Annex 2

**Quality of Service Fund (QSF)**

**Project application form**

Project title: CDS implementation

 *(Clear and concise description directly linked to the objectives of the project)*

Type of project:

[ ]  National

[ ]  Multinational

Designated operator(s):

UPU/restricted union (if applicable):

QSF Coordinator:

Address:

Telephone: + Fax: +

E-mail:

Stamp of the designated operator

|  |  |
| --- | --- |
| QSF budget (in USD) | 22,120 |
| Total budget (in USD) | 27,620 |
| Duration of the project as planned (in months) | 12 |

|  |  |
| --- | --- |
| Place:  | Date:  |
| Postmaster/Director General | QSF Coordinator |
| Name:  | Name:  |
| Signature:  | Signature:  |

**1 Current situation**

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| *(In terms of quality of service, describe the background and the current situation, the issues and chal­lenges, the root causes of problems and the measures taken locally to improve quality of service; focus on problems leading to the need for the project)*Currently, incoming mail containing goods is subject to a customs procedure with a customs declaration in paper form (CN 22 and CN 23). Due to incomplete data in the customs declarations, up to xx% of items is retained by Customs until the proper documents are presented by the recipients. This considerably delays customs clearance procedures and - in the end - has a negative impact on the actual delivery time as perceived by our customers.In the case of outgoing mail, the shipper is obliged to attach a customs declaration (CN 22 and CN 23) which is not controlled by the post office (not responsible for the quality of these data).Our administration does not exchange any electronic data concerning customs (ITMATT messages) with its partners (other designated operators).In addition, the laws of the different countries require more and more the electronic exchange prior to shipments containing goods. Without such a system in place, our administration would be prevented from participating fully in the e-commerce boom.As we do not have a tool to exchange ITMATT messages, it would be both very expensive and extremely complex to develop our own system. Although our relations with the customs authorities of our country are good, there is no current customs agreement.The implementation of CDS would solve this problem.Through this project, we hope to implement CDS in our country.(We have concluded, with effect XX.XXXX.20XX, a memorandum of understanding with Customs authorities. This document is in the Annex xx of this proposal.) |

**2 Objectives and expected results**

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| *Objectives and expected results*  |
| *(Briefly describe the proposed project and what it is designed to achieve – improvement in quality of service, and how the project objectives relate to the DO’s quality development plan)* ***Aim****:*- Aims to improve customs procedures and make them more efficient while reducing delays***Objectives:***- Comply with standard standards- Reduce processing times with customs- Start the exchange of electronic data with the customs***Expected******results :***- Better collaboration with customs, leading to the signing of a customs-to-customs agreement- Electronic data exchanges with other designated operators and customs- Respect of standard standards- Simplification of processing procedures at the office of exchange by the exchange of information in electronic format- Customer satisfaction (processing times and amount of customs taxes are known in advance) |

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| *Projects the DO is participating in and current performance (GMS, Securex, etc.)* |
| [ ]  GMS *(Indicate current level of performance)*[ ]  IPS *(Indicate current level of performance)* |

|  |
| --- |
| *Related projects (if applicable)* |
| * IPS, etc.
 |

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| *Quality performance indicators**(Provide quantified information on the current level of performance for each indicator, the level of performance on completion of the project, the date for achieving this objective, and the monitoring method. Total performance indicators should range between 2 and 5. Use SMART methodology to develop the indicators.)**S – M – A – R – T**Specific, Measurable, Agreed upon, Realistic, Time-based* |
| *Proposed quality of service indicators* | *Current level of performance for each of these indicators* | *Level(s) of perfor­mance targeted on completion of the project* | *Objectives to be met by the following date(s)* | *Monitoring method(s) envisaged* |
| Increase the number of ODs with which ITMATT messages are exchanged | 0 operator | 5 operators | xxxx 20xx | CDS / QCS |
| Decrease the residence time of goods in customs | 15 days | 5 days | 3 months after project completion | ORE report |
| Improve the EM**F** / EM**E[[1]](#footnote-2)** ratio by 10% | XXX% | XXX% | xxxx 20xx | EMSEVT v3 scans |

**3 Methodology**

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| *(Provide details of the “how?”, “when?”, “where?” and “who?” of the project. Start with a description of the general method being used and why, followed by the major tasks to be carried out, presented in the sequence in which they will occur, details of who will be carrying out the tasks and when. Attach the project schedule.)**Description of the approach* |
| **Note:** the project will use the existing IT infrastructure installed in XXX by extending it with the hardware/software to be purchased.**At the operational level**- Set up a project team Customs post- Revision and reorganization of procedures to adapt them to the new CDS application**At the technical level**- Installation and configuration of the CDS application- Production start**Training and support**- Training of actors (Post and customs)- User support (promotion of tools to directly obtain from customers all customs information in electronic format)Ultimately, AFTER this project will be completed, it is hoped that we could do the interfacing between CDS and ASYCUDA. This is however not part of this specific QSF project. |

