	Unified security and compliance center	AWS Security Hub
	Managed threat detection service	Amazon GuardDuty
	Analyze application security	Amazon Inspector
	Investigate potential security issues	Amazon Detective
Infrastructure protection	Discover, classify, and protect your data	Amazon Macie
	Key storage and management	AWS Key Management Service (KMS)
	Hardware-based key storage for regulatory compliance	AWS CloudHSM

	Provision, manage and deploy public and private SSL/TLS certificates	AWS Certificate Manager
	Rotate, manage, and retrieve secrets	AWS Secrets Manager
Compliance	No cost, self-service portal for on-demand access to AWS' compliance reports	AWS Artifact

==WS complies with ISO 27018, a code of practice that focuses on protection of personal data in the cloud. It is based on ISO information security standard 27002 and provides implementation guidance about ISO 27002 controls that is applicable to personally identifiable information (PII) processed by public cloud service providers. For more information, or to view the AWS ISO 27018 Certification, see the AWS ISO 27018 Compliance webpage.==

Web server hosting - Specification and cost:

AWS Set-Up and Maintenance Cost - 1,500 SAR	
Monthly	**Annually**
600-1000 SAR monthly as per the use	6000-8000 SAR yearly as per the use

Here I will put all the server specifications for the EC2 model including the examples and calculations:

1st Pricing Model: EC2 Instance Savings Plans

EC2 instance specifications

- ==**Operating System**: Linux==

==**- Instance types:**==

==**a. vCPUs:** 4==

b. Memory (GiB): 32

c. Number of EC2 Instances: 1 r5a.xlarge

On-Demand hourly cost $0.226

vCPUs: 4

GPUs: N/A

1YR Std reserved hourly cost: $ 0.142

Memory (GiB): 32

Network performance: 10 Gigabit

Detailed Calculation: EC2 Instance Savings Plans rate for r5a.xlarge in the US East (Ohio) for 1 Year term and No Upfront is 0.142 USD

Hours in the commitment: 365 days * 24 hours * 1 year = 8760.0000 hours

Total Commitment: 0.142 USD * 8760 hours = 1243.9200 USD

Upfront: No Upfront (0% of 1243.92) = 0.0000 USD

Hourly cost for EC2 Instance Savings Plans = (Total Commitment - Upfront cost)/Hours in the term: (1243.92 - 0.0000)/8760 = 0.1420 USD

*Please note that you will pay an hourly commitment for Savings Plans and your EC2 usage will be accrued at a discounted rate against this commitment.

Pricing calculations

1 instances x 0.142 USD x 730 hours in month = 103.66 USD (monthly instance savings cost)

Amazon EC2 Instance Savings Plans instances (monthly): 103.66 USD

Amazon Elastic Block Storage (EBS)

"Attach persistent block storage volumes for your Amazon EC2 instances"

Storage for each EC2 instance

(General Purpose SSD (gp2)

Storage Amount: 1 TB

Detailed Calculation:

Unit conversions

Storage amount: 1 TB x 1024 GB in a TB = 1024 GB

Pricing calculations

1,024 GB x 0.10 USD x 1 instances = 102.40 USD (EBS Storage Cost)

Amazon Elastic Block Storage (EBS) pricing (monthly): 102.40 USD

Amazon EC2 estimate

Amazon Elastic Block Storage (EBS) pricing (monthly)

102.40 USD

Amazon EC2 Instance Savings Plans instances (monthly)

103.66 USD

Total monthly cost:

206.06 USD

2nd Pricing Model: Amazon EC2 On-Demand instances (monthly): 164.98

Amazon Elastic Block Storage (EBS) pricing (monthly): 102.40

total monthly cost: $267.38

3rd Pricing Model: Amazon EC2 Convertible Reserved instances (monthly): 119.72

1 instances x 0.164 USD x 730 hours in month = 119.72 USD (monthly reserved cost)

Amazon Elastic Block Storage (EBS) pricing (monthly): 102.40

total monthly cost: $222.12

4th Pricing Model: Amazon EC2 Standard Reserved instances (monthly): 103.66

1 instances x 0.142 USD x 730 hours in month = 103.66 USD (monthly reserved cost)

Amazon Elastic Block Storage (EBS) pricing (monthly): 102.40

total monthly cost: $206.06

5th Pricing Model: Amazon EC2 Compute Savings Plans instances (monthly): 119.72

1 instances x 0.164 USD x 730 hours in month = 119.72 USD (monthly compute savings cost)

Amazon Elastic Block Storage (EBS) pricing (monthly): 102.40

total monthly cost: $222.12

9. Support and Warranty

a. Standard Support

This is the support phase where we take care of the bugs, which may be raised after the final release and reported by website users. After the deployment of the website, **12 months** of bug removal support will be provided. Resolution to bugs specific to hardware or devices or Operating System not to be considered as part of the warranty.

b. On-going Maintenance and Upgrades

After completion of **12 months** support, the client can sign a separate contract for ongoing maintenance and support wherein TechGropse may charge a fixed fee on a monthly or yearly basis which is dependent upon project complexity, nature of work, project size & magnitude, risk areas covered and service offered, etc. We assign specific numbers of hours towards development/upgrades/bug-fixing & maintenance.

