# **Terms of Reference (ToRs)**

# **Assessment of UNHCR’s Jordan Helpline**

# Context

Jordan hosts over seven hundred and fifty thousand refugees from different nationalities (Syrians, Iraqis, Yemenis, Somalis, Sudanese and others). The vast majority of Syrian refugees; over 80%; are living in urban and rural areas outside of the refugee camps.

UNHCR Jordan has multiple communication channels with refugees. The Helpline; call centre; is a major one. UNHCR Jordan has one of the largest refugee helplines in the world, and now answers nearly 350,000 phone calls per month. More than 4 million calls were answered in 2020 and since its inception in 2008, the Helpline has responded to more than 12.6 million calls, giving support and advice on a range of issues to refugees in the Kingdom. These include assistance, including basic needs assistance, registration, resettlement, and others. Calls are being answered automatically through the Interactive Voice Response (IVR) or by agents, knowing that there are currently ten (10) agents working for the Helpline.

In 2020, the role of Helpline in UNHCR Jordan has increased more than ever due to the COVID-19 emergency response. Since April 2020, the Helpline has been the primary communication channel with refugees as the offices/helpdesks were closed. Systems were developed and implemented to ensure that UNHCR Jordan is able to respond to refugees in the most efficient way.

The operation is keen to ensure that refugees are at the centre of what UNHCR does and that the UNHCR Jordan is better in responding and is being more accountable to our Persons of Concern (PoCs). Hence, a whole review for the Interactive Voice Response (IVR) started in the last quarter of 2020 while ensuring that comprehensive Communication with Communities takes place with the refugees in the Kingdom at every stage.

These TOR describe the requirements of a frame agreement that will be needed to assess, evaluate, provide recommendations and advice to UNHCR Jordan’s Helpline (call centre).

# Description of service and deliverables:

The awarded contractor shall perform and carry out the following duties and responsibilities:

* Possessing a thorough knowledge of global centre operational best practices.
* Ability to advise and give recommendations on call center industry standards.
* Review the current Helpline and conduct a comprehensive assessment/evaluation followed by a thorough report on recommendations that involves (a) feasibility, (b) requirements for improvement and (c) plan for implementation. The main components required are:

1. Software/tools that are currently used;
2. Upon the plan for the Helpline re-haul in the first half of 2021, the contractor shall provide suggested solutions/recommendations to assess the satisfactory of the refugees and to check if the Helpline is meeting its purpose in the most efficient way; this includes for example proposing questions to the satisfaction survey and methodologies to how best we can assess the satisfaction of refugees as a call centre;
3. Review the existing Key Performance Indicators (KPIs) and provide needed definitions and adjustments to enhance the work of UNHCR’s Helpline;
4. Review the current reporting tools and provide advice based on the existing practices.

* Provide new initiatives that include technologies to improve two-way communication with refugees. Important aspects like Protection of Data for PoCs as well as budget should be considered.
* Review and assess the technical aspects of the Helpline. Provide technical solutions accordingly.
* Periodic visits – twice per month – to check the overall performance of UNHCR’s Helpline as per the plan and recommendations.
* A dedicated contact person shall be assigned to this project/contract.

# Training

The contractor shall conduct customized training as per need. Minimum one and maximum three per year.

# Data Protection Policy

UNHCR’s work is governed by the 2015 Policy on Data Protection (please follow the link below). Prospective vendors will be obliged to abide by this policy without exception.

<http://www.refworld.org/pdfid/55643c1d4.pdf>