

*Terms of Reference
Request for Proposals*

RFP/UNHCR/JOR/2026/3295

Establishment of a Frame Agreement for the Design, Upgrade, Supply, Installation and Maintenance of Interactive Self- Service Kiosks

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1. RFP Overview and Objective

The primary objective of this Request for Proposal is to establish a Frame Agreement with one qualified firm who will provide technical solutions to upgrade and improve UNHCRs self-service kiosk (henceforth: “Kiosk”) for refugees, including:

- Up to 18 new self-service Kiosk housing to upgrade UNHCR Jordan’s existing solution
- Procurement and incorporation of hardware for the terms of the frame agreement to support the plans to bring increased self-service functionalities for refugees.

1.1. How to respond to this RFP

The proposals must be submitted through UNHCR Cloud ERP system. Only guidance for the structure of the Technical Offer is provided in this document, while the Financial Offer should follow a specific template, provided in the annexes to this RFP. All bidders must complete a technical compliance matrix.

As the Frame Agreement is for a 2-year period with the possibility to extend by one year, proposals submitted should be designed within a 24-month implementation timeline.

2. Background

2.1. The Registration function in UNHCR

Registration is a core protection activity that establishes and maintains an official record of individuals seeking international protection. The registration process enables UNHCR and partners to:

- Establish and verify identity.
- Record family composition and relationships.
- Determine eligibility for protection and assistance.
- Support documentation issuance and renewal.
- Facilitate case management, referrals, and durable solutions.
- Maintain accurate population data for operational planning and reporting.

Refugees and asylum seekers are expected to keep their registration data updated. Records should be updated whenever there are significant changes, such as births, deaths, marriages, divorces, changes of address, and contact information updates. Even if no changes occur, refugees and asylum seekers must renew their UNHCR-issued documents annually. Records are updated in UNHCRs administrative data base called proGres which is part of UNHCRs Population Registration and Identity Management Ecosystem (PRIMES).

A Registration Centre is a UNHCR-managed facility where asylum seekers and refugees are registered, their personal and biometric data are collected and recorded, and relevant documentation is issued. Registration Centres serve as the primary point of contact between

refugees and UNHCR for registration-related activities, including new registrations, updates to personal records, and documentation renewal. The data collected supports protection interventions, assistance planning, case management, and population statistics.

UNHCR in Jordan issues three primary registration documents depending on an individual's legal status and place of residence. These documents serve as evidence of registration with UNHCR and recognition as persons of concern to UNHCR:

- Asylum Seeker Certificate (ASC): Issued to asylum seekers residing in urban areas whose asylum claims are under consideration.
- Proof of Registration (PoR): Issued to refugees and asylum seekers residing in refugee camps.
- Refugee Certificate (RC): Issued to recognised refugees residing in urban areas.

UNHCR Jordan introduced the Self-Renewal Kiosk initiative in 2018 to build on existing IRIS identification, verification, and authentication technology. The project aimed to improve processing efficiency, enhance refugee participation, and empower refugees as data owners. Following successful pilots, the kiosks have been operational since December 2024 and have served more than 46,000 individuals across urban locations and camps, demonstrating significant efficiency gains and positive feedback from refugees due to the simplicity of the process and reduced waiting times.

Refugees can confirm and update key information, including address, contact details, and photos for all family members by completing documentation renewal in a controlled environment across Registration centres, updating UNHCR's internal system – "proGres" directly with little support from UNHCR staff. In addition to providing the kiosk services in UNHCR premises, the team is expanding the use of Kiosks in governorates where there is a high population of registered refugees. This has led to two kiosks operating in Mafraq governorate hosted in Community Service Centres, with more planned to roll out in Irbid governorate:

Table 1 Population served by the Kiosk, by location, as of June 1, 2026

Location / Business Unit	Number of registered individuals (all nationalities)	Average family size (source: 2026 VAF)	Number of individuals with recorded disabilities
Amman / Khalda	138,314	3.8	15,184
Azraq Camp	33,205	5.3	2,044
Zaatari Camp	48,398	4.8	3,018
Mafraq governorate	50,262	4.2	5,851
Irbid and northern governorates	66,777	3.5	10,319

Total	404,179	3.8 (average)	42,223
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As this document sets out, the kiosk functionality will continue to evolve to support biometric validation, basic data updates, and issuance of refugee documentation for selected categories of refugees whose cases do not require complex changes, such as family composition updates, biometric enrolment, or specific needs updates.

