

SOW No. : 2021001

SOW Name : Sri Krishna Mandir App

Project Id : ISKM001

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ACUITOLOGY CO.,LTD
Client

1 Project Background

ACUITOLOGY has been entrusted by International Sri Krishna Mandir (ISKM) to develop a mobile application for the official Hare Krishna Temple to fulfill its mission of propagating Kṛṣṇa consciousness among its growing numbers of fellow members.

The mobile application is envisioned to provide a highly interactive, collaborative and an engaging platform to bring the members of the Society together with each other and nearer to lord Krishna, the prime entity,

This mobile platform will be designed to serve all the fellow members, irrespective of their age group and location, to seamlessly participate in the activities, events, classes and courses organized by the Mandir and to offer seva to Lord Krishna and needy segment of society.

This document outlines the functional, technical and commercial details of the work required to design, development and rollout the aforesaid application.

2 Project Scope

Project scope includes two main modules with following types of users

1	Mandir-App	<ul style="list-style-type: none">Native Mobile app for Apple and Android smart phonesRequires registration to login and to access mobile app functions. So all users accessing Mandir App are called “Registered Users”There are two types of Registered-Users (RUS)<ul style="list-style-type: none">1.1) Guest (GUS): Non-paid users with limited access.1.2) Paid-Members (PUS) : paid users with full access
2	Admin Portal	<ul style="list-style-type: none">Web based portal for controlling Mandir-App functionalities.Requires registration to login to the Admin portal. All registration users are called as<ul style="list-style-type: none">2.1) Administrators (AUS): With full admin privileges2.2) Sub-Administrators (SAUS) : With limited privileges

2.1 Mandir-App User Journeys

1	Registration	<ul style="list-style-type: none">Registration requires user’s full name, phone number, email, country, password /confirm-password.Users need to verify their mobile numbers with OTP which can be received as an SMS, push notification on mobile devices or via email.Users can choose Guest or Paid-membership options.
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		<ul style="list-style-type: none"> • Paid-Members can opt for Annual or monthly subscription plan. • Monthly subscription can be paid via Credit Card, FAST or Paynow options. • Users may be directed to the https://srikrishnamandir.org/donate/ if there are any limitations as highlighted in section 3.3
2	Login Logout Reset Password	<ul style="list-style-type: none"> • RUS can reset passwords. • RUS can rate Mobile app with star symbols (1 to 5 stars) during logout.
3	Profile update	<ul style="list-style-type: none"> • RUS can update their profile with personal details like address, occupation, birth date, mobile number etc. • Any change to the mobile number would require mobile number verification via OTP.
4	Live darshan <ul style="list-style-type: none"> • Live darshan schedule • Text prayers 	<ul style="list-style-type: none"> • RUS can do live darshan as per the published Darshan schedule. • Text prayers facility is available to recite the prayers while doing live darshan. • RUS will be able to offer emoji symbols – prayer, flower, diya, love and like symbols. RUS names will not be displayed on Live Darshan window. Also no comments are allowed. • Live darshan will never be recorded.
5	Meditation with Malas <ul style="list-style-type: none"> • Audio on Demand (AOD) 	<ul style="list-style-type: none"> • RUS can choose the number of Malas for meditation. • Audio on demand will be played. • Duration of Audio for the number of Malas will be set by Admin. However, • RUS will be able to adjust the speed of the audio based on his/her Mala practice.
6	Events <ul style="list-style-type: none"> • Event details (description, date, time, location) • Seva - Volunteers Requirement with date and time details 	<ul style="list-style-type: none"> • RUS can sponsor and make the payment for specific purpose / items • RUS can offer Seva by booking the date and time for volunteering activities • RUS can view gallery containing pictures and published video of the event. • Display appropriate message if there are no country specific events
7	Rewards and Redemption <ul style="list-style-type: none"> • Activity points – no expiry date • Coupons with QR code, Image, Merchant location, Category, expiry date 	<ul style="list-style-type: none"> • RUS can view the static-list of points that they can earn again each activities. • RUS can view the summary of points accrued, number of points redeemed, number of points credited. • RUS can view the list of coupons allocated to them and the number of coupons redeemed. • RUS can redeem the coupons with QR code at merchant location. One QR code can be redeemed only once.
8	Classes <ul style="list-style-type: none"> • Interactive Classes – Details and Live streaming schedule • Recorded Classes – List, 	<ul style="list-style-type: none"> • All RUS can attend Interactive classes via Mobile App • Non-RUS can also attend Interactive classes via Facebook & YouTube . However all classes may not streamed on Facebook and YouTube as decided by Admin • RUS as well as Non-RUS can raise questions to presenters during interactive classes in a separate chat window (no

