

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

Prepared by: Impetus Strategy

Executive Summary

This proposal outlines Impetus Strategy's comprehensive approach to developing job standards and qualifications for service providers in the Hajj and Umrah sectors. Our mission is to ensure that service providers meet the highest standards of excellence, thereby enhancing the overall experience for pilgrims. With our extensive experience in public sector transformation and social development, we are uniquely positioned to deliver impactful solutions that align with the objectives of the Ministry of Finance and the National Center for Non-Profit Sector. Our proposal details a phased methodology, robust project architecture, and a dedicated project team, ensuring that we meet all requirements outlined in the RFP. We emphasize our commitment to quality assurance and risk management, alongside clear KPIs to measure success. Our innovative use of technology and proven methodologies will guide the development of a framework that not only meets current needs but also anticipates future challenges in the sector.

Comprehensive approach to job standards and qualifications.

Alignment with national development priorities.

Commitment to quality assurance and risk management.

Innovative use of technology in project delivery.

Proven track record in public sector transformation.

Company Introduction

Impetus Strategy is a leading consultancy firm based in Riyadh, Saudi Arabia, specializing in public sector transformation and social development. Our mission is to prioritize impact beyond profitability, with a vision to elevate and inspire positive change across various sectors. Founded on the principles of analytical thinking, excellence, diversity, and collaboration, Impetus boasts a multi-disciplinary team of experts with deep sector expertise. We have successfully executed over 120 projects, delivering a total value of 40 million SAR. Our capabilities span various domains, including social and economic development, education, health, and culture. We leverage strong local and international partnerships to enhance our service delivery, ensuring that our solutions are contextually relevant and impactful. Our commitment to continuous improvement and stakeholder engagement positions us as a trusted partner for the Ministry of Finance in this vital initiative.

Established consultancy with a focus on public sector transformation.

Expertise in social and economic development.

Strong local and international partnerships.

Commitment to stakeholder engagement.

Proven track record of successful project execution.

Understanding of the RFP and Objectives

We fully understand the objectives outlined in the RFP issued by the Ministry of Finance and the National Center for Non-Profit Sector, which aim to establish comprehensive job standards and qualifications for service providers in the Hajj and Umrah sectors. This initiative is crucial for enhancing the quality of services offered to pilgrims, ensuring that they receive the highest standards of care and support during their spiritual journey. Our approach will involve a thorough analysis of existing practices, stakeholder engagement, and the development of a tailored framework that addresses the unique challenges of the sector. We recognize the importance of aligning our efforts with national development priorities, particularly in relation to Vision 2030, and are committed to delivering solutions that contribute to the sustainable growth of the Hajj and Umrah sectors.

Alignment with national development priorities and Vision 2030.

Focus on enhancing service quality for pilgrims.

Thorough analysis of existing practices and stakeholder needs.

Development of a tailored framework for service providers.

Commitment to sustainable growth in the sector.

Technical Approach and Methodology

Our technical approach is structured around a phased methodology that ensures comprehensive coverage of all aspects of the project. We will begin with a detailed analysis of current job standards and qualifications, followed by stakeholder consultations to gather insights and identify gaps. The framework will be developed through iterative processes that incorporate feedback at each stage. Our methodology is built on three pillars: analytical thinking, stakeholder engagement, and impact-driven actions. Each phase will have specific deliverables, and we will employ a collaborative approach to ensure that all stakeholders are engaged throughout the process. Our methodologies will also include data-driven decision-making, leveraging tools such as GIS and data analysis platforms to inform our recommendations.

Phased methodology for comprehensive project coverage.

Iterative processes incorporating stakeholder feedback.

Focus on analytical thinking and impact-driven actions.

Use of data-driven decision-making tools.

Collaboration with stakeholders throughout the project.

Phase	Activities	Deliverables
Phase 1: Analysis	Current standards review, stakeholder consultations	Gap analysis report
Phase 2: Framework Development	Drafting job standards, iterative feedback	Draft framework document
Phase 3: Finalization	Final stakeholder review, adjustments	Final job standards and qualifications document

Project Architecture

The project architecture will consist of several key components designed to facilitate the effective development and implementation of job standards and qualifications for Hajj and Umrah service providers. The system will include a centralized database for managing information related to standards, qualifications, and service provider performance. Data flow will be established through integration with existing platforms used by the National Center for Non-Profit Sector, ensuring seamless access to relevant data. Our technology stack will include Python for backend development and Next.js for frontend implementation, allowing for a responsive and user-friendly interface. The architecture will also incorporate security measures to protect sensitive information and ensure compliance with data privacy regulations.

Centralized database for managing standards and qualifications.

Integration with existing platforms for data flow.

Use of Python and Next.js in technology stack.

Responsive and user-friendly interface.

