

## REQUEST FOR PROPOSAL (RFP)

REQUEST FOR PROPOSAL	Version: 2.0
RFP 02112022/ SE311/Fall2022	Issue Date: 2 <sup>nd</sup> November 2022
Document Identifier: D01	Authors: 1- Jana Aldubai – 4010372 2- Shatha Faraj – 4010378 3- Abeer Osman – 4010368 4- Salwa Shamma – 4010405 5- Samah Shamma – 4010403 6-Sana Shamma – 4010404

### HOME SERVICE SYSTEM – REQUEST FOR PROPOSAL (RFP)

**Reference Number:**

RFP02112022/SE311/Fall2022

**System Owner:**

Group-D

**Facilitator:**

Samah Shamma –Project Manager

**Background:**

Group-D decides to develop a system with its specifications and offer the most demanding services, with the appropriate specifications within a single application in response to the challenges customers have encountered when ordering services and as a result of their negative experiences. As Group-D are individuals struggling to get dependable and assured services while studying abroad without their family, that will help people and themselves.

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	Project Name	Home Service System
1	Objective/ Mission/ Vision	The system should be able to facilitate access to a diverse range of home services by providing fast and appropriate services to the consumer's needs.
2	User of the System (Stakeholder)	1. Providers: <ul style="list-style-type: none"> <li>• Chef</li> <li>• Babysitter</li> <li>• Tutor</li> <li>• Painter</li> </ul> 2. Consumers: <ul style="list-style-type: none"> <li>• Migrant</li> <li>• Parents (Mother, Father)</li> </ul>
3	Functional Requirements	1- The chef shall be able to add pictures of each dish that he/she provides and its description. 2- The chef shall be able to update the daily menu. 3- The babysitter shall be able to set a schedule with the consumer of her/his hours of operation and care plan 4- The tutor shall be able to create his/her own profile.

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		5- The tutor shall be able to chat with his/ her customer to ask him/her and answer his/her questions 6- The painter shall be able to see the details of the consumer's order. 7- The housewife shall be able to pay in Apple Pay, Visa and cash. 8- The migrant shall be able to order by filling in a form and then a confirmation will be sent from the chef. 9- The housefather shall be able to do an evaluation for the service received. 10- The housewife shall be able to trace the provider's route. 11- Father shall be able to display the provider info (Name, Phone Number, Photo, experience, his/her rate). 12- The user shall be able to file a complaint.
<b>4</b>	<b>Quality Requirements</b>	1- The system shall respond quickly to any transaction in less than 10 seconds.

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		2- The system should hide the consumer's personal information including gender and phone number. (Privacy) 3- The system shall handle 2000 users at the same time. 4- The system shall be able to operate in various views (Mobile view, PC view) 5- The system shall be available 24/7.
5	<b>Constraint Requirements</b>	1. The user shall login after matching his/her email address or username and password. (Security) 2. The system shall add charges on consumers for cancelling or last-minute changes cases when the provider passes the third route to the customer. 3. The system shall be able to display providers that are near to the consumer in the range of 10 km or less (serviceability/usability) 6- The user shall be able to complete the main tasks after 2 hours of training with an error rate of no greater than 0.5%.

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<b>6</b>	<b>User Interface Priorities</b>	1- Appeal the human sense such as sight and touch. 2- Display errors and dysfunctionalities of the system in a beneficial and clear message that includes error name and how to deal with it. 3- System text and images will be recognized by scanner reader tool 4- Guidelines will be provided for the customer first usage of the system.
<b>7</b>	<b>Other Important Issues</b>	The app must get a license from the commercial ministry
<b>8</b>	<b>Technologies to be Used</b>	1- Payment gateway. 2- Map Services. 3- Accessibility tools in UI.
<b>9</b>	<b>Remarks</b>	Upgrading the system to include the freelancer category.

**End of Document**

**Dated: 2<sup>nd</sup> November 2022**