



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

NAME & ADDRESS OF FIRM	DATE: November 13, 2014
	REFERENCE: RFP SAS/JPOSC/2014-001

Dear Sir / Madam:

We kindly request you to submit your **Proposal for** *“Production of two UNDP JPO Programme Outreach Videos and one video on Staff Administrative Services.*

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Monday, December 01, 2014**, and via email or courier mail to the address below:

United Nations Development Programme
Marmorvej 51, 2100 Copenhagen Ø, Denmark
JPO Service Centre; focal point: Jean-Luc Marcelin
Jpo.registry@undp.org

Your Proposal must be expressed in English, and valid for a minimum period of 60 days.

Proposal submitted by email must be limited to a maximum of 5MB, virus-free and no more than 3 email transmissions. They must be free from any form of virus or corrupted contents, or the proposal shall be rejected.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,


This signature is only valid
for use in official UN document

Lykke Andersen
Officer in Charge,
Staff Administrative Services,
11/13/2014

Description of Requirements

Context of the Requirement	<i>Production of two UNDP JPO Programme Outreach Videos and one video on Staff Administrative Services.</i>
Brief Description of the Required Services	<p>UNDP is inviting proposals from the Service Providers for the production of the following:</p> <p><u>Service Required</u></p> <p>Under the overall guidance of the OHR Deputy Director and SAS Chief, JPOSC Manager and JPOSC Programme Specialist, the Service Provider will be responsible for the creation of the above three videos, including filming, editing, production and complete post-production services.</p> <p>The filming for the above three videos would require travelling to the duty stations in Sudan, Rwanda, Denmark, Sri Lanka and the USA where UNDP JPOs and former JPOs as well as staff serviced by SAS are assigned. It is anticipated that for the video on SAS most of the filming will be undertaken in Copenhagen, where SAS is located.</p> <p>Editing, production and post-production will be at the Service Provider's location.</p> <p>The Service Provider will be provide the necessary background information, such as relevant texts and project documents, list of JPOs and SAS clients to be contacted and filmed, key messages to convey, etc.</p> <p><u>UNDP JPO Programme</u></p> <p>Two videos on the UNDP JPO Programme to be used for outreach and online communication. The output will include:</p> <ul style="list-style-type: none"> • a 3 to 5-minute video on the UNDP JPO Programme • a 60-second video on the UNDP JPO Programme (based on the same material used for the first video) <p>The UNDP JPO Service Centre (JPOSC) administers the Junior Professional Officer (JPO) and Special Assistant to the Resident Coordinator (SARC) programmes whose overall goal is to provide young professionals the opportunity to gain experience in the field of international development cooperation and management, and as such to build capacities for the global development sector.</p> <p>As of October 2014, the JPOSC administers 234 young talents from 30 nationalities, working in 68 different countries with 11 different UN organisations, and funded by 18 partner countries. For more information,</p>

	<p>please refer to <i>annex A (Leaflet presenting the activities of the UNDP JPO Service Centre)</i> and <i>annex B (Leaflet presenting the UNDP JPO Programme)</i>.</p> <p>The purpose of this video is twofold:</p> <ul style="list-style-type: none"> • To target potential candidates for the UNDP JPO Programme. • To raise awareness on the UNDP JPO Programme towards potential sponsoring partners. <p>The video will be used in outreach events (e.g. job fairs, international career days, student visits, etc.), and fundraising activities. The video will also be made available online on the UNDP and JPOSC's website. UNDP will have copyrights for the complete footage and the final video/product.</p> <p>The video is to show JPOs at work (in the field and in Headquarters duty stations) talking about their work and showing their daily lives; conveying a positive, dynamic impression of what a UNDP JPO experience can be.</p> <p><u>Staff Administrative Services (SAS)</u></p> <p>A 60-second video on the UNDP Staff Administrative Services to be used for outreach and online communication</p> <p>The UNDP Office of Human Resources HR Service Centre in Copenhagen, Denmark -- Staff Administrative Services (SAS) – provides human resources (HR) and Payroll administrative services across the UN System within the following functional areas:</p> <ul style="list-style-type: none"> • Benefits & Entitlements Services (BES) from hire to separation for some 5,500 staff members, globally, both in UNDP and in other UN agencies (UNFPA, UNOPS, UN Women, UNU, UNV, UNCDF, UNDSS). • Global Payroll Services (GPS) for some 32,000 people to all 'ATLAS' agencies (UNDP – including UNCDF and UNV, UNFPA, UNOPS, UN Women, UNU), as well as a number of UN agencies including UNDSS, WFP, UNIC, UNIDO in the country offices. • JPO Service Centre (JPOSC) engages in strategic donor activities, administers recruitment, placement, benefits administration, and career development activities as well as financial management and reporting for some 250 Junior Professional Officers serving UNDP and partner UN Organizations as well as
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	<p>the overall management of the UNDP Special Assistant to the Resident Coordinator (SARC) Programme with 23 active SARCs.</p> <ul style="list-style-type: none"> • The HR Infrastructure Team (established as of 01 December 2013) responsible for designing and developing the tools to support improvements in UNDP's HR management and administration as well as ensuring the availability of HR data and workforce reports. <p>For more information, please refer to <i>Annex C (Presentation of the services provided by the UNDP OHR Staff Administrative Services)</i>, which also includes detailed information on the benefits of outsourcing HR services to UNDP.</p> <p>The purpose of this video is twofold:</p> <ul style="list-style-type: none"> • To inform current clients (staff and UN Organizations) serviced by SAS about the services of SAS. • To market the services of SAS with potential new clients among UN System Organizations, by highlighting the benefits of outsourcing HR and Payroll services to UNDP <p>The video will be used in outreach events and online communication to inform current and potential clients (staff and UN System Organizations) about the service lines which SAS offers. The video will be made available online on the UNDP and SAS website. UNDP will have copyrights for the complete footage and the final video/product.</p> <p>The video is to present the services which SAS provides, i.e., benefits and entitlements administration for international staff, global payroll administration for international and local staff, and management of young professional programmes (JPO and SARC). The video is to present the advantages for clients being serviced by one global HR service centre and the advantages for UN agencies working together with SAS.</p>
List and Description of Expected Outputs to be Delivered	<p>Output:</p> <ul style="list-style-type: none"> • A 3 to 5-minute video on the UNDP JPO Programme. • A 60-second video on the UNDP JPO Programme for online communication (based on the same material used for the first video). • A 60-second video on the UNDP Staff Administrative Services to be used for outreach and online communication. <p>The Service Provider will be responsible to:</p>

