

Scope of Work: Industrial Bay — B2B Marketplace

Date: 7th April

1. Project Overview

Industrial Bay is a web-based **B2B marketplace** for the **Australian industrial** supply chain, focused on sectors such as mining, rail, oil & gas, infrastructure, electrical, civil, mechanical, manufacturing, construction, energy, and logistics.

The platform supports the full **commercial flow** from **buyer/vendor** onboarding and verification, through catalog publishing, search and RFQ (Request for Quotation) creation, quotation and comparison, and finally award (The action where a buyer selects a vendor's quotation and converts the RFQ into an order), order confirmation, payment recording, and operational oversight.

The marketplace is not a simple catalog storefront. It is a compliance-aware B2B procurement platform where:

- Buyers and vendors operate under company accounts with sub admin roles.
- Products need technical attributes, supporting documents, and admin approval before publication.
- RFQs can have multiple line items and compliance requirements.
- Vendors can submit partial quotations and revisions.
- Buyers can compare quotes side by side and award partially or fully.
- Platform economics include subscriptions and a global commission.
- Admin acts as a governance layer, not as a day-to-day operator.

Platform & Technology Stack

- **Web Application (Frontend & Admin Panel):** Next.js (TypeScript) & Loveable
 - **Backend & Database:** Supabase with PostgreSQL
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2. User Role & Access

2.1 Super Admin (Single Web Role)

The Platform has one Super Admin only, with no role creation and no self-approval. This role is the operational and governance controller of the marketplace.

Super Admin can:

- Approve, reject, suspend, or request corrections from buyers and vendors.
 - Review product submissions and approve/reject them.
 - Publish announcements to the portal and email.
 - Monitor awards, and orders.
 - Involved only on disputes or rule exceptions.
 - Cancel RFQs under allowed conditions.
 - Configure subscription and global commission settings.
 - Review audit logs, compliance expiry alerts, and unusual activity.
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2.2 Buyer Organization Users (Web)

Buyer organizations need multi-user access with procurement controls.

There will be Two Roles in Buyer Organization:

1. Buyer Company Admin
 - a. Buyer Sub Admin

1. Buyer Company Admin

This can be the first buyer user created during onboarding. This user can:

- Manage company profile and settings
- Invite and manage Buyer Sub Admin users
- Assign permissions and roles
- Create and manage RFQs
- Add RFQ line items/products
- Shortlist vendors
- Send RFQs to vendors
- Communicate with vendors
- Review and compare vendor quotes
- Select vendors and award orders
- Monitor orders and delivery status
- Make payments to vendors
- View reports and activity logs

Note:

- We have created a single role called Sub Company Admin, which handles both creator and approver responsibilities. This helps keep the platform simpler and easier to use.
- The Company Admin will also be able to view the activity logs of all sub-users within the company.
- For example, they can track who created an RFQ and who submitted it to the vendor.
 - If approval is required before certain actions (like submitting an RFQ), we can implement a flow where the request goes to the admin first. Once approved, the action will proceed accordingly.

A. Buyer Sub Admin

- Create and manage RFQs
- Add RFQ line items/products
- Shortlist vendors
- Send RFQs to vendors
- Communicate with vendors
- Review and compare vendor quotes
- Recommend best quote and order
- Track RFQ status and responses
- Monitor order progress

2.3 Vendor Organization Users (Web)

Vendor organizations need multi-user access with procurement controls.

There will be Two Roles in Vendor Organization:

1. Vendor Company Admin
 - a. Vendor Sub Admin

1. Vendor Company Admin

The first vendor account holder can:

- Manage company profile and settings
- Invite and manage Vendor Sub Admin users
- Assign permissions and roles
- Add and manage product catalog
- Upload products (single / bulk)
- Submit products for approval
- Participate in received RFQs

- Communicate with buyers
- Create and submit quotes
- Revise quotes during negotiation
- Confirm awarded orders
- Manage shipping and upload documents
- Track orders and delivery status
- View reports and activity logs

A. Vendor Sub Admin:

- Add and manage products
- Submit products for approval
- Upload products via bulk upload
- Participate in received RFQs
- Communicate with buyers
- Create and revise quotes
- Submit quotes for approval (if required)
- Monitor RFQ responses
- Track order progress
- Upload shipping documents

- **Question: What will the vendor dashboard look like?**
 - Will it be based on just the category/industry selected?
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2.4 Landing Page (Public / Unauthenticated Visitors)

The platform may allow limited public discovery. The meaningful interaction happens after onboarding. Public visitors can be limited to:

- landing pages.
- high-level category discovery.
- login/signup entry points.
- static content pages.

