

## **Agreement between the UNDP Bureau for Management Services (BMS) and United Nations Volunteers (UNV) Programme**

### **PURPOSE:**

The purpose of this Agreement is to set forth the general principles governing the relationship between the Bureau for Management Services (BMS) and the United Nations Volunteers (UNV) programme, including financial and operational support provided to UNV.

### **BACKGROUND:**

- The Bureau for Management Services (BMS) is the unit of UNDP that provides operational and infrastructure solutions to strengthen UNDP ability towards achieving programme and development results.
- United Nations Volunteers (UNV) Programme was established by the General Assembly as the UN organization that contributes to peace and development through volunteerism worldwide designating the Administrator of UNDP as the Administrator of UNV ((GA26/44). UNV is functionally integrated into UNDP and obtains services from UNDP.
- The Executive Board of UNDP authorizes a core budget for UNV, chargeable to the biennial budget of UNDP (GC88/46).
- The Executive Board of UNDP provides the oversight function for all of UNV activities.

### **GENERAL PRINCIPLES:**

1. This Agreement sets forth the general principles and methodology governing support from core institutional budget resources' to UNV, in line with the General Assembly and Executive Board decisions.
2. UNV's core budget is provided for the maintenance of a proper UNV management, support and field structure (GC88/46 and GC90/38). This management support and field structure, at UNV's headquarters location in Bonn, Germany and UNDP locations (HQ/Regional hubs/CO's) is a pre-requisite for the effective functioning of UNV.
3. In addition to the institutional budget it receives from UNDP, UNV funds the cost of its operations through the following sources, in full alignment with UNDP cost recovery principles:
  - a. Programme project costs and Development Effectiveness cost are covered through the inclusion of charges within the project costs.

- b. Volunteer Management Costs related to various activities conducted towards the mobilization and management of volunteers are allocated to the cost of all UN Volunteers.
  - c. Extra-budgetary income generated through a standard 8% GMS (General Management Support) charge on all costs paid via funds received directly by UNV from donors (Full Funding, Cost Sharing, Trust Funds). The Special Voluntary Fund (SVF) is considered core funding for UNV and is not subject to GMS.
4. UNDP corporate assets, facilities, and services funded from core institutional resources are made available to support UNV core institutional activities, at no extra charge, on a comparable basis with other UNDP Headquarter Bureaus.
5. The attribution and recovery from UNV of costs incurred by UNDP is consistent with the views of the Executive Board in its reports on Regular and Other Resources Activities. In this regards, the attribution and recovery of charges is governed by the principle that (a) costs should be attributed appropriately among different appropriation components of the UNDP Regular Resources Budget and (b) that costs should be proportionately borne by UNDP Other Resources Budget.

## **PROVISION OF SERVICES:**

### **HQ Central Services:**

1. UNDP shall provide most of the central services and support to UNV core institutional activities without any extra charge. These central services and support cover various operational areas, including Information Systems & Technology, Finance, Human Resources (except otherwise agreed by specific SLAs), Facilities, Travel, Executive Board, etc.
2. Central Services supporting UNV activities funded through non-core resources are subject to charge for UNDP central services & support. For this purpose, and in line with the cost recovery GMS distribution for central services, UNV will pay UNDP its share of GMS at 1.33% of total expenditures on programme and volunteer activities funded via the following sources:
  - a. UNV mobilized non-core programme resources (cost sharing, full funding, trust funds).
  - b. UNDP non-core programme resources
  - c. UN Agency resources
  - d. UN Department of Peacekeeping (DPKO) resources

Note: UNDP Core and UNV's Special Voluntary Fund (SVF) providing core funding are exempt from this charge.

Annex 1 lists a range of central services provided to UNV that are covered either by UNV's contribution to central services of 1.33% or specific SLA arrangements.



3. In recognition of the fact that UNV's business may occasionally require a unique set of support and services from UNDP, certain types of specific activities performed on behalf of UNV may not be covered by the 1.33% payment and therefore subject to full reimbursement. In such situations, the following shall apply:
  - a. Reimbursement at actual costs shall be provided for services as governed by signed Service Level Agreements (SLA) between UNV and the UNDP service provider unit. The BMS Directorate will retain copies of all such SLAs.
  - b. UNV and UNDP service provider units are responsible for establishing and signing relevant SLAs, including appropriate details of services provided, rates, basis of calculation, etc. under coordination by the BMS Directorate.
  - c. Billing and the settlement for all charges to UNV shall be handled by the responsible BMS unit.

### **Services in the Field:**

#### *(A) Support to UNV presence in Regional Hubs and Country Offices:*

Support to UNV is provided in the field through the structure of UNDP Country Offices and, where applicable, UNDP's Regional Hubs.

