



## **COUNTRY OFFICE AGREEMENT**

**Between**

**The Food and Agriculture Organization of the United Nations (FAO)**

**and**

**The International Fund for Agricultural Development (IFAD)**

**Country: (COUNTRY)**

This Country Office Agreement (hereinafter referred to as "the Agreement") is entered into between the Food and Agriculture Organization of the United Nations ("FAO"), acting through its Representation in (COUNTRY), and the International Fund for Agricultural Development, "IFAD or the Fund", (together the "Parties") with respect to the provision of office space and administrative and logistical support services, as more specifically set out herein.

WHEREAS the Parties enjoy a longstanding collaboration in aligning their strategic priorities at the country level, and wish to strengthen their strategic partnership.

WHEREAS the Parties have entered into a Framework Agreement dated 27 February 2013 setting forth the general principles relating to the provision of office space and administrative and logistical support services.

WHEREAS IFAD has requested FAO to provide certain services to IFAD in FAO's offices located at ....., (COUNTRY), and FAO has agreed to provide these services to IFAD in the spirit of collaboration and strategic partnership.

NOW THEREFORE with reference to the above mentioned Framework Agreement, the Parties agree to the following:

### **ARTICLE I**

#### *Purpose; Definitions*

1. The purpose of this Agreement is to establish the terms and conditions applicable to the support and services provided by FAO to IFAD in the context of FAO's provision of Office Space and related services to IFAD in (COUNTRY), consistent with Article VIII.1 of the Framework Agreement.

2. All terms of the Framework Agreement, including the Definitions set forth in Article 1.2, apply *mutatis mutandi* to this Agreement. In case of discrepancy between the Framework Agreement and this Agreement, the latter will prevail.

## ARTICLE II

### *Staff*

1. International Staff and National Staff, as defined in the Framework Agreement, may be assigned to IFAD's Country Office in (COUNTRY). International Staff shall be retained under IFAD appointments, and shall be subject to the authority, staff regulations and rules of IFAD.
2. IFAD may request FAO to provide recruitment support services to hire IFAD National Staff using IFAD regulations, rules, policies and procedures and according to Terms of References (TORs) provided by IFAD. IFAD will issue the letter of appointment and make the payment of salaries to National Staff through the United Nations Development Programme (UNDP).
3. IFAD may request FAO to recruit National Non-Staff Personnel according to FAO regulations, rules, policies and procedures and according to Terms of References (TORs) provided by IFAD. The contracts of these staff shall include a provision stipulating that the contracts are limited to services provided to and in the interests of IFAD.
4. The staff described in paragraphs 1, 2 and 3 above shall be referred to as IFAD Country Office personnel.
5. IFAD Country Office personnel shall respect any of FAO's rules, regulations, policies and procedures relating to safety, security and health while on the Premises, as well as any provision established in this Agreement. FAO may take any measures deemed necessary to ensure the safety, security and health of all the staff working in its Premises, and IFAD shall collaborate with the responsible FAO officers for their implementation. IFAD shall ensure that its Country Office personnel are informed of the applicable rules and procedures in the areas of safety, security and health, and shall be responsible for requiring the compliance of its personnel with such rules. IFAD's privileges and immunities applicable in (COUNTRY) shall apply to IFAD International and National staff as defined in paragraphs 1 and 2 above, in accordance with relevant instruments negotiated between IFAD and (COUNTRY). The privileges and immunities of FAO applicable to National Non-Staff Personnel shall apply to any National Non-Staff Personnel hired under paragraph 3, above. Disciplinary authority over IFAD Country Office personnel is vested in IFAD, subject to consultation with FAO in matters relating to safety and security.
6. Without prejudice to any administrative authority of the FAO Representative in respect of IFAD Country Office personnel on matters of safety, security and health, IFAD Country Office personnel shall work under the technical authority and supervision of IFAD. As such, IFAD Country Office personnel may participate in all missions organised by the Fund or by a third party acting under a contractual agreement with IFAD. If instructed, IFAD Country Office personnel shall correspond directly with central and state governments, relevant partners and all persons involved in IFAD-assisted projects and shall deal directly with communications received from IFAD/FAO from time to time, subject to any arrangement that may be in force at the United Nations system level.

