Global Shared Services (GSS)
Service webinar – **UN Web Buy Plus** Procurement Services by UNOPS
Agenda

• Introduction to UN Reform and GSS

• Service deep dive – UN Web Buy Plus Procurement Services
UN Reform has identified four pillars for efficiency gains as part of the BIG agenda, one of which is Global Shared Services (GSS).

UN Reform – Business Innovations Group (BIG)

This agenda aims to realize cost avoidance and performance improvement in resources usage by

- Harmonizing service offerings
- Leveraging common resources
- Increasing collaboration on non-programmatic business operations

This will generate efficiencies in both financial and quality terms
GSS is estimated to contribute 40% of the UNSDG Efficiency Roadmap in 2024

1. Executive Summary

In his December 2017 report, the Secretary-General presented his vision and proposals to reprioritize the UN development system to better respond to the 2030 Agenda for Sustainable Development. While the focus was firmly placed on improving the overall effectiveness, accountability, and cohesion of the UN development system’s collective results on the ground, the Secretary-General also anticipated that the proposed changes would have the potential to also achieve cost savings that could be re-invested in development activities.

This aspect of the reform aims to realize cost avoidance and performance improvement by harmonizing, centralizing, and consolidating the use of resources to generate efficiencies in financial and quality terms, to be re-invested as part of programmes to better support the 2030 Agenda. In both the overall reform process and the efficiency agenda received wide support of Member States, as reflected in General Assembly resolution 72/279 on the repositioning of the UN development system.

Based on estimates of potential efficiency gains from various sources, the Secretary-General has requested external management consultants to apply external benchmarking to estimate the potential for efficiencies. These benchmarks — applied to operational data gathered from surveys and data collected from UN development — led to a broad projection of savings of around USD 310 million a year by 2022, across the UN system. The Secretary-General also outlined several necessary conditions and variables that would ultimately influence these estimates.

Specifically, the SG report cited are initial but non-exhaustive potential areas for consolidation of business operations:

1. Establish common back office for all UN country teams by 2022.
3. Increase the proportion of UN common premises to 50 per cent by 2021.
4. Explore various options, including the possible consolidation of location-independent business operations into six or seven networks of shared service centers.
5. A new generation of UN Country Teams; and
6. Integrating UN Information Centers into Resident Coordinator’s Offices.

As a result of the evidence and lessons learned from these efforts, the BSC is preparing to propose some adjustments to its efficiency strategy for approval of the UNSDG, for the period 2022-2024, i.e., extending the original timeframe by two years.

The BSC retains the ambitions of the commitments and the intent to achieve USD 310M in savings annually through a variety of inter-agency, agency, and bilateral initiatives. At the same time, the implementation experience and

2. Id., pp 13 and 46.
3. UN report December 2017, Operations to improve efficiency and effectiveness in administrative support services by establishing inter-agency cooperation, December 2017.
5. To facilitate achievement of the targets, the Secretary-General’s report also describes two models: mutual recognition, and client satisfaction principles, which are necessary to achieve the back office reform. A third model has also been added, costing and pricing principles, to ensure transparency underpin the system.
6. Secretary-General’s report December 2017 Report, CPs 22, 29, 41, 44 and 47.
The GSS initiative will reduce costs and increase quality through offering services at a global scale

“I remain committed to advancing common business operations in United Nations country teams... [we will explore] the possible consolidation of location-independent business operations into six or seven networks of shared service centers”
- Secretary General’s report, December 2017¹

GSS: Services that can be sourced from any location across the globe

- Services will be managed by the larger entities in the system
  - Benefiting from their scale and geographical coverage
- Offer services to all other interested entities in the system
- 7 entities have agreed to collaborate on GSS:

Key benefits expected from GSS

- Business operations cost efficiencies, enabling increased investments on programmes
- Increase Mission Focus - free up staff time to further improve programme delivery
- Improve Quality of business operations
- Increase co-operation within the system
- Enhance ‘client’ satisfaction
- Incubate and leverage new technology at scale
- Reduce Organizational Risk, including financial risk, fraud risk and reputational risk

Source: (1) Secretary General’s report, Repositioning the United Nations development system to deliver on the 2030 Agenda: our promise for dignity, prosperity, and peace on a healthy planet, A/72/684-E/2018/7, December 2017
43 Services have been identified, with some prioritized scale-up in 2022/2023 and beyond

