UNCT-SWAP PERFORMANCE INDICATOR 4.3
Virtual Toolkit Resource

What?

Business Operation Strategy – United Republic of Tanzania (UNSDG 2020)

Why?

Tanzania's BOS presents a model of good practice for integrating gender equality and women's empowerment into common performance indicators and targets. See specifically:

- Percentage women retained on roster (page 48)
- Number of gender-sensitive trainings (page 54)
- Percentage of women-owned business (page 68)

Integration of gender-specific actions and indicators in the BOS is aligned with UNCT-SWAP Performance Indicator 4.3 (criterion c).

Additional materials in the UNCT-SWAP Scorecard Toolkit detail the wider process UN Tanzania followed to mainstream gender in operations (UN Tanzania's UNCT-SWAP GE Scorecard Progress on Indicator 4.3 Gender Parity) and gender capacity building for the OMT (United Nations Tanzania Agenda OMT Gender Training).

Performance Indicator 4.3 Gender Parity

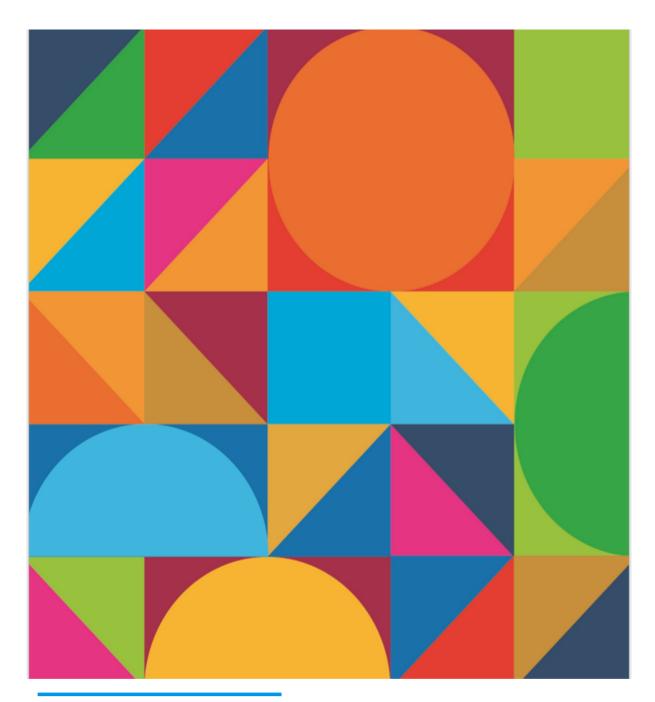|	
Approaches Minimum Requirements	a. A plan is in place for the UNCT to achieve gender parity.
Meets Minimum Requirements	b. The UNCT has reached gender parity. **and** c. A plan is in place for the UNCT to maintain gender parity.

Performance Indicator 4.3 Gender Parity

Exceeds Minimum Requirements	Meets minimum requirement
	and
	d. The Business Operations Strategy (BOS) includes gender-specific actions and indicators in at least one Business Operation Area to foster gender equality and women's empowerment.

BUSINESS OPERATION STRATEGY

UNITED REPUBLIC OF TANZANIA

UN SDG

A. INTRODUCTION

The Business Operations Strategy (BOS) is a results-based framework that focuses on joint business operations with the purpose of eliminating duplication, leveraging the common bargaining power of the UN and maximizing economies of scale.

In line with the Secretary-General's UN reform targets United Republic of Tanzania has designed a BOS in support of a more effective programme delivery on the 2030 Agenda. This BOS was developed through the BOS online platform on 01/01/2020. It will go through an annual monitoring phase and is set to be reviewed on 01/07/2021.

The BOS focuses on common services that are implemented jointly or delivered by one UN entity on behalf of one or more other UN entities. Common services for future collaboration were identified in the areas of Common Administration services and including common Facilities/Premises, Common Human Resources services, Common Procurement services, Common Finance services, Common ICT services. The following UN Agencies are participating in the United Republic of Tanzania BOS: UN, IMF, UN HABITAT, UNEP, UNCTAD, UNODC, OHCHR, UNESCO, IOM, WHO, UNAIDS, UN WOMEN, ILO, IFAD, FAO, UNIDO, UNICEF, UNHCR, UNFPA, UNDP, WFP, World Bank.

Zlatan MILISIC, the Resident Coordinator, is accountable to the Secretary-General for the development, implementation, monitoring and reporting of the BOS and steps towards a common back office. The UNCT provides overall oversight of the BOS process, approval and release of necessary agency and joint resources, sign off of the final BOS and annual reporting. The Operations Management Team (chaired by Hamid ABOUDOU, Hamid ABOUDOU) and its subsidiary bodies are responsible to facilitate development and implementation of the BOS at the country level. The Development Coordination Office (DCO) is responsible for coordination, guidance and support to UNCTs and RCs on the BOS.

B. EXISTING COMMON SERVICES

Common Service Lines	Common Services	Recommended Action: Continue as is, Scale up, Scale down, Discontinue Modify
Common Administration services and including common Facilities/Premises	Conference and event management	Continue as is
Common Administration services and including common Facilities/Premises	Diplomatic pouch	Continue as is
Common Administration services and including common Facilities/Premises	Car pooling	Scale up
Common Administration services and including common Facilities/Premises	Travel services	Continue as is
Common Administration services and including common Facilities/Premises	Consumables Procurement	Continue as is
Common Administration services and including common Facilities/Premises	Harmonized travel allowances for partners	Modify
Common Administration services and including common Facilities/Premises	Security Services (outsourced)	Continue as is
Common Administration services and including common Facilities/Premises	Management of common premises	Continue as is
Common Administration services and including common Facilities/Premises	Generator maintenance services	Continue as is
Common Administration services and including common Facilities/Premises	Vehicle rental	Continue as is
Common Administration services and including common Facilities/Premises	Cleaning Services	Continue as is
Common Finance services	HACT audit	Continue as is
Common Finance services	Macro assessment	Continue as is
Common Finance services	Micro-Assessment	Continue as is
Common Finance services	Payments processing	Continue as is
Common Finance services	Capacity Development Activities	Scale up
Common Finance services	Banking services and bank charges	Discontinue
Common Human Resources services	Medical services and dispensary	Continue as is
Common Human Resources services	Staff training services	Scale up
Common Human Resources services	Rate harmonization	Continue as is

Common Service Lines	Common Services	Recommended Action: Continue as is, Scale up, Scale down, Discontinue Modify
Common Human Resources services	Job Posting	Scale down
Common Human Resources services	UN activities (UN Cares & UN Day)	Continue as is
Common Human Resources services	Staff on-boarding	Continue as is
Common Human Resources services	Human Resources surveys	Continue as is
Common Human Resources services	Local payroll processing	Continue as is
Common Human Resources services	Health awareness programmes	Scale up
Common ICT services	Data centre services	Scale up
Common ICT services	Internet connectivity and VSAT services	Scale up
Common ICT services	Mobile phone services including scratch cards	Continue as is
Common ICT services	Operational and Security Telecommunication services	Scale up
Common ICT services	Network infrastructure services	Continue as is
Common ICT services	Help desk (first line support services)	Scale up
Common Procurement services	Joint Procurement services	Continue as is
Common Procurement services	Vendor assessments and contract management services	Continue as is
Common Procurement services	Duplicate - use CSL Admin-Transport Srvs insteat Car rental services	Continue as is
Common Procurement services	Dup. Use Freight Fwding in Log. Shipment and delivery	Continue as is
Common Procurement services	Dup. use Sec Svs in Admin. Security Services	Continue as is
Common Procurement services	Dup - use Accom Svs in Admin - Hotel & Conferencing LTA	Continue as is
Common Procurement services	Dup. use Trv Svs in Admin - Travel LTA	Continue as is

C. FUTURE COOPERATION

The opportunity analysis identifies new services that could be done collaboratively through the BOS, considering quality enhancements and cost effectiveness. The selection of these common services involves brainstorming sessions with the OMT to explore and calculate new ways of working, researching new technologies and working together to imagine new and improved levels of collaboration.

