



C P A G A N N U A L R E P O R T



GENEVA-BASED UNITED NATIONS ENTITIES AND OTHER INTERNATIONAL ORGANIZATIONS

## Table of Contents

<b>3</b>	<b>4</b>	<b>8</b>
Opening Remarks	CPAG at a Glance	Governance
<b>13</b>	<b>16</b>	<b>20</b>
Knowledge Sharing	Training	Working Groups
222	<b>25</b>	<b>48</b>
Events	Common Contracts	Joint Tenders
<b>51</b>	<b>52</b>	<b>54</b>
Future Tenders	Key Figures	Way Forward





As a result of the active and efficient contributions of all Member Organizations of the Common Procurement Activities Group (also referred to as "CPAG"), and the effective governance of its Management Board, CPAG had a productive year, revealing an impressive growth in all of its activities.

The central activity of sharing knowledge and information amongst the group was demonstrated by a significant increase of 48% from the number of exchanges reported last year. In addition, CPAG staff have reported an increase of 80% in procurement training, with ILO, ITC and WMO volunteering to host training sessions in Geneva to facilitate logistics and eliminate travel costs for the rest of the group.

As a new initiative, CPAG organized two successful procurement events in January and October 2018 which were well-attended by both public and private procurement sectors. In addition, CPAG organized its first business seminar welcoming over 350 vendor representatives from over 20 countries and 100 technical experts from CPAG.

CPAG's Working Group submitted the results of its analysis with a set of clear methodologies to select cost efficiencies for shared contracts and extract administrative savings from joint tenders, approved by CPAG at the 2nd Quarterly Meeting of 2018.

In 2018, CPAG reported total estimated Cost Efficiencies of **CHF 39,669,263** based on 34 shared contracts, allowing CPAG Members to benefit from similar contract terms and competitive rates. Throughout 2018, Member Organizations launched seven joint tenders for a range of commodities and identified five future tenders to be carried out in 2019.

Furthermore, the International Committee of the Red Cross (ICRC), an independent international organization with the mission of protecting and giving assistance to victims in armed conflicts, joined CPAG as its 20th Member Organization.

The CPAG Secretariat reaffirms its pledge to ensure the operational functioning of the procurement network to remain a positive example of procurement collaboration in the UN System.

Thank you to the CPAG Chairperson, Management Board and Member Organizations for their energy and commitment to this important network.

tunt

**Wacim Hadjidj** Secretary of CPAG Chief, Procurement and Contracts Unit United Nations Office at Geneva



**CPAG Management Board and Secretariat** 

66

"In a constant effort to develop and share best practices, over the years CPAG has become the reference for collaborative procurement within the UN System and beyond."

### Vanja Ostojic

Deputy Chief and Principal Procurement Specialist, ILO



## CPAG at a Glance

The Common Procurement Activities Group (CPAG) is a voluntary inter-agency procurement network composed of Geneva-based UN entities and international organizations dedicated to enriching a range of procurement activities through their experience, knowledge and practice of procurement.

CPAG was created on 15 May 1952. It was previously known as the Committee on the Coordination of Purchase and Supply Services of the United Nations Office and Specialized Agencies at Geneva. This inter-agency is administered by the Statutes and Rules of Procedures adopted on 22 April 2005 and most recently revised on 26 September 2017.

## Objective

The objective of CPAG is to provide additional value and collaborative ideas to procurement activities in order to achieve best value for money not only in the procurement process but also in day-to-day procurement functions by identifying Cost Efficiencies and collaborative solutions to procurement challenges.

#### **Objective of CPAG**



CPAG has a robust structure, consisting of a Management Board, a Secretariat, a Chairperson and Vice-Chairperson.



## **Chairperson and Vice-Chairperson**

The Chairperson of the Management Board provides leadership and ensures that the Management Board functions resourcefully. Together with the Secretariat, the Chairperson establishes the agenda for meetings, with inputs from Members. Likewise, the Chairperson makes sure that all Member Organizations are involved in discussions and decision-making during the quarterly meetings. All requests made to the Secretariat by vendors or by Members must be addressed to the Chairperson, for consideration.

The Chairperson is appointed for a period of one year after serving as Vice-Chairperson of CPAG. The Chairperson or, in the absence of the Chairperson, the Vice-Chairperson presides over the Management Board meetings. Each year, the Vice-Chairperson is identified amongst the Member Organizations by the Secretariat and approved by the Management Board. The Vice-Chairperson is responsible for replacing the Chair upon request.

## Secretariat

The Procurement and Contracts Unit of the United Nations Office at Geneva (UNOG) manages the CPAG Secretariat, which consists of a Secretary and a Secretariat Coordinator.

The Secretariat is responsible for the overall management and administration of CPAG, which includes preparing background documents for the Management Board meetings and implementing decisions and instructions.

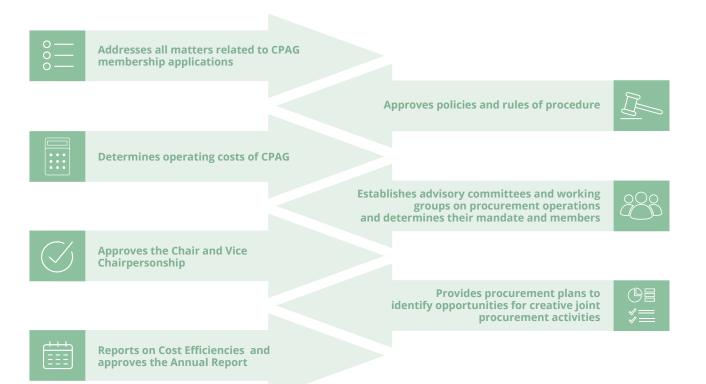
It plays a vital role in the centralizing of queries and distributing general information to Member Organizations. It helps organize events and business seminars, and coordinates tenders and identifies joint procurement opportunities. It also has the mandate to support CPAG's working groups on specific procurement operations, and prepare the annual report for approval by Members.

## **Management Board Members**

The Management Board is the main body of CPAG where all actions related to CPAG's mandate are undertaken. The Board makes decisions which are recorded, distributed and implemented by the Secretariat.

The Management Board is comprised of senior representatives from the Member Organizations, who are appointed by the respective organizations. All Members of the Management Board have the right to vote.

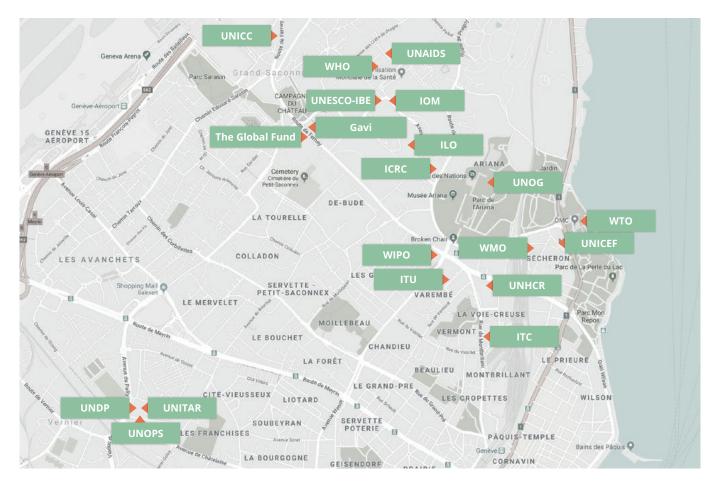
### **Functions of the Management Board**



CPAG Member Organizations are UN entities and international organization based in Geneva who have agreed to work together as a group to, notably, share their knowledge and experiences, identify potential common procurement activities, as well as participate in joint tenders, events, meetings and working groups.

### 2018 CPAG Members





## 66

"ICRC is committed to the responsibilities of being a CPAG Member including participating in network initiatives alike working groups and meetings, sharing procurement experience and keeping Members informed of relevant sourcing initiatives. It believes that CPAG can foster cooperation and harmonization of procurement practices, through policies, standards and procedures to maximize value for money, mitigate risks and meet compliance requirements."

> **Romain Fournier** Head of Indirect Procurement, ICRC

> > "

## 2018's Newest Member





At the 4th Quarterly meeting of 2018, the International Committee of the Red Cross (ICRC) presented its Membership request to the CPAG Management Board. It was approved unanimously.

Established in 1863, the ICRC is an impartial, neutral and independent organization whose exclusive humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

The ICRC procurement office manages an estimated USD 800 million of direct and indirect spend globally. The procurement office works as a partner unit to all ICRC departments and divisions, ensuring that value for money and compliance is delivered.

## Governance

The Management Board meets at least every quarter of the year, including the regular management board session, as foreseen in the CPAG Statutes.

Quarterly meetings are an especially crucial opportunity to:



Keep Members updated on current procurement procedures



Plan and discuss key goals to achieve in the upcoming quarter



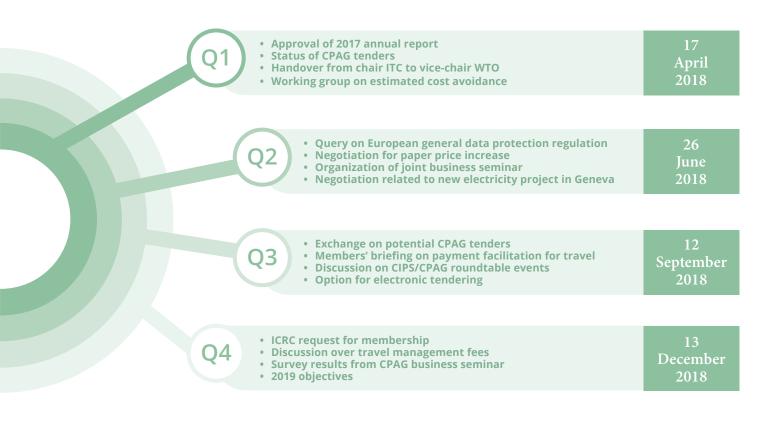
Address issues of common interest to Member Organizations

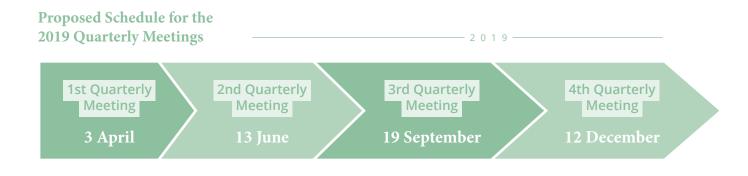


Such quarterly gatherings not only provide an information update to Members but also provide an opportunity to share ideas in order for the group to make decisions, from operational issues to crucial contractual matters. Moreover, quarterly meetings assist the CPAG Secretariat in ensuring that the performance of the group is regularly assessed, by focusing on the priorities and establishing short and long-term goals.

