

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

Prepared by: شركة قيام

## Executive Summary

This proposal outlines our comprehensive approach to developing job standards and qualifications for service providers in the Hajj and Umrah sector. Our mission is to enhance the quality of services provided to pilgrims by establishing clear and actionable job standards. By leveraging our extensive experience in the sector and employing a structured methodology, we aim to contribute significantly to the objectives set forth by the Ministry of Human Resources and Social Development. Our proposed framework is designed to ensure that service providers are equipped with the necessary skills and knowledge to meet the evolving needs of pilgrims, thereby enriching their overall experience. We are committed to delivering high-quality outcomes that align with the goals of the Hajj and Umrah program, ultimately supporting the broader vision of the Kingdom of Saudi Arabia's 2030 initiative.

- Focus on enhancing service quality for pilgrims.

Establish clear job standards and qualifications.

- Leverage expertise in the Hajj and Umrah sector.

Align with the Kingdom's Vision 2030 objectives.

- Commitment to high-quality outcomes and stakeholder satisfaction.

- **Company Introduction**

- شركة قيام, headquartered in Jeddah, Saudi Arabia, is a leading consultancy specializing in the Hajj and Umrah sector. Our mission is to enhance the pilgrim experience through high-quality services that foster integration among various stakeholders. Founded on the principles of empowering clients, caring for our team, and customizing solutions, we have established ourselves as a trusted partner in the sector. Our team comprises a diverse group of experts with deep sector knowledge and extensive experience in service delivery, project management, and capacity building. Our vision is to be the most influential consultancy in the field of Hajj and Umrah services, and we are dedicated to achieving this by continuously improving our offerings and fostering strong relationships with our partners, including key stakeholders in the public and private sectors.

Expertise in the Hajj and Umrah sector.

- Commitment to enhancing the pilgrim experience.

Strong focus on client empowerment and team care.

- Established relationships with key stakeholders.

Vision to be a leading consultancy in the sector.

## **Understanding of the RFP and Objectives**

We recognize the importance of developing job standards and qualifications for service providers in the Hajj and Umrah sector as outlined in the RFP. The primary objective is to elevate the quality of services offered to pilgrims, ensuring that all personnel involved are adequately trained and equipped to meet the diverse needs of this unique demographic. Our understanding of the RFP emphasizes the need for a structured approach that includes analyzing existing roles, defining competencies, and establishing a framework for continuous improvement. We aim to foster transparency and accountability within service providers, ultimately enhancing the overall experience for pilgrims. Our approach will also focus on aligning these standards with the Saudi Qualifications Framework (SAQF), ensuring that they meet national and international best practices.

- Focus on elevating service quality for pilgrims.

Establish a structured approach to job standards.

- Define competencies and roles within the sector.

Promote transparency and accountability.

- Align with the Saudi Qualifications Framework (SAQF).

## **• Technical Approach and Methodology**

- Our technical approach is grounded in a phased methodology designed to ensure comprehensive coverage of all project aspects. We will employ a framework that includes the following key components:
  - 1. **\*\*Framework Overview\*\***: This phase involves the assessment of current job roles and standards within the sector, identifying gaps and opportunities for improvement. We will engage stakeholders through workshops and interviews to gather insights and validate our findings.
  - 2. **\*\*Phased Methodology\*\***: The project will be executed in distinct phases, each with specific deliverables and timelines. The phases include planning, analysis, design, implementation, and evaluation.
  - 3. **\*\*Methodological Pillars\*\***: Our methodology will be supported by three pillars: stakeholder engagement, data-driven decision-making, and iterative feedback loops. This ensures that our approach remains flexible and responsive to stakeholder needs, allowing for continuous refinement of the job standards and qualifications.

Employ a phased methodology for comprehensive coverage.

- Engage stakeholders through workshops and interviews.

Focus on data-driven decision-making.

- Incorporate iterative feedback loops.

Ensure flexibility and responsiveness in approach.