### **ARTICLE III**

#### *Allocation and Management of Office Space; Utilities; General Services, and Administrative Services*

##### **A. Allocation and Management of Office Space**

1. FAO shall provide IFAD with Office Space in its Premises as specified in Annex I, for the exclusive occupation and use of IFAD. IFAD Country Office personnel shall have the exclusive right to occupy and use the Office Space assigned to them. Whenever there are changes in the Office Space allocated to IFAD or on the agreed costs, such changes shall be discussed and agreed to by both Parties, and this Agreement shall be amended accordingly as provided in Article VII.1.
2. FAO shall provide the Office Space to IFAD with basic furniture. IFAD shall have the right to purchase and place any additional furniture and supplies it may require for the Office Space. Such additional furniture and equipment shall remain the exclusive property of IFAD.
3. The IFAD Country Office personnel shall also have access to common areas in the Premises including, conference and meeting rooms, parking areas, driveways, lobbies, halls, corridors, toilets, courtyards, elevators, stairways, etc. subject to availability and under the allocation and coordination of FAO.
4. IFAD recognizes that FAO Premises are subject to the exclusive authority and control of the FAO Representative in (COUNTRY), by delegation from the Director-General of FAO. IFAD will keep FAO apprised of the IFAD Country Office personnel employed by it and shall immediately notify FAO in writing of any changes.

##### **B. Utilities**

1. FAO shall provide IFAD with access to electricity, water, heating, cooling systems and other utilities in connection with IFAD's use of the Office Space.

##### **C. General Services: Security**

1. FAO shall use its best efforts to achieve maximum MOSS compliance for the Premises, including with regard to overall physical management and maintenance of the Office Space and for the upkeep and safeguard of any equipment and furniture that may be provided in the Office Space. It is understood that the extent of MOSS compliance will depend on the official country MOSS assessment carried out for (COUNTRY); and prevailing security conditions. In addition, the Parties acknowledge that MOSS compliance will be achieved to the highest extent possible, as practicable under the circumstances.
2. FAO shall arrange and be responsible for the security of the Premises, and of IFAD Country Office personnel when located on the Premises. FAO shall not be responsible for the security of the IFAD Country Office personnel and/or their dependents when not on the Premises.
3. IFAD Country Office personnel shall take all reasonable precautions for the security of the Office Space and Premises as well as of any equipment, assets or valuables assigned to them, including by locking points-of-access. IFAD shall be responsible for ensuring compliance of any IFAD Country Office personnel on the Premises with reasonable precautions.

4. Upon request from IFAD, FAO may provide advice and support to IFAD with regard to other aspects of security, to the extent of FAO's capacity, and following the guidance of UNDSS.

**D. General Services: Cleaning Services and Ordinary Maintenance**

1. FAO shall provide IFAD with cleaning and ordinary maintenance services for the Office Space.

**E. General Services: Other**

1. FAO shall include IFAD Country Office personnel in the Premises' building directory and shall allow IFAD to display its institutional logos, signs, plaques, flags, etc. on the Premises, in a conspicuous manner.
2. IFAD shall not sub-let to any third party the Office Space provided in this Agreement.

**F. Administrative Services: General provisions**

1. Administrative Services provided by FAO to IFAD shall be in line with applicable FAO policies and procedures.
2. The Parties acknowledge that any Administrative Services provided by FAO shall be subject to the availability of FAO personnel and of any necessary resources, and to any other operational constraints FAO may face. The provision of Administrative Services will be subject to consultations between FAO and IFAD.

**G. Administrative Services: Mail and Pouch-related Services**

1. FAO shall allow IFAD the use of FAO's diplomatic pouch. FAO shall make available to IFAD the pick-up of any mail or items via diplomatic pouch and/or regular post and the distribution of IFAD's mail within the Premises upon arrival by regular postal services or diplomatic pouch.

**H. Administrative Services: Vehicles and Driving**

1. IFAD shall use its own vehicles in connection with its operations and activities in (COUNTRY).
2. FAO may, upon request, assist IFAD with the purchase or rental of MOSS-compliant vehicles and the provision of ordinary vehicle maintenance services, consistent with Article III.I.
3. Subject to availability of drivers and on a strictly occasional basis, FAO may provide driving services to IFAD but such services shall only be provided within (CITY). FAO shall not provide car transportation services in connection with any IFAD in-country mission.



**I. Administrative Services: Procurement of Goods and Services**

1. FAO may provide assistance to IFAD as regards the procurement of goods and services, upon request. In such cases, the Parties acknowledge that any procurement activity carried out by FAO on behalf of IFAD shall be done in accordance with FAO's procurement rules, that any purchase orders will be issued in IFAD's name, that any applicable tax exemption shall derive from IFAD's arrangement with the Government of (COUNTRY) and not from FAO's privileges and immunities, and that FAO shall provide no advance funding to IFAD in connection with such procurement activities.
2. It is understood that the provision of procurement services to IFAD shall not be covered by the yearly flat rate due by IFAD, and that the cost of the goods or services to be procured on behalf of IFAD shall be borne by IFAD, including the applicable support cost.