Questions:

- Which products will appear on the platform's landing page?
 - Will these products be curated or managed by the Super Admin?
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3. Role Wise Flow

3.1 Super Admin (Single Web Role)

The Super Admin is the highest authority responsible for platform governance, onboarding approvals, compliance monitoring, and financial oversight. The Super Admin cannot create RFQs, submit quotes, or place orders.

3.1.1 Authentication & Security

- **Login:** Email + OTP
 - Password policy and session/device management
 - Cannot self-approve actions or create additional admin roles
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3.1.2 Admin Dashboard

Displays:

- Dashboard overview
 - Buyer/vendor onboarding requests
 - Product approval queue
 - order statistics
 - Compliance alerts
 - Payments and commission overview
 - Subscription count
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3.1.3 Buyer Registration Review

Lifecycle: Draft → Submitted → Under Review → Approved / Rejected / Correction Requested

Admin can:

- Reviews company details
- Verifies ABN/Tax ID and documents
- Can approve, reject, or request corrections
- Cannot edit buyer data

3.1.4 Vendor Registration (KYB/KYC)

- **Verification includes:** legal details, tax ID, license, bank details, signatory, certifications.
- **Lifecycle:** Draft → Submitted → Under Review → Approved / Rejected / Correction Requested → Suspended
- Admin can approve, reject, suspend, or request correction but cannot edit vendor data.

Suggestion: Use Stripe KYC verification to automate identity and compliance checks instead of manual review, and the verification data will be securely stored in Stripe.

Question:

- When a user registers, they enter details such as Tax ID, license, and other required information. Should these details be accepted as simple input fields, or do we need to put validation checks for each parameter with the help of third party APIs and services?
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3.1.5 Product Catalog Approval

- **Vendor uploads:** title, category, specs, MOQ, lead time, compliance metadata, documents (PDF/CAD/certificates).
 - **Lifecycle:** Draft → Submitted → Approved/Published → Rejected/Correction Requested → Archived
 - Admin approval required. **Any vendor edit resets approval.**
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3.1.6 Orders & Oversight

- Admin intervenes only for disputes, compliance violations, or exceptional cancellations, and may force-cancel orders when necessary.
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3.1.7 Payments, Commission & Payouts

- **Payment methods:** Stripe
 - **Platform commission: 0.5% per transaction, could be manageable from admin**
 - **Flow:** Order → Payment Deducted → Held in Stripe Escrow → Buyer Confirms order received → Payment Released → Commission to Platform → Remaining to Vendor
 - **Note:** The Admin can change the platform commission at any time.
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3.1.8 Subscription Management

Vendor Plans

- Free
- Silver
- Gold

- **Question:** *What features and platform benefits will be included in each subscription plan ?*

Buyer Plans

- Free
- Silver
- Gold

- **Question:** *What features and platform benefits will be included in each subscription plan ?*

Admin configures pricing and manages subscriptions.

3.1.11 Notifications

- Admin can send **email notifications and announcements** to buyers, vendors, or all users.
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3.1.12 AI Conformity Checker

AI validates **AS/NZS compliance** using:

- Product specifications
- Compliance standards
- Certifications
- Missing documentation
- Safety requirements

Results: **Compliant / Partial Compliance / Non-Compliant**

Questions:

- *What will be the **criteria for the AI Conformity Checker?***
 - *What specific parameters will it verify (for example: compliance standards, certifications, product specifications, etc.)?*
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3.2 Buyer Admin

The Buyer Company Admin is the main account owner; manages company registration, sub-users, RFQs, quotes, orders, and payments.

