

ANNEX A: TERMS OF REFERENCE

REQUEST FOR INFORMATION (RFI): JOR/UNHCR/2025/RFI/2 FOR THE PROVISION OF SELF-SERVICE KIOSK SYSTEM AND SERVICES IN JORDAN

1. Background

UNHCR Jordan operates **self-service kiosks** to increase secure access to essential services, reduce processing time, and enhance data accuracy and user autonomy. Kiosks enable: biometric login, review of personal data, selective updates (e.g., photo, phone, address), and **instant printing** of UNHCR documentation. Expansion is planned to reach more locations and add advanced features (e.g., passport/ID scanning, self-upload of supporting documents).

2. Statement of Purpose & Objectives

Provide a turnkey, scalable kiosk solution that:

- Authenticates users with **biometrics** (IRIS as primary, with clear pathway for additional modalities/upgrades).
- Guides users through on-screen workflows in **Arabic/English** with accessibility features.
- Supports **document scanning** (ID/passport and supporting docs), photo capture, and **secure printing** of UNHCR documents.
- Integrates with UNHCR systems via secure, standards-based APIs with audit logs.
- Ensures high availability, physical robustness, and privacy/security compliance.
- Delivers installation, training, and SLA-backed O&M across **Amman, Zaatari, Azraq** and potential urban/community sites.

3. Requirements

3.1 Hardware (minimum capabilities)

- **Chassis:** vandal-resistant indoor kiosk, small footprint, cable-managed; lockable service panel; surge protection; ventilation; tamper sensors.
- **Compute:** industrial-grade PC; TPM; SSD; sufficient CPU/RAM for biometric and imaging workloads.
- **Display & Input:** 21–27" touch display (tempered glass); on-screen keyboard; optional physical keypad; audio prompts with headphone jack; ADA/accessibility considerations.
- **Camera:** high-resolution camera for compliant ID photos (adjustable height/tilt or assisted framing).
- **Biometrics:** IRIS scanner compatible with UNHCR verification tools; leave expansion bay for additional sensors.
- **Document handling:**
 - **Flatbed/ADF scanner** for IDs/passports/supporting docs (ICAO-Doc 9303 MRZ readability preferred).
 - **A4 laser/thermal printer** with high-yield cartridges, secure tray; supports UNHCR templates and watermarks.
- **Card/ID reading (where applicable):** Smartcard/RFID reader options.
- **Connectivity:** Ethernet, secure Wi-Fi (enterprise), optional LTE failover; supports VPN or ZTNA as directed by UNHCR.
- **Power:** 220–240V; UPS option for graceful shutdown and short outages.
- **Environment:** Operating temp/humidity suitable for Jordan indoor public areas; dust filters.

- **Branding:** Neutral/UNHCR branding panels; multilingual labels.

(Suppliers may propose equivalent or superior configurations; all deviations should be clearly stated with rationale.)

3.2 Software & Security

- **OS & Middleware:** Hardened OS; kiosk lockdown; remote device management (inventory, health, patching, remote assist).
- **Application layer:** Modular workflows for login, data review/update, document scanning, photo capture, printing, and receipt/confirmation screens.
- **Integration:** Standards-based APIs; message queuing/retry; offline queuing with conflict resolution; real-time and batch modes as directed.
- **Security:** Full-disk encryption, TLS 1.2+; signed packages; RBAC; time-stamped **audit logs**; privacy-by-design; data minimization; secure purge of temporary images and scans.
- **Monitoring:** Uptime/health telemetry; consumables monitoring; alerting.
- **Localization & Accessibility:** Arabic/English UI, large-text modes, audio prompts, intuitive icons.

3.3 Services

- **Site survey & installation** (power, data, layout, ADA/access).
- **Testing & commissioning:** FAT/SAT; performance and biometric success-rate testing; print quality checks.
- **Training & docs:** User/admin manuals, quick guides, and train-the-trainer.
- **O&M:** Preventive/corrective maintenance; defined **SLA** with response/restore times; spares/consumables plan; incident and change management.
- **Reporting:** Monthly reports on incidents, uptime, usage metrics, consumables, and security patches.

4. UNHCR Responsibilities

- Provide access to sites, power and data points where available.
- Provide integration touchpoints, API documentation, and security requirements.
- Validate branding, UI language standards, and document templates.
- Approve deployment plans and commissioning tests.

5. Key Performance Indicators (KPIs)

- **System availability (uptime):** $\geq 99.0\%$ per site/month.
- **Biometric authentication success rate:** $\geq 98\%$ (excluding genuine mismatches).
- **Document print success rate:** $\geq 99\%$ (first attempt prints without reprint).
- **Median transaction time (renewal & print):** ≤ 3 minutes.
- **Mean Time to Repair (MTTR):** ≤ 4 business hours for critical incidents in Amman; ≤ 8 business hours in camps (or as proposed).
- **Average daily throughput per kiosk:** Reported; target values to be refined post-pilot.
- **User satisfaction score:** $\geq 4/5$ from periodic kiosk surveys.

6. Deliverables

- **HLD/LLD** (architecture, security, data flows).

- Implementation plan & site drawings.
- Test plans & acceptance reports (FAT/SAT).
- O&M plan and spare parts list.
- Training completion report & materials.
- Monthly performance & security patching reports.

7. Compliance

Vendors must comply with all applicable **Jordanian laws/regulations**, UNHCR ICT security and data protection standards, and international best practices for information security and privacy.