The OMT in United Republic of Tanzania reviewed common services that could potentially benefit country operations and selected the ones listed below:

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
Common Administration services and including common Facilities/Premises	Vehicle rental	Provision of LTA for car rental services. The UN agencies will be able to use the LTA whenever they need any staff transport services by car from one destination to the other especially within Dar es Salaam and occasionally outside Dar es Salaam.	UNICEF	6	By using the joint LTA, the agencies will be able to gain the efficiency and save time and resources as they do not need to go through competitive bidding process for each service requirement.	182,516.00
Common Administration services and including common Facilities/Premises	Harmonized travel allowances for partners	In 2011, the Development Partners Group (DPG) has harmonized its position regarding the payment of perdiem and has communicated the basic principles to the Government. Based on those principles, UN has established in 2019, an harmonized rates for perdiem and Transport targeting the same audience. However	UNICEF	18	Harmonized approach and reinforce the ONE UN spirit and collaboration. Achieve cost avoidance through application of established UN harmonized rates	

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
Common Administration services and including common Facilities/Premises	Management of common premises	One agency managing the agency and sharing the cost with others there is still room for improvement as some agencies are still not applying the same rate	UNDP	14	mainly labor cost avoidance and economy of scale. It also reinforce collaboration and is a good basis for CBO	2,281,118.00
Common Administration services and including common Facilities/Premises	Security Services (outsourced)	Provision of LTA security and guarding services in UN offices in Tanzania. The UN agencies will be able to use the LTA whenever they need any security related services in the country. The UN agencies will be able to use the LTA whenever they need any security and guarding services for UN agencies based in Tanzania.	UN WOMEN	10	Provision of LTA security and guarding services in UN offices in Tanzania. The UN agencies will be able to use the LTA whenever they need any security related services in the country. The UN agencies will be able to use the LTA whenever they need any security and guarding services for UN agencies based in Tanzania.	441,697.00
Common Administration services and including common Facilities/Premises	Generator maintenance services	Identification of reputable and qualified service providers and establish a common LTA	UNICEF	3	Well maintained, eco-efficient generators	112,533.00
Common Administration services and including common Facilities/Premises	Cleaning Services	Increased leverage as one UN in negotiating better rates and services	UNDP	8	Cost avoidance, quality maintenance	421,056.00
Common Administration services and including common Facilities/Premises	Diplomatic pouch	Joint diplomatic pouch and courier services. A common contract with service provider	UNDP	14	To ensure the security and speedy transmission of the official correspondence of the United Nations.	
Common Administration services and including	Consumables Procurement	Bulk procurement will result in negotiation of reduced costs	UNDP	4	Cost avoidance, time saving, better quality products	230,111.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
common Facilities/Premises						
Common Administration services and including common Facilities/Premises	Car pooling	Optimize use of available UN transport resources to reduce carbon footprint and vehicle running costs	WFP	6	Cost avoidance, reduced carbon emissions	
Common Administration services and including common Facilities/Premises	Conference and event management	facilitate the efficient handling of events and conference and obtain best rates and quality services from the hospitality and event providers.	UNICEF	6	This arrangement will facilitate the implementation of UN agencies programme activities by ensuring the timely engagement of providers and provision of quality services. LTAs with qualified providers (Company/Hotel) would cover the provision of hotel, event management and catering services (hotel/rooms reservations and facilitating the arrangement of conferences, meetings, seminars and training workshops and related services) By using the UN common LTA, the agencies will be able to save time and resources as they do not need to conduct separate bidding whenever they need such kind of services.	862,836.00
Common Administration services and including common Facilities/Premises	Travel services	Travel Management Services shall include arrangement of travel plans and preparation of suitable itineraries (including alternative routings, departures and arrivals) at the lowest cost for Staff Members and or their	ILO	7	By using the joint LTA, the agencies will be able to gain the efficiency and save time and resources as they do not need to go through competitive bidding process for each service requirement.	784,382.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		dependents (for purpose of official and non-official travels) and for Consultants, government officials and participants attending meetings or on official business for UN Agencies			UN can leverage economies of scale to negotiate discounts and cash refunds from points accumulated from air travel.	
Common Finance services	Capacity Development Activities	Shared resources and Shared partners, Economies of scale. The well built partner, will improve the performance	UNICEF	5	Aligned systems and procedures which lead to better reporting and cost effectiveness. Improved performance	
Common Finance services	Micro-Assessment Database	Single source of information on micro-assessments which enhances collaboration and provide quick access to information	UNICEF	4	Ability to have a common outreach to the partners for assessments, assurances and capacity building. Managing risk better with input from various available UN System capacities Timely intervention and completion of the partner assessments.	
Common Finance services	Banking services and bank charges	bank charges and Banking Service Level Agreement for UN Agencies basis to ensure cost reduction and enhanced quality services;The Lead Agency can do	UNDP	3	ensure cost reduction and enhanced quality services	

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		the contract management on behalf of other agencies.				
Common Finance services	HACT audit	Reinforce partnership and reduce burden on partner and ensure economy of scale	UNDP	4	Ability to have a common outreach to the partners for assessments, assurances and capacity building. Improved audits by engaging a reputable service provider Managing risk better with input from various available UN System capacities Ability to piggy-back on assurance exercise of the sister agencies Timely intervention and completion of the partner assessments.	383,649.00
Common Finance services	Unified Approach for Tax Refunds and Exemption	Harmonized approach to VAT refund in Tanzania to enhance collaboration, knowledge and best practices sharing and ensure each agency get proper refund in timely manner. Collaboration and sharing of best practices for tax management for all other taxes and duties	UNICEF	13	Uniform approach will ensure fair reimbursement to all agencies and enhance collaboration and reinforce the ONE UN spirit	
Common Finance services	Payments processing	UNDP has experience with this services, his staff can share his knowledge with other agencies easily. Many agencies have an agreement with UNDP for this service. It is not expected to	UNDP	3	Cost avoidance on payroll costs and bulk payment processing and H2H payment modality	140,250.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		scale-it but keep the existing arrangements				
Common Finance services	Macro assessment	The use of available best international auditor to perform HACT macro Assessment which will provide participating agencies useful information on the economical environment as well as the risk factors. Information which are very useful to decide modality to use when dealing with counterparts and partners	UNDP	5	Opportunity to conduct a more comprehensive macro-assessment and obviously cost-saving for each participating agency	83,904.00
Common Finance services	Micro-Assessment	Common micro-assessment conducted with all agencies involved with a common budget to be shared	UNDP	6	Reduced costs of assurance activities common understanding and approach of HACT	113,690.00
Common Human Resources services	Integrated web-based roster for staff	Ability to complete the selection process for specific functions while saving time and cost.	UNICEF	8	1. Timely meet the programmatic and administrative needs for the recruiting of individuals. 2. Repository of talents already appraised not only by interviews but also performance evaluation. 3. Motivation and trust from external candidates based on harmonized procedures.	316,600.00
Common Human Resources services	Health awareness programmes	Some agencies are organizing health training and information sessions individually. This involves in most cases, provision of such services by external service providers. Having a common approach toward such	WHO	15	Access and provision of health information to a large number of staff and additionally reduced the cost per agency.	

