In 2018, as part of UNDP Strategic Plan's vision for continued improvement on operational services and with support from the Executive Office, we have announced a series of communications regarding the streamlining and clarification of business practices. We hope that these communications along with the continued exchanges in the Yammer groups, are proving to be of use to you as we endeavor to achieve more efficient business practices in support of our development results.

We have hereby consolidated all past streamline and clarification announcements categorized into various functional areas along with a brief description. The streamline measures are aimed to lighten as many processes as possible to enable country offices world-wide to support development outcomes through good operational practices while clarifications are more focused on the interpretation of the relevant policies and procedures, providing more detailed explanations.

This may serve as a basis for you in country offices to review your own business planning in 2019 and see if there are areas where you can simplify, digitize or lighten your own internal workflows. If needed, you may also refer to this BMS intranet page for more information.

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**2018 BMS Streamline Business Practices and Clarifications**

<table>
<thead>
<tr>
<th>Functional Area</th>
<th>Area</th>
<th>Brief Description</th>
<th>Streamline/ Clarification</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR</td>
<td>Video Interviewing: Conduct and record video interviews for shortlisted candidates using online platforms</td>
<td>While it is usually preferable to use more than one method, it is the Hiring Manager that must determine the best assessment method(s) that will help identify the most suitable candidate(s) for the job. The Hiring Manager must document the assessment approach and rating methodology to be pursued before commencing the recruitment process. As such, video interviews, are permissible under the Recruitment and Selection policy.</td>
<td>Clarification</td>
</tr>
<tr>
<td>HR</td>
<td>Use of a Service Contract (SC) for activities that are less than 6 months is not possible</td>
<td>The Head of Office can approve SC activities for less than 6 months. Based on the communicated decision to streamline 9 major business practices for Service Contracts; the updated Service Contract Policy is already reflected in POPP. All communicated changes are reflected in POPP now. Furthermore, the below information has been included: &lt;ul&gt;&lt;li&gt;SC Roster Procedures&lt;/li&gt;&lt;li&gt;Updated Contract Type Matrix Annex&lt;/li&gt;&lt;li&gt;Cigna HR Manual 2018 (English, Spanish and French)&lt;/li&gt;&lt;/ul&gt;</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>Updated Service Contract User Guide -</td>
<td>Enhanced Decentralized Administration of Travel Profiles in the Travel and Expense (T&amp;E) module</td>
<td>Streamline</td>
</tr>
</tbody>
</table>

**Total Streamline and Clarifications by Functional Area**

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**Microsoft Power BI**

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**2018 BMS Streamlining Business Practices Listing**

- **Administrative Services**
  - **Streamlining the Asset Certification**: Co’s who have demonstrated good asset management will carry out the asset certification process once a year. [Asset Management - Acquisition and Maintenance](#) Streamline
  - **Service Contracts holders performing the Travel Processor role in the travel T&E**: An SC holder can now be delegated the role of Travel Processor [Authorizing Official](#) Streamline
<table>
<thead>
<tr>
<th>Functional Area</th>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Refund of Travel and Expense (T&amp;E) now included in payroll</td>
<td>T&amp;E Refund will now be included in payroll</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>New Asset Monitoring Dashboard</td>
<td>A new Asset Monitoring Dashboard has been launched, documenting issues identified in the Asset Management Monitoring Reviews</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Travel Profiles</td>
<td>Travel profiles in the T&amp;E module are currently centrally administered through the Global Service Desk/Management Support Center (via <a href="mailto:ps.support@undp.org">ps.support@undp.org</a>). To streamline the processing of travel, new functionality is being introduced (for UNDP) to enable the administration of travel profiles at the local level.</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Purchase Card Threshold</td>
<td>Purchase Card threshold harmonized with eReq &amp; Procurement thresholds ($5000)</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Risk Management Radar</td>
<td>Procurement Risk Management Radar for Business Intelligence Report</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Replacing tickets issued with Electronic Boarding Status</td>
<td>Eliminate the need to submit boarding passes for air travel when the information is electronically reported in Atlas.</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Allow use of private car for official purposes within 50km from office (incl. appropriate form for reimbursement)</td>
<td>Use of Private vehicles for Official business is allowed under the circumstances described in POPP.</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Policy on vehicle management should also change as COs are no longer being able to afford disposing cars with 100,000km, they are still new. The COs have no money to replace vehicles so often.</td>
<td>PP&amp;E spells depreciation cycle for vehicles at 12 years and recommended replacement as 5 years. It also refers to 100,000km as authorization for disposal.</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>Support for use of ATLAS Travel Module</td>
<td>Use of Travel &amp; Expense (T&amp;E) Atlas Module</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>Difficulties in recruiting finance staff due to AFT requirement</td>
<td>Relevant majors in financing and accounting are acceptable instead of the AFT certification</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>HACT Platform Update</td>
<td>The updated HACT Platform has been launched</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>Increase in Atlas rights for approval at levels 1 and 2 (to $10K and $50K respectively)</td>
<td>Increase in Atlas rights for approval at levels 1 and 2 (to $10K and $50K respectively)</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>Universal Price List (UPL) updated cost and additional fee row for Travel Management recovery</td>
<td>The UPL now includes two Travel Management services: Travel Management (simple) - when travel request involves only one destination, Travel Management (complex) - when the travel request, requires multi-destinations/multi-city at different dates.</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>Approval of Pilot of Cash Arrangements - Delivery Acceleration Measures</td>
<td>1. Petty Cash Fund (PCF) – Account 16105: Limit increased from $1k to $2.5K. Expense limit increased from $100 to $250 per payment. 2. Project Petty Cash Fund (PPCF) – Account 16106: Limit increased from $1 to $2.5K. Expense limit increased from $100 to $250 per payment</td>
</tr>
</tbody>
</table>

