



### **Addendum 1 – JO-MODEE-423723-CS-QCBS**

Purchaser: Ministry of Digital Economy and Entrepreneurship (MODEE)

Project: Youth, Technology, and Jobs (YTJ) project (P170669)

Activity Title: Development of the national digital skills development and employment portal

Country: The Hashemite Kingdom of Jordan

Loan No.: 9061-JO/ GCF TF NUMBER TF0B2559

Reference No: JO-MODEE-423723-CS-QCBS

Addendum No. : 1

Dear All,

**Subject: Addendum 1 – JO-MODEE-423723-CS-QCBS**

This addendum is to present an extension on the submission deadline and the response to the consultants' queries.

Please find the following.

1. The REOI Submission deadline is extended until 20, November at 13:00 AM local time
2. Answers on Clarifications (Response to the received 80 questions).

**This addendum considered a part of REOI and TOR documents**

This addendum is to reflect the **Answers on Clarifications (Response to the received 80 questions)**.

#	Question	Answer
1	<p>In the TOR document we have found differing information about this. On page 13, second paragraph from the bottom, it states that you “anticipate that the portal will be ready for launch within six (6) months...”. On page 14, the sum of the “Schedule” days given in the table is 108 working days (or almost (108 / 22) 5 months). On page 15, second sentence, it states that “The expected completion period of the project is three months...”. Based on our extensive experience with projects like this, it seems to us that even with a 6 months implementation period, given the expected scope of the implementation, that this is an extremely aggressive timeframe.</p>	<p>As per the current estimation, the project delivery is expected within 6 months. However, we acknowledge that this timeline may be extended based on the detailed discussions concerning the scope of work and the technical aspects of the project.</p>
2	<p>Within the LMS integration section of the scope, the description appears to describe the proposed platform to take on the role as an LMS aggregator, which implies an additional layer of technical development work on the contractor (API, SSO, progress reporting on 3rd party systems). Does YTJ envision the contractor pursuing integration agreements/contracts with selected 3rd party LMS providers or will YTJ/Digiskills fulfill this role?</p>	<p>Digiskills will be responsible for establishing and managing integration agreements and contracts with selected LMS providers. The contractor’s role will be to implement the technical integration based on these agreements, utilizing the available APIs and SSO options provided by each LMS.</p> <p>Digiskills will ensure that selected LMS providers offer the necessary API and access permissions to support features such as SSO, course aggregation, and progress reporting. To facilitate smoother integration with multiple LMS vendors, it is recommended that the contractor adhere to general LMS integration standards, including:</p> <ul style="list-style-type: none"> <li>• SCORM (Sharable Content Object Reference Model)</li> <li>• xAPI (Experience API)</li> <li>• LTI (Learning Tools Interoperability)</li> </ul>
3	<p>Which party is responsible for identifying and selecting 3rd party LMS providers, up to 6, to pursue integration processes into the national platform?</p>	<p>Digiskills</p>
4	<p>Under the Programs Management section, please confirm that that the target audience is both corporate/private sector users- in admin/sub-admin roles as described in the REOI, as well as the jobseeker or in-house employee user profiles as end-users of the available posted content by corporate profile, such as training courses, workshops, job posts, etc.</p>	<p>As outlined in the TOR, Digiskills collaborates with accredited training providers and corporate partners to deliver specialized programs that ensure Jordanian youth acquire the skills needed to meet both local and international labor market demands.</p> <p>The programs management module is a “grant management system” specifically designed to support these strategic partnerships. Its purpose is to provide a centralized platform that enables Digiskills and its selected partners to manage the lifecycle of grant funded programs efficiently. At a high level, this module allows Digiskills to announce new grant opportunities, facilitate corporate applications, onboard selected partners, and manage ongoing reporting and monitoring of program execution. Corporate partners use the system to access program details, submit documents, report progress, and receive feedback from Digiskills throughout the program cycle.</p> <p>This module is exclusively intended for corporate use and does not include individual users or job seekers as part of its target audience.</p>

