

Sample Procurement Plan

(P154908 - Livestock Development Project

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I. General

1. **Bank's approval Date of the procurement Plan** September 8, 2016: *Revision of Updated Procurement Plan, August 2017]*
2. **Date of General Procurement Notice:** August 24, 2017
3. **Period covered by this procurement plan:** *September 2017- January 2019*

II. Goods and Works and non-consulting services.

1. **Prior Review Threshold:** Procurement Decisions subject to Prior Review by the Bank as stated in Appendix 1 to the Guidelines for Procurement: *[Thresholds for applicable procurement methods (not limited to the list below) will be determined by the Procurement Specialist /Procurement Accredited Staff based on the assessment of the implementing agency's capacity.]*

	Procurement Method	Prior Review Threshold US\$	Comments
1.	ICB and LIB (Goods)	<i>Above US\$ 1, 500, 000 USD</i>	<i>All</i>
2.	NCB (Goods)	-	<i>None</i>
3.	ICB (Works)	<i>Above US\$ 10 million</i>	<i>All</i>
4.	NCB (Works)	<i>Above US\$ 5 million</i>	<i>All</i>
5	NCB (Works)	<i>Below 5 million</i>	<i>None</i>
5.	(Non-Consultant Services)	<i>Below US\$ 1500000</i>	<i>All</i>
	<i>[Direct Contracts for Goods]</i>	Above 1, 500, 000 USD	The justification for all Direct Contracts shall be prior reviewed

2. **Prequalification.** Bidders for *Not applicable* shall be prequalified in accordance with the provisions of paragraphs 2.9 and 2.10 of the Guidelines.
3. **Proposed Procedures for CDD Components (as per paragraph. 3.17 of the Guidelines:** *[Refer to the relevant CDD project implementation document approved by the Bank or delete if not applicable] (to Complete)*
4. **Reference to (if any) Project Operational/Procurement Manual:** *Project Implementation Manual for World Bank Loan Project XYZ 04/01/2010 issued by <mention name of PIU> to complete*
5. **Any Other Special Procurement Arrangements:** *[including advance procurement and retroactive financing, if applicable] To complete*

July 9, 2010

6. **Summary of the Procurement Packages planned during the first 18 months after project effectiveness (including those that are subject to retroactive financing and advanced procurement)**

[List the Packages which require Bank's prior review first and then the other packages]

1	2	3	4	5	6	7
Ref. No.	Description	Estimated Cost US\$ million	Packages	Domestic Preference (yes/no)	Review by Bank (Prior / Post)	Comments
	Summary of the ICB (Works)	-	-	-	-	
	Summary of the ICB (Goods)	-	-	-	-	
	Summary of the NCB (Works)	-	-	-	=	
	Summary of the NCB (Goods)	0.575	2	No	Post	
	Summary of the ICB (Non-Consultant Services)	-	-	-	-	
	Summary of the NCB(Non-Consultant Services)	-	-	-	-	
	Summary of Direct Contracts	0,417	1	No	Prior	With UN agency
	Summary of Direct Contract	0,018	1	No	Post	

III. Selection of Consultants

1. **Prior Review Threshold:** Selection decisions subject to Prior Review by Bank as stated in Appendix 1 to the Guidelines Selection and Employment of Consultants:

	Selection Method	Prior Review Threshold	Comments
1.	Competitive Methods (Firms)	Above US\$ 500,000	
2.	Single Source (Firms)	Above 500,000 US \$	The justification for single source shall be prior reviewed for all single source contracts
3.	Individual	Above US\$ 200,000	

2. **Short list comprising entirely of national consultants:** Short list of consultants for services, estimated to cost less than \$ 300,000 equivalent per contract, may comprise entirely of national consultants in accordance with the provisions of paragraph 2.7 of the Consultant Guidelines.
3. **Any Other Special Selection Arrangements:** *[including advance procurement and retroactive financing, if applicable or delete if not applicable]*