	<ul style="list-style-type: none"> - Liaise with UNDP SAS Directorate and JPOSC for background information - Develop inception report, including 1) outline of structure of the three videos, script and concept/approach to be used, and 2) work plan with key deliverables and milestones - Liaise with the selected current and former JPOs as well as SAS staff and clients for preparation of travel and interviews - Film all the necessary footage as approved in the inception report. - Coordinate the filming and conduct interviews with the selected: 1) current JPOs and former JPOs and 2) SAS staff and clients. - Be able to comply with filming, production and post-production schedules and required video formats, meeting technical requirements as per below. - Ensure that all requests and instructions received from the UNDP SAS and JPOSC pertaining to the type of production and post-production that is required are fulfilled. - Once milestones and deadlines are agreed, ensure that the activities are met for all deliverables in the established time. - Provide English subtitles to all texts within the video. - Comply with technical requirements, i.e. Broadcast quality video and audio, in Full HD 1920x1080 or higher resolution in 16x9 aspect ratio. <p>The Service Provider is expected to have or hire own necessary technical equipment to carry out this project.</p> <p>The Service Provider must comply with the highest professional ethical standards and with UNDP's and the UN's ideals and core messages, as mentioned in the annex.</p> <p>A discussion between the awarded Service Provider and the JPOSC will take place before the production starts dealing with all issues of technical formats and creative styles.</p> <p>The Service Provider is responsible for all travel arrangements, such as visa application, vaccinations/inoculations, etc. The travel booking should be on most economical fare and direct route. UNDP will not accept business class booking.</p> <p>Only the 5 highest ranked proposers who would be found technically qualified for the job based on desk review will be invited for the online interview. Only the 3 highest ranked interviewed proposers will be considered to present a financial proposal and consequently a Financial Evaluation will take place.</p> <p>Samples of video production of the Service Provider will support the evaluation process.</p>
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	Performance monitoring. There will be performance measurement system introduced to collect feedback after services delivered for the overall performance of the service.			
Person to Supervise the Work/Performance of the Service Provider	<i>Programme Specialist, JPOSC</i>			
Frequency of Reporting	<i>As needed</i>			
Progress Reporting Requirements	Written report by email			
Location of work	<input checked="" type="checkbox"/> At Service Provider's Location for post-production <input checked="" type="checkbox"/> In Sudan, Rwanda, Denmark, Sri Lanka and the United States of America for filming			
Expected duration of work	<p>After signature of contract, UNDP expects completion of the deliverable within three months.</p> <p>Each Service Provider should provide a time line of activities in respect of described outputs.</p>			
Target start date	Estimated 12 January 2015			
Latest completion date	Not later than 15 April 2015			
Travels Expected	Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s
	Copenhagen, Denmark	4-5 days + travel	Briefing about services of SAS and JPO Programme. Preparations for filming. Interviewing and filming	End of January / Beginning of February 2015
	Khartoum, Sudan	2-3 days + travel	Interviewing and filming	End of January / Beginning of February 2015
	Kigali, Rwanda	2-3 days + travel	Interviewing and filming	End of January / Beginning of February 2015
	Colombo, Sri Lanka	2-3 days + travel	Interviewing and filming	End of January / Beginning of February 2015
	New York, United States	3-4 days + travel	Interviewing and filming	End of January /

				Beginning of February 2015								
Special Security Requirements	<input checked="" type="checkbox"/> Completion of Basic Security in the Field II (BSITF II) Training. The training course may be taken at: https://training.dss.un.org/courses/v21/pages/dss_login_register.php											
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not applicable.											
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required											
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required											
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars											
Value Added Tax on Price Proposal ¹	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes											
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 60 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.											
Partial Quotes	<input checked="" type="checkbox"/> Not permitted											
Payment Terms	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percentage</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>Production of a roadmap (including script, timeline, approach taken) finalized jointly</td> <td>30%</td> <td>23 January 2015</td> <td> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) </td> </tr> </tbody> </table>				Outputs	Percentage	Timing	Condition for Payment Release	Production of a roadmap (including script, timeline, approach taken) finalized jointly	30%	23 January 2015	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt)
Outputs	Percentage	Timing	Condition for Payment Release									
Production of a roadmap (including script, timeline, approach taken) finalized jointly	30%	23 January 2015	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt)									

