

# Pathways to Professionalism Website

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## Chapter 1: Open Access Section and Links

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### **1- INFORMATION FOR EMPLOYERS:**

- Scheme Document
- How to get registration and related structures & systems
- Self-assessment as an application form – Do you wish to apply?
- List of approved employers
- What EPC?

### **2- WHAT IS PATHWAYS TO PROFESSIONALISM**

- Awareness document and links

### **3- CASE STUDIES ON EMPLOYEES**

- *Study on the scheme and those who have graduated*
- *To be added by participants*

### **4- INFORMATION FOR POTENTIAL LEARNERS**

- *How to apply*
- *Brochures for learners*

### **5- INFORMATION FOR EXAMINERS & TRAINERS**

- *How to get approval & related courses*

## Chapter 2: Assessment Center Section & Links – CLOSED ACCESS

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### **1- EXAMINATIONS AND ASSESSMENT GUIDELINES FOR EMPLOYERS**

- ASSESSMENT GUIDELINES FOR EMPLOYERS AND TRAINERS
- SCHEDULE OF ASSESSMENT EVENTS FOR EACH DISCIPLINE AND LEVELS
- DETAILS OF PROCESSORS AND PROCEDURES FOR ASSESSMENT EVENTS BY DISCIPLINE

### **2- ADMINISTRATION**

- APPLICATION FORMS
- FEES AND PAYMENTS
- NOTIFICATION

### **3- AWARDS**

- DETAILS OF VTC AWARDS AND EVENTS

**1- CASE STUDIES ON BEST PRACTICE TRAINING INITIATIVES IN THE WORKPLACE**

**2- REPORTS ON THE IMPACT OF THE PTP SCHEME ON JOBS, STANDARDS AND PROFESSIONALISM**

- PR (BEST ABOUT TARGETS)
- NEW JOBS THROUGH PATHWAYS TO PROFESSIONALISM SCHEME

**3- E-ZINES (E-COMMUNICATIONS) & NEWSLETTERS ON THE PATHWAYS SCHEME AND THOSE WHO ARE INVOLVED**

**4- MARKETING AND PROMOTIONS ON COMPANIES, GROUPS, AWARDS, AND EMPLOYERS**

*Chapter 4: Public Section – OPEN ACCESS*

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**1- LIST OF REGISTERED EMPLOYERS**

- BY SECTOR AND LOCATION

**2- LIST OF MASTER TRAINERS AND PATHWAY COORDINATORS**

- BY DISCIPLINE

**3- LIST OF APPROVED EXAMINERS**

- DEPARTMENTAL TRAINERS LIST

**4- LIST OF ACCREDITED EMPLOYEES BY DISCIPLINE AND LEVELS**

- LEVELS 2 AND LEVEL 3
- ADD LINK TO THE VTC SITE

*Chapter 5: Learning Vault Section and Links – CLOSED ACCESS*

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- NETWORKING FORUM

- SHARING BEST PRACTICE

- ACCESS TO ANYONE WHO IS PATHWAY APPROVED

**1- ONLINE LEARNING**

- By hospitality subjects and links
- [www.e-cornell.com](http://www.e-cornell.com)

**2- VIDEOS AND DVDs**

- Knowledge and Skill-based topics
- Audio/Visual training techniques

**3- TRAINING TECHNIQUES**

- Best practice and guides on giving a 'Knowledge & Skills training session'

#### **4- DOCUMENTS AND BOOKLETS**

- Legislation
- Complaint handling
- HACCP
- Health and Safety
- Previous USAID EGST book