**Clarification:**

- **Functional Area**: Finance (20)
- **Supplemental Recruitment Guidance on Finance Functions**: Streamline
3. Project Cash on Hand – Account 16107:

- Limit increased from $2.5K to $5K
- RR only, can appoint SC as custodian up to $5K
- No limit on per payment

4. Project Cash Advance (PCA) – Account – 16108:

- Limit remains at $25K
- Liquidation deadline increased from 1 week to 1 month
- RR only, can appoint SC as custodian with limit of $5K
- No limit on per payment

Finance

- ICF updated to reflect the increased number of vendor approvers for large offices
  Increase in Vendor Approvers (3) in large offices

- New eServices Tool for requesting Salary Advances
  Launch of the new eServices Tool

- HACT – revised threshold and policy
  HACT policy has been updated to introduce the $300,000 threshold per programme cycle for HACT micro-assessments and mandatory spot checks which determines the appropriate cash transfer modality.

- Launch of UNDP Financial Dashboard
  Launch of a new financial dashboard tracking all key corporate indicators

- Project Financial Donor Report - In Spanish and French
  The Cumulative Project Interim Financial Report (CPFR) has been translated into Spanish and French; being the first set of Atlas reports, which can be generated in both languages.

- Service Contract (SC) holders cannot have "Buyer" rights
  Each Head of the Office (RR/CD) can delegate "buyer" rights to SC holders.

- Use of internal electronic documentation policy and products
  "In line with UNDP FRR and POPP on records management, the head of office must ensure that adequate supporting documentation is maintained (e.g., documentation of a competitive procurement process). This supporting documentation may be maintained in an electronic format, but only in compliance with the UNDP e-document management policy and digitization guidelines on document scanning. Where supporting documentation is not maintained in electronic format, hard copies should be maintained and securely filed for a minimum of seven years to support transactions recorded in Atlas."

Finance

- ATLAS finance reports providing different results making financial reporting difficult
  Internal users may refer to this Corporate Report tool to assist them in generating a few of the most used Atlas reports especially related to financial reports, detailed expenditure reports and transactional information.

- Review HACT micro-assessment to ensure it is "fit-for-purpose" i.e., modular assessment based on project plans (e.g. construction, procurement of goods, policy support; overall project implementation).
  As part of the Programme and Project Management or PPM Re-write, we discussed at length "capacity assessments" given there were many concerns about duplication and whether any of the current UNDP assessment tools were fit for purpose.

- Enhance budget override policy by: a) to 90 days from current 30 days; and b) allow override of non-PO payments, with the clearance by Regional Bureau.
  The Head of Office is responsible for defining a budget override policy as per the Risk Management Guidelines which permits the commitment of resources even though 100% of the contributions have not yet been received, as long as prior approval is sought from the Comptroller.

- Develop new policies/procedures to support responding to new requirements of governments such as providing services for fees.
  The new PPM include the Development Services chapter which compromise development assistance provided to development partners as recipients of services by UNDP in its role as an implementing partner.

For management and support services, such as
procurement and other operational services, the Memorandum for the Provision of Services (MPS) enables UNDP to provide management and support services that contribute to a government's programme.

