

TERMS OF REFERENCE (TOR)

RFQ/UNHCR/JOR/2026/3547

FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF COURIER SERVICES FOR THE DELIVERY OF ATM CARDS AND PERSONAL IDENTIFICATION NUMBERS (PINS) TO UNHCR BENEFICIARIES IN JORDAN

Background

UNHCR Jordan provides monthly and ad hoc cash assistance to vulnerable refugee families across the Kingdom. The implementation of these programmes requires the secure distribution of ATM cards and PINs to refugees in various governorates, as well as support for in-person beneficiary verification activities related to the administration of cash assistance. In addition, UNHCR also regularly delivers official documents to refugees and other persons of concern across Jordan. To facilitate these functions, UNHCR requires reliable, secure, and confidential courier services capable of supporting beneficiary-facing operations nationwide, while ensuring proper identity verification, chain of custody, timely reporting, and strict protection of personal data.

Requirements

The contractor shall provide courier and related field support services across Jordan, including delivery of ATM cards and PINs, in-person beneficiary verification, and official document delivery. Services shall be provided in a secure, timely, confidential, and accountable manner. The estimated operational demand is approximately 160 ATM card and PIN deliveries per month, subject to operational needs and fluctuations.

Expected Geographical Distribution

Governorate	Distribution
Ajloun	5%
Aqaba	3%
Balqa	2%
Karak	3%
Mafraq including Zaatari camp	15%
Tafilah	1%
Amman	37%
Irbid	15%
Jerash	1%
Ma'an	4%
Madaba	3%
Zarqa including Azraq camp	11%

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Scope of Services

- Receive shipment instructions and beneficiary information securely from UNHCR and maintain a documented chain of custody from collection to delivery, return, or closure.
- Store cards, PINs, documents, and any other sensitive materials in secure premises with restricted access and appropriate internal controls.
- Contact beneficiaries to confirm availability, delivery location, date, and time, using communication protocols agreed with UNHCR.
- Make a minimum of three phone contact attempts and two physical delivery attempts before classifying a shipment as undeliverable, unless otherwise instructed by UNHCR.
- Deliver ATM cards and PINs as separate secure shipments and ensure that they are not handed over together unless explicitly authorized by UNHCR.
- Verify the identity of recipients using UNHCR-approved identification documents and procedures prior to handover.
- Capture recipient signature and proof of delivery, including date, time, location, courier name, and any other information required by UNHCR.
- Coordinate with UNHCR before returning, re-routing, or closing any undelivered shipment.

Additional Services

- Conduct beneficiary verification activities, such as proof-of-life checks, address confirmation, GPS/location confirmation, and submission of verification reports, in accordance with UNHCR instructions.
- Deliver official UNHCR documents to refugees and other persons of concern, ensuring identity verification, confidentiality, and proof of delivery.

Service Levels

- Provide nationwide coverage across all governorates of Jordan, including Zaatari and Azraq camps and other locations designated by UNHCR.
- Complete deliveries within 48 hours for regular locations, unless access constraints, beneficiary unavailability, or other operational circumstances require a different timeline agreed with UNHCR.
- Assign a unique tracking number to each shipment and provide status updates throughout the delivery cycle.
- Maintain secure storage and handling arrangements for all shipments, including segregation of sensitive items and access limited to authorized personnel.

Reporting Requirements

- Submit a daily delivery report by 10:00 AM, covering all completed, pending, failed, returned, and rescheduled deliveries.
- Provide a failed delivery report indicating the reason for non-delivery, contact attempts, field visit attempts, and recommended follow-up action.
- Submit a monthly operational report summarizing volumes, delivery status, geographic distribution, challenges, incidents, and performance against agreed indicators.



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- Report any incident, loss, breach, discrepancy, or suspected compromise immediately and provide a written incident report within the timeframe agreed with UNHCR.
- Maintain proof of delivery records and reconciliation reports and make them available to UNHCR upon request.

Security and Confidentiality

- Comply with UNHCR data protection, confidentiality, and information security requirements at all times.
- Ensure that beneficiary information is accessed only by authorized personnel and used solely for the purpose of providing the contracted services.
- Use secure systems and procedures for receiving, storing, transmitting, tracking, and reporting shipment information.
- Immediately notify UNHCR of any actual or suspected data breach, loss of shipment, unauthorized disclosure, attempted fraud, security incident, or other irregularity.
- Conduct daily reconciliation of shipments received, delivered, pending, failed, returned, or otherwise closed.

Key Performance Indicators

- Percentage of deliveries completed within the agreed service timeframe.
- Successful delivery rate by shipment type and geographic location.
- Compliance with agreed service levels, verification procedures, and chain-of-custody requirements.
- Timeliness, completeness, and accuracy of daily, monthly, incident, and reconciliation reports.
- Compliance with identity verification, confidentiality, data protection, and secure handling requirements.

Contract Duration

The contract is expected to be for an initial period of two (2) years, with the possibility of extension for one (1) additional year, subject to satisfactory performance, continued operational need, availability of funds, and applicable UNHCR procurement rules.