5	Under the Programs Management section, please clarify specific (if any) user data the system is expected to collect from users	<p>In alignment with the previous response, the programs/grants management system is expected to collect the following data from training service providers and corporate partners involved in delivering grant programs:</p> <ul style="list-style-type: none"> <li>• Corporate Profile Data (part of the data will be provided in the registration process).</li> <li>• Program Progress Data</li> <li>• Required Documentation</li> <li>• Performance Metrics and KPIs</li> <li>• Communication Records</li> </ul> <p>Please note that this scope/workflow is initial and will be further discussed, detailed, and refined with the selected consultant to align fully with project requirements and objectives.</p>
6	The scope refers to the platform as a separate system from the LMS and requires the contractor to build integration. Is this a business requirement or may the contractor propose an alternate, or more efficient model for the platform and LMS?	<p>The platform is intended to function as a standalone system with integration capabilities to connect with up to 6 external LMS systems, as outlined in the TOR. This integration approach supports flexibility, allowing the platform to interface with a variety of LMS providers to meet diverse user needs.</p> <p>However, if the contractor can propose an alternative model that enhances efficiency, meets all business requirements, and maintains flexibility in working with multiple LMS platforms, we are open to reviewing such a proposal. Any alternative approach should ensure that the platform remains adaptable for future integrations and fully supports the features specified in the TOR.</p>
7	Please confirm that you are not requesting any technical or financial proposal at this stage	Confirmed
8	Please advise on the structure of the Expressions of interest	<p>Consultants are encouraged to submit an Expression of Interest (EOI) along with all supporting documents that demonstrate their capabilities and experience in relation to the criteria outlined in the REOI.</p> <p>Note: Please ensure the entire EOI package does not exceed 40 pages.</p>
9	The Development Phase is set to 60 working days. please advise if we can have it extended	The development phase is within 6 months. However, we acknowledge that this timeline may be extended based on the detailed discussions concerning the scope of work and the technical aspects of the project.
10	Will the platform be hosted on NITC. how will be responsible of providing the hosting environment licenses (like OS and Database)	<p>Digiskills will coordinate with the selected consultant regarding hosting arrangements. At this stage, there is no predetermined requirement for hosting the platform on NITC. However, when hosting is confirmed then Digiskills will oversee necessary arrangements and provide the hosting environment licenses, including for the OS and database, as required.</p>
11	We need information on workflow and the cycle.	The programs management module, or let us call it “grant management system” is requested to facilitate the management and monitoring of grant funded programs delivered by selected corporate partners. At a high level, the workflow and cycle are as follows:

		<ol style="list-style-type: none"> <li>1. Digiskills announces new grant opportunities or programs through the portal, specifying program objectives, eligibility criteria, application requirements, etc.</li> <li>2. Interested applicants submit applications to participate in these programs, providing necessary documentation and details. Digiskills reviews and selects eligible partners based on predefined criteria.</li> <li>3. Onboard selected partners onto the portal, where they receive access to program specific details, timelines, and reporting requirements.</li> <li>4. Partners execute their program responsibilities (e.g., assessments, training, etc.) and use the module to provide regular updates, upload documents, and report progress against milestones.</li> <li>5. Digiskills monitors program progress through the module, reviews reports, and provides feedback or support as needed to ensure alignment with program goals.</li> <li>6. Completion and final reporting.</li> </ol> <p>Please note that this scope / workflow is initial and will be further discussed, detailed and refined with the selected consultant to align fully with project requirements and objectives.</p>
12	Only integration is required; LMS development is out of scope. Please confirm.	Confirmed
13	Are requirements divided into Admin, Corporate, and Individual platforms, or are they module-based platforms?	The requirements are organized by modules rather than by separate platforms for admin, corporate, and individual users. Each module within the portal supports specific functionality and includes features relevant to different user types.
14	Are we integrating with online LMSs for course access only, or do we also manage courses from a tutor perspective? In other words, are corporates included in the LMS integration?	The LMS integration is intended primarily for course access and tracking, allowing individual users to access a wide range of online training courses provided through external LMS platforms.
15	Are the LMSs that will be integrated with defined by the MODEE, or do we choose from our side the suitable ones?	Digiskills/MoDEE will be responsible for establishing and managing integration agreements and contracts with selected LMS providers. The contractor's role will be to implement the technical integration based on these agreements, utilizing the available APIs provided by each LMS.
16	Are LMS dashboards available to Admins only, or do Corporates and Individuals have access too?	For admin only.
17	Is the support system integrated only within the LMS module, or is there a global support system?	The support system mentioned in the LMS Integration Module refers specifically to handling technical issues and inquiries related to LMS interactions. This support will primarily rely on the technical ticketing systems provided by each LMS. While there will be general support features across the portal, the LMS module will leverage each LMS provider's existing support channels to address any technical issues or questions users may encounter while accessing or interacting with external LMS.
18	Is the program integrated with the LMS in any way?	The programs/grants management module and LMS integration module are designed to function independently within the portal.