4. **Consultancy Assignments with Selection Methods and Time Schedule**

1	2	3	4	5	6
Ref. No.	Description of Assignment	Estimated Cost US\$ million	Packages	Review by Bank (Prior / Post)	Comments
	Summary of number of contracts that will be let under QCBS	0,250	2	Post	
	Summary of number of contracts that will be let under other methods	720	9	Post	CQS
	Summary of number of contracts that will be let under other methods	1500	25	Post	CI

PROCESSES **Customer - Internal - Technical Support**

Process Name: **Health Support Role for the Support Resource Role**
Version: 1.0
Effective Date: 2023-01-01
Created By: [Name]
Reviewed By: [Name]
Approved By: [Name]

Activity Reference No.	Activity Name	Start	End	Category	Sub-Category	Priority	Frequency	Complexity	Resources	Tools	Dependencies	Inputs	Outputs	Success Criteria	Key Performance Indicators	Compliance	Notes
1	Initial Assessment	08:00	09:00	Technical Support	Customer Support	High	As Needed	Medium	Support Agent	CRM System	Customer Inquiry	Support Ticket	Resolution Time	Customer Satisfaction	SLA Adherence	None	Initial assessment of the customer's issue.
2	Problem Identification	09:00	10:00	Technical Support	Customer Support	High	As Needed	Medium	Support Agent	CRM System	Support Ticket	Problem Statement	Problem Statement	Resolution Time	Customer Satisfaction	None	Identify the specific problem and its symptoms.
3	Research & Troubleshooting	10:00	12:00	Technical Support	Customer Support	High	As Needed	Medium	Support Agent	CRM System, Knowledge Base	Support Ticket, Problem Statement	Research Findings, Troubleshooting Steps	Resolution Time	Customer Satisfaction	None	Research the problem and apply troubleshooting steps.	
4	Escalation & Collaboration	12:00	13:00	Technical Support	Customer Support	High	As Needed	Medium	Support Agent, Specialist	CRM System, Knowledge Base	Support Ticket, Problem Statement, Research Findings	Escalation Request, Collaboration Request	Resolution Time	Customer Satisfaction	None	Escalate the issue to a specialist if needed.	
5	Resolution & Communication	13:00	14:00	Technical Support	Customer Support	High	As Needed	Medium	Support Agent	CRM System	Support Ticket, Problem Statement, Research Findings, Escalation Request	Resolution Steps, Communication	Resolution Time	Customer Satisfaction	None	Communicate the resolution to the customer.	
6	Follow-up & Feedback	14:00	15:00	Technical Support	Customer Support	High	As Needed	Medium	Support Agent	CRM System	Support Ticket, Problem Statement, Research Findings, Escalation Request, Resolution Steps	Follow-up Request, Feedback	Resolution Time	Customer Satisfaction	None	Follow up with the customer to ensure the issue is resolved.	

Project No.	Project Name	Start Date	End Date	Status	Phase	Priority	Budget	Actual Cost	Variance	Risk	Impact	Dependencies	Resources	Progress (%)	Issues	Notes	Performance		Quality		Safety		Environmental		Social		Economic		Overall		
																	Score	Target	Score	Target	Score	Target	Score	Target	Score	Target	Score	Target	Score	Target	Score
101	Project A	2023-01-01	2023-03-31	Completed	Phase 1	High	\$1,000,000	\$980,000	\$20,000	Low	Medium	None	100%	0	On Schedule	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	
102	Project B	2023-04-01	2023-06-30	In Progress	Phase 2	Medium	\$800,000	\$820,000	-\$20,000	Medium	High	Minor	90%	2	Minor Delay	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	
103	Project C	2023-07-01	2023-09-30	On Hold	Phase 3	Low	\$500,000	\$500,000	\$0	High	Low	Major	50%	5	Resource Shortage	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%
104	Project D	2023-10-01	2023-12-31	Planned	Phase 4	High	\$1,200,000	\$1,200,000	\$0	Low	Medium	None	10%	0	Preparation	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	

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