10. About Team

Role	Responsibility
Chief Technical Officer	1. Developing the project strategy for using technological resources. 2. Ensuring technologies are used efficiently, profitably, and securely. 3. Monitor KPIs and IT budget to access technological performance. 4. Build quality assurance and data protection processes.
Delivery Head	1. To assign the team members for the project who will work on the project and complete it. 2. To allocate the project manager for the project. 3. To get weekly or daily reports from the project manager and share the project status with the client. 4. Having time to time meetings with the project team and provide guidance and motivation to the teammates and provide solutions for the problems.
Project Manager	1. Overall accountability for delivery and execution of the project. 2. Project Planning and Execution – Communication planning, Schedule, Manage Resource Requirements, Process Adherence. 3. Project Tracking – Timelines, Budget, Resource Burnout, and Reporting. 4. Participate in reviews and workshops to detail out and manage requirements 5. Risk Management
Graphic Designer	1. Develop wireframes based on client input. 2. Design graphic components working with the client & understand the scope of the - project.
Front-end Developer	1. Develop UI components working with the client & understand the scope of the - project. 2. Ensure the developed product design matches the design aspects of the client.

Back-end Developer	1. Develop applications on Web platforms.
	2. Ensure development is performed per best practices.
	3. Ensure all web development standards are met.
	4. Unit Testing.
	5. Database structuring and Management
System Architect and DBA	1. System Architect
	1.1. Design and reason complex algorithms (time and space) and Code (cyclomatic) wherever required.
	1.2. Database design and review.
	1.3. Prepares and monitors deployment plans.
	1.4. Find the best fit for solving all business problems.
	1.5. Checks on platform-specific compliances and security.
	1.6. Aspects.
	2. DBA
	2.1. Tunes database to optimize performance as workloads change through database design, index creation, database optimization, and performance tuning.
	2.2. Trace degrades SQL performance, database outage, and constructively implements fixes and monitor results.
	2.3. Install and configure DB software and perform upgrades.
	2.4. Ensure high availability, backup, and recovery of production databases.
Quality Analyst	1. Prepare the system test cases.
	2. Ensure all client requirements are met.
	3. Test & add issues to the bug tracking system.
	4. Regression Testing.
	5. Ensure all development standards are met.

11. Terms and Conditions

    a.   **Third-Party SDK/API Dependencies**
            All the third-party dependencies related to this project will be provided by the client:

      i.   Google & Play Store Credentials

    ii.   AWS Server

    b.   **General Term & Conditions**

      i.   Prerequisites from Client: "TechGropse" ensures the highest level of confidentiality with regard to project information. If under any circumstances, the client decides to discontinue the services provided by TechGropse Pvt. ltd., no refund will be granted by the company. All details shared between "TechGropse" and the client shall only be used for development purposes and shall be returned to the client. The following are the information that we shall require from the client.

      ii.   The client will provide the access environment of an existing website and mobile application (if applicable) required for the project.

      iii.   The client will provide the development license/access to third-party tools, proprietary tools, and APIs. It will primarily coordinate with the provider of third-party tools in case the project team requires any support or clarification.

      iv.   The client has to bear the license cost of images, specific graphics required for GUI design.

      v.   The client will provide development environment credentials and test the BETA website and applications as per the schedule. TechGropse Pvt. Ltd. will not be accountable if there is any delay at the client end and hence the client cannot hold the payment on these grounds.

      vi.   The client has to carry out the required data entry in the production environment.

      vii.   The client shall provide an Apple Developer account & Google Play Developer Account.

    c.   **Assumptions**

      i.   The client will be responsible for providing all the receivables, within the mutually agreed time. Failure to meet any such dependencies shall lead to a subsequent in the project schedule, effort estimate, and cost.

ii. TechGropse Pvt Ltd. and Client will mutually agree on the Acceptance Criteria at the end of the requirements phase for any activity related to development or support.

iii. Any additions and/ or changes in the scope of work (which is initially finalized between Client and company at the time of engagement), shall lead to change in the project schedule, effort estimate, and cost. TechGropse will handle the scope of changes using Change Management Procedure and it will be mutually agreed between Client and TechGropse. The change required in any system outside the scope of TechGropse will not be taken up by TechGropse. Either the Client or the respective vendor needs to undertake the responsibility for the same.

iv. There is no onsite presence anticipated as of now, if required will be billed to Client on the basis of actual man-hour efforts which includes the allowances and etc.

d.   Dependencies

i. Quick and Timely feedback on shared build releases is critical to keeping the timelines for the project delivery and overall quality.

ii. Sign-off/ Approval of the milestone deliverables will be signed off by the Client within the stipulated and agreed timelines by a maximum of 2 working days. If sign off or feedback is not received from Client in the stipulated time then it will be deemed as accepted by the client.

iii. The client needs to provide the approval on Wireframes, UI Designs & Test Scenarios before the project enters into the development phase, as to see whether the changes asked by the client are acceptable and we will consider all the points mentioned in this Document as Scope of Work for this Project only.

12. Key Personnel

Below is the list of key personnel who will be associated with this project. Any change in the personnel should be updated with the other party on priority.

Client Name	Mr. Hassan Alsalem
Chief Executive Officer	Mr. Aman Mishra
Chief Technical Officer	Mr. Anup Kumar
Delivery Head	Mr. Harshit Goel

13. Next Step

Steps to be followed once this proposal document is approved by all concerned parties.

14. Declaration

Client Details	Development Company Details
Name: Mr. Hassan Alsalem **Title:** **Company Name:** **Address:** **Email ID:**	**Authorize Person Name:** Mr. Aman Mishra **Title:** Director **Company Name:** TechGropse Pvt. Ltd. **Address:** **Email ID:** sales@techgropse.com || aman@techgropse.com **Website:** www.techgropse.com

Author By	Date of Issue & Place
Mr. Pradeep Gautam **(Sr. Business Analyst)**	**21/05/2020**

➢ **Note: This proposal is valid for 60 days from the date of issue.**