



MODERNIZING PUBLIC PROCUREMENT IN JORDAN: A DIGITAL, INCLUSIVE, AND TRANSPARENT TRANSFORMATION ENABLED BY PARTNERSHIP

A STRATEGIC REFORM, NOT JUST A SYSTEM

Jordan Online e-Procurement System (JONEPS) is a national milestone in modernizing public procurement in Jordan, restoring trust, improving service delivery, and creating fairer access to government contracts. Jordan's public procurement transformation is a cornerstone of broader public sector modernization. With the support from different partners, particularly from KOICA and the Jordan Growth Multi Donor Trust Fund (Jordan Growth MDTF), with generous contributions from the United Kingdom's Foreign, Commonwealth and Development Office, Canada, Germany, Norway, and the Netherlands, in close collaboration with the World Bank, the Government of Jordan has made a strategic leap forward by turning procurement into a transparent, efficient, and inclusive digital service through JONEPS.

Digital Transformation with Real Impact

Jordan's digital transformation is advancing through JONEPS, launched in 2018 building on efforts started since the year of 2012. It has significantly improved efficiency, transparency, and integration across government procurement processes.

- With USD 8.5 million grant from KOICA, JONEPS was launched and piloted at the General Supplies department, Government Tenders



Department and Joint Procurement Department at that time, developing into a national digital infrastructure for procurement.

- In 2019, JONEPS was confirmed as single platform for bidding in General Supplies Department, 100% of paper submission was replaced by JONEPS.
- 50.4% of government entities have deployed JONEPS till this moment, and it's planned to have full deployment by 2027.
- Integration with Government Financial Management Information System (GFMIS) and SANAD Digital ID increased security, speed, and interoperability.
- The system now includes advanced digital functions: prequalification, expressions of interest, bids clarifications, and complaints handling.

Institutional and Legal Reforms for Stronger Governance

Jordan is strengthening governance through institutional and legal reforms that go beyond digital tools to enhance accountability and transparency.

Reform goes beyond technology; it's

50.4%

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100%

of paper-based bidding in the General Supplies Department was replaced with the JONEPS e-procurement system.

761

officials were trained and empowered on using JONEPS since 2021 to date.

873

government officials were trained also on the Standard Bidding Documents (SBD's) for both supplies and works.

+4,400

Suppliers registered on JONEPS to date

By 2024, digital processes saved

JOD 4M

& preserve nearly

90,000

trees

about people, systems and legislations. Key changes include:

- ❖ Replacement of outdated legal framework: Bylaw No. 28/2019 replaced by Bylaw No. 8/2022,
- ❖ The New Bylaw replaced 50 regulations related to public procurement.
- ❖ Development of Standard Bidding Documents (SBDs) across all procurement categories.
- ❖ Establishment of the Public Procurement Policy Unit under the Prime Ministry in 2023.
- ❖ Establishment of Public Procurement Complaints Review Committee in 2023, restructured in 2025 to include representatives from private sectors.

Capacity Building and Professionalization



Building strong human capital is central to sustaining procurement reform in Jordan. Targeted training and capacity-building efforts are empowering officials and institutions to lead with professionalism and accountability.

- ❖ 761 officials were trained and empowered on using JONEPS since 2021 and till date, ensuring the long-term success and institutional ownership of public procurement reforms.
- ❖ Practitioners of public procurement diversified among procurement officers, engineers, finance staff, and

directors. all were trained and equipped with the technical skills needed to operate JONEPS effectively and support its institutionalization.

- ❖ 873 government officials were trained also on the Standard Bidding Documents (SBD's) for both supplies and works, which are essential for compiling bids submitted through JONEPS.
- ❖ Ongoing training programs for both public and private sector actors, including SMEs.



Inclusiveness and Economic Opportunity

Public procurement in Jordan is becoming more inclusive, opening economic opportunities for Micro, small, and medium enterprises (MSMEs), youth, and people with disabilities through supportive policies and digital access making them part of the public procurement ecosystem.

- ❖ Policy adoption to increase participation of MSMEs, youth, and people with disabilities.
- ❖ JONEPS now supports over 4,400 registered suppliers.
- ❖ Unified Digital access removes barriers and levels the playing field for businesses regardless of its size.

Promoting Sustainability and Driving Cost Efficiency

Jordan's procurement reform integrates environmental responsibility with fiscal efficiency.

By 2024, the shift to digital processes has saved around JOD 4 million and helped

Future of JONEPS



Well Established Call Center



Framework Agreements



Standardizing Specification & Coding



Enhanced User Experience



Full Deployment of JONEPS

The success of JONEPS would not have been possible without the leadership of GTD and GPD, the strong partnership with KOICA, MDTF, World Bank, and donors including UK's FCDO, Canada, Germany, Norway, and the Netherlands. Their ongoing support has been crucial in making JONEPS a reality and a success, driving transparency and efficiency in Jordan's procurement system.

preserve nearly 90,000 trees. These efforts highlight how smart reform can deliver both economic value and environmental impact for Jordan

What's Next: The Vision Ahead

Building on the momentum of reform, the Government of Jordan is advancing toward a smarter, more connected procurement future; one that leverages innovation to enhance transparency, efficiency, and accessibility.

- ❖ Deploy JONEPS among all Non-Central procuring Government Institutions (100% Deployment).
- ❖ Enhancing User Experience and Interface toward even more friendly tools.
- ❖ Signing Framework Agreements with vendors and systemize the evaluation of suppliers.
- ❖ Launch of a real-time construction materials pricing index.
- ❖ Full-cycle automation of SBD's, including for contracts over JOD 500,000.
- ❖ Mobile-friendly access for businesses across the country.
- ❖ Upgrade the dedicated call centre.
- ❖ Deeper integration with banks and audit authorities for stronger compliance.
- ❖ Standardize specification and coding for bills of quantities.

These forward-looking initiatives reinforce Jordan's commitment to continuous improvement, ensuring public procurement remains a driver of trust, growth, and national development.

The Voice of SMEs: JONEPS as a Growth Enabler



As a medium-sized company, we currently rely heavily on tenders and the JONEPS system for the continuity of our business. Without continued access to and use of the JONEPS platform, our business operations would be significantly affected.

Since implementing the system, we've experienced a major improvement in how we manage tenders, moving from time-consuming paper-based processes to fast, efficient digital transactions. I personally learned the system quickly despite having no prior experience in tenders, and now I'm able to train my colleagues as well.

The system has allowed us to expand our participation with multiple government entities and increased our chances of winning tenders due to the transparency, equal opportunity, and access to valuable historical data. Continuous training and technical support have also contributed to our efficient use of the platform. JONEPS truly empowers small and medium-sized companies to compete fairly, and it plays a vital role in the growth and sustainability of our business.

Aya Al-Fayoumi, Omicron Pharma



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