Robust security measures for data protection.

Component	Description
Centralized Database	Manages standards and qualifications information.
Data Integration	Ensures seamless data flow with existing platforms.
Technology Stack	Python for backend, Next.js for frontend.
User Interface	Responsive design for enhanced user experience.
Security Measures	Protects sensitive data and ensures compliance.

Relevant Experience and Case Evidence

Impetus Strategy has a proven track record of successfully delivering projects in the public sector, with a particular focus on social and economic development. Our recent project with the Royal Commission for Makkah City involved conducting social and economic surveys in priority areas, resulting in significant data outputs and GIS mapping. Additionally, our collaboration with the National Center for Non-Profit Sector on building functional standards for pilgrim service workers has provided us with valuable insights into the specific needs of service providers in the Hajj and Umrah sectors. These experiences have equipped us with the knowledge and skills necessary to develop effective job standards and qualifications that align with the objectives of this RFP.

Successful project with Royal Commission for Makkah City.

Conducted social and economic surveys with significant outcomes.

Collaboration with National Center for Non-Profit Sector.

Expertise in building functional standards for service workers.

Proven ability to deliver impactful solutions in public sector.

Project Team and Roles

Our project team is composed of a diverse group of experts with extensive experience in strategy development, social and rural development, and governance. The team will be led by a Project Manager with over 10 years of experience in managing large-scale projects in the public sector. Supporting roles will include specialists in job standards development, data analysis, and stakeholder engagement. Each team member will bring their unique expertise to ensure the successful execution of the project. We will also engage local stakeholders and experts to provide insights and guidance throughout the project, ensuring that our approach is contextually relevant and effective.

Diverse team with expertise in relevant fields.

Project Manager with over 10 years of experience.

Specialists in job standards, data analysis, and engagement.

Collaboration with local stakeholders for contextual insights.

Commitment to leveraging team expertise for project success.

Team Member	Role	Experience
Project Manager	Leads project execution	10+ years in public sector projects
Job Standards Specialist	Develops job standards framework	8 years in standards development
Data Analyst	Conducts data analysis and reporting	5 years in data analytics
Stakeholder Engagement Specialist	Facilitates stakeholder consultations	7 years in stakeholder management

Work Plan, Timeline, and Milestones

The project will be executed over a period of 12 months, with clearly defined milestones to ensure timely delivery of outputs. The work plan will encompass all phases of the project, from initial analysis to final framework development. Key milestones will include the completion of the gap analysis, the drafting of job standards, and the final approval of the framework by stakeholders. Regular progress updates will be provided to the Ministry of Finance and the National Center for Non-Profit Sector to ensure transparency and accountability throughout the project lifecycle. Our structured timeline will facilitate effective project management and enable us to address any challenges that may arise promptly.

12-month project timeline with defined milestones.

Key milestones include gap analysis and framework drafting.

Regular progress updates for transparency.

Structured timeline for effective project management.

Proactive approach to addressing challenges.

Milestone	Description	Completion Date
Gap Analysis	Completion of current standards review	Month 3
Draft Framework	Development of job standards document	Month 6

Stakeholder Review	Feedback on draft framework	Month 9
Final Approval	Approval of job standards and qualifications	Month 12

Quality Assurance and Risk Management

Quality assurance will be an integral part of our project management approach. We will implement a continuous improvement process that incorporates stakeholder feedback and ensures that the project remains aligned with its objectives. Regular quality checks will be conducted at each phase of the project to monitor progress and identify any areas for improvement. Additionally, we will develop a risk management plan that outlines potential risks, their likelihood, and mitigation strategies. This proactive approach will enable us to address challenges effectively and ensure the successful delivery of the project.

Continuous improvement process for quality assurance.

Regular quality checks at each project phase.

Development of a comprehensive risk management plan.

Proactive identification and mitigation of risks.

Commitment to delivering high-quality outputs.

KPIs and Service Levels

We will establish clear key performance indicators (KPIs) to measure the success of the project. These KPIs will be aligned with the objectives of the RFP and will include metrics such as the number of stakeholder consultations conducted, the completion of deliverables on time, and the satisfaction level of stakeholders with the final framework. Regular monitoring of these KPIs will ensure that we remain on track to achieve our project goals. We will also implement service level agreements (SLAs) to define expectations for project delivery and establish accountability for all team members.

Establishment of clear KPIs for project success.

Metrics include stakeholder consultations and deliverable completion.

Regular monitoring of KPIs for accountability.

Implementation of service level agreements (SLAs).

Focus on stakeholder satisfaction with final outputs.

