

**Supplementary Guidelines**  
**for the Implementation of Programme Activities**  
**With Specific Reference to WHO Operations**  
**(Version 2015)**



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## **INTRODUCTION**

These guidelines are to be used as a supplement to the UN-EU Guidelines For Financing of Local Costs in Development Co-operation with Viet Nam, Version 2015 for implementation of WHO supported projects/activities in Viet Nam.

## **LIST OF ACRONYMS**

APW	Agreement for Performance of Work
DAF	Director of Administration and Finance
DFC	Direct Financial Cooperation
EU	European Union
GOV	Government
GSM	Global Service Management
GSC	Global Service Centre
IP	Implementing Partner
ODA	Official Development Assistance
TOR	Terms of Reference
WHO	World Health Organization
UN	United Nations
WR	WHO Representative

## **GUIDING PRINCIPLES AND QUALITATIVE STANDARDS**

Apart from the cost items specified clearly in the UN-EU Guidelines For Financing of Local Costs in Development Co-operation with Viet Nam, Version 2015, the following explanation is provided for selected items which need more clarification and/or for additional items that may specifically apply to workplans cooperated with WHO:

### **1. Government Contribution**

Costs for regular meetings such as monthly, quarterly and annually project management board meeting to discuss general project management issues.

### **2. Implementing partner/agency**

IP subordinate agencies who have their own stamps (or in other words who are independent legal entities) are not considered IP internal units. These IP subordinate agencies can provide services to IP's programmes/projects in case of technical inputs required cannot be provided from within the human resources assigned on a normative basis to the Implementing Partner as designated in the work plan.

### **3. Currency of Payment**

While rates may be specified in US Dollars, payment will be effected in Vietnamese Dong. For all proposals submitted to WHO, all rates must be quoted in Vietnamese Dong using the exchange rate of the day of the proposal submitted to WHO.

### **4. Authorization to Work for a Project**

For any current Government/or non-government (including private company) personnel to be employed and paid by the project or a service provider for a programme for any length of time, a written authorization Letter from his/her employer must be obtained prior to the person being granted employment by the programme. This is applicable for all Project Personnel and Service Providers (excluding Resources Persons).

In the event that the intended personnel is a retired person, a free-lance consultant or has resigned from his/her employer then the Authorization Letter is not required

### **5. Project Personnel**

They are to be employed in cases (a) where the Implementing Partners are not in a position to provide the project personnel competence required for the implementation of the project/programme within their own resources, and/or (b) where other circumstances do not make it possible or feasible to use Implementing Partner personnel. In cases where the prospective project personnel do not resign from his/her current job to work for the project/program, a release letter is required from the appropriate representative of their employer.

The recruitment of these individuals must comply with the following principles:

*Competition* – The recruitment must rely on broad-based efforts to search for the most qualified candidates and select the most suitable ones against respective TORs.

*Openness and transparency* – During the recruitment process, all candidates must be equally provided with full information, including very clear selection criteria.

*Information sharing* – The agencies that recruit project personnel must closely consult with and communicate to the concerned parties during the process of recruiting and administering the recruited personnel.

*Compliance:*

- a) When recruitment is undertaken by an international NGO or another international organization, the regulations and procedures of the respective entity are applied;
- b) The recruiting agency must consistently apply the regulations, procedures and contract formats that have been selected, it is not allowed to apply alternative regulations, procedures and contract formats to the same recruitment activity.

Project Personnel will be paid according to rates specified in Annex 1 of the cost norms. The rates are Gross (i.e., including taxes, social security, etc. according to Vietnamese law).

For current project personnel, placement on the new Remuneration Structure will have to be matched to the required competencies, experience etc. for the position. The placement on the new structure can be immediate or be implemented upon renewal of the contract. However, whichever option is used it must be consistent throughout the project.

It should be noted that job titles mentioned in Project Personnel Rates Table in the cost norms are there for reference purposes, since the Qualification/Experience requirements may vary in Terms of References.

## **6. National Consultants**

Recruitment of Consultants is to be undertaken in an open, transparent and competitive manner based upon clear and approved terms of reference. The approval can only be accorded by the funding agency.

Consultants can be anyone other than personnel coming from the Implementing Partner and can be remunerated by applying the rates specified in Annex II - A of the cost norms for daily or monthly contractors or on a lump sum basis following a competitive bidding process.

Prior to recruitment, a prospective consultant must submit a proper C.V., Release Letter from the employer (if applicable), and a copy of his/her national ID to the funding agency.

## **7. Resource Persons**

A resource person is utilized for a specific task or assignment, such as preparation of resource materials and/or facilitation/organization and/or provision of technical/intellectual inputs, under a project activity during a specified period. The resource person will be paid according to rates specified in Annex II-D.

Selection of paid resource persons is based on specific requirements of the services and their relevant experiences. The decision of resource person selection for project activities is made by the Project Director/Designated official in consultation with the respective UN Agency.

The resource person is required to sign a receipt when receiving the payment for her/his service. The name of the recipient and contact must be clearly printed on the receipt. In any programme activity, no more than 20 percent of the participants can be treated as resource persons. No payment can be made to any resource person before an activity is started.

