SkyConnect
Impacting Life

INTERNAL PROJECT

Software Requirements Specification

SASA RIDE

Version: 2.0

Date: 2025-10-24

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www.skyconnect.co.tz

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1 Document Information

Field	Value
Project Name	SASA RIDE
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Tech Lead	Ezekiel
Qa Lead	Tumaini
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2 Project Overview

2.1 What Are We Building

2.1.1 System Function

A comprehensive ride-hailing mobile application that connects passengers with drivers in Tanzania, featuring AI-powered assistance through 'Eve AI', supporting immediate rides, scheduled trips, and package delivery services

2.1.2 Users

- Passengers (requesting rides)
- Drivers (providing transportation services)
- Admins (platform management)
- Eve AI (intelligent assistant)

2.1.3 Problem Solved

Provides convenient, safe, and reliable ride-hailing and delivery services in Tanzania through a digital platform with AI assistance, localized features, and comprehensive driver verification

2.1.4 Key Success Metric

1000+ active riders and 200+ verified drivers within 3 months of launch with 95%+ ride completion rate

2.2 Scope

2.2.1 In Scope

- AI assistant (Eve AI) for user guidance and support
- Ride booking (immediate, scheduled, and delivery)
- Real-time location services and GPS tracking
- Driver onboarding with NIDA and license verification
- User authentication and profile management
- Multi-language support (English, Swahili, Spanish)

- Rating and feedback system

- Ride history and search

- Promotions and offers management

- Dark mode support

- Push notifications

2.2.2 Out Of Scope

- Corporate fleet management (Phase 1)

- International operations outside Tanzania

- Ride-sharing (multiple passengers)

- Advanced driver analytics dashboard

- In-app entertainment features

- Vehicle maintenance tracking

3 User Requirements

3.1 Authentication User Management

Feature Code	I Want To	So That I Can	Priority	Notes
FT-AUTH-REG	Register using phone number or email	Create an account and book rides	Must	Phone verification required with Tanzania country code
FT-AUTH-LOGIN	Log into my account securely	Access my profile and book rides	Must	Support biometric authentication
FT-AUTH-LOGOUT	Log out of the app	Protect my account when sharing device	Must	Clear all session data
FT-AUTH-RESET	Reset my password via OTP	Recover access to my account	Must	SMS verification for password reset

3.2 Core Business Features

Feature Code	I Want To	So That I Can	Priority	Notes
FT-AI-ASSISTANT	Interact with Eve AI assistant	Get help with ride booking, driver application, and app guidance	Must	Natural language chatbot with pre-defined prompts and conversation history
FT-RIDE-REQUEST	Request an immediate ride	Get transportation to	Must	Interactive map for pickup and

Feature Code	I Want To	So That I Can	Priority	Notes
		my destination now		destination selection
FT-RIDE-SCHEDULE	Schedule a ride for future date/time	Plan my transportation in advance	Must	Date and time picker for future bookings
FT-DELIVERY-SERVICE	Send packages or items using Sasa Send	Deliver items without traveling myself	Must	Package delivery service within service areas
FT-LOCATION-SERVICES	Use GPS and map features for location selection	Accurately set pickup and drop-off locations	Must	OpenStreetMap integration with address search and manual selection
FT-DRIVER-APPLY	Apply to become a driver through the app	Start earning by providing rides	Must	Complete driver registration with NIDA, license, and selfie verification

3.3 Additional Features

Feature Code	I Want To	So That I Can	Priority	Notes
FT-RIDE-HISTORY	View and search my past rides	Track my ride history and expenses	Should	Search by location with filter options
FT-PROMOTIONS	View and manage promotional offers	Take advantage of discounts and special deals	Should	Active and expired offers tabs
FT-PROFILE-SETTINGS	Edit my profile information and app preferences (language, theme, personal info)	Keep my information current and personalize my experience	Should	Include name, gender, phone, email, avatar, rating display, language selection, dark

Feature Code	I Want To	So That I Can	Priority	Notes
				mode, account deletion
FT-RATING-SYSTEM	Rate drivers and provide feedback	Share my experience and help maintain service quality	Should	Star rating system with user rating display
FT-NOTIFICATIONS	Receive push notifications about ride status	Stay informed about my rides and offers	Should	Notification preferences in settings

4 Detailed Feature Requirements

4.1 Ft Auth Reg

4.1.1 Priority

Must Have

4.1.2 User Story

As a new user, I want to create an account using my phone number or email so that I can book rides through SASA RIDE

