



## 1. PROJECT TITLE

Mauritius Island Services

## 2. DESCRIPTION

“Mauritius Island Services” aims to create a platform that brings the skilled worker sector under one roof. The skilled worker sector is a significant component of many economies, especially in developing countries, and provides a significant number of jobs such as gardeners, electricians, plumbers, mechanics, among others.

“Mauritius Island Services” will be a gateway to the Mauritius worker workforce and will help create a more organized and efficient skilled worker sector. The creation of a digital platform will help to create a list of individuals who are available to work in specific areas. Consequently, Citizens will be able to quickly find worker providers on the platform and hire them.

Moreover, “Mauritius Island Services” will be a digital platform which provide feedback of citizen who have hired individuals and rate the work delivered by the latter. By having all this feedback about workers in one place, citizens will have easy access to reliable and trustworthy worker providers.

## 3. BENEFITS

The various benefits will include, but is not limited to:

### 1. Improved access to worker providers:

Mauritius Island Services will make it easier for citizens to find reliable and trustworthy worker providers, saving them time and hassle.

### 2. More efficient worker sector:

The platform will create a more organized and efficient skilled worker sector, which will improve the overall quality of worker and productivity.

3. Increased employment opportunities:

The project will provide more visibility and opportunities for worker providers, potentially leading to increased job opportunities in the sector.

4. Boost to the economy:

By creating a more efficient worker sector, Island Worker has the potential to increase productivity, generate more income, and boost the economy.

5. Enhanced customer satisfaction:

The feedback system on Island Worker will allow customers to rate and review worker providers, creating a system of accountability and incentivizing providers to provide high-quality worker.

6. Strengthened sense of community:

The project has the potential to bring communities closer together by connecting citizens with local worker providers, creating a sense of trust and community involvement.

## 4. SCOPE OF WORK

1. Creation of an online platform:

Foster an online space where individuals can showcase their workers, and citizens can find relevant workers based on their needs.

The platform should be designed with cross-platform compatibility, ensuring seamless functionality on both web browsers and mobile devices. It must employ a responsive design that automatically adjusts to the screen size and resolution of any device, be it a desktop, laptop, tablet, or smartphone.

The user interface (UI) should be optimized for touch interactions on mobile while maintaining ease of use with mouse and keyboard on desktop environments.

Performance optimization is crucial, with fast loading times and smooth navigation being priorities across all devices. Additionally, the platform should be tested across a range of

browsers (such as Chrome, Firefox, Safari) and operating systems (iOS, Android, Windows, macOS) to guarantee a consistent and accessible user experience.

Implement a design and development strategies which will ensure that users have a flexible and reliable access to the platform, regardless of their chosen device or browser.

## 2. Registration:

Implement a straightforward registration process with minimal barriers to entry for individuals (Citizens) / worker providers.

To ensure a seamless user experience, the design should intuitive and incorporate the following key points regarding the login process:

- **Multiple Login Options:** Users should have the ability to log in using any one of the following: phone number, email address, social media or Linked account. This simplifies the login process by eliminating the need for users to remember additional passwords and streamlines access to the platform.
- **OTP Authentication:** For enhanced security, the login process should include OTP (One-Time Password) authentication. After entering a phone number or email address, users will receive an OTP to verify their identity.

## 3. Profile Creation

### (i) Service provider:

Allow Worker to create comprehensive profiles, including details about their skills, services, and experiences, with possibility to include photo and video

Include features for adding portfolio items, certifications, and other relevant information.

### (ii) Citizen

Allow users to create comprehensive profiles, including details about their name, address, education level, profession, etc, with possibility to include profile photo.

This category of user will be able to rate service provider. However, a nickname will appear or anonymous, based on user choice.

#### 4. Service providers:

Create a platform that aggregates a variety of service providers offered by the skilled worker sector.

Include the possible to add/delete/modify service providers, by platform administrator.

Implement filters and search functionality for users to easily find and connect with service provider.

Include possibility to upload short videos for viewing of service providers available.

#### 5. Ratings:

The platform will feature a comprehensive rating system that allows users to leave feedback on service providers received. This feature will enable users to provide an overall rating as well as detailed ratings based on specific criteria, ensuring a nuanced understanding of the service provider quality. The criteria for detailed ratings can include value for money, quality of work done, availability of the service provider, effectiveness of communication, and reliability.

Include a rating system of worker providers, such as a five star-based systems and comments, to give a holistic assessment of citizen experience, helping future users make informed decisions based on various aspects of the service provider.

Ratings will be visible on service provider providers' profiles, contributing to their reputation and helping users select the best possible service provider option. This feedback mechanism is designed to enhance transparency, foster trust within the community, and drive service provider to maintain high standards.

Citizen shall be able to make a search for a service provider provider with a particular rating, for example looking for a gardener with a minimum of 4 star rating, living in a specify region or within a particular radius from his/her location.

## 6. Analytics and Insights:

Implement analytics tools to track user behaviour and other relevant metrics, such as:

- Viewers per category
- List of registration of service providers
- Etc.

Offer data and insights for performance improvement.

As it occurs, highlight success stories and achievements within the community.

## 7. Privacy and Security:

Prioritize user privacy and data security, especially considering the sensitive nature of skilled sector activities.