#### **5- CHAT ROOMS**

- Sharing of best practices and innovation
- Requests for support

#### *Chapter 6: Approved Trainers; Section and Links – CLOSED ACCESS*

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#### **1- ALL PROFESSIONAL STANDARDS MANUALS & GUIDELINES FOR USE**

#### **2- TRAINING PLANS AND COMPETENCE PORTFOLIOS**

- Templates & Downloads

#### **3- APPROVED TRAINERS LIST**

- No schedule

#### **4- STANDARDS & GUIDELINES**

#### *Chapter 7: Employers Section & Links – CLOSED ACCESS*

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#### **1- ASSESSMENT**

- Dates and arrangements
- Certificates cost & awards
- VTC payment

#### **2- REGISTRATION FORMS AND PROCESSES**

#### **3- ALL PROFESSIONAL STANDARDS MANUALS**

#### **4- SAMPLE TRAINING PLANS AND COMPETENCE PORTFOLIOS**

#### **5- EMPLOYEE/TRAINEE SELECTION**

- Criteria and forms

#### **6- APPROVED TRAINERS**

- Courses

- Roles
- Competences
- Registration

### **7- AWARDS**

- Dates for presentations and publicity

### **8- EMPLOYER PATHWAYS COMMITTEE**

- Guidelines and Templates

### **9- VERIFIER APPROVAL**

- Courses and details of role/competences
- Program outline
- MT P Coordinator Examines DT

## *Chapter 8: Examiners – CLOSED ACCESS*

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### **1- COMPETENCE PORTFOLIO**

#### **2- KNOWLEDGE TEST**

- Calculation of marks and results
- Guidelines administrative knowledge test

#### **3- PRACTICAL TEST**

- Guidelines for implementing the test
- Marked scheme
- Calculation for markets and results

#### **4- PIN NUMBER**

- Access to examiners and P. coordinators only

### **5- GUIDELINES FOR SUBMITTING RESULTS TO VTC**

## *Chapter 9: Pathways.com.jo – MAIN FRAME*

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### **1- EMPLOYERS**

- Company Registration Verifiers Standards
- Training Plans

### **2- OPEN ACCESS**

- Awareness links for Employers, Trainers, and Verifiers

### **3- RECORD OF (CLOSED)**

- Trainers
- Verifiers
- Master Trainers
- Companies

#### **4- LEARNING VAULT (CLOSED)**

- Videos
- Manuals
- Legislation
- Knowledge bank

#### **5- ASSESSMENT PROCESS (CLOSED)**

#### **6- TRAINERS – NETWORKING FORUM (CLOSED)**

- Approvals
- Competence
- Portfolios
- Standards
- Chat room

#### **7- COMMUNICATION (OPEN)**

- Newsletters
- Case studies
- Best practices
- Awards
- Profiles

## Steps for learners enrollment and examination under the Pathways to Professionalism scheme

Step	Responsibility
Hotel send Stamped enrollment sheet of learners to BEST USAID	Pathways Coordinators
BEST updates its Master learners tracker sheet Which includes: name of learner, hotel, department, level, date of enrollment, readiness for knowledge exam (trial number 1 or 2), result of knowledge exam, Practical exam (trial number 1, or 2), and certificate number (when awarded)	BEST coordinator
BEST follows up with Pathways Coordinators regarding the training process and status on continuous basis	BEST Pathways Specialist
Hotel informs BEST when they have learners ready for on-line exam Hotel sends the email of each learner to BEST stating the preferred language of exam for each learner	Pathways Coordinators
BEST send exam link for each learner and gives them 48 hours to take the exam	BEST coordinator
After all learners finish on-line exam (each learner have two trials). Only learners who pass the on-line exam will be scheduled to take the practical exam	Coordination between Hotel and BEST
Liaise with Hotel and VTC to set a date for practical exam	BEST Pathways Specialist
Send exam tasks to hotel so they can arrange equipment and venue for practical exam	BEST Pathways Specialist
BEST and VTC visit hotel to conduct the exam	
Results of exams (marking sheet) returned to BEST so results can be exported to the Master learners tracker sheet. After all learners pass practical exam (each learner have two trials). Only names of and marking sheets of learners who pass the practical exam will be sent to VTC for certification	BEST coordinator
Send a list of names and marking sheets of learners who successfully completed the practical exam to the VTC	BEST Project will send the list of names by email for each hotel to the Vocational Training Corporation Hospitality Project Management Unit Project Manager E mail: xxxx Cc: 2 Hotel Pathways Coordinator's

