## bundp43mmUnited Nations Development Programme

## SERVICE LEVEL AGREEMENT

**BETWEEN**

**THE UNITED NATIONS DEVELOPMENT PROGRAMME**

**AND**

### [*full name of UN entity*]

1. The United Nations Development Programme (“UNDP”) and [*full name of UN entity*] ([*acronym of UN entity*] or the “Client”) entered into a corporate framework agreement/memorandum of understanding (the “Corporate Agreement”) for the provision of services on a cost recovery basis, dated [*insert date*].
2. UNDP, through the [*specify Business Unit (e.g. Country Office or HQ Unit) providing services*], agrees to provide services to the Client in accordance with the Corporate Agreement and this Service Level Agreement (the “SLA”).
3. The purpose of this SLA is to establish the terms and conditions for the provision of services to the Client by UNDP. The services under this SLA may be provided in the following areas: (a) human resources services; (b) general administrative services; (c) financial services; (d) procurement services; and (e) information, communication, and technology services. For the avoidance of doubt, the foregoing shall not include any services of a legal nature. Nor does the foregoing include the conducting of investigations related to the contractors, personnel, or staff under a UNDP LoA with services limited to the Client, related to or arising from any of the services provided hereunder. Should the Client or the matter require such incidental Legal and/or Investigations Services or should the Client request and UNDP agree to provide these incidental Services hereunder, they will be subject to full cost recovery - under this SLA and without separate agreement - as per the prevailing methodology that UNDP has in place at that time plus reimbursement of all actual costs and expenses incurred by UNDP in providing such Incidental Services.
4. If and when the Client requests UNDP to issue Partner Personnel Services Agreements (“PPSA”) on behalf of the Client as part of human resources services referred to in paragraph 3(a) above, the additional terms and conditions related to such PPSA services are set forth in Appendix I to this SLA. In the event of a conflict between any term of Appendix I and this main body of the SLA, Appendix I shall prevail with respect to such PPSA services only.
5. Requesting services hereunder:
   1. For services other than PPSA, the Client shall request a service or services by means of sending [*choose one of the two following options: (for Quantum agencies) an email enclosing the relevant inputs/annexes identified in Annex I (Detailed Breakdown of Services and Service Conditions) hereto; (for a non-Quantum entity), a completed service request, in the form attached hereto as Annex II, and the relevant inputs/annexes identified in Annex I hereto*] to [*specify focal point in the Business Unit providing services*].
   2. For PPSA services, the Client shall request a service or services in accordance with Appendix I.
6. **Cost recovery.** The Client shall reimburse UNDP for all direct and indirect costs incurred in connection with the services rendered under this SLA. The basis of calculation of direct cost recovery is [*Universal Price List or Local Price List/non-standard services, GSSC Cost Recovery List*]*,* for non PPSA services, and as documented in Appendix I for PPSA services.Indirect costs shall be reimbursed to UNDP at the rate of 8% of the direct costs incurred by UNDP. Fees and turn-around times are subject to revision by UNDP in case the actual occurrence of requests varies by 25% in either direction of the anticipated occurrences during the corresponding period of time as specified in Annex I (Detailed Breakdown of Services and Service Conditions).
7. **Advance funding.** All services provided to the Client by UNDP pursuant to this SLA shall be provided on a full pre-financing basis. The Client shall provide UNDP with all required funding in advance in respect of all costs UNDP will incur pursuant to paragraph 6 (Cost recovery)
8. **Reporting and payment of service fees**. UNDP shall report back to the Client on the services provided on a [*specify: monthly/quarterly*] basis, including but not limited to reports contained in UNDP dashboards. Fees will be charged upon services rendered, following the aforementioned report.
9. **Service delivery principles.** UNDP shall provide consistent and reliable services to the Client in accordance with applicable UNDP regulations, rules, policies and procedures. Approaches and solutions shall be developed and offered in consideration of the environment in which the Client operates, as well as the Client’s needs and UNDP capabilities.
10. **Beneficiary of services/Client’s responsibility.** All services provided by UNDP are for the exclusive benefit of the Client, including any resulting title and/or other property rights produced by vendors contracted by UNDP for the Client, unless agreed otherwise. In addition to cost recovery under paragraph 6, above, the Client shall be fully responsible for any damage, loss and/or liability incurred (including with respect to the management, defense and settlement of or awards or judgments for any claims, including those of UN Tribunals) in connection with the services and any contracts concluded thereunder, except when arising from UNDP’s gross negligence, recklessness or willful misconduct.
11. **Agency**. In providing services hereunder to the Client, UNDP is acting as a disclosed agent. Without limitation to the paragraph 10 above, and unless specified otherwise, all contracts, including for goods and services and non-staff personnel, shall specify that all rights and obligations ascribed to UNDP under the terms of the Contract are deemed to be those of the Client, including without limitation, management of the contractual relationship. To this end, any claims or demands made by any contractor, including with respect to allegations of misconduct involving the Client and/or its personnel, or grievances normally handled by the ethics or ombudsman’s offices, shall be handled by the Client. If the claim is made to UNDP, UNDP will refer the matter to the respective office of the Client for handling.
12. **Particular Considerations when UNDP issues Letter of Appointment for Staff Members with Services Limited to the Client.** Where staff members on a UNDP Letter of Appointment are concerned, in case of inquiries to the Ethics Office, including requests for outside activities or requests for protection against retaliation, such matters will be first handled by the Client’s Ethics Office. Where such inquiries, requests, or recommendations involve measures UNDP is recommended to take, in consultation with the UNDP Ethics Office, the Client Ethics Office shall forward such recommendations to the Director, BMS/OHR, UNDP. Should any aspects of the matter involve the need for an investigation and/or the UNDP Office of Legal Services, Investigative and/or Legal Services will be provided on the full cost recovery basis as specified herein. All privileges and immunities queries, requests for management evaluation, final investigation reports into allegations of misconduct or issues of litigation before the UN Dispute Tribunal involving a staff member on a UNDP LOA with service limited to the Client, will be forwarded to the UNDP Office of Legal Services for appropriate handling. Client undertakes to refer all legal questions (including privileges and immunities), formal appeals by staff against administrative decisions, allegations of misconduct, requests for settlement negotiation and UN tribunal matters to the UNDP legal office for appropriate handling.
13. **Performance monitoring and quality assurance**. A survey will be conducted by UNDP annually to collect feedback from the Client and the relevant UNDP personnel in order to (i) measure timeliness, quality and responsiveness of the services provided by UNDP, as well as the timeliness and quality of the Client’s requests; (ii) identify the Client’s evolving needs, and (iii) identify bottlenecks and other obstacles.
    1. [***Optional****: An electronic mailbox [insert generic email address] for client feedback has been established to collect comments and suggestions on the quality of services provided, and any improvements necessary*.]
14. **Amendment.** This SLA may be modified at any time by mutual written agreement of UNDP and the Client. Annex I (for all services except PPSA) and Annex III (for PPSA services only) are working tools and are subject to periodic review and revision by UNDP and the Client.
15. **Term of the SLA.** This SLA shall become effective on [***insert date***]. It will remain in effect until terminated by UNDP or the Client. A 14-day written notice is required for the termination to take effect.