1. As mandated by the UNDP Executive Board, UNV has established "UNV Field Unit" comprised of UNV-funded Programme Assistants/Associates (staff with UNDP contracts) and/or UNV Programme Officers (International UN volunteers, National or International UNDP staff members) to support with the work required to manage UNV activities.
2. In addition to Field Units that are designed to directly support the recruitment and administration of the volunteers, UNV-funded staff and volunteers may also be assigned to selected UNDP Regional Hubs and Country Offices to support UNV's programmatic objectives.
3. In programme country offices, the UNDP Management Team in the Country Office shall provide the leadership role and oversight activity to the UNV Field Unit in the execution of various activities.
4. As the UNV Field Unit is an integral part of the UNDP Country Office, it shall be accorded access to all facilities, office space, equipment and support. Annex 2 provides a list of the types of support available to UNV Field Units at no additional cost.
5. Services listed under Annex 2 shall be provided to UNV Regional Office in the Regional Hubs on the same basis and cost recovery rate as other UNDP Bureaus hosted in regional hubs.
6. To ensure smooth operation, all office equipment and devices used by Field Units and Regional Offices including those procured by UNV, will conform to local UNDP standards and be fully integrated into the Country Office Asset Management, IT systems and communications network.

7. To support the transportation needs of the Field Unit related to regular monitoring of volunteers in the field, UNV may occasionally fund the purchase of a modest low cost vehicle. Such vehicle will form part of the local vehicle pool in UNDP Country Office, and the associated costs of drivers, fuel, maintenance, etc. shall be borne by the UNDP Country Office. UNDP shall extend travel arrangements to UNV in support of the UNV Field Unit's outreach programme.
8. UNV shall provide funds for its staff and volunteers in the field for any learning activity related specifically to UNV operations and activity.
9. UNVs should have access to appropriate learning facilities at par with other UNDP personnel, including access to LMS. The cost of access to LMS will be directly charged by UNDP to the funding source of the volunteer.

*(B) Support to UNV programme implementation:*

1. UNDP support to the implementation of UNV or Joint Programmes and Projects will be governed by the UNDP and UNV cost recovery policies.
2. To this extent, Direct Project and Volunteer Management Costs (DPC and VMC) of UNV and UNDP, associated with the implementation of UNV or Joint Programmes will be budgeted for and attributed to respective programmes and projects.
3. Other general management costs of UNV and UNDP, associated with the implementation of UNV or Joint Programmes and Projects at country level, will be recovered by the application of the General Management Support (GMS) fee, which will be distributed between UNV and UNDP in the proportion mutually agreed during project development and appraisal. Existing formulae for distribution of GMS for country components of regional or global programmes shall be used as a guiding principle.
4. It is specifically noted that UNV Special Voluntary Fund is a funding instrument, available to UNV, to explore and initiate creative and pioneering initiatives. Therefore, SVF is treated similar to core programming arrangements and is therefore exempt from GMS application.

*(C) Payment for Support and Services to UNV:*

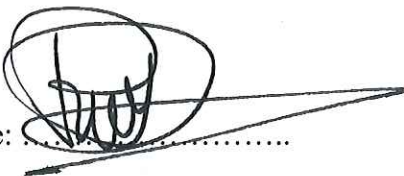
1. UNV Field Units form an integral part of the UNDP Country Office and no extra charge is made for support provided to them directly in the conduct UNV's institutional activities, as listed in Annex 2.
2. However, the cost of transactions performed in the Country Office towards recruitment, deployment and administration of volunteers is subject to cost recovery. To reduce administrative burden related to processing a large number of transactions, cost recovery shall be via an annual lump sum payment by UNV to the UNDP Country Office. These payments shall be as follows:



- a. The payment amount will be calculated as 2.5% of total actual cost incurred for volunteers assigned to the country. In order to establish the most efficient and equitable method of reimbursement for transaction costs, UNV plans to undertake a full analysis of options including use of Universal Price Lists (UPL), as a possible alternate to the 2.5% payment mechanism.
  - b. The cost of volunteers assigned to UN Missions is excluded from this calculation as they are mostly supported directly by the Missions. However, specific payment arrangement will be agreed between UNV and the respective Country Office for or any support provided to UN Volunteers assigned to UN Mission.
  - c. The calculated amount will be transferred to the Country Office's extra-budgetary account by 30th April of the following year.
3. The cost of support listed in Annex 2 provided to UNV personnel working as part of the UNV Regional Management Office located in Regional hubs will be cost recovered on the same basis as UNDP personnel hosted in regional hubs.
  4. In addition to above, any transaction charge for activities associated directly with the delivery of UNDP or UNV funded projects will be charged by the UNDP Country Offices to the chart of account of the project, as per established practice and rates.