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		training and health awareness sessions, will not only provide access of such services to many more staff but also reduce the cost for each agency.				
Common Human Resources services	UN activities (UN Cares & UN Day)	Opportunity for UN staff and family members to gather' together and promote to promote peace, tolerance and understanding.	UNAIDS	16	Better collaboration and networking among staff and agencies. Promoting one UN image to external stakeholders.	
Common Human Resources services	Staff on-boarding	Similar and timely dissemination of information provided to new and arriving staff. This will ensure their integration and adaptation to the new environment is as efficient as possible.	WFP	13	Time saving for all agencies and better quality booklet.	
Common Human Resources services	Rate harmonization	This will eliminate the opportunities by persons being recruited to select preferred agencies due to remunerations and further eliminate competition among agencies due to the use of common for rates/fees.	UNDP	7	Lower cost for each participating agency.	
Common Human Resources services	Local payroll processing	It is a global agreement between agencies therefore not country specific. It also provides a good background for common back-office.	UNDP	4	Should remain as it is	
Common Human Resources services	Staff training services	training to all staff within all agencies for easy facilitation. It provides staff with access to a larger umbrella of training and when done together obviously	UNICEF	8	Effective delivery of services, shared knowledge and good understanding of subject matter and as well as saving cost for all agencies.	347,233.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		reduce the cost for each agency				
Common Human Resources services	Human Resources surveys	Harmonization of rates among UN agencies through survey is essential to eliminate competition within the UN. In addition, It is essential to save resources in terms of time spent by each agency to conduct surveys if done individually	UNDP	12	Harmonized rate Better quality if all agencies participate Cost avoidance in terms of time and if each agency conducts its survey individually.	
Common Human Resources services	Medical services and dispensary	The UN clinic as a common services in the North-West is an opportunity to provide quality health care services to the staff serving in that area. As a common service an economy of scale as well as quality improvement is expected.	UNHCR	4	Quality health care service to the staff and at a reduced cost per agency	
Common ICT services	Data centre services	Currently UN House Dar es Salaam, Zanzibar and Dodoma hosts multiple Agencies. The ICT Data centre services are centralised and managed by UNDP and UNICEF. This enables multiple Agencies to host their equipment/applications in one common Data Centre, connect to their HQ/cooperate infrastructures and use the facilities without having their local Agency ICT personnel. UN House Dar es Salaam - Managed by UNDP Hosted Agencies: RCO, UNDP, UNIDO, IFAD, UNDSS, UNODC, UNEP, UNOPS, UNIC, UNAIDS and ITC. UN House Zanzibar - Managed by UNDP	UNDP	6	Effective utilization of resources, as Data centre runs 24/7, this ensures effective use of space, electricity, equipment, Internet/ISP and staff. Central management of Data centre facilities enables effective monitoring of systems, proactive actions/maintenance and incident management. Facilitates common DRP, as all equipment are hosted in one Data centre. Enhances collaboration amongst various Agencies ICT staff, both local and HQ. Knowledge exchange, as managing Agency gets to learn/support various Data	80,500.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		Hosted Agencies: UNDP, UNICEF, UNFPA, WHO, FAO, UNWOMEN, UNAIDS, UNESCO and IOM. Dodoma - Managed by UNICEF Hosted UN House Hosted Agencies: UNICEF, UNDP, UNWOMEN, UNFPA, FAO and IOM.			centre hosted platforms from the different UN Agencies.	
Common ICT services	Procurement of ICT and network hardware	Currently each Agency does its own procurement of ICT equipment. ICT WG would like to explore the possibilities of doing combined procurement of ICT hardware (either through LTA or non-LTA holders).	UNICEF	10	Economy of scale offers better pricing/bargaining power. Better planning through organised and consolidated procurement. Cost savings on staff time, due to a reduction of transactions (procurement process and financial payments). Quicker procurement process through multiple LTAs from different Agencies. Use of Mutual Agreement to facilitate business processes in Procurement and ICT. Less hustle/time spent and costs in clearing of goods, tax exemption requests and VAT reimbursement, as these will be consolidated and done in bulk. Knowledge sharing within ICT WG, and cross-cutting with other WG (Procurement).	67,400.00
Common ICT services	Mobile phone services including scratch cards	Currently UN Agencies in Tanzania have a common LTA for Telecom services. Most Agencies	WFP	6	Common Telecom LTA facilitates better negotiating power on terms and conditions	245,769.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		are utilising this LTA, but all need to be onboard. The LTA covers voice and data services, and facilitates free calls amongst Agencies using the CUG service.			of the contract, and better/competitive pricing (for local and International calling traffics, handsets, modems etc). Better management of technical incidents, quality of service and billing, through dedicated Account Managers. It enables better contract management, through one UN entity. Other value-added services can easily be negotiated as part of the contract i.e.; E1s, Internet, Bulk SMS, Cloud Computing, Mobile Money services etc.	
Common ICT services	Sharing of ICT equipment	Currently each Agency uses its own ICT equipment. Some Agencies like UNDP do loan out ICT equipment to sister Agencies that it supports on temporary basis. The ICT WG would like to explore the possibilities of Inter-Agency equipment sharing across the board and have a local policy that enable this service.	UNFPA	10	Save costs on equipment that are only required for a short time (no need to buy, just loan from another Agency). Assist on DRPs/BCPs, as an Agency can loan other Agencies equipment in time of crisis. Make effective use of ICT equipment, as some become obsolete/redundant with technology advancement. Encourage Inter-Agency resource sharing and enhance collaboration.	208,596.00
Common ICT services	Help desk (first line support services)	Currently, the UN House in Dar es salaam and Zanzibar have a common ICT Helpdesk services. This service is managed by UNDP, and on a cost shared basis. ICT WG would like to	UNDP	8	Common ICT helpdesk enables Agencies with no local ICT personnel to get ICT assistance and support from the managing Agency. It saves costs, as one staff can support	576,875.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		explore the possibilities of extending this service to UN House in Dodoma and the North West of Tanzania.			multiple Agencies. If facilitates knowledge sharing as Agency supporting others will learn about platforms/applications used by other UN Agencies. It enables collaboration between local ICT personnel and HQ.	
Common ICT services	Network infrastructure services	UN Common Premises share Network infrastructure services, as it is for the case of Data Centre and Helpdesk services. The sharing of these three services facilitates cost reductions in equipment, network management and staffing costs. The managing Agency provides these services to the Agencies it hosts on a cost share basis. UNDP manages UN House in Dar es Salaam and Zanzibar, while UNICEF manages then UN House in Dodoma.	UNDP	8	One Network infrastructure that serves multiple Agencies is more cost effective to implement, ensures standardisation and makes it easier to manage. Provides seamless services to the end user, without having to go through the trouble of switching networks while in the same Compound, i.e. Wi-Fi, Printing and Security services. Enables single management of ICT contracts and services, making it more efficient and cost effective.	70,245.00
Common ICT services	Operational and Security Telecommunication services	Currently UNDSS manages the security radio communication in Dar es Salaam. Each Agency, particularly UNHCR, WFP and UNICEF have their own VHF/HF communication infrastructures across the Country. In the North West of Tanzania, harmonisation has been done, and Agencies share a Radio Room, Base Station and Repeaters. in other regions such as Dar es salaam, Dodoma, Zanzibar and Mbeya	UNHCR	10	UNDSS will be able to reach all UN staff in Tanzania from one central location, SOC in Dar es Salaam, as the Radio network will be interconnected. This will facilitate better and effective management of Radio infrastructure particularly in staffing, communication, equipment, frequency & channel allocation and licensing. Improved/better quality of service through use	12,720.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
		this is yet to be done. UNDSS and ICT WG plans to have a common Radio Room for all security/emergency communication in Dar es salaam (SOC), that interconnects with all regions of the country through IP to Air technology.			of new technologies (IP to Air).	
Common ICT services		The UN Agencies in Dar es salaam share a common Network and ISP. The common Network is hosted by WFP and interconnects to other Agencies through fibre. This facilitates sharing of Internet bandwidth, and other services that can potentially be hosted on the common network. The network extends Internet services to Heads of Agencies and Deputies residences.	WFP	9	Bulk procurement facilitates better negotiating power and competitive pricing. Ensures better technical support, incident and contract management through dedicated account Managers and SLAs. Mobility networks facilitates better utilisation of the bandwidth, as the same Internet service in the Offices is extended to the Heads of Agencies and Deputies residences. Depending on availability, Agencies can burst out of their allocated bandwidth at any moment of time.	305,005.00
	Internet connectivity and VSAT services					
Common Procurement services	Central Database for Vendors	The UN Common Procurement team will jointly conduct a comprehensive market survey and based on the survey results the team will develop a central database of pre-qualified vendors which will be accessible to all participating UN agencies.	UNICEF	14	The expected improvements/results are as follows: - Timely meet the programmatic and and administrative needs by having the pre-qualified database in place. - Competitiveness and harmonization of prices among	

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
					the participating agencies paid to similar services/goods - More transparency and efficiency - Expected to gain a significant cost savings due to avoidance of multiple market survey	
Common Procurement services	Central Database for LTAs	The UN Common Procurement team has an access to a TeamSite for storing and sharing of all the information related to common procurement including the database of LTAs. The system contains all the LTAs issued under the One UN system as well as any agency specific LTAs which can be piggybacked by any interested agencies.	UNICEF	14	The expected improvements/results are as follows: - Timely meet the programmatic and and administrative needs by having inplace the central database of LTAs for frequently procured goods and services. - Competitiveness and harmonization of prices among the participating agencies paid to similar services/goods - More transparency and efficiency as the same LTAs are used by many UN agencies	
Common Procurement services	Vendor assessments and contract management services	The aim is to meet the operational, functional and business objectives required by the contract.	UNICEF	5	It is expected that by implementing the joint assessment of vendors, the agencies will gain efficiency. A number of agencies would have been using the same supplier and therefore, each agency will not require to do the assessment separately. This will help in achieving efficiency and avoid unnecessary cost for doing the same assessments again and	65,000.00

Common service lines	Common services	Opportunity statement	Agency	Number of Participating Agencies	Quality Enhancements expected	Cost Avoidance
					again.	
Common Procurement services	Joint Procurement services	Harmonization of business practices and contribute to improving the effectiveness and the efficiency of UN procurement activities.	UNICEF	8	Common business operations can contribute to programme delivery. Avoided cost may be monetary (e.g. direct cost savings in joint procurement initiatives) or non-monetary in nature (e.g. quality enhancements of services or reduced lead times for processes resulting in less staff time involved in executing a process).	590,121.00

RISKS AND ASSUMPTIONS

The successful implementation of the BOS is conditioned by risks and assumptions. Risks are potential future events that are fully or partially beyond control and may (negatively) affect the achievement of the results. Assumptions are the variables or factors that need to be in place for results to be achieved.