<b>Step</b>	<b>Responsibility</b>
Allow VTC 5 working days to have certificates ready	
Prepare payment of JD25 for each learner	Hotel Pathways Coordinators to prepare the payment (cash or check)
After 5 working days send the payment to the Vocational Training Corporation (VTC) VTC headquarter located near 8th circle Amman Hospitality Project Management Unit Project Manager Mob: xxxxxxxxxxxxxxxx E mail: xxxxxxxxxxxxxxxx Mr. xxxxxxxxxxxxxxxx Mob: xxxxxxxxxxxxxxxx E mail: <a href="#">xxxxxxxxxxxxxxxxxx</a>	Hotel Pathways Coordinator to arrange delivering the payment – cash or check
Once payment is made to the VTC the certificates will be handed over by hand to the hotel representative who delivered the payment	Vocational Training Corporation (VTC) VTC headquarter located near 8th circle Amman Tel: xxxxxxxxxxxx

## **Amendment # 1**

### **Request for Proposal #7**

**July 6<sup>th</sup>, 2017**

**Title: Development of the Pathways to Professionalism scheme website**

**Reference: RFP 7 – USAID Building Economic Sustainability through Tourism (BEST) Project**

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This document presents an amendment to Request for Proposal # 7.

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This Amendment No. 1 is made to amend the following sections:

#### **Section I Instructions to Offerors**

1. 1.6. Chronological List of Proposal Events

#### **Section II Background, Scope of Work, Deliverables, and Deliverables Schedule**

1. Section II.2. Scope of work
  - II.2.II. Functionalities
  - II.2.III. Features
2. Section II.2. II.3. Deliverables

By deleting in their entirety Sections I and II from the original RFP, and inserting in their place the following:

#### **I.1. Chronological List of Proposal Events**

The following calendar summarizes important dates in the solicitation process. Offerors must strictly follow these deadlines.

RFP announcement	June 7, 2017
Expression of Interest	June 11, 2017
Bidders meeting pre-registration deadline	June 13, 2017 @ 12:00 pm
Bidders Meeting	June 15, 2017 @ 12:00 pm
Deadline for written questions	June 19, 2017 @ 12:00 pm
Answers provided to questions/clarifications	July 6, 2017
<b>Proposal due date</b>	<b>August 1, 2017 @ 12:00 pm</b>
Subcontract award (estimated)	August 15, 2017

## II.2.II. Functionalities

- Certified and registered Learners to be able to sign-up for courses, once approved, to have access to course materials.
- Administrators able to administer material, share and collaborate on results, with full and detailed reporting functions.
- Database for registering and communicating with all Pathways participants.
- Admin can add different admins with selectable levels of access/functionality.

## II.2.III. Features

- Website design should be modern with clearly defined modules on home page and inner pages.
- Build a sitemap for the website and ensure that it is always updated with google programs.
- Links to on-line training systems.
- Based on an industry standard CMS system with a back end that is easy to use, navigate and add extensions to, create additional sections, pages (based on predesigned templates) add/modify sections, and menus.
- Site should be responsive across all types of devices and compatible with major browsers (Chrome, Safari, Explorer).
- Section about the Pathways Excellence Awards framework and criteria.
- SEO (Search Engine Optimization) optimized with clear strategy on optimizing agreed upon keywords, with clear title tags, meta tags, alt tags, breadcrumbs, Google Tag Manager optimized ...etc.
- Link (and create if account does not exist) social media pages/accounts/channels for pathways program using an admin account (not website development company account). Channels to include: Facebook, Linked In, Instagram, G+, Twitter, YouTube at a minimum. This includes creating proper API's and authorization codes on respective channels for linking back to website.
- Create a Google Analytics account, and integrate with website (again, using an admin google account as owner of property). Subsequently, create all other necessary Google accounts (webmaster tools, tag manager ...etc) and integrate with website.
- Create sitemap.xml files from back end and submit to major search engines for indexing.
- Should have an integrated newsletter signup and sending system. Newsletters should be able to be generated from the system using predefined and predesigned templates.
- Manage user accounts information with ability to recover passwords.
- Use enhanced search capabilities.
- Completely Bi-lingual with Arabic version of website developed in tandem with English. Final deliverable must include both fully functional and identical versions.
- CMS to facilitate creating both Arabic and English content simultaneously and posting to both versions of website.
- Sending certificates of completion (printable in hi res pdf format) upon successful completion of course to participants by email and learners can share.
- Trainers and examiners to be able to create exams calendar request to Admin, upload and edit content, and administer exams.
- System to have backup tools, cron jobs, daily, weekly and monthly backups with restore and download if backup images functions.

