

# Proposal Response: Development of Job Standards and Qualifications for Hajj and Umrah Service Providers

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## **Executive Summary**

This proposal outlines our approach to developing job standards and qualifications for service providers in the Hajj and Umrah sectors. Our mission at Impetus Strategy is to prioritize impact beyond profitability, ensuring that our work aligns with national development priorities and contributes to the enhancement of service quality in these vital sectors. We leverage our deep sector expertise and a multi-disciplinary team to provide innovative solutions tailored to the unique challenges faced by service providers in the Hajj and Umrah context. Our approach is rooted in extensive stakeholder engagement, data-driven decision-making, and a commitment to quality assurance. Through this proposal, we aim to establish a framework that not only meets the immediate needs of service providers but also supports the long-term sustainability and excellence of Hajj and Umrah services.

Focus on enhancing service quality for Hajj and Umrah providers.

Leverage deep sector expertise and partnerships.

Commitment to innovative and sustainable solutions.

## **Company Introduction**

Impetus Strategy is a leading consulting firm based in Riyadh, Saudi Arabia, dedicated to driving social and economic development through strategic initiatives. Our mission emphasizes prioritizing impact beyond profitability, which resonates deeply with our vision of elevating and inspiring positive change across various sectors, including public sector transformation and social innovation. With a diverse team of experts, we specialize in providing consulting services, program design, impact measurement, and stakeholder engagement. Our capabilities span several domains, including education, health, culture, and economic development. We have successfully delivered over 120 projects, collectively valued at over 40 million, demonstrating our commitment to creating sustainable impacts aligned with national priorities. Our strong partnerships with reputable organizations enhance our service offerings, ensuring that we bring the best practices and innovative solutions to our clients.

Established consulting firm in Riyadh with a focus on social impact.

Diverse expertise in multiple sectors.

Proven track record with over 120 projects.

## Understanding of the RFP and Objectives

Our understanding of the RFP is grounded in the recognition of the Hajj and Umrah sectors' significance to the Kingdom of Saudi Arabia. The primary objective is to develop comprehensive job standards and qualifications for service providers, ensuring that they meet the highest levels of service delivery and compliance with national regulations. This involves conducting a thorough analysis of current service practices, identifying gaps, and establishing a framework that aligns with the best practices in the industry. We aim to enhance the overall experience for pilgrims while ensuring that service providers are equipped with the necessary skills and knowledge to deliver exceptional services. Our approach will involve stakeholder consultations, data collection, and analysis to inform the development of these standards, ensuring they are practical, measurable, and aligned with the objectives of Vision 2030.

Recognize the importance of Hajj and Umrah sectors.

Aim to enhance service delivery and compliance.

Focus on stakeholder engagement and data analysis.

## Technical Approach and Methodology

Our technical approach to developing job standards and qualifications for Hajj and Umrah service providers is structured around a phased methodology that ensures thorough analysis, stakeholder engagement, and iterative feedback. The framework overview includes a comprehensive assessment of existing service standards, followed by the development of tailored job specifications that reflect the unique requirements of the Hajj and Umrah sectors. Our phased methodology encompasses three key phases: 1) Assessment and Analysis, 2) Development of Standards, and 3) Implementation and Evaluation. Each phase will involve specific methodological pillars such as stakeholder engagement, benchmarking against international best practices, and continuous feedback loops to refine the standards. This structured approach ensures that the developed standards are not only relevant but also sustainable and adaptable to future changes in the sector.

Structured phased methodology for comprehensive analysis.

Incorporation of stakeholder engagement and feedback.

Focus on sustainability and adaptability of standards.

## Project Architecture

The project architecture for developing job standards and qualifications involves several key components that ensure effective integration and implementation of the developed standards. System components include a centralized database for storing standards, a user-friendly interface for service providers, and a feedback mechanism for continuous improvement. Data flow and integration will be facilitated through a robust technology stack that supports real-time updates and accessibility for all stakeholders. This technology stack will include cloud-based solutions for data storage, analytical tools for performance measurement, and mobile applications for on-the-go access to standards and resources. By leveraging modern technology, we will ensure that the standards are easily accessible, regularly updated, and effectively communicated to all service providers.