Extraordinary sessions can also be set, upon request to the Chairperson by the CPAG Secretariat or Members, which occurred on several occasions in 2018.

### Main Items Addressed During the 2018 Quarterly Meetings





## **Chairperson History and Rotation**



Following the approval by the Management Board of the Chairperson on 17 April 2018, WTO's Senior Representative was selected as Chair of the Management Board, with UNDP as Vice-Chair, from the 2nd Quarterly meeting of 2018 until the 2nd Quarterly meeting of 2019, with both the Chair and the Vice-Chair remaining in office for one year.

At the 1st Quarterly Meeting of 2019, the Management Board will be asked to approve the handover of the Chairpersonship to the representative of UNDP, with UNHCR as Vice-Chair, with effect from the 2nd Quarterly meeting of 2019 until the 2nd Quarterly meeting of 2020.

### **Rotation of Chairperson and Vice-Chairperson**

	Chair	Vice-Chair
2010-2011	ITU	UNOG
2011-2012	UNOG	WHO
2012-2013	ILO	WHO
2013-2014	WHO	UNESCO
2014-2015	WMO	UNESCO
2015-2016	UNICEF	THE GLOBAL FUND
2016-2017	THE GLOBAL FUND	GAVI
2017-2018	ITC	WTO
2018-2019	WTO	UNDP
2019-2020	UNDP	UNHCR
2020-2021	UNHCR	UNOPS
2021-2022	UNOPS	IOM
2022-2023	IOM	UNICC
2023-2024	UNICC	ICRC
2024-2025	ICRC	UNAIDS
2025-2026	UNAIDS	WIPO
2026-2027	WIPO	UNITAR

Every year, each CPAG Member pays UNOG its portion of the annual operational costs of CPAG, in accordance with the amount fixed by the Management Board in the previous year. Further, on 1 December 2017, it was established that a minimum threshold of USD 2,500 would be charged as part of the Membership fee.

The operational costs include the salary cost of one staff along with administrative costs related to the post, which is divided proportionally amongst Members. The proportional component is established by obtaining each organizations number of non-temporary staff employed as of 31 December of the previous year.

The operational costs help ensure an effective allocation of resources as the CPAG Secretariat has a full-time resource dedicated to the administration of CPAG.

### Costs for 2018

The total amount of operational costs for 2018 was USD 182,700, which includes:

- USD 3,000 office expenses
- USD 179,700 standard salary cost for a P-3 in 2018

### CPAG Cost Breakdown 2018 (USD)

Member Organization	Staff per Member Organization	Percent (%) Member's Staff over Total Staff	Annual Fixed Membership Fee	Remaining Cost for Services	TOTAL Share per Organization
Gavi	278	2,3742%	\$2,500.00	\$3,209.98	\$5,709.98
ILO	1,138	9,7190%	\$2,500.00	\$13,140.11	\$15,640.11
IOM	246	2,1009%	\$2,500.00	\$2,840.48	\$5,340.48
ITC	385	3,2881%	\$2,500.00	\$4,445.47	\$6,945.47
ITU	667	5,6965%	\$2,500.00	\$7,701.63	\$10,201.63
The Global Fund	725	6,1918%	\$2,500.00	\$8,371.34	\$10,871.34
UNAIDS	205	1,7508%	\$2,500.00	\$2,367.07	\$4,867.07
UNDP	63	0,5380%	\$2,500.00	\$727.44	\$3,227.44
UNESCO-IBE	12	0,1025%	\$2,500.00	\$138.56	\$2,638.56
UNHCR	716	6,1150%	\$2,500.00	\$8,267.42	\$10,767.42
UNICC	81	0,6918%	\$2,500.00	\$935.28	\$3,435.28
UNICEF	282	2,4084%	\$2,500.00	\$3,256.16	\$5,756.16
UNITAR	44	0,3758%	\$2,500.00	\$508.05	\$3,008.05
UNOG	2,873	24,5367%	\$2,500.00	\$33,173.59	\$35,673.59
UNOPS	90	0,7686%	\$2,500.00	\$1,039.20	\$3,539.20
WHO	1,879	16,0475%	\$2,500.00	\$21,696.20	\$24,196.20
WIPO	1,059	9,0443%	\$2,500.00	\$12,227.93	\$14,727.93
WMO	311	2,6561%	\$2,500.00	\$3,591.02	\$6,091.02
WTO	655	5,5940%	\$2,500.00	\$7,563.07	\$10,063.07
TOTAL	11,709	100,00%	\$47,500.00	\$135,200.00	\$182,700.00



#### Costs for 2019

Members will be called upon to accept the 2019 operational costs, at the 1st Quarterly Meeting of 2019. The foreseen amount will be **USD 175,900**, consisting of:

- USD 3,000 office expenses
- USD 172,900 standard salary cost for a P-3 in 2019

## CPAG Cost Breakdown 2019 (USD)

Member Organization	Staff per Member Organization	Percent (%) Member's Staff over Total Staff	Annual Fixed Membership Fee	Remaining Cost for Services	TOTAL Share per Organization
Gavi	262	2,1537%	\$2,500.00	\$2,711.53	\$5,211.53
ICRC	1,012	8,3189%	\$2,500.00	\$10,473.56	\$12,973.56
ILO	1,135	9,3300%	\$2,500.00	\$11,746.53	\$14,246.53
IOM	207	1,7016%	\$2,500.00	\$2,142.32	\$4,642.32
ITC	270	2,2195%	\$2,500.00	\$2,794.33	\$5,294.33
ITU	615	5,0555%	\$2,500.00	\$6,364.86	\$8,864.86
The Global Fund	696	5,7213%	\$2,500.00	\$7,203.16	\$9,703.16
UNAIDS	188	1,5454%	\$2,500.00	\$1,945.68	\$4,445.68
UNDP	76	0,6247%	\$2,500.00	\$786.55	\$3,286.55
UNESCO-IBE	10	0,0822%	\$2,500.00	\$103.49	\$2,603.49
UNHCR	727	5,9762%	\$2,500.00	\$7,523.99	\$10,023.99
UNICC	85	0,6987%	\$2,500.00	\$879.70	\$3,379.70
UNICEF	257	2,1126%	\$2,500.00	\$2,659.79	\$5,159.79
UNITAR	42	0,3453%	\$2,500.00	\$434.67	\$2,934.67
UNOG	2,909	23,9129%	\$2,500.00	\$30,106.30	\$32,606.30
UNOPS	119	0,9782%	\$2,500.00	\$1,231.57	\$3,731.57
WHO	1,525	12,5360%	\$2,500.00	\$15,782.78	\$18,282.78
WIPO	1,089	8,9519%	\$2,500.00	\$11,270.46	\$13,770.46
WMO	284	2,3346%	\$2,500.00	\$2,939.22	\$5,439.22
WTO	657	5,4007%	\$2,500.00	\$6,799.53	\$9,299.53
TOTAL	12,165	100,00%	\$50,000.00	\$125,900.00	\$175,900.00

## **New Membership**



CPAG's Management Board welcomes applicants from organizations and entities wanting to become Members of CPAG, with its duty to examine applications as per the CPAG Statute.

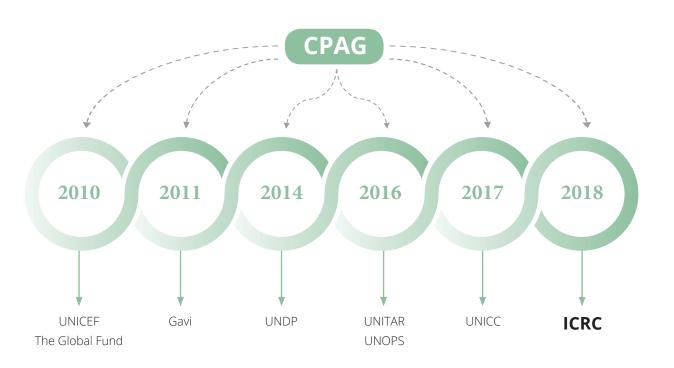
### The following entities may submit requests to join CPAG:

- Existing or future specialized agencies connected with the UN, wherever their headquarters;
- International, intergovernmental or non-governmental organizations or activities financed from trust funds or special accounts, or any other entity in the interest of CPAG.

### **Membership Procedure**



### **History of CPAG Membership**





"UNICC is pleased to be part of the CPAG family and is benefiting from knowledge sharing on common practices. The CPAG is a great forum for leveraging knowledge and experience on procurement matters thus generating savings for the greater UN family and improving processes common to all."

> **Tara Das** Head of Procurement Unit, UNICC



## Knowledge Sharing

Knowledge sharing is a valuable component of CPAG's activities. It functions as a platform for the dissemination of information and sharing of experiences, to learn ways to undertake procurement activities more efficiently.

Wide communication across the Member Organizations, allows individual procurement offices to strengthen their procurement practice as a result of the influx of innovative and diverse ideas provided in the exchange of information. Given their diverse backgrounds and levels of experience, CPAG Members, have quickly become a community of knowledge where Members turn to each other for support and guidance.

The knowledge sharing mechanism brings numerous benefits to Member Organizations with a view to helping individual procurement offices become more efficient and effective:

- to enhance lists of vendors to be invited to tenders
- to receive clarifications on practices and on ground-breaking policies
- to find out about vendor performance
- to avoid the duplication of procurement procedures by identifying recent tenders or contracts

Information is never lost as it is safely stored and accessible to the group at all times on the web via the United Nations Global Marketplace at **www.ungm.org**.

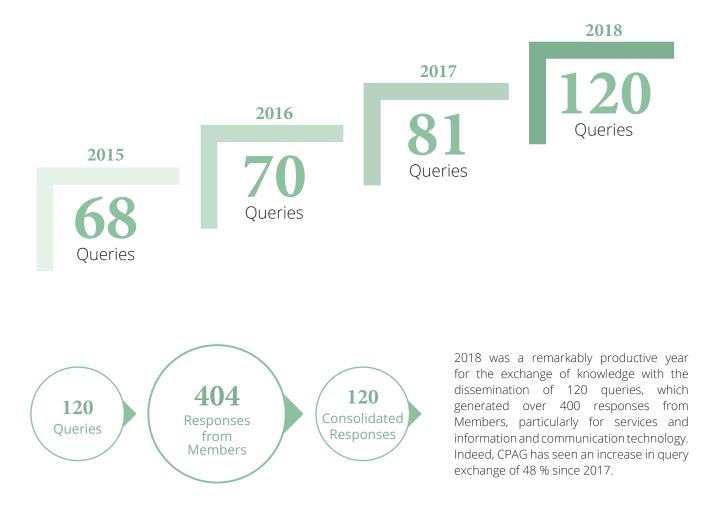
Members regularly refer back to the CPAG website to consult previous responses, before initiating a new inquiry to the community.