## Project Architecture

The project architecture will consist of several components designed to facilitate effective communication, data management, and integration across various stakeholders.

1. **\*\*System Components\*\***: We will establish a centralized system that includes modules for job analysis, competency mapping, and training management. This system will support real-time updates and tracking of progress against established standards.

2. **\*\*Data Flow & Integration\*\***: Data will flow seamlessly between various stakeholders, ensuring that all parties have access to the latest information. Integration with existing systems used by service providers will be prioritized to minimize disruption and enhance usability.

3. **\*\*Technology Stack\*\***: Our technology stack will include Python for backend development and Next.js for frontend applications. This combination allows for a robust and scalable solution that can accommodate future enhancements as the sector evolves.

- Establish a centralized system for job analysis and training.

Ensure seamless data flow between stakeholders.

- Prioritize integration with existing systems.

Utilize Python for backend and Next.js for frontend.

- Design a scalable solution for future enhancements.

## • Relevant Experience and Case Evidence

- Our track record in the Hajj and Umrah sector demonstrates our capability to deliver impactful solutions. For instance, our project with the المجلس التنسيقي لمنشآت خدمة حجاج الداخل involved developing flexible pricing packages that improved the overall experience for pilgrims. We successfully proposed a range of packages tailored to different customer segments, resulting in enhanced satisfaction and increased participation. Another notable project was with الهيئة العامة للعناية بشؤون المسجد الحرام والمسجد النبوي, where we conducted a comprehensive study on the experiences of worshippers, leading to actionable recommendations that improved service quality. These examples highlight our ability to analyze complex challenges and deliver tailored solutions that meet the needs of the sector.

Experience with flexible pricing packages for pilgrims.

- Conducted studies to enhance worshipper experiences.

Delivered actionable recommendations for service improvement.

- Demonstrated capacity for analyzing complex challenges.

Tailored solutions that meet sector needs.

## **Project Team and Roles**

The project team will consist of highly qualified professionals with extensive experience in the Hajj and Umrah sector. Key roles will include:

1. **Project Manager**: Responsible for overall project coordination, ensuring that timelines and deliverables are met. The project manager will also serve as the primary point of contact for the client.
2. **Consultants**: Experts in job analysis and competency mapping, who will conduct research and engage with stakeholders to gather insights.
3. **Data Analysts**: Responsible for analyzing data collected during the project, providing insights that will inform the development of job standards.
4. **Training Specialists**: Focused on designing and implementing training programs that align with the established job standards.
5. **Quality Assurance Officers**: Ensuring that all deliverables meet the highest quality standards and align with project objectives.

- Project Manager oversees coordination and timelines.

Consultants conduct research and stakeholder engagement.

- Data Analysts provide insights from collected data.

Training Specialists design and implement training programs.

- Quality Assurance Officers ensure high-quality deliverables.

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

- The project will be executed over a timeline of 30 months, divided into distinct phases with specific milestones.
- 1. **Phase 1: Planning** - Duration: 3 months. Milestones include stakeholder workshops and initial job role assessments.
- 2. **Phase 2: Analysis** - Duration: 6 months. Milestones include competency mapping and gap analysis reports.
- 3. **Phase 3: Design** - Duration: 5 months. Milestones include draft job standards and qualifications.
- 4. **Phase 4: Implementation** - Duration: 10 months. Milestones include training program rollout and initial evaluations.
- 5. **Phase 5: Evaluation** - Duration: 6 months. Milestones include final evaluations and project closure reports.

- This structured timeline allows for regular reviews and adjustments based on stakeholder feedback, ensuring that the project remains aligned with objectives.

30-month project timeline divided into phases.

- Regular reviews and adjustments based on feedback.

Clear milestones for each project phase.

- Focus on stakeholder engagement throughout.

Timely delivery of all project components.