## **8. Per Diem**

Full per diem will be provided by WHO to participants attending activities supported by WHO if accommodation, meals and other related expenses are not covered by any other means.

In case where accommodation is arranged and provided by the organizer, the cost should not be higher than the amount specified for room rate in Annex III for each location. If the actual cost is lower than the specified amount for lower rate in Annex III, the above statement regarding how much for the reduction should be followed. The above statement regarding reduction of per diem for meals which are provided should be followed regardless of the actual cost which may be higher or lower than the specified amount.

In case the UN Agency requires reporting, the organizer should submit contract, contract liquidation, financial invoice and other supporting documents if any. WHO requires that all relevant documents and invoices must be kept by implementing partner for up to 5 years following the end of the activity for auditing purpose.

## **9. Resident Participants**

"Resident" participants are understood to be individuals having their regular place of residence at the same locality where the activity is being held and do not have to stay overnight away from their homes. They are, therefore, not entitled to any compensation,

since no additional expense has been required from the participants for attending the activity.

In the event that lunch has to be provided for half day events (example Annual Tripartite Meeting) then prior official approval *from the IP and Donor must be obtained.*

## **10. Travel**

For travel other than by air, requiring additional and separate return travel to the bus or train terminal, the National Project Director/or designated person may decide when a reimbursement is warranted depending upon the distance to commute to and from the person's residence to the terminal. Where long distance is involved and when travelling by air is possible, WHO discourages participants from travelling by road.

For resident participants of project events (such as trainings, seminars or workshops), the provisions of reimbursement of travel costs are not applied.

## **11. Meetings/Conferences/Events:**

Generally, Meetings/Conferences/Events and the associated costs should not be higher in standard and cost more than that of a 3 star hotel or equivalent. In case such an event is organized within a government premise (other than a government owned hotel or conference centre), no rental fees will be paid by WHO.

## **12. Location/venue for Meetings/Conferences/Events**

The location/venue for hosting of these events should be determined by factors such as commuting time of Participants, disruptiveness of normative activities and total cost, for instance a majority (over 50%) of the Participants are from the same location then the event should be held in that location.

In exceptional cases where a different (higher) standard is required, for example where there are high level Ministerial participants (Ministers or Vice Ministers), the IP must obtain official acceptance by WHO prior to implementation of events.

## **13. Cost for training facilities and miscellaneous expenses**

In principle, training facilities such as training rooms, equipment, refreshment, stationery, banners, and photocopying are provided by the project counterpart as part of the Government contribution.

In case these facilities cannot be made available within the counterpart's capacity, upon approval of the funding partner, rental of training facilities and other expenses will be funded at actual cost based on the submission of invoices provided that the total cost for the above purposes does not exceed 10% of the overall activity budget excluding the venue rental.



## **14. Editing Rates**

In the event professional editing of a document is required, the National Consultants rates specified in Annex II-A, may be used to pay the editor (with similar process as Consultants). Only WHO can request/approve for professional editing of a document. .

## **15. Hardship**

Hardship allowance is only paid to Non Resident Service Providers/Project Personnel who are permanently required to be stationed at the Hardship locations mentioned in Annex VII of the Cost Norms.

Project Personnel and all categories of Service Providers who are on mission to these areas are not eligible for hardship allowance.

## **16. Additional norms applicable to APW and DFC**

WHO discourages payment of compensation to respondents/interviewees participating in surveys or studies as such participation should be voluntary. Where necessary, the following guidelines will apply:

- For studies involving invasive tests/procedures, a flat rate of VND 20,000 per test can be paid. An invasive procedure is defined as a procedure that invades (enters) the body, usually by cutting or puncturing the skin or by inserting instruments into the body. For such payment, a signed consent form from the participant must be submitted to WHO as proof that study/research ethics has been maintained. For all WHO supported clinical trials and studies involving human and animal subjects, prior written approval by WHO must be obtained before their implementation.
- For structured/unstructured interviews/non-invasive tests/procedures, etc.:
  - For questionnaire < 5 pages or requiring < 30 minutes, the maximum rate is VND 25,000;
  - 6-8 pages or 30-60 minutes, the maximum rate is VND 30,000.
  - 9-14 pages or more than 60 minutes, the maximum rate is VND 35,000
  - Interviews with senior personnel (i.e., director or above) the maximum rate for the interviewee is VND 200,000. For interviewees of officer level, VND 150,000 may be paid. The fee cannot be paid if a per diem is already paid to the same interviewee.
- Data collection/interviewer fees: Annex II-D Resource person rate will apply. In the case that no questionnaire could be submitted at the time submitting the proposal, a flat rate of VND 300,000 will apply.
- Questionnaire development fees:

VND 1,600,000 per set for questionnaire of no more than 30 questions;  
VND 2,200,000 per set for questionnaire of more than 30 questions.

- Cost for preparation of proposal – WHO will not reimburse any cost related to the preparation of proposals to be submitted to WHO for funding.
- Data entry and processing – A maximum rate of VND 300,000 per day shall be paid for data entry services. The fee is computed on an eight (8) hour workday basis.
- Data analysis, IT management, and Report Writing fees – Please refer to Annex II D, rates for resource persons. The cost of carrying the final compilation/writing of the report should be kept to a reasonable amount of no more than 5% of the total budget.