Annex 2

**Quality of Service Fund (QSF)**

**Project application form**

Project title: Improving and enhancing postal security, integrity and safety through the installation of **XX** *(i.e. total number of X-Ray to be procured*) X-Ray Scanning machine at **XXX** *(i.e. location)\_\_\_\_\_\_\_\_*

*(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) | 147,000 |  |
| Total budget (in USD) | 162,000 |  |
| Planned duration of the project (in months) | 12 |  |

|  |  |
| --- | --- |
| Place:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Director General/Chief Executive Officer | 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)*  ***EXAMPLE***  The Doha Congress adopted the amendment to Convention Article 9, which states that member countries and their designated operators shall observe the security requirements defined in the UPU security standards and shall adopt and implement a proactive security strategy at all levels of postal operations to maintain and enhance the confidence of the general public in the postal services, in the interests of all officials involved.  At present, \_\_\_\_\_ Post is unable to control security of mail items and letter mail despatches, as it does not have the necessary equipment to screen. \_\_\_\_ Post has no means of identifying the contents of mail bags other than reading what is indicated on the manifests or bag labels. It is therefore impossible to identify items containing prohibited or dangerous goods. Opening bags puts a high risk on human lives and may pose danger to the immediate working environment and the community at large.  Screening and scanning of mail items and despatches is currently done at random by other in-house government agencies, particularly by customs authorities. As a result, processing and delivery of international mail items are subject to considerable delays. |

**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)*  ***EXAMPLE:***  The project is focused on addressing Goal 1 of the Doha Postal Strategy: Improve the interoperability of the international postal networks. The aim is to focus on programs 1.1 - Enhance quality of service, reliability and efficiency of the postal networks and 1.2 - Increase postal integrity and security and facilitate customs processes. The objective is to assist the post in meeting the requirements of the UPU Postal Security Standards S58 and S59.  Improve security of international mail items by providing secure and efficient screening procedures for outbound and inbound items. This project will help to ensure the safety and security of staff handling the mail, improve the screen of mail items to comply with the relevant civil aviation rules and regulations as well as national customs regulation to identify items containing dangerous goods or prohibited items. The expectation is also to reduce potential risks during the transportation of mail. |

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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)* |

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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* | | | | |
| *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) for reporting purposes* |
| Screening of incoming and outgoing mail bags  Detection of dangerous and prohibited items | No screening is done by Post  No screening currently in place | 100% screening of incoming and outgoing mail at the OE. Publish standard operating procedures (SOP) and a training plan.  **99.9%** detection of dangerous and prohibited items | 3 months after completion of project  3 months after project completion | Observation and reporting. Review “items screened” data.  Screening reports |

**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.)* |
| ***EXAMPLE***:  Prior to the implementation of a security project. The post should first conduct a risk assessment of their operation. They should then use the S58 and S59 assessment tool to see how their current security plan measures up to the requirements of S58 and S59. Using the results from the risk assessment and the gaps identified from the assessment tool a post will be able to identify their critical needs.  The project consists in the acquisition and installation of 2 X-ray scanning machines to be used to scan letter mail items and postal bags. The scanning process will be performed prior to the final sorting for exportation and prior to the importation of overseas mails and postal bags. The scanned results will appear on screen in real time format enabling operators to visually identify the materials contained therein. The integrated control system control will assist the operators with the identification of suspect materials.  The two machines will be installed in the office of exchange, located at the airport. One of the machines will be used to scan the outgoing items and despatches, while the other will scan incoming items and mail receptacles. The project includes a PC-based training programme consisting of a software application to be used on a continual basis for training and certification of operators. The system uses the Threat Image Projection (TIP) software to test the operators’ abilities during quarterly or semi-annual training, which can be obtained through the X-ray machines provider. The machines to be procured are TSA approved. |

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|  | **Description of tasks and work plan** (add the project schedule as an attachment, if necessary) |
| ***EXAMPLE*:**  It is planned to implement the project in 12 months, as follows:  - Launch tender procedure (months 1-2);  - Establish team in charge of implementing the project (month 1);  - Evaluate bids, award contract (months 3-4);  - Install X-ray machines (months 5-6);  - Training key personnel (month 7);  - Perform tests (month 8);  - Full production: scanning of all incoming and outgoing postal bags and items, eventual fine-tuning (months 9-12) |

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| *Description of project control* | | |
| *(Describe the project stages/phases and the reports that will be produced for each stage, and any project control mechanism intended to be implemented)*  End-stage meetings (see GANTT Chart), check-point meetings and reports on main issues will be used to keep the project on track. Copies of all QSF reports will be provided to and validated by top management and concerned offices.  The technical team and the Project Manager will liaise with the chosen supplier and ensure compliance with all requirements, including training of operators. Routine and surprise inspections will occur regularly, as well as periodic testing of all equipment, and reports will be rendered to top management.  Prescribed government and QSF procurement regulations will be complied with.  Project indicators will be measured and statistics compiled and kept over an initial 5-year period. | | |
| *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 – attach the organization chart if possible* |
| *(This section applies to projects over 50,000 USD. CVs should be submitted for team members to be recruited from other DOs or consulting companies.)*  The project will be managed by a Project Team comprised of:   1. Project Manager and Assistant Manager – to plan, manage and monitor project implementation. Provides overall supervision to the Project Team and submits required reports to QSF BoT and upper management 2. Technical Team – three members including Inspector, Postal Operations Director, Security and Customs Manager. Measures, reviews and analyses the effect of the project on mail operations/security. Ensures proper installation and use of the equipment/materials, oversees training and issues training report. 3. Secretariat – one member; prepares and processes payments, acts as Secretariat for the Project Team   Procurement staff – representative from Procurement Division; receives equipment and materials, ensures conformity with specifications/requirements set forth in the contract. |

**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 |  | 15,000 |
| B | Equipment | 135,000 |  |
| C | Services |  |  |
| D | Training | 10,000 |  |
| E | Labour, allowances and travel costs | Not applicable |  |
| F | Others | 2,000 |  |
|  | **Total** |  |  |

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 | X-Ray scanning machine | 2 | 67,500 | 135,000 |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
|  | **Carry over to cost summary B** | | | **135,000** |  |

*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 | Consulting company: consulting fees |  |  |
| 2 | Recruitment of external experts |  |  |
| 3 | Project management services |  |  |
| 4 | Consultancy services from IB staff/mission cost |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary C** |  |  |

*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 | Training of staff | 10,000 |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary D** | **10,000** |  |

*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 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
|  | **Carry over to cost summary E** | | |  |

*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 | Installation | 2,000 |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary F** | **2,000** |  |

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)* |
| Maintenance and repair | 1,500 USD/year |
|  |  |
|  |  |
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|  |  |
|  |  |
|  |  |
|  |  |
| **Total** |  |

**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* | *Risk owner* | *Mitigation measures* |
| Staff-related | Deliberate vandalism of equipment  Turnover |  | Orientation of personnel to system benefits, secure installation  Have back-up team for each function/member of the Project Team |
| Financial |  |  | Any budget overrun will have to be borne by the DO’s own budget, should QSF resources be insuffi­cient |
| Managerial |  |  |  |
| Political |  |  |  |
| Operational (technical imple­mentation) |  |  |  |
| Environmental |  |  |  |