## **Quality Assurance and Risk Management**

Quality assurance will be integral to our approach, ensuring that all project deliverables meet established standards. Our quality assurance strategy includes:

1. **Quality Control Processes**: Regular reviews of project deliverables to ensure alignment with objectives and stakeholder expectations.
2. **Risk Management Framework**: Identification of potential risks at the outset, with a proactive approach to mitigating them throughout the project lifecycle. This includes regular risk assessments and the development of contingency plans.
3. **Stakeholder Feedback Loops**: Incorporating feedback from stakeholders at key milestones to ensure that the project remains on track and meets the needs of all parties involved.

By implementing these strategies, we aim to deliver high-quality outcomes that exceed expectations and contribute to the success of the Hajj and Umrah program.

- Regular reviews to ensure alignment with objectives.

Proactive risk management framework.

- Incorporate stakeholder feedback at key milestones.

Develop contingency plans for identified risks.

- Commitment to exceeding quality expectations.

### **KPIs and Service Levels**

- To measure the success of our project, we will establish clear Key Performance Indicators (KPIs) that align with the objectives of the Hajj and Umrah program. KPIs will include:
  1. **Service Quality Metrics**: Measuring the satisfaction levels of service providers and pilgrims through surveys and feedback mechanisms.
  2. **Training Effectiveness**: Assessing the impact of training programs on service delivery through pre- and post-training evaluations.
  3. **Compliance Rates**: Monitoring adherence to established job standards and qualifications among service providers.

- 4. **\*\*Stakeholder Engagement Levels\*\***: Evaluating the effectiveness of stakeholder engagement strategies through participation rates in workshops and feedback sessions.
- By closely monitoring these KPIs, we will ensure that the project remains focused on delivering high-quality outcomes that align with the goals of the Hajj and Umrah program.

Establish clear KPIs aligned with project objectives.

- Measure service quality through satisfaction surveys.

Assess training effectiveness through evaluations.

- Monitor compliance rates among service providers.

Evaluate stakeholder engagement levels.

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

We are committed to ensuring the highest standards of data privacy and security throughout the project. Our approach includes:

1. **\*\*Data Protection Policies\*\***: Implementing robust data protection policies that comply with local and international regulations.
2. **\*\*Secure Data Handling Practices\*\***: Ensuring that all data collected during the project is stored and processed securely, with access limited to authorized personnel.
3. **\*\*Intellectual Property Rights\*\***: Establishing clear agreements regarding the ownership and usage rights of any intellectual property developed during the project.
4. **\*\*Regular Audits\*\***: Conducting regular audits to ensure compliance with data protection policies and identify any potential vulnerabilities.

By prioritizing data privacy and security, we aim to build trust with stakeholders and ensure the integrity of the project.

- Implement robust data protection policies.

Ensure secure data handling practices.

- Establish clear IP rights agreements.

Conduct regular compliance audits.

- Build trust through commitment to data privacy.

## **• Compliance with RFP Requirements**

- We are fully committed to complying with all requirements outlined in the RFP. Our approach includes:
  1. **\*\*Documentation\*\***: Ensuring that all necessary documentation is prepared and submitted in accordance with the RFP guidelines.
  2. **\*\*Stakeholder Engagement\*\***: Actively engaging with stakeholders throughout the project to gather feedback and ensure alignment with their needs.

- 3. **Quality Control**: Implementing quality control processes to ensure that all deliverables meet the standards set forth in the RFP.
- 4. **Regular Reporting**: Providing regular updates to the Ministry of Human Resources and Social Development on project progress and any challenges encountered.
- By adhering to these principles, we aim to ensure that our project meets all compliance requirements and contributes to the overall success of the Hajj and Umrah program.

Prepare and submit documentation per RFP guidelines.

- Engage with stakeholders for alignment.

Implement quality control processes.

- Provide regular project updates.

Ensure compliance with all requirements.