4.1.3 Preconditions

User downloads app, opens registration screen, has valid phone number (+255) or email

4.1.4 Postconditions

Account created, verification sent, user can log in and access features

4.1.5 Test Cases

Id	Description	Weight
AUTH-TC-001	Verify user can register successfully using valid email (e.g., claudeai2025@gmail.com) and password	High
AUTH-TC-002	Verify user can register successfully using valid international phone number (e.g., +255628630936)	High
AUTH-TC-003	Verify system shows error for invalid phone/email formats	High

Id	Description	Weight
	and validates international phone number formats	
AUTH-TC-004	Verify password requirements are enforced (min 6 characters)	Medium
AUTH-TC-005	Verify duplicate registration prevention with clear error message	High

4.2 Ft Auth Login

4.2.1 Priority

Must Have

4.2.2 User Story

As a returning user, I want to log into my account so that I can access my profile and book rides

4.2.3 Preconditions

User has existing account, opens app, navigates to login screen

4.2.4 Postconditions

User authenticated, redirected to home screen with ride options

4.2.5 Test Cases

Id	Description	Weight
AUTH-TC-006	Verify successful login with correct email (claudeai2025@gmail.com) or phone number (+255628630936)	High
AUTH-TC-007	Verify appropriate error message for invalid credentials	High

Id	Description	Weight
AUTH-TC-008	Verify successful logout clears session data	High

4.3 Ft Ai Assistant

4.3.1 Priority

Must Have

4.3.2 User Story

As a user, I want to interact with Eve AI to get assistance with booking rides, becoming a driver, and understanding app features

4.3.3 Preconditions

User is logged in and accesses Eve AI from the app interface

4.3.4 Postconditions

User receives helpful responses and can complete tasks through AI guidance

4.3.5 Test Cases

Id	Description	Weight
AI-TC-001	Verify Eve AI displays welcome message 'How can I help you today?' with snowflake-style icon	High
AI-TC-002	Verify AI responds appropriately to 'Hi there' quick action button	High
AI-TC-003	Verify AI can guide user through ride request with 'Can you help me request a ride' prompt	High

Id	Description	Weight
AI-TC-004	Verify AI provides accurate driver information with 'How to become a driver' prompt	High
AI-TC-005	Verify AI explains capabilities with 'What can you do?' prompt	High
AI-TC-006	Verify AI can help schedule rides with 'Schedule a ride for me' prompt	High
AI-TC-007	Verify text input field with 'Enter Prompt' placeholder accepts user input send button works for custom prompts	Medium
AI-TC-008	Verify conversation history search works with 'Search history…' functionality	Medium
AI-TC-009	Verify 'New Chat' button starts fresh conversation	Medium
AI-TC-010	Verify empty state shows 'Nothing found - No conversations found' when no history	Low
AI-TC-011	Verify Eve AI is accessible from blue assistant button on map interface	Medium

4.4 Ft Ride Request

4.4.1 Priority

Must Have

4.4.2 User Story

As a passenger, I want to request an immediate ride so that I can get transportation to my destination

4.4.3 Preconditions

User is logged in, has location permission enabled, is in service area

4.4.4 Postconditions

Ride request sent to nearby drivers, user sees confirmation and driver details

4.4.5 Test Cases

Id	Description	Weight
RIDE-TC-001	Verify user can select pickup location using GPS (auto-detects current location like Njiro Rd)	High
RIDE-TC-002	Verify user can search and select pickup location by address using search functionality	High
RIDE-TC-003	Verify user can manually select location on interactive map with pin placement	High
RIDE-TC-004	Verify three booking modes are available: 'Let's Ride' (immediate), 'Schedule' (future), 'Sasa Send' (delivery)	High
RIDE-TC-005	Verify 'Let's Ride' option initiates immediate ride booking flow	High
RIDE-TC-006	Verify interactive map shows current location with proper markers and controls	High
RIDE-TC-007	Verify location services permission prompt appears when accessing location features	High
RIDE-TC-008		Medium

Id	Description	Weight
	Verify edit destination capability works after initial selection	

4.5 Ft Ride Schedule

4.5.1 Priority

Must Have

4.5.2 User Story

As a user, I want to schedule a ride for a future date and time so that I can plan my transportation in advance