### **II.3. Deliverables**

The successful offeror shall deliver to Chemonics the following deliverables, in accordance with the schedule set forth in II.3. below:

#### **Deliverable No. 1:**

- A wire frame of entire site, in static format.
- A collection of proposed themes with different design styles and examples.
- A demo of backend system with all required modules (static - does not have to be functional yet).

#### **Deliverable No. 2:**

- 3-4 themes/design alternatives to home page.
- Revised wire frame for entire site.
- Revised back end demo (if needed).

#### **Deliverable No. 3:**

- Fully working home page based on selected theme (in both Arabic and English).
- Demo of all internal pages (dynamic) (in both Arabic and English).

#### **Deliverable No. 4:** (Fully functional Beta version of website)

- Fully working website with all internal pages based on selected theme and comments on previous deliverables (in both Arabic and English).
- Fully functional back end.
- Fully integrated social media and analytics accounts.
- Uploaded initial content of first few courses, events, news items for proper evaluation of look and feel (content will be provided by client).
- Training for the use of the CMS's new features to BEST and VTC admins.
- Reporting system issuing minimum of 5 reports.

#### **Deliverable No. 5:** Final Version

- All deliverables from previous stage (deliverable 4) listed above after integrating all feedback and comments from BEST/VTC from use of Beta version.
- Training of a selected group of trainers, examiners, admins on use of system, registration, testing, reporting, sharing, etc.

## Responses to Questions

July 6<sup>th</sup>, 2017

**Title: Development of the Pathway of Professionalism scheme website**

**Reference: RFP# 7 – USAID Building Economic Suitability Through Tourism Project**

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Dear All,

Kindly find below responses to questions/comments posed by some of you:

**1. Q: Is there a need for a SAM number for this tender?**

A: This is not required for the current phase.

**2. Q: Can you please confirm that we can use our own budget template, that have the split of the project deliverable and the supported clearly mention there?**

A: Yes, your own template is applicable.

**3. Q: Please confirm that there are no payments or payment process will be done on the required website?**

A: No there aren't any payments processes made through the website.

**4. Q: Please confirm that there are no integration required with other solutions, and that there will only be links to those sites?**

A: Confirmed.

**5. Q: Will there be Chatting or a Blog model in the required Website, or is this shifted to another phase? If it's included here, can you please share the requirement and rules for such an interaction model?**

A: Chatting or Blogs will be shifted to another phase.

**6. Q: What is required by Point 3 in Section 1.1 Introduction: Connecting Stakeholders together?**

A: The requirement by Point 3 in Section 1.1 is having the data shared among the stakeholders.

**7. Q: Should the required "Cover letter" and the "Evidence of Responsibility" be part of the technical proposal envelopes and emails, or should it be a separate one?**

A: Yes, the required "Cover letter" and the "Evidence of Responsibility" should be part of the technical proposal.

**8. Q: In section I.4.B. Required Proposal Documents – Technical Proposal – Part 2: What is required in the following point "Demo of the proposed website general feature", is it a design, an HTML demo site, or anything else? And is it required at the submission phase or at a later phase?**

A: Yes, on submission phase.

**9. Q: Is there any requirement for the development languages and environment of the solution?**

A: No, the developer can use any language.

**10. Q: Please confirm that the hosting is required for 5 years? Also as the growth and the expected value of the incoming traffic to the site for the 5 coming years is not provided, is it acceptable in the financial proposal to include growth models of the hosting which might reflect on the annual hosting costs?**

A: Yes, it is acceptable but should be separated from hosting costs.

**11. Q: Annex 4 is not providing although it is mention to have the letter of exemption, or it will be provided at a later stage?**

A: This will be provided on a later stage.

**12. Q: In Section I.8 Evaluation and Basis for Award – Technical Proposal section: there is a point for “Details of the support plan for the Website maintenance and regular site content update” what is meant by content update here? Is it for the first time or it’s an ongoing requirement for the whole project period of 5 years? If so is required we need more details about the type of content and the frequency of the update?**

A: Content update is an ongoing requirement for a period of five years. Most of the content will be in narrative format, including some photos and videos, the updating profiles of stakeholders and hotels should be updated on monthly basis.