Clearly communicate the platform's privacy policies and security measures.

## 8. Scalability:

Design the platform with scalability in mind to accommodate growth in user numbers and data.

Ensure that the infrastructure can handle increased demand over time.

## 9. Accessibility:

Ensure the platform is accessible to individuals with disabilities, considering features like screen readers and text alternatives.

## 10. Integrate a map

The platform will integrate a map feature to visually display nearby service providers based on the user's location. This interactive map will allow users to easily identify and select service providers in their vicinity, enhancing the user experience by providing a spatial understanding of service provider availability.

Users will have the option to zoom in and out, and click on map markers to view brief details of each service provider, such as name, services offered, and ratings.

For those who prefer a text-based approach, the platform will also offer a text-based search result option. When a search is performed, users can choose to view the results in a list format,

which will include essential information such as the service provider's name, distance from the user's location, services provided, ratings, and a link to their full profile.

This dual-view option ensures that the platform is accessible and user-friendly for all users, catering to different preferences and ensuring that everyone can easily find the service providers they need.

#### 11. Hosting

Upon completion of the platform development, hosting arrangements will be finalized to ensure the platform is reliably accessible online. The platform will be hosted on a robust and secure server, with the hosting details carefully selected to match the platform's requirements for performance, scalability, and security. It will then be transferred to the specified domain name, ensuring it is accessible to users through the chosen web address and also available for mobile users as a mobile app version.

Post-launch, all necessary credentials, including administrative access, hosting account details, and any other relevant logins, will be securely handed over. This transfer of information is crucial for the client's autonomy in managing and maintaining the platform.

#### 12. Training

A comprehensive administrator training shall be provided, focusing on how to update information on the platform, manage user queries, and perform routine maintenance tasks. This training ensures that the client is fully equipped to manage the platform effectively, keeping the content fresh and relevant and ensuring smooth operation.

## 5. PLATFORM DEVELOPMENT

Following is a detailed breakdown of the platform development stage, termed as deliverables.

### **i. Requirement Analysis:**

#### ➤ **Activities:**

- Define features, functionalities, and user flows.
- Create prototypes (such as wireframes and mockups)

### **ii. Technology Selection:**

#### ➤ **Activities:**

- Choose the appropriate technology stack for front-end, back-end, and database.
- Consider scalability, security, and future expansion.

**iii. Front-end Development:**

➤ **Activities:**

- Implement the user interface based on the approved designs.
- Ensure responsiveness across devices.
- Integrate design elements with back-end functionalities.

**iv. Back-end Development:**

➤ **Activities:**

- Develop server-side logic, databases, and APIs.
- Implement user authentication, authorization, and data storage.

**v. Integration of Features:**

➤ **Activities:**

- Integrate essential features like user profiles, search, map and reviews.
- Implement a notification systems for service providers using as email and/or sms..

**vi. Testing and Quality Assurance:**

➤ **Activities:**

- Conduct thorough testing of the entire platform.
- Identify and fix bugs and issues.
- Ensure security and performance testing.

**vii. Deployment:**

➤ **Activities:**

- Prepare the platform for launch.
- Set up hosting and deploy the application.

## 6. LIFECYCLE

The project typically involves multiple stages, starting with requirements gathering and analysis to understand the services offered by individual or service providers. The design phase encompasses creating an intuitive platform layout, while development involves coding functionalities such as user registration, services request management among others.

Throughout this lifecycle, of 7 weeks, various tasks involved will ensure that each stage is meticulously executed, resulting in a robust and efficient online platform for skilled labour or trade sector. Testing is such as User Acceptance Testing (UAT), Operational Acceptance Testing (OAT) and Contract Acceptance Testing, among others, is crucial to ensure a bug-free application and contribute to the platform's long-term success.

## 7. MAINTENANCE AND UPGRADE

Post-Launch Support and Optimization should ideally address user feedback and make necessary improvements, in order to optimize performance and fix any issues that arise post-launch. Furthermore, ongoing maintenance, for a period of one year, with regular updates and improvements should be catered for and associated support costs should be provided by bidder.

## 8. EXECUTIVE SUMMARY

"Mauritius Island Services" plans to establish a digital platform to unify the skilled worker sector in Mauritius, encompassing roles such as gardeners, electricians, and plumbers, by creating a digital directory of available services. Additionally, it will feature a feedback system, allowing citizens to rate service providers, providing a centralized source of information for reliable and trustworthy hiring decisions.

**Description:** This document outlines the scope and objectives, detailing the strategic approach to integrate technology across various sectors.

**Implementation Framework:** It establishes a comprehensive framework designed to guide the execution of the project, ensuring alignment with the overarching goals and expected benefits.

**Adaptive Scheduling:** While the project adheres to a structured timeline, the delivery of specific deliverables may vary based on the methodology employed, allowing for flexibility in response to evolving needs and circumstances.



**Time Frame Commitment:** Despite potential variations in the schedule of deliverables, the project is committed to achieving the final outcomes within the stipulated time frame, of 7 weeks.

**Goal Achievement:** This project underscores a commitment to successfully realizing the project's objectives, maintaining a balance between adaptability in execution and adherence to the defined timeline.

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