## ACCEPTED AND AGREED:

|  |  |
| --- | --- |
| **For [*name of UN entity*]:** | **For UNDP:** |
| Name: | Name: |
| Title: | Title: |
| Date: | Date: |

**Appendix I**

**TO THE SERVICE LEVEL AGREEMENT**

**BETWEEN THE**

**UNITED NATIONS DEVELOPMENT PROGRAMME (“UNDP”)**

**AND THE**

**[***full name of UN entity***] (“CLIENT”)**

**WHEN REQUESTING PPSA SERVICES**

When the Client requests UNDP to issue a Partner Personnel Service Agreement (the “PPSA”) under the SLA, the following additional terms and conditions shall apply:

1. UNDP will issue the PPSA on behalf of the Client. The Client acknowledges and agrees that: (i) UNDP is acting solely as the Client’s contracting agent when issuing the PPSA, (ii) the rights and responsibilities set forth in the PPSA are between the Client and the individual engaged under the PPSA (the “Client’s Personnel”), and (iii) UNDP is not a contracting party to the PPSA.
2. UNDP’s role with respect to the PPSA is limited to issuing the PPSA on behalf of the Client, processing the payments of the remuneration, and other non-monetary aspects of the renumeration package to the Client’s Personnel as agreed with the Client, (the foregoing being hereinafter referred to as the “Base PPSA Services”), and, if applicable, providing the Additional Services (as such term is defined in Paragraph 3 below).
3. In addition to the Base PPSA Services, the Client has requested UNDP to provide the additional services indicated below (the “Additional Services”):
4. ☐ Administrative support in the pre-selection of the Client’s Personnel:

Recruitment: [Yes] [No]

Selection: [Yes] [No]

1. ☐ Administrative and logistical support to the Client in relation to the functions for which the Client is responsible
2. ☐ Access to UNDP systems such as UNDP email, UNDP Intranet, UNDP internal systems and UNDP ID cards for the Client’s Personnel
3. ☐ Reporting the Client’s Personnel to bodies such as DSS, at both headquarters and the country level, and to UNCT and other bodies that rely on UN agency personnel counts.
4. ☐ Ensuring medical evacuations of the Client’s Personnel.
5. ☐ Other Additional Services:
6. ☐ No Additional Services
7. The Client’s Personnel shall be personnel of the Client and not of UNDP and shall report to the Client and not to UNDP. The Client shall be responsible for the direct supervision and the performance management of the Client’s Personnel.
8. Unless otherwise specified in paragraph 3 above:
9. The Client shall be responsible for dealing with all administrative issues and managing the Client’s Personnel, including setting the remuneration level, making travel arrangements, and administering leaves and non-monetary aspects of the renumeration packages;
10. The Client’s Personnel will not have access to UNDP systems, including UNDP’s email, UNDP’s Intranet, UNDP’s internal systems and UNDP ID cards;
11. TheClient shall be responsible for reporting the Client’s Personnel as its own personnel to bodies such as DSS, both at the headquarters and at the country level, UNCT and other bodies that rely on UN agency personnel counts;
12. The Client shall be responsible for ensuring medical evacuations of the Client’s Personnel;
13. The Client shall be responsible for managing, defending and settling/resolving any disputes and claims that may be brought by the Client’s Personnel against the Client and/or UNDP, financial disclosures and declarations of interest, and conducting internal investigations related to the performance, activities or alleged misconduct of the Client’s Personnel. UNDP shall take no responsibility therefor unless such activities are part of Additional Services further to paragraph 3 above, in which case the Client shall cooperate and shall ensure cooperation from any relevant parties. In the event the Client fails to defend UNDP further to the foregoing, UNDP shall undertake to defend itself and shall charge to the Client the cost of doing so in accordance with the methodology specified in paragraph 3 of the SLA.
14. Schedule 1 to this Appendix I sets forth the fees payable by the Client to UNDP for the Base PPSA Services (issuance and administration of the PPSA) and, if applicable, for the Additional Services.
15. The Client shall request the issuance of a PPSA. The manner of making the request, as described below, will be determined by the UNDP office providing the PPSA Services and communicated by the UNDP office to the Client following the signature of this SLA. Subject to the foregoing, requests for PPSA services shall be made either: (i) through the UNDP corporate online request system or (ii) on an exceptional basis, by submitting to UNDP the standard form “Request for Services” (attached as Annex IV-A to the SLA). The Client must include in its request for services its decision to either (i) conduct a pre-selection process following the Client’s internal processes (see Annex IV-B), or (ii) request a UNDP-supported selection process (see Annex IV-C), which will be conducted in accordance with UNDP’s internal policies and procedures. Paragraph 3 above includes as an Additional Service the provision of administrative support to the Client in the selection of the Client’s Personnel.
16. At the time the SLA is signed but in any case prior to the Client requesting the issuance of the PPSA or requesting UNDP to support the process for the selection of the PPSA in accordance with paragraph 7 above, the Client shall advise UNDP of the level of remuneration and non-monetary aspects of the renumeration package that will apply to the PPSA, which may, at the Client’s option, be based on the UNDP PSA Holder Scale and non-monetary aspects of the remuneration package or may be different. Such notification from the Client shall be in writing, signed by the duly authorized representative of the Client capable of assuming financial liabilities for the Client. The Client acknowledges and agrees that UNDP has no decision making authority with respect to the level of remuneration or non-monetary aspects of the remuneration package, and that UNDP’s role regarding such remuneration and non-monetary aspects of the remuneration package is limited to processing the payment and ensuring coverage and calculation thereof. UNDP will have no other responsibility in connection with such amounts and coverage, including with respect to their sufficiency and/or adequacy.
17. UNDP will not issue a PPSA or assume other obligations thereunder or related thereto, including issuing an offer letter, without having received the full funding related to such PPSA, including UNDP’s invoice for the services hereunder or other means of Client making payment as agreed by the Parties, from the Client.
18. Without prejudice to the terms of paragraph 10 of the SLA, the Client shall indemnify, hold and save harmless and defend at its own expense UNDP, its officials, agents and contractors from and against:
19. All suits, claims and demands, including costs and expenses associated therewith, made by the Client’s Personnel; and
20. All suits, claims, demands and liability of any nature or kind, including costs and expenses associated therewith, arising out of acts or omissions of the Client’s Personnel. Without limiting the generality of the foregoing, this shall extend to suits, claims, demands and liability in, products liability, and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Client’s Personnel.

