

PERSONNEL OF UNFPA

SERVICE CONTRACTS

PURPOSE

1. UNFPA managers at field duty stations¹ may locally employ personnel on Service Contracts (SC). When hiring personnel on SC, UNFPA applies the [UNDP Service Contract Guidelines](#) then in force, *mutatis mutandis*.
2. The SC is a decentralized contracting instrument for use outside headquarters and liaison offices only by UNFPA regional, sub-regional and country offices.

EFFECTIVE DATE

3. This policy supersedes all earlier versions and enters into effect the day of its publication.

APPROPRIATE AND INAPPROPRIATE USES OF SC

4. The SC is intended for engaging individuals under the following conditions:
 - (a) national personnel or others legally authorized to work in the country;
 - (b) for non-core support services in the office that would normally be outsourced to a company, i.e. custodial, security and IT services;
 - (c) as project personnel. The SC issued will be limited to services to that project only;
 - (d) the related services have a defined deliverable that can be completed within a specific time period.
5. The following are examples of the improper use of the SC:
 - (a) hiring international personnel;
 - (b) hiring local office personnel for core functions (i.e. functions that are of a continuing nature and are part of UNFPA's central work, except support

¹ Manager of UNFPA field duty station: This term comprises the UNFPA representative; the UNFPA chief of operations; the director of a UNFPA regional office; or a director of a UNFPA subregional office.

- services that would normally be outsourced to a company and functions within a project);
- (c) as a form of probation for possible conversion to core functions;
 - (d) as a means to minimize or inflate compensation;
 - (e) as a means to complement duties of non-performing staff or staff on any type of leave;
 - (f) the services required involve a significant contribution to the country programme;
 - (g) the services are required for an extended period that would make them more appropriately fulfilled by a person on a staff contract.

SELECTION AND CONTRACTING PROCEDURES

6. UNFPA managers at field duty stations have delegated authority for selection decisions regarding SC holders and are responsible and accountable for their decisions to select and contract persons under SC.
7. Although holders of SC are not staff members within the meaning of the UN Staff Regulations and Rules, in order to ensure transparency and the retention of a highly qualified workforce, the UNFPA manager shall implement a selection process generally similar to the selection mechanism established for staff in the National Officers and General Service categories at field duty stations.
8. Submission of the selection decision to the Division for Human Resources (DHR), UNFPA Headquarters, for review and clearance or compliance review by the Compliance Review Board are not required. However, the UNFPA field duty station manager remains responsible and accountable for the selection decision, including its integrity, transparency and compliance with the applicable rules and the terms of the Service Contract Guidelines. Such decisions are subject to review and audit at the discretion of DHR and the Division for Oversight Services.
9. UNFPA field duty stations should request UNDP (*e.g.* the UNDP Country Office) to manage the Service Contract and to issue the Service Contract for UNFPA. The relevant UNDP officer signs the Service Contract. The Service Contract should indicate that the services to be provided by the subscriber are limited to service with UNFPA.

PERFORMANCE EVALUATION

10. Service monitoring and evaluation are mandatory and a regular management responsibility that is carried out as part of a process to provide regular feedback about individual performance and progress achieved against agreed terms of

reference. Performance of the SC holder must be monitored and documented throughout the duration of the SC.

11. In this context, the purpose of the Service Evaluation is to:
 - (a) review progress against agreed upon terms of reference;
 - (b) provide feedback on the overall performance of the individual SC holder;
 - (c) make informed decisions on contractual matters (extension and non-renewal).
12. Service Evaluations of SCs must be carried out utilizing the Service Evaluation form.
13. The SC Evaluation form must be completed by the supervisor two months prior to contract expiration/extension.