

Terms of Reference

Project	:	Euromed Clusters Forward (ECF)
Activity Title	:	ISO Certification 9001 & 27001
ToR Number (Please refer to it when applying)	:	ECF-TOR-Cluster3-B
Location	:	Jordan
Date of Announcement	:	02/07/2025
Date of activity & Completion	:	November 2025

Leaders International

Leaders International is an international network of local organizations that plans, manages, and monitors innovation and economic development interventions in the region. Through its offices in Brussels, Amman, Tunis and Ramallah, Leaders International provides complete project-management services with a focus on private-sector development, enterprise development, job creation, entrepreneurship, D4D, economic policy dialogue, and tourism value chain development.

ECF-Project Background

Euromed Clusters Forward is a 4-year project funded by the European Union running until 2026. The aim of this project is to empower clusters in the South Mediterranean region by helping them increase their contribution to the economy.

Objective

To guide the Information and Communications Technology Association of Jordan - int@j - through the successful implementation and certification of ISO 9001 (Quality Management) and ISO 27001 (Information Security Management) standards. It is expected that within 4 months the certification readiness is completed and the actual certification is achieved.

Scope of Work

- Gap Analysis & Planning
 - o Conduct a comprehensive assessment of current processes against ISO 9001:2015 and ISO 27001:2022 requirements.
 - o Develop a detailed implementation roadmap, including timelines, resource allocations, and risk assessments.
- Quality Management System (QMS) Implementation
 - o Map and document core business processes, workflows, and quality objectives.
 - o Draft and review the Quality Manual, Procedures, Work Instructions, and Forms.
 - o Train staff on QMS principles, roles, and responsibilities.
 - o Pilot-process audits and management-review sessions to validate effectiveness.
- Information Security Management System (ISMS) Implementation
 - o Define the ISMS scope, context, and information-security policy.
 - o Perform risk assessments, risk-treatment planning, and asset inventories.

- Develop and document policies, procedures, controls, and work instructions covering access control, incident management, cryptography, and supplier relationships.
- Conduct awareness sessions and role-based training on information-security practices.
- Internal Audits & Management Reviews
 - Plan and execute internal audits for both ISO 9001 and ISO 27001.
 - Prepare non-conformity reports and corrective-action plans.
 - Facilitate management-review meetings to ensure top-management engagement and decision-making.
- Certification Readiness & Audit Support
 - Coordinate with the chosen certification body to schedule pre-audit and stage-2 audits.
 - Provide on-site support during certification audits, addressing auditor inquiries and evidence requests.
 - Guide timely closure of any minor or major non-conformities raised.

Deliverables

- Gap Analysis Report
- ISO 9001 Documentation Package
- ISO 27001 Documentation Package
- Training & Awareness Materials
- Internal Audit & Management-Review Records
- Certification Audit Support
- Final Certification Report

Qualifications Required

- Lead Auditor Certification
- Implementation and hands on experience of minimum 5 years in certification standards
- Proven track record through successful certification preferably in sector and Jordan
- Technical & Analytical Skills
- Project Management

Taxes and Other Terms

- The offer must be addressed to Leaders Organization/ ECF
- The offer should be including VAT.
- For individual consultants, Applicable tax laws apply.
- Other terms may apply and will be communicated before the official awarding.
- Please mention the ToR number: ECF-TOR-Cluster3-B in the offer & the email subject.

Please submit your application, in addition to your company profile or CV (Individual Consultants) to: jordanfstp@leadersinternational.org, no later than July 16, 2025 using **Euro Currency**.