**J. Administrative Services: Inventory Reports of Assets (Annual and Final)**

1. IFAD shall submit to FAO an annual inventory report of the FAO assets assigned to IFAD staff. Upon closure of the IFAD's Country Office, IFAD shall prepare a final report.

**K. Administrative Services: Loss of assets due to theft**

1. IFAD shall promptly report to UNDSS and to IFAD's headquarters any loss of IFAD property due to theft.
2. In case of any such loss, FAO shall provide UNDSS with access to the Premises, and any other assistance that may be reasonably necessary for UNDSS to carry out its investigation.

**L. Administrative Services: Disposal of unserviceable property**

1. Upon request, and subject to capacity, FAO shall assist IFAD with the disposal of unserviceable property.

**M. Administrative Services: Assistance with privileges, immunities and liaison with competent national authorities**

1. IFAD shall enter into arrangements for its privileges and immunities in (COUNTRY) directly with the relevant national authorities. IFAD shall make available to FAO copies of the relevant agreements. The Parties agree to inform each other of any changes materially affecting their respective Host Country Agreements.
2. FAO may provide administrative and logistical assistance to IFAD in connection with the exercise of IFAD's privileges and immunities upon request.
3. The Parties acknowledge that FAO shall have no substantive role or involvement in the relations between IFAD and the Government of (COUNTRY), and that nothing in this Agreement shall be construed as conferring any privileges or immunities of FAO to IFAD or to its personnel, or vice versa.
4. The Premises shall be protected by the privileges and immunities granted to FAO and IFAD in (COUNTRY), in accordance with the respective Host Country Agreements with (COUNTRY).

**N. Administrative Services: Insurance Coverage**

1. FAO shall be responsible for the maintenance of insurance of the Premises and its contents against loss or damage due to fire, flooding and other calamities in accordance with applicable FAO policies and procedures, and any such other form of insurance as FAO shall deem necessary.
2. Following IFAD's provision of a detailed list of items to be insured, FAO shall add IFAD as a named insured in FAO's insurance policy covering the Premises and its contents against loss or damage due to fire, flooding, and other calamities. This insurance coverage shall extend only to the Office Space and IFAD's property and equipment contained therein. IFAD shall pay the insurance premium for its coverage, and understands that this premium may be increased in the future.

**O. Administrative Services: Business Continuity**

1. Insofar as practicable, FAO shall ensure that IFAD's access to electricity, Internet, Office Space, and assets is not interrupted.
2. Business continuity plan for staffing and operations shall be provided accordingly.

**P. Information Technology Services**

1. FAO shall provide IFAD's Country Office with the following services:
  - a. Connectivity
  - b. Office Computing
  - c. Telephony
  - d. Video Conferencing
2. The above includes utilization of existing FAO infrastructure and support by FAO personnel. All services provided are standard offerings. This denotes that standard FAO ICT resources (personnel, hardware, software, contractual arrangements) are utilized.
3. FAO will strive to provide these standard services to IFAD without affecting its own operations. In cases when this is not possible and increased capacity/capabilities are required, related costs will be borne by IFAD. FAO will utilize existing contractual arrangements and Organizational capabilities to ensure minimization of such costs.
4. For the details of the ICT services provided, please refer to Annex II.
5. A Technical Specifications document providing the details related to ICT service standards will be prepared by FAO and IFAD separately. This document will be reviewed on a regular basis (at least once annually) to ensure that any changes to technology or to the operating conditions (i.e. staffing levels) do not have an adverse effect on the provision of services.

**Q. Performance monitoring and quality assurance**

1. A survey will be conducted by FAO annually to collect feedback from IFAD Country Office personnel in order to:

- (i) measure timeliness, quality and responsiveness of the services provided by FAO as well as the timeliness and quality of IFAD's requests;
- (ii) identify IFAD's evolving needs;
- (iii) identify obstacles and possible solutions.

#### **ARTICLE IV** *Staff not to Disclose*

1. Each Party shall take all necessary steps to instruct its staff employed in the Premises not to communicate to a third party, including government officials, any information, plans, files and reports prepared for it or obtained from it without its Country Representative's prior written approval. Each Party shall consider taking administrative and disciplinary action against any staff member having failed to comply with his/her obligations under this provision.