The risks entered for this BOS are:

-Service provide does not provide satisfactory services (Control)
-Financial constraints which may delays or negatively impact some of the common activities (Accept)
-Lack of commitment from different agencies (Transfer)
-Security of Data in the cloud (Accept)
-Access to Data (Control)
-Time to respond to user requests (Control)
-Continuous changes imposed Globally by Agencies HQs (Accept)
-Agencies readiness to participate (Control)

The assumptions entered for this BOS are:

-Agencies take seriously the UN reforms and are ready to fully participate in the BOS(Significant)
-Need for common platform for sharing and accessing of LTAs issued by different agencies(Significant)
-Responsible agency will ensure that the roster is updated accordingly and outdated information remov(Unknown)
-Need for the data center will still remain(Significant)
-Need for common helpdesk and support will remain(Significant)

D. BOS BUDGET

The BOS budget is managed by the OMT and includes any costs required to coordinate, implement, monitor and review common services as outlined in the Results Framework. For this BOS, the budget will be administered by the managing entity on behalf of all participating and contributing UN.

Common service lines	Common services	Budget amount (estimate)	Budget funded	Budget gap
Common Procurement services	Dup. use Sec Svs in Admin. Security Services	0.00	0.00	0.00
Common Procurement services	Dup. Use Freight Fwding in Log. Shipment and delivery	0.00	0.00	0.00
Common Procurement services	Dup - use Accom Svs in Admin - Hotel & Conferencing LTA	0.00	0.00	0.00
Common Procurement services	Duplicate - use CSL Admin-Transport Srvs insteat Car rental services	0.00	0.00	0.00
Common Human Resources services	Integrated web-based roster for staff	10,000.00	0.00	10,000.00
Common Human Resources services	Health awareness programmes	10,000.00	0.00	10,000.00
Common Procurement services	Dup. use Trv Svs in Admin - Travel LTA	0.00	0.00	0.00
Common Procurement services	Joint Procurement services	3,000.00	0.00	3,000.00
Common Administration services and including common Facilities/Premises	Car pooling	0.00	0.00	0.00
Common Administration services and	Consumables Procurement	0.00	0.00	0.00

Common service lines	Common services	Budget amount (estimate)	Budget funded	Budget gap
including common Facilities/Premises				
Common Administration services and including common Facilities/Premises	Diplomatic pouch	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Generator maintenance services	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Harmonized travel allowances for partners	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Management of common premises	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Security Services (outsourced)	0.00	0.00	0.00
Common ICT services	Data centre services	0.00	0.00	0.00
Common ICT services	Network infrastructure services	0.00	0.00	0.00
Common ICT services	Internet connectivity and VSAT services	610,000.00	120,000.00	490,000.00
Common Procurement services	Central Database for Vendors	52,000.00	0.00	52,000.00
Common Finance services	Micro-Assessment Database	0.00	0.00	0.00
Common Finance services	Micro-Assessment	20,000.00	0.00	20,000.00
Common Finance services	Macro assessment	25,000.00	0.00	25,000.00
Common Finance services	HACT audit	0.00	0.00	0.00

Common service lines	Common services	Budget amount (estimate)	Budget funded	Budget gap
Common Human Resources services	UN activities (UN Cares & UN Day)	702,000.00	662,000.00	40,000.00
Common Human Resources services	Rate harmonization	30,000.00	0.00	30,000.00
Common Human Resources services	Medical services and dispensary	360,000.00	90,000.00	270,000.00
Common Procurement services	Central Database for LTAs	0.00	0.00	0.00
Common Procurement services	Vendor assessments and contract management services	0.00	0.00	0.00
Common Finance services	Payments processing	0.00	0.00	0.00
Common Finance services	Banking services and bank charges	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Conference and event management	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Travel services	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Vehicle rental	0.00	0.00	0.00
Common Human Resources services	Local payroll processing	0.00	0.00	0.00
Common Procurement services	Duplicate - use CSL Admin-Transport Srvs insteat Car rental services	0.00	0.00	0.00
Common Finance services	Banking services and bank charges	0.00	0.00	0.00
Common Finance services	Capacity Development Activities	30,000.00	0.00	30,000.00

Common service lines	Common services	Budget amount (estimate)	Budget funded	Budget gap
Common Finance services	Unified Approach for Tax Refunds and Exemption	0.00	0.00	0.00
Common Human Resources services	Staff on-boarding	0.00	0.00	0.00
Common Human Resources services	Staff training services	23,000.00	0.00	23,000.00
Common ICT services	Mobile phone services including scratch cards	0.00	0.00	0.00
Common ICT services	Operational and Security Telecommunication services	0.00	0.00	0.00
Common ICT services	Help desk (first line support services)	108,000.00	0.00	108,000.00
Common ICT services	Sharing of ICT equipment	0.00	0.00	0.00
Common ICT services	Procurement of ICT and network hardware	0.00	0.00	0.00
Common Human Resources services	Human Resources surveys	0.00	0.00	0.00
Common Administration services and including common Facilities/Premises	Cleaning Services	0.00	0.00	0.00

Implementation Plan

United Republic of Tanzania

06/11/2020

BOS country	United Republic of Tanzania	Start Date	01/01/2020	Review Date	01/07/2021

Common service	Car pooling
Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	WFP
Opportunity Statement	Optimize use of available UN transport resources to reduce carbon footprint and vehicle running costs

Participating agencies

UNDP

UNHCR

UN WOMEN

WFP

IOM

UNICEF

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	0	3	3	4	4	4
Estimated labour and monetary costs avoided from use of collaborative fleet	0	30000	30000	30000	30000	30000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Roll-out the car pooling system in different location	In progress	Activity started in 2019 and will be rolled-out in different locations by priority: Dodoma, Arusha and Dar Es Salaam. Kasulu is already roll ed-out.	01/01/2020	31/12/2020	Leyla NDOMAN	UNDP	0.00	0.00	0.00	

Implementation Plan

United Republic of Tanzania

06/11/2020

Common service	Cleaning Services
Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	UNDP
Opportunity Statement	Increased leverage as one UN in negotiating better rates and services

Participating agencies

UNESCO

UN WOMEN

FAO

UNDP

UNHCR

UNICEF

WFP

IOM

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common premises	0	84000	84000	84000	84000	84000
Average rating of the common premises quality and reliability through staff survey	2	3	3	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Cleaning Services	In progress	LTA for cleaning services for UN premises	01/09/2019	01/09/2021	Margreth KAIJAGE	IOM	0.00	0.00	0.00	

Implementation Plan

United Republic of Tanzania

06/11/2020

Common service	Conference and event management
Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	UNICEF
Opportunity Statement	facilitate the efficient handling of events and conference and obtain best rates and quality services from the hospitality and event providers.

Participating agencies

IOM

UNDP

UNFPA

WFP

UNHCR

UNICEF

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	2	3	4	4	4	4
Estimated labour and monetary costs avoided from use of common conferencing services	0	160000	160000	160000	160000	160000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
LTAs for Hotels and Conference facilities	In progress	One UN LTAs	01/01/2020	31/12/2024	Cathline OUMA	UNICEF	0.00	0.00	0.00	

Implementation Plan

United Republic of Tanzania   06/11/2020

Common service	Consumables Procurement

Common service line	Common Administration services and including common Facilities/Premises

Lead Agency	UNDP

Opportunity Statement	Bulk procurement will result in negotiation of reduced costs

Participating agencies

UNDP

UNICEF

WFP

UNHCR

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	0	3	4	4	4	4
Estimated transaction costs avoided from use of common administrative services	0	46000	46000	46000	46000	46000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Establish LTAs for consumable	In progress	One UN LTA for consumables	01/07/2020	31/12/2023	Ivetha RWEHUMBIZA	IOM	0.00	0.00	0.00	

Common service	Diplomatic pouch

Common service line	Common Administration services and including common Facilities/Premises

Lead Agency	UNDP

Opportunity Statement	Joint diplomatic pouch and courier services. A common contract with

Participating agencies

FAO

WFP

UN WOMEN

Implementation Plan

United Republic of Tanzania

06/11/2020

service provider

UN HABITAT

UNFPA

UNESCO

UNEP

UNAIDS

UN

IOM

IMF

UNDP

UNICEF

UNHCR

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common diplomatic pouch	0	10000	10000	10000	10000	10000
Average rating of the common service quality and reliability through staff survey	3	3	3	4	4	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Organize common diplomatic pouch	In progress	Common diplomatic pouch	01/02/2020	31/12/2023	Vicky KIBOKO	FAO	0.00	0.00	0.00	