4.5.3 Preconditions

User is logged in and accesses the schedule ride option

4.5.4 Postconditions

Ride scheduled successfully, user receives confirmation with booking details

4.5.5 Test Cases

Id	Description	Weight
SCHED-TC-001	Verify 'Schedule' option is accessible from main ride booking screen among the three booking modes	High
SCHED-TC-002	Verify date picker allows selection of future dates only (no past dates selectable)	High
SCHED-TC-003	Verify time picker works correctly for scheduling rides in 12-hour format	High

Id	Description	Weight
SCHED-TC-004	Verify scheduled ride appears in My Rides section with PENDING status	Medium
SCHED-TC-005	Verify user receives reminder notification before scheduled ride time	Medium
SCHED-TC-006	Verify Eve AI can help schedule rides with 'Schedule a ride for me' prompt	Medium
SCHED-TC-007	Verify scheduled rides display date and time in format 'Oct 24, 2025 12:48 PM'	Medium

4.6 Ft Delivery Service

4.6.1 Priority

Must Have

4.6.2 User Story

As a user, I want to use Sasa Send to deliver packages so that items can be transported without me traveling

4.6.3 Preconditions

User is logged in and selects Sasa Send option

4.6.4 Postconditions

Delivery request created, driver assigned, package delivered to destination

4.6.5 Test Cases

Id	Description	Weight
DEL-TC-001		High

Id	Description	Weight
	Verify 'Sasa Send' option is accessible as third booking mode from main ride interface	
DEL-TC-002	Verify pickup and drop-off locations can be set for package delivery using same location selection methods	High
DEL-TC-003	Verify package details can be entered (size, weight, description, special instructions)	Medium
DEL-TC-004	Verify delivery pricing is calculated and displayed in TSh (e.g., Tsh 600)	High
DEL-TC-005	Verify delivery orders generate unique order IDs (e.g., ORD-BQFXSD format)	High

4.7 Ft Location Services

4.7.1 Priority

Must Have

4.7.2 User Story

As a user, I want to use GPS and map features so that I can accurately select my pickup and destination locations

4.7.3 Preconditions

User has granted location permissions to the app

4.7.4 Postconditions

Accurate location data captured, map displays correctly with nearby landmarks

4.7.5 Test Cases

Id	Description	Weight
LOC-TC-001	Verify GPS automatically detects current location (e.g., Njiro Rd, Arusha)	High
LOC-TC-002	Verify map displays Tanzania areas accurately (Arusha, Njiro Rd, Jambiani locations)	High
LOC-TC-003	Verify address search functionality with 'Pick your destination' returns Tanzania locations	High
LOC-TC-004	Verify manual map pin placement works with blue (current), green (pickup), orange (destination) pins	High
LOC-TC-005	Verify location permission prompt appears for GPS and map features	High
LOC-TC-006	Verify location icons show correctly for different place types (residence, hotel, etc.)	Medium

4.8 Ft Driver Apply

4.8.1 Priority

Must Have

4.8.2 User Story

As a potential driver, I want to apply through the app so that I can start earning by providing rides

4.8.3 Preconditions

User has app installed and accesses driver application section

4.8.4 Postconditions

Complete driver application submitted with all required documents for verification

4.8.5 Test Cases

Id	Description	Weight
DRV-TC-001	Verify 'Become a Driver' option is accessible from profile side menu	High
DRV-TC-002	Verify driver type selection dropdown works correctly (various vehicle types)	Medium
DRV-TC-003	Verify personal details fields accept valid input (name, address, international phone number format)	High
DRV-TC-004	Verify NIDA (National ID) number field validates Tanzanian ID format correctly for Tanzania-based drivers	High
DRV-TC-005	Verify NIDA document upload supports front and back photo capture/upload	High
DRV-TC-006	Verify driver's license number field accepts valid license format for the operating region	High
DRV-TC-007	Verify license document upload supports front and back photo capture/upload	High
DRV-TC-008	Verify selfie camera capture works for driver identity verification	High
DRV-TC-009	Verify submit button is disabled until all required	Medium

Id	Description	Weight
	NIDA, license, and selfie documents are uploaded	
DRV-TC-010	Verify application submission confirmation displays with verification timeline	High
DRV-TC-011	Verify Eve AI provides accurate driver application guidance with 'How to become a driver' prompt	Medium

4.9 Ft Ride History

4.9.1 Priority

Should Have

4.9.2 User Story

As a user, I want to view and search my past rides so that I can track my ride history and expenses