### Phases in the Knowledge Sharing Process





The benefits derived by the knowledge sharing process is clearly evidenced by the significant increase in requests for information submitted by Members to the Secretariat since 2015.



## INFORMATION & COMMUNICATION TECHNOLOGY

Business Administration Software Business Project Management Web Application Cloud Service Cloud Based Storage Concept & Creative Development Services Customers Relationship Management Tool Data Classification and Protection Solutions Desktop Computers Editorial and Design Capacity Electronic Payment Service Email Marketing Facility Management Software Hosting and Maintenance Services for Electronic Libraries Information Security Awareness Training Innovation Management Software Internet Providers IT Support to External Offices IT Equipment Journals Online Subscriptions Laptops Library Management System Management Networks Mergers and Acquisition Data Software Mobile Phone Services Multi-functional Printers Network Firewall **Online Invigilation Services** Online Survey Service Power Sources Devices Publication Software Security Incident Response Server Hardware and Maintenance Services Shared Video Storage Solutions Software Licences Software Partnerships for Professional Services Software Products Telephone Bills Monitoring System Video Conference Video Facilities and IT Equipment Video Production Service Virtual Data Room Software Virtual Desktop Solutions Web Content Management Systems Web Design and Development Services Web Design Consultancy Wireless Microphones

### CONSTRUCTION AND BUILDING

Building Evaluation Building Renovations Building Inventory Construction of Multimedia Recording Studio Draining and Cleaning Pipes Elevator and Escalator Maintenance Engineering Facility Management Gas, Water, Thermal Cooling Installation of Smoking Shelters Warehousing Waste Management

#### GOODS

Furniture Lamps Office Equipment Pharmaceutical Drugs and Vaccines Promotional and Branded Items Radio Equipment Recycling Containers Security System & Surveillance Equipment

#### **POLICY MATTERS**

Conflict Management Contract Management Contract Templates Donation of Furniture Electronic Signature Electronic Submission of Documents General Data Protection Regulations Long-Term Security Consultants Membership Terms Open Tender Procedure Paper Increase Performance Measurement Standard Procurement Knowledge Network UN Collaborative Procurement Tools UN Staff Discounts Guidelines

#### SERVICES

Audit Services Advertising **Business Travel Catering Services** Childcare Facilities **Cleaning Services** Credit Card Processing Services Driving Service **Events Management** Helpdesk Support Hotel Services Insurance Broker Inventory Assets Service Learning and Training Activities Least Cost Routing Facility Management and Leadership Coaching Services Market Salary Survey Medical and Travel Assistance Medical Support Moving Occupational Health Service Online Survey **Onsite Consultant Services** Post Office Services Property Insurance **Relocation Services Restaurant Services** Service Desk Service Desk Support Soft Skill Training Provider Shuttle Service Team Leadership Training **Training Program Facilities** Training Design & Facilitation Translation Services Translation Services for Non-UN Official Languages Travel Cards Provider Vending Machines Writing Learning Programme





# Training

**UNICC Headquarters** 

In 2018, CPAG made significant strides to invest in staff training, on many occasions consolidating the participation and needs of CPAG staff with the objective of motivating trainers to come to Geneva to provide training.

Training courses have a multitude of benefits which expand procurement knowledge and enrich staff skills as well as increase productivity and motivation.

### **Benefits of Staff Training**



For many years UNDP has offered procurement training and certifications accredited by the Chartered Institute of Purchasing and Supply (CIPS), ensuring conformity to high quality procurement standards and the opportunity for the participants to take part in an international community of procurement professionals.

In 2018, nine training sessions took place in Geneva or nearby with 74 participants from CPAG.

Training Course	Dates	Location	Number of Participants
	1 March	Geneva	22
Introductory Certificate in Public Procurement - Level 2	17 – 20 April	Rome	1
	12 – 15 June	Copenhagen	3
Advanced Certificate in Public Procurement - Level 3	14 – 18 May	Copenhagen	1
	10 – 14 September	Paris	1
Diploma in Strategic Public Procurement - Level 4	27 – 31 August	Copenhagen	2
	26 – 30 November	Geneva	8
Anti-Corruption and Ethics in Procurement	19 – 20 September	Geneva	25
Logistics and INCOTERM	24 – 25 October	Geneva	11
			TOTAL Participants: 74





### 2018 Training Courses Hosted by CPAG in Geneva

### Anti-Corruption and Ethics in Procurement

- Recognize, reduce and detect corrupt behavior and conflicts of interest in public procurement
- Increase the awareness of the key role of ethical conduct and public procurement principles in order to conduct a fair procurement process

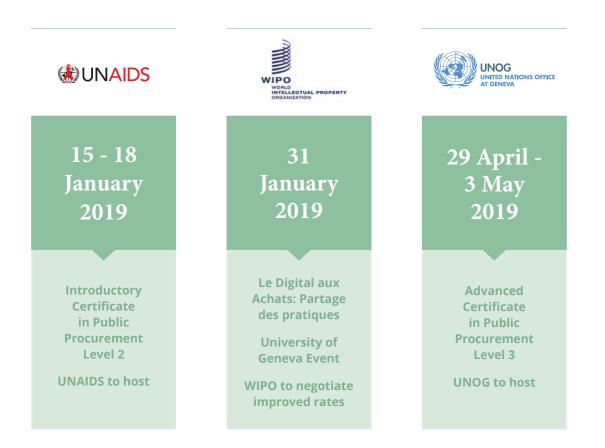
### Logistics and Incoterms 2010

- Plan and evaluate logistical exercises and select International common terms adequate to the value/risk of the goods being procured and transported
- Gain a comprehensive overview of appropriate use of Incoterms 2010 and logistical arrangement

### Diploma in Strategic Public Procurement Level 4

- Development skills to construct strategies and manage procurement activities
- Strategic development skills to construct strategies and manage procurement activities
- Advanced contract management to handle strategic supply, consultancy contracts and the evaluation of offers

### 2019 Training Courses to be Organized in Part by CPAG







"As a unique forum for UN agencies and other international organizations to share knowledge and best practices, create and exploit synergies, and achieve economies of scale. With CPAG, I have experienced a lively and dynamic environment driven by the common goal of being successful together. As a united front, we have the opportunity to innovate on public procurement practices and to exert a positive influence on the market. I look forward to continue being an active member of this group and contributing to its success."

### Donatella Castellucci

Head of Procurement Section, WIPO

"

As established in the CPAG Statute, the Secretariat may call for the setting up of working groups on specific procurement operations.

In the last few years, working groups have proved to be an essential instrument for Members seeking an exceedingly efficient functioning of CPAG, such as to discuss crucial issues and harmonize procurement practices and knowledge.

### **Previous Working Groups**



## 2017-2018 Working Group on Cost Efficiencies

In June 2017, a working group was created, and chaired by WIPO, to establish Estimated Cost Avoidance (ECA) Methodologies, which extended into 2018. It aimed at identifying clear methodologies to be applied to all shared contracts to allow for the uniformity in the reporting of ECA data, and to take into account the administrative savings.

As a result of the hard work conducted during five meetings in 2017, the working group defined the term ECA, renaming it Cost Efficiencies, which includes both cost savings and cost reductions. Cost Reduction is defined as a procurement contribution resulting in a reduced cost of acquisition of the same service or good, while Cost Avoidance is a procurement contribution that mitigates the impact of a price increase.

Clear-cut methodologies were established to allow CPAG Members to select one methodology once a tender was undertaken and a contract was awarded. The results were eventually approved by all Members at the 4th Quarterly Meeting in 2017. Such methodologies were effective for all new contracts established as of 2018.

## Working Groups

In 2018, the working group met on four other occasions to analyse the administrative costs of conducting a CPAG joint tender as lead organization and the cost of joining the tender as a participating organization or piggybacking on an existing contract. The administrative cost analysis included the procurement work of the buyer and the technical work of the requisitioner, for both low and high complexity tenders.

Members agreed to use costs established by the UN for various procurement activities to define the administrative costs of the procurement work involved in a tender; while for the technical work, it was necessary to identify the average working days required for requisitioner-related activities which could only be determined by reaching out to requisitioners from different organizations.

20 requisitioning client offices from 13 CPAG Member Organizations responded to the questionnaire from different sectors, such as information technology and communication, finance, human resources and administration, providing valuable feedback on the number of working days required for each type of technical activity in the process, depending on whether the tender was of low or high complexity. This was also applied to piggyback contracts which are used by Member Organizations to benefit from the same terms and conditions of a competitive tender process conducted by another CPAG Member.

The outcome of the administrative cost analysis was approved at the 2nd Quarterly Meeting of 2018 for low-complexity and high-complexity tender activities, achieving the purpose of the working group.





## 66

**Events** 

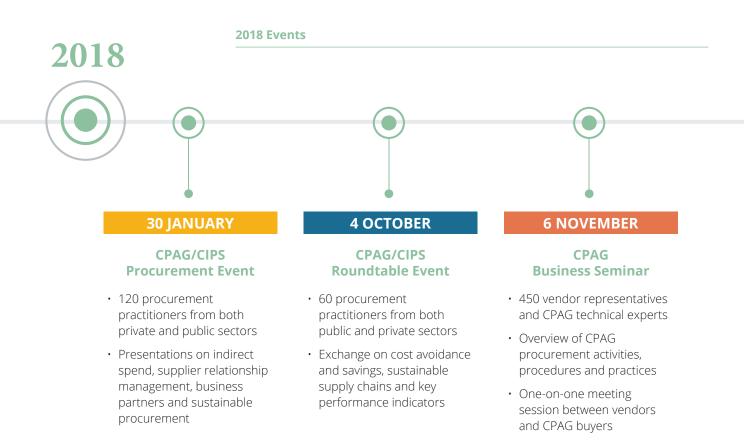
"CPAG represents a unique opportunity for all Geneva-based Organizations to gather together, learn more from each other, and when facing similar challenges, work hard together to identify optimal common solutions. 2018 was the first year WTO chaired the network, and I am proud I served as Chair at the first CPAG joint Business Seminar with 450 participants. CPAG is synonymous for collaborative approach, and great efforts are made by all Members to ensure we fulfill our mandate to promote harmonization of procurement policies and procedures."