3.2.1 Authentication & Login

- **Registration:**
 - Email
 - Password
 - Confirm password
 - OTP verification
 - Optional : Google SignIn
 - **Login:** Email + Password
 - **Security:** OTP at registration
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3.2.2 Company Registration

- Legal company name (Required)
- Trading name
- Company type (Required)
 - **Question:** *Could you please share the lists of types we should handle here?*
- Industry Served
- ABN/Tax ID (Required)
- Registered country/state/Region/address (Required)
 - **Question:** *Could you please confirm, if this should be Australia specific for now?*
- Primary contact Name (Required)
- Work Email (Required)
- Work Phone (Required)
- Procurement role (Required)
 - Creator
 - Approver
 - Both
 - **Question:** *Could you please confirm whether these selections are only for information and data storage purposes, and will not affect any other functionality on the platform?*
- Preferred currency (Required)
 - Default AUD
- Payment method preference
 - Invoice
 - Card
 - Bank Transfer
- Membership tier (Required)
- Terms & Policies (Required)

Question: *Could you please confirm whether the information we are asking from the buyer is only for data collection purposes and will not affect any platform functionality?*

3.2.3 Onboarding & Dashboard

- **Lifecycle:** Submitted → Under Review → Approved / Rejected / Correction Requested
 - Reviewed by Super Admin
 - **Dashboard Modules:**
 - Dashboard
 - Company profile
 - User management
 - Vendor search
 - RFQ management
 - Quote management
 - Orders
 - Payments
 - Reports and analytics
 - Activity logs
 - Notifications
 - Account settings
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3.2.4 Buyer Sub Admin Management

- Invite Sub Buyer Admin via email, assign permissions , activate/deactivate their access, view logs
 - **Flow:** Admin sends invite → User opens link → Sets password → Logs in
 - **Question:** *We have defined the modules and features which they can access as a Subadmin above. Let us know if any modifications are required.*
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3.2.5 Buyer Admin Permissions

- Manage profile, sub-users, RFQs, quotes, orders, payments
 - Monitor company procurement
 - **Restrictions:** Cannot self-approve or bypass compliance
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3.2.6 Search & Filter

- **Search filters:** Category,Standards, Lead Time, MOQ, Location standards, lead time, vendors

3.2.7 RFQ Creation, Line(Add) Items & Communication

- Fields: Title, Priority (Normal/Urgent/Critical), Target price/currency, Incoterms, Delivery address/date, Payment terms, Quote validity, Attachments, Notes
- RFQs may contain multiple products or items.
 - **Question:**
 - *Can you please tell the maximum number of products buyers can ask for in the single RFQ?*
 - *Also, once the RFQ has been submitted, what could be the next steps for Buyer?*
 - *At what instance should they perform payment and book a product?*
 - **Suggestion:** *We should display a dropdown list of items in the add items section which the vendor sells, so the buyer can easily know which products the vendor offers.*
- **Vendor Shortlisting:**
 - The buyer will search the Vendor's name and get the lists of products to view their details and request RFQ
- **Vendor Communication:** RFQ message threads with attachments, message history, read receipt

Question:

- *As per the current prototype and requirements, a buyer can request a quotation for an individual product from a specific vendor.*
- *Could you please confirm if buyers should also have the option to post a general requirement (RFQ), where multiple vendors can view it and submit their quotations?*

3.2.8 Quote Comparison

- Review vendor quotes
- **Compare Side by Side:**
 - Price (AUD)
 - Lead Time
 - Compliance
 - MOQ
 - Validity
 - Attachment
 - **Question:**
 - *Could you please provide information on this point, how a buyer can compare quotes received by different Vendors for different products?*
 - *In our prototype, we also have an option to compare products, do we also have to consider that?*

- *Could you please confirm whether the comparison should be allowed between any products across the platform, or only between products within the same category or same type?*
 - *Also, the “Best Price” tag shown in the prototype will not be included. If users are comparing different products, highlighting a single “best price” may not be relevant.*
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3.2.9 Order Award

- **Select winning quote:** Full award (entire order to one vendor) or Partial award (split across vendors)
 - **Confirm orders:** Awarded → Confirmed → Buyer Payment → In Progress → Shipped → Delivered → Completed
 - **Monitor shipping & delivery:** Review vendor-uploaded invoices, packing lists, shipping confirmations, and add buyer confirmation
 - **Questions:**
 - *Do we need to allow buyers to cancel their orders?*
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3.2.11 Payments

