

SAADA Mobile App Development Project BOQ / Scope of Work

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Introduction:

SAADA CONNECT mobile App is an internal mobile application created for Carrefour UAE employees in both iOS and Android platforms. The main objective of the App is to communicate and engage with all of the employees internally.

The requirements is to enhance the current app since it has bugs, the design is unfriendly, and the functionality is limited. Or to build a new application from scratch.

This project will focus on enhancing the current App in terms of technical architecture, coding, security, design, and functionality. The project will be delivered in two phases to ensure a smooth process and an effective delivery to create a better employee experience for all of the approximately 11,000 users.

Project Phases Deliverables:

Phase1 Deliverables:

- Code structure and architecture enhancement following the standard mobile App building and coding guidelines on all of the platform and building a standard security and code encryption methodology.
- Design enhancement for all the App interfaces following the UX and UI design methodology.
- Users login enhancements and ensure to apply the following (Single Sign On mechanism, auto password change/reset if).
- Enhance the happiness measurements menu (main menu) to be an interactive, in which the user will select if they are (Saada, Neutral or Sad), If a user select "sad" they should be allowed to write comments explaining the problem and when submit, the comment will be sent to H.C team. In addition to that, a report can be generated to measure the overall happiness.
- Combine the News & Videos menus into one menu called "News "which needs the following enhancements:
 - Show the news feeds with the ability to scroll down to see older articles/news.
 - Ability to filter the news by dates.
 - News search option.
 - All the articles and news should be clickable and lead to an internal page of that specific article.
 - Remove the current format restrictions for uploading the images & videos for each Newsfeed.
 - Have the option to add multiple images/ videos in the same article or post.
 - Add Interactive images & videos with an option to the users to (zoom in/out, stretch, landscape/portrait mode...etc).
- Add new features: vacancies, benefits (to be .pdf compatible).
- Training feature to be added (in-app game is currently being designed by a third-party).
- Integrate the user's profiles in the app, whenever the user logged in he will have his own profile with his photo, name, department, designation, BU. (PERSIS).
- Employees' profiles search and review.
- Private chat on inbox with inbox search, and ability to disable receiving messages when needed.
- Enable the use of hyperlinks.

- Google Analytics (user data & content data).
- Dashboard for management to be able to view and generate reports for the user data & happiness meter (needs to be viewable on mobile phone).
- Link Apps from the App Store (NextCare, Carrefour, and MyHub).
- Add our Ethics Hotline contact details.
- In App messages (one-way communication).
- Have a survey tab along with a management report that will show the completion process, the result and segregation per BUs and with an ability to extract it on excel format, and considering the below:
 - When adding survey all users should be notified.
 - The ability to select more than one answer.
 - The ability to add text in some fields of the survey.
- Notifications feature in which, we need to consider the following:
 - We need all users to be notified on each update (news, survey ...etc.).
 - When clicking the notification it will take the user to the linked/related page. Even if the user clicked on old/viewed notifications, it should still take them to that page.
 - Notifications should not be removed after clicking on them but the color of the clicked/viewed notification should be different.
- To add a new tab for innovation with considering the below:
 - Ability for the users to post an innovation idea publicly. Posting an idea requires title, description and optional to post photo or video with limited size. Also the user can select using a check box if he wants to post anonymously for the public but still the admin can see user's name. (other posting requirements to be confirmed later)
 - Other users can comment, like, dislike, and mention other user's profiles on any posted idea.
 - General search by keyword.
 - Option of special campaigns in addition to the main campaign. Admin can define the campaign's running time (for both, General and Special campaigns) so it will close automatically on the ending date. A message should appear when clicking on the closed/finished campaign to indicate that it is closed.
 - When selecting on a special campaign, users will be allowed to post inside that campaign's page.
 - Giving the user the option to select between General or Special campaigns. List of the open special campaigns should appear when clicking on the "Special Campaigns" tab.
 - All innovations extraction reports to be separated from other reports.

Phase 2 deliverables:

- More design enhancement if required.
- Pre scheduled posts.
- 360 video player.
- Integrate more systems with app (training agenda, LMS, etc.).

Required Proposals from The Vendors:

Based on the fact that we have a current mobile application from the previous supplier. So we need interviewed suppliers to send proposals of the following two options:

- **Building a new App from scratch:**
Based on the current App review the vendors should mention to us the advantages and disadvantages of building a new App in term of (cost, delivery time).
- **Building on the current App code:**
Based on the current App review the vendors should mention to us the advantages and disadvantages of working on the current App code and do all the above mentioned requirements and comparison should also consider the following (cost, delivery time).

The options required on each proposal:

Each proposal will have 3 options in order to give a varieties of options to the managements to decide the options divided as following:

- **option1:**

Proposal of delivering phase 1&2 with cost and time required with the full project process details considering Agile work progress.

- **option2:**

Proposal of delivering phase 1 &2 with cost and time required with full Project process detail with an option for physical stay of one person with us in the periods required for (design. Architectures, testing, launching....etc.).

- **option3:**

To have a contract with the vendor within an agreed timeline to deliver the 2 phases.