#### **ARTICLE V** *Financial Requirements and Other Considerations*

##### **A. Disbursements of funds: Terms and Conditions**

1. As from the date of entry into force of this Agreement, FAO may request IFAD to advance funds for the expenditures to be incurred for the IFAD Country Office in [COUNTRY]. In making such requests, FAO shall submit a call for funds in the format set forth in Annex III.
2. For the first financial year, and within 30 days from the signature of this Agreement, IFAD shall make available to FAO, upon submission of a call for funds, the equivalent of 90% of the annual estimated budget covering FAO's expected expenses for services it shall provide to IFAD under this Agreement<sup>1</sup>. The remaining 10% will be transferred upon submission of a call for funds accompanied by a certified statement of expenditures, as per section E below, with respect to the use of at least 75% of the previous amount received.
3. For each subsequent financial year, further advances will be made by IFAD on an annual basis, corresponding to 90% of the related annual estimated budget covering FAO's expected expenses for the provision of services to IFAD<sup>1</sup>. Such advances will be made available to FAO subject to the use of 75% of the immediately preceding advance and 100% of all prior advances. In any case, advances for subsequent financial years will be net of any balance carried forward from previous yearly budget.

##### **B. Yearly flat rate**

1. FAO shall charge a yearly flat rate for the use of Premises, including Office Space, other logistics and administrative services, provision of basic supplies and utilities, as defined in Annex IV to this Agreement.

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<sup>1</sup> The amount can be rounded to the hundred dollars.



2. The yearly flat rate is calculated based on the estimated yearly costs of the FAO office and it is pro-rated based on the number of IFAD Country Office personnel to be hosted in the FAO office (see Annex IV). The estimated yearly costs of the FAO office and the number of IFAD Country Office personnel will have to be officially communicated respectively by FAO and by IFAD during the last quarter of the preceding fiscal year in order to determine the yearly flat rate to be applied for the following year.

3. The Parties acknowledge that the flat rate shall be based on a reasonable use of FAO facilities and services. In the event that IFAD's demand for facilities and services exceeds regular business needs, FAO may request from IFAD a supplementary payment, in an amount to be agreed upon by the Parties.

4. The cost of administering the services covered by the flat rate is included in the rate.

#### **C. Supplemental costs and expenses**

1. For any service not covered by the yearly flat rate, for instance one-time capital cost such as purchase of computer equipment, software and licenses, furniture and equipment, vehicles, or recruitment of human resources, etc., FAO will request a revision of the annual budget, inform IFAD that additional funding is needed, and include these supplemental costs in the Statement of Expenditure once incurred.

2. All security expenditures, beyond what is included in the yearly flat rate (i.e. MOSS compliance of the office), shall be charged on the basis of a cost share based on headcount.

3. Administration of such supplemental services, shall be charged separately at a 10% support cost rate.

#### **D. Currency**

The expenditures in currencies other than USD shall be converted at the UN Operational Rate of Exchange of the day the transaction is recorded.

#### **E. Reporting**

1. FAO shall provide on a semi-annual basis a Statement of Receipt and Expenditure in the format shown in Annex V, duly certified by an authorized representative of FAO Finance Division, for the costs incurred under this Agreement and as stipulated in Annex VI, showing the breakdown between yearly flat rate and any supplemental costs. The interim Statement of Receipt and Expenditures for the six-month period ending 30 June shall be submitted to IFAD within 30 days of period end.

The yearly Statement of Receipt and Expenditures for the period ending 31 December and reporting on the funds received and expenditures incurred for the entire fiscal year, shall be submitted as soon as possible after fiscal yearend and in any case by 31 March of the following year.

2. At IFAD's request, FAO shall submit a report with details of the expenditures, extracted from FAO's accounts as submitted for audit to FAO's External Auditor.



## ARTICLE VI

### *Notices*

1. For purposes of this Agreement, the representatives of the Parties shall be:
  - (a) For FAO: the FAO Representative in (COUNTRY)
  - (b) For IFAD: the IFAD Country Representative in (COUNTRY)
2. Any notice or other communication under this Agreement shall be in writing and shall be deemed to have been duly given or made when it has been delivered by hand, facsimile or email at the address specified below, with receipt acknowledged by the recipient to the other Party:
  - (a) For FAO: [insert address, fax no., and generic FAO-Representation email address]
  - (b) For IFAD: [please insert same]

## ARTICLE VII

### *Final Provisions*

1. The Parties may, by a simple exchange of letters, amend any of the provisions of this Agreement or enter into supplementary arrangements designed to extend its scope.
2. This Agreement and any document or arrangement relating thereto shall be governed by general principles of law, to the exclusion of any single system of law. Any dispute over the interpretation or application of any provision herein contained shall be settled through negotiations or by such other means as the Parties shall mutually agree.
3. IFAD shall indemnify FAO in case of loss, damage or destruction of property caused by IFAD Country Office personnel, IFAD visitors, or third parties under contract with IFAD.
4. This Agreement shall enter into force upon its signature by the duly authorized representatives of FAO and IFAD. It may be terminated by either Party by providing a 3 month advance written notice, upon:
  - (a) Mutual agreement of both Parties;
  - (b) Either FAO or IFAD closing its Country Office in (COUNTRY);
  - (c) The non-observance by either Party of their respective obligations.