### Alessandra Caratozzolo

CPAG Chairperson & Chief of Procurement Section, WTO

"

Given the success of past events, in 2018 CPAG organized additional events, involving both public and private sector procurement professionals. Such events provided an opportunity to share perspectives on procurement practices and procedures, and also offered information on how to identify business opportunities with CPAG.





## **Private and Public Sector Procurement Forum: Best Practice Exchange**



**On 30 January 2018**, CPAG, together with the Swiss branch of the Chartered Institute of Procurement & Supply (CIPS), hosted an exciting and unique procurement event at the Palais des Nations in Geneva. Over 120 people attended from both private business and public sector organizations.

With procurement playing an increasingly significant role, the event was a rare opportunity for members of both sectors to exchange best practices and processes, enabled through several captivating procurement topics.

UNOG Representative to CPAG opened the event by welcoming participants and providing a brief introduction of the United Nations and its role in the world. The CPAG and CIPS Chairpersons followed with presentations on their respective entities.

Moreover, four guest speakers from the private sector shared their procurement experience and knowledge, by offering insight on the development and evolution of procurement, through close monitoring of indirect spend, the importance of Supplier Relationship Management, partnering with stakeholders, as well as sustainability programmes. More specifically, they provided a deep dive into the following topics:

- "Indirect Spend: Excellence in Category Management" by Global Head of Indirect Procurement, Amcor (ATP)
- "SRM as Value Enabler: Going Beyond Cost Management" by Procurement Project Solution Provider, KG-Consulting
- "To Be or Not to Be a Business Partner: A Survival Question for Procurement" by Director, ByAction Learning
- "Sustainable Procurement Case Study: Firmenich's Deep Roots" by VP Sustainable Sourcing Strategy, Firmenich

The event closed on a positive note, with the participants staying back to network for one-to-ones on best practices. The optimistic outcome of the joint procurement event was further validated in a survey taken by most participants, demonstrating that 91% were interested in joining more workshops, organized by CPAG and CIPS Switzerland.

This experience was a clear confirmation that both the private and public sectors, although diverse, are eager to learn from one another.

## **CIPS and CPAG Roundtable Event: Accelerating Public Procurement**

4
OCT

**On 4 October 2018**, CPAG, with the contribution of the Swiss branch of CIPS, hosted a Roundtable Event on Accelerating Public Procurement where 60 people from both the private and public sectors attended the event the Palais des Nations in Geneva.

The Roundtable Event was aimed at bringing supply management professionals together to discuss on several challenges and solutions to improve public procurement performances, and share their experiences and ideas.

The event started with introductions from the CIPS Switzerland Chair and the CPAG Chair with both Chairs giving a brief overview of their respective entities.

Further, three guest-speakers were invited to share their knowledge on procurement activities and suggest conceivable approaches to accelerate procurement, addressing important principles such as Cost Efficiencies to document the achievements of procurement activities; sustainability of procurement's procedures in order to create benefits not only for the organization, but for society as a whole; and the relevance of setting key performance indicators in contracts and how to ensure their effectiveness:

- "Language of Cost Avoidance and Savings" by Director of Procurement and Travel Division Director, WIPO
- "From Inspiration to Action: Activating Sustainable Supply Chains" by Head of Sourcing and Operations, Lexmark



#### "Setting Effective Key Performance Indicators" by Global Procurement Lead, Electronic Arts

After the presentations, participants were split up into three roundtables with assigned facilitators. The Roundtable sessions were a valuable opportunity to encourage the participation of the audience and involve them in debates and exchanges to improve procurement capabilities.

During the feedback session, participants recognized the important role of procurement practitioners in accelerating public procurement procedures and were grateful to the guest speakers for their knowledge and guidance on the subject matters.

## Great Success at CPAG's First Business Seminar: "How to do Business with CPAG"



**On 6 November 2018**, CPAG hosted a one-day business seminar entitled "How to do Business with CPAG" at the Palais des Nations in Geneva.

Over 450 participants attended the seminar, with nearly 350 vendor representatives attending from over 20 countries. In addition, more than 100 technical experts from CPAG attended the event to exchange on industry practices and answer questions.

The main purpose of the seminar was to inform vendors and trade entities about the procurement activities of CPAG and to provide them with information on procurement procedures, practical tips as well as information on how to identify business opportunities.

The morning session kicked off with presentations by several CPAG representatives on the following topics:

- "Welcome to the Palais des Nations" by Chief of the Purchase and Transportation Section, UNOG
- "Introducing CPAG" by CPAG Chair & Chief of Procurement, WTO
- "Doing Business with CPAG and Corporate Ethics" by Director of the Procurement and Travel Division, WIPO
- "Sustainability in Procurement" by Procurement Analyst, UNOPS
- "UNGM and eProcurement" by Chief of the Procurement Bureau, ILO & by UNGM Programme Manager, UNOPS

The afternoon session consisted of two segments. The first segment was the "Networking Session" which included splitting the meeting room by commodity, i.e. Goods, Services, Information and Communication Technologies, Construction and Facilities, giving vendors the opportunity to meet and exchange with CPAG technical experts in an informal setting. In addition, vendors received support to register in the United Nations Global Marketplace at the "UNGM Live Support" booth, as well as guidance on tendering from procurement experts at the "Tendering Tips Helpdesk".

The second segment of the afternoon session was the "One-on-One Meetings" which took place in a neighbouring room where over 100 vendors had individual meetings with CPAG buyers with the purpose of introducing their products and asking questions about specific CPAG organizations.

Understanding CPAG procurement and exchanging on industry practices were of great interest to vendors and trade entities, as demonstrated by the high attendance of vendors and their active participation. Further, the CPAG Secretariat received excellent feedback about the seminar from participants, both vendors and technical experts were keen on having a similar seminar in the future.

## 66

"The success of CPAG is never an accident, it is the result of the high knowledge base of being connected with other UN agencies and specialized organizations in Geneva. It is an excellent tool for exchange of existing commercial contracts and very helpful to the users when it comes to piggybacking."

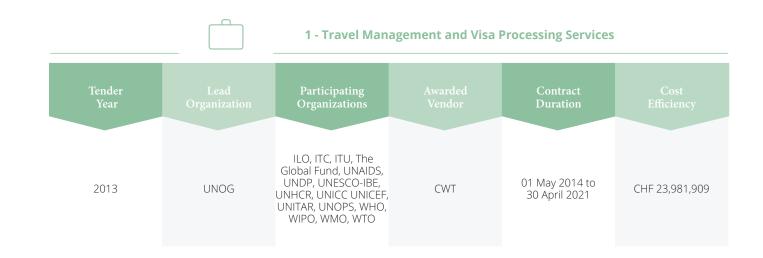
## Common Contracts

## Fabrizio Bertora

Chief of Procurement HQ, UNHCR

"

In 2018, CPAG Members benefited from 34 contracts which offered valuable contract terms and competitive rates, proving anew the constructive outcome and progressive approach of CPAG's joint efforts.





**UNAIDS Headquarters** 

Following a Request for Proposal launched by UNOG in 2013 for travel management and visa processing services on behalf of CPAG, four vendors submitted proposals. The contract was awarded to Carlson Wagonlit Travel Beheermaatschappij BV (CWT), as CWT's proposal was the most responsive to the requirements set for in the solicitation documents. The contract was signed for an initial period of three years with two possible extensions of two years each.

The contract includes the possibility of three different booking options: Onsite processing; Offsite processing; and an Online Booking Tool (OBT).

Given that the contract allows for the combination of the booking options as well as changes to the configuration within a six months-notice, each CPAG Member defined its configuration independently. This condition allowed several CPAG Members to choose a hybrid configuration model and achieve further cost efficiencies.

Prior to determining if the second extension of the contract was feasible for CPAG, or if a new tender would provide an added benefit, Members embarked on negotiations with CWT on the terms and prices under the contract.

The negotiations started in November 2017 and were led by UNOG and WHO, based on a comparative analysis of the transaction fees: onsite and offsite transactions, OBT and visa processing fees. The outcome of the negotiations was positive and resulted in lower transactions fees to take effect as of 1 May 2019, in exchange for UNOG extending the contract until April 2021. The contractor also agreed to replace the Global Distribution System with a newer model.



Cost efficiencies were achieved due to airline negotiated fares; travel agent negotiated fares; local fares not available on the Swiss market and travel agency expertise. This was mainly due to two factors: the hybrid service configuration, where services have been moved from onsite offices in Geneva to CWT offsite service centers in Warsaw, and the implementation and increase in use of the OBT.

CPAG Members have also taken appropriate steps to combine their travel volumes through joint negotiations with airlines. By leveraging the volume of air ticket purchases, Geneva-based organizations negotiated special corporate fares, directly with airlines or with airline alliances. There are currently 25 corporate fare agreements signed with air carriers, while an increasing number of these agreements include not only discounts for routes to and from Geneva, but also special conditions for other routes and even some of the contract are Global agreement, which allow ticket issuance outside Switzerland.

In 2018, CWT reported an estimated Cost Efficiency of **CHF 23,981,909**, i.e. 16 % of the total net air spend of CPAG Members.

## 2018 Estimated Cost Efficiency for Travel Management and Visa Processing Services

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	2,365,937.00
ITC	704,637.00
ITU	502,570.00
The Global Fund	3,600,248.00
UNAIDS	442,132.00
UNDP	101,258.00
UNESCO-IBE	14,901.00
UNHCR	608,935.00
UNICC	87,728.00
UNICEF	543,606.00
UNITAR	115,475.00
UNOG	3,047,637.00
UNOPS	743,390.00
WHO	7,694,656.00
WIPO	1,862,959.00
WMO	464,715.00
WTO	1,081,125.00
Total Estimated Cost Efficiency	23,981,909.00

### 2 - Electricity



In 2017, WIPO led the tender for the provision of electricity on behalf of participating organizations. CPAG Members agreed that the tender would be split into two phases: a Request for Expression of Interest (REOI) to technically pre-qualify the suppliers; and an Invitation to Bid for commercial bids.