		Note: please refer to Q&A related to the “programs management module” and its functions and initial workflow.
19	Are Corporates applying as “implementors” or as “participants” in the programs?	Corporates are applying as “implementers” in the programs. Within the Programs Management Module, selected corporate entities, such as accredited training providers or corporate partners, are responsible for executing grant funded programs.
20	What is the source of data for program performance analytics?	The source of data for program performance analytics within the programs management module includes: <ul style="list-style-type: none"> <li>• Data provided by corporate “implementers” during regular reporting</li> <li>• Performance related documentation Metrics and KPIs for each program</li> </ul>
21	Where do public articles, reports, and studies come from? Are they uploaded by Corporates or through external integrations?	All are sourced by Digiskills. These resources can be uploaded directly by Digiskills staff or pulled from reputable external sources through integrations or partnerships.
22	Are articles, reports repositories shared between multiple Corporates?	Yes, the articles and reports repositories are accessible to corporate users.
23	Are user interactions tracked through tools like Google Analytics, or by analyzing database records?	By analyzing database records.
24	Are individual users responsible for subscribing, or is it managed by the Corporate? Can users within the same Corporate have different plans?	Individual users and corporate users have different roles and account types, each with their own access to services and features.
25	Do we have another support platforms for handling support tickets or would it be handled off system?	Support ticket handling for the portal is expected to be managed through a basic on platform ticketing system to allow for tracking, reporting, and resolution management.
26	Under the Users Management Module , “Provide manual and automated registration options for Individuals”. What is meant here by automated? Can you please provide information , and on this point is the registration of individual will be linked to “Sanad” at this touchpoint ?	Automated registration refers to providing auto-login options, allowing individual users to register and log in using their existing accounts with third-party providers like Google or LinkedIn. Please note that individual registrations will not be linked to Sanad.
27	With regards to the mentioned paid features. How will this be implemented? What of integration is expected here , please clarify. Will it be a payment gateway or an integration with JOPACC on the CLIQ system? And if it is a payment gateway, Is there already an active integration with a Payment Service provider to facilitate this? Or the “Consultant” will have to initiate and finalise the integration with a local payment service providers in order to enable a paid feature.	Not determined yet. The final decision on which payment solution to use will be determined during the project scope discussions with the selected consultant.
28	Under the Users Management Module , “Customize corporate dashboards based on specific requirements,” what are examples of	Examples include – but are not limited to: <ul style="list-style-type: none"> <li>- Configurable permissions for admin and sub-admin roles</li> <li>- Tracking job application metrics</li> <li>- Etc.</li> </ul>

	specific requirements , and at what stage will a full detailed requirement be shared ?	Detailed requirements for these customized dashboards will be further defined during the project scoping phase
29	Under the Job & Internship Marketplace module, it is stated that “It offers advanced tools to facilitate the recruitment process and match job seekers with relevant opportunities.” What is meant by advanced tools ? And when will full details of the requirements be shared ?	Advanced tools refer to modern, technology driven features designed to streamline recruitment and enhance job matching for both employers and job seekers. Examples of these advanced tools could include one or multiple of the following: <ul style="list-style-type: none"> <li>- Machine learning to analyze job seeker profiles and job descriptions, automatically suggesting the best-fit candidates for each position</li> <li>- Advanced filtering options for employers</li> <li>- Personalized job recommendations for job seekers</li> <li>- Automated screening and assessments that allow employers to set up initial screening questions or assessments for applicants, helping to qualify candidates before moving to the interview stage Etc</li> </ul>
30	Under the Job & Internship Marketplace module, it stated that “Allow employers to create and administer assessment tests for job opportunities.” What are the requirements of the assessment test ? And what is the goal of these tests ? Is it to filter the candidates prior to interview stages or act as a tool for corporates to aid with the interview stages. More details are required for this point.	The screening questions and the assessment test is an optional tool available for employers to use if they choose. The goal of this feature is to help employers streamline the candidate evaluation process by offering them the flexibility to create and administer customized assessment tests tailored to the specific requirements of each job opportunity
31	Under the Job & Internship Marketplace module , it stated that “ Ensure real-time updates on job and internship postings to keep information current. “ How ? Via a live feed ? Or a notification center ? And is it a general update on everything or personalized ? Does it have filters or not ? More details needed here	The real-time updates is intended to keep users informed of new and relevant opportunities. Both the notification center with personalized updates is the preferred and suitable approach that aligns with the portal's objectives of providing a user-centric experience, offering flexibility for both job seekers and employers, and supporting targeted interactions.
32	Under the LMS Integration (For Skills Development & Assessment), is the assumption that the LMS is already established , scoped , defined and developed and active. Or is it part of this tender ? But have different stakeholders ? And has all the necessary integration APIs or similar ?	These LMS systems are owned and operated by third-party training providers, not to be developed as part of this tender. The consultant’s role under this tender is to implement integration capabilities within the portal to connect with up to six external LMS systems,
33	Under the Programs Management Module, it is stated that “Develop a centralized dashboard for announcing and managing skilling programs.” Who announces them ? And defines them ? Are they driven by MODEE and MODEE provide an opportunity for Corporates and Training centers to assess and implement ?	The programs/grants management module enables Digiskills to announce and manage upskilling programs. Digiskills is responsible for defining and launching these programs. It’s worth mentioning that both corporates and training providers can apply to become “Implementers of these programs” as well.
34	Under the Industry Insight, Trend & Data Analysis, and Reporting Module it stated that “it provides access to a repository of public articles, reports, studies, and industry insights. “ How they generated ? Who publishes them ? Or writes them ?	It will be curated and managed by Digiskills. The content is sourced from a variety of reputable and relevant sources. To facilitate this, Digiskills expected to use CMS or a dedicated content management module within the portal to organize, update, and publish these materials efficiently.

35	Under “support and maintenance” it is stated that “A dedicated 24/7 helpdesk “, is more details is needed here. On the number of agents needed , and their background and if this can be outsourced or not ? Or the Consultant will needed to initiate the whole process and then hand it over to the Client after the tender. Overall how will this scope be handled and assessed and what assumptions on the number of expected users and requests to be handled, and if an external tool will be needed here as well	This section is intended to provide continuous support for portal users, including technical troubleshooting, account assistance, and general inquiries. The specifics of the helpdesk’s structure, staffing, and operational model are flexible and will be discussed with the selected consultant.
36	Under “support and maintenance” it is stated that “Periodic software updates to enhance the portal’s features, improve user experience, and rectify any bugs or issues. This ensures the platform remains contemporary and meets the evolving needs of users.” How will user experiences be evaluated and monitored and who will this be handled by ? And in the case of user experience updates , this will involve new requirements and extensions of UI/UX and development scope as well, so what happens in this case.	In cases where enhancements are needed on the portal, new updates or features, these would involve new development requirements. Digiskills and the consultant will discuss these recommendations, evaluating if they align with the existing project scope or require a separate scope extension. For any significant updates outside the original project, Digiskills may consider additional phases or change requests to accommodate new requirements.
37	Are these relevant documentation a must or optional to be provided with the Expression of Interest submission ? ISO/IEC 27001 - CMMI Certificate - ScrumMaster Certificate	Digiskills will give preference to consultants that provide them, especially ISO/IEC 27001 for data security and CMMI for process maturity, as they are highly relevant to the project’s goals and scope.
38	<b><i>Component 1 – Increasing the Supply of Digitally Skilled Youth in Jordan.</i></b> Section 1.1 Establishing a Digital Skills Training Ecosystem with Private Sector Involvement What is the role of the bidder in Establishing the National Skills Council for ICT?	The role of the bidder is to focus on the development and delivery of the Digiskills portal as outlined in the TOR. The components described in the document provide an overview of the broader Youth, Technology, and Jobs (YTJ) program and Digiskills' strategic objectives. However, it is essential for bidders to carefully review and understand these components to grasp the key purpose and vision of the overall project. This broader understanding will help align the portal's development with the strategic goals of Digiskills and the YTJ program.
39	<b><i>Component 1 – Increasing the Supply of Digitally Skilled Youth in Jordan.</i></b> Section 1.2. “ Enhancing Digital Skills Competencies for Public School Students. Carrying out a program of activities to develop and implement a digital skills curriculum in public schools.” What is the role of the bidder to support such activities? Is the intention to offer consultative services as part of the proposal?	Please refer to Answer 38
40	<b><i>Component 1 – Increasing the Supply of Digitally Skilled Youth in Jordan.</i></b>	Please refer to Answer 38

	<p>TOR Section 1.3 Providing Working Spaces in Underserved Communities through Tech Hubs Upgrading, equipping and managing technology hubs.</p> <p>What is the role of the bidder to support such activities? Is the intention to offer consultative services and working with Tech Hubs as part of the proposal?</p>	
41	<p><b><i>Component 1 – Increasing the Supply of Digitally Skilled Youth in Jordan.</i></b></p> <p>TOR Section 1.4 Enhancing Digital Skills Competencies for Youth.</p> <p>What is the role of the bidder to support such activities? Is the intention to offer consultative services as part of the proposal?</p>	Please refer to Answer 38
42	<p><b><i>Component 2 - Expanding the Digital Sector and Digital Government Services in Jordan</i></b></p> <p>TOR Section 2.1 (a)-(f) Expanding Access to Market for Digital Firms.</p> <p>What is the role of the bidder to support such activities? Is the intention to offer consultative services as part of the proposal?</p>	Please refer to Answer 38
43	<p><b><i>Component 2 - Expanding the Digital Sector and Digital Government Services in Jordan</i></b></p> <p>TOR Section 2.1(b) “Providing Matching Grants to support implementation of business development plans of Digital Firms aiming to secure new contracts in outside markets”.</p> <p>Will the platform be required to support the grant application, assessment, and fulfillment?</p>	Please refer to Answer 38
44	<p><b><i>Component 2 - Expanding the Digital Sector and Digital Government Services in Jordan</i></b></p> <p>TOR Section 2.2 Supporting Digital Transformation of Service Delivery to Citizens and Businesses</p> <p>What is the role of the bidder to support such activities? Is the intention to offer consultative services as part of the proposal?</p>	Please refer to Answer 38
45	<p><b><i>Component 2 - Expanding the Digital Sector and Digital Government Services in Jordan</i></b></p> <p>TOR Section 2.3 Digitization of Government Payments. Carrying out a program of activities aimed at facilitating digitization of government payments focused on front-end solutions providing end users with diverse options/tools to make digital payments, through technical assistance</p>	Please refer to Answer 38



	Is the intention to or the bidder to create a comprehensive proposal for the broad requirements of enhancing the government payments infrastructure by developing and licensing platforms?	
46	<p><b>Component 3 - Project Management and Implementation Support</b></p> <p>“Provision of technical advisory services and goods to manage, coordinate, monitor and evaluate the Project, including Operating Costs, independent verification of the achievement of the DLIs...”</p> <p>What is the meaning of DLI in this context? The TOR does not define this acronym.</p>	Please refer to Answer 38
47	<p><b>Objective (s) of the Assignment</b></p> <p>“Digiskills Association, established in 2021 under Jordanian law...”</p> <p>The scope of work in the TOR includes development of a “Digiskills portal is needed to be designed as a central hub for digital skills development in Jordan” Is there an existing Digiskills portal and platform which is required to be migrated to a new version complying with the TOR requirements?</p>	No, there is not an existing portal or database.
48	<p><b>Scope of Services, Tasks (Components), and Expected Deliverables</b></p> <p><b>Job &amp; Internship Marketplace Corporate (Employer) Features</b></p> <p>“Allow employers to create and administer assessment tests for job opportunities.” Will the platform be required to allow the creation of various skill assessment tests?</p> <p>What is the scope of this requirement? Will the platform allow the creation of such assessment tests by employers? Will the platform administer and grade these assessment tests?</p>	<p>The assessment test feature is an optional tool designed to provide flexibility for employers. This tool allows employers to create and administer customized assessment tests based on the specific requirements of each job opportunity.</p> <p>While employers can configure and administer these tests through the platform, the tool primarily offers customization options for skill assessment relevant to the job role. Grading may be automated for certain types of questions (e.g., multiple-choice) or based on criteria set by the employer. However, detailed test design, grading specifics, and level of automation will be finalized in the scoping phase with the selected consultant.</p>
49	<p><b>Scope of Services, Tasks (Components), and Expected Deliverables</b></p> <p><b>Job &amp; Internship Marketplace Corporate (Employer) Features</b></p> <p>“Implement an intelligent search functionality for employers to find candidates based on specific criteria, utilize a matching algorithm that suggests potential candidates based on job requirements ...” The intelligent search requires a standardized model of job qualifications and requirements. Will the Job internship marketplace be required to define this standardized data model to facilitate the search capability? Or will this data model be provided by MODEE or other stakeholders?</p>	<p>Digiskills will work collaboratively with the selected consultant to establish or refine a standardized data model that aligns with local market needs and job role requirements. The selected consultant will support this effort by providing expertise on best practices for structuring the data model, optimizing it for the search functionality, and implementing it within the portal.</p>
50	<p><b>Scope of Services, Tasks (Components), and Expected Deliverables</b></p>	<p>Job seeker features allow individual users to create and customize their profiles, search and apply for jobs, and track their application statuses. These features support active job</p>

	<p><b>Job &amp; Internship Marketplace Corporate (Employer) Features</b>  “Individual (Job Seeker) Features” What is the relationship between Talent pool management and the Job seeker features described by the Job &amp; internship marketplace?</p>	<p>seekers in engaging directly with employment opportunities and employers The talent pool management functions as a centralized database where employers can search for potential candidates across a wider range, beyond those actively applying for specific positions. It leverages a repository of profiles, including job seekers who may not be applying for every role but match certain skills or qualifications</p>
51	<p><b>Scope of Services, Tasks (Components), and Expected Deliverables</b>  <b>Job &amp; Internship Marketplace Corporate (Employer) Features</b>  “Implement a recommendation system that suggests relevant job and internship opportunities to job seekers and utilize machine-learning algorithms for personalized suggestions.” Does this technical requirement mean a “recommendation system” based on machine learning? Will MODEE provide access to an infrastructure which will support AI and machine learning using specialized processors to run the machine learning models? Or is it possible to use public cloud infrastructure for this capability separate from the Government Private Cloud (GPC).</p>	<p>Yes, the recommendation system described will leverage machine learning algorithms to provide job seekers with personalized job and internship suggestions based on their profiles, skills, and past interactions. Regarding infrastructure, Digiskills is open to options for implementing machine learning capabilities. The choice of infrastructure will be discussed and finalized during the project scoping phase.</p>
52	<p><b>Scope of Services, Tasks (Components), and Expected Deliverables</b>  <b>Talent pool management</b> What is the relationship between Job &amp; Internship Marketplace and the specific requirements for Talent pool management? Is the “comprehensive database of job seekers” the same requirement as for “Individual (Job Seeker) Features” described in Job &amp; Internship marketplace?</p>	<p>The job &amp; internship marketplace focuses on active recruitment, where job seekers apply to specific job and internship postings through individual profile features. Here, job seekers can customize their profiles, search and apply for roles, and track their applications in response to listings posted by employers. The talent pool module functions as a centralized, searchable database of profiles that includes both active job seekers and passive candidates who may not be applying directly to job listings but have skills and qualifications relevant to employers’ needs. This module is designed to support employers in conducting a broader search for talent and includes tools for filtering candidates based on skills, experience, and other criteria, even if candidates are not actively engaging with specific job listings.</p>
53	<p><b>Scope of Services, Tasks (Components), and Expected Deliverables</b>  <b>Talent pool management</b>  “Implement sophisticated algorithms that match candidates with relevant job postings and training opportunities using data from the Job &amp; Internship Marketplace and LMS Integration modules...”  Does “sophisticated algorithms” mean machine learning models to match candidates with jobs? Will MODEE provide access to an infrastructure which will support AI and machine learning using specialized processors to run the machine learning models? Or is it possible to use public cloud infrastructure for this capability separate from the Government Private Cloud (GPC).</p>	<p>Yes, sophisticated algorithms in this context to include machine learning models to enhance the accuracy of candidate job matching and recommendations. For the infrastructure, this capability is requested to be separate from the Government Private Cloud (GPC). Digiskills is open to discussing both on-premises and cloud-based solutions to implement machine learning and AI-driven functionality, depending on what best meets the project’s requirements, scalability needs, and data security standards.</p>

54	<p><b>LMS Integration (For Skills Development &amp; Assessment)</b>          “The LMS integration module facilitates the collaboration between the portal and external Learning Management Systems (LMS) operated by training service providers...”</p> <p>What is the list of training service providers needing LMS integration? Will these LMS systems be assumed to have defined APIs to access the learning material offered by these providers? The stated “real-time data synchronization between the portal and integrated LMS systems” requirement implies these LMS systems are accessible via API.</p> <p>Will the bidder be required to provide a mechanism for importing the learning materials from the training service provider where no such API is available?</p>	<p>The LMS Integration module is intended to enable seamless collaboration between the portal and external LMSs operated by various training service providers. Digiskills expects that these LMS systems will provide defined APIs to support the required integration, including real-time data synchronization and access to learning materials. LMS platforms are assumed to have established APIs to facilitate integration. The bidder's role is to implement these integrations, leveraging available APIs to ensure that data on course availability, user progress, and completions is accurately synchronized with the portal. In cases where an LMS does not offer an API, the preferred approach would be for the training service provider to enable API access to facilitate smooth integration. If API access cannot be made available, the specific requirements and potential solutions for data import will be addressed with the selected consultant in later stages, and case by case.</p>
55	<p><b>LMS Integration (For Skills Development &amp; Assessment)</b>          “The LMS integration module facilitates the collaboration between the portal and external Learning Management Systems (LMS) operated by training service providers...”</p> <p>Will the bidder be required to define a standardized data model of skills to be able to define a “unified course catalog”? Or will MODEE provide such a data model? Will the bidder be required to map the LMS offerings from training service providers to a standardized data model of skills to facilitate intelligent matching, etc.</p>	<p>Digiskills anticipates partnerships with a mix of local, regional, and global LMS providers to deliver a wide range of courses on digital skills. While it is expected that these LMS systems will have existing data models and APIs to facilitate integration, Digiskills is open to collaborate with the selected consultant on providing a baseline skills and course data model (if needed) to ensure consistency across the integrated LMS platforms.</p>
56	<p><b>Industry Insight, Trend &amp; Data Analysis, and Reporting Module</b>          “Utilize AI algorithms to process and analyze user data, offering immediate insights.” Will MODEE provide access to an infrastructure which will support AI and machine learning using specialized processors to run the machine learning models? Or is it possible to use public cloud infrastructure for this capability separate from the Government Private Cloud (GPC).</p>	<p>No, Digiskills/Modee will not provide hosting capabilities for Machine Learning.</p>
57	<p><b>Subscription Management &amp; Content Access Control</b>          “Corporate users are allowed to subscribe to various levels of service, from free basic access to premium paid content and features...” Are the free services for corporate users the same services of posting jobs etc., as described in the TOR section <b>Job &amp; Internship Marketplace?</b></p>	<p>The free services available to corporate users may include basic access to certain features within the job &amp; internship marketplace, such as posting a limited number of jobs or viewing a subset of talent profiles. However, premium subscription tiers will offer expanded functionalities and enhanced features, such as advanced job posting options, priority in candidate matching, detailed analytics, and access to more comprehensive industry insights.</p>

		The specific allocation of free versus premium services will be finalized in collaboration with the selected consultant to ensure alignment with Digiskills' objectives and the needs of corporate users.
58	The Bid does not indicate any technology to use. We assume we are free to choose the technology stack to build the portal.	There is no predetermined technology stack or framework for the portal's development. We encourage bidders to propose a technology stack that aligns with best practices, global standards, and the specific requirements outlined in the TOR. The proposed stack should prioritize scalability, security, performance, and ease of integration with external systems, including LMS platforms. Bidders are expected to justify their recommended technologies and demonstrate how they will effectively support the portal's objectives.
59	Page 4. Users management, Individual registration: It is required to provide manual and automated registration. Could you explain what you mean by "automated registration"?	Automated registration refers to auto log-in allowing users to register on the portal using Google and LinkedIn accounts
60	Page 5. Portal services (both free and paid). a. Do we have to integrate with a payment gateway? b. Managing paid accounts (ledgers, payment statements...etc.) should be done by the system?	a. Yes, details are to be discussed in a later stage. b. Not required at this stage of the project
61	Page 7. Integration with LMS: It is required to integrate with up to 6 LMS systems with various functionalities (Single sign on, course aggregation, centralized and searchable course repositor, monitor individual progress...). It is our understanding that all those functionalities can only be implemented if, and only if, the LMS API and access permit it. Please confirm.	Yes, that is correct. The integration of functionalities is dependent on the API capabilities and access permissions provided by each LMS. Integration will be possible to the extent that the LMS APIs support these functionalities. To facilitate smoother integration with multiple LMS vendors, it is recommended that the contractor adhere to general LMS integration standards, including: <ul style="list-style-type: none"> <li>• SCORM (Sharable Content Object Reference Model)</li> <li>• xAPI (Experience API)</li> <li>• LTI (Learning Tools Interoperability)</li> </ul>
62	Page 9. Source code. Digiskills association has the right to request and to have the source code. It is our understanding that the source code IP is protected and that Digiskills will use the source code only to maintain the application and will not make it available for use for any other purpose. Please confirm.	Yes, Digiskills Association will have the right to access and use the source code as it deems appropriate. While the primary intent is for the maintenance and support of the application, Digiskills reserves the right to utilize the source code as necessary to meet its operational and organizational needs. Additionally, Digiskills will require access to the main code repository maintained by the consultant to ensure full transparency and ongoing access to the latest codebase throughout the project lifecycle.
63	Page 13. The selected consultant will work under the guidance and supervision of Business Development Manager at Digiskills-PMU at MODEE; whereas the Project Team requires a Project Manager. Could you please provide details on the roles and responsibilities of each PM?	Digiskills Project Supervisor: will act as the primary supervisor for the selected consultant, providing overall guidance, alignment with strategic objectives, and ensuring the project's outcomes meet Digiskills goals. <ul style="list-style-type: none"> <li>• Oversee and approve key project deliverables and milestones.</li> <li>• Coordinate communication between Digiskills, MoDEE, and the consultant.</li> <li>• Provide strategic direction and ensure project alignment with Digiskills vision and objectives.</li> <li>• Monitor project progress and address high-level issues that may impact project scope or objectives.</li> </ul>

		<p>Project Manager (Consultant): Responsible for day-to-day project management and execution within the consultant's team, ensuring the project is delivered on time, within scope, and meets quality standards.</p> <ul style="list-style-type: none"> <li>• Develop and manage the project plan, schedule, and resources.</li> <li>• Lead the consultant's project team and oversee the implementation of project tasks.</li> <li>• Conduct regular progress updates, manage risks, and resolve operational issues.</li> <li>• Report regularly to the Project Supervisor at Digiskills, and seek input on key decisions as needed.</li> </ul>
64	In case of a joint venture, our understanding is that the eligibility requirements can be collectively met by the joint venture combined. Could you confirm this?	No, In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, thus they both must be severally eligible,
65	Could you confirm if "an initial proposal [that] explains the user journey mapping for this portal project" is required as part of the EOI application? Such a documentation is mentioned in the notice details on the World Bank portal ( <a href="https://projects.worldbank.org/en/projects-operations/procurement-detail/OP00314500">https://projects.worldbank.org/en/projects-operations/procurement-detail/OP00314500</a> ) but not in the official REOI posted on MODEE's website ( <a href="https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_tenders/reoi%20digiskills%20portal.pdf">https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_tenders/reoi%20digiskills%20portal.pdf</a> ).	It is mentioned in the official REOI posted on both the WB and MoDEE websites. Please check the shortlisting criteria table, row 3: "Experience in UX and UI design, and user journey mapping".
66	Which specific LMS platforms need to be integrated (Up to 6 LMS systems are mentioned)	The specific LMS platforms for integration have not yet been identified. However, the portal must be developed with the capability to integrate with up to 6 different LMS systems, which may include both local and international platforms. To ensure readiness for these integrations, the selected consultant is required to build the portal to support international LMS integration standards. This will ensure compatibility and compliance for integration with a wide range of LMS providers.
67	Is there a preferred technology stack or framework for development?	There is no predetermined technology stack or framework for the portal's development. We encourage bidders to propose a technology stack that aligns with best practices, global standards, and the specific requirements outlined in the TOR. The proposed stack should prioritize scalability, security, performance, and ease of integration with external systems, including LMS platforms. Bidders are expected to justify their recommended technologies and demonstrate how they will effectively support the portal's objectives.
68	Are there any existing systems or databases that need to be integrated besides the LMS platforms?	No, there is no existing system or database.
69	What type of analytics and reporting capabilities are required for the Industry Insight module?	The Industry Insight module should provide robust analytics and reporting capabilities to capture valuable insights into both individual and corporate user activities and interactions on the portal. Key analytics to include:

		<ul style="list-style-type: none"> <li>- Track and analyze patterns in user behavior, such as job searches, application frequency, popular skill assessments, and training course enrollments (through LMS). This data will help identify trends in skills acquisition, career interests, and talent engagement.</li> <li>- Generate insights into job postings by industry (employers), most frequently posted job roles, and areas with high demand for specific skills. This will enable stakeholders to understand job market dynamics and identify potential skill gaps.</li> <li>- Report on talent availability (talents pool) relative to job postings, including metrics on successful matches, applications per job, and in-demand competencies. This will allow employers and training providers to adjust their focus areas to better meet market needs.</li> <li>- Analyze data on high demand training courses and skill assessments, providing indicators of emerging competencies that align with market requirements. This information will enable educational institutions and training service providers to adapt offerings based on real-time market demand.</li> <li>- Develop a comprehensive repository of public articles, reports, studies, and industry insights. This content should be organized for easy access and categorized by industry or topic, providing users with a valuable resource for broader market trends and developments.</li> </ul>
70	Assessment Test Platform Mentioned: “Allow employers to create and administer assessment tests” Needs Clarification: What assessment test creation Types supported, Integration with third-party assessment tools list	This feature is <b>optional</b> for the employer and is designed to provide flexibility for employers to evaluate job candidates. It will allow employers to create and administer customized assessment tests specifically tailored to each job posting, enabling a more comprehensive assessment of candidate suitability based on role specific skills and competencies.
71	What communication features are needed between employers and applicants?	Direct messaging and automated email notifications, and include application status tracking.
72	What languages should the portal support (Arabic/English/others)?	Both Arabic and English
73	Are the APIs public use or internal through the system ?	Internal APIs for system-level communication and public APIs for selective, controlled data access by external stakeholders
74	What authentication systems need to be integrated for Single Sign-On?	For Single Sign-On (SSO) integration, the platform will use standard authentication protocols to ensure secure, seamless user access across the training and employment portal and integrated LMS platforms. The consultant should implement SSO functionality using established protocols, such as OAuth 2.0, OpenID Connect, or SAML 2.0 depending on what is most appropriate for each integration.

		In addition, the platform will support automated registration and login options using popular third-party authentication providers like Google and LinkedIn to simplify the onboarding process for new users.
75	What is the process for corporate user verification?	<p>A. Corporates to submit (upload) official registration documents during the registration process (Certificate of Incorporation &amp; Business license)</p> <p>B. Verification by Portal Admin Team</p> <p>C. A verification link will be sent to the corporate email address (using the corporate domain) to ensure authenticity.</p> <p>D. Once verified, the corporate account will be approved, and access to corporate-specific features will be activated.</p>
76	Can you provide more details about the “2 rounds test” process?	<p>The “2 rounds test” process is a quality assurance approach designed to ensure the portal meets all functional, technical, and usability requirements before final deployment.</p> <ul style="list-style-type: none"> <li>○ First round testing: functional and system testing</li> <li>○ Second round testing: UAT and performance testing</li> </ul>
77	Project Timeline Conflict: Six months or three months from the order to proceed?	The project timeline is within 6 months. However, we acknowledge that this timeline may be extended based on the detailed discussions concerning the scope of work and the technical aspects of the project.
78	Can we get a bit of clarification on this part please: Training Requirements Conflict: “three training sessions for administrators (3 members from Digiskills Team)”/ “Regular training sessions for the portal’s administrative staff”	<ul style="list-style-type: none"> <li>• Initial administrator training (3 dedicated training sessions) are to be provided for 3 members of Digiskills team.</li> <li>• Training sessions will be provided to update the team on new features, upgrades, or system changes “if required”.</li> </ul>
79	The REOI states that the "consultant will be selected in accordance with the quality-cost based selection method". However, there is no requirement to include cost information in the EOI package. Could you please clarify this?	This is a Request for Expression of Interest (REOI). At this stage, you are only required to submit an EOI along with the supporting documents specified in the REOI. Please note that the financial proposal will be requested during the RFP stage. In accordance with World Bank procurement regulations the selection method must be specified at the REOI stage.
80	The TOR states that the consultant "needs to describe the suitable technologies and methodologies for project implementation" and that the quality management's costs "should be included in the fixed lump sum price submitted" (page 9). Based on the REOI, it is our understanding that these are not required in the EOI package. Please confirm.	Confirmed