

EatCookJoy Gulf — Multi-Country App Development · Scope of Work for Engineer · For Quotation

11 · SCOPE OF WORK · FOR ENGINEER / VENDOR QUOTE

The clean, *simple-list* Gulf SoW.

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1 • Project overview

- Platform: **EatCookJoy Gulf** — multi-country chef-at-home marketplace (web · iOS · Android)
- Languages: English + Arabic (full RTL across all surfaces)
- Geography: **UAE · KSA · Qatar · Oman · Bahrain**
- Currencies: AED · SAR · QAR · OMR · BHD (native multi-currency settlement)
- Compliance: UAE PDPL · KSA PDPL · per-country VAT (UAE 5% · KSA 15% ZATCA)
- Indicative timeline: 10–14 months kickoff to public Gulf-wide launch

2 • Client app — required features

- Signup + dietary profile (halal, vegan, keto, allergens)
- Chef browse — cuisine specialties, certifications, ratings, photos
- Recipe vault search across 16,848 items (diet · allergen · cuisine · occasion)
- Custom menu builder per session
- Booking flow for weekly meal-prep / dinner-party / event / recurring
- Google Calendar sync
- Pantry + grocery staples list
- In-app chat with assigned chef
- Multi-method payment (cards · wallets · BNPL · local)
- Post-session review & NPS
- AI personalised weekly meal-plan suggestions
- Calorie + nutrition tracking
- Snap-a-Dish photo-to-recipe + chef match

3 • Chef app — required features

- Full professional profile (cuisines, skills, certifications, bio, gallery)
- Live availability calendar (open slots · blocked days)
- Booking-request inbox with instant accept SLA
- Pre-session view (client menu, dietary, pantry staples)
- Maps integration for navigation
- Earnings dashboard + automatic bank-account payouts
- UAE / KSA VAT-ready tax docs auto-generated
- Certification upload + automated expiry reminders
- Performance score + client review history
- In-app chat with clients pre / post session

4 • Admin dashboard — required features

- Unified ops dashboard: scheduling, support tickets, chef mgmt
- KPI dashboards: bookings, revenue, AOV, repeat rate, chef utilisation
- Geographic demand heatmaps by emirate / city
- Chef CRM: approve, track, score, manage

- Certification compliance: expiry alerts + auto-suspension
- Booking management: view, modify, resolve any booking
- Payment reconciliation + dispute resolution
- Chef payout controls + platform-fee configuration
- Recipe vault management (add, tag, categorise, curate)
- Customer-support ticket queue with priority routing
- Security audit logs + WAF monitoring
- Push + email-marketing tools

5 • Platform-Wide Gulf adaptations

- Arabic + English bilingual with full RTL
- Shared codebase (React Native) — web + iOS + Android
- Multi-currency pricing (AED · SAR · QAR · OMR · BHD)
- Per-country VAT (UAE 5%, KSA 15% ZATCA, etc.)
- UAE PDPL + KSA PDPL data-privacy compliance
- WAF + VAPT security hardening pre-launch
- Real-time push · email · SMS notifications
- Halal certification filter at platform level
- SEO chef + cuisine discovery pages
- Referral + affiliate programme
- Offline-safe booking flow
- Ramadan + national-holiday calendar awareness per country

6 • Payment infrastructure — required integrations

- **Stripe Connect** (backbone · multi-currency · auto split · UAE/KSA VAT)
- **Tabby BNPL** (UAE · KSA · Kuwait · Qatar — 4× interest-free)
- **Tamara BNPL** (KSA leader · UAE · Kuwait — 3× instalments)
- **Cards:** Visa · Mastercard · Amex with 3DS2
- **Wallets:** Apple Pay · Google Pay · Samsung Pay · PayPal
- **Local methods:** Mada (KSA) · Network International (UAE) · KNET (Kuwait) · Benefit (Bahrain) · IBAN transfer
- Refund · cancellation · dispute workflows built into the admin

7 • Grocery integrations — required

- **Noon** marketplace API (product search · stock · order)
- **Talabat Groceries** merchant API (all 6 GCC markets)
- **Careem Quik** (15-min last-mile across UAE + KSA)
- **Kibsons** B2B scheduled (premium farm-to-home)
- **InstaShop** (multi-supermarket aggregator backup)
- Cross-provider price + stock check at booking time
- Auto-routed shopping list to chef / client / hybrid

8 • Chef compliance — required tracking

- Identity + right-to-work documents per country
- Food-handler / SFDA / Dubai Municipality cards
- Professional credentials + references
- Banking + tax docs (IBAN, VAT, freelancer permit)
- Auto expiry reminders (30 / 7 days) + auto-suspension on lapse

9 • Technology stack — required

- **Frontend:** Next.js 15 · React 18 · TypeScript · Tailwind
- **Mobile:** React Native + Expo · push · RTL
- **Backend:** Node.js / NestJS · GraphQL + REST · JWT
- **Database:** PostgreSQL 16 · Redis · pgvector · Supabase optional
- **Payments:** Stripe Connect · Tabby · Tamara · local processors
- **Cloud:** AWS (RDS, S3) + Vercel · multi-region UAE + KSA
- **Security:** AWS WAF / Cloudflare · pen testing · incident playbook
- **Analytics:** Airtable CRM + Looker / Metabase

10 • AI & Automation — required workflows

- Smart chef-client matching (vector + GPT-4 ranking)
- GPT-4 personalised meal planning (RAG + allergen filter)
- n8n automated booking workflows (email · SMS · calendar)
- Stripe Connect automated chef payouts (multi-currency)
- GPT-4 customer-support chatbot (knowledge-base RAG)
- Python ML demand forecasting + heatmaps
- Chef-compliance auto-tracking (Airtable + n8n)
- Snap-a-Dish OpenAI Vision photo recognition

11 • Team — vendor to propose

- Tech Lead / Fractional CTO
- Full-Stack Developers × 2
- Mobile Developer (React Native + Expo + RTL Arabic)
- AI / Automation Engineer (OpenAI · LangChain · n8n · Python ML)
- UI / UX Designer (Figma · mobile-first · Arabic RTL · design system)
- QA Engineer (Cypress · Playwright · payment-flow testing)

12 • Timeline — phased delivery (10–14 months)

- **Phase 1 · Months 1–2 — Foundation:** discovery, design, architecture, recipe import
- **Phase 2 · Months 3–5 — UAE MVP:** booking, payments, chef CRM, admin (UAE-only first)
- **Phase 3 · Months 6–7 — Mobile + AI:** iOS + Android + GPT-4 layer + n8n
- **Phase 4 · Months 8–9 — Gulf rollout:** KSA + Qatar + Oman + Bahrain · multi-currency · Tabby + Tamara · grocery
- **Phase 5 · Months 10–11 — Security & QA:** VAPT · load test · closed beta · store submissions

- **Phase 6 · Months 12–14 — Public Gulf launch:** marketing · paid acquisition · KPI cadence

13 · Vendor deliverables on quote

- Itemised quotation against each of sections 2–10 above
- Proposed team composition with CV for every role
- Proposed Gantt aligned to the Phase 1–6 timeline
- Hosting / DevOps cost estimate (AWS + Vercel · UAE + KSA) for 12–14 months
- Post-launch support & maintenance proposal (SLA · response times · monthly retainer)
- IP-ownership terms — all source, designs, brand assets transfer on payment
- Risk register response (against the 6 risks in §10)

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