¹ VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

	with and approved by SAS Directorate			of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	Proof of completion of filming in all 5 locations	40%	15 March 2015	
	Final version of all three (3) videos	30%	15 April 2015	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	OHR Deputy Director and SAS Chief			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services			
Criteria for Contract Award	<p>Evaluation and comparison of proposals: Prior to the Technical evaluation all proposals will be screened based on the minimum eligibility criteria mentioned below:</p> <p>Minimum Eligibility Criteria: Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations; Valid Business Licenses – Legal Registration, Tax Payment Certification, etc.;; Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.(See Annex 4)</p> <p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.</p> <p><i>**Note: All Proposers must submit necessary documentations to substantiate above minimum eligibility criteria. Proposals that will not meet above qualifications/criteria shall not be considered for the next step of the procurement process.</i></p>			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider			

Annexes to this RFP	<input checked="" type="checkbox"/> Description of Requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ² <input checked="" type="checkbox"/> Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List. (Annex 4) <input checked="" type="checkbox"/> Others: Annex A (Leaflet presenting the activities of the UNDP JPO Service Centre), Annex B (Leaflet presenting the UNDP JPO Programme) and Annex C (Presentation of the services provided by the UNDP OHR Staff Administrative Services).
Contact Person for Inquiries (Written inquiries only) ³	<i>Jean-Luc Marcelin, Programme Specialist (jean-luc.marcelin@undp.org)</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	Not applicable

² Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

³ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
Desk review			
1.	Expertise of Firm / Organization	20%	200
2.	Proposed Methodology, Approach and Implementation Plan	30%	300
3.	Management Structure and Key Personnel	20%	200
Sub-score		70%	700
4.	Interview for the 5 highest ranked proposers based on desk review	30%	300
Total			1000

Technical Proposal Evaluation – Desk review Form 1		Points obtainable
Expertise of the Firm/Organization		
1.1	Overall experience in producing audio-visual in working with government, non-governmental organizations, public service broadcasting, international organizations and/or international donors within different geographic locations. Excellent technical capacities to ensure smooth and high-quality production.	70
1.2	At least 5 years of relevant experience in the broadcast quality audio-visual production (TVC, Video Documentaries, and Docudrama etc.) both in production and postproduction with exposure to public awareness.	80
1.3	Experience in successful completion of 3 similar assignment within last three years by providing at least 3 satisfactory recommendation from past contract; Provide sample of at least 2 video production within last three years.	50
Total scoring		200

Technical Proposal Evaluation – Desk review Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the project? Have the important aspects of the project been addressed in sufficient detail? Is the scope of project well defined and does it correspond to the TOR?	150
2.2	Approach for the proposed assignment: Steps to carry out the proposed project should be described in detail in an Implementation Timetable. Does the Proposer provide a chart of timeline with clear milestones? Does the Technical Proposal containing detailed work plan with timelines for the deliverables/Output?	150
Total scoring		300

Technical Proposal Evaluation – Desk review	
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Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	Team Leader		100
		Sub-Score	
	Minimum five (5) years of relevant experience in producing and editing news, documentary films, promotional and corporate videos, TV programmes and 3 to 4 minute short format films.	70	
	Experience in managing international projects	10	
	Understanding of the UN System and work experience with United Nations Development Programme (UNDP)	10	
	Proficiency in English	10	
3.2	Camera Operator		50
	Minimum five (5) year experience in operating broadcast standard video camera equipment.	30	
	Experience in working as a one person crew (doing camera, sound, lighting and interviewing)	10	
	Experience in working in developing countries	5	
	Proficiency in English	5	
3.3	Video Editor		50
	Minimum 3 (three) years of experience in video editing for producing at least five TV spots/video documentaries/docu-drama	40	
	Proficiency in English	10	
Total scoring			200

Technical Proposal Evaluation – Interview for short-listed candidates	Points Obtainable
Relevance of the implementation plan and satisfactory answers/clarifications to related questions raised by the JPOSC	100
Relevance of the creative approach and satisfactory answers to related questions raised by the JPOSC	100
Understanding of the objectives of the project and its related challenges	100
	300

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Samples of work (previous videos produced by the Service Provider)

E. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Production of a roadmap (including script, timeline, approach taken) finalized jointly with and approved by SAS Directorate	30%	
2	Proof of completion of filming in all 5 locations	40%	
3	Final version of all three (3) videos	30%	
	Total	100%	

**This shall be the basis of the payment tranches*

F. Cost Breakdown by Cost Component [This is only an Example]:

Please note that all costs should be presented exclusive of VAT and other applicable indirect taxes.

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
II. Out of Pocket Expenses				
III. Other Related Costs				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation][Date]*

**UNDP
GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

1.0 LEGAL STATUS:

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2.0 SOURCE OF INSTRUCTIONS:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4.0 ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0 SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

6.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;

8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10.0 TITLE TO EQUIPMENT: Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

11.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received

by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

13.1 The recipient ("Recipient") of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser's Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser's prior written consent; and,

13.2.2 the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

13.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

13.2.2.2 any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

13.3 The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

13.4 The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

13.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.2 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

14.4 The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

16.1 Amicable Settlement: The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2 Arbitration: Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration

of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's

education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

22.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.