The indemnification obligations in this Paragraph 10 do not lapse upon the termination or expiration of the SLA.

1. The Client shall cooperate and shall ensure cooperation from any relevant parties on any issues with respect to Client’s Personnel in respect of any claim or demand raised by the Client’s Personnel and the services provided hereunder.
2. UNDP is not responsible for any outputs, deliverables, or outcomes of the activities carried out by the Client’s Personnel, and UNDP’s responsibilities vis-à-vis the Client and the Client’s Personnel are limited to those expressly stated in this SLA.

**SCHEDULE 1 to Appendix 1**

The cost recovery for the Base PSA Services provided hereunder will be based on the rates specified below:

# **Fees and Pricing**

UNDP will apply the pricing for PPSA administration as per its [PPSA Policy](https://popp.undp.org/policy-page/partner-personnel-services-agreement) (available publicly) for the basic services stated under the responsibility of UNDP in the table of roles and responsibilities (Annex III). Any Additional Services shall be costed and priced in addition.

Cost structure:

1. Direct costs:
   1. Personnel Remuneration
   2. Personnel Insurances (MAIP, Health and App. D)
   3. UNDP Direct costs

$[insert amount] per year for each contract administered, or pro-rated by number months in contract durations of less than a year.

1. Indirect costs: 8%

## Annex I:

## DETAILED BREAKDOWN OF SERVICES AND SERVICE CONDITIONS UNDER THE SERVICE LEVEL AGREEMENT

## BETWEEN THE UNITED NATIONS DEVELOPMENT PROGRAMME AND [*full name of UN entity*]

\*The chart below is indicative and for reference purposes only. UNDP Business Units must review and adapt the Annex depending on the local context.