Common service	Generator maintenance services
Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	UNICEF
Opportunity Statement	Identification of reputable and qualified service providers and establish a common LTA

Participating agencies

UNDP

UNICEF

WFP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common premises	0	20000	20000	20000	20000	20000
Average rating of the common premises quality and reliability through staff survey	0	3	3	3	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
LTA for generator maintenance	Not started	ONE UN LTA for maintenance of generators	01/01/2020	31/12/2023	Cathline OUMA	UNICEF	0.00	0.00	0.00	

Common service	Harmonized travel allowances for partners
Common service line	Common Administration services and including common Facilities/Premises

Participating agencies

IOM

Implementation Plan

United Republic of Tanzania

06/11/2020

Lead Agency

Opportunity Statement

UNICEF

In 2011, the Development Partners Group (DPG) has harmonized its position regarding the payment of perdiem and has communicated the basic principles to the Government. Based on those principles, UN has established in 2019, an harmonized rates for perdiem and Transport targeting the same audience. However there is still room for improvement as some agencies are still not applying the same rate

UN
ILO

IFAD

FAO

UNODC

UN HABITAT

UN WOMEN

UNHCR

UNICEF

WFP

UNAIDS

UNDP

UNEP

UNESCO

UNFPA

UNIDO

WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided from use of harmonization of travel allowance for partners	0	0	0	0	0	0
Average rating of the common service quality and reliability through agency survey	3	3	4	4	4	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Revision of the Memo on harmonized perdiem to partners	In progress	revision of the memorandum	01/07/2020	31/08/2020	Cathline OUMA	UNICEF	0.00	0.00	0.00	

Common service	Management of common premises
Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	UNDP
Opportunity Statement	One agency managing the agency and sharing the cost with others

Participating agencies

UNDP

UNICEF

FAO

IFAD

ILO

IOM

UN WOMEN

UNAIDS

Implementation Plan United Republic of Tanzania 06/11/2020

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common premises	0	100000	100000	100000	100000	100000
Average rating of the common premises quality and reliability through staff survey	3	4	4	4	4	4

UNFPA

WHO

UNESCO

UNEP

UNIDO

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
management of common premises	In progress	Ongoing activity in Zanzibar, Dar Es Salaam and Dodoma	01/01/2020	31/12/2023	Jeremiah MALLONGO	UNDP	0.00	0.00	0.00	

Common service Security Services (outsourced)

Common service line Common Administration services and including common Facilities/Premises

Lead Agency UN WOMEN

Opportunity Statement Provision of LTA security and guarding services in UN offices in Tanzania. The UN agencies will be able to use the LTA whenever they need any security

Participating agencies

UNESCO

IOM

FAO

related services in the country. The UN agencies will be able to use the LTA whenever they need any security and guarding services for UN agencies based in Tanzania.

UNDP
UNFPA
UNHCR
UNICEF
WFP
WHO
UN WOMEN

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided use of common service agreements and MOUs	0	80000	80000	80000	80000	80000
Average rating of the common service quality and reliability through agency survey	4	4	4	5	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
LTA for security services	In progress	Ongoing activity	01/01/2020	31/12/2023	Bazil JAMES	UNDP	0.00	0.00	0.00	

Common service — Travel services

Implementation Plan

United Republic of Tanzania

06/11/2020

Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	ILO
Opportunity Statement	Travel Management Services shall include arrangement of travel plans and preparation of suitable itineraries (including alternative routings, departures and arrivals) at the lowest cost for Staff Members and or their dependents (for purpose of official and non-official travels) and for Consultants, government officials and participants attending meetings or on official business for UN Agencies

UNICEF

WFP

UNHCR

UNFPA

UNDP

IOM

ILO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	0	3	3	4	4	5
Estimated labour and monetary costs avoided from use of common air and ground travel services	0	156000	156000	156000	156000	156000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
ONE UN LTAs for travel services	In progress	Establish One UN LTAs for travel services and select 2 to 3 travel agencies	01/01/2020	31/12/2024	Bazil JAMES	UNDP	0.00	0.00	0.00	

Implementation Plan

United Republic of Tanzania

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Implementation Plan

United Republic of Tanzania

06/11/2020

Common service	Vehicle rental
Common service line	Common Administration services and including common Facilities/Premises
Lead Agency	UNICEF
Opportunity Statement	Provision of LTA for car rental services. The UN agencies will be able to use the LTA whenever they need any staff transport services by car from one destination to the other especially within Dar es Salaam and occasionally outside Dar es Salaam.

Participating agencies

UNICEF

IOM

WFP

UNHCR

UNDP

UNFPA

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided use of common vehicle rental	36000	36000	36000	36000	36000	36000
Average rating of the common service quality and reliability through staff survey	0	3	3	4	4	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
ONE UN LTAs for vehicle rental	In progress	LTAs for vehicle rentals	01/01/2020	31/12/2024	Cathline OUMA	UNICEF	0.00	0.00	0.00	

Implementation Plan

United Republic of Tanzania

06/11/2020

Common service	Banking services and bank charges
Common service line	Common Finance services
Lead Agency	UNDP
Opportunity Statement	bank charges and Banking Service Level Agreement for UN Agencies basis to ensure cost reduction and enhanced quality services;The Lead Agency can do the contract management on behalf of other agencies.

Participating agencies

UNDP

UNHCR

WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Annual savings in bank charges from use of common banking services arrangement	6000	7000	7000	7000	8000	8000
Percentage of agencies satisfied with common banking services	90%	90%	70%	70%`	70%	70%

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Banking services as stands now	In progress	No comment	01/01/2020	31/12/2024	Jeremiah MALLONGO	UNDP	0.00	0.00	0.00	

Common service	Capacity Development Activities
Common service line	Common Finance services
Lead Agency	UNICEF

Opportunity Statement	Shared resources and Shared partners, Economies of scale. The well built partner, will improve the performance

Participating agencies	UN WOMEN
	IOM
	UNDP
	UNFPA
	UNICEF

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through agency survey	3	4	4	5	5	5
Estimated labour costs avoided [USD] through common HACT capacity developement activities	20000	20000	20000	25000	25000	30000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Training of the implementing partners	In progress	Common training organized to cooperating partners to reinforce their capacities. Once every 2 years	01/07/2020	31/07/2023	Ezekiel KIAGHO	UNICEF	30,000.00	0.00	30,000.00	

Implementation Plan

United Republic of Tanzania 06/11/2020

Common service	HACT audit
Common service line	Common Finance services
Lead Agency	UNDP
Opportunity Statement	Reinforce partnership and reduce burden on partner and ensure economy of scale

Participating agencies

WHO

UNDP

UNICEF

UNFPA

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through agency survey	3	3	3	4	4	4
Estimated labour costs avoided through common HACT audits	0	27000	27000	27000	27000	27000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
HACT audit process	In progress	harmonize and use same contractual firm for the audit. Draft a common audit plan to be used by the firm	01/05/2020	31/12/2023	Ezékiel KIAGHO	UNICEF	0.00	0.00	0.00	

Common service	Macro assessment
Common service line	Common Finance services
Lead Agency	UNDP

Participating agencies	
	WFP
	UNDP
	UNFPA
	UNICEF
	WHO

Opportunity Statement
The use of available best international auditor to perform HACT macro Assessment which will provide participating agencies useful information on the economical environment as well as the risk factors. Information which are very useful to decide modality to use when dealing with counterparts and partners

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided through common HACT macro assessments	0	0	30000	0	0	0
Average rating of the common service quality and reliability through agency survey	0	0	4	0	0	0

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
conduct a joint macro assessment	Not started	Conduct a macro-assessment involving all HACT agencies and any other interested agencies	01/04/2021	31/07/2021	Ezekiel KIAGHO	UNICEF	25,000.00	0.00	25,000.00	

Implementation Plan

United Republic of Tanzania

Common service	Micro-Assessment
Common service line	Common Finance services
Lead Agency	UNDP
Opportunity Statement	Common micro-assessment conducted with all agencies involved with a common budget to be shared

Participating agencies

UNICEF

WFP

UNFPA

UNDP

UN WOMEN

WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided through common HACT micro assessments	0	7000	7000	7000	7000	7000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
micro assessment of partners	Not started	Micro-assessment to be done every 2 years	01/08/2020	30/06/2022	Ezekiel KIAGHO	UNICEF	20,000.00	0.00	20,000.00	