- **Lifecycle:** RFQ → Order → Payment → Delivery → Completion
 - Payment via Stripe, view transaction history
 - Post-shipping cancellations may require admin intervention
 - **Questions**
 - *How refunds will be handled?*
 - *Who bears shipping costs in cancellation scenarios?*
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3.2.12 Notifications & Compliance

- **Notifications:** Onboarding, RFQ updates, Quotes, Orders, Announcements
 - **Compliance view:** Certifications, Standards, Flags
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3.2.13 Audit Logs

- Can view the activity logs of Buyer Sub Admin users..
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3.3 Sub Role – Buyer Sub Admin

The Buyer Sub Admin is a sub-user invited by the Buyer Company Admin, responsible for creating RFQs, managing line items, shortlisting vendors, communicating with vendors, evaluating quotes, approving RFQs, awarding orders, and monitoring deliveries.

3.3.1 Authentication

- **Invitation flow:**
 - Admin sends invite
 - User sets password
 - Logs in
 - **Login:** Email + Password
 - **Permissions:** Dashboard view and actions depend on assigned permissions.
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3.3.3 Search & Filter

- **Search filters:** Category, Standards, Lead Time, MOQ, Location standards, lead time, vendors
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3.3.3 RFQ Creation, Line(Add) Items & Communication

- **Creation & Line Items:**
 - Select products
 - Create RFQs
 - Add multiple items across categories
 - **Lifecycle:** Draft → Send to Buyer Admin (If needed) → Approved → Sent to Vendor → Response
 - **Default expiry:** 30 days
 - **Vendor Shortlisting:**
 - The buyer will search the Vendor's name and get the lists of products to view their details and request RFQ
 - **Vendor Communication:** RFQ message threads with attachments, message history, read receipt
-

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- **Compare Side by Side:**
 - Price (AUD)

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 - **Confirm orders:** Awarded → Confirmed → Buyer Payment → In Progress → Shipped → Delivered → Completed
 - **Monitor shipping & delivery:** Review vendor-uploaded invoices, packing lists, shipping confirmations, and add buyer confirmation
 - **Question:**
 - *Do we need to allow Buyer Sub-admin to manage payment related stuff? Like performing payments and confirming orders?*
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3.3.6 Notifications

Buyer Sub Admin receives alerts for:

- RFQ status updates
 - Vendor questions
 - New quotes & quote revisions
 - Quote comparison updates
 - Order awards, confirmations, cancellations, and payment actions
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3.4 Vendor Admin

The Vendor Admin manages the vendor company, products, RFQs, quotes, orders, payments, and sub-users.

3.4.1 Authentication & Login

- **Registration:** Email, Password, Confirm Password, OTP, Google signin
 - **Login:** Email + Password, 2FA/OTP
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3.4.2 Vendor Company Registration

- Legal company name (Required)
- Trading name
- Company type (Required)
- Industries served (Select- Required)
 - Mining
 - Rail
 - Oil & Gas
 - Infrastructure
 - Electrical
 - Civil
 - Mechanical
 - Manufacturing
 - Construction
 - Energy
 - Logistics
 - **Questions:**
 - *If a vendor sells products across **multiple categories** (for example: Mechanical and Energy), how will this be handled?*
 - *Will the vendor be able to select multiple industries while registering?*
- ABN / Tax ID (Required)
- Registered country, state, region, address (Required)
- Primary contact name (Required)
- Work email (Required)
- Work phone (Required)
- Procurement role (Creator / Approver / Both)
- Preferred currency (Default AUD)
- Payment method preference (Invoice / Card / Bank Transfer)
- Membership tier (Required)
- Terms and policy acceptance (Required)

Note: Document related to compliance will be sent and managed only by vendor admin.