2.2. Current scope of the Kiosk

The current functionality of the Kiosk enables refugees to do the following:

1. Biometric (IRIS) Validation: This feature ensures accurate identity confirmation by interfacing the kiosk with the refugee's IRIS biometrics.
2. Bio-data verification: allow the refugees to verify their biodata registered in UNHCR proGres registration system.
3. Data updates: refugees and asylum seekers can update their phone number, address in Jordan, and photo.
4. Documentation issuance: upon completion of the renewal process, the kiosk prints the UNHCR document.

In addition to a new Kiosk housing, UNHCR Jordan plans to further expand the functionality of the kiosk in future phases. The kiosk housing proposed under this TOR should therefore accommodate future hardware additions and integration requirements. Further details on current and future hardware requirements are provided in Sections 3.3 and 3.4.

The Kiosks are stationed in a controlled environment, specifically in all Registration Centres, including UNHCR offices in Khalda, Zaatari Camp, and Azraq Camp. Additionally, while outside of UNHCRs network, Kiosks are established at two community centres in Mafraq and two more soon to be installed in Irbid / northern governorates. (See

Table 2 below).

2.3. Current and expected load on Kiosks

The following table shows the current number of families that are processed on a daily basis, according to their location, which are open from 08:00 to 16:00. Average processing time for a family of five individuals is around 10 minutes.

Table 2 Current and future Kiosk implementation, by location

Location	No. of kiosks currently	Number of families served	Number of additional kiosks planned
Khalda Registration centre	6	100	0
Azraq camp	2	3 to 16	1
Zaatari camp	3	30	0
Mafraq urban community centres (two locations: Isnad + Child care)	4	40	0
Irbid (in planning)	NA	NA	2

3. Frame Agreement Services

3.1. Description of the lots

The provision of goods and services under this frame agreement are divided into two lots as follows:

- 1) Lot 1: The supplier will provide only a **new outer kiosk structure/housing**. UNHCR will continue using the hardware it already owns. The new housing must also have space for additional hardware that may be installed later.
- 2) Lot 2: The supplier will provide a **new kiosk housing together with upgraded hardware**. The supplier must explain which existing hardware should be upgraded and why. The housing must also allow space for future hardware.

For **both options**, bidders must also provide prices for the hardware that UNHCR may purchase in the future.

	Existing Hardware	Upgraded Hardware
No software development	Lot 1	Lot 2

The Frame Agreement does not guarantee any minimum quantity. However, UNHCR is prioritising the developments of the full self-service, subject to available funds. Thus, all proposals must include the provision of an upgraded Kiosk housing, which is the most urgent priority for this

Frame Agreement. The success of the initial stages of the Kiosk will be pivotal for UNHCR Jordan to ascertain more funding to scale up the improvements to the self-service functionality both in number of kiosks provided as well as how fast the functionalities will be updated.

Furthermore, bidders are requested to submit both technical (which could be the same for any number of Kiosks) and financial proposals utilising these slabs under consideration: 1-6,7-12, 13-18. While UNHCR has currently 15 total kiosks in place in above mentioned locations, the office is looking into opportunities to increase this number across locations to 18 total kiosks (see section 2.3).

In their financial offers, bidders are also requested to provide unit price per kiosk, installation price per kiosk (if any), annual maintenance price per kiosk, and the prices for each optional hardware component listed in Section 3.4 below.

3.2. Improvements to Kiosk housing

The current Kiosk housing is suitable to accommodate processing of families or single individuals that approach for self-renewal services. The upgrade of the Kiosk housing is a key component in this Request for Proposals.

