

## Enhanced Framework for Implementing with Partners

# PARTNER PORTAL Launch and Roll-out



### **Purpose of the Partner Portal**

UNHCR collaborates with more than 900 governmental, non-governmental, United National and other partners. In 2014, \$1.3 billion, or 40% of UNHCR's total delivery of \$3.4 billion on protection, assistance, and solutions to refugees and other persons of concern was implemented through partnerships.

The Portal is a web -based innovative and interactive tool for enhanced communication between UNHCR and Partners on project partnerships. It is a facility to support the Framework for Implementing with Partners. The main purpose of the Portal is to strengthen UNHCR Partnerships to achieve the best protection and solutions for refugees and other persons of concern.



The Portal provides a simplified and personalized access and makes interactions easy and convenient, no matter where you are located and whether you:

- ❖ want to get an overview of project level collaboration between a Partner and UNHCR,
- ❖ get involved in a UNHCR operation;
- ❖ inform yourself on UNHCR policies, procedures and guidance;
- ❖ enhance your colleagues' knowledge and skills related to the Framework for Implementing with Partners;
- ❖ inform UNHCR about your organization, or
- ❖ participate in debate with other peer organisations.

UNHCR data on Partners are outdated and incomplete. The Portal also provides repository of an accurate and updated data base that is self-presented and maintained by Partners and widely accessible within UNHCR. Thus, new and existing Partners that undertake Project Partnership Agreements are required to register on the Portal. The existing partners are given up to five months to complete their registration by the end of September, 2015.

## **Main Features**

The Portal is the first of its kind in UNHCR history. It is a “living instrument” and its benefits can be further enriched through the users and innovations. It will be introduced in phases to smoothly integrate into UNHCR processes. Additional features will be introduced to support UNHCR and Partners for more effective application of the Framework for Implementing with Partners. The first phase provides the following:

- ❖ Easy and self-managed access.
- ❖ Presentation of main profile of Partner organizations.
- ❖ Platform for presenting UNHCR's Calls for Expression of Interest for partnership in UNHCR funded-projects.
- ❖ Initiating and proposing Concept Notes for participating in UNHCR-funded projects.
- ❖ Instant overview of current and historical UNHCR-Partner project-level collaboration.
- ❖ Up-to-date information on fund disbursements to respective Partners for project implementation.
- ❖ Access to knowledge and learning hub on UNHCR policies, procedures and guidance, publications, etc.
- ❖ Easy and guaranteed access to applications for pre-qualification for procurement, pooled accounts, etc.
- ❖ Instant invitations to UNHCR-organized workshops, meetings and conferences.
- ❖ Speedy connection and communication through notification by e-mail.

## **Roll-Out Strategy and Activities**

The Portal is the first of its kind in UNHCR history and is in its first phase of development. The Portal is a “living instrument” and its benefits can be further enriched through the users and innovations. Additional features will be introduced to support UNHCR and Partners for more effective application of the Framework for Implementing with Partners.



The following phases are available as follows:

- Registration and Partner Profile: First Phase (available upon launch).
- Dashboard on Funds Disbursement and Project Agreements (available upon launch).
- Access to UNHCR policies (available upon launch and updated as policies updated).
- Platform for Call for Expressions/Concept Note (available in Summer 2015)
- Requests for Pre-qualification and pool accounts, (after summer 2015)
- Other areas as needed and feasible to be explored.

The roll-out to UNHCR staff in 440 locations (150 offices) and to almost 1,000 partners is a massive and challenging undertaking. It requires ongoing efforts, broader collaboration and continuous follow-up. It has to be carried out through a multi-faceted approach and in phases to ensure smooth transition and integration into the normal business processes. The following are planned to support the roll-out and application of the Portal.

- **Guidance and Materials**

A user-friendly Guide has been developed that provides step-by-step instructions enabling UNHCR and Partners to easily complete tasks in the Portal. In addition, a Smart Guide, -an electronic user-friendly support with visual walkthrough of the process and easily portable (User Productivity Kit) is also readily made available by contacting [epartner@unhcr.org](mailto:epartner@unhcr.org).

- **Face-to Face Training**

Face-to-face training for users will be provided through tailored workshop sessions as well as through integrated of such sessions in other training programmes.

The first face-to-face training session was already held for members of 25 NGO Partners (11-13 March 2014). Subsequently, six regional joint UNHCR-Partner workshops on the Framework for Implementing with Partners, which will also feature the Partner Portal, will be held during 2015. It is also being integrated in other learning programmes.

- **Management Briefings**

A series of tailored short briefings for various levels of managers, both UNHCR and Partners are planned. Initially, the following are scheduled and others will be conducted as the roll-out proceeds.

- UNHCR Headquarters (Bureaux and Divisions): 20 April 2015.
- Geneva-based NGOs: 16 April 2015,
- NGO community (Presentation: Annual UNHCR-NGO Consultations, 1-3 July 2015)
- Permanent Missions and Member States (Side event: Annual ExCOM Meeting)
- Others as required

- **Online Support**



Additional individualized support and Q&A sessions will be provided through innovative and online facilities such as webinars, skype, emails ([epartner@unhcr.org](mailto:epartner@unhcr.org)) etc.

## Appreciation

UNHCR (DFAM/Implementing Partnership Management Service) wishes to express its deep gratitude to the individuals and organizations that have contributed to the development of the Portal, particularly the UNHCR-NGO Field Working Group and the international network of NGO Partner Organisations including International Council for Voluntary Agencies, InterAction, Refugee Council-USA, Asia Pacific Refugee Rights Network, OFADEC and African Taskforce.

Suggestions for the betterment of the Portal and enhancements its capabilities are greatly valued. Suggestions and appreciated and requests for further details should be addressed to [epartner@unhcr.org](mailto:epartner@unhcr.org).



# Launching the Partner Portal

*The Portal will go live as of 20 April 2015. All users are cordially invited to learn and reap its benefits.*

**UNHCR**  
The UN Refugee Agency

UNHCR wishes to express its deep appreciation and gratitude to the individuals and organizations that have contributed to the development of the Portal, particularly the NGO Partners, the international network NGO organisations and UNHCR colleagues.

**Created by:**  
Implementing Management  
Partnership Service (DFAM/PMMS)

**To Connect :**  
<https://partner.unhcr.org>

**For Information and Inquiries**  
Please contact :  
UNHCR IPMS  
[epartner@unhcr.org](mailto:epartner@unhcr.org)

UNHCR ©  
PO Box 2500  
1211 Geneva 2  
Swizerland

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