**Finance**

**Engagement Facility – Fund code**
As funding for the Engagement Facility can come from a variety of programme resources, both core programme and non-core (e.g., TRAC, DSS, Programme Cost Sharing, 3rd Party Cost Sharing, Trust Funds, etc.), using the fund codes specific to those sources (rather than one fund code for all resources spent in an Engagement Facility) will ensure that the resources are captured as programme activities and thus included in programme delivery.

**Clarification on when FACE forms are required for CO Support or Direct Payments**
Where UNDP provides support services to a project under the Full Support to NIM modality, UNDP assumes responsibility for the contracting process according to its rules and regulations. In this case, disbursements should be recognized according to UNDP Accounts Payable Policy. In this case, FACE forms are not required.

**GMS rates update for Funds 11888 and 30083**
GMS rates update for Funds 11888 and 30083

**Atlas Project Closure Workbench – Make it Official**
A comprehensive Guidance on the Project Closure Workbench Tool has been prepared.

**Finance**

**POPP – Engagement Facility**

**POPP - Accounts Payable Policy**

**POPP - Country Co-Financing Cost Sharing (Fund 11888) and Non-Earmarked Programme Cost Sharing (Fund 30083)**

**Atlas Project Closure Workbench**

**POPP - Financial Closure of Development Projects**

**POPP - Close and Transition**

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**Functional Area: HR (15)**

<table>
<thead>
<tr>
<th>HR</th>
<th>Temporary Appointment</th>
<th>Head of Office can approve the 2nd year extension of a TA</th>
<th>Temporary Appointment</th>
<th>Streamline</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR</td>
<td>Use of a Service Contract (SC) for activities that are less than 6 months is not possible</td>
<td>The Head of Office can approve SC activities for less than 6 months</td>
<td>Service Contract</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>Allow to interview one candidate after the competitive process when only one is suitable</td>
<td>One candidate can be interviewed if the Hiring Unit can provide documentation that there is no other qualified candidate</td>
<td>Recruitment and Selection Framework</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>Service Contracts holders performing the Travel Processor role in the travel T&amp;E module in Atlas.</td>
<td>An SC holder can now be delegated the role of Travel Processor</td>
<td>Authorizing Official Business Travel</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>Refund of Travel and Expense (T&amp;E) now included in payroll</td>
<td>T&amp;E Refund will now be included in payroll</td>
<td>Business Process for Travel Management</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>Enhancements in the procedure of Home Leave and Family Visit</td>
<td>Home Leave and Family Visit travel for staff will be centralized with Global Service Unit (GSSU)-HR Benefits &amp; Entitlements Services in Copenhagen</td>
<td>Home Leave</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>Updated Service Contract User Guide</td>
<td>Based on the communicated decision to streamline 9 major business practices for Service Contracts; the updated Service Contract Policy is already reflected in POPP. All communicated changes are reflected in POPP now. Furthermore, the below information has been included: SC Roster Procedures, Updated Contract Type Matrix Annex, Cigna HR Manual 2018 (English, Spanish and French)</td>
<td>Service Contract Policy</td>
<td>Streamline</td>
</tr>
<tr>
<td>HR</td>
<td>New eServices Tool for requesting Salary</td>
<td>Launch of the new eServices Tool</td>
<td>POPP - Salary</td>
<td>Streamline</td>
</tr>
</tbody>
</table>
HR

Service Contract (SC) holders cannot have “Buyer” rights
Each Head of the Office (RR/CD) can delegate “buyer” rights to SC holders.

HR

Requirement to have funding in place before advertising a vacant position stalls the recruitment process.
Following the advertisement of a position, no offer can be made unless funds have been received.

HR

Simplify contracting of ex UNDP staff on TA or SC contracts in the COs. Qualified staff that were let go (in last 12 months) during change processes (not because of performance), should be allowed for the direct contracting (if interested) to capitalize on institutional memory and speed up recruitments with a reduced break-in service.

HR

Harmonize benefits between contract types (leave entitlements and medical insurance coverage for dependents).
Offices should use the contractual modality best adapted to the function envisaged and budget accordingly (even if more expensive or take longer to recruit).

HR

Introduce a 3/6 months’ probation period for newly recruited staff.
While a probationary period for FTAs may have many advantages from a staff management perspective, they are not provided for under the Staff Regulations and Rules.

HR

Review the Temporary Appointment guidelines: 1) allow to have TAs up to 4 years (now it’s 2 years max), and 2) to authorize conversion of a TA into FTA under the same project without a need to undergo new recruitment processes, through a policy review.
The time limitations and the ability to convert a Temporary Appointment are provided for in the UN Staff Rules.

