

**DATE: 10 NOVEMBER 2025**

**REQUEST FOR INFORMATION (RFI): RFI/JOR/UNHCR/2025/02**

**FOR THE PROVISION OF SELF-SERVICE KIOSK SYSTEM AND SERVICES IN JORDAN**

**CLOSING DATE AND TIME: 23 NOV 2025 – 15:00 hrs Jordan Time**

The Office of the United Nations High Commissioner for Refugees (“UNHCR”) is requesting information regarding the provision of self-service kiosk systems and services in Jordan. This RFI seeks market information regarding end-to-end kiosk solutions (hardware, software, installation, operations & maintenance, and support).

This RFI is not a solicitation process and will not result in a contract award, nor does it create any obligation on the part of UNHCR. It is not intended to solicit proposals but to gather information to understand the market landscape. Responses to this RFI will not be used to pre-qualify vendors. All costs associated with preparing a response shall be borne by the supplier.

**1. GENERAL INFORMATION:**

UNHCR Jordan is scaling up self-service kiosks that allow refugees to securely authenticate their identity, review and update selected personal data, and instantly print UNHCR documentation (e.g., Asylum Seeker Certificates, Refugee Certificates, Proof of Registration). Kiosks are expected to integrate with UNHCR’s existing registration and biometric verification ecosystem and operate in both Arabic and English. The solution should be modular, secure, and designed for high availability in Amman, Zaatari, and Azraq, with the possibility to extend to urban community centres.

**IMPORTANT:** The brief Terms of Reference (TORs) are provided in **Annex A**, respectively, of this document.

**2. REQUEST FOR INFORMATION:**

UNHCR is soliciting market information and identifying potential service providers with capacity to:

- Design, supply, deliver, and install self-service kiosks (turnkey).
- Provide hardware components (minimum capabilities listed in Annex A TORs) and embedded software/middleware to enable:
  - Biometric authentication (e.g., IRIS; space to add/upgrade modalities where applicable).
  - Document scanning/capture (ID, passport, supporting documents) and secure transmission.
  - Photo capture compliant with document standards.

- Secure A4 printing of UNHCR documents (fast, durable, high-contrast output).
  - On-screen Arabic/English flows, accessibility features, and offline queue/failover modes.
  - Integrate with UNHCR systems via secure APIs (standards-based), including audit logging, encryption in transit/at rest, role-based access, and privacy-by-design.
- Provide operations & maintenance (O&M), preventive/corrective maintenance, SLA-backed support, spares, and consumables management (e.g., paper/toner).
  - Deliver training, user manuals, and knowledge transfer for UNHCR staff.
  - Offer scalability options (additional units, new modules like passport/ID scanners, self-upload of documents, etc.).

After reviewing responses, UNHCR may seek clarifications or request demonstrations; participation is at suppliers' own cost.

If there is any need for clarification regarding the RFI, please consolidate and send your request to [JORAMSUP@UNHCR.ORG](mailto:JORAMSUP@UNHCR.ORG)

In the interest of transparency, UNHCR may decide to publish the clarifications to all potential suppliers. The names of potential suppliers will remain anonymous.

### **3. SUBMISSION INSTRUCTIONS:**

Interested parties are requested to respond in writing no later than 15 Nov 2025, 15:00 hrs Jordan Time. The documents must be sent by email to [JORAMSUP@UNHCR.ORG](mailto:JORAMSUP@UNHCR.ORG)

The cover letter must be on official letterhead and clearly identify your company with **valid contact details (email and phone)**.

Please include (at minimum):

- Company profile: Overview; experience with self-service kiosks, biometric integrations, government/NGO deployments.
- Registration & licenses in Jordan: Evidence of registration, authorization to sell/install ICT equipment, import status, and (where applicable) biometric equipment approvals.
- Technical materials: Datasheets/specs of proposed kiosks and peripherals; software capabilities; integration approach; cybersecurity posture; accessibility features; environmental/energy specs; physical footprint/cable and power requirements.
- Service & support: O&M model; spare parts strategy; escalation paths; SLA framework; staffing and local presence.
- Delivery & scaling: Lead times, installation approach, site-survey methodology; scalability roadmap.
- Indicative commercial information: Non-binding unit pricing ranges for hardware, software licensing/subscription, installation, and O&M; warranty terms.
- References: Similar deployments (2019–2025/6), especially with biometric authentication and secure document printing; client references.

Documents should be submitted in PDF (you may additionally attach Excel/other formats). UNHCR's email policy limits attachments to 10MB per email; you may split into multiple emails. Please indicate in the email subject field:

RFI reference no.\_Your firm name\_Email count (e.g., 1/3)

Example: 2025\_RFI\_XXX – ABC Limited – 2/3.

All proprietary/confidential information must be clearly marked. UNHCR may publish clarifications to all potential suppliers; supplier names remain anonymous. UNHCR may seek further clarifications and/or invite certain respondents for presentations/demos. This document shall not be construed as an offer to contract.

**Note: This document is not construed in any way as an offer to contract with your firm.**

Thank you for your kind attention.

Signature

Muhammad Anjum  
Supply Officer  
UNHCR Country Office Amman