Implementation Plan

United Republic of Tanzania

06/11/2020

Common service	Micro-Assessment Database
Common service line	Common Finance services
Lead Agency	UNICEF
Opportunity Statement	Single source of information on micro-assessments which enhances collaboration and provide quick access to information

Participating agencies

UNDP

UN WOMEN

UNICEF

UNFPA

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided through the management of a common HACT micro assessment database	0	0	6000	1500	1500	1500

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Establish a common database for micro-assessment	Not started	With the assistance of ICT working Group, establish a database for all micro-assessments	01/10/2020	31/12/2020	Ezekiel KIAGHO	UNICEF	0.00	0.00	0.00	

Implementation Plan

United Republic of Tanzania

06/11/2020

Common service	Payments processing
Common service line	Common Finance services
Lead Agency	UNDP
Opportunity Statement	UNDP has experience with this services, his staff can share his knowledge with other agencies easily. Many agencies have an agreement with UNDP for this service. It is not expected to scale-it but keep the existing arrangements

Participating agencies

UNDP

UNFPA

FAO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated payment processing fees avoided from use of common arrangements for payment services	0	12000	12000	12000	12000	12000
Average rating of the common service quality and reliability through agency survey	3	3	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Payment processing by UNDP to participating Agencies	In progress	Service continues as it stands	01/01/2020	31/12/2024	Jeremiah MALLONGO	UNDP	0.00	0.00	0.00	

Common service	Unified Approach for Tax Refunds and Exemption
Common service line	Common Finance services
Lead Agency	UNICEF
Opportunity Statement	Harmonized approach to VAT refund in Tanzania to enhance collaboration,

Participating agencies

UN WOMEN

UNFPA

Implementation Plan

United Republic of Tanzania

06/11/2020

knowledge and best practices sharing and ensure each agency get proper refund in timely manner.
Collaboration and sharing of best practices for tax management for all other taxes and duties

UNESCO

UNIDO

UNDP

UNAIDS

IOM

ILO

FAO

UNICEF

UNHCR

WHO

WFP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated costs avoided from use of common procedures for claiming tax refunds	0	0	0	0	0	0
Average rating of the common service quality and reliability through staff survey	2	3	4	4	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)

Implementation Plan

United Republic of Tanzania

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VAT information session	In progress	Organize meeting with TRA officials, to explain to UN colleagues in charges of VAT claims the processes, the common errors and how to efficiently fill a VAT claim	01/06/2020	30/06/2021	Cathline OUMA	UNICEF	0.00	0.00	0.00
Follow-up on pending VAT refunds	In progress	Regular follow-up to be done at least once every quarter on the status of VAT claims for UN agencies in the countries. The results should be shared with OMT for further deliberation	01/06/2020	31/12/2020	Cathline OUMA	UNICEF	0.00	0.00	0.00

Common service   Health awareness programmes

Common service line   Common Human Resources services

Lead Agency   WHO

Opportunity Statement   Some agencies are organizing health training and information sessions individually. This involves in most cases, provision of such services by external service providers. Having a common approach toward such training and health awareness sessions, will not only provide access of such services to many more staff but also reduce the cost for each agency.

Participating agencies

WHO

UNHCR

FAO

IFAD

ILO

IOM

UNAIDS

UNCTAD

UNDP

UNEP

UNESCO

UNFPA

UNICEF

UNIDO

Implementation Plan

United Republic of Tanzania

06/11/2020

WFP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	2	3	4	4	5	5
Estimated labour costs avoided [USD] from implementing joint health awareness programmes	0	0	0	0	0	0

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Health awareness training	Not started	Organize twice a years, health awareness programs at UN premises. This activity will be organized in partnership with health facilities in Tanzania which will provide specialists to deliver the awareness programs, targeted diseases are Diabetes, canc	01/06/2020	30/06/2022	Conira KOROMA	UNICEF	10,000.00	0.00	10,000.00	

Common service	Human Resources surveys
Common service line	Common Human Resources services
Lead Agency	UNDP
Opportunity Statement	Harmonization of rates among UN agencies through survey is essential to eliminate competition within the UN. In addition, it is essential to save resources in terms of time spent by each agency to conduct surveys if done individually

Participating agencies

FAO

UNAIDS

UNDP

UNFPA

UNIDO

Implementation Plan

United Republic of Tanzania

06/11/2020

WFP

ILO

WHO

UN WOMEN

UNICEF

UNHCR

IOM

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided for rolling out and analysing the results human resources surveys	0	0	0	0	0	0
Average rating of the common service quality and reliability through staff survey	3	4	4	4	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Organize Fixed Salary surveys	In progress	Organize on request by ICSC the Local FT salary surveys under the leadership of UNDP. Both comprehensive and interim surveys will be organized	01/01/2020	31/12/2023	Veronica SIGALLA	UNDP	0.00	0.00	0.00	

Common service

Integrated web-based roster for staff

Participating agencies

Common service line	Common Human Resources services
Lead Agency	UNICEF
Opportunity Statement	Ability to complete the selection process for specific functions while saving time and cost.

UNFPA

UNDP

UNHCR

UNICEF

ILO

FAO

WHO

WFP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Percentage of vacancies filled with candidates through a common HR activity	0	40	60	60	70	70
Estimated labour costs avoided from common selected HR processes and services	0	15000	46000	46000	46000	46000
percentage of women retained on the roster	NA	0	40	50	50	50

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Establish common HR roster	Not started	Selection of local position high interest for agencies, advertising the selected positions and conducting interview to retain the position. This activity will be repeated every 2 years therefore candidates are expected to be in the pool for maximum o	01/06/2020	31/12/2023	Catherine MBUTI HA	UNHCR	10,000.00	0.00	10,000.00	

Business operations strategy online platform

Common service	Local payroll processing
Common service line	Common Human Resources services
Lead Agency	UNDP
Opportunity Statement	It is a global agreement between agencies therefore not country specific. It also provides a good background for common back-office.

Participating agencies

UNDP

UNFPA

WFP

UNAIDS

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided for processing local payroll	0	0	0	0	0	0
Average rating of the common service quality and reliability through staff survey	4	4	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Payroll processing by UNDP for participating agencies	In progress	This service is based on global agreement between agencies whereby UNDP processes payroll for FTs through ATLAS to several agencies (WFP, UNFPA, UNWOMEN, UNAIDS, UNEP, IFAD, etc) as well as payroll for local Services contracts staffs for some of them	01/01/2020	31/12/2023	Jeremiah MALLONGO	UNDP	0.00	0.00	0.00	

Common service	Medical services and dispensary	Participating agencies	
Common service line	Common Human Resources services		UNHCR
Lead Agency	UNHCR		WFP
Opportunity Statement	The UN clinic as a common services in the North-West is an opportunity to provide quality health care services to the staff serving in that area. As a common service an economy of scale as well as quality improvement is expected.		UNICEF
			UNDP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from implementing joint medical services and dispensary	0	0	0	0	0	0
Average rating of the common service quality and reliability through staff survey	3	3	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
UN clinic in Kasulu	Achieved	Keep running and improve services of the UN clinic in Kasulu. Cost of US$ 90,000/year	01/01/2020	31/12/2023	Gilbert MUTAI	UNHCR	360,000.00	90,000.00	270,000.00	

Common service	Rate harmonization
Common service line	Common Human Resources services
Lead Agency	UNDP

Opportunity Statement

This will eliminate the opportunities by persons being recruited to select preferred agencies due to remunerations and further eliminate competition among agencies due to the use of common for rates/fees.

Participating agencies

FAO

UNDP

UNFPA

WFP

UNIDO

UN

UNAIDS

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from the use of harmonised rates	0	0	0	0	0	0
Average rating of the common service quality and reliability through agency surveys	3	4	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Harmonized rates for Local Service contracts staff	In progress	Recruitment of a consultant to conduct the survey and update the rate. Participation to the cost of all agencies using that type of contract is expected. rate to be updated every 2 years	01/07/2020	31/01/2023	Veronica SIGALLA	UNDP	30,000.00	0.00	30,000.00	
Harmonized Local Individual contractors rates	In progress	One scale for IC to be updated on a regular basis. Internally developed scale	01/05/2020	31/12/2023	Hija CHOYO	FAO	0.00	0.00	0.00	

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Common service	Staff on-boarding
Common service line	Common Human Resources services
Lead Agency	WFP
Opportunity Statement	Similar and timely dissemination of information provided to new and arriving staff. This will ensure their integration and adaptation to the new environment is as efficient as possible.

