



ANNEX I - TERMS OF REFERENCE

Conducting analysis of SAMS' Software Solutions (Systems)

Contents

1. BACKGROUND INFORMATION	2
1.1. Contracting authority and background	2
1.2. Description of the assignment	2
2. OBJECTIVES & EXPECTED OUTCOMES	2
2.1. Overall objective.....	2
2.2. Specific objective(s)	3
3. LOGISTICS AND TIMING	4
3.1. Location	4
3.2. Start date & period of implementation of tasks	4
4. REQUIREMENTS	5
4.1. Qualifications.....	5
4.2. Specific professional experience	5
4.3. Other Qualifications and Skills.....	5
5. REPORTS	5
5.1. Reporting requirements	5
5.2. Submission and approval of reports	6



1. BACKGROUND INFORMATION

1.1. Contracting authority and background

The Syrian American Medical Society (SAMS) was founded in 1998 in the United States as a professional society to provide networking, educational, cultural, and professional services to medical professionals of Syrian descent. SAMS Foundation, the charitable arm of SAMS, was launched in 2007. Since then, SAMS has become one of the most active and leading medical relief organizations working on the front lines of crisis relief in Syria, neighbouring countries, and beyond. Through its offices in the US, Jordan, Turkey, and Lebanon, SAMS implements and manages medical relief programs in Syria as well as in Jordan, Turkey, Lebanon, Iraq, Bangladesh, Egypt, and Greece, SAMS has implemented an integrated model of essential services that emphasizes priority needs, including the delivery of medical education, training, and financial support for physicians and other healthcare workers inside Syria and in neighbouring countries. SAMS has established field hospitals, intensive care units, dental and primary care clinics, birth and newborn care facilities, mobile medical units, and dialysis centres.

1.2. Description of the assignment

SAMS has been implementing its activities through different software solutions in which some were developed in-house such as the HR information system, Warehouse system, and Procurement system, while others were purchased such as the financial management system, and the Grants' management system.

The objective of this assignment is to identify the advantages and disadvantages of current automating and digitalizing of the various software solutions adopted in SAMS (HR, Information, Grant, Procurement, Warehouse, and Finance) and level of meeting the projects' targets. The consultant/firm shall also identify the flexibility of existing systems to be integrated in one platform and allow adding additional modules if needed. that primarily entails departments' process, project documentation and reporting to donors, or propose a new ERP platform that will enhance implementation and is user friendly with accessibility through mobile applications.

2. OBJECTIVES & EXPECTED OUTCOMES

2.1. Overall objective

The overall objective (Impact) to which this action contributes is:

- Conduct analysis of the current implementation processes which are performed through the current software solution.



- Check the feasibility of integrating current systems rather than migrating to a completely new ERP platform.
- Provide a roadmap for the integration of a full ERP platform.
- Propose several variant options that are aligned with the organization requirements and advise on the effective solution to implement.
- Provide complete documentation of flowchart and processes of the recommended ERP platform.

2.2. Specific objective(s)

The consultant/firm needs to conduct and carry out the following activities to achieve the objectives and produce the deliverables and outputs. In this context, the scope of services for this consulting service consists of **(but not limited to)** the following:

1. The consultant/firm must thoroughly review/ comprehend the organization processes, as well as internal and external activities, Procedures, Projects, Operations, Data collection formats/forms, reporting processes, different Norms of Regulations, etc. Based on the review, as well as conducting separate meetings with the concerned HR, Admin, Program, Grant, Procurement and Supply Chain Managers, as well as conduct consultative meetings with the concerned team members of the organization for the schedule, planning, and other implementations. the consultant needs to advise on the advantages and disadvantages of the current systems used.

**** Expected outcome(s):**

- An analysis report outlining the pros and cons of using the current systems.
2. Conduct thorough systems requirements gathering exercises while ensuring the following:
 - Structure systems' design by understanding and focusing on the core organization needs.
 - Assess requirements through the understanding of the organization needs and analysis of the specific processes.
 - Calculates the percentage of the processes implemented through the current systems vs. processes implemented through other methods (i.e. e-mails)

**** Expected outcome(s):**

- A gap analysis report of current systems efficiency.



- A report that calculates the percentage (out of 100%) of effectiveness for processes implemented through the current systems.
3. The consultant/firm should recommend a roadmap to integrate the existing systems or advise on a new ERP platform that facilitates the online processing of projects' data, administration, operations, and financial management while ensuring the following:
- Develop preliminary cost-estimates for different solution options in view of current and potential technical capabilities.
 - Provide creative inputs for the development of new tools and systems, enhancement to existing tools/systems or new ways of using / integrating tools/systems to help the organization reduce costs and improve efficiency.

**** Expected outcome(s):**

- A list of the modules and structures that must be included in the recommended ERP platform.
- An example of a fully integrated ERP platform that includes all modules and features.
- A detailed ERP platform implementation timeline that allows SAMS to run the system, including value estimation.

3. LOGISTICS AND TIMING

3.1. Location

This assignment will be delivered remotely, using virtual and online platforms and tools to engage with the relevant parties. All documentation shall be delivered electronically, in high-quality formats.

Given that SAMS Turkey office implements the highest number of projects and holds the largest amount of budget, the consultant/firm will implement this assignment based on Turkey office data.

3.2. Start date & period of implementation of tasks

The intended start date is **April 15, 2024** and the period of implementation of the contract will be **three months** from this date. The consultant/firm should provide a detailed timeline in its proposed methodology for implementing each task required.



4. REQUIREMENTS

The consultant/firm must provide the following expertise through providing CVs and required supporting documents for the member(s) implementing the assignment.

4.1. Qualifications

A University degree in Computer Science, Systems Engineering, Information Systems or related fields, with emphasis in Systems Analysis and Design.

4.2. Specific professional experience

- A minimum of 5 years preferably 7 of progressively responsible professional experience in best practice implementation as well as: Analysing Information, Analysing Requirements, Programming Skills, Software Design, Software Debugging, Software Documentation, Software Testing, Software Development Fundamentals, Software Development Process, Software Requirements.
- Experience in business process modelling including documenting and analysing functional procedures and workflows, business process reengineering and definition and evaluation of user requirements in the selection or development and implementations of IT systems.
- Proven previous experience of successful implementation of at least two similar contracts with same scale of business.

4.3. Other qualifications and skills

Language Requirements: Fluency in spoken and written English and Arabic.

Skills: Proven analytical, organizational and communication skills, Problem Solving skills.

5. REPORTS

5.1. Reporting requirements

The contractor will submit the following reports in English via e-mail:

- **Inception Report** of maximum 12 pages to be produced after completing **the specific objective 1**. In the report the consultant/firm shall highlight initial findings, progress in collecting data, any difficulties encountered or expected. The consultant/firm should proceed with the work unless the contracting authority sends comments on the inception report.



- **Draft final report.** This report shall be submitted no later than **two weeks** before the end of the period of implementation of the specific objectives. The report shall contain a sufficiently detailed description of the different options to support an informed decision on SAMS current systems and procedures as well as the proposed ERP system. The detailed analyses underpinning the recommendations will be presented in annexes to the main report.
- **Final report** with the same specifications as the draft final report, incorporating any comments received from SAMS on the draft report. The deadline for sending the final report is **7 days** after receipt of comments on the draft final report.

5.2. Submission and approval of reports

The reports referred to above must be submitted to the following focal point:

- Rami El Sayed - SAMS Turkey Office Senior Operations Manager - relsayed@sams-usa.net

With copying the following:

- Rawan Hijjawi - SAMS Regional Senior Operations Manager (ME) - rhijjawi@sams-usa.net