

Requirement Specification Document

1. Project Presentation

1-1 Company Presentation:

The platform, named "**SuperMart Services**," is an online marketplace that connects vendors and customers in one unified space. Vendors can sell products (e.g., groceries, electronics, clothing) or offer services (e.g., plumbing, painting, electrical work). Customers can browse, purchase products, or book services seamlessly.

1-2 Website Name:

SuperMart Services

1-3 Target Audience:

The platform targets a wide range of users, including:

- **Vendors:** Small businesses, independent sellers, and service providers.
- **Customers:** Individuals looking to purchase products or hire services for their daily needs.

The platform is designed to cater to both tech-savvy and non-tech-savvy users, ensuring accessibility for all.

1-4 Framework:

This project is part of a **6-month development initiative** to create a scalable and user-friendly online marketplace.

1-5 Project Perimeter:

The platform will initially target the **Moroccan market**, with plans to expand to other regions. The website will be fully responsive, ensuring compatibility with mobile devices, tablets, and desktops.

1-6 Description:

SuperMart Services is an online marketplace that allows vendors to create their own stores and sell products or offer services. Customers can browse through a wide range of categories, from groceries to home services, and make purchases or bookings directly through the platform. The platform aims to simplify the process of buying products and hiring services by providing a centralized, easy-to-use interface. Vendors can manage their stores, update product/service listings, and track orders, while customers can enjoy a seamless shopping experience with secure payment options and reliable delivery/booking systems.

2. Graphic and Ergonomic Description

2-1 Graphic Chart:

The platform will feature a clean, modern design with intuitive navigation. The color scheme will include shades of **blue and green** to evoke trust and reliability.

Color Palette:

- Primary: #1E90FF (Dodger Blue)
- Secondary: #32CD32 (Lime Green)
- Background: #F5F5F5 (Light Gray)
- Text: #333333 (Dark Gray)

Typography:

- Primary Font: **Roboto** (Clean and modern)
- Secondary Font: **Open Sans** (Readable and versatile)

2-2 Inspiration:

- [Amazon](#)
- [Etsy](#)
- [TaskRabbit](#)

2-3 Logo:

The logo will be designed in-house, representing the concept of a marketplace (e.g., a shopping cart combined with a toolbox to symbolize both products and services).

3. Site Goals

- Provide a platform for vendors to create and manage their online stores.
 - Enable customers to easily browse, purchase products, or book services.
 - Offer a secure and user-friendly interface for both vendors and customers.
 - Implement a robust back-end system for managing products, services, orders, and payments.
 - Ensure the platform is scalable to accommodate future growth.
 - Provide vendors with tools to track sales, manage inventory, and analyze performance.
 - Offer customers a seamless experience with features like product reviews, service ratings, and secure payment options.
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4. Functional Needs

4-1 Site Tree:

The platform will consist of the following main pages:

- **Home** (<http://SuperMartServices.ma>)
- **Product Categories** (e.g., Groceries, Electronics, Clothing)
- **Service Categories** (e.g., Plumbing, Painting, Electrical)
- **Vendor Stores** (<http://SuperMartServices.ma/stores>)
- **Cart** (<http://SuperMartServices.ma/cart>)
- **Checkout** (<http://SuperMartServices.ma/checkout>)
- **Customer Dashboard** (<http://SuperMartServices.ma/dashboard>)
- **Vendor Dashboard** (<http://SuperMartServices.ma/vendor-dashboard>)

4-2 Exhibition of Products and Services:

- Each product/service will have a dedicated page with details such as price, description, images, and reviews.
- Vendors can upload product/service listings, including images, descriptions, and pricing.
- Customers can filter products/services by category, price, ratings, and location.

4-3 Customer Registration:

- Customers must register to make purchases or book services.
- Registration requires basic information (name, email, phone number, address).
- Registered customers can save their payment methods and delivery preferences for faster checkout.

4-4 Vendor Registration:

- Vendors must apply to create a store on the platform.
- Vendor registration requires business details, proof of legitimacy, and a description of products/services.
- Approved vendors can manage their stores, update listings, and track orders.

