

## Terms of Reference

PRODUCTION INFORMATION	
Production Output	Procurement of a Multi-Functional <b>Enterprise Resource Planning (ERP)</b> System for Iraqi SMEs  <b>Standard ERP with no customization and Offline system- No cloud required</b>
Location	Iraq
Duration of Assignment	1 year
Organizational Context and Scope	
<p><b>Background:</b></p> <p>As part of its broader Access to Finance Strategy, the International Organization for Migration (IOM) seeks to support the digital transformation of small and medium-sized enterprises (SMEs) across Iraq. A key component of this transformation is enabling SMEs to adopt robust, affordable, and user-friendly Enterprise Resource Planning (ERP) systems that streamline essential business operations such as accounting, inventory management, sales tracking, and reporting.</p> <p>This intervention aims to enhance the sustainability, formality, and investment-readiness of SMEs by equipping them with practical digital tools that improve record-keeping, financial transparency, and internal controls—elements that are critical for accessing loans, grants, and other financial instruments. The ERP systems will be fully localized in Arabic and Kurdish, accessible both online and offline, and designed to suit the operational needs of diverse business types across Iraq.</p> <p>Each system will be accompanied by comprehensive in-person training and six months of responsive technical support, ensuring successful adoption and long-term usability by the target SMEs.</p> <p><b>Objective:</b></p> <p>The objective of this service is to provide approximately 300 SMEs across Iraq in 2025 with tailored ERP software systems that enhance operational efficiency, promote sound financial management, and support business growth. The system will cater to a wide range of enterprise types—including retail shops, service providers, food producers, and small manufacturers—by offering a flexible and modular platform that can adapt to varying business models.</p> <p><b>Specifically, the ERP system should:</b></p> <ul style="list-style-type: none"> <li>• <b>Standard ERP with no customization and Offline system- No cloud required</b></li> <li>• Be optimized for use by small and medium-sized enterprises;</li> <li>• Provide a multilingual interface and content (Arabic and Kurdish);</li> <li>• Include core business functionalities: accounting, sales, inventory, purchasing, warehousing, and reporting;</li> <li>• Operate in offline mode with automatic synchronization when internet connectivity is restored;</li> </ul>	

- Support future upgrades or the addition of new modules (e.g., CRM, HR, payroll) as the business grows.
- Offer invoices, purchase orders, and reporting templates that SMEs can tailor to their needs.
- Be delivered with a one-day, in-person training session for SME users;
- Include six months of on-demand technical support, available both in-person and remotely.

#### **Financial Structure and Payment Terms**

- **Standard ERP with no customization and Offline system- No cloud required**
- Payment will be made based on the number of ERP software systems delivered and installed for SMEs.
- The provider must quote a unit price per ERP software license, including setup, customization, localization, user manuals, training, and support.
- The target is to deliver approximately 300 ERP systems per year, supporting SMEs of various sectors and operational sizes across Iraq.
- This engagement does not cover hardware or equipment provision. Each SME will be responsible for procuring the necessary hardware (laptop, printer, scanner, etc.) as part of their own contribution.
- The service provider must ensure the ERP software is compatible with commonly available devices in Iraq and includes offline operability where internet connectivity is unreliable.
- Payment will be issued quarterly based on verified installations, training sessions delivered, and support logs submitted, in line with the agreed-upon delivery schedule and documentation.