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| --- | --- |
|  | *Description of tasks and work plan (add the project schedule as an attachment, if necessary)* |
| **Tasks**- Establishment of the project team- Review of operating procedures and organization- Acquisition of the materials necessary for the implementation of the application- Initial report- Installation of the equipment and configuration of the application- Training of postal and customs agents- Test phase of the application- Start of production (= end of the project)- Final report | **Length (total : 12 months)**1 month1 month3 months1 month3 weeks2 weeks6 months2 days1 month (6 weeks after production) |

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| *Description of project control*  |
| **Note:** The QSF National Coordinator will have a monitoring role before and during the project implementation. A meeting should be scheduled with a Senior Authority.*Example:** The project is controlled by the DG, to whom the Project Manager reports directly and regularly.
* The Project Manager is responsible for implementation, in coordination with the QSF National Coordinator, who reports to the QSF.
* A monthly meeting of the project team is planned, as well as the preparation of a quarterly report on the evolution of the project. Ad hoc meetings may be held when necessary.
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|  |  |  |
| --- | --- | --- |
| *Report type* | *Timeline* | *Payment proposed* |
| 1. Inception report
 | Within eight (8) weeks of the date of receipt of unconditional approval by the QSF Board (corresponding to the start of the project) | XX% of the results of call for tenders upon approval of the inception report and Request for Payment supported by invoices or purchase order.100% of PTC-related costs will be paid to the PTC directly |
| 1. Interim report **(for projects with budget more than USD 200,000)**
 | By Click to enter the month/ year.(based on the complexities of the project) | XX% of the results of call for tenders following the stage-gate methodology supported by Request for Payment and relevant documents |
| 1. Final report
 | Twelve (12) weeks after completion of project | Balance due to the operator after approval of final report and based on effective (actual) expenses and Request for Payment with the relevant supporting documents |

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| *Project team, including responsibilities of each team member (add the organization chart as an attachment, if possible)* |
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| --- | --- |
| ***Roles within the project*** | ***Titles/positions within the company*** |
| Project Manager (Project Leader, coordinating the work of the project team members, privileged contact with the CTP and any other supplier) | XXX |
| Coordinates with the High Level Project Manager, reports to the QSF Secretariat) | QSF National Coordinator and XXX |
| Coordinates IT activities, installs and configures the system, trains a team of IT specialists, manages IT support for local users, etc. | Computer expert |
| Responsible for the project budget, payments, etc.) | Finance Manager |
| Analyze data quality and verify compliance | Data quality manager |
| Manages a joint postal-customs team, responsible for process review between post, customs and security, user support | Expert in customs procedures |
| XXX | 2 Representatives of the Customs Administration |
| Installation with the local IT expert and training | PTC Expert |

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**4 Financing/financial management**

*4.1 Budget*

*(Detail how much the project will cost and how the money will be spent. All cost estimates should be in USD)*

4.1.1 Cost summary

*(This summary is a compilation of the amounts from sub-sections A, B, C, D, E and F below.)*

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Cost element* | *QSF amount (in USD)* | *Other resources* |
| A | Vehicle |  |  |
| B | Equipment | 5000 |  |
| C | Services | 14120 |  |
| D | Training |  | 500 |
| E | Labour, allowances and travel costs | Not applicable | 5000 |
| F | Others | 3000 |  |
|  | **Total** | **22120** | **5500** |

4.1.2 Cost breakdown

*A. Vehicles*

*(For delivery vehicles, provide information on type and capacity, e.g. 150 cc motorcycle, 150 cc motorized tricycle. For conveyance of mail, provide type and tonnage of vehicle, e.g. 1.5 tonne van, 5 tonne truck, mini­bus. Include details of modifications or customizations required, e.g. construction of lockable panel box for motorcycles, installation of security grille for mail vans, installation of tail lift in trucks. Accessories can be included for the first year of maintenance/repair. Insurance, maintenance packages and branding and market­ing can be included as a one-time cost.)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Vehicle (do not specify the brand)* | *Units* | *Price per unit (in USD)* | *QSF amount (in USD)* | *Own/other resources* |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
|  | **Carry over to cost summary A** |  |  |

