



Terms of Reference

Development of Web Enterprise Resource
Planning System for iMEMS Company Limited.

Christian Social Services Commission (CSSC)

CONSULTANCY FOR DEVELOPMENT OF WEB ENTERPRISE RESOURCE PLANNING SYSTEM FOR iMEMS COMPANY LIMITED.

Background and Overview of Assignment

In response to the observed problems of shortage and poor quality of essential medical supplies at health facilities across Tanzania, the Christian Social Services Commission (CSSC) of Tanzania established the medical supply chain company iMEMS Company Limited. With a supply gap of up to 40% on essential medicines, inconsistent service levels, variable quality of health commodities and health services priced out-of-reach of many patients, iMEMS has a core mandate to provide effective, efficient, and reliable distribution of affordable health commodities to targeted health facilities that serve a significant proportion of the population in Tanzania.

By implementing a structured customer care and service policy, supported by investment in supply chain infrastructure (including regional storage hubs, transportation, and management information systems), a lean organization and education and advisory services to health facilities, iMEMS is positioning itself as the leading supplier of health commodities to the 900 health facilities that are under the jurisdiction of the CSSC.

The iMEMS Company Limited focus to be a key partner with the Government of Tanzania, CSSC Members and other key stakeholders in the sector that envision a community with quality health services for everyone through working in partnership with the Government, CSSC Members, communities, and other stakeholders to support building and strengthening of resilient and sustainable systems for health that promote equity in accessing integrated and people-centred health services. The iMEMS Company Limited areas of focus include health systems strengthening; integrated health services delivery especially procuring medicines and medical supplies.

About Christian Social Services Commission (CSSC)

Christian Social Services Commission (CSSC) is an ecumenical body jointly established by the Tanzania Episcopal Conference (TEC) and the Christian Council of Tanzania (CCT) in 1992 to facilitate social services with the main focus on education and health services provided by the churches. The Commission was registered with the Ministry of Home Affairs in 1993 under the category of a not-for-profit faith-based organization. It is mandated to chart out a common action within the policies and legal framework of the Government of the United Republic of Tanzania aimed at expanding and improving the provision of social services, Education and Health. CSSC initiate, improve, and strengthen cooperation with the Government, NGOs, and other stakeholders sharing and bearing the same aspiration and dedication to the provision of social services.

Purpose of the Consultancy

CSSC is seeking a local consultant to support the development and deployment of a Web Enterprise Resource Planning (WERP) system to enhance the Company's operational efficiency for iMEMS. The system will be linked with the wide network of CSSC HFs in a cost-effective manner for proper inventory management and forecasting.

Scope of Work for the Consultancy

The Consultancy requires a firm to provide technical leadership for the development of the Web Enterprise Resource Planning (WERP) system and will report directly to the PATA project Manager and who will be responsible for overall oversight of the assignment-supported CSSC ICT officer. The consultant will do the following.

- a) Develop a system with
 - ERP, to be used for Human resources and administration tasks
 - eCommerce, to sell medicine to the intended health facilities
 - CRM to manage sales and marketing
- b) Ensure the system is modularised, with modules capable of communicating with each other.
- c) Ensure the application is developed on platforms: Web
- d) While all development stacks are welcomed, TALL (Tailwind, Alpine, Laravel and Livewire) is preferred.
- e) Ensure the system is responsive enough to be used in all screen sizes computer, tablet and smartphones.
- f) The application should be able to remind users and clients of important events with emails and SMS.
- g) The application should provide simple interpretations with validations upon data entry.
- h) Ensure the system does not allow data to be entered retrospectively.
- i) The application should be able to provide reports in graphical presentation (some graphs will be predefined). The reports shall be printable.
- j) Applications should be able to work online and offline, with immediate data synchronisation.
- k) The application should have authentication and authorisation, with roles and permissions.
- l) The use of open-source libraries and plugins are encouraged.

Expected Deliverables and Time frame

This project is expected to be completed in four phases, each resulting in a working module that is integrated with the previous one. The modules are;

1. An e-commerce shop with customer and administration interfaces,
2. A company website landing page,
3. A customer relationship management portal integrated with the e-commerce shop.
4. Enterprise resource portal integrated with the above.

Payments shall be made after the completion of each phase above

The activity is expected to be initiated around June 2023 and contribution of approximately 402 working days as per the agreed-upon timeline. The Consultant is expected to carry out all the preparation required to finalize the assignment. The key deliverables for this assignment include the following,

- In inception report
- A modularised system to run the iMEMS company per agreed specifications.
- A company landing page, eCommerce application ready for use integrated with ERP and CRM
- User and Administrator manuals.
- Orientation of staff and health care providers on how to use.

Qualifications of Consultant(s)

- Minimum of 10 years of experience developing similar systems.
- Bachelor's or master's degree in Computer science and supply chain.
- Strong familiarity with Global and Tanzanian drugs supply chain business.
- Proven track record of working collaboratively and effectively in tasks of similar nature.

Application Instructions

Interested applicants should submit their proposal electronically to the following email:

- a) Technical proposal outlining development and deployment of a Web Enterprise Resource Planning (WERP) stating the understanding to the given TOR.
- b) Current company profile, and the recently project successfully worked on.
- c) Names and contact information of three references who can be contacted regarding the relevant experience on executing similar task.
- d) Proposed Workplan outlining timeline, proposed key activities and deliverables.
- e) Financial proposal in Tanzanian shillings.
- f) Interested, eligible in development and deployment of a Web Enterprise Resource Planning (WERP) should email their electronic technical and financial proposals via email to procurement unit at procurement@cssc.or.tz copying director@cssc.or.tz with the subject line: **'iMEMS ERP System-2023.**

Executive Director
Christian Social Services Commission
4 Ali Hassan Mwinyi Road
P.O Box 9433 Dar es Salaam, Tanzania

The deadline for the submission is 1600hrs East Africa Time on 6th April 2023.

All proposals should be electronically submitted to procurement@cssc.or.tz copying director@cssc.or.tz

This advert can also be accessed through <https://cssc.or.tz/>