

Information Notice

**Consideration of a Host Country  
for a WFP Service Centre**



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**World Food Programme**  
Rome, Italy

## Information Notice

### Consideration of a Host Country for a WFP Service Centre

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## I. Overview

1. The purpose of this document is to explore governments' interest in partnering with WFP in the hosting, establishment and operation of a WFP service centre.

### 1) Timeline

2. As part of its commitment to cost excellence, WFP is reviewing the feasibility of a service centre that would help it continue to provide the unprecedented levels of support needed to sustain its work on ending hunger worldwide.
3. WFP would plan to start operating the first stage or "wave" of services from the centre in the first half of 2017, with additional services coming into operation during 2018. To fit this timetable, WFP would hope to have identified a site and completed the necessary legal agreements in the last quarter of 2016. A more detailed timeline is set out as follows.
  - 15 December 2015 – Deadline for governments to indicate interest to WFP.
  - 15 February 2016 – Deadline for WFP to receive detailed responses on the points in this document.

### Evaluation and Finalization

4. Following the deadline for detailed responses, WFP will review the material received and commence discussions with governments.

### 2) Instructions for Submission

5. WFP's initial plans would be for a minimum of ten years, so governments should take this timescale into account when considering this document and preparing their responses. Any additional documents that would supplement or expand on a government's response – such as facility designs, budget spreadsheets and costing model details – are welcome and should be attached to the response for easy reference.

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Governments that would like to be considered are invited to provide their initial responses by 15 December 2015 via e-mail.

## II. Service Centre Background

6. As part of WFP's commitment to achieving the United Nations system-wide goals for enhanced efficiency and effectiveness, the Executive Director launched a cost excellence initiative in July 2014, which included a feasibility review for a potential service centre.
7. The purpose of a service centre would be to ensure that WFP can continue to provide the levels of support needed to sustain its work on ending hunger worldwide. A service centre would potentially enable WFP to strengthen its organization and focus more on the people it serves.
8. WFP is currently finalizing a business case that will fully assess the potential costs and benefits of a proposed service centre. However, under the assumption that plans for a service centre would be pursued further, it is likely that a service centre would be put into operation in two waves over four years. Operation of a first series of services would start in the first half of 2017 and continue to mid-2018. A second series of services would be added from 2019 onwards. A service centre would have a mix of international and local employees, with a large portion being locally recruited.
9. Factors to be considered in the choice of service centre location include labour costs, availability of qualified human resources including competency in United Nations working languages, security, economic and political stability, and connectivity and infrastructure for information and communications technology (ICT).
10. WFP welcomes expressions of interest from governments wishing to be considered as potential hosts of a service centre. Support from the host government could include covering installation costs, such as by providing office premises; financing the costs of internal office finishing and furnishing; capital investment in ICT infrastructure; and salary contributions and support for business continuity.

### 1) Functional Scope

11. Staff positions from the following divisions would be transferred to a service centre in wave 1:
  - Human Resources;
  - Finance and Treasury;
  - Information Technology; and
  - Management Services.

12. Staff positions from the following divisions would be included in wave 2, from 2019 onwards:
  - Common Logistics Services; and
  - Supply Chain.
13. A service centre may expand over time.

## 2) Facility Requirements

14. WFP estimates that the office space for a service centre would need to accommodate up to 220–270 personnel for wave 1 in 2017–2018, with the potential for 200–245 additional personnel in wave 2 from 2019. These figures take into account potential growth of up to 20 percent within three years.
15. This translates into 2,700–3,300 square meters for the first wave from 2017, and an additional 2,400–2,900 square meters for the second wave from 2019 – again taking into account potential growth of up to 20 percent within three years. Details for the second wave will be refined over the coming months.
16. Because of security considerations, it would be ideal for the facility to be dedicated to WFP only, or shared with other United Nations agencies. Shared space arrangements with other entities and co-location may be considered, provided that adequate security measures are in place.

### a) Office Space, Furniture and Fittings

17. A service centre office would consist of the following – all figures take into account the estimated growth over three years:
  - two to three executive offices;
  - 20–23 private offices for the management team/unit chiefs of the first wave of services;
  - an additional 12–14 private offices for the management team/unit chiefs of the second wave;
  - cubicle/open work space for up to 205–250 non-management personnel in the first wave;
  - additional cubicle/open work space for up to 190–230 non-management personnel in the second wave;
  - two training rooms, each accommodating at least 20 people, equipped with computing, video conferencing and audio-visual presentation facilities, and compliant with WFP standards;
  - conference space – at least two rooms accommodating 15–20 people each, and five accommodating 4–10 people each, all with video and audio conferencing facilities and compliant with WFP standards;

- a professional-grade data centre to host WFP's local services and infrastructure and ICT equipment;
  - a secure storage room for ICT equipment;
  - a computer repair room, a mail room, a copy room and a supply room;
  - lunch/break room(s);
  - a main reception area;
  - sufficient toilet facilities for the total number of personnel;
  - sufficient parking space for expected commuting personnel;
  - space for installing very-small-aperture terminal (VSAT) equipment and a high-frequency/very-high-frequency (HF/VHF) antenna, if needed;
  - employee service rooms – family rooms and rooms for other needs in accordance with WFP standards and local cultural norms; and
  - accessibility for people with disabilities.
18. The facility would require up-to-date fittings such as floorings, conduits for electrical/data/voice cabling, built-in cabinets, projection screens, built-in white boards, window blinds, raised floors, false ceilings, a built-in pantry or kitchenette with appliances, office partitions and doors, reception area and wall finishes. It would also need office furniture and related equipment including conference tables and chairs, ergonomic workstations with low-rise partitions and electrical/voice/data ports, chairs for staff and visitors, cabinets, bookshelves, and locking file cabinets.
19. Additional requirements would be specified during discussion of the legal agreement.