| **Service area** | **Service description** | Inputs required | Anticipated occurrence | **UNDP turnaround time** | **UNDP contact point** |
| --- | --- | --- | --- | --- | --- |
| [***specify area***] | [***provide detailed description of service corresponding to description in Universal Price List /Local Price List, and annex any relevant forms and/or templates***] | [***specify inputs and annexes required such as the Terms of Reference, etc***] | [***specify number of anticipated requests for this service per week, month or year***] | [***specify the time the Business Unit will take to deliver specific service upon receipt of request***] | [***specify Business Unit’s focal point for delivery of the service***] |
| **Human Resources** | **FIXED-TERM (1st year)** |  |  |  |  |
| Staff recruitment package (per person) |  |  |  |  |
| * + - Advertising (20%) |  |  |  |  |
| * + - Short-listing (40%) |  |  |  |  |
| * + - Interviewing (40%) |  |  |  |  |
| Staff HR benefits administration and management (per person) |  |  |  |  |
| Recurrent personnel management services: staff payroll, banking administration and management (person/year) |  |  |  |  |
| * + - Payroll validation, disbursement (35%) |  |  |  |  |
| * + - Performance evaluation (30%) |  |  |  |  |
| * + - Extension, promotion, entitlements (30%) |  |  |  |  |
| * + - Leave monitoring (5%) |  |  |  |  |
| **FIXED-TERM (subsequent year)** |  |  |  |  |
| Recurrent personnel management services: staff payroll, banking administration and management (person/year) |  |  |  |  |
| * + - Payroll validation, disbursement (35%) |  |  |  |  |
| * + - Performance evaluation (30%) |  |  |  |  |
| * + - Extension, promotion, entitlements (30%) |  |  |  |  |
| * + - Leave monitoring (5%) |  |  |  |  |
| **Human Resources** | **TEMPORARY APPOINTMENT** |  |  |  |  |
| Recruitment package (per person) |  |  |  |  |
| * + - Advertising (20%) |  |  |  |  |
| * + - Short-listing (40%) |  |  |  |  |
| * + - Interviewing (40%)) |  |  |  |  |
| Staff HR benefits administration and management (per person) |  |  |  |  |
| Recurrent personnel management services: staff payroll, banking administration and management (person/year) |  |  |  |  |
| * + - Payroll validation, disbursement (35%) |  |  |  |  |
| * + - Performance evaluation (30%) |  |  |  |  |
| * + - Extension, promotion, entitlements (30%) |  |  |  |  |
| * + - Leave monitoring (5%) |  |  |  |  |
| **SERVICE CONTRACT (1st year)** |  |  |  |  |
| Recruitment package (per person) |  |  |  |  |
| * + - Advertising (20%) |  |  |  |  |
| * + - Short-listing (40%) |  |  |  |  |
| * + - Interviewing (40%) |  |  |  |  |
| Contract issuance |  |  |  |  |
| Recurring PO created in Atlas (per person) |  |  |  |  |
| Recurrent personnel management services: staff payroll, banking administration and management (person/year) |  |  |  |  |
| * + - Payroll validation, disbursement (35%) |  |  |  |  |
| * + - Performance evaluation (30%) |  |  |  |  |
| * + - Extension, promotion, entitlements (30%) |  |  |  |  |
| * + - Leave monitoring (5%) |  |  |  |  |
| Create express PO in Atlas (per PO) |  |  |  |  |
| Payment of monthly salary (by Finance) (per payment) |  |  |  |  |
| **SERVICE CONTRACTS (subsequent year)** |  |  |  |  |
| Recurring PO for extended period created in Atlas (per PO) |  |  |  |  |
| Recurrent personnel management services: staff payroll, banking administration and management (person/year) |  |  |  |  |
| * + - Payroll validation, disbursement (35%) |  |  |  |  |
| * + - Performance evaluation (30%) |  |  |  |  |
| * + - Extension, promotion, entitlements (30%) |  |  |  |  |
| * + - Leave monitoring (5%) |  |  |  |  |
| Create express PO in Atlas (per PO) |  |  |  |  |
| Payment of monthly salary (by Finance) (per payment) |  |  |  |  |
| **OTHER HR** |  |  |  |  |
| Fellowship package (per participant) |  |  |  |  |
| **General administrative services** | **ACCREDITATION AND IDs** |  |  |  |  |
| Issue/Renew IDs (per UN LP, UN ID, etc) |  |  |  |  |
| Stay permit / expatriate ID (per unit) |  |  |  |  |
| Local driver’s license (full process, per unit) |  |  |  |  |
| Accreditation with government (per unit) |  |  |  |  |
| Vehicle registration (full process, excluding license fees, per unit) |  |  |  |  |
| Visa request (excluding government fee, per unit) |  |  |  |  |