Proposals should offer a housing that can contain the existing or newly introduced hardware as described in section 3.4 below. Furthermore, given the future options for the Kiosk, the housing should either be a modular design or maintain placeholders for scanners, printers etc (see section 3.4) so that a new Kiosk housing will not need to be replaced when UNHCR decides to implement these future hardware options.

The Kiosk housing proposed should be for indoor use only, have safety features (i.e.. lockable access panels) that prevent theft of hardware and prevent users from disconnecting the devices. The internal hardware should be contained within the Kiosk housing and should not be removable and should prevent users separately handling the hardware. The Kiosks also need to accommodate neat cable management, allow for sufficient cooling/ventilation of hardware. While UNHCR does not have specific requirements for the materials, it prefers a stable, lightweight option with option of a powder-coated finish or other finishings. The Kiosks may have the option to be bolted to the ground although UNHCR does not foresee this as a mandatory requirement but sees the safety features protecting the internal hardware as more important.

The Proposal should include an accessible option for the proposed improved Kiosk housing which would accommodate disabled persons, children and the elderly. The proposal should describe how the solution accommodates persons with disabilities, older persons and children. The bidder shall provide:

- Screen height and reach dimensions;
- Wheelchair clearance dimensions;
- Accessibility of document input and retrieval locations;
- Visual accessibility considerations;
- Audio accessibility features;
- Any additional universal design features incorporated into the solution.

Table 3 Currently allocated space dimensions, in metres

Current location	Dimensions, in metres	Total number of Kiosks within allotted space
Amman – Khalda R/C	12m x 9m	6
Azraq Camp	8m x 4m	2
Mafraq community centre 1 (Isnad)	4m x 4m	2
Mafraq community 2 (Childcare centre)	4m x 3m	2
Zaatari Camp	4m x 3m	3

The bidder shall submit conceptual design materials as part of its Technical Offer, including:

- External rendering of the proposed kiosk;
- Internal layout showing placement of hardware components;
- Front, side and top elevations;
- Accessible kiosk design elements, where applicable;
- Dimensions and materials proposed;
- Illustration of cable management, ventilation and security features.

3.3. Improvements to Kiosk services

UNHCR plans to implement new functionalities to the current Kiosk specifications (as outlined in section 2.2 above), as per the below. The design of the Kiosk housing in this proposal should make accommodations for the hardware specifications detailed in UNHCRs plan below.

Mandatory at Contract Start:

- Overhaul of kiosk housing – total number subject to funding.
- Touchscreen replacement and potential integration of existing hardware
- Accessibility requirements

Future Options requiring placeholders for hardware:

- Document scanner for:
 - Marriage and birth certificates, medical report, typically A4 or A5.
 - ID card
 - Passport (only scanning, not authentication)
- Printing and retrieval of ASC document (per kiosk, which would require a printer per kiosk)
- Document collector
- Barcode reader/scanner
- Card printer

3.4. Improvements to Kiosk hardware

To support the bidders' completion of the proposals under the two lots described above, the below table provides an overview of the current specifications of the hardware UNHCR Jordan has for the current specifications of the Kiosk and the minimum technical specifications sought in a hardware upgrade.

Two considerations when reviewing the specifications:

- 1) All current touch screens are outdated and will need to be included in each proposal covering the two lots. Additionally, the LED strips are mandatory for each Kiosk housing.
- 2) UNHCR will utilise IRIS devices only for verification of refugees, not for enrolling biometrics. For this purpose, the Kiosks will utilise existing devices IriTech - model IriShield BK 2121U - whose specifications and dimensions must be considered in designing the Kiosk housing.

Except where specifically identified as mandatory, UNHCR does not require replacement of existing hardware components. Bidders are expected to assess the suitability of existing hardware and provide recommendations for reuse, replacement or upgrade as part of their technical proposal. Recommendations should take into account compatibility, maintainability, expected lifespan, future expansion requirements and overall value for money.