Centralized database for standards storage.

User-friendly interface for service providers.

Robust technology stack for real-time updates.

## **Relevant Experience and Case Evidence**

Impetus Strategy has extensive experience in conducting assessments and developing frameworks for service delivery in various sectors. Our project titled 'Community Needs Assessment for Rural Villages' for the National Center for Non-Profit Sector involved a comprehensive evaluation of rural development needs, leading to actionable recommendations for service delivery improvements. This project showcases our ability to analyze complex service environments and develop tailored solutions that meet the unique challenges faced by service providers. Additionally, our collaboration with the Royal Commission for Makkah City and Holy Sites on social and economic surveys highlights our expertise in understanding socio-economic patterns, which is crucial for developing relevant job standards for Hajj and Umrah service providers. Our track record demonstrates our commitment to delivering high-quality, impactful solutions that align with national priorities.

Experience in community needs assessments.

Successful collaboration with key national entities.

Proven ability to develop tailored solutions.

## **Project Team and Roles**

Our project team is composed of a blend of local and international experts with extensive experience in strategy development, social innovation, and governance. The team will be led by a Project Manager who will oversee all aspects of the project, ensuring alignment with objectives and timely delivery of milestones. Key roles within the team include a Subject Matter Expert who will provide insights into best practices in service delivery, a Data Analyst responsible for collecting and analyzing data to inform the development of standards, and a Stakeholder Engagement Specialist who will facilitate consultations with service providers and other stakeholders. This multidisciplinary approach ensures that we leverage diverse expertise and perspectives, ultimately leading to more robust and effective job standards.

Diverse team with local and international expertise.

Clear roles and responsibilities for team members.

Focus on collaboration and knowledge sharing.

## **Work Plan, Timeline, and Milestones**

The work plan for this project is structured around a detailed timeline that outlines key milestones and deliverables. The project is expected to span 12 months, with specific phases dedicated to assessment, development, and implementation. Major milestones include the completion of the initial assessment within the first three months, followed by the development of draft standards by month six. Stakeholder consultations will be conducted in parallel to ensure that the standards reflect the needs of service providers. By month nine, we will finalize the job standards and begin the implementation phase, which will involve training sessions and workshops for service providers. Regular progress reports will be provided to stakeholders to ensure transparency and accountability throughout the project.

12-month project timeline with clear phases.

Key milestones for assessment and development.

Regular progress reporting to stakeholders.

## **Quality Assurance and Risk Management**

Quality assurance is a critical component of our project approach, ensuring that the developed job standards meet the highest levels of quality and relevance. Our quality assurance framework includes regular reviews of project deliverables, stakeholder feedback sessions, and alignment checks with national regulations and best practices. We will also implement a risk management strategy that identifies potential risks associated with the project, such as stakeholder disengagement or delays in data collection. Mitigation strategies will be developed for each identified risk, ensuring that we are prepared to address challenges as they arise. This proactive approach to quality and risk management will enhance the overall effectiveness of the project and contribute to the successful development of job standards.

Robust quality assurance framework.

Proactive risk management strategies.

Regular reviews and stakeholder feedback.

## **KPIs and Service Levels**

To measure the success of the project, we will establish key performance indicators (KPIs) that align with the objectives of developing job standards for Hajj and Umrah service providers. KPIs will include metrics such as the percentage of service providers trained on the new standards, stakeholder satisfaction ratings, and the number of feedback iterations received during the development phase. Service levels will be defined to ensure that we meet the expectations of stakeholders throughout the project. Regular monitoring and reporting on these KPIs will be conducted to assess progress and make necessary adjustments to the project approach. This data-driven approach will enable us to demonstrate the impact of the developed job standards on service quality and compliance.

Establishment of relevant KPIs.

Regular monitoring and reporting on progress.

Data-driven approach to assess impact.