**13. Q: Who are the users of the system? What can each user do? What’s the required workflow for each user?**

A: Please refer to annex 1 Pathways Website Journey for more details and the registered users are:

- 1) VTC, MoTA & BEST as administrators.
- 2) Hoteliers.
- 3) Learners.

**14. Q: Please confirm that all the training videos will be uploaded on a YouTube channel so as to reduce the size of the hosting if these views are open to public, else please specify the required space to store these videos if they are to be stored on the solution CMS?**

A: All videos will be uploaded on YouTube channel.

**15. Q: What the expected amount of newsletter to be sent on a monthly basis?**

A: As many as possible.

**16. Q: The “Register Now” section on the Home page; what is required in it and where are the data of the registered users and their required courses be uploaded to?**

A: In the registration part, the requirements are: name / email address / hotel name / position / department / date of birth / gender / nationality.

The required courses will be accessible to all users.

**17. Q: In the Testimonials section, can the user upload text only or other types of media is enabled too? Should the testimonials be shared with the CMS admin for approvals before uploading them to the main site?**

A: Testimonials section will include both text and photos. The testimonials should be shared with admins prior to publishing for approvals.

**18. Q: In section II.2.II Functionalities: - What is required with the backend integration with the accounting System? or as mentioned in the meeting that there will be a payment section for each user according to the course they want to take that can be edited manual on the solution CMS by the admin users once they completed their course payment?**

A: No integration, as mentioned in meeting.

**19. Q: How do you require the users to retrieve their passwords “in what communication mean”?**

A: By their personal emails.

**20. Q: Trainers/Examiners able to administer material, share and collaborate on results, with full and detailed reporting functions. More info and details needed about this point about the sharing mechanism and the needed reports.**

A: Trainers / examiners won't be able to administer materials. Instead the administrators of the website must be able to do so.

**21. Q: Is the design options required at this stage of the proposal?**

A: Yes as a demo.

**22. Q: In the submission of the proposal, is an initial design required?**

**a. If required, what pages do you prefer to have the design completed in?**

A: Home page and one inner page.

**b. If a design is required will the deadline for the proposal be shifted?**

A: Yes, deadline is shifted until August 1, 2017.

**23. Q: On page 9 of the RFP, it is mentioned that the proposal should include a “demo of the proposed website general features” - Will you provide a chance to demo the features after submission of proposal?**

A: No.

**24. Q: On page 9 of the RFP, it is mentioned in Part 4 to include a cost reasonableness and competitiveness. We just want your confirmation that it is okay to have the cost appear in the technical proposal? If not, please clarify this point further?**

A: No, please separate technical proposal from cost proposal.

**25. Q: How many admins from BEST and VTC will be trained on the system?**

A: 3 VTC and 3 from BEST.

**26. Q: Will all BEST and VTC admins all have the same privileges and permissions? If no, then can you detail the different roles needed for the admins?**

A: Yes.

**27. Q: What are the different types of users that will access the system and what are their roles. From the bidders meeting we have uncovered the following:**

A: Check annex 1:

- a. Hotel Admins: To log in and create accounts for their employees. To keep track of their employee trainings and exams. Promote success stories and request to take exams on behalf of learners.
- b. Employee/Learner: To log in to their profile to keep track of the courses/trainings they have taken and request to take an exam/certificate.
- c. BEST/VTC Admins: Admins from Pathways to Professionalism to log in, create accounts, and keep track of anything that is happening.

**28. Q: What is the workflow for when an employee requests an exam?**

A: Employee doesn't request an exam.

a. **Q: What are the steps that should happen?**

A: None.

b. **Q: What activities take place on the website and what takes place off the site?**

A: None.

**29. Q: Could you detail what aspects of the site will be only accessible through login and what aspects are for the public?**

A: Login: calendar of personal exam.

**30. Q: On page 14 of the RFP, under Call for Action it is noted that users will register for courses. However, in the bidders meeting it was noted that all the course and material are public and free for anyone at any time to use. Can you clarify this point further?**

A: Please explain.

**31. Q: What are the different trainings and courses that will be on the site and what is the main difference between them.**

A: Check annex 1.