4-5 Adding Products/Services to Cart:

- Customers can add products to their cart or book services directly.
- The cart will display the total price, including taxes and delivery fees.

4-6 Delivery/Service Booking:

- For products, customers can choose between home delivery or pickup.
- For services, customers can select a date and time for the service to be performed.
- Vendors will receive notifications for new orders/service bookings.

4-7 Payment:

- The platform will support multiple payment methods (credit/debit cards, mobile payments, cash on delivery).
- Payments will be processed securely, with encryption to protect customer data.

4-8 Order/Service Confirmation:

- Customers will receive a confirmation email with order/service details.
 - Vendors will receive notifications to fulfill orders or schedule services.
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5. Technical Requirements

5-1 Front-End:

- **HTML5, CSS3, JavaScript** (React.js or Vue.js for dynamic content).
- Responsive design for mobile, tablet, and desktop.

5-2 Back-End:

- **PHP** with MVC and OOP architecture.
- **MySQL** database for storing product/service listings, user data, and orders.
- **RESTful API** for communication between front-end and back-end.

5-3 Security:

- **SSL encryption** for secure transactions.
- **Two-factor authentication** for vendor accounts.
- Regular security audits to protect against vulnerabilities.

5-4 Compatibility:

- The platform must be compatible with all major browsers (Google Chrome, Mozilla Firefox, Safari, Edge).
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6. Additional Features

- **Reviews and Ratings:** Customers can leave reviews and ratings for products/services.
- **Search Functionality:** Advanced search with filters for products/services.
- **Promotions and Discounts:** Vendors can create promotions or discounts for their listings.
- **Customer Support:** Live chat and FAQ section for customer assistance.

7. Non-Functional Requirements

7-1 Performance:

- The platform must handle **up to 10,000 concurrent users** without performance degradation.
- Page load times should not exceed **3 seconds** for 90% of users.

7-2 Accessibility:

- The platform must comply with **WCAG 2.1 Level AA** standards to ensure accessibility for users with disabilities.

7-3 Scalability:

- The platform must be designed to scale horizontally to accommodate future growth in users and transactions.

7-4 Compatibility:

- The platform must be compatible with all major browsers (Google Chrome, Mozilla Firefox, Safari, Edge) and devices (mobile, tablet, desktop).

8. Project Planning

8-1 Development Phases:

1. **Phase 1: Requirements Gathering and Design (1 month)**
 - Finalize requirements and design mockups.
 - Develop the graphic chart and UI/UX prototypes.
2. **Phase 2: Front-End Development (2 months)**
 - Develop the front-end using React.js/Vue.js.
 - Implement responsive design and accessibility features.
3. **Phase 3: Back-End Development (2 months)**
 - Develop the back-end using PHP and MySQL.
 - Implement RESTful APIs for communication.
4. **Phase 4: Testing and Deployment (1 month)**
 - Conduct thorough testing (unit, integration, and user acceptance testing).
 - Deploy the platform to a production environment.

8-2 Milestones:

- **Milestone 1:** Completion of UI/UX design (End of Month 1).

- **Milestone 2:** Completion of front-end development (End of Month 3).
 - **Milestone 3:** Completion of back-end development (End of Month 5).
 - **Milestone 4:** Launch of the platform (End of Month 6).
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9. Third-Party Integrations

9-1 Payment Gateway:

- Integrate **PayPal** and **Stripe** for secure payment processing.

9-2 Delivery Tracking:

- Integrate with **DHL** and **FedEx APIs** for real-time delivery tracking.

9-3 Messaging:

- Integrate **Twilio API** for SMS notifications and **SendGrid** for email notifications.
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10. Points of Improvement

- **Non-Functional Requirements:** Added a section detailing performance, accessibility, scalability, and compatibility requirements.
- **Graphic Chart:** Expanded the graphic chart with a detailed color palette and typography.
- **Project Planning:** Added a detailed project timeline with milestones and development phases.
- **Third-Party Integrations:** Added details on payment gateways, delivery tracking, and messaging APIs.