Declaration

Date:

United Nations Development Programme

Reference: RFP # xxxx

Dear Sir,

I declare that(name of Service Provider)..... is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,

[Name and Signature of the Service Provider's
Authorized Person]
[Designation][Date]

Participating Organisations

Beside UNDP and its affiliated entities (UNCDF, UNDOCO, and UNV), eleven UN organizations have delegated part or all of the administrative management of their JPO Programme to the JPO Service Centre:



United Nations Entity for Gender Equality and the Empowerment of Women (**UN Women**)

Joint United Nations Programme on HIV/AIDS (**UNAIDS**)



United Nations Population Fund (**UNFPA**)

United Nations Industrial Development Organisation (**UNIDO**)



United Nations Institute for Training and Research (**UNITAR**)

United Nations Office for Project Services (**UNOPS**)



United Nations Relief and Works Agency for Palestine Refugees in the Near East (**UNRWA**)

United Nations System Staff College (**UNSSC**)



United Nations University (**UNU**)

Universal Postal Union (**UPU**)



World Health Organisation (**WHO**)

ANNEX A

To learn more about the UNDP JPO Service Centre...

<http://www.jposc.undp.org>

UNDP JPO Service Centre

Office of Human Resources
Staff Administrative Services
Marmorvej 51, 2100 Copenhagen Ø
Denmark

Tel.: +45 45 33 62 00

E-mail: jpo.registry@undp.org



UNDP JPO SERVICE CENTRE



Office of Human Resources
JPO Service Centre



Empowered lives.
Resilient nations.

A One Stop Shop Client-Focused Service Centre

The UNDP JPO Service Centre (JPOSC) provides **client-focused services** to Junior Professional Officers (JPOs), Special Assistants to the UN Resident Coordinator (SARCs), partner governments, UN country offices and a number of UN organizations.

As of September 2014, the JPOSC provides services to:

- 219 JPOs and 24 SARCs
- from 30 nationalities
- funded by 18 partner countries
- assigned to 68 countries around the world
- and working for 11 UN Organisations

For UNDP and UN Women JPO Programmes, the JPO Service Centre acts as the focal point with partner countries, country offices, and fellow JPOs on day-to-day human resources matters, including recruitment, placement, reassignment and end of service, as well as on a variety of financial and administrative issues.

For JPOs of other UN Organizations, the JPO Service Centre is responsible for the day-to-day management of JPO-related human resources matters, from assignment to separation.

By delegating the entitlement administration of their JPOs to the JPO Service Centre, **partner UN Organizations gain time and efficiency**, allowing them to focus on more strategic activities, such as resource mobilisation and donor relationships.



A Wide Range of Services

In addition to the cost-competitive and efficient entitlement management of JPOs, the JPO Service Centre supports partners through additional key services:

- **Learning and career management** initiatives such as a career management platform.
- Dynamic **networking activities** on social platforms and the JPO Alumni Association with over 2000 members
- Dedicated **online services**, including a trilingual website, an e-recruitment system, and electronic appointment packages

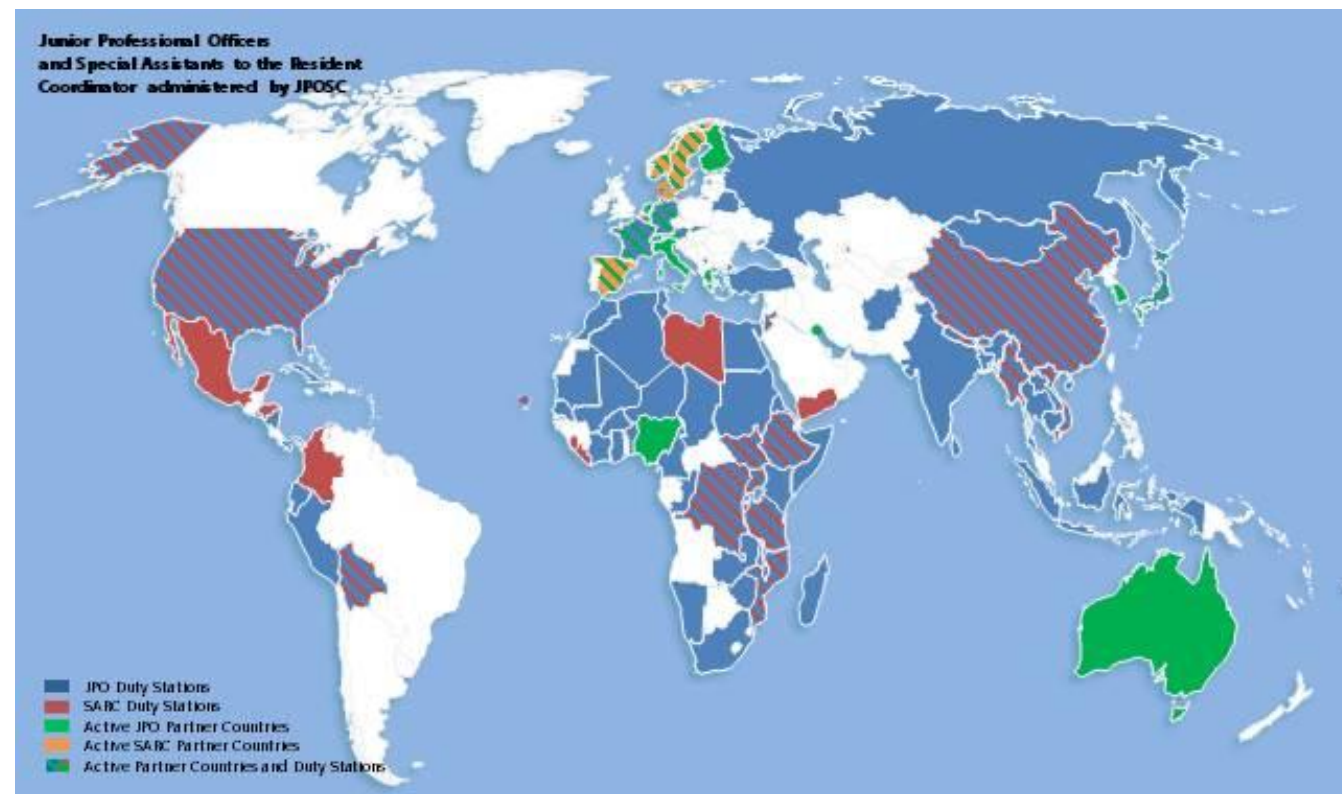
By partnering with the JPO Service Centre, UN organizations ensure that their JPOs benefit from these extra services.