IN WITNESS WHEREOF the Parties hereto, acting through their duly authorized representatives, have signed this Agreement in two original copies.

The Food and Agriculture Organization  
of the United Nations (FAO)

The International Fund for  
Agricultural Development (IFAD)

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Name, Title

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Annex I**

*Allocation to IFAD of Office Space in the FAO Premises*

<b>No of rooms</b>	
<b>Approximate area (in sq. m)</b>	
<b>Address of the Premises</b>	(please indicate town, street, number, floor, and any other relevant detail)
<b>Office Plan/Sketch</b>	(provide here only if considered necessary)

## Annex II

### *ICT Services*

#### **1. Service Descriptions**

FAO shall provide IFAD's Country Office with the following standard services:

- a. Connectivity
- b. Office Computing
- c. Telephony
- d. Video Conferencing

The above includes utilization of existing FAO infrastructure and support by FAO personnel. All services provided are standard offerings. This denotes that standard FAO ICT resources (personnel, hardware, software, contractual arrangements) are utilized.

FAO will strive to provide these standard services to IFAD without affecting its own operations. In cases when this is not possible and increased capacity/capabilities are required, related costs will be borne by IFAD. FAO will utilize existing contractual arrangements and Organizational capabilities to ensure minimization of such costs.

The related Administrative and Operational costs will be charged to IFAD by FAO on a cost recovery basis as part of the overall office agreement.

A Technical Specifications document providing the details related to ICT service standards will be prepared by FAO and IFAD separately. This document will be reviewed on a regular basis (at least once annually) to ensure that any changes to technology or to the operating conditions (i.e. staffing levels) do not have an adverse effect on the provision of services.

##### **1.1 Standard Connectivity Services**

- a. Wired Local Area Network (LAN) connectivity.
- b. Office-based wireless connectivity.
- c. Internet connection (IFAD Internet connectivity is through the FAO secondary link. Office primary link is for FAO purposes only).
- d. FAO will assist IFAD, as required, to procure and install a backup link.

IFAD will utilize existing FAO connectivity capabilities available in the FAO country office. Standard services include provision of LAN connections for IFAD official workstations, network optimization, basic firewall security, 1<sup>st</sup> level support and troubleshooting.

Any relevant costs related to local office connectivity to accommodate IFAD personnel (i.e. office wiring) are borne by IFAD as part of overall office arrangements between FAO and IFAD.

Where relevant, support will be charged based on FAO personnel time (or external contractors, as applicable) as agreed between the FAO local office and IFAD and identified in the overall office agreement.



An initial testing period of maximum 3 months will be utilized to determine if the existing FAO connectivity will suffice for the IFAD office needs. At the end of the testing period, if additional bandwidth is required in order to ensure both FAO and IFAD needs, FAO will make the necessary arrangements through the local ISP. All additional costs will be borne by IFAD and arrangements made with the local FAO office. Bandwidth utilization data will be provided to IFAD through information received by the local ISP. Connection response time and latency are not dependent on FAO infrastructure and as such cannot be managed by FAO.

In case where the local ISP cannot accommodate expansion of the existing FAO link to meet IFAD requirements or if IFAD wishes to proceed with an independent link, FAO will provide the necessary assistance and support. Any costs from this arrangement will be borne by IFAD and arrangements made with local FAO personnel.

#### 1.2 Standard Office Computing Services:

FAO will provide first level support to IFAD for office IT equipment utilized by IFAD Country Office personnel. Included in this agreement:

- a. Desktop computers and accessories (monitors, mice, keyboards)
- b. Laptop computers
- c. Individual printers and scanners
- d. Network office printers/scanners/copiers

First level support is defined as follows:

- a. Initial diagnosis of IFAD equipment problems.
- b. Resolution of issues not requiring changes to the IFAD hardware/software (i.e. assistance to usage of equipment, rebooting of equipment, wiring issues, etc.).
- c. Coordination of replacement of faulty hardware.
- d. Support in the use of installed software (excluding IFAD custom applications). Where required, IFAD will provide documentation and training on the installation and configuration of said software including the Cisco AnyConnect VPN client to access IFAD corporate applications.

IFAD will be responsible for keeping all IFAD deployed workstations protected from viruses/malware and other IT security threats. Failure to do so will result in workstations being disconnected from the FAO network.