#### **b) Technology and Infrastructure**

20. The facility should be designed to accommodate the heavy demands and telecommunications and technology requirements of a modern service centre, including electrical cabling, air handling/heating, ventilation and air conditioning, and proximity to Internet exchanges and local telecommunication service providers.
21. The following are minimum ICT requirements for a service centre's:
- power and telecommunications services that are in line with the highest levels of resilience, business continuity and quality available in the country;
  - guarantees that the host government would never deactivate WFP's access to its leased lines via prime or fall-back links –and that it would do its utmost to assist in restoring communication links rapidly should interruptions occur because of disaster or intervention by third parties;

- guarantees that the host government would adhere to the principle of “net neutrality” by never constraining the accessibility of Cloud- or Internet-based services that WFP requires for conducting its work, and that the host government would aid in identifying – and would fully permit – workarounds for WFP in case of nationwide technical restrictions;
  - guarantees that the host government would accept WFP’s choice of ICT devices and software for work purposes, allowing unrestricted import, deployment and usage – WFP would commit to ensuring that it does not cause any technical problems for host government infrastructure and services;
  - guarantees that the host government would fully respect the immunities and privileges of WFP and would treat WFP’s information repositories and ICT-based communications with full immunity, including protecting the ICT infrastructure and information repositories of WFP personnel working in the country from criminal cyberattacks originating from the country’s territory, whether the information is stored in the host country or remotely in the Cloud; and the host government’s understanding and acceptance of WFP’s right to instigate independent investigations of cyber security, to publish the details of any breaches of these ICT requirements and to seek financial compensation, penalties or sanctions for such breaches.
22. Potential host governments proposing to provide additional financial allowances, incentives and subsidies to facilitate the design and installation of ICT infrastructure for WFP’s own equipment and services are invited to include the details in their responses.
23. Additional requirements would be specified during discussion of the legal agreement.

### **c) Safety and Security**

24. The facility would need to meet or exceed the minimum operating security standards (MOSS) for United Nations premises at the date of its hand-over to WFP. Security-related infrastructure must include an access control system with fail-safe authentication at all entry points; integrated control of authorization, log-in and network access; a motion-detection, high-definition, closed-circuit television (CCTV) system, with internal and external cameras and archiving capacity of at least seven days; and a fireproof safe.
25. The facility would also need a fire detection and protection system integrated into the building access control system and including fire suppression systems in all offices and common areas and a public address system for emergency communications.

26. Access to transport routes and transportation would also be a critical consideration, and the safety and security of WFP officials and personnel would be of utmost importance.
27. Additional requirements would be specified during discussion of the legal agreement.

### III. Specific Information

28. WFP invites information on the following issues and questions. Governments should please include sufficient detail in their responses to enable WFP to understand the scope and assumptions of the information provided. Any additional documents that would supplement or expand on a government's response – such as facility designs, budget spreadsheets or costing model details – are welcome and should be attached to the response for easy reference.

#### 1) Sponsorship Model

29. WFP seeks information on the support and services that potential host governments would be in a position to provide to WFP for the hosting, establishment and operation of a service centre.
  - a. **Facility location:** In which specific area of the city would the facility be located?
  - b. **Facility and infrastructure construction:** Please provide details of the support available for covering service centre set-up costs, including facility design and construction; purchase and installation of office furniture and fittings; purchase and installation/configuration of technology and infrastructure – servers, network cables, Wi-Fi, etc.; and installation of the safety and security measures required by WFP. Please indicate which, if any, components of service centre design and construction would require the support of WFP personnel and/or funding, and the estimated US dollar amounts of items included.
  - c. **Recruitment and training:** While WFP would assume the costs of staff salaries, please provide details on whether the host government would provide funding for recruitment and training, along with any related terms and assumptions.

- d. **Annual facility rent and maintenance expenses:** Please indicate the number of years – 5, 10, 15, 20 or more – for which the host government would either subsidize the rent of a facility or designate the facility to WFP. Please indicate whether the host government would cover any internal building maintenance costs or provide a budget to WFP for any costs incurred.
- e. **Annual utility, telecommunication and other service expenses:** Please indicate whether the host government would cover the annual utility costs of a service centre, or a portion of them, including water, gas, electricity, telecommunications – telephone, Internet, teleconferencing – and other public services such as sewage disposal, snow/ice removal, fire protection, safety and security of the building, refuse collection and post. Please describe the services proposed, the terms of service in years, and any charges that WFP would be subject to.
- f. **Taxes:** Please confirm that WFP, its funds, property, assets and personnel would be exempt from all taxes, direct or indirect and including, but not limited to, value-added tax (VAT) or similar taxes. Please also confirm that the host government can grant arrangements to enable such tax exemptions at the point of transaction, rather than through reimbursement. WFP would also welcome confirmation of the rapid processing of all imported items for use in a service centre, when they enter the country.