The JPO and SARC Programmes

The **JPO (Junior Professional Officer) Programme** supports the fight against poverty through fielding outstanding and motivated young individuals to developing countries to provide technical and professional services.

During their assignments, JPOs are trained in best management practice in an international, multi-cultural setting. They are exposed to good governance in management and development, as well as poverty reduction in practice.

The JPOSC also administers the **Special Assistant to the Resident Coordinator (SARC) Programme**, which enhances the capacity of coordination of the Office of the UN Resident Coordinator and strengthens the coherence of the UN System at the country level.



A World of Development Experience

UNDP (**United Nations Development Programme**) is the United Nations' global development network, advocating change and connecting countries to knowledge, experience, and resources to help people build a better life.

We are on the ground in 177 countries and territories, working with them to realize their own solutions to global and national development challenges. As these nations develop local capacity, they draw on the people of UNDP and our wide range of partners.

World leaders have pledged their commitment to a sustainable development agenda including the **Sustainable Development Goals**. UNDP's network links and coordinates global and national efforts to reach these goals.



"Development for all is central to the UN's mission. Together with security, and respect for human rights, it represents our core aspirations for a peaceful and better world."

BAN Ki-moon
Secretary-General
of the United Nations

"The big challenges facing us as a global community call for a shift in the way we think about and do development: one which brings together economic and social progress with environmental sustainability, and specifically recognizes the role of peace and security, democratic governance, the rule of law, gender-equality, and human rights."



Helen Clark
UNDP Administrator

At the core of the JPO Programme

As part of the UNDP Office of Human Resources / Staff Administrative Services, the JPO Service Centre (JPOSC) provides client-focused services to JPOs, partners, country offices and participating UN agencies.

For UNDP JPOs, the JPO Service Centre acts as the focal point for day-to-day human resources matters, including recruitment, placement, reassignment and separation from service, as well as learning and career development.

To know more about the JPO Programme:

www.jposc.undp.org

UNDP JPO Service Centre

Office of Human Resources –
Staff Administrative Services
Marmorvej 51, 2100 Copenhagen Ø
Denmark
Tel.: +45 45 33 62 00
E-mail: jpo.registry@undp.org

UNDP JPO PROGRAMME



Office of Human Resources
JPO Service Centre
The UNDP JPO Programme



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Resilient nations.*

The Junior Professional Officer (JPO) Programme

The **JPO Programme** supports the fight against poverty by fielding young professionals to developing countries to provide technical and managerial services.

Through their assignments, JPOs are trained in hands-on approaches to various fields of practice, such as poverty reduction, good governance and human rights, energy and environment, crisis prevention and recovery, and gender issues.

The Programme contributes to the joint efforts of UNDP and national governments for sustainable development.

As of September 2014, **119 Junior Professional Officers** with **22 nationalities** are working with UNDP and affiliated UN agencies in **49 countries** around the world to gain invaluable experiences and make a difference.

Who Funds the Programme?

JPOs are usually sponsored by their respective governments. 26 partner governments have signed agreements to participate in the UNDP JPO Programme, of which 16 currently fund JPOs.

Occasionally, partner countries sponsor a small number of developing country nationals.

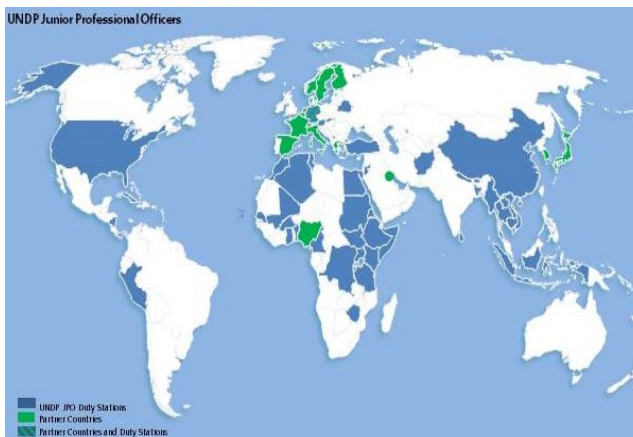
A Future for You?