HR

Video Interviewing:
While it is usually preferable to use more than one method, it is the Hiring Manager that must determine the best assessment method(s) that will help identify the most suitable candidate(s) for the job. The Hiring Manager must document the assessment approach and rating methodology to be pursued before commencing the recruitment process. As such, video interviews, are permissible under the Recruitment and Selection policy.

IT

Difficult to access Country Office basic information and personnel data
The Country Office Homepage has been launched

IT

SOI Dashboard launch
The Suppliers of Interest Dashboard has been launched

IT

ATLAS Workbench
New mandatory fields (address, city, phone, email) have been included in the ATLAS Vendor Management module

IT

HACT Platform Update
The updated HACT Platform has been launched

IT

Atlas training
Provision of ATLAS Training in the MSC Yammer Page

IT

Atlas Enhancements and Upgrade
ATLAS Enhancements and Upgrades will occur in 2019

IT

Upgraded Collaboration Toolbox Site
Upgraded Collaboration Toolbox Site

IT

Launch of UNDP Financial Dashboard
Launch of a new financial dashboard tracking all key corporate indicators

IT

Contract Management
Some enhancements have been made to take full advantage of the use of cross-units LTA (LTA created by one Business Unit and used by another Business Unit) and contract amendments.
<table>
<thead>
<tr>
<th><strong>Functional Area</strong>: Organization-wide Dashboard (4)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IT</strong> Atlas functions for Project Portfolios and Risk Management</td>
<td>The new Project Portfolios and Risk Management ATLAS pages have been updated with new functionalities to allow the tracking of several projects at once. Further communications will be released under Yammer (Programme Effectiveness).</td>
</tr>
<tr>
<td><strong>IT</strong> ATLAS finance reports providing different results making financial reporting difficult</td>
<td>Internal users may refer to this Corporate Report tool to assist them in generating a few of the most used Atlas reports especially related to financial reports, detailed expenditure reports and transactional information.</td>
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<tr>
<td><strong>IT</strong> Launch of Beta Version of UNDP's Digital Platform Service</td>
<td>Launch of Beta Version of UNDP's Digital Platform Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Functional Area</strong>: POPP (5)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POPP</strong> Progress on translation of Policies and Procedures in POPP into Spanish and French</td>
<td>Translation of Policies in POPP to Spanish and French is continuing</td>
</tr>
<tr>
<td><strong>POPP</strong> Atlas functions for Project Portfolios and Risk Management</td>
<td>The new Project Portfolios and Risk Management ATLAS pages have been updated with new functionalities to allow the tracking of several projects at once. Further communications will be released under Yammer (Programme Effectiveness).</td>
</tr>
<tr>
<td><strong>POPP</strong> Streamlined Capacity Assessments for Implementing Partners and Responsible Parties</td>
<td>Nine different partner assessment tools with many overlapping and fragmented questions were streamlined into one easy-to-use capacity assessment tool.</td>
</tr>
</tbody>
</table>
BMS continues the progress on the translation project as well as improving the organization of POPP prescriptive content. To date, 113 documents have already been translated into Spanish and French (Some of the documents are being validated by policy owners to be uploaded).

There is already a MoU template for private sector entities (i.e., for non-financial equal partnering).

For identical requirements received in the last 18 months, Direct Contracting may be used.

ACP and RACP Chairpersons can carry out direct reviews for submissions under $500K.

LTA’s from one Country Office may be used in another

The Suppliers of Interest Dashboard has been launched

New mandatory fields (address, city, phone, email) have been included in the ATLAS Vendor Management module

The eTendering Guide has been revised

Some changes have been made to the IC Policy: the requirement for the P11 has been removed and replaced, an updated Offerors’ Letter is now included; updates on reference checks, and change of the age for medical examination to 65 from 62. Changes have been reflected in the IC Policy on POPP.

Change to Direct Contracting template reflecting the increase in IC threshold for no-competition to $10,000

Specific Procurement Thresholds have been increased to $10K

Threshold for e-Req and PO increased to $5000

Some enhancements have been made to take full advantage of the use of cross-units LTA (LTA created by one Business Unit and used by another Business Unit) and contract amendments.