In response to the REOI, six vendors submitted their technical offers, of which four met the technical requirements and were invited to submit a commercial bid for the second phase of the tender. The commercial bids were compared and evaluated, and as result the contract was awarded to Services Industriels de Genève (SIG) for three years as SIG's bid was the most responsive to the requirements set for in the solicitation documents and the lowest cost to UN.

The estimated Cost Efficiency reported in 2018 under the SIG contract was **CHF 1,329,925.93** by comparing the previous rates with the new rates and volumes.

## 2018 Estimated Cost Efficiency for Electricity

Participating Organizations	Cost Red./Avoid. (CHF)
Gavi	9,950.16
ILO	192,003.60
IOM	21,847.95
ITC	20,530.39
ITU	95,568.52
The Global Fund	76,448.07
UNESCO-IBE	1,981.52
UNHCR	40,380.98
UNICEF	33,761.26
UNOG	332,959.00
WHO	215,665.33
WIPO	178,148.36
WMO	43,313.90
WTO	67,366.89
Total Estimated Cost Efficiency	1,329,925.93

### **3 - Diplomatic and Regular Pouch**



In 2016, UNOG launched a Request for Proposal as lead organization on behalf of CPAG. Four vendors submitted technical and commercial proposals. After a detailed evaluation of the proposals, the contract was awarded to Jetivia SA, for a period of three years with the possibility of two additional extension periods of up to one year each, as its proposal was the most responsive to the requirements set for in the solicitation documents.



**WIPO Headquarters** 

To improve the efficiency and effectiveness of inter-agency collaboration under the contract for diplomatic and regular pouch services, UNOG centralized these services to act as a hub for international organizations in Geneva and the other 60 UN offices around the world.

The estimated Cost Efficiency reported under the Jetivia contract in 2018 was **CHF 106,126.57**.

## 2018 Estimated Cost Efficiency for Diplomatic and Regular Pouch

Participating Organizations	Cost Red./Avoid. (CHF)
IOM	1,592.05
ITC	2,474.32
UNHCR	819.95
UNICEF	5,060.59
UNOG	96,179.66
Total Estimated Cost Efficiency	106,126.57

4 - Express Mail

Tender	Lead	Participating	Awarded	Contract	Cost
Year	Organization	Organizations	Vendor	Duration	Efficiency
2014	UNOG	Gavi, ILO, IOM, ITC, ITU, UNDP, UNESCO- IBE, UNHCR, UNICEF, UNITAR, UNOPS, WHO, WIPO, WMO	DHL Express Schweiz AG	1 Mar 2015 to 29 Feb 2019	CHF 884,844

The express mail tender was part of a Request of Proposal launched for the provision of registered and international mail services in 2014, by UNOG on behalf of participating organizations. Five vendors submitted their technical and commercial proposals.

After a thorough evaluation of the proposals, the contract was awarded to DHL Express Schweiz, whose proposal, all factors considered, substantially conformed to the requirements set forth in the solicitation documents. The contract was awarded for three years with a possibility of extension for two additional periods of one-year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 884,843.68** based on a comparison between the current tariffs with the tariffs in the previous contract.

## 2018 Estimated Cost Efficiency for Express Mail

Participating Organizations	Cost Red./Avoid. (CHF)
Gavi	8,000.00
ILO	29,861.14
IOM	93,970.00
ITC	17,615.32
ITU	13,018.00
UNDP	313.33
UNESCO-IBE	9,751.25
UNHCR	252,727.33
UNICEF	5,964.67
UNITAR	15,570.41
UNOPS	1,207.33
UNOG	163,333.33
WHO	228,466.67
WIPO	32,370.90
WMO	12,674.00
Total Estimated Cost Efficiency	884,843.68





The increase in the use of email correspondence and fax transmissions has reduced the use of general postal services but has not entirely replaced the importance of international mail services. CPAG uses such services to send out and receive important notifications, signed contracts, written correspondence and small packages.

In 2014, UNOG launched a Request for Proposal for the provision of the international mail services on behalf of participating organizations. As a result, four vendors responded with their proposals. After evaluating the proposals against the solicitation documents, Post CH AG's proposal, all factors considered, substantially conformed to the requirements set forth in the solicitation documents. The contract was signed for three years with the possibility of extension for two further periods of one year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 557,922.13** based on a comparison between the current tariffs with the tariffs under the previous contract.

## 2018 Estimated Cost Efficiency for International Mail

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	69,114.00
IOM	2,532.86
ITU	21,693.00
UNESCO-IBE	732.86
UNHCR	1,195.29
UNOG	160,241.97
WHO	131,634.86
WIPO	149,767.00
WMO	21,010.29
Total Estimated Cost Efficiency	557,922.13

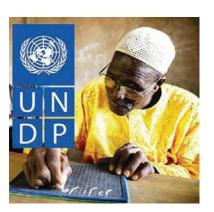
### 6 - Registered Swiss Mail

Tender	Lead	Participating	Awarded	Contract	Cost
Year	Organization	Organizations	Vendor	Duration	Efficiency
2014	UNOG	ILO, IOM, ITC, ITU, UNESCO-IBE, UNHCR, WHO, WIPO,WMO	Post CH AG	1 Jan 2015 to 31 Dec 2019	CHF 18,784

Registered Swiss mail services were also included in the Request of Proposal of the international and express mail services launched in 2014 by UNOG on behalf of CPAG. The contract for said services was awarded to Post CH AG, as its proposal, all factors considered, substantially conformed to the requirements set forth in the solicitation documents. The contract was signed for a period of three years with two additional extensions of one year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 18,783.94** based on a comparison between the current tariffs with the tariffs in the previous contract.

## 2018 Estimated Cost Efficiency for Swiss Mail



Participating Organizations	Cost Red./Avoid. (CHF)
ILO	6,209.04
IOM	366.50
ITC	1,795.89
ITU	885.38
UNESCO-IBE	383.13
UNHCR	528.91
UNOG	5,055.25
WHO	3,162.84
WMO	397.00
Total Estimated Cost Efficiency	18,783.94

	7 -	Paper Supply			
Tender Year	Lead Organization	Participating Organizations		Contract Duration	Cost Efficiency
		ILO,ITC,ITU,UNICEF, WHO, WIPO,WMO	Antalis SA	19 Oct 2016 to 18 Oct 2019	
2016	UNOG	WIPO	Fischer Papier AG	13 Oct 2016 to 12 Oct 2019	CHF 105,631
		ILO, IOM, ITC, ITU, The Global Fund, UNAIDS, UNICC, WHO	Papyrus (Inapa)	7 Oct 2016 to 6 Oct 2019	

In 2016, UNOG initiated an Invitation to Bid for the provision of paper, with the participation of multiple CPAG Members. A panel of eleven technical experts from ILO, ITU, UNICEF, UNOG and WIPO reviewed and evaluated bids submitted by six vendors.

As a result, three contracts were awarded to the qualified bidders Antalis SA, Fischer Papier AG, Papyrus (transferred from Inapa), whose bids substantially conformed to the requirements set forth in the solicitation documents and were evaluated to be the ones with the lowest cost to the UN.

The contracts were awarded for three years with an extension possibility of two additional periods of one year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 105,630.81**, calculated by comparing the revised prices of the contracts with the amount which had been estimated over a period of five years. It should be noted that due to environmental and market changes, prices under the contracts faced an increase in 2018.

## 2018 Estimated Cost Efficiency for Paper Supply

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	8,245.25
IOM	1,642.93
ITC	1,963.83
ITU	4,269.76
The Global Fund	979.22
UNAIDS	491.14
UNICC	1,675.09
UNICEF	530.24
UNOG	45,287.24
WHO	11,365.41
WIPO	28,261.22
WMO	919.48
Total Estimated Cost Efficiency	105,630.81

### Tender Year Lead Organization Participating Organizations Awarded Vendor Contract Duration Cost Efficiency 2014 UNOG Gavi, ILO, ITC, ITU, UNAIDS, UNICEF, WHO Siemens Suisse SA 1 Feb 2015 to 31 Jan 2020 CHF 452,573

In 2007, UNOG launched a Request for Proposal for fire detection, maintenance and equipment in partnership with ITU, ILO and UNICEF. After a thorough technical and commercial evaluation of the proposals, the contract was awarded to Siemens Suisse SA, as its proposal was the most responsive to the requirements set forth in the solicitation documents

In 2014, requirements changed and a new contract was implemented with Siemens for five years on the basis of standardization, as UNOG determined that the requirements should be standardized, considering that the integrity of fire detection maintenance should remain intact and any modification by different suppliers would be detrimental to the complete system. Siemens is also the designer, manufacturer and installer of the equipment.

In 2018, CPAG Members continued to benefit from the same terms and conditions offered under this contract, reporting an estimated Cost Efficiency of **CHF 452,573.32**.

## 2018 Estimated Cost Efficiency for Fire Detection Maintenance and Equipment

Participating Organizations	Cost Red./Avoid. (CHF)
Gavi	3,196.72
ILO	98,459.02
ITC	684.04
ITU	51,147.54
UNAIDS	4,190.90
UNICEF	18,698.38
UNOG	253,180.33
WHO	23,016.39
Total Estimated Cost Efficiency	452,573.32



Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2011	ILO	ITU, UNICC, WIPO	Bell SA	1 Jun 2011 to 31 Aug 2018	CHF 102,997

9 - Language Training

In 2011, ILO conducted a joint tender on behalf of participating organizations for language training services and Bell SA provided the proposal which was the most responsive to the requirements set for in the solicitation documents. The contract was signed initially for three years with two additional extension options of one year each. The contract was subsequently extended to cover the necessary time to conduct a new joint tender launched in 2018.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 102,997.20** as a result of discounts provided by the vendor.

## 2018 Estimated Cost Efficiency for Language Training

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	60,982.25
ITU	13,645.24
UNICC	3,657.71
WIPO	24,712.00
Total Estimated Cost Efficiency	102,997.20

### $\textcircled{\textcircled{}}$

A 5

### 10 - UN Outdoor Flags

Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2016	UNOG	UNAIDS, WHO	Waelkens NV	11 Oct 2016 to 10 Oct 2019	CHF 250,968

Following a joint Invitation to Bid led by UNOG in 2016 for the supply and maintenance of flags for the UN and its Member States, five vendors submitted bids. A contract was awarded to Waelkens NV as it was the most qualified bidder whose bid substantially conformed to the requirements set forth in the solicitation documents and was evaluated to be the one with the lowest cost to the UN.