Are you passionate about development and possess key skills to help make the world a better place? **JPOs** are outstanding young individuals who hold these characteristics.

Under the supervision of a senior UN staff member, they are involved in the design, monitoring and implementation of UNDP's activities in a specific country or region.

JPOs usually:

- are under the age of 32
- hold a Master's degree or equivalent
- have two to four years of paid working experience in a relevant field



The standard length of a JPO contract is two years, based on satisfactory performance. Being a JPO provides you with excellent opportunities to pursue a career in international development. JPOs are hired as international professional staff members, entitled to benefits covering living expenses, travel and relocation.

JPO Fields of Action

JPOs serve in UNDP country offices in developing countries, as well as in Headquarter locations or one of UNDP's regional offices.

The objectives of the assignments are diverse, and may have a country-specific, regional, sector-based or thematic focus. Here are some examples:

Democratic governance and human rights

In Kosovo, JPOs contribute to the effective implementation of democratic governance projects through partnership building and civil engagement.

Poverty reduction

In Senegal, JPOs contribute to developing micro-finance programmes and the improvement of monitoring and evaluation systems of Poverty Reduction Strategies.

Energy and environment

In Kenya, JPOs support the UN-REDD programme to reduce emissions from deforestation.

UN system coordination

In Indonesia, JPOs contribute to enhance the results focus of the UN at the country level and promote coherence in the UN system's operations.

Crisis prevention and recovery

In Afghanistan, JPOs support the process of peace and reintegration including capacity building activities and disaster risk management.

Operations and Business Support

In New York, JPOs support the implementation of UNDP's strategic and thematic activities by working in human resources, legal affairs, or evaluation.



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Resilient nations.*

UNDP Office of Human Resources Staff Administrative Services

Delivering HR services across the UN system

Key HR Services provided by UNDP Office of Human Resources (OHR)