4.9.3 Preconditions

User is logged in and has completed at least one ride

4.9.4 Postconditions

User can view, search, and filter ride history with complete details

4.9.5 Test Cases

Id	Description	Weight
HIST-TC-001	Verify My Rides section is accessible from bottom navigation (location pin with dots icon)	High
HIST-TC-002		High

Id	Description	Weight
	Verify ride history displays all past and current ride bookings	
HIST-TC-003	Verify search functionality with 'Search rides by location…' placeholder finds rides	Medium
HIST-TC-004	Verify filter option with funnel icon provides filtering capabilities	Medium
HIST-TC-005	Verify empty state displays appropriate message when no rides found	Low
HIST-TC-006	Verify ride cards display 'To: [Location]' and 'From: [Location]' format	High
HIST-TC-007	Verify date and time display in format 'Oct 24, 2025 12:48 PM'	High
HIST-TC-008	Verify status badges show PENDING (yellow) and CANCELLED (red) correctly	High
HIST-TC-009	Verify example ride formats like 'To: Njiro Rd, From: Njiro Rd - Oct 24, 2025 12:48PM - PENDING'	Medium

4.10 Ft Promotions

4.10.1 Priority

Should Have

4.10.2 User Story

As a user, I want to view and manage promotional offers so that I can take advantage of discounts and special deals

4.10.3 Preconditions

User is logged in and has access to promotions section

4.10.4 Postconditions

User can view active and expired offers, apply promo codes to rides

4.10.5 Test Cases

Id	Description	Weight
PROMO-TC-001	Verify promotions section is accessible from profile settings or side menu	Medium
PROMO-TC-002	Verify 'Active' offers tab displays current promotions and deals	High
PROMO-TC-003	Verify 'Expired' tab shows past promotions that are no longer valid	Medium
PROMO-TC-004	Verify empty state displays appropriate message when no promotions available	Low
PROMO-TC-005	Verify shopping bag icon displays correctly in offers section header	Low
PROMO-TC-006	Verify promotional offers can be applied during ride booking process	High
PROMO-TC-007	Verify offers section is available for both riders and potential drivers	Medium

4.11 Ft Profile Settings

4.11.1 Priority

Should Have

4.11.2 User Story

As a user, I want to manage my profile information, app preferences, and settings so that I can personalize my experience and keep my details current

4.11.3 Preconditions

User is logged in and navigates to profile section

4.11.4 Postconditions

Profile information and preferences updated successfully, settings persist across sessions

4.11.5 Test Cases

Id	Description	Weight
PROF-TC-001	Verify user can edit full name field with edit icon functionality	High
PROF-TC-002	Verify gender selection includes 'Not specified' option with edit icon	Medium
PROF-TC-003	Verify phone number displays in international format (e.g., +255628630936) but is display only	High
PROF-TC-004	Verify email address displays (claudeai2025@gmail.com) but is display only	High
PROF-TC-005	Verify profile avatar displays user initial (first letter of	Low

Id	Description	Weight
	username like 'U' for user42894)	
PROF-TC-006	Verify username displays correctly (e.g., user42894)	Medium
PROF-TC-007	Verify user rating displays 0.0 with star icon for new users	Low
PROF-TC-008	Verify 'My Account' status indicator displays correctly	Medium
PROF-TC-009	Verify Update button saves profile changes successfully	High
PROF-TC-010	Verify profile settings include Personal Info, Dark Mode, Language, Notifications, Privacy Policy, Terms of Use, Logout	High
PROF-TC-011	Verify language selection option is available and app interface switches to selected language (English, Swahili, Spanish)	High
PROF-TC-012	Verify language preference persists after app restart and logout/login	Medium
PROF-TC-013	Verify all UI elements display correctly in all supported languages	High
PROF-TC-014	Verify Dark Mode toggle option switches between light and dark themes	High
PROF-TC-015	Verify dark mode preference is saved and persists across sessions	Medium
PROF-TC-016		High

Id	Description	Weight
	Verify all UI elements maintain proper contrast and readability in both themes	
PROF-TC-017	Verify Delete Account option is displayed in red with confirmation dialog	High

4.12 Ft Notifications

4.12.1 Priority

Should Have

4.12.2 User Story

As a user, I want to receive push notifications about ride status so that I stay informed about my rides and offers

4.12.3 Preconditions

User has granted notification permissions

4.12.4 Postconditions

User receives timely notifications for ride updates and can manage preferences

4.12.5 Test Cases

Id	Description	Weight
NOTIF-TC-001	Verify notification permission prompt and ride status notifications delivery	High
NOTIF-TC-002	Verify notification toggle (Enabled/Disabled) in profile settings controls all notifications	High