The contract with Waelkens NV was initially signed for three years with a possibility of extension for two additional periods of one year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 250,968.18** established by comparing current tariffs with other technically compliant offers over a period of five years.

## 2018 Estimated Cost Efficiency for UN Outdoor Flags

Participating Organizations	Cost Red./Avoid. (CHF)
UNAIDS	785.91
UNOG	129,832.23
WHO	120,350.04
Total Estimated Cost Efficiency	250,968.18

### **11 - Office Supplies**

Tender Year	Lead Organization	Participating Organizations		Contract Duration	Cost Efficiency
		UNITAR, UNOG	Office Dépôts BS	16 Apr 2015 to 15 Apr 2019	
2015	ITU	IOM, ITC, UNHCR, UNICEF, UNOPS, WHO, WIPO	Lyreco Switzerland SA	16 Apr 2016 to 28 Feb 2020	CHF 387,641

In 2015, ITU launched an Invitation to Bid for office supplies on behalf of CPAG Members. After evaluating the bids, a split contract was awarded to Office Dépôts Business Solution France and Lyreco Switzerland SA, as their bids substantially conformed to the requirements set forth in the solicitation documents and were evaluated to be the ones with the lowest cost.

The Office Depot Contract was signed for one year with an extension of three additional periods of one year each, while the contract with Lyreco Switzerland SA was signed for three years.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 387,640.76** established by comparing contract prices with the next technically compliant offer.

## 2018 Estimated Cost Efficiency for Office Supplies

Participating Organizations	Cost Red./Avoid. (CHF)
IOM	17,915.36
ITC	22,096.04
ITU	41,045.54
UNHCR	80,206.58
UNICEF	8,591.94
UNITAR	4,007.77
UNOG	37,977.84
UNOPS	9,226.15
WHO	21,041.54
WIPO	145,532.00
Total Estimated Cost Efficiency	387,640.76

34 Annual Report 2018 Common Procurement Activities Group

	☐ 12· ∧	Office Chairs			
Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2014	UNOG	ITC, UNAIDS, UNICEF, WMO	Round Office SA	10 Nov 2014 to 9 Nov 2019	CHF 123,314

Following a Request of Proposal launched by UNOG in 2014 for the procurement of office chairs, twelve vendors submitted their proposals. After the evaluation process was completed, a contract was signed with Round Office SA, as its proposal was the most responsive to the requirements set forth in the solicitation documents.

The contract was signed for three years with the possibility of two extensions of one year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 123,314.21** as a result of discounts provided by the vendor.

## 2018 Estimated Cost Efficiency for Office Chairs

Participating Organizations	Cost Red./Avoid. (CHF)
ITC	19,862.26
UNAIDS	2,031.79
UNICEF	17,709.92
UNOG	70,543.68
WMO	13,166.56
Total Estimated Cost Efficiency	123,314.21

### 13 - Vehicles for Field Operations





Following a Request for Proposal in 2018, UNHCR awarded a contract to Toyota Gibraltar Stockholdings Ltd (TGS) for the provision of Toyota vehicle for field operations, as its proposal was the most responsive to the requirements set forth in the solicitation documents.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 157,971.55**, established by comparing the new contract prices with previous prices, and includes administrative savings of one organization conducting the tender on behalf of others.



## 2018 Estimated Cost Efficiency for Vehicles for Field Operations

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	12,136.04
UNHCR	3,818.55
UNOG	65,566.50
WHO	46,315.46
Administrative savings	30,135.00
Total Estimated Cost Efficiency	157,971.55

### 14 - Subscriptions Journals and Periodicals

Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2015	UNOG	ILO, ITC, WIPO	Ebsco Information Services	1 Jan 2016 to 31 Dec 2019	CHF 24,648

In 2015, UNOG launched an Invitation to Bid to acquire subscriptions of journals, serials, and periodicals for the libraries, on behalf of participating organizations.

Three vendors submitted their bids and the contract was awarded to Ebsco Information Services, as it was the most qualified bidder whose bid substantially conformed to the requirements set forth in the solicitation documents and was evaluated to be the one with the lowest cost to the UN.

The contract was signed for two years with three one-year renewal option. The estimated Cost Efficiency reported under this contract in 2018 was **CHF 24,648.25**, calculated based on the discounted prices.

## 2018 Estimated Cost Efficiency for Subscription Journals and Periodicals

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	13,051.20
ITC	3,890.78
UNOG	4,538.27
WIPO	3,168.00
Total Estimated Cost Efficiency	24,648.25

	15 -	Heating Oil			
Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2016	UNOG	WHO, WTO	Celsa-Charmettes SA	30 Nov 2016 to 29 Nov 2019	CHF 29,027

In 2016, UNOG awarded a contract to Celsa-Charmettes SA for the supply of heating oil, following an Invitation to Bid on behalf of participating organizations, as the vendors bid substantially conformed to the requirements in the solicitation documents and was evaluated to be the one with the lowest cost to the UN.

The contract was signed for three years with two one-year renewal options. The estimated Cost Efficiency reported under this contract in 2018 was **CHF 29,027.36** by comparing with prices paid under the previous contract, in addition to the vendor offering a discount conditional on annual volume.

## 2018 Estimated Cost Efficiency for Heating Oil

Participating Organizations	Cost Red./Avoid. (CHF)
UNOG	4,705.26
WHO	23,848.42
WTO	473.68
Total Estimated Cost Efficiency	29,027.36



**CPAG 2nd Quarterly Meeting of 2018** 

#### 16 - Mobile Phone Services

Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2015	UNOG	ITC, UNHCR, WMO	Sunrise Communication AG	01 Aug 2016 to 31 Jul 2019	CHF 4,844,789
2013	ITC	ILO, IOM, UNAIDS, UNHCR, UNICC, UNICEF, UNOPS, WHO, WIPO	Swisscom	01 May 2013 to 30 Apr 2019	CHI 4,044,769

In 2015, UNOG-led a Request for Proposal for the provision of mobile phone services on behalf of participating organization. Three vendors submitted their proposals. A contract for mobile phone services was awarded to Sunrise Communication SA for a period of two years with the option of three additional one year extensions until 2021. The selected proposal, all factors considered, was the most responsive to the requirements set forth in the solicitation documents for several Members.

On the other hand, ITC awarded a contract to Swisscom for the provision of mobile phone services in 2013. This contract was signed for an initial period of 24 months, with the possibility of extension.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 4,844,788.70** by comparing the prices under the contracts with the other technically compliant offers.

## 2018 Estimated Cost Efficiency for Mobile Phone Services

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	352,888.45
IOM	329,043.10
ITC	161,448.32
UNAIDS	205,853.55
UNHCR	161,166.36
UNICC	14,805.00
UNICEF	282,514.60
UNOG	639,818.18
UNOPS	254,000.00
WHO	2,351,389.00
WIPO	88,215.00
WMO	3,647.14
Total Estimated Cost Efficiency	4,844,788.70





#### **17 - Multi-Functional Printers**



In 2017, UNOG launched an Invitation to Bid for the provision of multi-functional printers. UNOG received four offers from vendors and a contract was awarded to Sharp Electronics (Schweiz) AG, whose offer, all factors considered, substantially conformed to the requirements set forth in the solicitation documents and was evaluated to be the lowest cost to the UN.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 497,494.34**, by comparing the contract prices with the other technically qualified offers.

## 2018 Estimated Cost Efficiency for Multi-Functional Printers

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	151,851.80
UNESCO-IBE	2,626.99
UNICEF	23,610.04
UNITAR	5,746.85
UNOG	178,273.89
UNOPS	4,553.27
WIPO	100,296.09
WMO	30,535.41
Total Estimated Cost Efficiency	497,494.34



#### **18 - HP Servers and Maintenance**



In 2013, ILO was the lead organization in the procurement process for HP servers and maintenance, that concluded with a contract awarded to Hewlett-Packard Suisse (SA) effective until 31 December 2017 with the possibility of extensions.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 1,442,102.12**, established by comparing prices under the contract with market prices.



## 2018

#### Estimated Cost Efficiency for HP Servers and Maintenance

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	210,673.19
ITC	80,928.93
UNICC	857,668.97
UNICEF	22,077.88
UNOG	231,752.15
WIPO	39,001.00
Total Estimated Cost Efficiency	1,442,102.12

#### 19 - Original Toner and Inkjet Cartridges

Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2015	UNOG	ITU	Lyreco Switzerland SA	20 Jan 2016 to 19 Jul 2018	CHF 97,095

In 2015, an Invitation to Bid was launched in order to award a contract for the provision of original toners and inkjet cartridges. Seven vendors submitted bids. A contract was awarded to Lyreco Switzerland SA, as its bid substantially conformed to the requirements set forth in the solicitation documents and was evaluated to be the one with the lowest cost.

The contract was signed for a period of two years from the effective date until 19 July 2018, including extensions. The estimated Cost Efficiency reported under this contract in 2018 was **CHF 97,094.61** by comparing current contract prices with the average of the other technically compliant offers.

## 2018 Estimated Cost Efficiency for Original Toners and Inkjet Cartridges

Participating Organizations	Cost Red./Avoid. (CHF)	
ITU	19,056.86	
UNOG	78,037.75	
Total Estimated Cost Efficiency	97,094.61	

Tender Year		Participating Organizations		Contract Duration	Cost Efficiency
2018	UNOG	ILO, UNAIDS, UNESCO-IBE, WMO	Lyreco Switzerland SA	22 Aug 2018 to 21 Aug 2020	CHF 166,928

UNOG, as lead organization, launched a new Invitation to Bid for the requirements in 2018. The requirements included two lots: a provision of HP toners and inkjet cartridges and a provision of Epson toners. The new contract with Lyreco Switzerland SA started on 22 August 2018 for two years, with the option to extend for two additional consecutive one-year periods, for a total of four years.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 166,927.53** by comparing prices with the other technically qualified offers, and includes administrative savings of one organization conducting the tender on behalf of others.

## 2018 Estimated Cost Efficiency for Original Toners and Inkjet Cartridges

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	48,100.87
UNAIDS	2,893.25
UNESCO-IBE	4,489.69
UNOG	62,030.72
WMO	9,233.00
Administrative savings	40,180.00
Total Estimated Cost Efficiency	166,927.53

### 20 - Rental of IT Equipment



Following a Request for Proposal launched by WHO in 2018, a contract was awarded to Danoffice SA for the supply and installation of IT equipment, required to support the meetings of governing bodies in 2018 and 2019. Danoffice SA's proposal was the selected proposal, all factors considered, most responsive to the requirements set forth in the solicitation documents. The vendor owns and has the capacity to stock large amounts of devices, as well as transport and deploy them in a timely manner, geographically close to Geneva.

