Annex 1

(Template 1)

**Quality of Service Fund (QSF)**

**Project application form**

Project title: Upgrade of IPS (migration of IPS system from XXX version to 2015 version)

Type of project:

❑ global

❑ regional

❑ joint note

national

**Note:** Upon request of the designated operator (DO); a mission by the PTC expert for the migration and evaluation of the whole infrastructure, including the material needed, is possible and can be included in the QSF budget requested.

If there is no necessity to conduct a mission by the PTC expert, the validation of equipment for this project will be done by the PTC. The QSF Secretariat will ask the PTC if they have been informed by the DO of the equipment needed, and if they have validated it if so.

Creditor(s):

UPU/Restricted Union (if applicable):

QSF Coordinator:

Address:

Telephone: + Fax: +

E-mail:

Stamp of the designated operator

|  |  |
| --- | --- |
| QSF budget (in USD) |  |
| Total budget (in USD) |  |
| Duration of the project as planned (in months) | 9 months |

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

**1 Current situation** (see PMM art. 7.3.2)

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| Explain in a few words the current situation, the problem you are experiencing, and why the IPS system needs to be migrated.  Example:   * Since XXXX, we (DO) have been using an old version of IPS (e.g. version 4.24), which is installed at XXX (e.g. in sorting centre/OE in the main cities such as XXXX – it is important to provide the names of these cities). * Moreover, the old version of IPS is no longer in conformity with the regulations and standards. * Our infrastructure is out of date/the new version of Windows is no longer compatible with the old version of IPS and no service packs (i.e. correctives) are provided by the PTC.   To enhance the quality of service, XXXX Post (DO) wishes to migrate from IPS version XXXX to IPS version XXXX. |

**2 Aim, objectives and expected results** (see PMM art. 7.3.3)

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| *Aims, objectives and expected results* |
| Example:   * Ability to utilize the new version for EDI messages and improve performance in terms of exchange of information and messages (EMSEVT, PRECON/RESCON and CARDIT); * Ability to utilize the new operational and accounting features; * Ability to benefit from the service pack (correctives) included in the annual fee; * Perform online tracking of all events for different postal items (international and domestic), incoming and outgoing; * Ability to provide customers with online tracking of items (via website); * Ability to analyze and implement eVNs (electronic verification notes), which will improve the information provided by the system to all DOs who can also receive this information if using a recent version of IPS; * Allow the implementation of Securex via interface with CDS in the coming years (requirement for compulsory transfer of data from the customs declaration for exports/imports; * Use of adequate equipment for good running of IPS (printers, barcode scanners, servers, workstations/PCs, etc.). |

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| *Related projects (if applicable)* |
| For IPS upgrade project. An example of a related project could be:   * End-to-end quality measurement project (GMS); * QSF project related to current or previous version of IPS. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Quality performance indicators* | | | | |
| *Proposed quality of service indicators* | *Current level of performance for each  indicator* | *Level(s) of perfor­mance targeted  on completion of  the project* | *Objectives to be  met by the following date(s)* | *Monitoring method(s) envisaged* |
| 1 Calculate and automatically generate accounting and customs forms (in accordance with latest standards) | Done manually via the traditional way |  | 3 months after completion of project |  |
| 2 Ratio of events D over C (EMSEVT) | From 80% | To 90% | 3 months after completion of project | QCS Mail (QSF team will also ask PTC to provide the results when submitting final report to BoT for approval) |
| 3 Ratio of events H/I over D (EMSEVT) | From 85% | To 90–95% | 3 months after completion of project |

**3 Methodology** (see PMM art. 7.3.4)

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| *Description of the approach* |
| **Note**. – Prior to the implementation/migration of the project, the DO should inform the PTC of its intention to migrate to a new version of IPS and that the project will probably be financed via the QSF once approved by the BoT.  The project consists of the acquisition of appropriate and necessary equipment for good running and migration of IPS and good use of the features provided.  Before any call for tenders and the acquisition of any equipment needed, the equipment must be validated by the PTC.  **Very important**: The DO must indicate where the system and equipment are to be installed (distribution list). |

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| *Description of tasks and work plan (add the project schedule as an attachment if necessary)* |
| **Note. –** Upon request of the DO, a mission by the PTC expert for the migration and evaluation of the whole infrastructure, including the material needed, is possible and can be included in the QSF budget requested.  If there is no necessity to conduct a mission by the PTC expert, the validation of equipment for this project will be done by the PTC. The QSF Secretariat will ask the PTC if they have been informed by the DO of the equipment needed, and if they have validated it if so.  Example:  It is planned to implement the project in nine months and in three phases as follows:   * Phase 1: definition of the project team's work and of the project schedule, mission/site survey by PTC (if needed), validation of the necessary equipment by PTC (IPS project plan), call of tenders, selection of appropriate bid, and preparation of inception report to be provided to the QSF Secretariat  (3 months). * Phase 2: purchase of IPS equipment, performance of migration (with PTC expert, if needed) and validation of network infrastructure, testing of POST\*NET or other connection for reliability and performance, training and familiarization with system and new processes for staff affected by the upgrade, and putting into production of new version (3 months). * Phase 3: testing of new version, including the functionality and connectivity of WebClient and Web Tracking extensions (if available). Analysis of results of the migration by PTC (if there is no need for site survey/mission by PTC) (3 months).   Provide the final project report, stating all the benefits and the improvements to be made after migration of the system. In addition, provide pictures of the equipment. |

