**ANNEXURE A**

**STATEMENT OF WORK**

# USP for Website & App Development Solution:

## Core Features :

**User Registration and Profiles :**

Sign-Up/Login: Options for users to sign up via email or mobile number.

User Profiles: Managing personal information, booking history, and payment methods.

## Booking System :

Search and Filters: Users can search for car rentals or cab services by location, date, and time.

Booking Options: One-way, round trip, and outstation travel options.

Instant Booking Confirmation: Real-time booking confirmations and updates.

## Vehicle Options :

Vehicle Selection: Various categories of vehicles such as economy, luxury, SUVs, and tempo travellers.

Vehicle Details: Information on vehicle models, seating capacity, and features.

## Pricing and Payments :

Transparent Pricing: Detailed pricing breakdown including base fare, taxes, and additional charges.

Multiple Payment Options: Integration with various payment gateways (credit/debit cards, digital wallets, UPI, etc.).

Promotional Offers: Discount codes, coupons, and special offers.

## Customer Support :

24/7 Customer Service: Live chat, email, and phone support for handling queries and issues.

Help Center: FAQs, booking guides, and troubleshooting articles.

## Safety and Security :

Verified Drivers: Background-checked and verified drivers for safe travel. Emergency Assistance: In-app SOS feature for emergency support.

Data Security: Secure handling of user data and payment information.

## Admin Panel :

Dashboard: Overview of platform activity, bookings, and revenue.

User Management: Tools for managing user accounts and resolving disputes. Content Management: Managing site content, including blog posts, FAQs, and promotional materials.

## Mobile Optimization :

Responsive Design: Ensuring the website works well on all devices, including smartphones and tablets.

Mobile App Integration: Seamless integration with the mobile app for a unified user experience.

## Social Sharing :

Social Media Integration: Options to share bookings, reviews, and promotional offers on social media platforms.

## Analytics and Reporting :

User Analytics: Insights into user behavior, booking patterns, and popular routes. Performance Reports: Detailed reports on the performance of drivers, vehicles, and services.

# Features & Functions Module-wise details: Customer Panel Features:

* 1. Admin Panel.
  2. Live Dashboard.
  3. Market Place (for Ads)
  4. Login & Signup.
  5. Home Page.
  6. One Way.
  7. Round Trip. ( Return Trip Booking)
  8. Airport pick & drop.
  9. Profile & Vehicle Details.
  10. Post Requirements. (Like, View & Share)
  11. Confirm trip with Client Details.
  12. Vehicle Category.
  13. Documents Verification.
  14. Database of clients & records.
  15. User Management. (Role wise)
  16. Report Analytics.
  17. Unique & Interactive UI Design.
  18. Summary Report.
  19. Social Media Hyperlink.
  20. Cloud-Based Server Solution.
  21. Booking Policy.
  22. Online Payment.
  23. Enquiry Panel.
  24. Booking Details.
  25. Payment Gateway Integration.
  26. Terms & Conditions.
  27. About Us.
  28. Privacy Policy.
  29. Testing.
  30. Deployment.

Note : Major functions for app will be reference of Bhadegadi.