IFAD will provide FAO with the needed documentation to maintain and troubleshoot IFAD workstations. For any technical issue that cannot be solved locally, IFAD office personnel will escalate the matter to the IFAD technical support team at HQ, using IFAD established procedures. Where required, FAO local personnel will assist by providing the technical context for the raised ticket including a brief diagnosis of the issue.

Services will only be provided for official IFAD hardware and software.

Changes to documentation and/or IFAD standard hardware and software lists will be provided to FAO at least 1 month prior to implementation. These will be reviewed by FAO and any effect to service delivery/cost will be communicated to IFAD within 1 week of receiving this information.

Where relevant, support will be charged based on FAO personnel time (or external contractors, as applicable) as agreed between the FAO local office and IFAD and identified in the overall office agreement.

### 1.3 Standard Telephony Services:

FAO will provide office telephones with local/mobile/international dialling capabilities. This will include:

- a. Setup of telephone lines.
- b. Provision of extensions to uniquely identify IFAD calls for billing purposes.
- c. Management of telephone billing.
- d. Telephone hardware support and maintenance

Costs related to the purchase and installation of telephone equipment to accommodate IFAD needs will be borne by IFAD.

FAO will provide all telephone bills to the local IFAD designated focal point who will be responsible for collecting payments from IFAD Country Office personnel and reimbursing FAO. Payments to FAO will follow the local telephone company billing cycles.

Where relevant, support will be charged based on FAO personnel time (or external contractors, as applicable) as agreed between the FAO local office and IFAD and identified in the overall office agreement.

### 1.4 Standard Video Conferencing Services

This refers to use of on premise FAO video conferencing facilities. Services to be provided by FAO will include the setup of the video-conference session and coordination with FAO HQ for video-conference control (Polycom Bridge). Service is offered during local regular office hours.

To ensure availability of facilities, IFAD will coordinate with designated local FAO personnel, who will be responsible of resolving any schedule conflicts.

Video conferencing facilities should be requested minimum two days in advance and will depend on availability.

Where relevant, support will be charged based on FAO personnel time (or external contractors, as applicable) as agreed between the FAO local office and IFAD and identified in the overall office agreement.

## 2. Service Levels

### 2.1 Standard Connectivity Services

- a. One working day maximum response time for all IFAD received incidents.
- b. Two working days average resolution time for reported IFAD incidents related to existing FAO infrastructure.
- c. Resolution of incidents that require changes to FAO infrastructure and/or depend on arrangements with the local ISP provider will vary. FAO will provide IFAD with estimated timetable for resolution/completion of work within two working days.

- d. 97% availability of local FAO connectivity except for scheduled maintenance windows and external factors (i.e. electricity issues).
- e. Availability of Internet connection as per agreement with local ISP (including a backup link, where available)

## 2.2 Standard Office Computing Services

- a. One working day for initial network setup of office computing equipment including access to IFAD network and Internet connectivity (Prerequisites: provision of IFAD workstation configuration and setup documentation).
- b. One working day response time for IFAD support requests.
- c. Average resolution time of two working days for critical incidents and five working days for non-critical incidents. These times apply for incidents not requiring external intervention (i.e. local ISP or IFAD HQ support).

Critical incidents are defined as those that (a) affect all IFAD personnel in the office and (b) prevent IFAD personnel from performing their work with no workaround available.

## 2.3 Standard Telephony Services

- a. Two working days response time for requests by IFAD for setup/move of telephone connections/equipment/extensions
- b. One working day response time for billing inquiries by IFAD.
- c. One working day response time for IFAD support requests.
- d. Two working days resolution time for incidents not requiring external intervention.

All above refer to average times calculated annually.

## 2.4 Standard Video conferencing Services

- a. One working day maximum response time for requests to book and utilize FAO video conferencing facilities.



### 3. Service Roles & Responsibilities

Connectivity Services	
Activity	Responsible Party
Provision of all information required for initial setup of office computing equipment including IFAD network and Internet connectivity parameters (VPN Client)	IFAD
Connection of the office computing equipment to the IFAD network (LAN) and to the Internet.	FAO
Internet connection billing arrangements <i>Note: Only in cases where IFAD has requested and is utilizing additional bandwidth over the FAO existing connectivity.</i>	FAO

Standard Office Computing Services	
Activity	Responsible Party
Purchase of office computing equipment and delivery to the Country Office.	IFAD
Software license management	IFAD
Hardware warranty management.	IFAD
IFAD personnel computer training	IFAD
First level hardware and software support and maintenance	FAO
Second level hardware and software support and maintenance	IFAD