#### **SCOPE OF WORK AND RESPONSIBILITIES**

The selected vendor will be responsible for:

##### **1. Software Provision**

- Licensing or open-source solution provision
- Multilingual interface (Arabic and Kurdish mandatory; English optional)
- Custom branding and white labelling if required by IOM

##### **2. System Functional Requirements**

- Accounting Module: General ledger, chart of accounts, journal entries, receivables/payables, expense tracking, multi-currency support.
- Sales Module: Customer database, quotations, sales orders, invoicing, point-of-sale (POS) support.
- Inventory and Warehouse Module: Stock tracking, barcode scanning, unit conversion, warehousing, expiry tracking, inventory valuation.
- Purchasing Module: Vendor management, purchase orders, GRN (goods receipt note), return management.
- Reporting & Dashboards: Custom reports (profit/loss, stock reports, sales performance), exportable to Excel/PDF.
- User Access & Roles: Multi-user support, customizable roles and permissions.
- Offline Support: Full operability offline with synchronization once reconnected.
- Cloud and On-Premises Options: Deployment flexibility depending on business capacity.

### 3. Technical Requirements

- Mobile-friendly interface and desktop application support
- Deployment environment: Windows and/or Linux servers
- Data backup and recovery protocols
- Security features: two-factor authentication, data encryption
- Integration readiness: compatible with external CRM or banking APIs
- Documentation: comprehensive system/user documentation in Arabic and Kurdish

### 4. Implementation & Training

- Onboarding and deployment support for up to 30 SMEs in pilot locations (to be selected in coordination with IOM)
- 1-day in-person group training in each governorate covered (max 5 governorates)
- Training materials in Arabic and Kurdish (digital and printed)

### 5. Support & Maintenance

- 6-month post-implementation support (email, phone, remote, and in-person support when needed)
- Bug fixing, minor updates, and troubleshooting
- Support team should include Arabic and Kurdish-speaking staff

The entire process should be carried out in close consultation with the requesting unit in IOM.

## REQUIREMENTS

### Vendors must demonstrate:

- Proven experience in developing or customizing ERP systems for SMEs
- Portfolio with at least 3 similar ERP deployments in the past 5 years
- Fluency in Arabic and Kurdish or ability to subcontract for localization
- Experience working in Iraq or similar low-connectivity environments
- Geographical Presence in Iraq including offices /representatives across the country

## ELIGIBILITY AND SCORING

### Evaluation Criteria

Criteria	Score
Relevant ERP experience	15
Multilingual and offline capability	15
Quality of technical approach and proposed system	25
Support and training plan	20
Cost-effectiveness	25

### Proposal Submission Requirements

- Company profile and portfolio
- Company or business registration license in Iraq/KRG
- Technical proposal (architecture, functions, demo screenshots if available)
- Implementation of work plan
- Team composition and bios
- Financial proposal (detailed breakdown of costs)

### **GENERAL REQUIREMENTS**

Working closely with IOM, the service provider must abide by the following general requirements:

- a) All work must be completed as per the IOM's specifications.
- b) IOM will own copyright for all materials developed. All source materials and editable files for the developed products must be delivered to the IOM upon request and/or completion of the relevant design project.
- c) The service provider must not share any materials developed within the scope of this assignment externally, including in the company portfolio or social media platforms, without prior written consent from IOM.
- d) All rates must be all-inclusive and include all charges connected with the services offered.

### **Requests for clarification**

Service Providers requiring any clarifications on the content of this ToR may notify IOM in writing at the following addresses: [Mahdahmed@iom.int](mailto:Mahdahmed@iom.int) , [emolena@iom.int](mailto:emolena@iom.int)

### **RESERVATIONS, CONFIDENTIALITY, AND INTELLECTUAL PROPERTY**

IOM reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/output is incomplete, not delivered, or for failure to meet deadlines. In the event of the service provider ending the contract prior to delivering all agreed-upon products, a portion of the payments shall be returned to IOM. The service provider undertakes to maintain confidentiality on all information that is not in the public domain and shall not be involved in another assignment that represents a conflict of interest with the prevailing assignment. The service provider shall undertake to refrain from promoting any political or religious beliefs during the event management process.

All intellectual property and other proprietary rights including, but not limited to, copyrights and ownership of data and content resulting from the performance of the services shall be vested in IOM, including, without any limitation, the rights to use, reproduce, adapt, publish, and distribute any item or part thereof.