## 2) Facility Specifications

30. WFP seeks more detailed information on the facilities that potential host governments would be in a position to provide to WFP for a service centre.
  - a. **Facility type:** Would the facility be an existing government-owned property, an existing commercially owned property, a new construction, or other?
  - b. **Facility sharing:** Would the location be dedicated to WFP, or would it need to be shared with other United Nations entities, ministry/government offices or commercial entities?
  - c. **Facility size:** What size of area would be provided for the facility, and what would the maximum capacity be?
  - d. **Facility layout:** To what extent would the facility be structured to accommodate WFP's workspace requirements for offices, cubicles, conference and training spaces, common areas and reception, and other specifications outlined in this document?

- e. **Architect:** To what extent would an architect's services be provided to help design the facility according to global standards?
- f. **Environmental standards:** Please describe the sustainability characteristics of the facility in terms of materials used, energy and water use, waste management, etc.
- g. **Parking:** How many spaces for vehicles would be available at the facility? Would parking incur a cost for service centre personnel? How much?
- h. **Cafeteria:** Would a cafeteria be available within the building? What local restaurants and other options are accessible from the site?
- i. **Electricity:** Please describe the voltage/frequency available to the building, and the measures that would be taken to ensure a continuous supply of electricity, such as alternative utilities, uninterruptable power supplies or diesel generators.
- j. **Facility connectivity:** Can a satellite dish be installed at the facility? Can the facility be connected to the Internet using high-speed fibre-optic links of at least 100 Mbps? Can the facility support two distinct internet connections provided by different service providers and using different physical routes?
- k. **Facility wiring:** Is the facility already wired for Ethernet? If so, with which type of wiring? Is the facility already wired for digital or analogue telephony? If so, with which type of wiring? Can WFP deploy its own Wi-Fi infrastructure in the facility? Are there restrictions on using 2.4 GHz and 5 GHz Wi-Fi bands?
- l. **Telecommunications:** Are there any restrictions on the use of satellite or radio equipment such as satellite phones and UHF/VHF radios? Does the government adhere to the Tampere Convention on the Provision of Telecommunication Resources for Disaster Mitigation and Relief Operations?
- m. **Mobile connectivity:** Is 4G long-term evolution (LTE) cellular connectivity available in the facility? If not, what maximum cellular connectivity speed is available? Are there restrictions on the use of WFP-owned smartphones or tablets?
- n. **Home connectivity:** Is broadband of more than 2 Mbps widely available for home use?

### 3) Disaster Recovery

31. WFP seeks more specific information on steps to avoid natural disasters or other incidents with impacts on the effectiveness of service centre facilities and on surrounding neighbourhoods. The capacity to recover full infrastructure support services after a disaster or an incident is a high priority for WFP because the business continuity plans that would be activated at other locations in the event of an emergency at a service centre would not be sustainable beyond the immediate term.
  - a. Please describe the host government's approach to disaster recovery in emergencies involving a service centre and/or the surrounding area, including relevant recent events.

### 4) Privileges and Immunities of the United Nations

32. WFP would seek customary privileges, immunities and exemptions for a service centre, its property, assets, funds and personnel.
  - a. Has the host government acceded to the 1946 Convention on the Privileges and Immunities of the United Nations, and the 1947 Convention on the Privileges and Immunities of the Specialized Agencies, both of which are applicable to WFP? Is the host government prepared to extend a basic agreement on establishment of a service centre that provides privileges and immunities for the centre, its property, assets, funds, communications, archives, and personnel and their family members that are similar to those set forth in the current WFP Headquarters Agreement with the Republic of Italy.

### 5) Implementation and Timeline

33. WFP seeks more specific information on the approvals, processes and permits that may be required to establish arrangements with a potential host government and to put a service centre into operation. WFP wishes to remind governments that the first services provided by a service centre need to be operating in the first half of 2017.
  - a. Please detail the required processes for negotiating with the host government. Provide information on ministry focal points, required documentation from WFP, approval processes and agreement signatories for the government. Indicate the potential time needed to negotiate and finalize an agreement of this nature in the country.

- b. Please describe the estimated timeline for constructing the facility on signing the agreement with WFP. Please indicate the likely lead times for securing a government contractor, approving facility designs, and completing facility construction based on the requirements included in this information notice and the current condition of the facility to be provided.

## **6) Assumptions and Additional Information**

34. WFP seeks specific information on the assumptions underlying the information provided by potential host governments, and invites further information and documents that might assist it in understanding the information provided.
  - a. Please include any additional information or assumptions for WFP to review.