## **Deliverables Summary**

The key deliverables for this project will include:

1. **Job Standards Document**: A comprehensive document outlining the established job standards and qualifications for service providers in the Hajj and Umrah sector.
2. **Training Program Materials**: Materials and resources developed for training programs that align with the established job standards.
3. **Evaluation Reports**: Reports summarizing the findings from evaluations conducted throughout the project, including feedback from stakeholders.
4. **Final Project Report**: A detailed report summarizing the entire project, including outcomes, lessons learned, and recommendations for future initiatives.
5. **Stakeholder Engagement Records**: Documentation of all stakeholder engagement activities conducted throughout the project.

By delivering these key outputs, we aim to provide valuable resources that will enhance the quality of services provided to pilgrims.

- Job Standards Document outlining qualifications.

Training Program Materials for service providers.

- Evaluation Reports summarizing project findings.

Final Project Report with recommendations.

- Stakeholder Engagement Records for transparency.

## • **Assumptions**

- Our proposal is based on the following assumptions:
- 1. **Stakeholder Engagement**: We assume that stakeholders will be available and willing to participate in workshops and feedback sessions throughout the project.

- 2. **\*\*Access to Data\*\***: We assume that necessary data will be made available to us in a timely manner to facilitate analysis and decision-making.
- 3. **\*\*Support from Authorities\*\***: We assume that we will receive the necessary support and cooperation from the Ministry of Human Resources and Social Development and other relevant authorities.
- 4. **\*\*Resource Availability\*\***: We assume that the required resources, including personnel and funding, will be available to support the successful execution of the project.
- By clearly outlining these assumptions, we aim to ensure that all parties have a shared understanding of the project's context and constraints.

Assume stakeholder availability for engagement.

- Assume timely access to necessary data.

Assume support from relevant authorities.

- Assume availability of required resources.

Ensure shared understanding of project context.

## **Pricing Approach (Summary)**

Our pricing approach is designed to provide a transparent and competitive cost structure for the project. Key components of our pricing strategy include:

1. **\*\*Fixed Pricing Model\*\***: We propose a fixed pricing model based on the scope of work outlined in the RFP, ensuring predictability in project costs.
2. **\*\*Payment Milestones\*\***: Payments will be tied to specific milestones achieved throughout the project, ensuring that funds are released based on performance and delivery.
3. **\*\*Cost Breakdown\*\***: A detailed cost breakdown will be provided, outlining the various components of the project, including personnel, materials, and overhead costs.
4. **\*\*Contingency Provisions\*\***: We will include contingency provisions to address any unforeseen challenges that may arise during the project execution.

By adopting this pricing approach, we aim to ensure clarity and transparency in our financial dealings, fostering trust and collaboration with the Ministry of Human Resources and Social Development.

- Propose a fixed pricing model for predictability.

Tie payments to specific project milestones.

- Provide a detailed cost breakdown.

Include contingency provisions for unforeseen challenges.

- Ensure clarity and transparency in financial dealings.



- **Why شركة قيام**

- Choosing شركة قيام as your partner for this project offers numerous advantages:
- 1. **\*\*Deep Sector Expertise\*\***: Our team possesses a profound understanding of the Hajj and Umrah sector, enabling us to deliver tailored solutions that meet the unique needs of service providers and pilgrims alike.
- 2. **\*\*Proven Track Record\*\***: Our successful projects in the sector demonstrate our ability to analyze complex challenges and deliver impactful results, as evidenced by our previous collaborations with key stakeholders.
- 3. **\*\*Strong Partnerships\*\***: We have established strategic partnerships with leading organizations in the sector, enhancing our capability to deliver high-quality outcomes.
- 4. **\*\*Commitment to Excellence\*\***: Our dedication to quality and continuous improvement ensures that we deliver solutions that not only meet but exceed expectations.
- By selecting شركة قيام, you are choosing a partner committed to enhancing the quality of services provided to pilgrims and contributing to the overall success of the Hajj and Umrah program.

Deep sector expertise tailored to unique needs.

- Proven track record of successful projects.

Strong partnerships with leading organizations.

- Commitment to quality and continuous improvement.

Focus on enhancing services for pilgrims.