

**Project Description:** To build a multi-vendor professional service platform catering to both Service providers and Service users (SMEs)

**Company Name:** SME Mall

**Address:** Lagos

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### **Statement of Need**

SME Mall needs a technology partner that would oversee the creation and maintenance of major platforms on which the proposed service would be provided. This could be;

- a. A Website – This would encompass; frontend user interface (Service providers, Clients) as well as backend (SME Mall).
- b. An Application – This would have versions to include; Client's (SMEs) version and the Service providers version. With SME Mall being the backend in both versions.
- c. A combination of both

### **Scope**

The technology is expected to:

1. Create a powerful data dashboard for SMEs and Service providers.
2. Enable registration of SMEs and Service providers with minimal hassle.
3. Enable steadfast Interface between Service providers and SMEs.
4. Integrate multiple payment gateways. Payment method to be adopted should be "Chained payment" i.e. the site owner gets the money and disburses to the Service providers.
5. Automate order processing and management – Service providers and SMEs should be able to keep track of their orders and/or cost/revenue from their dashboard.
6. Map long-term Data analysis out and generate Report.
7. Manage contacts of all visits to the site.
8. Track project status and manage pipelines.
9. Provide Easy listing, catalogue management and inventory management of services/products.
10. Ability for SME Mall (Site owner) to flag seller's profile if it doesn't meet requirement or exceeds requirement.
11. Allow Users to communicate with Service providers instantly through a web widget & in-app chat.

12. Display and manage Service providers profile page to include their name, credentials, years of experience and their rating (for backend). The service providers page should have the following features;
  - a. Manage Profile
  - b. Manage product
  - c. Manage orders
  - d. Customer service
  - e. Access detailed sales graph and statistics
  - f. Manage shipping fee
13. Reputation tracking for Service providers and SMEs.
14. Create a database of account for SMEs and Service providers.

**Proposals should be sent to the email address stated above**