**Annex 3: Guidance on Types of Services**

The following guidance provides the categories of services that UNDP offices provide to UN agencies and programmes and examples within those types. The examples are not meant to be exhaustive - offices may provide other similar services on request, subject to ensuring that the requested services are consistent with the policies, aims and activities of UNDP and the requesting UN Entity or programme agrees to pay the related costs.

1. **Procurement** **services** include contracting consultants on individual contracts; local procurement of standard items; complex international procurement; the establishment of long-term agreements (LTAs); asset and warehouse management, the review and recommendations of the client UN Entity’s procurement process through the local UNDP contracts, assets and procurement committee (CAP).
2. **Payment process** includes disbursement only, and requires a written instruction by the budget owner UN Entity. UNDP does not review procurement process supporting documentation other than vendor banking information, unless otherwise stipulated locally.
3. **Financial services** include the issuance of payments to local and international vendors, budget and funds administration, and the establishment and maintenance of bank accounts. UNDP offices may purchase surplus local currency from other UN Agencies and participate in the sale of UNESCO coupons after receiving prior authorization from Treasury.
4. **Human resources management services** typically include recruitment and administration of staff, and non-staff personnel contracts. They may additionally entail human resources and benefits administration and management, payroll and banking administration and management, and training and counseling services.

1. **General services** are related to transport, protocol, travel, customs clearance, shipments and logistics, equipment rental, event management, premise management, guesthouse management, mail and courier services, asset management, insurance management, reception/switchboard services, and vehicle management.
2. **Information technology services** encompass establishing and maintaining systems for communications, networking, including VSAT, telephony, virtual networking, one domain, LAN, videoconferencing, email accounts, systems development projects (ad-hoc), hosting services and IT help desks.
3. **Security services** typically involve common premises security and access control, including blast and seismic assessments of premises, and security advisory support.
4. **Accommodation services** are occasionally requested particularly in post-conflict and early recovery environments. They consist of establishing a joint UN staff accommodation facility that ensures security and wellbeing of personnel, where security concerns are substantial and available accommodation is not up to UN Minimum Operating Security Standards (MOSS). UNDP’s Policy on Establishing a UNDP Presence outside the Country Office.[[1]](#footnote-1)
5. **Legal services** may be provided by the Administrative Law Practice Team in LSO, with respect to advising on legal issues arising in the management of staff members of another UN Entity for which UNDP has issued a letter of appointment, handling appeals against administrative decisions, assessing and commencing disciplinary proceedings, handling privileges and immunities matters and representing UNDP in cases and settlements within the internal justice system with respect to such staff members. The Corporate and Institutional Law Practice Team may provide ad hoc services but ggenerally, LO/C&I services would be related or incidental/consequential to other services being provided to UN Entities. Any other possible C&I legal services, with the exception of incidental/consequential services (for example, a claim arising out of a contract issued by UNDP for another entity), must be agreed directly between LO and the UN Entity.
6. **Knowledge management (KM) services** may be provided by the Bureau for Policy and Programme Support. These include managing e-discussions and consultations leading up to international conferences and initiatives. The scope of services would range from knowledge management needs assessment, planning, organizing and developing outcome documents of e-discussions, preparation of KM strategies, lessons learned activities and KM events such as knowledge fairs, community of practice meetings, webinars, training and others tailored to clients’ needs.
1. See <https://info.undp.org/global/popp/asm/Pages/establishing-presence-outside-a-country-office.aspx>. [↑](#footnote-ref-1)