



Terms of Reference

General Information

Project	:	Skills4Work- “Improving Resilience of refugee and Host Population in Jordan through Development of Livelihood Skills and Opportunities”
Activity Title	:	Develop an Online Event Booking and Management System
ToR Number (Please refer to it when applying)	:	S4W-MSME-TOR-017-C
Location	:	Amman – Jordan
Date of Announcement	:	November 19, 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 Belgium, 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 seeking to procure an online event booking and management system on behalf of a supported enterprise within the project. The goal is to develop and secure, user-friendly, and scalable digital platform that streamlines the enterprise's event scheduling, client management, payment processing, and administrative operations. The system will enhance operational efficiency, improve client experience, and provide the enterprise with reliable tools for managing bookings, resources, and performance data.

Scope of Work

The service provider should work closely with the enterprise in performing all activities, including conducting a gap analysis to assess current manual processes, identify operational needs, and define the required specifications for the new event booking and management system.

1. Functional Requirements

• Event Booking and Scheduling System

- Develop a centralized dashboard for clients and event managers to create, view, and manage event bookings.
- Implement a real-time availability calendar showing available venues, equipment, services, and time slots.
- Include event creation forms, scheduling tools, calendar views, and automated booking workflows.
- Enable event managers to approve, modify, or optimize bookings to ensure efficient resource allocation and prevent double-booking.

• Client Portal

- Provide a secure, user-friendly portal with authentication and role-based access.
- Allow clients to manage profiles, update contact information, and store preferences.
- Provide access to booking history, upcoming events, invoices, and personalized recommendations.

• Admin Panel

- Build an administrative interface for enterprise staff to manage system operations.
- Features include:
 - Event approvals and adjustments
 - Client and user management
 - System configuration settings
 - Analytics and reporting tools
- Support operational oversight to ensure a seamless event management workflow.

• Payment Gateway Integration

- Integrate both local and international payment gateways, enabling:
 - Credit/debit card transactions
 - Bank transfers
 - Local Jordanian payment solutions

- Ensure secure, compliant payment processing, including transaction tracking and automated invoice generation.
- **Automated Notifications (Email/SMS)**
 - Implement automated workflows for:
 - Booking confirmations
 - Payment and invoice notifications
 - Event reminders
 - Critical updates or changes
 - Support message personalization and multi-channel delivery (email and SMS).
- **Reporting and Analytics**
 - Develop a reporting module with dashboards covering:
 - Total bookings
 - Revenue by event type
 - Client acquisition and behavior
 - Resource utilization
 - Allow exporting of reports for further analysis (e.g., CSV, PDF).
 - Provide real-time insights to support data-driven decision-making.

2. Technical Requirements

- **Web-Based Responsive Application**
 - Deliver a fully responsive web application accessible across desktop, tablet, and mobile devices.
 - Utilize modern technologies (HTML5, CSS3, JavaScript frameworks) to ensure speed, accessibility, and usability.
 - Maintain a consistent user experience across all device types.
- **Cloud Hosting (Secure & Scalable)**
 - Deploy the solution on a reliable cloud platform (e.g., AWS, Google Cloud, or equivalent).
 - Ensure:
 - High availability
 - Auto-scaling capabilities
 - Automated backups
 - Disaster recovery protocols
 - Maintain a secure environment with controlled administrative access.
- **Website and CRM Integration**
 - Integrate the new system with the enterprise's existing website, ensuring a seamless user journey.
 - Possible approaches include embedded booking widgets, direct links, or single sign-on (SSO).
 - Ensure data synchronization between the new platform and the enterprise CRM for improved lead tracking, client management, and unified data flow.
- **Security and Data Protection**
 - Implement industry-standard security protocols, including:
 - Encrypted data storage and HTTPS communication
 - Secure authentication (OAuth 2.0, JWT tokens, or similar)
 - Role-based access controls

- Regular security audits and vulnerability assessments
- Ensure compliance with applicable data protection regulations (including GDPR, if relevant).

Deliverables

- Fully Functional Event Booking & Management System with all core features (booking, client portal, admin panel, payments, notifications, reporting).
- Gap analysis report
- Final System Deployment and verification of full functionality.
- Training for Enterprise Staff and provision of user manuals.
- A confirmation letter from the supported enterprise that the activity has been received in accordance with their requirements.
- Closing report summarizing the work that has been done.
- Any documents, manuals, content, material, drafts, etc., developed throughout the activity.

Duration of Work

Delivery Timeline: **From December 2025 until February 2026.**

Qualifications Required

- 4-5+ years proven experience in the field.
- Proven Experience in developing web-based booking, reservation, or management systems.
- Ability to develop and launch the system in line with the period of performance.
- 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-017-C** 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 3, 2025**, using **JOD** currency.