For: United Nations Volunteers

For: Bureau of Management Services,  
UNDP

Signature: 

Signature: 

Name: Richard Dictus  
Executive Coordinator,  
United Nations Volunteers

Name: Jens Wandel  
Assistant Administrator &  
Director, Bureau for  
Management Services, UNDP

Date: 5 April 2016

Date: 01 April 2016

## ANNEX 1:

Reimbursable services by UNDP HQs Central Units		
Unit	Service Line	Reimbursement Method
OOLTS/OIMT <sup>1</sup>	ICT policies and guidelines	Via 1.33%
	ICT Security Advisory Services	Via 1.33%
	ICT Governance & Portfolio Management	Via 1.33%
	Atlas access and usage of baseline applications including functionalities incorporated into Atlas & integration support.	Via 1.33%
	UNV requested new functionality/application enhancements	Billing (cost recovered by OIST directly)
	Atlas Infrastructure & production support (including outsourced hosting)	Via 1.33%
	Ability to leverage subscription to ATLAS licenses	Via Reserve Accounting
	Microsoft 365 Subscriptions	Billing (cost recovered by OIST directly)
	Corporate applications Help Desk	Via 1.33%
	Services and products available through ICT Registry	Via e-Store
OHR	HR policies and guidelines	Via 1.33%
	Business Advisory	Via 1.33%
	LMS Access (Excludes Volunteers which are cost recovered)	Via 1.33%
	Vacancies, Job Classification, CRB, etc.	Via 1.33%
OFRM	Financial Policy and guidelines	Via 1.33%
	Representation at UN System inter-agency conferences & JFAs	Via Reserve Accounting (JFA)
	Funds Management, Disbursements, Deposits, Investments, etc.	Via 1.33%
	Standard OFRM functions	Via 1.33%
	Financial Statements (UNV) & UNV Donor Reporting	Billing – SLA1
	Service Clearing Account (SCA) – Reconciliation & Settlement	Billing – SLA2
	Receivable Management for Volunteers	Billing – SLA2
OOLTS/GSSU (Copenhagen and KL)	Global Payroll	Direct Charge to position COA
	Benefits and Entitlements	Billing – SLA
	All other services	Cost Recovered - SLA
Regional Hubs	All Services	Cost Recovered – SLA/CSA
OOLTS/LO	Legal policies and guidelines	SLA or Via 1.33%
	Commercial & Institutional legal services	Billing - SLA
	Administrative Law Services (HR-related legal services)	Billing - SLA

<sup>1</sup> This applies to significant changes in future reporting specifically required for UNV

<sup>2</sup> This applies to significant transactional work specifically required for UNV

<b>OOLTS/OSO/GO</b>	Admin policies and guidelines Premises Rent & facilities - UNV's Office in NY Space Planning, Moving, Renovation, etc. Pouch / Mail/Courier/Archiving Printing	Via 1.33% Charged directly to unit budget Charged directly to unit budget Charged directly to unit budget Charged directly to unit budget
<b>OOLTS/OSO/GO/Travel Services</b>	Travel policies and guidelines Entitlements handling Facilitation of travel documents, including G4 and household visas, Laissez Passer, and family certificates	Via 1.33% Via 1.33% SLA or Charged Directly to unit budget
<b>EB Secretariat</b>	EB agenda items/coordination of formal & informal meetings Document editing & submission to UNDGACM Support at EB meetings & sessions UN DCAGM conference services charges	Via 1.33% Via 1.33% Via 1.33% Via 1.33%

## ANNEX 2

Support to UNV Field Units (UNV Programme Officer and UNV Programme Assistant) in UNDP Country Offices	Comment
Representation, Leadership, Oversight	
Office space & other common facilities	Including any support or funding towards the UN Common House or other facility
Office Supplies including business cards, Photocopying, Printing, etc.	
Office Furniture – workstation, desk phone, landline, mobile phone charges, chair, filing cabinet, etc.	
Maintenance of the UNV purchased office equipment (computer, stationary and mobile telephone, camera, etc.)	
IT support including Helpdesk, internet, email account, access to Atlas, hardware maintenance, etc.	Including payment for any charges levied by OIST
Software licenses for standard office applications	Specific software needed for UNV applications will be paid for by UNV.
Access to LMS and other UNDP learning tools & events for UNV Field Unit personnel and UN volunteers working in UNDP	
Landline and mobile phone connection	
Access to UN vehicles, drivers and/or other alternative transportation arrangement (e.g. taxi services)	On the same basis and priority as UNDP personnel with charge to projects as appropriate
Processing of reimbursement of the Value Added Tax (VAT)	VAT Levied on UNV-related transactions should be charged to the local VAT. Receivable account and recovered locally
Security, Evacuation	
Other: Security services (Access Cards, etc.), Dispensary, VSAT	

**Note: This list does not provide an exhaustive overview of all services that can be provide by UNDP to UNV. There may be other areas where support provided to UNV Field Unit by the UNDP Country Office.**