Id	Description	Weight
NOTIF-TC-003	Verify promotional notifications delivered when enabled	Medium

4.13 Ft Vehicle Selection

4.13.1 Priority

Must Have

4.13.2 User Story

As a passenger, I want to choose from different vehicle types so that I can select the most suitable transport for my needs

4.13.3 Preconditions

User has selected pickup and destination locations

4.13.4 Postconditions

User can view vehicle options with pricing and ETA, then confirm booking

4.13.5 Test Cases

Id	Description	Weight
VEH-TC-001	Verify all vehicle types display correctly: Sasa (Car), Bajaj (Three-wheeler), Boda (Motorcycle) with price (500 TSh) and ETA	High
VEH-TC-002	Verify Special Hire section shows VIP Motorcade, Coaster, Last Ride with regional filtering and plate search	Medium
VEH-TC-003		High

Id	Description	Weight
	Verify Request button (green) is enabled after vehicle selection	

4.14 Ft Driver Matching

4.14.1 Priority

Must Have

4.14.2 User Story

As a passenger, I want to be matched with an available driver so that I can see driver details and communicate if needed

4.14.3 Preconditions

User has confirmed ride request and payment

4.14.4 Postconditions

Driver is matched, user can see driver info and track progress

4.14.5 Test Cases

Id	Description	Weight
MATCH-TC-001	Verify 'Finding you a driver…' status and route display on map with pickup/ destination	High
MATCH-TC-002	Verify driver information card shows name, rating (5.0 stars), profile picture, and trip details (ETA, duration)	High
MATCH-TC-003	Verify driver communication buttons (message, call) and	High

Id	Description	Weight
	Cancel Ride button work correctly	

4.15 Ft Ride Cancellation

4.15.1 Priority

Must Have

4.15.2 User Story

As a user, I want to cancel my ride with a reason so that I can provide feedback and avoid unnecessary charges

4.15.3 Preconditions

User has an active ride booking

4.15.4 Postconditions

Ride is cancelled, reason is recorded, appropriate refund is processed

4.15.5 Test Cases

Id	Description	Weight
CANCEL-TC-001	Verify all cancellation reasons available: 'Driver asked me to cancel', 'Driver is taking too long', 'Driver is not moving', 'I changed my mind', 'Booked by mistake', 'Other'	High
CANCEL-TC-002	Verify radio button selection, feedback message, and Confirm Cancellation button (red) process cancellation	High
CANCEL-TC-003		High

Id	Description	Weight
	Verify cancelled ride shows CANCELLED status in ride history	

4.16 Ft Order Management

4.16.1 Priority

Must Have

4.16.2 User Story

As a user, I want to track and manage my delivery orders so that I can monitor package delivery status

4.16.3 Preconditions

User has placed a Sasa Send delivery order

4.16.4 Postconditions

Order status is tracked and updated, user can communicate with customer

4.16.5 Test Cases

Id	Description	Weight
ORDER-TC-001	Verify order details display: ID (ORD-BQFXSD), status (Pending), date/time, customer info, and total amount (Tsh 600)	High
ORDER-TC-002	Verify customer communication (phone with call button) and order type ('Pickup Order' in green)	High
ORDER-TC-003	Verify Mark Delivered button (green) works and delivery status tracking	High

4.17 Ft Navigation Ui

4.17.1 Priority

Must Have

4.17.2 User Story

As a user, I want intuitive navigation throughout the app so that I can easily access all features

4.17.3 Preconditions

User has logged into the app

4.17.4 Postconditions

User can navigate between all major sections seamlessly

4.17.5 Test Cases

Id	Description	Weight
NAV-TC-001	Verify bottom navigation tabs are accessible: Home (house icon), My Rides (location pin with dots), Profile (person icon)	High
NAV-TC-002	Verify active tabs show green indicator and navigation works correctly	Medium
NAV-TC-003	Verify each tab shows appropriate content: Home (ride booking), My Rides (history), Profile (settings)	High

4.18 Ft Map Interaction

4.18.1 Priority

Must Have

4.18.2 User Story

As a user, I want to interact with the map to select locations and track rides so that I can visualize my journey