<table>
<thead>
<tr>
<th>Secretariat</th>
<th>UNDP</th>
<th>WFP</th>
<th>UNOPS</th>
<th>UNHCR</th>
<th>UNICEF</th>
<th>UN/UNEP</th>
<th>UN/UNHCR</th>
<th>UN/UNICEF</th>
<th>UN/UNICEF</th>
<th>UN/UNICEF</th>
<th>UN/UNICEF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Invoice Processing</td>
<td>1. Supplier/Vendor Management</td>
<td>1. Cash Transfer Service (CTS)</td>
<td>1. UN Web Buy Plus Procurement Services</td>
<td>1. UN Fleet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Payment Processing</td>
<td>2. Payment/Invoice Processing</td>
<td>2. UN Mobility - UN Booking Hub</td>
<td>2. HR Services (full HR services packages or selected services)</td>
<td>1. UN Partner Portal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Accounting and Reconciliations</td>
<td>4. Accounting and Reconciliation</td>
<td>4. UN Clinics – UN Booking Hub</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Vendor Data</td>
<td>5. HR services (Benefits and Entitlements)</td>
<td>5. Logistics Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. HR Onboarding</td>
<td>6. Payroll services</td>
<td>6. Aviation Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. HR Maintenance</td>
<td>7. “Heavy” Fleet Services</td>
<td>7. “Heavy” Fleet Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Payroll Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Global Learning Solutions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Medical Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Reference checking
2. Commercial insurance
3. Satellite network connectivity
4. Cloud computing services
5. Unite Maps
6. Payment / Invoice processing
7. Aviation
8. Fuel
9. Vehicles Procurement
10. Rations
11. Engineering services
12. Safety & Security related procurement

- RG prioritized services ready to be Scaled up in 2022/2023
- Services with “high demand” from entities to be scaled
Agenda

• Introduction to Efficiency Reform and GSS

• Service deep dive – UN Web Buy Plus Procurement Services
Agenda:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>UN Web Buy Plus presentation</td>
<td>25 min</td>
</tr>
<tr>
<td>Online Demo</td>
<td>10 min</td>
</tr>
<tr>
<td>Field Experience testimonial</td>
<td>5 min</td>
</tr>
<tr>
<td>Q&amp;A</td>
<td>10 min</td>
</tr>
<tr>
<td>Closing &amp; Next Steps and GSS Webinars</td>
<td>5 min</td>
</tr>
</tbody>
</table>
What is UN Web Buy Plus?

Introducing UNOPS’ e-commerce portal for relief commodities

An intuitive and comprehensive e-Commerce portal for the aid and development sector

UN Web Buy Plus is a full-service procurement solution provider
Advantages of using UN Web Buy Plus

What we offer to our partners

**Easy Access to LTAS**
We provide access to some of the most needed products by the international aid and humanitarian community.

**Simplify Complexity**
Our aim is to continuously improve our services to facilitate the supply of complex commodities, and make it as convenient as possible for our clients.

**Time Saving**
Our clients save time on tendering, competition, review and negotiation etc.

**Cost Saving**
UN Web Buy Plus provides a competitively priced service based on cost recovery.

**Technical Expertise**
UN Web Buy Plus capitalizes on UNOPS technical knowledge by bringing together its experts collective experience in procurement, logistics, customer service and risk management. Partners using UN Web Buy Plus benefit from twenty years of experience in the procurement and delivery of goods to some of the world’s most challenging locations.

**Full Service Solution Provider**
We provide logistics services, including low insurance fees. We make sure that you are able to follow your order every step of the way.
What products do we offer?

Continuously expanding our catalogue offer

Catalogues are made available to meet the needs of our partners
✔ Comprehensive health catalogue

The catalogue includes Oxygen therapy, Patient monitoring, Ventilation, Infusion therapy, diagnostic imaging and more than 36 sub-categories.

✔ Waste management equipment

In Echo to the SDG #12, many partners and clients have waste management very high on their agenda. UN Web buy Plus offers a wide range of incinerators and shredders.

✔ Mobile health solutions and ambulances

We offer a large range of 4x4 trucks mounted mobile health solutions providing reliable equipment for efficient implementation of prevention, screening or treatment programmes to most vulnerable and hard-to-reach populations.

✔ Modular Biosafety laboratories level II and III

With the same safety and confinement standards as their permanent counterparts, these modular biosafety laboratories are used for epidemiological research, as well as monitoring and testing of infectious diseases. They can be used for infectious diseases outbreaks such as HIV/AIDS, Ebola, COVID-19 or Tuberculosis.