Name	Min technical Specifications required for hardware upgrade	Current Specification
Computer (Computer unit)	RAM 16GB. CPU i7 Gen13. Storage: 256GB (SSD/NVMe). Support Ethernet and Wi-Fi. USB at least 6 ports. USB type C (1 port).	RAM 16GB. CPU i7 Gen 7. Storage: 1TB SSD. Support Ethernet and Wi-Fi. 4 USB 2.0. 2 USB 3.0.

	MS Windows 11 pro-64.	MS Windows 11 pro-64.
Touch Screen	Between 21.5 and 24 Inches. Responsiveness: High (smartphone-like). Accuracy: Very High (Support on-screen keyboard). Cleaning: Easy (Seamless edge-to-edge glass).	HP L6017tm Retail Touch Monitor <u>Note:</u> These outdated specifications which will need to be overhauled.
IRIS scanner	IriTech (IriShield BK 2121U) <u>Note:</u> The Kiosk will utilize IriTech devices sourced through other means and should not form part of this offer, however the kiosk housing must accommodate for the specifications of this device.	IriTech (IriShield BK 2121U)
Web Camera (photo capturing)	Full HD video (1080p at 30fps). 78° field of view. Autofocus with close-range focusing capability (5 cm to 50 cm). HD auto light correction.	Logitech cameras 922.
Speaker	Speaker system capable of delivering audible prompts in Arabic, English and Somali within a busy registration environment. Bidders should specify speaker configuration, output power and recommended operating conditions.	1 speaker 3.5mm.
Printer	Printing Security paper A4 125b/m2 with security feature. Colour printer. Laser. Speed: 30 Paper per minute. Dual side printing.	One printer for all Kiosks. HP554 model Color Laser printer 25 PPM minimal print speed Wireless, USB & Ethernet communication ports Print Quality up to 600 dpi Processor speed: 1200 MHz Memory: 512 MB Duplex printing available.

		Note: Current configuration consists of one shared printer serving multiple kiosks at each location. Bidders may recommend continuation of this arrangement or propose alternative configurations, with justification of operational and cost implications.
Card printer	Plastic card (Width: 85.60 mm, Height: 53.98 mm, Thickness: 0.76 mm). Colour. Dual sided. Speed: less than 1 min.	Not currently used.
Document Scanner	Paper Size up to A4. Resolution: 300dpi. Scan speed: 2-5sec per page. Scanning: simplex (one sided). Documents: any A4 document, Passport, card, etc. Output format: PDF, PNG, JPEG, GIF, BMP.	Not currently used.
Document collector	Feeding Mechanism: Motorized Friction Feed. Entry Slot width: up to A4. Paper weight: Security paper A4 125b/m2 Storage capacity: 250 pages minimum Security Bin: Locked Metal vault. Status sensor: Bin Full, Paper Jam, Empty.	Not currently used.
Barcode reader	Support 1D barcodes. Automatic detection and reading capability.	Not currently used.
LED strip	Brightness control Light colour: white Color Temperature: 5000K-5600K (daylight white) Colour Rendering Index: 95+	Not currently used.

	On/off button Attached to the Kiosk body to support the facial/IRIS recognition and photo capture. <u>Note:</u> the LED is mandatory for the new design of the Kiosk	
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While all touch screens must be updated, not all existing hardware is required for update; the vendor can consider these elements for re-use or replacement. For each hardware component proposed for reuse, replacement or upgrade, the bidder shall provide a technical justification for its recommendation, including any implications for expected lifespan, maintenance requirements, compatibility with future upgrades and overall suitability for the proposed solution.

Where existing hardware is proposed for continued use, the bidder shall indicate any testing or verification activities that would be required prior to deployment.

Component	Reuse	Replace	Optional
PC	✓	✓	
Touchscreen		✓	
Camera	✓	✓	
Printer			✓
Speaker	✓	✓	

4. Technical Offer Requirements – Proposal Instructions

Required Structure of the Technical Offer

To facilitate objective evaluation, bidders are requested to organize their Technical Offer in line with the following structure:

1. Executive Summary
2. Understanding of UNHCR Requirements
3. Proposed Kiosk Housing Design
4. Hardware Specifications
5. Accessibility Features
6. Installation and Deployment Methodology
7. Maintenance and Support Approach
8. Team Composition and Key Personnel
9. Quality Assurance and Risk Management

10. Company Experience and References

Failure to provide information under the above sections may negatively impact the technical evaluation. Bidders are not penalised for providing additional information to the above structure, if they deem it supports the strength of the proposal.