Participating agencies

UNFPA

UNHCR

UNESCO

UNDP

UNAIDS

IOM

ILO

IFAD

FAO

UNIDO

UN WOMEN

WFP

WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from the use of common staff on-boarding	0	0	830	520	520	520
Average rating of the common service quality and reliability through staff survey	1	3	3	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
UN Welcome Booklet	In progress	The objective of the booklet is to have a common overview of the Country that will help new staff to integrate peaceful. This booklet will be internal developed and reviewed every year	01/01/2020	31/12/2023	Orestes SOTTA	WFP	0.00	0.00	0.00	

Common service	Staff training services
Common service line	Common Human Resources services
Lead Agency	UNICEF
Opportunity Statement	training to all staff within all agencies for easy facilitation. It provides staff with access to a larger umbrella of training and when done together obviously reduce the cost for each agency

Participating agencies

FAO

UNDP

ILO

UNFPA

UNHCR

UNICEF

WFP

WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided through implementation of common HR initiatives	0	12000	24000	24000	24000	24000

Average rating of the common service quality and reliability through staff survey	0	3	4	4	5	5
Number of gender sensitive training organized	0	1	1	2	2	2

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Organize training on gender to promote gender sensitive activities	Not started	In collaboration with the Gender inter-Agency Team and UNWOMEN, organize training to all staff on gender; At least once a year	01/01/2020	31/12/2024	Catherine MBUTHA	UNHCR	5,000.00	0.00	5,000.00	
Pension Fund Training	In progress	About the administration of pension to all staff members. To be organized every other year	14/04/2020	17/04/2020	Conira KOROMA	UNICEF	6,000.00	0.00	6,000.00	
Overview of staff rules, regulations and procedures	In progress	This is an ongoing process	01/03/2020	31/12/2023	Conira KOROMA	UNICEF	4,000.00	0.00	4,000.00	
Humanitarian and Emergency Learning Preparedness	In progress	To enhance preparedness	01/03/2020	28/02/2021	Conira KOROMA	UNICEF	2,000.00	0.00	2,000.00	
Strengthen Capacity in Operations Management and Extensive ability to use HR systems including BOS	Not started	To strengthen capacity on HR Ops	01/06/2020	31/05/2021	Conira KOROMA	UNICEF	6,000.00	0.00	6,000.00	

Common service UN activities (UN Cares & UN Day)

Common service line Common Human Resources services

Lead Agency UNAIDS

Opportunity Statement Opportunity for UN staff and family members to gather together and promote to promote peace, tolerance and understanding.

Participating agencies

FAO

IFAD

ILO

IOM

UNAIDS

UNDP

UNEP

Implementation Plan

United Republic of Tanzania

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UNESCO
UNFPA
UNHCR
UNICEF
UNIDO
UN
UN WOMEN
WFP
WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from organising common UN activities	0	0	0	0	0	0
Average rating of the common service quality and reliability through staff survey	0	3	4	4	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
ONE UN FAMILY SPORT DAY	Not started	Organize once a year a family sport day to commemorate International day of sport, promote sport as universal language a powerful tool to promote peace, tolerance, promote sport as a powerful tool in promoting SDGs 3, 4, 5, 16 and 17.	01/10/2020	31/12/2023	Chantal KAPESI	UNDP	40,000.00	0.00	40,000.00	
COVID-19 UN staff care plan	In progress	In response to the COVID-19 pandemic, the UNCT has decided to put in place a plan to ensure staff safety and care when affected. This includes call center for staff, isolation	01/04/2020	31/12/2020	Hamid ABOUDOU	WFP	662,000.00	662,000.00	0.00	

facilities, Stress Intervention Unit,
Recruitment of medical staff as well

Common service	Data centre services		Participating agencies	
Common service line	Common ICT services			
Lead Agency	UNDP			

Opportunity Statement

Currently UN House Dar es Salaam, Zanzibar and Dodoma hosts multiple Agencies. The ICT Data centre services are centralised and managed by UNDP and UNICEF. This enables multiple Agencies to host their equipment/applications in one common Data Centre, connect to their HQ/cooperate infrastructures and use the facilities without having their local Agency ICT personnel. UN House Dar es Salaam - Managed by UNDP Hosted Agencies: RCO, UNDP, UNIDO, IFAD, UNDSS, UNODC, UNEP, UNOPS, UNIC, UNAIDS and ITC.   UN House Zanzibar - Managed by UNDP Hosted Agencies: UNDP, UNICEF, UNFPA, WHO, FAO, UNWOMEN, UNAIDS, UNESCO and IOM.   UN House Dodoma - Managed by UNICEF Hosted Agencies: UNICEF, UNDP, UNWOMEN, UNFPA, FAO and IOM.

Participating agencies:
IOM
UNFPA
UNESCO
UNDP
UNICEF
UN WOMEN

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common ICT infrastructure	0	50000	50000	50000	50000	50000
Average rating of the common service quality and reliability through staff survey	3	4	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Office Relocation (UN House Dar & Zanzibar)	Not started	Pending until Offices are identified.	01/01/2021	31/03/2021	Leyla NDOMAN	UNDP	0.00	0.00	0.00	
Utilisation of O365 cloud based storage & collaboration platforms	In progress	All UN entities in the Country use O365 applications (apart from UNFPA), making collaboration amongst Agencies easier.	01/01/2020	31/12/2020	Germain MIRINDI	UNICEF	0.00	0.00	0.00	

Common service	Help desk (first line support services)
Common service line	Common ICT services
Lead Agency	UNDP
Opportunity Statement	Currently, the UN House in Dar es salaam and Zanzibar have a common ICT Helpdesk services. This service is managed by UNDP, and on a cost shared basis. ICT WG would like to explore the possibilities of extending this service to UN House in Dodoma and the North West of Tanzania.

Participating agencies

FAO
IOM
UNDP
UNESCO
UNFPA
UNICEF
UN WOMEN
WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common ICT infrastructure	100000	115000	115000	115000	115000	115000
Average rating of the common service quality and reliability through staff survey	3	4	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Establishment of Inter-Agency IT Helpdesk/Support Roster for Dodoma	Not started	This will facilitate ICT support for Dodoma UN House, as there isn't an ICT staff there. The budget will be cost shared amongst participating Agencies.	01/04/2020	31/12/2020	Germain MIRINDI	UNICEF	12,000.00	0.00	12,000.00	
Recruitment of IT UNV Helpdesk/Support staff in Dodoma	Not started	For long term, IT UNV staff to support Dodoma Office will be preferred. Budget will be cost shared amongst participating Agencies.	01/09/2020	31/12/2020	Germain MIRINDI	UNICEF	96,000.00	0.00	96,000.00	

Common service	Internet connectivity and VSAT services
Common service line	Common ICT services
Lead Agency	WFP
Opportunity Statement	The UN Agencies in Dar es salaam share a common Network and ISP. The common Network is hosted by WFP and interconnects to other Agencies through fibre. This facilitates sharing of Internet bandwidth, and other services that can potentially be hosted on the common network. The network extends Internet services to Heads of Agencies and Deputies residences.

Participating agencies

FAO

IOM

UNFPA

WFP

UNHCR

WHO

UN WOMEN

UNESCO

UNDP

Common Service KPI

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KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common ICT infrastructure	70000	90000	90000	90000	90000	90000
Average rating of the common service quality and reliability through staff survey	4	5	5	5	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Management of shared Internet Services/One UN ICT Network	In progress	Budget is cost shared amongst participating Agencies.	01/01/2020	31/12/2023	John MOSHA	WFP	600,000.00	120,000.00	480,000.00	
VoIP/SIP for One UN	Not started	This will facilitate inter-Agency PABX via SIP.	01/09/2020	31/12/2020	Benny MOSHI	IOM	10,000.00	0.00	10,000.00	

Common service	Mobile phone services including scratch cards
Common service line	Common ICT services
Lead Agency	WFP
Opportunity Statement	Currently UN Agencies in Tanzania have a common LTA for Telecom services. Most Agencies are utilising this LTA, but all need to be onboard. The LTA covers voice and data services, and facilitates free calls amongst Agencies using the CUG service.

Participating agencies

WHO
WFP
UNICEF
UNFPA
UNESCO
UNDP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	3	4	4	4	4	4
Estimated labour and monetary costs avoided from use of collaborative procurement	100000	200000	200000	200000	200000	200000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Review of the SIM Card Registration Act 2020, and align it to UN Operations	In progress	The TCRA requirements for mobile operations have been constantly changing. Close follow up is is required to ensure compliance to the regulations and continuity of Voice Telecom services for UN entities	01/01/2020	31/12/2020	John MOSHA	WFP	0.00	0.00	0.00	

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Common service	Network infrastructure services
Common service line	Common ICT services
Lead Agency	UNDP
Opportunity Statement	UN Common Premises share Network infrastructure services, as it is for the case of Data Centre and Helpdesk services. The sharing of these three services facilitates cost reductions in equipment, network management and staffing costs. The managing Agency provides these services to the Agencies it hosts on a cost share basis. UNDP manages UN House in Dar es Salaam and Zanzibar, while UNICEF manages then UN House in Dodoma.