Standard Telephony Services	
Activity	Responsible Party
Designation of telephone connection locations for IFAD personnel.	IFAD
Purchase of telephone equipment	FAO
Setup of telephone connections, telephone equipment and extensions.	FAO
Communication to FAO of names of the IFAD Country Office Staff that require international dialling facilities (IFAD Country Representative)	IFAD
Setup of international dialling facilities for designated IFAD personnel	FAO
Telephone billing	FAO
Telephone hardware support and maintenance	FAO

Standard Video Conferencing Services	
Activity	Responsible Party
Setup and support of FAO video conferencing facility (as required)	FAO

### 4. Communications

IFAD and FAO will provide the names and contact information for ICT Service Focal Points required for escalation as part of the Technical Specifications document linked to this agreement. These will be located at the Organizations' headquarters in Rome. One alternate name will be provided by each Organization to ensure service continuity in case of absences. Changes to these names will be communicated at least one week in advance by both Parties.

Version 2.0

Final (23.12.2015 & 6.01.2016)

For FAO Representations (FAORs) and Sub-Regional Offices, ICT escalation will follow the established support model of the Organization with any issues communicated to the relevant Regional Office, which in turn will further escalate to the IT Division in Rome headquarters if required.

In lieu of provision of individual names, all communications with FAO will be through the IT Division Global Service Desk at [CIO-Service-Desk@fao.org](mailto:CIO-Service-Desk@fao.org).

**Annex III**

**CALL FOR FUNDS**  
(to be sent by FAO to IFAD)

International Fund for Agricultural Development  
Via Paolo di Dono, 44  
00142 Rome, Italy

**Attention:** IFAD - Controller's and Financial Services Division (CFS), Accounts Payable Unit (CFS-Payments\*)

**Reference:** IFAD Field Presence in \_\_\_\_\_ (Country)

1. Call for Funds no. XX / YYYY [To be numbered consecutively beginning with number one for the relevant fiscal year and for the relevant IFAD field presence office]
2. Covering the period: \_\_\_\_\_ [Period covered for expenditure being advance/claimed]
3. Please pay USD \_\_\_\_\_ (amount) in words: \_\_\_\_\_.
4. This instalment refers to the amount due by IFAD to FAO under the Country Office Agreement signed by IFAD and FAO for \_\_\_\_\_ (Country), dated..... and any subsequent amendment (e.g. budget revisions).
5. We hereby certify and agree that the goods and services to be financed by this application shall be used exclusively for the purposes of the services described in the Country Office Agreement referred to under paragraph 4 above or any subsequent amendment.
6. Please make payment to FAO's account as detailed below:

**BANK NAME AND ADDRESS:** HSBC New York  
New York, NY, USA

**ACCOUNT NUMBER:** 000156426 HSBC, New York, USA  
Swift/BIC: MRMDUS33  
ABA/Bank Code: 021001088

**PAYEE NAME AND ADDRESS:** FAO/UN Trust Fund USD Account  
Viale Terme di Caracalla, 00100 Rome

FAO:  
Authorized Signature

Date: \_\_\_\_\_

\* [CFS-payments@ifad.org](mailto:CFS-payments@ifad.org)



#### Annex IV

*Items that are included in the Yearly Flat Rate and those that constitute Additional Services*

#### **Yearly Flat Rate calculation for ICO hosted by FAO (FAO Support Cost included)**

The yearly flat rate is calculated based on the estimated yearly costs of the FAO office and it is pro-rated based on the number of IFAD Country Office personnel to be hosted in the FAO office, as per the following formula:

	<b>n. of Staff</b>	<b>% applicable</b>
Total FAO staff in the Country during the year	0	0%
Total IFAD staff in the Country during the year	0	0%
<b>Total staff</b>	<b>0</b>	<b>0%</b>

Description of running costs	FAO Estimated Cost	IFAD Yearly contribution
	Year _____	% _____
Use of office space, common areas, conference and meeting rooms, parking areas, driveways, lobbies, halls, corridors, toilets, courtyards, elevators, stairways, etc. subject to availability and under the allocation and coordination of FAO	\$0.00	\$0.00
Assistance with privileges, immunities and liaison with competent national authorities	\$0.00	\$0.00
Occasional driving services	\$0.00	\$0.00
Disposal of unserviceable assets	\$0.00	\$0.00
Basic services, for instance for travel arrangements	\$0.00	\$0.00
Utilities such as Electricity, Air Conditioning, Heating, Gas, Water, etc.	\$0.00	\$0.00
Basic IT services	\$0.00	\$0.00
Basic stationary and office supplies	\$0.00	\$0.00
Mail and Pouch services	\$0.00	\$0.00
Office cleaning and ordinary maintenance of the Premises	\$0.00	\$0.00
Reasonable local phone charges	\$0.00	\$0.00
Business continuity	\$0.00	\$0.00
Annual and Final Reports of Assets and Inventory	\$0.00	\$0.00
Semiannual Financial Reporting	\$0.00	\$0.00
Office MOSS compliance	\$0.00	\$0.00
<b>Total estimated FAO Yearly Cost</b>	<b>\$0.00</b>	
<b>Total IFAD contribution per year</b>		<b>\$0.00</b>

