

Technical Document of Vital Clean Mobile Application v1.0

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Annexure I

1. Project Overview

✓ Business Need

Client is looking for an application for his cleaning services. User can register on the application and view different cleaning services. Along with this they can also book the appointment for the cleaning service and pay over the application using different payment methods. User can also view the employees that would be visiting for the service.

✓ How the platform would help in achieving the business need

Over this application we will provide users to register and view all the services added by the Admin. User can also schedule the appointment for the service. Admin upon receiving the service request will assign one the employee for the service. User can then view all the details. Employee after finishing the service can click image and share the image with Admin outside the platform. Employee can also check in & out for the service.

✓ Stakeholders

Actor	Task
End User	Booking of service
	Payment for service
	Feedbacks for the service
Admin	Management of Users
	Services Listing
	Content of the platform

✓ Project Scope and Development Deliverables

This project scope comprises of the following components to deliver:

- Design and Development of Mobile Application for End Users (iOS & Android)
- Development and Integration of API
- Development of Admin Web Panel

2. Technologies

Development Phases		Tools & Technology
Requirement Gathering and Analysis	Proposal Drafting, SRS Writing and User Flow Diagram	Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019
	Wire Framing	Axure / UiZard
Development	Application	Flutter / React Native
	Web Backend	Node.js / PHP (Laravel)
	Database	MongoDB / MySql
Version/s Supported	Android	9.0 and above
	iOS	13.0 and above
	Browser	Google Chrome, Safari, Mozilla Firefox
Quality Assurance & Testing	Test Cases	MS Office Excel 2019
	Testing	Manual

3. Features and Scope of Work

3.1. User Flow of Deliverable 1

➤ **Splash Screen**

- The launch screen of the Application where end users will be able to view the company's logo.

➤ **Authentication**

• **Sign In**

- The User will be able to login into the application using the below details:
 - E-mail ID or Mobile Number
 - Password or OTP

• **Forgot Password**

- Clicking on this user would be redirected to the Forgot Password screen where user need to enter the below details:-
 - Mobile Number (To receive the OTP for verification).
 - OTP
- After the OTP is verified user would be asked to mention below details in order to change the password:-
 - New Password
 - Confirm New Password

• **Sign Up / Register (As Customer)**

- User will be able to register using below details: -
 - First Name & Last Name
 - E-Mail ID
 - Mobile Number
 - Password
 - Confirm Password
 - Service Address
 - Checkbox for Terms and Conditions

• **OTP Verification**

- Sign-up process has to be verified through mobile number/email ID

➤ **Home Screen**

- This screen would be the main screen of the application and would comprise of below details: -
 - **Services**
 - **My Appointments**
 - **Feedback**
 - **Notifications**
 - **Profile**
 - **Settings**

➤ **Services**

- User would be able see the list of services offered by the company
- User can book the any of the services from the list of below listed services
 - **CARPET CLEANING**
 - **TILE And GROUT CLEANING**
 - **UPHOLSTERY CLEANING**
 - **POWER WASHING**
 - **PET URINE ODOR REMOVAL**
 - **24/7 FLOOD RESPONSE**
- User will view the calendar to book the cleaning service. To book service user have to select
 - **The date of service** (Calendar view for booking)
 - **Time slots** (from list of available slots)
- User will be able to view the amount details of the service
- User will select the payment mode such as Credit/Debit Card

➤ **Checkout**

- User will be able to pay for the service
- User will get the confirmation of the service
- User will be able to see the details of the booking assigned for the service.

➤ **My Appointments**

- User can view all the appointments & details along with payment status.

➤ **Feedback**

- Once the service has been completed, user would be able to see the feedback form where the set of questions will be given to the user
- User will fill and submit the form, so that the company would know about their services

➤ **Notifications**

- User will receive Push and general notification on the platform.
- User will get reminder about the service confirmation.

➤ **Profile**

Clicking on this user would be redirected to the screen displaying My Account details with below options: -

- **Profile** (Option to view or update the profile settings)
- **Password** (Option to update the password)
- **Email** (Option to view or update the e-mail ID)
- **Manage Address** (User can edit their service address using this section)
- **Logout** (User will be able to logout from the platform using this feature)

➤ **Settings Icon**

- **Terms & Condition** (User can view terms and conditions using this section)
- **Privacy Policy** (User can read the privacy Policy)
- **Help & Support** (User can reach-out to admin in case of any support needed)

3.2. Administrator Web Panel

The back end of the platform will be power packed with an administrative panel to manage the updates of data at the application level, website level and as well as back end.

Following would be the key functionalities:

➤ **Dashboard**

- Quick links for the given features would be given like:-
 - **User Management**
 - **Employee Management**
 - **Service & Booking Management**
 - **Feedback Management**
 - **Payment Management**
 - **Content Management**

➤ **User Management**

- This section would be able to view, edit or delete the customers.
- Admin would be able to enable and disable the customers.

➤ **Employees Management**

- Admin can add the name of service person (employee) using this section. Admin can manage all using same.
- This section would be able to add, view, edit or delete task to employees and share the details with them offline the platform.
- Admin would be able to highlight the assigned tasks of employees as completed or terminate.
- Admin can also view, edit the check-in & check-out time of employees. (as employee are updating the admin outside of the platform)
- Admin can view all the services assigned to the any user (New or old services assigned)

➤ **Service Management**

- Admin will be able to view/edit/add/delete the services on the application.

- Admin can setup the content for each services such as their description & image.