3.4.3 Onboarding & Dashboard

- **Lifecycle:** Draft → Submitted → Under Review → Approved/Rejected/Correction Requested → Suspended
- Admin cannot edit vendor data directly
- **Dashboard Modules:**
 - Dashboard
 - Company Profile
 - User Management
 - Product Catalog
 - Bulk Upload
 - Product Approval Status

- RFQ Management
 - Quote Management
 - Orders
 - Shipping & Documents
 - Reports & Analytics
 - Activity Logs
 - Notifications
 - Account Settings
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3.4.4 Vendor Account Management

- Manage profile, update company/compliance info
 - Critical compliance updates may require Super Admin review
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3.4.5 Vendor Sub Admin Management

- Roles: Vendor sub Admin
 - Invite, assign roles, deactivate/delete users, view activity logs
 - **Question:** *We have defined the modules and features which they can access as a Subadmin above. Let us know if any modifications are required.*
-

3.4.6 Product Catalog & Bulk Upload

- Add/manage products manually or via bulk upload
- Upload/manage products
 - Product title
 - Category and industry mapping
 - Product description
 - MOQ (Minimum Order Quantity)
 - Lead time
 - Supplier location
 - Standards / specifications
 - Compliance metadata
 - Attachments (PDF, CAD, certificates)
 - Price
 - Unit and currency
- Lifecycle: Draft → Submitted → Approved → Published → Rejected → Archived

Bulk upload flow:

- Vendor downloads the **product Excel template**.
- Vendor fills in product data such as:

- product name
- category
- specifications
- MOQ
- lead time
- price
- compliance data
- Vendor uploads the Excel file.
- The system processes the file and creates product entries.
- Products are sent to the **Admin approval queue** before publishing.

Question:

- *According to the prototype, vendors upload an Excel file and those products are sent to the admin for verification.*
 - *Will the Super Admin approve each product individually, or will there be an option to approve or reject the entire bulk upload at once?*
 - *If bulk actions are supported, what will the bulk upload review interface look like in the Admin panel?*
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3.4.7 RFQ Participation & Communication

- View and respond to RFQs, ask questions via RFQ messaging thread
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3.4.8 Quote Management

- **Prepare & submit quotes:** item price, MOQ, lead time, compliance, attachments, validity
 - Partial quotes allowed, revisions allowed
 - **Free-tier:** 5 quotes, later on subscription required
-

3.4.9 Award & Order Confirmation

- Receive notifications for awarded RFQs (full/partial)
 - **Confirm orders:** verify quantity, pricing, schedule, and payment
 - **Order Lifecycle:** Awarded → Confirmed → In Progress → Shipped → Delivered → Buyer confirms → Payment Received → Completed
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3.4.10 Order Management

- Monitor order progress

- Coordinate with buyers and admin for any issues
 - Track order updates and delivery confirmation
-

3.4.11 Shipping & Documentation

- Upload and review shipping documents: invoices, packing lists, shipment confirmations
 - Ensure readiness before buyer receives
 - Buyer confirms delivery
-

3.4.10 Payments & Vendor Ledger

- View payments, Stripe payouts, transaction history, pending payouts
 - **Question:**
 - *The payment will not be transferred directly to the vendor's account and will depend on the order confirmation from the buyer.*
 - *Could you please confirm the following:*
 - *Should vendor payouts be processed automatically, or will they require admin approval?*
 - *Do we need to implement a wallet system for vendors, or should the earned amount be directly transferred to their linked bank accounts?*
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3.4.11 Subscription Plans

- Free
 - Silver
 - Gold
 - **Question:** *What features and platform benefits will be included in each subscription plan ?*
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3.4.12 Notifications

Vendor Sub Admin receives alerts for:

- RFQ invites and buyer questions
 - Quote submissions and revisions
 - Award notifications
 - Order confirmations and shipment updates
 - Compliance alerts and platform announcements
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3.4.13 Audit Logs

- Can view the activity logs of Vendor Sub Admin users..
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3.5 Sub Role – Vendor Sub Admin

The Vendor Sub Admin is a sub-user invited by the Vendor Company Admin, responsible for product catalog management, RFQ participation, quote preparation & revision, order confirmation, shipping documentation, and compliance monitoring.

3.5.1 Authentication

- **Invitation flow:**
 - Admin sends invite
 - User sets password
 - Logs in
 - **Login:** Email + Password
 - **Permissions:** Dashboard view and actions depend on assigned permissions.
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3.5.2 Product Catalog & Bulk Upload

- Add/manage products manually or via bulk upload
- Upload/manage products
 - Product title
 - Category and industry mapping
 - Product description
 - MOQ (Minimum Order Quantity)
 - Lead time
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3.5.6 Order Management

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- Compliance alerts and platform announcements