| Visa extension (excluding government fee, per unit) |  |  |  |  |
| Re-entry visa issuance (excl. govt. Fee, per unit) |  |  |  |  |
| Non-immigrant visa authorization (per unit) |  |  |  |  |
| Visa upon arrival (excluding government fee, per unit) |  |  |  |  |
| Ground Pass (per unit) |  |  |  |  |
| Diplomatic ID card (per unit) |  |  |  |  |
| Report staff arrival / extension / departure (per unit) |  |  |  |  |
| **TRAVEL** |  |  |  |  |
| Air travel ticket issuance (booking, purchase, per person) |  |  |  |  |
| Issuance of Travel Authorization PT8 (per person) |  |  |  |  |
| Hotel reservation (per person) |  |  |  |  |
| **TRANSPORT AND LOGISTICS** |  |  |  |  |
| Vehicle registration and tax exemption (per unit) |  |  |  |  |
| Car maintenance (per unit) |  |  |  |  |
| Tax rebate for gasoline consumption (per unit) |  |  |  |  |
| Vehicle transfer – buying excluding vehicle registration (per unit) |  |  |  |  |
| Vehicle transfer – disposal (per unit) |  |  |  |  |
| Insurance of personal effects (per case) |  |  |  |  |
| Import customs clearance – vehicles (per unit) |  |  |  |  |
| Hotel reservation for incoming travellers (per person) |  |  |  |  |
| Event / conference arrangement (per event) |  |  |  |  |
| Logistic arrangements for event - transport, equipment rental, translation services (per case) |  |  |  |  |
| Disposal of non-expendable property (below US$2,500, per unit) |  |  |  |  |
| Disposal of non-expendable property (above US$2,500, per unit) |  |  |  |  |
| Facilitation for import car registration (per unit) |  |  |  |  |
| Import customs clearance - non-vehicles (per unit) |  |  |  |  |
| Export shipment (per unit) |  |  |  |  |
| VAT exemption certificate (per unit) |  |  |  |  |
| **REGISTRY** |  |  |  |  |
| Incoming correspondence and mail (per item) |  |  |  |  |
| Incoming fax message (per item) |  |  |  |  |
| Outgoing mail (per item) |  |  |  |  |
| Incoming pouch (per item) |  |  |  |  |
| Outgoing pouch (per item) |  |  |  |  |
| Messenger / courier services (per item) |  |  |  |  |
| **Procurement** | **(LOW VALUE) PROCUREMENT PROCESS (not involving CAP, below US$30,000) (per PO)** |  |  |  |  |
| * + - Identification and selection (50%) |  |  |  |  |
| * + - Contracting / Issue purchase order (25%) |  |  |  |  |
| * + - Follow-up (25%) |  |  |  |  |
| **PROCUREMENT PROCESS (involving CAP and/or ITB, RFP requirements, above US$30,000) (per PO)** |  |  |  |  |
| * + - Identification and selection (50%) |  |  |  |  |
| * + - Contracting / Issue purchase order (25%) |  |  |  |  |
| * + - Follow-up (25%) |  |  |  |  |
| **RECRUITMENT OF CONSULTANTS (1st contract period)** |  |  |  |  |
| Consultant recruitment (per person) |  |  |  |  |
| * + - Advertising (20%) |  |  |  |  |
| * + - Short-listing and selection (40%) |  |  |  |  |
| * + - Contract issuance (40%) |  |  |  |  |
| Create express PO in Atlas (per PO) |  |  |  |  |
| Payment of consultant’s fee (by Finance, per payment) |  |  |  |  |
| **RECRUITMENT OF CONSULTANTS (subsequent contract period)** |  |  |  |  |
| * + - Contract renewal (per contract) |  |  |  |  |
| * + - Create express PO in Atlas (per PO) |  |  |  |  |
| * + - Payment of consultant’s fee (by Finance, per payment) |  |  |  |  |
| **Finance** | Payment to vendors and staff (per transaction) |  |  |  |  |
| * + - Issue check only (Atlas agencies only) |  |  |  |  |
| * + - Vendor profile only (Atlas agencies only) |  |  |  |  |
| F10 settlement (per transaction) |  |  |  |  |
| Overtime payments (per transaction) |  |  |  |  |
| AR management process: create/apply receivable pending item, record deposit item (per individual transaction) |  |  |  |  |
| Journal Voucher or General Ledger Journal Entry (GLGE) (per transaction) |  |  |  |  |
| **Information Technology** | Servers and network maintenance (per quarter) |  |  |  |  |
| Website hosting – set up (one time, per item) |  |  |  |  |
| Website hosting – maintenance (per year) |  |  |  |  |
| Internet service changes per workstation (per month) |  |  |  |  |
| ICT consultation (per minute) |  |  |  |  |
| LCD projector rental (per day) |  |  |  |  |
| Laser printer rental (per day) |  |  |  |  |
| Computer notebook rental (per day) |  |  |  |  |
| Email service charge per workstation (per month) |  |  |  |  |
| ICT support cost[[1]](#footnote-1) (per month) |  |  |  |  |
| Off-site ICT support (per hour) |  |  |  |  |