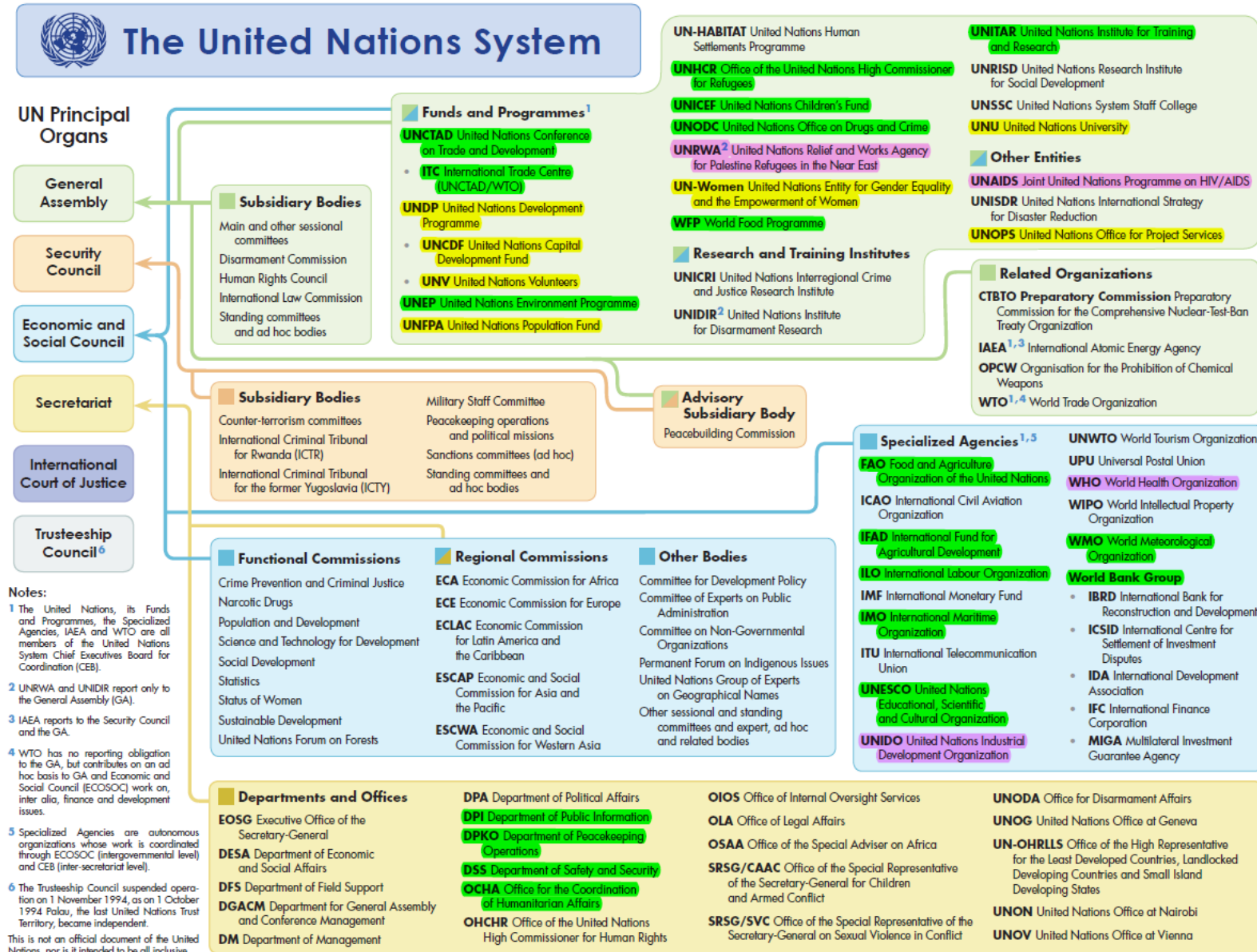
*Empowered lives.
Resilient nations.*

- HR Business Advisory Services
- Organizational Design and Job classifications
- Recruitment and hosting of vacancy announcements
- Compliance Review for international and local (HQ) recruitments
- RC Candidates Assessment
- Benefits and Entitlements Services (BES)
- Global Payroll Services (GPS)
- Junior Professional Officer (JPO) Programme Administration
- Special Assistant to the UN Resident Coordinator (SARC) Programme Administration
- Access to the Learning Management System (LMS)
- Management consulting: Change management & business process review

UNDP OHR serves personnel in the following agencies:



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resilient nations.



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Benefits of outsourcing HR services to UNDP



*Empowered lives.
Resilient nations.*

- Access to consistent, high-quality global UN HR services & practices
- Access to state-of-the-art HR systems and processes
- Improved focus on the core Agency mandate and strategic HR functions by freeing internal resources
- Reduced operating costs by sourcing standardized services and leading-edge technologies
- Flexibility to quickly add new service lines (periodic review, accommodated volume increase/decrease) and expand geographically
- Access to deep UN expertise and awareness of UN client needs
- Business continuity in crisis duty stations
- Limited fiduciary, audit, and litigation risks and liabilities

UNDP HR facts & figures



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Resilient nations.*

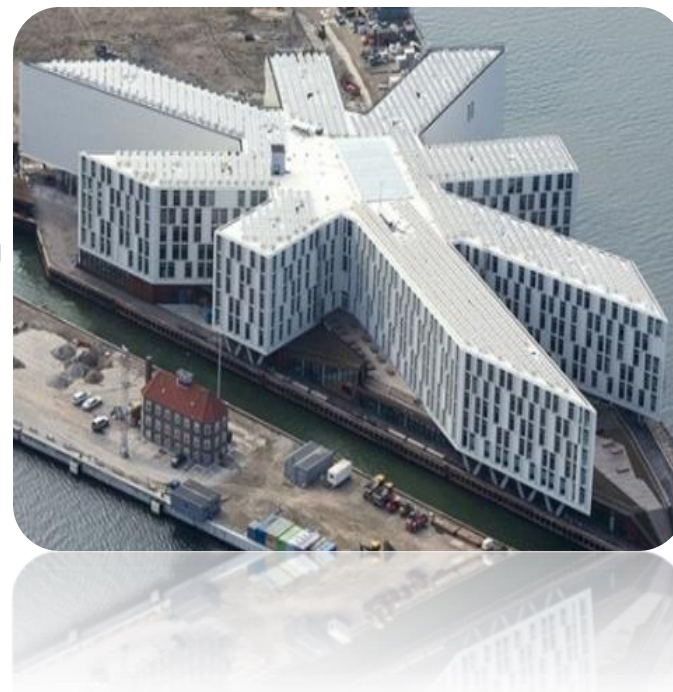
- A **10-year legacy** as the HR service provider to the UN system offering customized packages to Staff members, Service Contract holders, and UN Volunteers.
- We provide Global Payroll services to **67** UN agencies, funds, programmes and missions in **160+** countries.
- In 2013, **\$1.2 billion** disbursed through UNDP payroll system in **114** different currencies, \$0.52 billion (43%) was made on behalf of 42 UN agencies.
- Of more than **40,000 UN** system personnel whose payroll we manage, almost **5,600** also receive Benefits and Entitlements services.
- More than **250** JPOs and **20** Special Assistants to the UN Resident Coordinator (SARC) serving in **11** UN partner organizations are administered by the JPO Service Centre.
- **3,500 UN** system personnel are provided access to more than **4,000** online courses through UNDP's Learning Management System (LMS).

OHR | Staff Administrative Services (SAS)



Empowered lives.
Resilient nations.

- A global shared service center
- Established in 2003
- Located in UN City Complex in Copenhagen
- Structure:
 - ✓ Benefits and Entitlements Services (BES)
 - ✓ Global Payroll Services (GPS)
 - ✓ JPO Service Centre (JPOSC)



Processes & systems to serve the UN system by providing consistent and high-quality HR services worldwide