✔ Comprehensive ICT catalogue

Zoom on some catalogues
Procurement through UN Web Buy Plus in 2021

- **Government**: 26.7%
- **UNOPS**: 54.2%
- **International Fin...**: 0.7%
- **INGOs**: 7.7%
- **UN system**: 10.7%

**TOP 10 partners in 2021**

- World Bank Group
- Global Fund
- Islamic Devp. Bank
- UNDP
- Italy
- BEGEOCA
- MSF
- UNFPA
- Gambia
- Japan
Easy use global LTAs

Converts LTAs into a user friendly interface

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Windows 10 Home</th>
<th>Windows 10 Home</th>
<th>Windows 10 Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ports and Connectors</td>
<td>2x USB 3.1 Gen 1 (1x Always On), 2x USB-C 3.1 Gen 1 (power delivery and DisplayPort), HDMI, ethernet extension connector, audio combo jack, microSD card reader, side docking connector, optional smart card reader</td>
<td>1 USB 3.2 Gen 2x2 Type-C port, 1 USB 3.2 Gen 1 port, 1 USB 3.2 Gen 1 port with PowerShare, 1 USB 2.0 port, 1 HDMI 1.4a port, 1 RJ-45 Ethernet port, 1 Universal audio port, 1 barrel power adapter port</td>
<td>3 SuperSpeed USB Type-A 5Gbps signaling rate (1 charging, 1 power): 1 SuperSpeed USB Type-C® 10Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4a): 1 RJ-45: 1 headphone/microphone combo: 1 HDMI 1.4b: 1 AC power</td>
</tr>
<tr>
<td>Processor type</td>
<td>Intel</td>
<td>Intel</td>
<td>AMD Ryzen</td>
</tr>
<tr>
<td>RAM capacity (GB)</td>
<td>8</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>RAM type</td>
<td>DDR4</td>
<td>DDR4</td>
<td>DDR4</td>
</tr>
<tr>
<td>Screen resolution</td>
<td>HD (1366x768)</td>
<td>HD (1366x768)</td>
<td>HD (1366x768)</td>
</tr>
</tbody>
</table>

**PACKAGES**

Pick a "package" if you would like to configure your product for a specific purpose or country. Packages have been designed based on our experience of what is normally required to cover most needs in the different projects. You can only select one package per product. Please click on More Details to see the full content of a package.

**OPTIONAL EQUIPMENT**

Pick an "option" if you would like to add additional functions or accessories to your products. Your base product will not change. You can add multiple items as optional equipment but if you already selected a package, please check that the additional item is not already part of it. Please note that some options can increase the delivery time of your product or require a manual freight request.

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Sales unit</th>
<th>Price in product base currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Latitude 5320</td>
<td>10</td>
<td>USD 6,030.50</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Sales unit</th>
<th>Price in product base currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1TB SSD upgrade for DELL Latitude 5320</td>
<td>10 Units</td>
<td>USD 167.10</td>
</tr>
<tr>
<td>DELL 3 Year Next Business Day Onsite Warranty</td>
<td>10 Units</td>
<td>USD 30.35</td>
</tr>
<tr>
<td>DELL 3X20/SX20 Dock WD11, 130W - EU Docking station</td>
<td>10 Units</td>
<td>USD 96.10</td>
</tr>
<tr>
<td>DELL Latitude 5320 3 Year Next Business Day Onsite Warranty</td>
<td>10 Units</td>
<td>USD 30.35</td>
</tr>
<tr>
<td>DELL Multimedia Keyboard KB216</td>
<td>10 Units</td>
<td>USD 7.15</td>
</tr>
<tr>
<td>DELL N17 Keyed Laptop Lock for Dell Devices</td>
<td>10 Units</td>
<td>USD 30.10</td>
</tr>
</tbody>
</table>
Enhanced experience for users
Efficient process: reduction of transactional costs:

UN Web Buy Brings together suppliers, freight forwarders and users in a single environment.
Demo: https://unwebbuyplus.org/
Testimonials from users:

Boureima Timbo: Procurement Specialist, UNOPS Senegal Multi Country Office
Regional procurement focal point
Questions?
GSS Upcoming webinars - Oct-Dec 2022

UN Web Buy Plus - Procurement Services (UNOPS)
Tuesday, October 25, 2022: 2:00 pm CET/UTC+2 (8:00 am NY/GMT-4)
Thursday, October 27, 2022: 4:00pm CET/UTC+2 (10:00 am NY/GMT-4)

UN Mobility: Booking Hub (WFP)
Tuesday, November 22: 11:00 am CET/UTC+1 (5:00 am NY/GMT-5)
Wednesday, November 23: 3:00 pm CET/UTC+1 (9:00 am NY/GMT-5)

UN Fleet (UNHCR & WFP)
Tuesday, November 29: 11:00 am CET/UTC+1 (5:00 am NY/GMT-5)
Thursday, December 1: 3:00 pm CET/UTC+1 (9:00 am NY/GMT-5)

Vehicle Procurement (U.N. Secretariat)
Tuesday, December 6: 2:00 pm CET/UTC+1 (8:00 am NY/GMT-5)
Thursday, December 8: 4:00 pm CET/UTC+1 (10:00 am NY/GMT-5)

H.R. services (Benefits and Entitlements) (UNDP)
Webinar information will be shared soon with the target audiences