**32. Q: On page 15 of the RFP, it is mentioned under "II.1.II Functionalities - trainer/examiners able to administer material, share, and collaborate on results, with full and detailed reporting functions"**

A: Reading material + Printable + Video only.

**33. Q: Could you please clarify how the results will be added to the system since exams will be taken at VTC? Will each hotel or learner add their results to their profile manually? Once added then they can be discussed?**

A: Please clarify more.

**34. Q: On page 15 of the RFP, it is mentioned under "II.1.II Functionalities - Database for registering and communicating with all Pathways participants"**

A: By showing Email addresses.

**35. Q: Who will be communicating? Is it the Pathways admins?**

A: Yes.

**36. Q: Will hotel admins see the profiles and communicate with other hotel admins or learners?**

A: Only hotel admins with hotel admins.

**37. Q: Will learners be able to see the profiles and communicate with other learners in the same hotel?**

A: Yes.

**38. Q: Will learners be able to see the profiles and communicate with other learners from other hotels?**

A: No.

**39. Q: On page 15 of the RFP, it is mentioned under "II.1.II Functionalities - to have a backend to integrate with accounting system to show which users paid for what course..." Could you please further clarify this requirement? If an integration is needed, please answer the following questions:**

A: This option is no longer required.

**40. Q: What is the accounting system?**

A: This option is no longer required.

**41. Q: What type of integration is needed?**

A: This option is no longer required.

**42. Q: On page 16 of the RFP, it is mentioned “ User (different types) to be able to login, access their materials and manage other users, courses, exams, access and share reports, form groups, of other users (like chat rooms or similar to WhatsApp groups) for trainers to share info based on common interests.” - Could you please clarify and provide more information on this point?**

A: This option is no longer required.

**43. Q: Does this include a live chat to be chatting in real time?**

A: This option is no longer required.

**44. Q: Is this a discussion/forums board where users post questions and others answer and discuss together?**

A: This option is no longer required.

**45. Q: If users are to discuss, will all users be able to discuss and communicate to each other or will there be some type of limitation on who can discuss and who cannot?**

A: This option is no longer required.

**46. Q: On page 16 of the RFP, it is mentioned “Sending certificates of completion upon successful completion of course to participants”**

**A: Can you specify which user will be sending the certificates?**

A: Hotel or admin.

**B: These certificates are granted hard copy - therefore, the hotel or the learners will be uploading it to the profiles, correct? This means there is no automated integration to be done with VTC, correct?**

A: Correct.

**47. Q: On page 16 of the RFP, it is mentioned “Trainers and examiners to be able to create exams, upload and edit content, and administer exams.”**

A: This option is no longer required.

**48. Q: During the bidders meeting it was mentioned that all exams are not done on the website, therefore, will this item be removed or can you clarify it further?**

A: This option is no longer required.

**49. Q: If this item is required, please specify more details about how and who will be creating exams and if these exams will be done directly on the site or will they be done through a type of integration?**

A: Will delete this option.

**50. Q: Are videos required to be hosted locally within the system, or can they be hosted on YouTube or any 3rd party application for the course trainings and material?**

A: YouTube.

**51. Q: Explain the user journey in simple words?**

A: Annex 1.

**52. Q: What are user’s types and their roles?**

A: Annex 1.

**53. Q: Who will create the learner profile (hotel or learner him/herself)?**

A: Hotel

**54. Q: who will request the exam from the event calendar (Hotel or learner)?**

A: Hotel

**55. Q: will the event calendar be displayed the same for public and login users?**

A: No, only hotel

**56. Q: will the event calendar content be the same for all learners (exams appointments)?**

A: No

**56 Q: Please identify the users and the responsibility of each user in details for the proposal submission: we have to send Email, CDs and 4 hard copies as well as a cover letter? Anything else! I can see too much pages “Fixed price subcontract, sample budget, size self-Certification form”?**

A: Yes, please follow our submission instructions under section “**I.3. Submission of Offers**”. As for the Fix price subcontract template, this is for after awarding phase. Regarding the sample budget, it’s only an illustrating template, and filling the Subcontractor Size Self-Certification Form is required as part of your technical proposal.