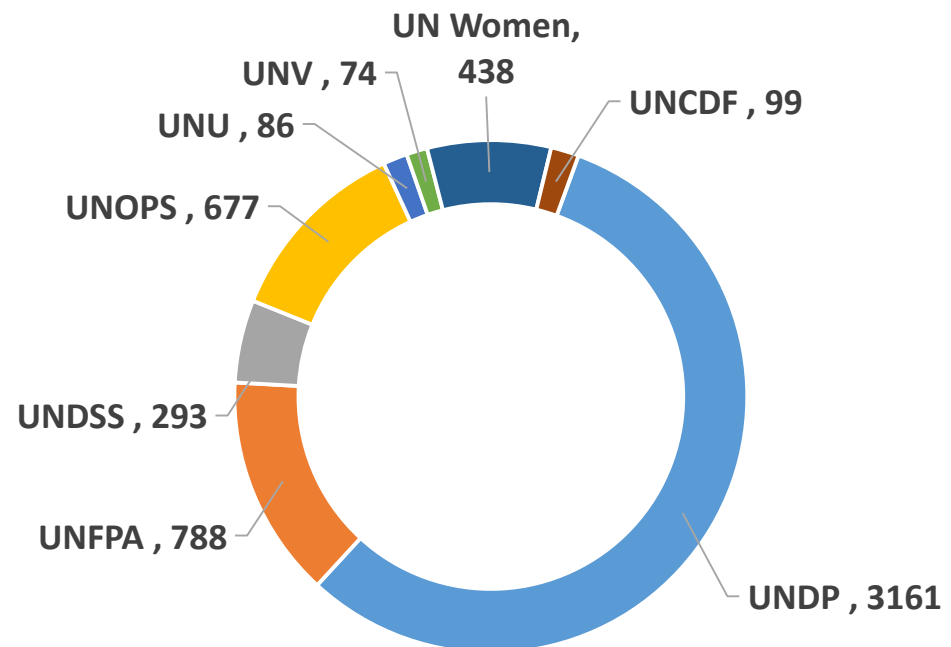
Benefits and Entitlements Services (BES)

The BES Team administers the contracts, benefits and entitlements from hire to separation over 5,500 employees of UNDP and UN agencies, including international staff members and of all general service staff based in New York.

Key services:

- Assignment Grant
- Education Grant
- Rental Subsidy
- Salary Separation Entitlements
- Entitlement Travel

BES Clients (number of employees), 2014



Global Payroll Services (GPS)



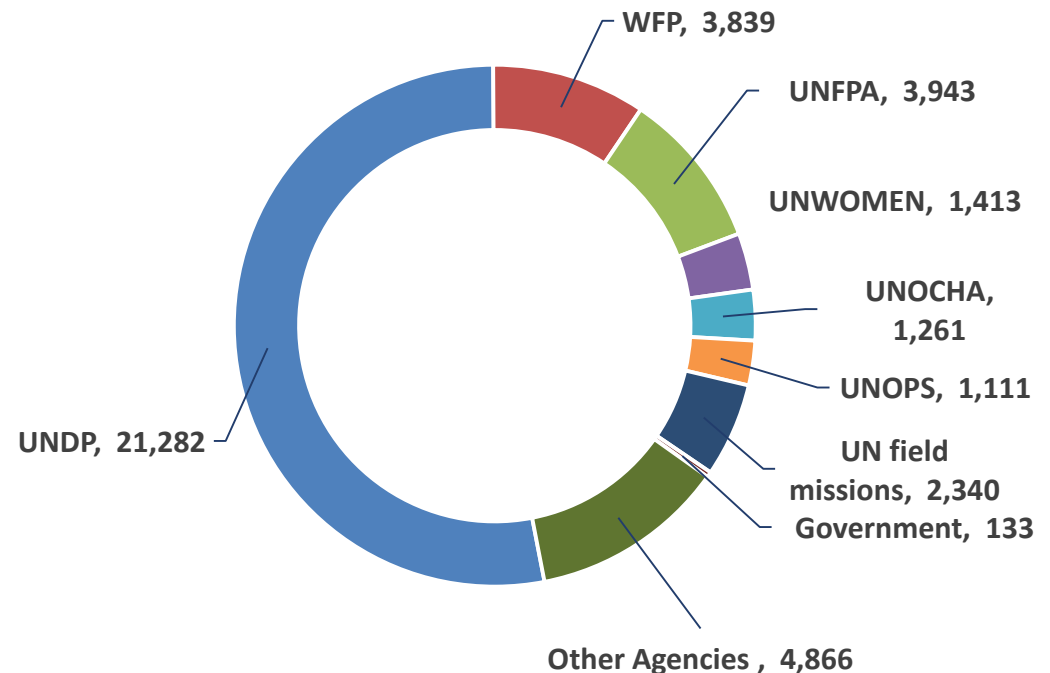
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Resilient nations.*

The GPS Team supports payroll of over 40,000 UN system personnel in Country Offices, New York General Service and International Professionals. 100 % payroll paid on time.

Key services:

- Payroll management for all categories of personnel
- Compensation, administration and reporting
- Maintain the payroll configuration in Atlas (ERP)
- Provide knowledge tools and train Country Office staff in Atlas and payroll procedures

GPS Clients (number of employees), 2014:



Junior Professional Offices Service Center (JPOSC)

The JPOSC is a one-stop-shop entity providing services to approximately 250 Junior Professional Officers (JPOs) and Special Assistants to the UN Resident Coordinator (SARCs) funded by 18 partner governments and working for 11 UN Organizations.



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Resilient nations.*

Key services:

- Position identification and design
- Recruitment
- HR administration (benefits and entitlements, training allocation)
- Learning support
- Career management and network support
- Partner country relationships
- Monitoring and reporting, including financial reporting, retention and workforce analysis
- Programme financial management

UNDP-administered JPOs, 2014:

