

Scope of Work & Agreement Outline

1. Scope of Work

We will deliver a **custom booking system** with a customer web portal, admin dashboard, and mobile app for cleaners.

Core Features

Customer Web Portal

- Online booking system
- Guest checkout
- Customer account management
- Order tracking

Admin Dashboard

- Complete order management
- Staff assignment tools
- Pricing control
- Invoicing and billing
- Text message reminders (Twilio integration)
- Email reminders (Amazon SES integration)
- Customer account overview
- Monthly and weekly reports
- Admin authentication system
- Order cancellation for customers
- Dynamic fine calculation system

Mobile App for Cleaners

- Multi-user platform (multiple cleaner logins)
- Job viewing interface
- Cleaner-specific dashboards
- Task assignment display
- Clock in/out functionality
- ETA updates and client communication
- View earnings feature
- Digital wallet for cleaners
- Payment history tracking

Payment Integration

- Stripe payment processing for bookings and cleaner payouts
- Automatic and scheduled payment processing

Notification System

- Automated SMS/email reminders and confirmations
- Real-time job status notifications

Help Desk

- FAQ system

Scheduling Engine

- Date/time slot booking with anti-overbooking logic
- Automatic cleaner assignment based on availability
- Schedule conflict prevention
- Workload balancing

Order Tracking

- Customer-facing order tracking portal
- Admin overview for order monitoring
- Job progress updates within mobile app
- Real-time status updates
- Timeline visualization for all users

Important: Any additional features requested within the **first 8 weeks** will be included at **no extra cost**.

2. Timeline & Milestones

Total Duration: 14–16 weeks

- **Milestone 1 (Weeks 1–4):** Customer portal
- **Milestone 2 (Weeks 5–8):** Admin dashboard & integrations
- **Milestone 3 (Weeks 9–14):** Mobile app, tracking & advanced features
- **Milestone 4 (Weeks 15–16):** Testing, QA & deployment

3. Payment Terms

- **Milestone 1 (Customer Portal):** 10% - 150 USD
- **Milestone 2 (Admin dashboard):** 10% - 150 USD
- **Milestone 3 (Cleaner App):** 10% - 150 USD
- **Remaining Balance:** Final payment upon project completion - 1050 USD
- **Total Project Cost** - 1500 USD

Payment Method: Paypal for Three Milestones and

Skydo for final Remaining balance

4. Ownership of Code

Upon final payment, **you will own 100% of the source code** with full rights to use, modify, and distribute it.

5. Post-Launch Support

- **Duration:** 60 days (extension up to 90 days may be possible, subject to my availability).
- Critical issues resolved within 24 hours during the warranty period

6. Bug-Fix Policy

- **Free bug-fix period:** 60 days
- Covers any bugs/issues within the agreed project scope

7. Future Enhancements & Upgrades

- Standard rate: **\$20/hour**
- Most upgrades are estimated to take **less than 4 hours**

8. Hosting

- **2 years of hosting included at no additional cost**

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