

## STANDARD LETTER OF AGREEMENT BETWEEN UNDP AND THE GOVERNMENT FOR THE PROVISION OF SUPPORT SERVICES

Dear Mr. Milan Latinovic,

1. Reference is made to consultations between officials of the Government of the Republic of Serbia (hereinafter referred to as "the Government") and officials of UNDP with respect to the provision of support services by the UNDP country office for nationally managed programmes and projects. UNDP and the Government hereby agree that the UNDP country office may provide such support services at the request of the Government through its institution designated in the relevant programme support document or project document, as described below.
2. The UNDP country office may provide support services for assistance with reporting requirements and direct payment. In providing such support services, the UNDP country office shall ensure that the capacity of the Government-designated institution is strengthened to enable it to carry out such activities directly. The costs incurred by the UNDP country office in providing such support services shall be recovered from the administrative budget of the office.
3. The UNDP country office may provide, at the request of the designated institution, the following support services for the activities of the programme/project:
  - (a) Identification and/or recruitment of project and programme personnel;
  - (b) Identification and facilitation of training activities;
  - (c) Procurement of goods and services;
4. The procurement of goods and services and the recruitment of project and programme personnel by the UNDP country office shall be in accordance with the UNDP regulations, rules, policies and procedures. Support services described in paragraph 3 above shall be detailed in an annex to the programme support document or project document, in the form provided in the Attachment hereto. If the requirements for support services by the country office change during the life of a programme or project, the annex to the programme support document or project document is revised with the mutual agreement of the UNDP resident representative and the designated institution.
5. The relevant provisions of the Standard Basic Agreement between the Government of SFRY and UNDP, signed by the parties on 24th March 1988 (the "SBAA"), including the provisions on liability and privileges and immunities, shall apply to the provision of such support services. The Government shall retain overall responsibility for the nationally managed programme or project through its designated institution. The responsibility of the UNDP country office for the provision of the support services described herein shall be limited to the provision of such support services detailed in the annex to the programme support document or project document.
6. Any claim or dispute arising under or in connection with the provision of support services by the UNDP country office in accordance with this letter shall be handled pursuant to the relevant provisions of the SBAA.

7. The manner and method of cost-recovery by the UNDP country office in providing the support services described in paragraph 3 above shall be specified in the annex to the programme support document or project document.
8. The UNDP country office shall submit progress reports on the support services provided and shall report on the costs reimbursed in providing such services, as may be required.
9. Any modification of the present arrangements shall be effected by mutual written agreement of the parties hereto.
10. If you are in agreement with the provisions set forth above, please sign and return to this office two signed copies of this letter. Upon your signature, this letter shall constitute an agreement between your Government and UNDP on the terms and conditions for the provision of support services by the UNDP country office for nationally managed programmes and projects.

Yours sincerely,

DocuSigned by:

*Yakup Beris*

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Signed on behalf of UNDP  
Mr. Yakup Beris  
Resident Representative



[Date]

Attachment**DESCRIPTION OF UNDP COUNTRY OFFICE SUPPORT SERVICES**

1. Reference is made to consultations between Office for Information technologies and eGovernment, the institution designated by the Government of the Republic of Serbia and officials of UNDP with respect to the provision of support services by the UNDP country office for the nationally managed programme or project Project no. 00104516, Outputs no. 00109390, 00109391, 00109392, 00106040, 00112698, 00129721 “**Serbia at Your Fingertips – Digital Transformation for Development**”- “the Project”.
2. In accordance with the provisions of the letter of agreement signed on 12 December 2022 and the project document, the UNDP country office shall provide support services for the Project as described below.

3. Support services to be provided:

Support services (insert description)	Schedule for the provision of the support services	Cost to UNDP of providing such support services (where appropriate)	Amount and method of reimbursement of UNDP (where appropriate)
1. Implementation of the Output 1 as described in MYWP	Throughout the project duration, until end of 2023	As per Cost recovery policy	1,539,178.94
2. Implementation of the Output 2 as described in MYWP	Throughout the project duration, until end of 2023	As per Cost recovery policy	2,655,777.44
3. Implementation of the Output 3 as described in MYWP	Throughout the project duration, until end of 2023	As per Cost recovery policy	2,535,720.33
4. Implementation of the Output 4 as described in MYWP	Throughout the project duration, until end of 2023	As per Cost recovery policy	5,510,383.50
5. Implementation of the Output 5 as described in MYWP	Throughout the project duration, until end of 2023	As per Cost recovery policy	1,663,257.71
6. Implementation of the Output 6 as described in MYWP	Throughout the project duration, until end of 2023	As per Cost recovery policy	626,610.68

4. Description of functions and responsibilities of the parties involved are arranged in accordance with the Project Document.

Output 1 - UNDP is responsible for the execution of all services as per point 3 of this Letter of Agreement, Project document and related Multi-year work plan, while an organization – National Alliance for Local Development (NALED) - has been engaged by UNDP as Responsible Party for the specific deliverables, as per submitted and approved project proposals and signed Responsible Party Agreement with UNDP in the amount of USD 150,00.00.

Output 2 - UNDP is responsible for the execution of all services as per point 3 of this Letter of Agreement, Project document and related Multi-year work plan.

Output 3 - UNDP is responsible for the execution of all services as per point 3 of this Letter of Agreement, Project document and related Multi-year work plan.

Output 4 - UNDP is responsible for the execution of services as per point 3 of this Letter of Agreement, Project document and related Multi-year work plan, while two organizations - Hartefact and Union of Architects - have been engaged by UNDP as Responsible Parties for the specific deliverables, as per submitted and approved project proposals and signed Responsible Party Agreements with UNDP in the amount of USD 240,420.00 (Hartefact) and USD 131,236.42 (UAS).

Output 5 - UNDP is responsible for the execution of all services as per point 3 of this Letter of Agreement, Project document and related Multi-year work plan.

Output 6 - UNDP is responsible for the execution of all services as per point 3 of this Letter of Agreement, Project document and related Multi-year work plan. The only service that UNDP is not responsible for under this output is contracting the World Economic Forum (WEF), which have been done by the Implementing Partner (ITE). As per ITE's request, UNDP will perform direct payment to the WEF, amounting to USD 1,000,000.00, as yearly affiliation fee for the Center for 4<sup>th</sup> Industrial Revolution, as stipulated in the contract between ITE and WEF. The Direct payment has been selected as the most appropriate modality taking into account risks identified in HACT micro assessment report, finalised in March 2022, and adjusted risk ranking as "Low".

This Letter of Agreement is signed in English and Serbian language. In case of discrepancies, English version prevails.