**Terms of Reference (TOR) for** **ERP System Development in Procurement**

**1. Background and Purpose**

SARD is a non-governmental organization operating in Northwest Syria. SARD is dedicated to delivering impactful humanitarian assistance through efficient and transparent operations. To enhance its operational capacity, SARD seeks to develop a comprehensive and integrated Enterprise Resource Planning (ERP) system focused on procurement logistics, and asset management.

This initiative aims to:

* Streamline procurement and logistics workflows.
* Ensure compliance with donor and organizational requirements.
* Integrate procurement with finance, logistics, warehousing, transportation, and human resources.
* Provide real-time tracking of procurement, inventory, and asset movements.
* Establish a scalable and cost-effective digital system that supports SARD’s growth while maintaining quality and accountability.

**2. Objectives**

The ERP system aims to:

• Digitize and automate both procurement and logistics workflows.

• Improve warehouse and fleet management through real-time tracking.

• Enable budget validation before procurement transactions are approved.

• Enhance decision-making through real-time data access and analytics.

• Provide a secure, user-friendly interface for all stakeholders.

• Ensure compliance and accountability in procurement and asset management.

• Enforce approval workflows based on predefined procurement thresholds.

• Enable seamless integration with existing organizational systems.

**3. Scope of Work**

The ERP system must include the following modules and features:

***A. Procurement & Logistics Management***

1. **Procurement Plan**:

* Allow the Supply Chain Team to prepare, update, and monitor procurement plans.
* Enable tracking of procurement activities against the plan.
* Automate procurement budget validation to prevent over-commitments.

1. **Vendor Database & Evaluation**:

* Centralized database for all vendors, including profiles, contracts, performance evaluations, and compliance records.
* Automated vendor evaluation and scoring system based on predefined criteria.
* Supplier vetting against sanctions and donor compliance requirements.
* Track supplier performance on delivery times, quality, and contract adherence.

1. **Procurement Workflow**: The system should support:

**Purchase Requests (PR):** Signed digitally by the requester, budget holder, and finance team based on thresholds.

PRs must include attached BOQs and supporting documents.

PR validation against budget availability before approval.

Each PR must be assigned a unique ID for tracking (e.g., “241022” Year, Month, Number), applied consistently across contract, DO, PO, GRN, etc.

**RFQ Process:** System-generated RFQs sent to vendors.

**Bid Bid Submission & Analysis:** Vendors submit bids directly through the system.

Automated comparison of offers with weight-based scoring.

Committee approval workflows (at least three members).

System-enforced rejection of bids below the quality threshold.

**Vetting Process:** Detailed review of shortlisted vendors.

**Contract/PO Issuance:** Digital contracts or purchase orders to be signed by both parties (SARD Organization and vendor) or Framework agreements allowed for multi-year vendor contracts.

**Delivery Order (DO):** Optional, signed by both parties as needed.

**Goods Receipt Note (GRN):** To be signed digitally by all relevant parties, Real-time updates to warehouse inventory.

**Goods Issue Order (GIO) & Waybill:** If applicable, should include digital sign-offs.

**Invoice & Disbursement Request:** Automated matching of invoice, PO, and GRN before payment approval, Final step for payment processing, integrating finance team approvals.

1. **Tender Management**:
   * Public announcement feature restricted to authorized personnel.
   * Vendor bid submission directly through the system.
   * Bid analysis, vetting, and contract processes aligned with the procurement workflow.

***B. Warehouse & Inventory Management***

Real-time stock tracking across multiple warehouses.

• Automated alerts for low stock levels and expiry dates.

• Batch and lot tracking for food and medical items.

• Stock movement logs, including transfers between warehouses.

• User access control for stock issuance approvals.

• Audit logs to prevent unauthorized inventory changes.

***C. Fleet & Transportation Management***

Vehicle tracking and maintenance logs.

• Fuel consumption monitoring for cost control.

• Driver scheduling and transport approvals.

• Route optimization for cost efficiency.

• Integration with procurement for vehicle rental tracking.

***D. Asset Management***

• Digital forms for asset requests, approvals, and transfers.

• Tracking of asset depreciation and maintenance schedules.

• Automated tagging of assets with barcode or QR codes.

• Compliance with donor rules for asset transfer and disposal.

***E. Compliance & Reporting***

* Audit trail for all procurement, logistics, and asset transactions.
* Automated alerts for compliance violations (e.g., single-source procurement over the threshold).
* Real-time dashboards for procurement, inventory, and transportation metrics.
* Custom reports on spending trends, supplier performance, and warehouse utilization.
* Automated donor reporting (ECHO, USAID, etc.).

**4. Functional and Technical Requirements**

**User Management**

* Role-based access controls ensuring data confidentiality and segregation of duties.
* Multi-level approval workflows with digital signatures.

**Integration**

* Seamless integration with financial, HR, and donor reporting systems.
* APIs for data exchange with third-party tools.

**Security**

* Encrypted database with daily backups.
* Audit logs for tracking user activities.
* Tamper-proof transaction records.

**Scalability**

* Ability to support operations across multiple locations.
* Expandable storage for increasing data volumes.

**Accessibility**

* Cloud-based system accessible via web and mobile.
* Multi-language support (Arabic and English)**.**

1. **Deliverables**

* Fully functional ERP system meeting the specified requirements.
* Custom user manuals with role-based guides.
* On-site and remote training sessions for staff.
* Post-implementation support and maintenance plan for at least two years.

**6. Timeline**

The project is expected to be completed within 2 Months , including requirements gathering, development, testing, and deployment.

**7. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

* **Total Price of the Offer:** 40%
  + Any price submitted more than SARD's available budget will be completely ignored and rejected
* **Experience and References:** 60%
  + **Signed contracts from both parties** or **reference letters signed from local and international NGOs** demonstrating experience related to ERP systems. (All documents must be signed; unsigned documents will not be considered.)
  + A maximum of 25 points can be awarded (5 points for each valid contract or reference letter).
  + If the technical expertise score is below 10 points, the offer will be rejected.

**Important Note:**

After the evaluation, SARD will contact the selected company to review the system. However, if the system does not meet SARD’s requirements and the company is unable to modify it accordingly, the offer will be rejected, and SARD will proceed with the next qualified company.

**8. Submission Guidelines**

Interested vendors should submit the following documents:

**1. Technical Proposal**

• Detailed approach to ERP system development.

• Description of relevant experience in procurement, logistics, and asset management solutions.

• Proposed system architecture, technology stack, and security measures.

• Implementation timeline with key milestones.

**2. Financial Proposal**

• Detailed cost breakdown per Scope of Work (A, B, C, D).

• SARD reserves the right to select specific modules or phases for implementation.

• Maintenance and support costs (yearly or multi-year options).

• Any licensing or third-party integration costs, if applicable.

**3. Work Plan & Timeline**

• Phased implementation schedule aligned with SARD’s operational needs.

• Training and capacity-building plan for staff.

• Proposed post-deployment support and maintenance strategy.

**Proposals submission:**

* **All Proposals are to be submitted to SARD through email:** [**sard.tenders@sardngo.org**](mailto:sard.tenders@sardngo.org)
* **The deadline to submit proposals is 30 March 2025 Time in Turkey: 11:59 PM. Proposals submitted after the deadline will not be evaluated.**
* For inquiries, please e-mail: procurement@sardngo.org – The email inquiries subject line should start with: “Inquiries - ERP System”