*B. Equipment*

*(Specify type of equipment and briefly describe the main features of the equipment, e.g. high resolution TSA-approved X-ray machines, heavy duty letter sorting machine, cordless barcode scanners, thermal barcode printers, high durability mail trays, roll cages, 64-channel HD CCTV system.)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Equipment* | *Units* | *Price per unit (in USD)* | *QSF amount (in USD)* | *Other resources* |
| 1 | Computers with scanners | 4 | 1,250 | 5,000 |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
|  | **Carry over to cost summary B** | **5,000** |  |

*C. Services*

*(Provide the actual salary costs of the external experts recruited specifically for the project, or the total cost of the contract(s) concluded with consulting firms or independent consultants. In particular, show costs of con­sultants or experts recruited by the UPU specifically for the duration of the project, IT tools and systems, services, travel, residential expenses and other expenses, as appropriate.)*

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element* | *QSF amount (in USD)* | *Other resources* |
| 1 | PTC: consulting fees: 10 + 2 = 12 days at 760 CHF / day | 9,120 |  |
| 2 | PTC: allowances (10 days on site) | 2,500 |  |
| 3 | PTC: travel expenses | 2,500 |  |
| 4 |  |  |  |
|  | **Carry over to cost summary C** | **14,120** |  |

*D. Training*

*(Specify the type of training. Provide information on training/workshop expenses related to project implemen­tation, e.g. training fees for dangerous goods regulations, defensive driving, certification for operating X-ray screening machines; or workshop expenses, e.g. rental of training venue, travel, accommodation and subsist­ence costs for workshop participants.)*

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element*  | *QSF amount (in USD)* | *Other resources* |
| 1 | In-house user training |  | 500 |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary D** |  | **500** |

*E. Labour, allowances, travel costs*

*(Provide information on the DO’s staff members involved in the project. Allowances, overtime reimbursement and travel cost for staff members, including the project manager, must be borne by the DO under its own contribution to the project.)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *No.* | *Function (specify function)* | *Number of persons* | *Salary/allowance* | *Total (own resources)* |
| 1 | Project team | 8 |  | 5000 |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
|  | **Carry over to cost summary E** | **5000** |

*F. Others*

*(Specify any other possible expense related to the project which does not appear in sub-sections A to E above, e.g. UNDP fees, customs charges, inspection fees etc.)*

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element (specify the cost element)* | *QSF amount (in USD)* | *Other resources* |
| 1 | Fees[[2]](#footnote-3) for the annual volume of customs declarations for the 1st year | 3,000 |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

4.1.3 Procurement procedures

*(Procurement via the UNDP is available to the DOs of the least developed countries. DOs of developing coun­tries may be granted approval for UNDP procurement under special circumstances, e.g. war-torn countries or very remote countries with accessibility conditions)*

If your project provides for equipment or vehicle procurement, do you wish all or part of this procurement to be carried out by the UPU/UNDP?

Yes ❑ No ❑

|  |
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| *If so, specify which items should be procured through the UNDP* |

*4.2 Follow-up costs*

*(Provide an estimate of follow-up costs arising from proposed project activities that will be incurred once the project is completed and which do not feature in the project budget, e.g. cost of maintaining and servicing equipment procured within the framework of the project, and software licence costs. Note that some follow-up costs may be approved by the Board as project expenses to be borne by the QSF budget. However, the DO is required to bear the follow-up cost in order to guarantee the continuity of the project.)*

|  |  |
| --- | --- |
| *Follow-up cost element* | *Estimated amount (in USD)* |
| Fees for the annual volume of customs declarations after the 1st year (from 20XX) | 3,000 |
|  |  |
| **Total** | **3,000** |

**5 Risk assessment**

*(Identify all risks associated with the implementation of the project according to the following risk categories and detail the control/mitigation measures for each risk).*

|  |  |  |
| --- | --- | --- |
| *Risk category* | *Risk* | *Control action* |
| Staff-related | Rotation of project team members | Appoint a replacement for each member of the project team and train him |
| Financial | Exceeding the QSF budget by reason of loss of exchange or inflation | Budget overruns will be covered by the designated operator's own resources, or the designated operator will submit a project modification request to increase the QSF budget, subject to the approval of the QSF Trust Board. |
| Managerial | Reallocation of Management Staff | Human Resource Department Institutes Succession Planning |
| Political | N/A | N/A |
| Operational (technical implementation) | Technical implementation connectivity problem, technical support not available | Resolution using a backup system |
| Environmental | N/A | N/A |

1. NEED TO REVISE AS IT IS BASED ON EMSEVT V. 1 AND NOT V. 3. [↑](#footnote-ref-2)
2. Based on the tariff of XXXCHF per customs declaration: XX declarations, up to 3,000 CHF / year max. (ceiling for our category of countries) [↑](#footnote-ref-3)