	Audio & Video on Demand (AOD,VOD)	<p>screen overlay) and can see the questions raised by other viewers.</p> <ul style="list-style-type: none"> • All Interactive classes are recorded. • Recorded classes are always available to the RUS. These classes may be available to Non-RUS only if explicitly uploaded by Admin on FB/YouTube Channels. • RUS can personalize their playlist of AOD/VOD recorded classes and can play them any time as per their convenience.
9	<p>Courses (with one or multiple modules)</p> <ul style="list-style-type: none"> • Interactive Courses –Module wise details, Live streaming schedule • Recorded Courses - Module wise details, Audio & Video on Demand (AOD,VOD) • Some Courses /modules (Interactive/Recorded) are always free. • Some Courses /modules (Interactive/Recorded) are free only for PUS (Paid Users) • Some Courses/modules (Interactive/Recorded) are paid but are discounted for PUS (Paid Users) • Course Questionnaire 	<ul style="list-style-type: none"> • RUS can access certain or all the free courses based on their subscription status GUS (Guest Users) vs PUS (Paid Users). • GUS (Guest Users) can attend paid courses after the payment. • GUS (Guest Users) can avail discounted price by upgrading their subscription status to PUS (Paid Users). • PUS (Paid Users) can attend paid courses after making the discounted payments. • All RUS can raise questions to presenters while attending Interactive courses in a separate chat window (no screen overlay) and can see the questions raised by other viewers. • All Interactive courses/modules are recorded. • Recorded courses are always available to the RUS based on their subscription & payment status. • RUS can personalize their playlist of AOD/VOD recorded courses and can play them any time as per their convenience. • Users can complete Questionnaire while attending interactive courses.
10	Catering Services	<ul style="list-style-type: none"> • Any RUS can have Catering Services with option to select date, time, number of people and menu items. <p>RUS can chat with admin and submit the enquiry form.</p>
11	Donations	<ul style="list-style-type: none"> • Any RUS can make donations. • Donation can have fixed or variable amounts. • Certain Sevas has fixed amount. • Donation for each purpose will go to different sub-accounts. • RUS can check their donation history.
12	Business Promotions and Advertisements	<ul style="list-style-type: none"> • Only PUS (Paid Users) can do promotion and advertisement for their business. • PUS need to provide details like category, image, URL, list of coupons code, redemption date, eligibility criteria and the redemption conditions to Admin for approval and pushing it to the mobile devices.
13	Survey Form	<ul style="list-style-type: none"> • Survey form for RUS as and when published by Admin.
14	Discussion Room	<ul style="list-style-type: none"> • Users can post likes and comments.

		<ul style="list-style-type: none"> • Users can post videos. • No group chats and no media sharing allowed.
15	Online Shopping	<ul style="list-style-type: none"> • Online shopping will simply redirect users to Kyte website. • Users cannot do In-App purchasing.
16	Accept Coupons	<ul style="list-style-type: none"> • Merchants as RUS (Registered Users) of Mobile App can scan and check the validity of the coupons presented by other RUS (Registered Users) making purchases at their shops via QR code displayed at their shop. • Merchants can accept only valid coupons. • Once the coupon is accepted, it be will be marked as redeemed
17	News	<ul style="list-style-type: none"> • Display local and international news as published by Web-Admin • By default always show the user's country specific news first

*1 – Non-RUS are not the registered users and thus they do not have access to the mobile-app.

2.2 Web-Admin Functionality

1	Registration	<ul style="list-style-type: none"> • Registration requires user's full name, phone number, email, country, password /confirm-password. • Users need to verify their mobile number with OTP which can be received as SMS, push notification on mobile devices or via email.
2	Login Logout Reset Password	<ul style="list-style-type: none"> • Login, logout and password reset functionality.
3	Profile update	<ul style="list-style-type: none"> • RUS can update their profile with personal details like address, occupation, birth date, mobile number etc. • Any change to the mobile number would require mobile number verification via OTP.
4	Configure live darshan details	<ul style="list-style-type: none"> • Set Live darshan schedule. • Upload Text Prayers. • Live darshan will never be recorded.
5	Configure Meditation with Malas	<ul style="list-style-type: none"> • Admin to upload audio and set duration for each set of number of Malas.
6	Add Events	<ul style="list-style-type: none"> • Add events with details (description, date, time, location, gallery of pictures and video clip for events). • Add volunteer requirements, date, time, location • No recording of events.
7	Maintain Rewards and Redemption	<ul style="list-style-type: none"> • Maintain a list of points that they can be earn against each activities. • Set rules for points calculation. • Add coupons with coupon details, redemption conditions, expiry date, category, merchant location and images. • System will automatically generate the personalized QR code for each eligible members for one time redemption.
8	Maintain Class details for <ul style="list-style-type: none"> • Interactive Classes 	<ul style="list-style-type: none"> • Maintain a list of Interactive classes with class description, live streaming schedule. • Update which interactive classes are available for public viewing via Facebook and YouTube.