➤ **Booking Management**

- Admin will be able to view the services booked by the user
- Admin can view all the details of the user like Name, Address & Phone Number
- Admin will be able to assign the employee to the service
- Employee would be notified for the service
- Admin will be able to view the feedback form filled by the user after the service

➤ **Feedback Management**

- This section would be used by admin panel to view the details of query and respond back to them in the form of notification

➤ **Payment Management**

- Admin will be able to manage the payment of the services paid by the user
- Admin can see all the details of the transaction

➤ **Notification Management**

- This section would be used by admin panel to push notifications to the front end users.

➤ **Content Management**

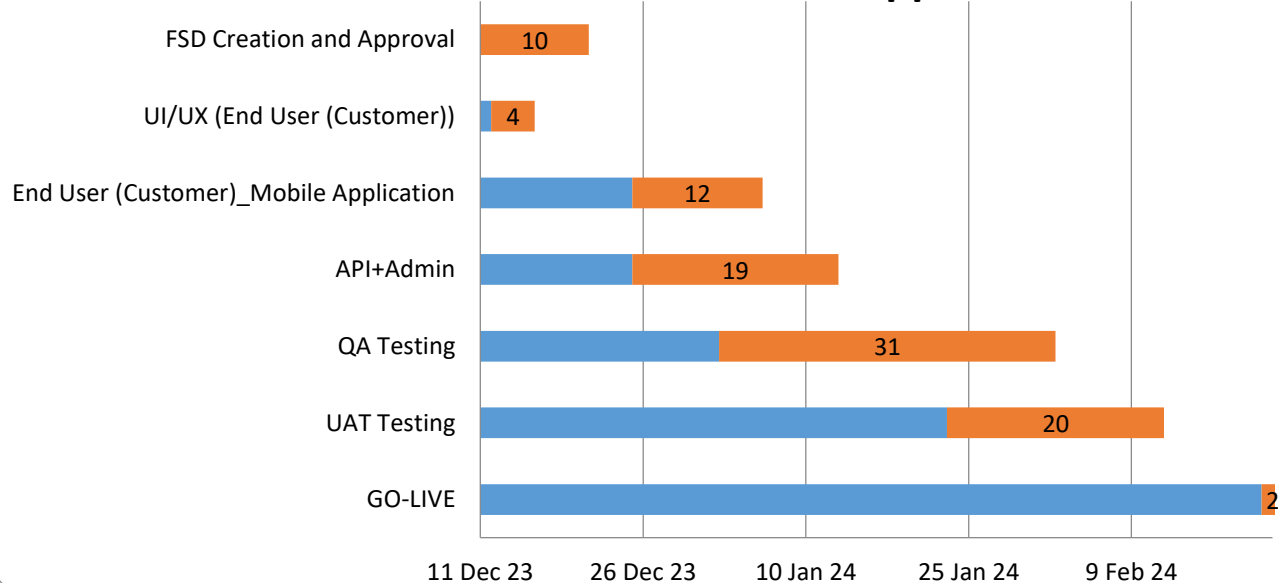
- Admin will be able to manage (Add/View/Edit) the static contents.
 - **About Us**
 - **Terms and Conditions**
 - **Privacy Policy**

NOTE- Client must provide all the 3rd Party APIs required for the development of the application

4. Draft Delivery Timeline and Gantt Chart

Planned Project Start Date	Scheduled Project Completion Date
Project Duration*	35
11-Dec-23	22-Feb-24

Draft Gantt Chart - Vital Clean Application



*Project Duration would be met with a condition that the client responses are received on time.

5. Project Management

Before Project is awarded			
Business Analysis	Project Management / Software Development	Business Development / Sales	Accounting
1. Project Identify / Analysis 2. Develop one-page proposal overview 3. Create project management overview 4. Evelyn assigned to business manager GBM <i>GBM: Global Business Manager</i>	5. Project Evaluation by technical teams 6. Introduction call 1 on 1 interaction with Evelyn 7. System appropriate services determined 8. Requirements / System application architecting 9. Project needs analysis 10. Detailed proposal development 11. Cost and Time effort estimation	12. Introduction call 13. Deliverables discussed with Evelyn 14. Milestones discussed 15. Project success discussed 16. Future growth alignment 17. Detailed proposal provided 18. Payment instructions	19. Invoice submitted to Evelyn 20. Payment received 21. Payment confirmation sent to Evelyn 22. Account forwarded to PM

After Project is awarded			
Phase 1	Phase 2	Phase 3	Phase 4

1. Project manager assigned	6. Design, Development / technical teams assigned	12. Testing / Quality Assurance	16. Periodic project maintenance
2. Project initiation/ introduction call	7. Project start	13. Live server testing	17. Data backups
3. Online project profile created	8. Evelyn feedback on weekly	14. Final bugs issues fixed	18. Web site – System application upgrades
4. Weekly project meetings scheduled	9. Weekly project feedback session- 30 min	15. Campaign completed	19. On line marketing ** Optional
5. Reporting formats explained to <CLIENT NAME>	10. Reports available on-line		
	11. Online Rebel catering access of PM system application		

6. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 7 Business Weeks comprising of 40 hrs./week is as follows

Designation	Availability
Project Manager	Part Time
Project Expert	Part Time
Designers	Full Time
Developers	Full Time
Quality Analyst	Full Time

7. Assumptions and Constraints

This section would have the list of all the assumptions that have been considered during the development of proposal accompanied with the list of constraints (i.e., technology restrictions) that would be beyond anyone's capabilities.

7.1. Assumptions

- We are not developing this application from starch, we are offering an existing developed application with changes including the services that you offering over website & designing.

7.2. Constraints

- NA

