



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Annex A: Terms of Reference

Individual Physical Case File Digitization Project

UNHCR Lebanon invites highly qualified and experienced vendors to submit offers for the digitization of UNHCR's individual refugee and asylum-seeker case files in the Mount Lebanon Field Office.

1. Background

In 2017, UNHCR Lebanon has initiated a project for the digitization of individual refugee and asylum-seeker case files into PDFs (Personal Document Format) with a resolution of 300 DPI (dots per inch). Files vary in terms of the total number of pages, but based on initial trials using a multifunctional scanner, most files can be retrieved, scanned, named, and saved in 10 minutes. The files and documents to digitize can be divided into two categories:

- Legacy files (already existing files at the start of the digitization project): 40,544 files in Bekaa Field Office and 219 files in Beirut Office.
- Newly created files (files that were created after the start of the digitization project but were not digitized): 13,807 files in Bekaa Field Office and 3,100 files in South Field Office.

2. Physical premises

Due to UNHCR's strict confidentiality policies with regard to the personal information of refugees and asylum-seekers, and the need to access the files on-site on a day-to-day basis, the digitization project should occur entirely on UNHCR's premises in the respective field offices. Physical space within UNHCR's premises will be provided for the project. Digitization of Bekaa files will take place in the Zahle office and digitization for Beirut and South cases will take place in the Beirut office. Due to the physical space limitations, the number of staff proposed by the vendor for the project should not exceed 20 persons in each field office.

3. Daily workflow

Physical files will first have to be retrieved from their storage locations, brought to the scanning area, scanned, named and saved on the relevant file folder, and then filed in the designated location in the filing rooms.

4. Equipment, applications, and file naming

UNHCR has multifunctional scanners for the digitization project, with the necessary electronic applications (software) required to scan and save files onto the designated secure space with the required file naming convention for each file (e.g. 245-14C00098.20160811.REG.Docs.pdf).

5. Timeframe

The digitization of the legacy individual physical files should start in June 2021 and be completed by the first week of December 2021. The target per day is to digitize 1,500 to 2,000 files. Bekaa and Beirut files can be digitized simultaneously. If it is not possible, Bekaa files should be prioritized.

6. Supervision and UNHCR's role

For the digitization project, vendors should designate a focal point (and appropriate backup) as well as a Project Manager for each location that will maintain a daily onsite presence and receive instructions and feedback from the appointed UNHCR project focal point. Due to UNHCR's strict confidentiality policies with regard to the personal information of refugees and asylum-seekers, UNHCR will maintain overall oversight of the project which will include screening staff engaged by the vendor, checking the quality of the scans and adherence to naming conventions, and providing daily feedback to the vendor's Project Manager.

7. Site visit

A site visit to the two locations (Bekaa and Beirut) is required from prospective vendors to better understand the nature of the project and to view the physical files, physical workspace, and discuss with UNHCR any other questions related to workflow, human resources, and other issues prior to submitting a proposal. Proposals should include a detailed plan of the different phases of the project, taking into consideration the timeline, different locations, human resources, and cost of each stage.