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<thead>
<tr>
<th>Functional Area</th>
<th>Procurement (24)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POPP</strong></td>
<td>The translation of Policies and Procedures in POPP into Spanish and French</td>
</tr>
<tr>
<td><strong>POPP</strong></td>
<td>Develop guidance and templates for partnering with private sector partners in non-financial ways (e.g., co-organization of events with a private sector entity; pro-bono provision of proprietary intellectual and other inputs by a private sector entity).</td>
</tr>
<tr>
<td><strong>POPP</strong></td>
<td>UNDP POPP Clarification</td>
</tr>
<tr>
<td><strong>POPP</strong></td>
<td>Private Sector Partnership Policy</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>Direct Contracting</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>Direct Reviews ACP and RACP</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>Long Term Agreements</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>SOI Dashboard launch</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>ATLAS Workbench</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>Launch of New eTendering User Guide</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>IC requirements</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>POPP updated to include the IC template and threshold approved under Delivery Acceleration measures</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>POPP updated to reflect the threshold for no competition has been increased to $10k at the discretion of Regional Bureaus.</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>Update POPP Procurement Chapter</td>
</tr>
<tr>
<td><strong>Procurement</strong></td>
<td>Contract Management</td>
</tr>
</tbody>
</table>
**Procurement**

Ex-Ante review in Procurement Oversight

Amended to exclude the need for Ex-Ante review of country specific LTAs that are set-up to support country office operations such as for travel, security, cleaning services etc.

**Procurement**

Increase the CAP review threshold to $200,000

As Level 1, CAP within the CO or Business Unit has a DPA with a threshold $150,000 (standard) and $200,000 if BU systematically uses e-Tendering.

**Procurement**

Abolish micro-purchasing forms/procedures for values of goods and services below $1,500 or Authorize the Head of Office /BU to approve locally direct procurement method for all procurement cases below $5,000

a) There is already a provision for direct contracting or sole sourcing up to $5,000. This can be authorized by the Head of Country Office/Business Unit.

b) Micro purchasing is allowed up to $5,000 as per POPP. At the discretion of the RBx, it can be increased to $10,000.

**Procurement**

Threshold for direct contracting of Individual Consultants (IC)

ICs can be contracted up to $5,000 directly with no competitive process and a desk review of CVs is sufficient for up to $100,000.

**Procurement**

Regional Bureau Director authorization required for ICs with more than 24 months or for values above $5,000

Either the Regional Bureau Director or the delegated authority, i.e. the Resident Representative’s approval is required for Individual Contracts over 24 months.

**Procurement**

Bidders often come together in joint ventures/consortia because they have complementary advantages and jointly meet evaluation criteria. It therefore does not seem sensible to require each individual entity member of a joint venture/consortium to fulfill all the criteria.

**Procurement**

Establish dedicated procurement specialists in PSO or Regional Hubs to support COs with Vertical Fund portfolios

PSU already has specialized units in Copenhagen who support the Vertical Funds. The Regional Procurement Specialists have also been assigned and are able to support with Vertical Fund Portfolios.

**Procurement**

There is currently no instrument available to UNDP COs allowing them to accelerate market innovation, deliver social impact and spur business development by providing grants or small-scale concessional loans/revolving funds to social entrepreneurs.

**Procurement**

Set up LTAs for third-party monitoring and design of Bill of Quantity (BOQs) for large construction projects.

There are 10 LTA’s for large construction projects.

**Procurement**

Clarify policy in regard to the number of extensions and/or $ value of amendments for Direct Contract / FRR 121.05 Condition (i) cases, so that it does not contravene to the UNDP key procurement principles.

Although the IC policy does not prescribe a limit on the number of extensions of an IC contract, it is often the case that an IC contract issued as a Direct Contract using FRR 121.05 (Condition (i)): the value of the procurement is below the monetary amount established for formal methods of solicitation) ends up being extended to a much higher value.

**Procurement**

Increase the threshold for Direct Review by R/ACP Chairpersons from $500K to $1 million and establish two (2) business days as a target for the direct review.

The $500k threshold provision for Direct Review (issued on April 2018 after piloting) was based on an analysis to look at reducing review committee burden (for low value) and leaving (higher value) cases with higher risks for committee review.

**Procurement**

The POPP lists 4 minimum conditions that must be met for us to re-engage an IC that has been competitively obtained within the past 12 months. Minimum condition (a) of the 4 in POPP is that the IC “Requirements are identical.” There is need to review the word identical (i.e. Conference moderation,
or Project Evaluations within different units often differ, thus limiting our engaged of the already competitively selected IC within the last 12 months.

There is a clear statement in POPP on 'Prohibition on the Engagement of UN/UNDP Staff on IC contracts', however, it is not clear whether an individual could have a valid SC and be selected for an IC contract at the same time.

Outside employment of the SC holder on IC contract is possible only if the IC is with a different UN Agency or non-UN entity.