KPI	Description	Target
Stakeholder Consultations	Number of consultations conducted	10
Deliverable Completion	Percentage of deliverables completed on time	100%
Stakeholder Satisfaction	Satisfaction level with final framework	80%

Data Privacy, Security, and IP

Data privacy and security will be paramount throughout the project. We will implement strict protocols to protect sensitive information and ensure compliance with relevant data privacy

regulations. Our technology architecture will include robust security measures to safeguard data integrity and confidentiality. Additionally, we will establish clear guidelines for intellectual property (IP) management to ensure that all outputs developed during the project are appropriately protected and owned by the Ministry of Finance and the National Center for Non-Profit Sector. Our commitment to data security and IP management will instill confidence in our stakeholders and ensure the successful execution of the project.

- Strict protocols for data privacy and security.
- Compliance with relevant data privacy regulations.
- Robust security measures in technology architecture.
- Clear guidelines for intellectual property management.
- Commitment to protecting stakeholder confidence.

Compliance with RFP Requirements

We have thoroughly reviewed the RFP requirements and are committed to full compliance with all outlined specifications. Our proposal addresses each requirement in detail, ensuring that we meet the expectations of the Ministry of Finance and the National Center for Non-Profit Sector. We will adhere to all timelines, deliverables, and quality standards specified in the RFP, and we are prepared to provide any additional information or clarification as needed. Our commitment to transparency and accountability will guide our interactions with stakeholders throughout the project lifecycle.

- Thorough review of RFP requirements.
- Commitment to full compliance with specifications.
- Adherence to timelines and quality standards.
- Preparedness to provide additional information as needed.
- Focus on transparency and accountability.

Deliverables Summary

The key deliverables for this project will include a comprehensive gap analysis report, a draft framework for job standards and qualifications, a final approved framework document, and a report summarizing stakeholder feedback and recommendations. Each deliverable will be developed in collaboration with stakeholders to ensure relevance and effectiveness. We will also provide regular progress reports to keep the Ministry of Finance and the National Center for Non-Profit Sector informed of our progress and any challenges encountered. Our structured approach to deliverables will ensure that we meet all project objectives and provide valuable outputs to enhance the Hajj and Umrah sectors.

- Comprehensive gap analysis report.
- Draft framework for job standards and qualifications.
- Final approved framework document.
- Report summarizing stakeholder feedback.
- Regular progress reports for transparency.

Deliverable	Description	Due Date
Gap Analysis Report	Comprehensive review of current standards	Month 3

Draft Framework	Initial draft of job standards	Month 6
Final Framework Document	Approved job standards and qualifications	Month 12
Stakeholder Feedback Report	Summary of feedback and recommendations	Month 9

Assumptions

Our proposal is based on several key assumptions that are critical for the successful execution of the project. We assume that the Ministry of Finance and the National Center for Non-Profit Sector will provide timely access to relevant data and stakeholders for consultations. Additionally, we assume that all stakeholders will actively participate in the process and provide valuable insights to inform the development of job standards and qualifications. We also assume that there will be no significant changes in project scope or timelines that would impact our deliverables. These assumptions will guide our planning and execution of the project.

Timely access to relevant data and stakeholders.

Active participation from all stakeholders.

No significant changes in project scope or timelines.

Commitment to collaborative engagement.

Focus on delivering value through stakeholder insights.

Pricing Approach (Summary)

Our pricing approach is designed to provide transparency and value for the Ministry of Finance and the National Center for Non-Profit Sector. We will offer a competitive pricing structure based on the scope of work outlined in the RFP. The total project cost will encompass all phases of the project, including analysis, framework development, stakeholder engagement, and reporting. We will provide a detailed breakdown of costs associated with each phase, ensuring clarity and accountability. Our commitment to delivering high-quality outputs will ensure that the investment in this project yields significant returns in terms of enhanced service quality for Hajj and Umrah service providers.

Competitive pricing structure based on project scope.

Total project cost encompasses all phases.

Detailed breakdown of costs for transparency.

Focus on delivering high-quality outputs.

Assurance of significant returns on investment.

Why Impetus

Impetus Strategy stands out as the ideal partner for this project due to our extensive experience in public sector transformation and social development. Our proven track record of successful project execution, combined with our commitment to stakeholder engagement and quality assurance, positions us uniquely to deliver impactful solutions. We leverage our deep sector expertise and strong local and international partnerships to ensure that our approach is contextually relevant and effective. Our multi-disciplinary team is dedicated to achieving the objectives of the Ministry of Finance and the National Center for Non-Profit Sector, and we are committed to delivering results that enhance the quality of services for Hajj and Umrah pilgrims.

By choosing Impetus, you are selecting a partner that prioritizes impact and excellence in all aspects of our work.

Extensive experience in public sector transformation.

Proven track record of successful project execution.

Commitment to stakeholder engagement and quality assurance.

Leverage of deep sector expertise and partnerships.

Dedicated team focused on achieving project objectives.