

Web Application Development Proposal

Ref: Ashwani sir

Business Type: Laptop/Desktop/Camera Repair & Second-hand Sales

Location: Lucknow, Uttar Pradesh

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Project Overview:

We propose to design and develop a modern, responsive, and professional Web Application to enable your business to:

- Offer laptop, desktop, and camera repair and service booking and parts selling online.
- List and sell second-hand laptops.
- Allow users in Lucknow to search and order parts + repair service based on their product needs.
- Schedule home repair visits by engineers.
- Manage warranty, invoicing, automated emails, and customer communication (call/SMS).

Proposed Features:

1. Service Booking & Product Repair

- Customers select device type (laptop/desktop/camera), brand, model, and issue.
- Choose service type: *Pickup & Delivery*, *On-Site Repair*, or *Drop at Store*.
- Live tracking of customers problem and assigning engineers to them.
- Price estimation system for parts + service + delivery.

2. Second-hand Laptop Sales

- Display refurbished laptops with specs, images, price, and warranty.
- Filter by brand, RAM, processor, storage, and price.
- Online order & COD/payment gateway integration.

3. Parts Search & Purchase

- Search laptop/desktop/camera parts (battery, charger, screen, SSD) by model.
- Check compatibility and availability. (Optional)
- Add repair service to cart if needed.

4. Engineer Dispatch Management (Optional)

- Admin panel to assign engineers by location and time.
- Notification to assigned engineer and customer.
- Engineer can update service status (Reached, Repair Started, Completed).

5. Automated Email & Notification System

- Order confirmation, service reminders, invoice, warranty info.
- Email and SMS for delivery updates via business mail SMTP.
- Feedback request post-service.

6. Customer Communication System

- One-click call and WhatsApp message to service agent.
- Integrated Twilio/Msg91 API for SMS notifications/ Mail Notification.(Can be changed if want other provider)

- Call tracking for quality control.(Optional)

7. Warranty & Invoice Management

- Dynamic digital invoice generation.
- Track warranty period for purchased/refurbished items.
- Admin panel to update claim and repair status.

8. Admin & Engineer Dashboard

- Admin: View orders, assign engineers, manage inventory, update second-hand listings.
- Engineer: View assigned jobs, mark progress, upload pictures, generate reports.(Optional)

9. SEO + Local Targeting for Lucknow (Optional)

- Integrated Google Maps for service areas.
- Geo-tagging for local SEO.
- Structured schema for service areas and laptop parts.

10. Security & Backup

- Secured login for admin, engineers, and customers.
- Daily backups of order data and logs.

Design & UX Approach

- Clean, mobile-friendly design with fast loading.
- Professional theme matching tech repair and trust.
- Integrated with customer testimonials, FAQs, and basic SEO.

Timeline

Phase	Duration
Requirement Finalization	2 Days
UI/UX Design	5 Days (Can be skipped if needed)
Frontend Development	7 Days
Backend/API Integration	10-15 Days
Testing & Revisions	4 Days
Deployment	2 Days
Total Duration	~28-30 Days

The Frontend will be deployed in first 15 days and api integration will be continue for next remaining days as mentioned.

Estimated Cost Breakdown

Module	Cost (INR)
Service Booking System	₹8,000
Second-hand Laptop Sales (Cart System)	₹10,000

Module	Cost (INR)
Engineer Dispatch System (if needed)*	₹8,000
Automated Email & Notification	₹4,000/Year
Warranty & Invoice Management	₹2,000
Admin Dashboard	₹5,000
Customer Communication Integration	₹2,500
Total	₹39,500

There will be no separate charge for hosting, domain and other integrated api. If you are already having hosting, domain, server and database then these things can be used in the product to reduce the estimated cost.

Additional Services (From Next Year)

Service	Cost (INR) / Year
Website Hosting & Domain	₹3,000–₹5,000
SMS Integration (Msg91)	₹1,500–₹3,000
Email SMTP (Zoho/Gmail API)	Free / ₹1,200

Service	Cost (INR) / Year
Maintenance & Support	₹10,000 annually

Technology Stack

- Frontend: React.js + Tailwind CSS
- Backend: Spring Boot / Node.js (as per preference)
- Database: MySQL / PostgreSQL
- Authentication: JWT-based login
- Deployment: Vercel / Netlify (Frontend), Railway / Render (Backend)
- Payment Gateway: Razorpay / Paytm
- SMS/Email: Msg91 / Twilio / SendinBlue / SMTP
- Admin Panel: Custom-built with role management

What We Need from You

- Your logo, branding guidelines (if available)
- List of initial second-hand products with details
- Engineer contact list and service area pin codes
- Service Rate List for Initial setup. (Optional)

- Email and SMS provider accounts (if available)

Contact & Next Steps

Once you review and approve this proposal:

1. We'll sign a service agreement or MOU.
2. A 50% upfront payment will initiate the project.
3. Regular demos and feedback sessions will be scheduled.
4. Final deployment and handover after balance payment.