**57 Q: shall we have to submit a design for the homepage? if yes please provide us with logo as well as a high quality images.**

A: Yes, please check annex 2.

**58 Q: For Hotels : they will fill in a registration form to create account, the form will be send to the admin via email as well as saving the data base. The admin will approve the hotel from the CMS so the login access will be sent to the hotel! Anything else?**

A: Nothing further.

**59 Q: When the hotel Creates an account: he can add multiple users (learners) under the same account after getting the approval from pathway's admin? Or the users will be added manually by pathway admin?**

A: Hotel will create new learners account.

**60 Q: Does the learner can ask for registration by filling in a form? Or he will notify the hotel verbally?**

A: The learner verbally asks the Pathways Coordinator.

**61 Q: What are the benefits for the learners who have accounts? Edit profile, view Materials, do Exams?**

A: View Annex 1.

**62 Q: For the exams: just a link that will redirect the learners to another website.**

A: Yes.

**63 Q: Please clarify when the users can request Exams? And how the admin can manage that and issue a certificate?**

A: Please clarify more.

- 64 Q: Please clarify the type of Materials: Pdf, videos, ppts, And please confirm that this section will be just like a Media library with all materials and the user can view whatever he wants whenever he wants without any restrictions ?**  
A: pdf/ppt + video +excel, confirmed.
- 65 Q: Please Confirm: There're will be no Online payments?**  
A: Yes.
- 66 Q: Please clarify the exams calendar and if the user can pick any date/time he wants? And how the pathway's admin will manage the availability on that day/time?**  
A: Admin will control it.
- 67 Q: Each hotel will have a profile: what are the information you want to include ?**  
A: Success stories materials.
- 68 Q: Do the materials have an expiry dates?**  
A: No.
- 69 Q: Do the hotels accounts have an expiry date?**  
A: No.
- 70 Q: Each hotel will have a specific number of learners? Or it will be open ?**  
A: Open.
- 71 Q: For the group chat: it's just like a discussion wall ?**  
A: This feature is cancelled.
- 72 Q: Please clarify the whole process for issuing the certificate?**  
A: Annex 3 exams process.
- 73 Q: Please send us a full scenario for each type of users with all the permissions they have?**  
A: Annex 1.
- 74 Q: There will be NO systems that we need to integrate with, please confirm ? finanacial system or anything else?**  
A: Yes, no integration.
- 75 Q: What is the featured story section?**  
A: Admin will choose a key story to be featured on monthly basis and have a photo or quote shown on the home page. The visitor can press on it then and take them to the full story.
- 76 Q: What is the difference between "Hotel Employee" and" pathway learners"?**  
A: Pathways Learner is the registered employee under the scheme, while the hotel employee is anyone working at the hotel.

**77 Q: how to become a trainer? Who will add the trainers? They will have accounts or not?**

A: (i) they must attend a training course under the Pathways scheme.

(ii) Admins will add the approved trainers to the system.

(iii) No they will not have separate accounts.

**78 Q: please clarify the online exams and the practical exams and how to merge both of them in the website?**

A: Annex 3.

**79 Q: newsletter subscription or a full system?**

A: Subscription – for each visitor to send his / her name and email to receive newsletter.

**80 Q: As discussed in bidders meeting, shall we deliver a design along with our technical proposal and if so, the deadline to submit proposal can be extended?**

A: Yes

**81 Q: Can we have colors, logo (in AI) and any supporting materials for the design?**

A: Yes (Annex 2)

**82 Q: There is no integration. Please confirm**

A: Confirmed

**83 Q: Visual Directions stated in the RFP are just guidelines, please confirm**

A: Confirmed please use your creativity

**84 Q: Pathways Excellence Awards framework and criteria**

A: This feature will be deleted

**85 Q: What kind of reports expected to be extracted from the system?**

A: Number of learners

- Hotel registered.
- Learners passing etc...
- Minimum 10 reports.

**86 Q: Is the registration in courses will be open for all public?**

A: Yes

**87 Q: Does the courses has fees and would it be integrated with payment gate way.**

A: Yes it has payment but it will not be online and will not be integrated with the website

**88 Q: Would it be assignments on the website for courses?**

A: Yes