The contract was awarded for a two-year period, with the possibility to extend for two additional years.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 70,705.58** by comparing with other technically compliant offers, and includes administrative savings of one organization conducting the tender on behalf of others.

## 2018 Estimated Cost Efficiency for Rental of IT Equipment

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	23,934.00
UNITAR	6,724.34
WHO	19,957.24
Administrative savings	20,090.00
Total Estimated Cost Efficiency	70,705.58

°/^

#### 21 - Novell Licenses & Support

Lead	Participating	Awarded	Contract	Cost
Organization	Organizations	Vendor	Duration	Efficiency
UNOG	ILO, UNOPS	ID Integrated Data SA	14 Aug 2017 to 31 Dec 2020	CHF 69,845

CPAG Members are benefiting from the same terms and conditions under the contract with ID Integrated Data SA for the provision of Novell Licensing Agreement, support and maintenance.

The standardization of the Novell ZENworks Product Family was set out in a new contract established for a duration of two years.

Many entities throughout the Geneva duty station have also accepted and implemented the products of Novell Open Enterprise Server, NetWare Services and Zen. Although the Licensing Agreement contract itself is signed directly with Novell, entities work with a Fulfilment Agent to handle the invoicing process in the name of Novell. In the western part of Switzerland, the nominated reseller is ID Integrated Data SA, who has been handling UN orders under the Agreement since 2008.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 69,845.30** by comparing offered rates with catalogue prices.

## 2018 Estimated Cost Efficiency for Novell Licenses & Support

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	22,062.82
UNOG	7,662.34
UNOPS	40,120.14
Total Estimated Cost Efficiency	69,845.30

#### 22 - Desktop and Laptop Computers

Tender	Lead	Participating	Awarded	Contract	Cost
Year	Organization	Organizations	Vendor	Duration	Efficiency
2011	ILO	UNAIDS	Danoffice SA	22 Jun 2011 to 11 Dec 2020	CHF 556,735

In 2011, ILO awarded a contract to Danoffice SA for the provision of office computers, as well as related accessories and warranties. The contract was renewed until 11 December 2020.

In 2018, Members reported an estimated Cost Efficiency in the amount of **CHF 556,734.94** by comparing current prices to catalogue prices.

## 2018 Estimated Cost Efficiency for Desktop and Laptop Computers

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	486,752.09
UNAIDS	69,982.85
Total Estimated Cost Efficiency	556,734.94

#### 23 - Supply and Delivery of Visibility Items

Tender		Participating	Awarded	Contract	Cost
Year		Organizations	Vendor	Duration	Efficiency
2016	UNOG	UNOPS	Shanghai Koyo – Anp Import & Export Co., Ltd.	1 Jun 2017 to 31 May 2020	CHF 159,801

In 2016, following an Invitation to Bid launched by UNOG, 16 vendors from nine countries submitted their bids. A contract was awarded to Shanghai Koyo – Anp Import & Export Co., Ltd. for the supply and delivery of visibility items.

The contract was signed for a period of three years, with the possibility of two further extensions of up to one year each.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 159,801.47** by comparing prices under this contract with previous purchase order prices.

## 2018 Estimated Cost Efficiency for Supply and Delivery of Visibility Items

Participating Organizations	Cost Red./Avoid. (CHF)
UNOG	11,653.42
UNOPS	148,148.05
Total Estimated Cost Efficiency	159,801.47

#### 24 - Adobe Licenses and Products

Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2018	UNOG	ITU, UNHCR	Adobe Systems Software Ireland Ltd.	24 Oct 2018 to 23 Oct 2019	CHF 299,639

In 2018, UNOG tasked itself to find a solution to synchronize Adobe license acquisition through a contract accessible to all CPAG Members. As lead organization, UNOG negotiated an Enterprise Term License Agreement (ETLA) for the provision of Adobe licenses and products. On 30 July 2018, the establishment of the ETLA was authorized and the contract was awarded to Adobe Systems Software Irelands Ltd.

The contract was signed for three years, with the provision of an annual purchase order issued for the requirement for each year.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 299,638.52** by comparing current prices with the previous prices paid, and includes administrative savings from conducting the negotiations on behalf of other Members and allowing them to benefit from the terms.

## 2018 Estimated Cost Efficiency for Adobe Licenses and Products

Participating Organizations	Cost Red./Avoid. (CHF)
ITU	20,443.36
UNHCR	34,693.67
UNOG	149,171.49
Administrative savings	95,330.00
Total Estimated Cost Efficiency	299,638.52





Following an Invitation to Bid launched by UNOG in 2018 for the provision of web design and development Services, twelve vendors submitted bids. A contract was signed with Prezenz Sàrl as its bid was most responsive to the requirements set forth in the solicitation documents and was evaluated to be the one with the lowest cost to the UN.

The contract was signed for one year with the option of a one-year extension.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 63,252.45** by comparing the prices with the other technically complaint offers.

## 2018 Estimated Cost Efficiency for Web Design and Development services

Participating Organization	Cost Red./Avoid. (CHF)
UNOG	63,252.45
Total Estimated Cost Efficiency	63,252.45



#### 26 - Standardized/ Non-Standardized Furniture

Tender	Lead	Participating	Awarded	Contract	Cost
Year	Organization	Organizations	Vendor	Duration	Efficiency
2017	ILO	Gavi, ITU, The Global Fund, UNAIDS, UNICC, UNOG, WHO, WIPO	NOS New Organization System SA	6 Oct 2017 to 15 Oct 2020	CHF 2,794,565

In 2017, ILO launched a Request for Proposal for the provision of office furniture for their Geneva headquarter. In the evaluation, the technical proposal was given a weight of 70% while a weight of 30% was attributed to prices. The contract was awarded to NOS New Organization System SA, as its proposal, all factors considered, was the most responsive to the requirements set forth in the solicitation documents. The contract with the vendor was signed for three years.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 2,794,565** by comparing with catalogue prices.

## 2018 Estimated Cost Efficiency for Standardized/Non-Standardized Furniture

Participating Organizations	Cost Red./Avoid. (CHF)
Gavi	7,250.00
ILO	655,614.00
ITU	23,530.00
The Global Fund	1,686,000.00
UNAIDS	8,166.00
UNICC	4,400.00
UNOG	900.00
WHO	367,332.00
WIPO	41,373.00
Total Estimated Cost Efficiency	2,794,565.00

#### 27 - Medical Evacuation and Repatriation

Tender Year	Lead Organization	Participating Organizations	Awarded Vendor	Contract Duration	Cost Efficiency
2017	UNOG	ILO, UNHCR	SOS Assistance SA	15 Mar 2018 to 14 Mar 2021	CHF 17,641

UNOG launched a Request for Proposal in June 2017 for medical evacuation and repatriation services for staff members on official missions, to which four vendors responded. Following the completion of the technical evaluation, three proposals were found technically compliant and were commercially evaluated.

The contract was awarded to SOS Assistance SA, whose proposal was the most responsive to the requirements set forth in the solicitation documents. The contract is in place for an initial period of three years, with the option to extend for two one-year periods, until 2023.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 17,640.68** by considering the negotiated discounts with hospitals, doctors, air ambulances, and so forth.

## 2018 Estimated Cost Efficiency for Medical Evacuation and Repatriation

Participating Organizations	Cost Red./Avoid. (CHF)
ILO	8,670.28
UNHCR	4,935.00
UNOG	4,035.40
Total Estimated Cost Efficiency	17,640.68



学ぶ

#### 28 - Chinese Translation Services



In 2016, UNOG led a Request for Proposal for translation, editing and related typing of UN documents into Chinese, incorporating the requirements of CPAG.

Following the technical evaluation of six proposals, which consisted of a technical evaluation report and a written test, the tender resulted in a split award between two qualified bidders, whose proposals, all factors considered, were the most responsive to the requirements set forth in the solicitation documents. Awards went to Amplexor Luxembourg S.à.r.l., for the translation of English and French into Chinese; and China Translation Corporation for the provision of French, Spanish, and Russian into Chinese.

The contracts started in April 2017 for an initial three-year period with the possibility of two one-year extension, unless earlier terminated in accordance with the terms of the contracts.

The estimated Cost Efficiency reported under this contract in 2018 was **CHF 74,388.83** by comparing with the prices under the previous contract and the other technically compliant offers.

## 2018 Estimated Cost Efficiency for Chinese Translation Services

Participating Organization	Cost Red./Avoid. (CHF)
UNOG	74,388.83
Total Estimated Cost Efficienicy	74,388.83

## 66

"CPAG is the "go-to" resource for Geneva market intelligence and the starting point for all of our local market research. CPAG covers the procurement waterfront for us from initial market research until the final estimate of cost savings. Benchmarking would be much more difficult without CPAG."

## Joint Tenders

Orion Yeandel

Manager of Procurement Operations, The Global Fund



## CPAG Members are committed to undertaking joint solicitations in the most productive manner in order to achieve best value for money.

At times, lead organizations conduct the entire process by establishing the method of solicitation for the requirements as well as the evaluation and selection process and invite participating organizations to provide their requirements, notifying them of the outcome of the solicitation, while other times participating organizations are involved in various stages of the solicitations planning and process.

In 2018, seven solicitations were undertaken by CPAG Members, many of which have already been awarded the contract, while others have carried over into 2019.

#### **Original Toners and Inkjet Cartridges for Desktop Printers**



In 2018, UNOG, as lead organization, with the participation of WIPO and UNCHR launched an Invitation to Bid for the provision of original toners and inkjet cartridges for desktop printers.

The requirements included two lots: a provision of HP toners and inkjet cartridges and a provision of Epson toners. By the closing date of 1 June 2018, seven vendors from five countries submitted their bids and only five of them were compliant with the technical criteria.

The new contract was awarded to Lyreco Switzerland SA as the qualified bidder whose bid was the lowest cost substantially conforming bid.

The contract started on 22 August 2018 for a duration of two years, with the option to extend for two additional consecutive one-year periods, for a total of four years.

Lead<br/>OrganizationParticipating<br/>OrganizationsAwarded<br/>VendorWHOILODanoffice SA

**Rental of IT Equipment** 

WHO launched a Request for Proposal for the rental of IT equipment, with ILO as participating organization, during the 1st quarter of 2018. The closing date for submission of proposals was scheduled on 19 March 2018 with two bidders submitting proposals.