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| *Description of project monitoring* |
| **Note. –** The QSF National Coordinator will have a monitoring role before and during project implementation.  A meeting should be scheduled with a senior postal authority (General Management, Director of Mail and Parcels Division, etc.).  Example:   * The Project Manager, who is in charge of the technical coordination and planning of the project, will be required to prepare all technical specifications. * The Project Manager will prepare a monthly project status report for submission to the Director of Mail and Parcels and to the Director General. * The Project Manager will convene and supervise the project team (on receipt of the equipment and before the migration of the system). * The Project Manager will also supervise the IT team responsible for the site installation of servers and for ensuring a smooth migration. * The project team will ensure that the suppliers provide the material and equipment as specified. * The QSF National Coordinator will be responsible for monitoring the entire execution of the project. |

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| *Project team, including responsibilities of each team member (add the organization chart as an attachment, if possible)* |
| **Note. –** It is very important to specify the role of the project team in the project, including the titles/positions within the company. It is also important to specify the entire project team for this project (total project team members).  Example:  The Project Manager will be responsible for project execution, in coordination with the QSF National Coordinator, and will report to the General Management.   * XXX (number) of teams will be assigned under the supervision of the Project Manager; one team will be in charge of organization and administrative matters, and another team, made up of IT engineers, will supervise the technical execution of all steps of the project. |

**4 Financial proposal** (see PMM art. 7.3.5)

*4.1 Budget*

4.1.1 Cost summary (see PMM art. 7.3.5.1.1)

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Cost element* | *QSF amount  (in USD)* | *Other resources* |
| A | Labour |  |  |
| B | Allowances |  |  |
| C | Travel costs |  |  |
| D | Services |  |  |
| E | Equipment and vehicles |  |  |
| F | Training |  |  |
| G | Others |  |  |
|  | **Total** |  |  |

**Note. –** Labour, allowances, and travel costs of DO's own staff should be covered by the DO. However, the fees of PTC experts/consultants (allowances, travel and consulting) hired specifically for the project can be included in the amount to be financed under the QSF.

4.1.2 Cost breakdown (see PMM art. 7.3.5.1.2)

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Function (specify function)* | *Man/months (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 solely 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 solely 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

**Note.** – if a consulting company (UPU or non-UPU) has been retained solely for this project, the consulting fees, travel costs and allowances can be financed under the QSF budget. Moreover, allowances and travel expenses incurred by DO staff recruited specifically for this project can also be financed under the QSF budget.

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

E. Equipment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Item (specify the equipment or vehicles)* | *Units* | *Price per unit  (in USD)* | *QSF amount  (in USD)* | *Other resources* |
| 1 | Printers |  |  |  |  |
| 2 | Workstations/PCs |  |  |  |  |
| 3 | Servers (normally 3 servers for database, EDI, PNG) |  |  |  |  |
| 4 | Portable scanners |  |  |  |  |
| 5 | Server antivirus package |  |  |  |  |
| 6 | Router, switches and port |  |  |  |  |
| 7 | Web Client fee (1 year) |  |  |  |  |
| 8 | IPS annual licence fee (first year only) |  |  |  |  |
| 9 | Equipment installation fee |  |  |  |  |
|  | **Carry over to cost summary E** | | |  |  |

F. Training

**Note.** – The QSF budget can finance the training costs. However, any other expenditures not having a direct impact on training (e.g. travel costs of staff, including Project Manager, allowances of staff/Project Manager, to attend training) are not covered.

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element (specify the training course)* | *QSF amount  (in USD)* | *Other resources* |
| 1 | Training costs for XX employees (PTC experts or consultants) for XX working days for the new version of IPS |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary F** |  |  |

G. Others

|  |  |  |  |
| --- | --- | --- | --- |
| *No.* | *Cost element (specify the cost element)* | *QSF amount  (in USD)* | *Other resources* |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary G** |  |  |

4.1.3 Procurement procedures (see PMM art. 5.3.4)

If your project provides for the procurement of equipment or vehicles, do you want all or part of this procurement to be done by the UPU/UNDP or UNOPS?

Yes ❑ No ❑

|  |
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| *If yes, specify which items should be procured through the UNDP/UNOPS*[[1]](#footnote-2) |

*4.2 Follow-up costs (see PMM art. 7.3.5.2)*[[2]](#footnote-3)

**Note.** – the follow-up costs (= costs that will incurred once the project is completed) are to be borne by the DO.

|  |  |
| --- | --- |
| *Follow-up cost element* | *Estimated amount (in USD)* |
| Maintenance and service of equipment |  |
| PTC renewal of annual licence fee (after 1st year) |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Total** |  |

**5 Staff**

The project team[[3]](#footnote-4) will consist of (insert total number of persons), as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Function* | *Own staff* | *Staff to be recruited (please attach CV) (see PMM art. 7.3.4)* | | |
| *Other designated operator* | *Consulting company* | *UPU International Bureau* |
| 1 | Project Manager | x |  |  |  |
| 2 | National Coordinator | x |  |  |  |
| 3 | IT | x |  |  |  |
| 4 | Project team | x |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |

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

|  |  |  |
| --- | --- | --- |
| *Risk category* | *Risk* | *Mitigation plans* |
| Staff-related | Reassignment of staff during or after project | Training of additional persons to facilitate staff movement |
| Financial | Budget overrun | Budget overruns will either be covered by the DO's own resources or the DO will submit a Project Change Request (PCR) to request a budget increase, subject to the approval of the QSF BoT or Project Manager |
| Managerial | Reassignment of managerial staff | Institute succession planning and make sure that training can be provided before managers are reassigned |
| Political | Changes in government policy | Project schedules must be established before general elections |
| 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 Creditor. [↑](#footnote-ref-3)
3. The names of the staff 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 affect the execution of the project. [↑](#footnote-ref-5)