**Quality of Service Fund (QSF)**

**Project application form (EXAMPLE)**

Project title: Improving and enhancing postal security, integrity and safety through the installation of an X-Ray Scanning machine

Type of project: global ❑ regional ❑ joint ❑ national ⌧

Designated operator:

UPU/Restricted Union:

QSF Coordinator:

Address:

Telephone: + Fax: +

E-mail:

Stamp of the designated operator

|  |  |
| --- | --- |
| QSF budget (in USD) | 147,000 |
| Total budget (in USD) | 162,000 |
| Duration of the project as planned (in months) | 12 |

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

|  |  |
| --- | --- |
|  | **1 Current situation** (see PMM art. 7.6) |
| ***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 Aim, objectives and expected results** |
| **Aims, objectives and expected results** (see PMM art. 7.5) |
| ***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 processing of mail items by reducing the time taken by postal and customs officials to screen mail items, and 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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| **Related projects** (if applicable) |
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| --- | --- |
|  | **Quality performance indicators** |
| **Proposedqualityof serviceindicators** | **Current levelof performance for each of these indi­cators** | **Level(s)of performance targetedon completionof the project** | **Objectivesto be metby the following date(s)** | **Monitoring method(s) en­visaged** |
| Screening of incoming and outgoing mail bagsDetection of dangerous goods | No screening is done by PostNo screening currently in place | 100% screening of incoming and outgoing mail at the OE. Publish standard operating procedures (SOP) and a training plan.100% detection of dangerous and prohibited goods | 3 months after completion of project3 months after project completion | Observation and reporting. Review “items screened” data.Screening reports |
| **3 Methodology** (see PMM art. 7.7) |
| **Description of the approach** |
| ***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. |

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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** (see PMM art. 7.7) |
| 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. |

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|  | **Project organization** (add the organization chart as an attachment, if necessary) |
| 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
4. Procurement staff – representative from Procurement Division; receives equipment and materials, ensures conformity with specifications/requirements set forth in the contract.
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| **4 Financial proposal** (see PMM art. 7.8)*4.1 Budget* |
| *4.1.1 Cost summary* |
|  | *Cost element* | *QSF amount (in USD)* | *Other resources* |
| A | Labour |  | 15,000 |
| B | Allowances |  |  |
| C | Travel costs |  |  |
| D | Services |  |  |
| E | Equipment | 135,000 |  |
| F | Training | 10,000 |  |
| G | Others | 2,000 |  |
|  | **Total** |  |  |

*4.1.2 Cost breakdown*

*A. Labour (only if project team members are hired exclusively for the project and under strict conditions)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Function (specify function)* | *Man/Month (M/M)* | *M/M rate (in USD)* | *QSF amount (in USD)* | *Other resources* |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
|  | **Carry over to cost summary A** |  |  |

*B. Allowances (daily subsistence allowance (DSA), etc.; only for project team members hired exclusively for the project and under strict conditions)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Function (specify function)* | *Number of days* | *DSA/Day (in USD)* | *QSF amount (in USD)* | *Other resources* |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
|  | **Carry over to cost summary B** |  |  |

*C. Travel costs (only for project team members hired exclusively for the project and under strict conditions)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *No.* | *Function (specify function)* | *Nature of travel* | *QSF amount (in USD)* | *Other resources* |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
|  | **Carry over to cost summary C** |  |  |

*D. Services*

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element* | *QSF amount (in USD)* | *Other resources* |
| 1 | Consulting company: consulting fees |  |  |
| 2 | Consulting company: allowances |  |  |
| 3 | Consulting company: travel costs |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary D** |  |  |

*E. Equipment*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | Item (specify the 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 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
|  | **Carry over to cost summary E** | **135,000** |  |

*F. Training*

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element (specify the training course)* | *QSF amount (in USD)* | *Other resources* |
| 1 | Training of staff | 10,000 |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary F** | **10,000** |  |

*G. Others*

|  |  |  |  |
| --- | --- | --- | --- |
| *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 G** | **2,000** |  |

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| 4.1.3 *Procedures for fund disbursement* |
|  |
| If your project provides for equipment procurement, do you want all or part of this procurement to be done by the UPU/UNDP or UNOPS?Yes ❑ No ⌧ |
| **If yes, specify which items should be procured through the UNDP/UNOPS[[1]](#footnote-2)** |
|  | *4.2 Follow-up costs (see PMM art. 7.8.2)[[2]](#footnote-3)*

|  |  |
| --- | --- |
| Follow-up cost element | Estimated amount (in USD) |
|  |  |
| Maintenance and repair | 1,500 USD/year |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Total |  |

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| --- |
| **5 Staff** |
| The project team[[3]](#footnote-4) will consist of persons, as follows: |
|  |
| *No.* | *Function* | *Own staff* | *Staff to be recruited (please attach CV)* |
| *Other designated operator* | *Consulting company* | *UPU International Bureau* |
| 1 | Project Manager | 1 |  |  |  |
| 2 | Assistant Project Manager | 1 |  |  |  |
| 3 | Inspector | 1 |  |  |  |
| 4 | Postal Operations Director | 1 |  |  |  |
| 5 | Security and Customs Manager | 1 |  |  |  |
| 6 | Secretariat | 1 |  |  |  |
| 7 | Procurement Staff | 1 |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |

**6 Risk assessment[[4]](#footnote-5)**

|  |  |  |
| --- | --- | --- |
| *Risk category* | *Risk* | *Control action* |
| Staff-related | Deliberate vandalism of equipmentTurnover | Orientation of personnel to system benefits, secure installationHave back-up team for each function/member of the Project Team |
| Financial | Unstable foreign exchangeIncrease in equipment prices | Provision included in the budgetCovered by own resources |
| Managerial |  |  |
| Political |  |  |
| Operational (technical implementation) |  |  |
| Environmental |  |  |

1. Please note that your organization is responsible for any costs related to services provided by the UNDP (UNDP/UNOPS fees, transport, customs clearance, etc.). If your organization wishes to include these costs in the QSF budget, please do so in the cost breakdown (section 4.1.2) under letter G (Others). [↑](#footnote-ref-2)
2. Follow-up costs are to be borne by the designated operator. [↑](#footnote-ref-3)
3. The names of the people assigned to the project will be provided at a later stage (with the inception report, together with a confirmation of the setting up of the project team). [↑](#footnote-ref-4)
4. Designated operators are requested to consider any risk that may impact the successful execution of the proposed project. [↑](#footnote-ref-5)