**Annex II:**

**SERVICE REQUEST**

**FROM [*INSERT FULL NAME OF REQUESTING UN ENTITY*] TO THE UNITED NATIONS DEVELOPMENT PROGRAMME**

|  |  |
| --- | --- |
| To: [***insert UNDP business unit, e.g. a country office or headquarters unit***] | From: [***insert name of UN entity***] |
| Attn: [***insert UNDP focal point, e.g. Resident Representative***] | Authorizing Official: [i***nsert name of UN entity’s duly authorized official issuing service request***] |
| Email: [***insert email address if available***] | Signature: |
| Fax: [***insert fax number if available***] | Date of request: [***insert date***] |
| Copy: |  |
| UN Entity Reference No. | [**insert unique reference (key field) *up to 50 characters* used by *UN entities to identify their request****]* |
| UN Entity ULO Number | [**insert unique reference (key field) up *to 50 characters* *used by UN entities to identify their request***] |
| UN Entity Account Number/Project Code | [**insert unique reference (key field) up *to 50 characters* used by *UN entities to identify their request****]* |
| Due Date | [**indicate date; for payments only**] |
| Payee | [**insert specific details**] |
| Currency/Amount | [**specify US$, US$ equivalent or local currency**] |
| Service Instructions | [**include any additional information**] |

## Annex III:

## DETAILED BREAKDOWN OF PPSA SERVICES, ROLES AND RESPONSIBILITIES UNDER THE SERVICE LEVEL AGREEMENT BETWEEN

## THE UNITED NATIONS DEVELOPMENT PROGRAMME AND

## THE [*full name of UN entity*] (the “Client”)

| Service | Responsibility | | |
| --- | --- | --- | --- |
|  | PPSA Holder | THE CLIENT | UNDP |
| PPSA Terms of Reference |  |  |  |
| UNDP PPSA request memorandum |  |  |  |
| Budget for the PPSAs to be issued |  |  |  |
| Personal History Form (P.11) (*for services that include UNDP hiring only)* |  |  |  |
| Setting the Fee/Remuneration levels |  |  |  |
| Advertisement of PPSA ‘position’ |  |  |  |
| Selection process |  |  |  |
| Reference Checks (including employment history and educational records) |  |  |  |
| Background check against UN 1267, SEA, UNDP list of sanctioned/debarred vendors |  |  |  |
| Letter of Offer |  |  |  |
| Vendor Form |  |  |  |
| Beneficiary Form |  |  |  |
| Disclosure of personal assets (when relevant: e.g. procurement) |  |  |  |
| Certificate of Good Health |  |  |  |
| Medical coverage (including issuance of insurance cards) |  |  |  |
| Medical coverage for dependents |  |  |  |
| Additional optional coverages |  |  |  |
| Issuance & administration of Contract |  |  |  |
| Induction / Standard Information Package |  |  |  |
| Business cards (where applicable) |  |  |  |
| E-mail address |  |  |  |
| Provide access to Intranet and ERP |  |  |  |
| Mandatory Client trainings (such as BSAFE, Prevention of Harassment, HIV/AIDS Awareness) |  |  |  |
| Supervision of PPSA |  |  |  |
| Leave monitoring |  |  |  |
| Leave administration |  |  |  |
| Payment of PPSA fees / Payroll |  |  |  |
| Issuance of pay slips |  |  |  |
| Issuance of PPSA fee attestations / Certificates of Employment |  |  |  |
| Taxation |  |  |  |
| Performance evaluation |  |  |  |
| Issuance of UN Certificate (if applicable) |  |  |  |
| Mission Travel authorizations (PT.8/TA) |  |  |  |
| Mission Travel Insurance / Visas (where necessary) |  |  |  |
| Processing of UNDSS Security clearance (via online TRIP system) |  |  |  |
| Issuance of UN badge / ID card |  |  |  |
| Insurance for malicious acts and service-incurred injuries |  |  |  |
| Medical evacuation |  |  |  |
| UNDSS reporting and Security relocation |  |  |  |
| General HR support/advice to the Client |  |  |  |
| General advice to PPSA (regarding contractual matters and entitlements) |  |  |  |
| Grievances |  |  |  |
| Investigation |  |  |  |
| Protection against Retaliation |  |  |  |
| Liabilities resulting from PPSA Holders‘ performance or service |  |  |  |
| Budget / Instalments |  |  |  |
| Financial reporting |  |  |  |
| Repository of the SLAs and PPSA files |  |  |  |
| The Client satisfaction surveys |  |  |  |

**Annex IV:**

**STANDARD PACKAGE TO BE SUBMITTED BY THE CLIENT REQUESTING PPSA SERVICES**

**Annex IV – A: Service requests from [full name of UN entity] (the “Client”) to the United Nations Development Programme may come either through the following forms by email, or directly through the corporate process flow**

REQUEST FOR SERVICES

Request No:                                                                    Date:

RE: THE CLIENT-UNDP HR SUPPORT SERVICES AGREEMENT

Dear [insert name of the responsible UNDP official],

1. The Client hereby submits this Request for Services (hereinafter referred to as “Request”) pursuant to the Client-UNDP SLA of [insert date] (hereinafter referred to as the "Agreement") between the Client and UNDP, the provisions of which shall apply to this Request.
2. Please find attached

[the names, titles, terms of reference, contact details, and budget and fee details of the individuals to be contracted under PPSA we request UNDP to engage. Budget and fees include a breakdown of the monthly remuneration and duration of contracts.]