4.18.3 Preconditions

User has location permissions enabled

4.18.4 Postconditions

Map displays accurately with proper markers and controls

4.18.5 Test Cases

Id	Description	Weight
MAP-TC-001	Verify map displays with correct pins: blue (current location), green (pickup), orange (destination) and blue route line	High
MAP-TC-002	Verify map controls work: zoom, center location button (green), AI assistant button (blue), menu button (hamburger)	Medium
MAP-TC-003	Verify map displays Tanzania locations accurately	High

4.19 Ft Recent Locations

4.19.1 Priority

Should Have

4.19.2 User Story

As a user, I want quick access to recently used locations so that I can book rides faster

4.19.3 Preconditions

User has previously used locations in the app

4.19.4 Postconditions

Recent locations are saved and easily selectable

4.19.5 Test Cases

Id	Description	Weight
RECENT-TC-001	Verify recent locations list shows previously used destinations with correct icons (residence, hotel, etc.)	High
RECENT-TC-002	Verify automatic saving and edit capability for recent destinations	Medium

4.20 Ft Payment Display

4.20.1 Priority

Must Have

4.20.2 User Story

As a user, I want to see clear pricing information so that I know the cost before booking

4.20.3 Preconditions

User is viewing vehicle selection or order details

4.20.4 Postconditions

Pricing is displayed clearly in Tanzanian Shillings

4.20.5 Test Cases

Id	Description	Weight
PAY-TC-001	Verify pricing displays correctly: 500 TSh for vehicle types, total amount calculation, and currency format (TSh/Tsh)	High
PAY-TC-002	Verify payment status tracking shows Paid/Unpaid status correctly	High

4.21 Ft Status Indicators

4.21.1 Priority

Should Have

4.21.2 User Story

As a user, I want clear visual indicators for different statuses so that I can quickly understand the state of my rides and orders

4.21.3 Preconditions

User is viewing rides, orders, or other status-dependent information

4.21.4 Postconditions

Status indicators are clearly visible and color-coded appropriately

4.21.5 Test Cases

Id	Description	Weight
STATUS-TC-001	Verify status indicators: PENDING (yellow/orange), CANCELLED (red), Paid (green), and are easily distinguishable	High
STATUS-TC-002	Verify color scheme follows app theme (Green primary, Blue secondary, Red alerts)	Medium

4.22 Ft Profile Delete

4.22.1 Priority

Should Have

4.22.2 User Story

As a user, I want the option to delete my account so that I can remove my data if I no longer use the service

4.22.3 Preconditions

User is logged in and viewing profile settings

4.22.4 Postconditions

Account deletion option is available with appropriate warnings

4.22.5 Test Cases

Id	Description	Weight
DELETE-TC-001	Verify Delete Account option (red) shows confirmation dialog with data deletion	High

Id	Description	Weight
	warning and cancellation option	

4.23 Ft Search Functionality

4.23.1 Priority

Should Have

4.23.2 User Story

As a user, I want to search through my rides and conversations so that I can quickly find specific information

4.23.3 Preconditions

User has ride history or conversation history

4.23.4 Postconditions

Search returns relevant results with proper filtering

4.23.5 Test Cases

Id	Description	Weight
SEARCH-TC-001	Verify ride search works with 'Search rides by location…' placeholder and returns relevant results	High
SEARCH-TC-002	Verify conversation history search works with 'Search history…' and shows empty state when no results	Medium
SEARCH-TC-003	Verify filter option (funnel icon) works in ride search	Medium

5 Technical Requirements

5.1 Performance Standards

Requirement	Target	How To Test
App loads in	≤ 3 seconds	Stopwatch testing on Samsung Galaxy A32 and iPhone 11 Pro Max
Map loads with location	≤ 2 seconds	Manual testing with different network speeds
GPS location acquisition	≤ 5 seconds	Testing in various Tanzania locations
AI response time	≤ 2 seconds	Testing Eve AI with various queries
Works with concurrent users	1000+ concurrent	Load testing with simulated users
Uptime	99.5% or better	Monitoring and alerting systems
Works offline	Limited (cached data only)	Core features require internet connection

5.2 Platform Requirements

Platform	Minimum Version	Target Version	Notes
Android	API 21 (Android 5.0)	API 34 (Android 14)	Tested on Samsung Galaxy A32, Google Play Store requirements
iOS	iOS 12.0	iOS 17.0+	Tested on iPhone 11 Pro Max, App Store

Platform	Minimum Version	Target Version	Notes
			guidelines compliance
Web Browsers	N/A - Mobile only	N/A	Future Phase 3 consideration