Team composition

The bidding firm should detail the team composition in their proposal as well as the roles and areas of expertise the team members cover. The bidding firm shall provide:

- Organizational structure for the project;
- Key personnel proposed;
- Relevant qualifications;
- Years of experience;
- Roles and responsibilities;

CVs of key personnel should be included. At a minimum, the team should demonstrate expertise in:

- Kiosk design and manufacturing;
- Hardware integration;
- Installation and deployment;
- Maintenance and after-sales support.

Previous Experience

The bidder shall provide verifiable evidence of experience in projects of similar scope and complexity. For each reference project, please provide:

- Client name;
- Country;
- Project description;
- Year completed;
- Number of kiosks or equivalent systems supplied;
- Contract value (optional);
- Client reference details.

Bidders are encouraged to include photographs, drawings or case studies of completed projects.

Implementation methodology

The bidder is requested to provide a detailed implementation methodology covering:

- Design phase;
- Manufacturing phase;
- Hardware integration approach;
- Installation activities;
- Testing and commissioning;
- User acceptance support;
- Handover process;
- Maintenance support arrangements.

The bidder shall also provide a proposed implementation schedule indicating key milestones and estimated timelines.

Expected Deliverables

At a minimum, the successful bidder shall deliver:

Design Phase

- Design package;
- Technical drawings;
- Component specifications.

Manufacturing and Integration Phase

- Constructed kiosks;
- Integrated hardware;
- Factory testing results.

Deployment Phase

- Installed kiosks;
- Site acceptance testing;
- Operational handover documentation.

Maintenance Phase

- Preventive maintenance reports;
- Corrective maintenance reports;
- Warranty support documentation.

Compliance Matrix

The bidder must submit a completed compliance matrix indicating compliance with the requirements specified within this TOR. For each requirement, bidders shall indicate:

- Comply;
- Partially Comply;
- Does Not Comply.

Where partial compliance is indicated, the bidder shall provide detailed explanation and proposed alternative solution. See Annex B(i) for mandatory compliance matrix.

5. Evaluation Matrix

All Technical Offers will be evaluated according to the below criteria:

Technical Evaluation Criteria	Score
Understanding of Requirements & Technical Approach	10
Kiosk Housing Design & Functionality	17
Hardware Solution & Integration Approach	14
Accessibility & User Experience	7
Implementation Methodology & Risk Management	7
Maintenance & Support Approach	7
Firm Experience	4
Team Composition	4
Total	70

Technical Offers will constitute 70% of the final score, while the Financial Offer – which is evaluated independently - is assigned 30% of the final score.

Technical offers must achieve a minimum passing score of 49 out of 70 points, to qualify for the financial evaluation.

6. Data protection considerations

UNHCR's work is governed by UNHCR's data protection and privacy framework, including the General Policy on Data Protection and Privacy (2022), and the Policy on the Protection of Personal Data of Persons of Concern to UNHCR (2015), which set out the basic framework for UNHCR's processing and protection of personal data, including processing of personal data by third parties on behalf of UNHCR.

Prospective vendors will be obliged to abide by these policies without exception. All bidders are expected to submit evidence of compliance by providing their data protection policies and SOPs, as well as the data security measures in place, all of which will be subject to assessment.

In the event that personal data of refugees and asylum seekers is involved in the implementation of this engagement, such processing shall be governed by a separate Data Protection Agreement to be concluded between UNHCR and the selected vendor prior to any processing taking place, in line with each party's applicable data protection frameworks.

7. Code of conduct

UNHCR's work is governed by a specific Code of Conduct. Please refer to Annex-F of RFP which must be signed, stamped and submitted as part of technical proposal.