	<ul style="list-style-type: none"> Recorded Classes 	<ul style="list-style-type: none"> All classes by default will be available to the Mobile-App RUS (Registered Users). Assign instructors (Sub-Admin) to conduct classes. Maintain a list of Recorded Audio and Video classes with class description, image gallery. Uploaded recorded classes to Facebook and YouTube channels if there is any such requirement for public viewing.
9	Maintain Courses <ul style="list-style-type: none"> Interactive Courses Recorded Courses Add Instructors (Sub-admins) Add external Agency) 	<ul style="list-style-type: none"> Maintain the list of interactive courses with module wise details, live streaming schedule. Maintain the list of courses on demand (audio & video) with module wise details. Configure the payment requirement for all types of courses (interactive and recorded) as Free for all RUS, Free only for PUS, applicable discounts for GUS. Admin can assign roles to (sub-admins) to conduct the classes Admin can assign permission to external agency to conduct classes and define payments splitting arrangement between ISKN and the external agency.
10	Conduct Classes & Courses	<ul style="list-style-type: none"> Conduct classes and courses based on permission assigned by Admin. Use meeting tool to conduct audio and/or video classes and courses. Use white board feature of the system for presentation as PIP (Picture in Picture). Attend to queries from viewers in separate chat window. User screen casting features for graphics overlays.
11	Manage Catering Services Requests	<ul style="list-style-type: none"> Admin can maintain types of Catering Services with option to select date, time, number of people and menu items. Admin can attend to inquiries from RUSs and any request for change in menu items.
12	Manage Donations	<ul style="list-style-type: none"> Manage list of Donations, with images, purpose, one time or recurring payments, fixed or variable amount and the donation sub-accounts in which payment will be accepted.
13	Business Promotions and Advertisements	<ul style="list-style-type: none"> Only PUS (Paid Users) can do promotion and advertise for their businesses. PUS need to provide details like category, image, URL, list of coupons code, redemption date, eligibility criteria and the redemption conditions to Admin for approval and pushing it to the mobile devices.
14	Manage Survey Form	<ul style="list-style-type: none"> Create Survey forms and send to all RUS.
15	Monitor Discussion Room	<ul style="list-style-type: none"> Monitor Discussion Room for any unacceptable messages and warn users via one-to-one chat.
16	Maintain Online Shopping	<ul style="list-style-type: none"> Maintain online shopping list with images and links to the Kyte website.
17	Manage Push Notifications	<ul style="list-style-type: none"> Configure push notification rules with events that would trigger push notifications and with the mode of delivery i.e. email and/or Mobile-App.
18	Maintain eCards	<ul style="list-style-type: none"> Maintain eCard templates in external system for birthday greetings and event invitations.

		<ul style="list-style-type: none"> Rules for push notifications will be maintained in Push Notification module.
19	Assign Roles	<ul style="list-style-type: none"> Sub-Admin permissions. External agency permissions.
20	General Maintenance	<ul style="list-style-type: none"> Change password, privacy and policy, T&C, contact us form, help, FAQ.
21	View Reports	<ul style="list-style-type: none"> Number of Mobile-App downloaded. Breakdown of number of RUS – GUS vs PUS List of PUS (Paid Users) details. List of GUS (Guest Users) details. Successful vs Failed Payments. Financial data – Donations received, Payment Received from paid classes, Amount split with external agency
22	Publish News	<ul style="list-style-type: none"> Web-Admin and authorized Sub-Admins can upload the news categorized as international or country specific. Same news will be available to the Mobile-App users.

2.3 Affected Business Processes & Limitations

Being a not-for-profit organization, ISKM may or may not support the donation functionality to the Mobile App depending on the commission charged by Google and App store.

In case the commission charges are not waived, the users from Mandir-App will be redirected to the <https://srikrishnamandir.org> website for making necessary payments. In such scenario, a new function will be added for a rule based matching mechanism to identify a paid/non-paid registered members from the excel spreadsheet periodically uploaded by the authorized ISKM members to the mobile-app's web admin portal.

3 Core Technology Stack

- a) Mobile App – Flutter Dart with Block Design Pattern from Google for Statement Management
- b) MEAN or MERN stack – development partner to recommend.
- c) JSON rules engine
- d) Payment Gateway – Hitpay / Zoho Subscription
- e) Zoom Meeting Enterprise Subscription – Interactive live streaming of classes & courses
- f) IP Camera example from AXIS Communication with embedded Apps from Camstreamer that includes
 - CamStreamer App – For the live streaming of videos directly to YouTube and Facebook
 - CamOverlay App – For overlaying graphics and videos directly on live video
 - CamSwicher App – For combining audio/video output from up to 5 Axis Cameras

End-of-Document