5.3 Security Privacy

Requirement	Must Have	Implementation
User data encryption	True	AES-256 encryption for PII data at rest and in transit
Secure passwords	True	Min 8 characters, complexity requirements, bcrypt hashing
NIDA data protection	True	Secure storage and transmission of National ID documents
Privacy compliance	True	GDPR + Tanzania Data Protection Act compliance
Data backup	True	Automated daily backups with 30-day retention
Location data privacy	True	User consent required, data retention policies enforced
Driver verification	True	NIDA and license verification before driver approval

6 External Dependencies

6.1 Third Party Services

Service	What It Does	Criticality	Backup Plan
OpenStreetMap	Mapping services, location display, route visualization	Critical	Google Maps API as fallback option
Eve AI Platform	Conversational AI assistant for user guidance	Important	Static help content and FAQs
SMS Gateway	OTP delivery for authentication and verification	Critical	Email verification as secondary option
Firebase Push Notifications	Real-time notifications for ride updates	Important	In-app notifications only
Payment Gateway	Mobile money and card payment processing	Critical	Cash payment option
NIDA Verification API	Driver identity verification through National ID	Critical	Manual verification process
Cloud Storage (AWS S3/Similar)	Document storage for NIDA, licenses, and photos	Critical	Multi-region replication
AWS/Cloud Infrastructure	App hosting, database, API services	Critical	Multi-region deployment with failover

6.2 Device Requirements

Feature	Required	Optional	Notes
Camera	True	False	Required for driver selfie and document uploads
GPS/Location	True	False	Essential for ride booking and tracking
Push Notifications	True	False	Ride updates, driver notifications, promotional offers
Biometrics	False	True	Fingerprint/Face ID for convenient and secure login
Internet Connection	True	False	Required for all core functionality (LTE/WiFi)

7 Release Planning

7.1 Development Phases

Phase	Features Included	Timeline	Success Criteria
Phase 1 (MVP)	['FT-AUTH-REG', 'FT-AUTH-LOGIN', 'FT-AUTH-LOGOUT', 'FT-AUTH-RESET', 'FT-RIDE-REQUEST', 'FT-LOCATION-SERVICES', 'FT-DRIVER-APPLY', 'FT-AI-ASSISTANT (basic)', 'FT-NOTIFICATIONS']	12 weeks	Core ride booking works end-to-end with driver matching
Phase 2	['FT-RIDE-SCHEDULE', 'FT-DELIVERY-SERVICE', 'FT-RIDE-HISTORY', 'FT-RATING-SYSTEM', 'FT-AUTH-PROFILE', 'FT-PROMOTIONS', 'FT-AI-ASSISTANT (enhanced)']	6 weeks	Enhanced features for better user experience and retention
Phase 3	['FT-LANG-SELECT (Spanish addition)', 'FT-DARK-MODE', 'Advanced analytics', 'Corporate accounts', 'Multi-city expansion']	8 weeks	Complete feature set for market expansion

7.2 Release Checklist

• All 'Must Have' features working on Android and iOS

• Zero critical bugs (authentication, ride booking, location services)

• Performance tests passed (app load ≤ 3s, map load ≤ 2s)

• Security review completed (NIDA data protection, encryption audit)

• User acceptance testing with real drivers and passengers

• Google Play Store and Apple App Store approval received

• NIDA integration certified and functional

• Driver verification process tested and operational

• Eve AI responses validated for accuracy

• Privacy policy and terms of service accessible and compliant

• Multi-language support (English and Swahili) fully implemented

• Location services working accurately in Tanzania

• Customer support system operational

8 Risks Assumptions

8.1 Risks

Risk	Probability	Impact	Mitigation
Driver onboarding slower than expected due to NIDA verification delays	Medium	High	Early driver recruitment, streamlined verification, manual fallback process
NIDA API integration complexity or unavailability	Medium	High	Manual verification backup, early integration testing, government liaison
Competition from Uber, Bolt, and local ride-hailing services	High	High	Differentiate with Eve AI, local focus, competitive pricing, superior driver vetting
GPS accuracy issues in certain Tanzania locations	Medium	Medium	Manual location adjustment, multiple map providers, address search
Eve AI response quality or availability issues	Low	Medium	Static help content backup, FAQ section, human support escalation
Performance during peak hours in Dar es Salaam	Medium	High	Load testing, auto-scaling infrastructure, performance monitoring
Payment gateway integration for mobile money	Medium	High	Early integration, multiple provider