**Additional Services (10% FAO Support Cost applicable)**

Typical items that are considered additional are:

- Recruitment and servicing of Personnel
- Procurement of goods and/or services such as
  - o Furniture
  - o IT equipment
  - o Software
  - o Vehicles
  - o Translation
  - o Printing
  - o etc.
- Contracts/LOAs
- Travel Costs
- Cost of telephone/s (beyond reasonable local charges)
- Security Costs (charged on the basis of a cost share based on headcount)
- Other services

***Note:** in case of doubt on the interpretation of Yearly Flat Rate charges and Additional Services charges, please refer the matter to FAO ([OSD-Director@fao.org](mailto:OSD-Director@fao.org)) and IFAD ([fsumailbox@ifad.org](mailto:fsumailbox@ifad.org))*

# Annex V

## Statement of Receipt and Expenditure



Name of Recipient: FOOD AND AGRICULTURE ORGANIZATION OF THE UNITED NATIONS

Name of Project :

### Statement of Receipt and Expenditure

(Reporting period)

In US Dollars

TF Project Status Report Split by Prior/Current/Future Years (Aggregate Values)

TF Activity: (ORACLE activity code, entity number and Project Symbol)

		Prior Years			Current Year (Up To Date)			Cumulative Activity To Date			Future Years			Project Total		
		Budget	Expenses	Balance	Budget	Expenses	Balance	Budget	Expenses	Balance	Budget	Expenses	Balance	Budget	Expenses	Balance
Funds Received	5001 TF Contributions Received (CND)															
	5002 TF Income (Euros) (EUA)															
	Total Funds Received															
Expenditure	6000 Other Financial (Parent)															
	6001 Other Financial (Parent)															
	6002 Other Financial (Parent)															
	6003 Other Financial (Parent)															
	6004 Other Financial (Parent)															
	6005 Other Financial (Parent)															
	6006 Other Financial (Parent)															
	6007 Other Financial (Parent)															
	6008 Other Financial (Parent)															
	6009 Other Financial (Parent)															
	6010 Other Financial (Parent)															
	6011 Other Financial (Parent)															
	6012 Other Financial (Parent)															
Total Expenditure																
Balance																

We hereby certify that the above amounts have been paid for the proper execution of the Project in accordance with the terms and conditions of the Country Office Agreement in respect of the project in reference. All documentation authenticating these expenditures has been retained by FAO and will be available for examination in the course of the annual audit of FAO's Financial Statements.

Approved by Budget Holder:  
Name and Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Certified by CSFE:  
Name and Title: \_\_\_\_\_  
Date: \_\_\_\_\_



## Annex VI

### Annual Budget

FAO Categories	IFAD Categories	Amount (in USD)
<i>Yearly Flat Rate</i>		
General Operating Expenses (baby project*)	A. Rental & Premises ICO costs	0
<b>Additional Services</b>		
Salaries Professionals	B. Field Presence Staff Costs	0
Salaries General Services	B. Field Presence Staff Costs	0
Consultants	C. Consultancy and Non staff costs ICO	0
Contracts	F. Operating expenses & Utilities ICO	0
Locally Contracted Labour	B. Field Presence Staff Costs (national through FAO)	0
Travel	D. Travel and local transport. costs ICO	0
Training	E. Workshops & Meetings ICO	0
Expendable Equipment	G. Supplies and Expend. Equipm. ICO	0
Non Expendable Equipment	H. Non Expendable Equipm. ICO	0
Hospitality	F. Operating expenses & Utilities ICO	0
Technical Support Services	I. ICT support & Services ICO	0
	F. Operating expenses & Utilities ICO	0
General Operating Expenses	I. ICT support & Services ICO	0
	J. Security costs ICO	0
<b>Subtotal Additional Services</b>		<b>0</b>
Support Cost (10%)	K. Service Charges & Recovery Costs	0
<b>Grand Total</b>		<b>0</b>

\*To be reported separately under a Statement of Receipt and Expenditure for the "baby project" code.

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