## **Data Privacy, Security, and IP**

Data privacy and security are paramount in our approach to developing job standards for Hajj and Umrah service providers. We will adhere to all relevant data protection regulations and implement robust security measures to safeguard sensitive information collected during the project. Our approach includes secure data storage solutions, restricted access to sensitive data, and regular audits to ensure compliance with data privacy standards. Additionally, we will establish clear guidelines regarding intellectual property (IP) rights related to the developed job standards, ensuring that all stakeholders understand their rights and responsibilities. This commitment to data privacy, security, and IP management will enhance stakeholder trust and contribute to the project's overall success.

Adherence to data protection regulations.

Implementation of robust data security measures.

Clear guidelines on intellectual property rights.

## **Compliance with RFP Requirements**

Our proposal fully complies with the requirements outlined in the RFP, ensuring that all aspects of the project are addressed comprehensively. We have outlined our understanding of the objectives, technical approach, project architecture, and team structure, aligning closely with the expectations set forth in the RFP. Additionally, we have provided detailed timelines, KPIs, and risk management strategies to demonstrate our commitment to delivering a high-quality project. Our approach emphasizes collaboration with stakeholders, ensuring that their needs and expectations are met throughout the project lifecycle. By adhering to the RFP requirements, we aim to establish a strong foundation for the successful development of job standards for Hajj and Umrah service providers.

Comprehensive compliance with RFP requirements.

Alignment with project objectives and expectations.

Focus on stakeholder collaboration and engagement.

## **Deliverables Summary**

The deliverables for this project will include a comprehensive set of job standards and qualifications for Hajj and Umrah service providers, developed through a structured and collaborative process. Key deliverables will encompass: 1) A detailed report outlining the assessment findings and analysis, 2) Draft job standards and qualifications for stakeholder review, 3) Finalized job standards, 4) Training materials and resources for service providers, and 5) A final project report summarizing the process, outcomes, and recommendations for ongoing improvement. Each deliverable will be designed to ensure clarity, practicality, and alignment with national regulations, ultimately contributing to the enhancement of service quality in the Hajj and Umrah sectors.

Comprehensive set of job standards and qualifications.

Key deliverables include assessment report and training materials.

Focus on clarity and practicality of deliverables.

## **Assumptions**

This proposal is based on several key assumptions that are crucial for the successful execution of the project. Firstly, we assume that all relevant stakeholders will be available for consultations and feedback throughout the project. Secondly, we assume that the necessary data and information will be accessible to inform the development of job standards. Additionally, we assume that there will be a commitment from service providers to engage in the training and implementation of the new standards. These assumptions are critical for ensuring that the project progresses smoothly and achieves its intended objectives.

Availability of stakeholders for consultations.

Accessibility of necessary data and information.

Commitment from service providers to engage.

## **Pricing Approach (Summary)**

Our pricing approach for this project is designed to be transparent and competitive, reflecting the high-quality services we provide. We will offer a fixed fee structure based on the scope of work outlined in the proposal, ensuring that all costs are clearly defined and agreed upon upfront. Additionally, we will provide a detailed breakdown of costs associated with each phase of the project, including assessment, development, and implementation. This approach will enable stakeholders to understand the value of the services provided and ensure that the project remains within budget. We are committed to delivering exceptional value for the investment made by the stakeholders.

Transparent and competitive pricing structure.

Fixed fee based on project scope.

Detailed breakdown of costs for each project phase.

## **Why Impetus**

Choosing Impetus Strategy as your partner for developing job standards and qualifications for Hajj and Umrah service providers means selecting a firm with a proven track record of delivering impactful solutions. Our deep sector expertise, strong partnerships, and commitment to excellence set us apart in the consulting landscape. We bring a multidisciplinary team that combines local knowledge with international best practices, ensuring that the solutions we develop are not only relevant but also sustainable. Our focus on stakeholder engagement and data-driven decision-making guarantees that the standards we establish will meet the needs of service providers while enhancing the overall quality of Hajj and Umrah services. We are dedicated to making a positive impact and look forward to the opportunity to collaborate on this important project.

Proven track record of delivering impactful solutions.

Deep sector expertise and strong partnerships.

Commitment to stakeholder engagement and data-driven decisions.