Participating agencies

FAO

IOM

UNESCO

UN WOMEN

WHO

UNFPA

UNICEF

UNDP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of common ICT infrastructure	30000	50000	50000	50000	50000	50000
Average rating of the common service quality and reliability through staff survey	4	5	5	5	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Office Relocation (UN House Dar & Zanzibar)	Not started	Pending identification of Office premises.	01/01/2021	31/03/2021	Leyla NDOMAN	UNDP	0.00	0.00	0.00	

Common service	Operational and Security Telecommunication services	Participating agencies	
Common service line	Common ICT services		IOM
Lead Agency	UNHCR		UN WOMEN
Opportunity Statement	Currently UNDSS manages the security radio communication in Dar es Salaam. Each Agency, particularly UNHCR, WFP and UNICEF have their own VHF/HF communication infrastructures across the Country. In the North West of Tanzania, harmonisation has been done, and Agencies share a Radio Room, Base Station and Repeaters. in other regions such as Dar es salaam, Dodoma, Zanzibar and Mbeya this is yet to be done. UNDSS and ICT WG plans to have a common Radio Room for all security/emergency communication in Dar es salaam (SOC), that interconnects with all regions of the country through IP to Air technology.		UNDP
			UNESCO
			UNFPA
			UNHCR
			UNICEF
			WFP
			WHO
			FAO

Common Service KPI

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KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through staff survey	3	4	4	4	4	4
Estimated labour and monetary costs avoided from use of common ICT infrastructure	200000	0	0	0	0	0

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
SOC/Interconnection of Security Telecommunication Infrastructure	Not started	Budget is cost shared amongst participating Agencies. Cost is included in the LCSSB	01/04/2020	31/12/2020	Cyril PENALVA	UNHCR	0.00	0.00	0.00	

Common service	Procurement of ICT and network hardware
Common service line	Common ICT services
Lead Agency	UNICEF
Opportunity Statement	Currently each Agency does its own procurement of ICT equipment. ICT WG would like to explore the possibilities of doing combined procurement of ICT hardware (either through LTA or non-LTA holders).

Participating agencies

FAO

IOM

UNDP

UNESCO

UNFPA

UNHCR

UNICEF

UN WOMEN

WFP

WHO

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Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Average rating of the common service quality and reliability through agency survey	3	4	4	4	4	4
Estimated labour and monetary costs avoided from use of collaborative procurement and/or maintenance	5000	6000	6000	6000	6000	6000

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Monitor the volume of ICT procurements in 2020 for consolidation in 2021	Not started	This will facilitate better planing for bulk procurement of ICT equipment in 2021:	01/01/2020	31/12/2020	Clement Lui	UN WOMEN	0.00	0.00	0.00	

Common service	Sharing of ICT equipment
Common service line	Common ICT services
Lead Agency	UNFPA
Opportunity Statement	Currently each Agency uses its own ICT equipment. Some Agencies like UNDP do loan out ICT equipment to sister Agencies that it supports on temporary basis. The ICT WG would like to explore the possibilities of Inter-Agency equipment sharing across the board and have a local policy that enable this service.

Participating agencies

IOM

UNDP

UNESCO

UNFPA

UNICEF

UN WOMEN

WFP

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WHO

FAO

UNHCR

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from sharing of ICT equipment	40000	50000	50000	50000	50000	50000
Average rating of the common service quality and reliability through agency survey	3	4	4	4	4	4

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Conference Facilities Sharing	In progress	Formal process of utilising each Agencies conference room facilities, and how to support eBooking.	01/01/2020	31/12/2020	Robert NGALOMBA	UNFPA	0.00	0.00	0.00	

Common service — Central Database for LTAs

Common service line — Common Procurement services

Lead Agency — UNICEF

Opportunity Statement — The UN Common Procurement team has an access to a TeamSite for storing

Participating agencies

WHO

WFP

UN WOMEN

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and sharing of all the information related to common procurement including the database of LTAs. The system contains all the LTAs issued under the One UN system as well as any agency specific LTAs which can be piggybacked by any interested agencies.

UNIDO
UNICEF
UNHCR
UNFPA
UNESCO
UNDP
UNAIDS
IOM
ILO
IFAD
FAO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided from use of a central database for LTAs	7500	7500	7500	7500	7500	7500
Average rating of the common service quality and reliability through agency survey	No data	3	3	4	5	5

Key Activities

Key Activities	Status of	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount	Funded (USD)	Budget gap	End of Year expenditure

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	activities					(estimate in USD)		(actual)
Establish a Team Site at UNICEF server and give access to all the CPT and OMT members	Achieved	The Team Site has already been established. All the One UN LTAs are have been uploaded on the server. Access has been given to all members.	01/01/2020	31/07/2020	Samayog KARMACHARYA	UNICEF	0.00	0.00
Upload all newly issued LTAs	In progress	To upload all new LTAs issued by different agencies	01/01/2020	31/12/2024	Samayog KARMACHARYA	UNICEF	0.00	0.00

Common service: Central Database for Vendors

Common service line: Common Procurement services

Lead Agency: UNICEF

Opportunity Statement: The UN Common Procurement team will jointly conduct a comprehensive market survey and based on the survey results the team will develop a central database of pre-qualified vendors which will be accessible to all participating UN agencies.

Participating agencies

World Bank

FAO

IFAD

ILO

IOM

UNAIDS

UNDP

UNESCO

UNHCR

UNICEF

UNIDO

UN WOMEN

WFP

WHO

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour costs avoided from use of a central database for vendors	7500	7500	7500	7500	7500	7500
Average rating of the common service quality and reliability through agency survey	No data	3	4	5	5	5
Percentage of women-owned business retained on the database	0	30	40	40	50	50

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Suppliers business seminar	Not started	Seminars to potential vendors to create awareness on UN procurement processes and system. To be done every 2 years	01/07/2020	31/12/2023	Samayog KARMACHARYA	UNICEF	12,000.00	0.00	12,000.00	
Comprehensive Market Survey	Not started	A company will be recruited to conduct a market comprehensive market survey which will be concluded with the establishment of a central database for vendors	01/07/2020	31/12/2020	Bazil JAMES	UNDP	40,000.00	0.00	40,000.00	

Common service | Joint Procurement services

Common service line | Common Procurement services

Lead Agency | UNICEF

Opportunity Statement | Harmonization of business practices and contribute to improving the effectiveness and the efficiency of UN procurement activities.

Participating agencies

UNDP

FAO

IOM

UNESCO

UNFPA

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UNICEF

UNHCR

WFP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated labour and monetary costs avoided from use of collaborative procurement	0	0	0	0	0	0
Average rating of the common service quality and reliability through agency survey	No data	4	5	5	5	5

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Training to procurement staff	Not started	Training and information sessions organized for all procurement staff	01/10/2020	31/12/2023	Samayog KARMACHARYA	UNICEF	3,000.00	0.00	3,000.00	
Joint procurement	In progress	Organize joint procurement activities	01/01/2020	31/12/2023	Samayog KARMACHARYA	UNICEF	0.00	0.00	0.00	

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Common service	Vendor assessments and contract management services
Common service line	Common Procurement services
Lead Agency	UNICEF
Opportunity Statement	The aim is to meet the operational, functional and business objectives required by the contract.

Participating agencies

UNFPA
UNDP
UNHCR
UNICEF
WFP

Common Service KPI

KPI	Baseline	Target year 1	Target year 2	Target year 3	Target year 4	Target year 5
Estimated administration costs avoided [USD] from joint vendor assessment and contract management serv	13000	13000	13000	13000	13000	13000
Percentage of vendors assessed as meeting minimum service standards for goods and services agreed in co	No data	75	100	100	100	100

Key Activities

Key Activities	Status of activities	Feedback on status	Start date	End date	Responsible person	Agency	Budget amount (estimate in USD)	Funded (USD)	Budget gap	End of Year expenditure (actual)
Evaluation of LTA vendors	In progress	Performance evaluation will be done for all One UN LTAs and other commonly used LTAs at the end of the LTA period. Performance evaluation will also be done on a yearly basis for major and high-value LTAs.	04/01/2021	31/12/2024	Samayog KARMACHARYA	UNICEF	0.00	0.00	0.00	