OR

[the Terms of Reference, titles, budget (including the PPSA fees) of the individuals the Client requests UNDP to hire under PPSA.]

1. For the purposes of implementing the services, the Client shall make available USD [insert amount in numbers] ([insert amount in words] United States Dollars) in accordance with the budget attached hereto. Only those expenditures for which provision has specifically been made in writing shall be made by UNDP. The total sum made available to UNDP under this Request includes UNDP’s direct and indirect costs.
2. The services shall commence on [date] or upon receipt by UNDP of the first instalment from the Client, whichever comes later.
3. If, during the period covered by this Request, it is considered advisable to revise or vary any terms of this Request, then such a revision or variation shall only be made with the written consent of the Parties hereto.
4. The Client confirms that when pre-selecting personnel pursuant to this Request, it has complied with its applicable internal practices. The Client also recognizes that since pre-selection is outside of UNDP’s control, UNDP shall not be accountable, or otherwise carry any liability for the performance of these personnel except for those related to contract administration.

Yours sincerely,

[*name, title*]

For [insert the name of the Client]

Agreed on behalf of UNDP:

[*name, title*]

Date: \_\_

**Annex IV – B: Pre-selection letter template**

[Addressed to UNDP BU that signed the SLA]

The Client hereby requests UNDP to issue a PPSA, in accordance with the SLA between UNDP and the Client dated [insert date], to the following individuals identified and selected by the Client, to be contracted by UNDP under PPSA:

1. [Name], [Position], [Budget]
2. [Name], [Position], [Budget]

(the “pre-selected candidate(s)”).

The Client confirms that, in selecting the above individuals, it has complied with its applicable internal rules, regulations and procedures.

Furthermore, since the pre-selection is outside UNDP’s control, the Client recognizes and agrees that UNDP shall not be accountable, or otherwise carry any liability, for the performance of the pre-selected individuals.

The Client acknowledges and agrees that UNDP will conduct due diligence checks on the pre-selected candidates prior to issuing PPSA(s) to such pre-selected candidate(s), and reserves the right to refuse to issue and/or administer contracts if the pre-selected candidate(s) fails the due diligence checks.

Signed:

For [insert the name of the Client]

Signed:  
For UNDP:

# **Annex IV – C: Letter template for UNDP-supported selections for the Client Personnel projects (for cases where the recruitment is conducted following UNDP practice)**

[Addressed to UNDP BU that signed the SLA]

The Client hereby requests UNDP to issue a PPSA, in accordance with the SLA between UNDP and the Client to communicate its selection of the following personnel to be contracted by UNDP under PPSA further to the SLA between the Parties dated [insert date]:

1. [Name], [Position], [Budget]

2. [Name], [Position], [Budget]

The Client acknowledges that UNDP has confirmed that the selection process undertaken to identify the above individuals has been conducted by UNDP in accordance with UNDP’s internal practice. The Client has relied on the selection process conducted by UNDP in confirming the selection of the above individual(s) to be issued a PPSA by UNDP on behalf of the Client. The Client recognizes and agrees that UNDP shall not be accountable, or otherwise carry any liability, for the performance of the selected individuals.

The Client acknowledges and agrees that UNDP will conduct due diligence checks on the pre-selected candidates prior to issuing PPSA(s) to such pre-selected candidate(s), and reserves the right to refuse to issue and/or administer contracts of candidate(s) that fails the due diligence checks

Signed:

For [insert the name of the Client]:

Signed:  
For UNDP:

1. Fixed cost per month, reflecting the costs of technical support (on-site & by phone), installation of PC/printer, VDO conference set-up, LCD projector set-up for presentations, swapping PCs, setting-up new e-mail account, and ICT equipment sourcing. [↑](#footnote-ref-1)