



Terms of Reference

Re-Advertised

General Information

Project	:	Skills4Work- “Improving Resilience of refugee and Host Population in Jordan through Development of Livelihood Skills and Opportunities”
Activity Title	:	Enterprise Resource Planning
ToR Number (Please refer to it when applying)	:	S4W-MSME-TOR-011-A
Location	:	Amman, Jordan
Date of Announcemen	:	November 20, 2025

Leaders International

Leaders International is a forward-thinking economic development organisation that brings together governments, community groups and private sector partners to work on various projects across the Middle East and Africa.

With offices In Brussels, Jordan, Palestine and Tunisia, we create partnerships that bridge the gap between east and west in order to create new opportunities and resources, and accelerate the growth of underdeveloped and developing economies. Our focus areas include MSME Development, Entrepreneurship & Innovation, Digital Transformation, Livelihoods & Employability, Green Growth, and Alternative & Sustainable Tourism.

Project Background

Skills4Work II is a transformative 3-year project dedicated to localizing demand-driven skills development for the empowerment of both refugees and Jordanian host communities. With a primary focus on enhancing employability, the project aims to bolster the capacities of Small and Medium-sized Enterprises (SMEs) to create sustainable job opportunities. Through targeted skills development, support for SMEs, and gender-inclusive strategies, Skills4Work II seeks to address the pressing issue of unemployment in Jordan, particularly within the private sector. By actively engaging with vocational training centers, sector skills councils, and community-based organizations, the project adopts a human rights-based approach and integrates environmental considerations to ensure long-term impact and the creation of sustainable livelihoods for beneficiaries. Skills4Work II envisions a future where local solutions lead to increased economic resilience and empowerment for refugees and host communities in Jordan.

This project is implemented by Leaders International for Economic Development (LI) and funded by the Regional Development and Protection Programme for Jordan and Lebanon (RDPP III) under the Embassy of Denmark in Beirut.

Objective

Leaders International for Economic Development is looking to support a jewelry manufacturing enterprise within its project by implementing an ERP system to enhance their business/manufacturing cycle. This initiative aims to improve cycle efficiency and effectiveness by integrating and optimizing various processes within the enterprise.

Scope of Work

1. Warehousing module:

- Warehouse inventory
- Warehouse inputs and outputs
- Receiving and delivering
- Tracking item movements

2. Human Resource Module

- Employee profile
- Salary profile
- Advance and bounce management
- Rewards and Deductions Management
- Allowances Management
- Social Security and Contribution Management
- Vacation Tracking
- Health Insurance, Schools, Housing, Transportation, End-of-Service Benefits Management

**The scope of work should be included in the technical proposal and must follow a systemic approach in implementing the project, including but not limited to (Mapping, Gap Analysis, Customization, Process Design, Simulation, Training, and Pilot Sessions). Additionally, the system should be able to accommodate a 3 number of users.*

Deliverables

1. **ERP System Implementation:** Full implementation of Warehouse and Human Resource modules (**Mapping, Gap Analysis, Customization, Process Design, Simulation, Training, and Pilot Sessions**).
2. Sign-in sheet of the training workshop.
3. Close-out report for the work done throughout the activity highlighting the efforts done.
4. A confirmation letter from the supported enterprise that the software and hardware have been received with accordance to their requirements.
5. Any documents, manuals, content, material, drafts, etc... developed throughout the activity.

Duration of Work

The service provider is expected to conclude the activity within the timeline set for the activity, providing a detailed timeline for implementing the system and showing the work phases.

Qualifications Required

- 4-5 years proven experience in the field.
- Strong experience in Enterprise Resource Planning Systems.
- Strong experience in ERP systems linked to the business cycle within the manufacturing sector.
- Strong experience in the development and customization of the features listed above.
- Ability to provide technical support as needed.

Taxes and Other Terms

- The offer must **include VAT**.
- For individual consultants, applicable tax laws apply.
- A **valid company registration certificate** must be attached to the offer.
- Only invoices issued by the electronic invoicing system (**QR code invoices**) will be accepted from the awarded vendors.
- The offer must **remain valid for 90 days** from the ToR closing date.
- Inquiries or clarifications may be submitted within one week from the announcement date. After this period, no inquiries will be accepted.
- Mention the ToR reference number **S4W-MSME-TOR-011-A** in the email subject when submitting your offer or inquiries.
- Address the offer to: **Leaders International for Economic Development / Skills4Work**.
- Submit your technical and financial offer, along with your company profile or CV (for individual consultants), to jordanfstp@leadersinternational.org, by **December 4, 2025**, using **JOD** currency.