The evaluation was made in two steps: a technical evaluation of the companies that passed the initial threshold, and then the financial evaluation of shortlisted companies. Further, the

approval from the contracts committee to move forward depended on the outcome of negotiations with the vendor.

The solicitation was finalized with the collaboration of ILO and the awarded vendor was Danoffice SA, whose offer was the most competitively advantageous, providing a good balance between cost and quality. The First Agreement for Performance of Works was issued on 21 May 2018.

Language Training		
Lead Organization	Participating Organizations	Awarded Vendor
ILO	ITU, WIPO	Bell Switzerland SA

ILO launched a Request for Proposal to seek a highly qualified provider of customized language-training programs, including group and individual courses, for Geneva-based international organizations. The closing date for the submission of proposal was 16 March 2018.

The technical component was assigned a 65% weight, while the financial component was assigned 35%. Financial offers were to be opened only for bidder submissions that met or

exceeded the minimum technical score during the evaluation of technical proposals.

Each technical proposal was evaluated on the basis of its responsiveness to the criteria. The evaluation report was submitted to the ILO contracts committee on 3 December 2018.

As a result of the evaluation process and following successful negotiations, a contract was awarded to Bell Switzerland SA for an initial period of three years, with the possibility of yearly extension, for a maximum total duration of five years.

Adobe Licenses and Products



In July 2018, UNOG, as lead organization, started negotiations with Adobe for an Enterprise Term License Agreement (ETLA), on behalf of CPAG Members and any other Geneva-based UN entity that wished to piggyback on the contract.

The ETLA is a customized term licensing program designed for Adobe's top customers. The program allows Adobe to offer enterprise-wide agreements that reduce software management overhead and procurement costs.

Negotiations were related to the terms of the ETLA and obtaining better tier prices from Adobe, rather than re-sellers. In the end, the prices proposed by Adobe EMEA were significantly lower than all other prices.

UNOG's contract committee approved the award of the ETLA to Adobe Systems Software Ireland Ltd. on 3 September 2018. The signature of the contract was on 24 October 2018, for a duration of three years.



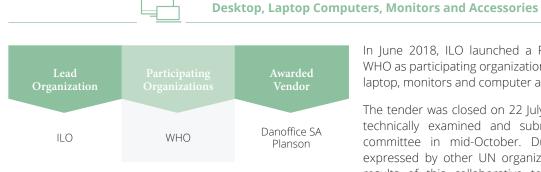
Web Design and Development Services

On 30 August 2018, UNOG, as lead organization with the participation of UNCHR, launched an Invitation to Bid for the provision of Web Design and Development Services, to provide UN entities with the capacity to move quickly and produce more appealing, engaging, user-friendly web pages.

The requirements were divided in two lots: Lot 1 - Web design and development services for UNOG and Lot 2 – Web design and development services for UNHCR.

Following the technical and financial evaluations of 12 offers, the recommendation for award was issued.

UNOG signed a contract on 23 November 2018 with Prezenz Sàrl, whose bids conformed to the requirements set forth in the solicitation documents.



In June 2018, ILO launched a Request for Proposal, with WHO as participating organization, for the supply of desktop, laptop, monitors and computer accessories.

The tender was closed on 22 July 2018 and the offers were technically examined and submitted to ILO's contracts committee in mid-October. Due to the large interest expressed by other UN organizations in piggybacking the results of this collaborative tender, ILO negotiated the

inclusion of a volume discount rebates.

The tender resulted in the award of two competitive offers: one to Danoffice SA and another to Planson. Both contracts were signed for a period of two years, expiring in December 2020.



2018, UNHCR led a Request for Proposals to establish a contract for the provision and shipment of soft skin vehicles and spare parts for field operations.

The solicitation led to the award of a contract which was competitively solicited through open international bidding to Toyota Gibraltar Stockholdings Ltd (TGS), as its proposal was the most responsive to the requirements set for in the solicitation documents.

The contract has a duration of three years, with the possibility of extension for two additional periods of one year each.





## Future Tenders

At every quarterly meeting, CPAG Members task themselves with identifying future potential tenders where at least two CPAG Members can collaborate on a tender exercise, with one lead organization and at least one participating organization.

The following were identified for tendering in 2019 as a joint collaboration:

### Emergency Hospitalization, Medical Providers and Cost Containment Repricing Networks



#### Lead Organization: UNOG

UNOG will lead the tender for emergency hospitalization, medical providers and cost containment repricing networks, with the participation of ILO, WHO and UNHCR. The contract should be in place by the end of 2019.

#### Swiss Mail – National Courier Services



## Lead Organization: UNOG

With the participation of UNESCO-IBE, ILO, ITC, UNICEF, UNHCR, IOM, WMO, WIPO, WHO and ITU, UNOG is aiming at having a new contract for national courier services by the end of 2019.

#### **Mobile Phone Services**



#### Lead Organization: UNOG

UNOG will lead the tender for the supply of mobile phone services. The tender is expected to be launched in the 2nd quarter of 2019 with the objective of having a new contract in place by the end of the year.

#### **Office Supplies**



#### Lead Organization: ITU

ITU will lead the tender for office supplies. The tender will be launched in 2019 on behalf of CPAG Members with the aim of having a new contract in place by the end of the year.

#### **Paper Supply**



#### Lead Organization: UNOG

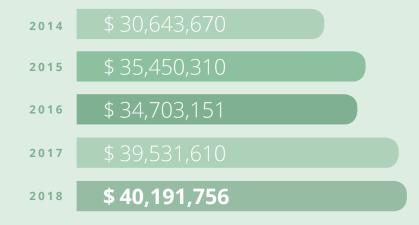
A tender for paper supply will be launched in 2019, in order to have a new contract in place by April 2020.

# **Key Figures**

In 2018, CPAG successfully achieved the targets and objectives projected by the Members, by achieving estimated Cost Efficiencies of CHF 39,669,263, from the 34 common contracts shared by CPAG Members.

## Total Cost Efficiencies 2014-2018 (USD)

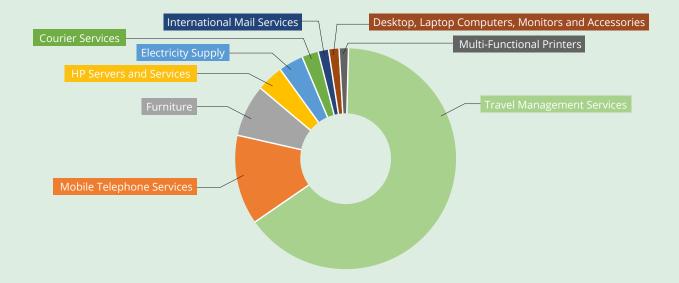
Cost Efficiencies figures are calculated based on the information provided by Member Organizations to the Secretariat.



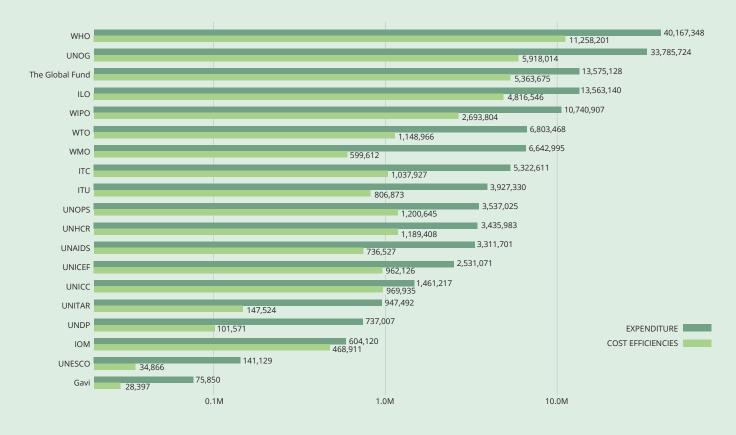
It is evident from the rise in the Cost Efficiencies since 2013, that collaboration is the way forward to achieving efficiencies in procurement activities.

## **Top Ten Common Contracts Providing the Highest Cost Efficiencies in 2018**

Contracts providing the highest Cost Efficiencies in 2018 were mainly for travel management and visa processing services, mobile phone services and office furniture. This occurred for a variety of reasons including high expenditure by Members, as well as high cost avoidance or reduction from the tender process.



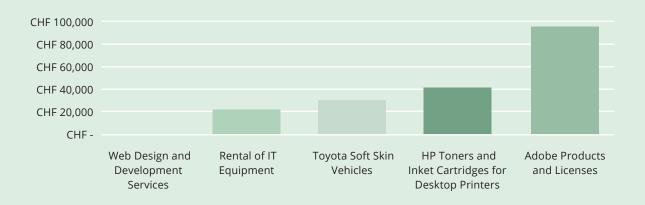
In 2018, the Cost Efficiencies achieved by each Member Organization through common contracts were significant for large and small Members, depending mainly on the needs and requirements of the Member.



## **Total Administrative Savings in 2018**

As of 2018, administrative savings are being reported for all new joint tenders which were finalized throughout the year. The administrative savings are being calculated for all participating organizations which benefited from the tender undertaken by the lead organization, thus not requiring them to conduct the same tender and allowing to benefit from the results of the lead organization's award.

The below figure does not include any piggybacking by Members in 2018 on contracts prior to 2018, as such reporting is not yet available.



## Way Forward

The successful accomplishment of its activities over the past few years, motivates CPAG to continue working closely as a group to improve procurement activities and set out additional common goals.

CPAG Members shall endeavour to remain a solid procurement group and cooperate to identify new joint tenders and increase the number of common contracts, with the overall objective of achieving best value for money. The CPAG Secretariat shall also continue to collect cost efficiencies from shared contracts, to reveal the benefit of being a CPAG Member.

Based on the positive outcomes of knowledge sharing, this activity shall be further invigorated, through the involvement of all Members and the careful coordination of the Secretariat, in order to continue sharing experience and information on procurement activities and avoid the duplication of processes where possible.

The enthusiasm of CPAG events encourages the group to keep planning events in the future, which will be a suitable opportunity to inform vendors on UN procurement and support Members in obtaining information on the latest procurement developments. Further, CPAG is committed to identify new training courses for procurement staff to increase their procurement knowledge and skills.





### Contact

**Sarah Colacci** Secretariat Coordinator, CPAG

Palais des Nations 1211, Geneva 10, Switzerland

sarah.colacci@un.org +41 022 917 35 78