Term of Reference
For Interactive Voice Response (IVR) / Prompts Recording Services

Introduction
The United Nations High Commissioner for Refugees (UNHCR) in Jordan invites qualified companies to make a firm offer for the establishment of a Frame Agreement for the provision of Interactive Voice Response (IVR) Prompts Recording Services, valid for an initial period of one (1) year, with possibility to further extend for one (1) more year, upon budget availability and satisfactory company’s performance.

UNHCR Helpline Background
Jordan has one of the largest refugee helplines in the world answering nearly 200,000 phone calls per month. Since its inception in 2008, staff at the helpline have responded to more than 5.5 million calls, giving support and advice on a range of issues to refugees in the Kingdom. The UNHCR Jordan telephone helpline is one approach UNHCR uses for two-way communication, providing information and feedback for more than 730,000 refugees living in Jordan.

The UNHCR Jordan Helpline has incorporated an Interactive Voice Response (IVR) System in December 2017. The IVR provides customized answers to callers through an automated answering machine to the frequently asked questions, therefore and with variety of information updates from different units, Helpline is responsible for providing the most recent updates to the callers through the IVR system, and that requires new automated answers (Prompts) to be professionally recorded on regular basis to keep the voice clarity and diction currently used.

1. Requirements:
Selected company shall be able to receive the plain text of the required messages and deliver it as an audio prompt message through a feminine voice talent only with professional diction based on the message content (emotional engagement, informative...etc.).

2. Deliverable and Frequency:
The frequency and the total estimated number of requested recorded prompts is around 300 messages (150 messages in English and 150 messages in Arabic) every six months, unless urgent updates are required from UNHCR perspective. However, the output should be delivered to UNHCR with a duration not exceeding 5 working days from the text content collecting date.

Note: It is the selected company’s responsibility to provide UNHCR with diction recommendation for each prompt. Focal point from UNHCR can meet with the voice talent
in advance of the recording session to provide clarification of the prompts content if required, with the ability to attend the recording session itself.

3. **Specifications:**

Prompts output shall be in both English and Arabic languages.

An estimated quantity of 300 prompt messages per six months (bi-annually), 150 messages in English and 150 messages in Arabic.

The duration of the prompt message is around one minute. Content of the messages could not be sent in advance due to information confidentiality.

Feminine voice talent with diction is a must on both languages. However, different talents could be used for each language.

Prompts are clean voice messages, and each output is expected to be compatible with **Cisco Unified Contact Center Express V.11.6.1** which is currently used in UNHCR Helpline Jordan, with following attributes:

- File Type: “.WAV”
- Format: CCIT U-Law
- Sample Size: 8-bit
- Sample Rate: 8kHz

Final Scripted IVR prompts material will be provided by UNHCR.

4. **Company Obligation:**

Prompts used in each language should be unified using the same voice talent. It’s the company responsibility to manage the newly requested prompt’s output through the same voice talent.

In case the initial voice talent is not available for new recording requests, it is the company’s responsibility to rerecord all previous messages using the same voice talent.

If required, the company should host/attend meetings with the involvement of the voice talent; even if they are considered as a sub-contractor.

Due to information confidentiality, company will be responsible for not sharing/involving the information with any external party.

Some of the required prompts shall include music: “Hold Music”. UNHCR should not hold any liability with regards to any music licenses or royalties.