Risk	Probability	Impact	Mitigation
			options, cash payment backup

8.2 Assumptions

• Target market has sufficient smartphone penetration (75%+ in urban Tanzania)

• Drivers willing to undergo NIDA and license verification process

• NIDA API accessible and reliable for verification

• GPS/location services work adequately in major Tanzanian cities

• Internet infrastructure supports real-time ride tracking

• Users comfortable with AI assistant interaction

• Mobile money adoption sufficient for digital payments

• Regulatory environment favorable for ride-hailing services

• Document upload (NIDA, license, selfie) technically feasible on target devices

• Eve AI platform can handle expected query volume
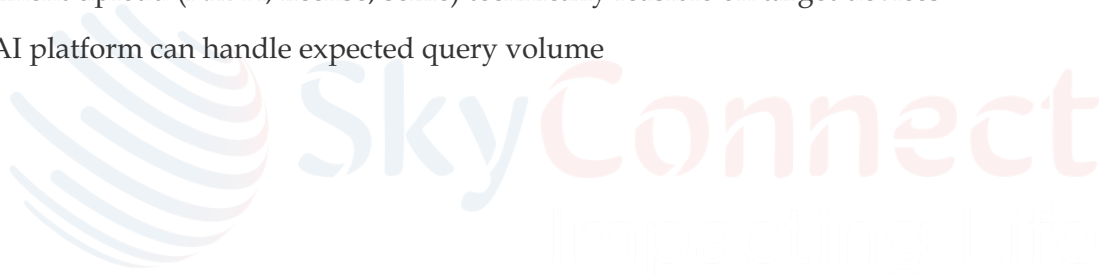
9 Market Specific Considerations

9.1 Tanzania Ride Hailing Market

9.1.1 Primary Market

- Dar es Salaam

- Arusha

- Mwanza

- Dodoma

9.1.2 Target Demographics

- Urban professionals

- University students (e.g., Mwalimu Nyerere Campus)

- Tourists and visitors

- Business travelers

- Package senders

9.1.3 Local Considerations

- Swahili language support (primary)

- English language support (secondary)

- Spanish language support (tourist markets)

- NIDA integration for driver verification

- +255 country code support

- Tanzania-specific locations (Ubungo, Salaam, etc.)

- Local payment methods preference

- Cultural expectations for driver-passenger interaction

9.1.4 Payment Preferences

Preference	Value
Mobile Money	80%
Cash	40%
Cards	20%

9.1.5 Competition

- Uber
- Bolt
- Little Cab
- Local taxi services
- Informal ride arrangements

9.1.6 Unique Value Propositions

- Eve AI assistant for enhanced user experience
- Comprehensive driver verification with NIDA
- Sasa Send delivery service
- Multi-language support including Swahili
- Focus on Tanzania-specific needs and locations

10 Sign Off

10.1 Approval

Role	Name	Signature	Date

10.2 Document History

Version	Date	Changes Made	Changed By
0.1	2025-08-15	Initial draft created from SASA RIDE testing report	Gemini System Designer
2.0	2025-10-24	Complete rewrite based on comprehensive feature documentation. Added Eve AI assistant, driver application with NIDA verification, Sasa Send delivery service, multi-language support (English/Swahili/Spanish), ride scheduling, location services, promotions, dark mode, and complete test coverage for all features. Updated to reflect Tanzania market specifics and	Claude AI Assistant

Version	Date	Changes Made	Changed By
		OpenStreetMap integration.	

11 Additional Context

11.1 Success Metrics

11.1.1 Customer Acquisition

1000+ active riders within 3 months

11.1.2 Driver Onboarding

200+ verified drivers within 2 months

11.1.3 Daily Rides

300+ rides per day within 6 weeks of launch

11.1.4 Customer Satisfaction

≥ 4.5 star rating average

11.1.5 Ride Completion Rate

95%+ successful ride completion

11.1.6 Average Wait Time

Under 5 minutes for ride acceptance

11.1.7 Ai Engagement

60%+ users interact with Eve AI

11.1.8 Driver Verification Rate

100% of drivers NIDA verified before activation

11.2 Key Differentiators

11.2.1 Eve Ai

Intelligent conversational assistant for seamless user guidance

11.2.2 Driver Verification

Comprehensive NIDA and license verification for safety

11.2.3 Multi Service

Immediate rides, scheduled trips, and package delivery in one app

11.2.4 Localization

Built specifically for Tanzania with Swahili support and local integrations

11.2.5 User Experience

Clean, modern interface with dark mode and multi-language support