Annex 1

(Template 3)

**Quality of Service Fund (QSF)**

**Project application form**

Project title: IPS Light TO IPS.post

Type of project:

❑ global

❑ regional

❑ joint

[x]  national

**Note.** – In principle, there is no need for an on-site mission for switching from IPS.Light to IPS.post. The XX Post will need to test the system and, when ready, the PTC will open an account on the production platform. The monitoring will be done by the DO.

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) | 5 |

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

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

|  |
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| Please explain in a few sentences:* What is your current situation and what problem(s) are you experiencing?
* Why is there a need to switch to IPS.post?

Examples:* The Xx Post currently uses IPS Light to process, track and trace, and provide EDI messages for inbound, outbound and transit mail items, including letters. However, IPS Light updates are no longer provided and IPS Light no longer conforms to the regulations and standards.
* IPS Light was designed for DOs with low mail volumes and a modest IT infrastructure. The Xx Post has outgrown the capacity of IPS Light for processing mail, including letters, but does not have sufficient mail volumes to migrate to the IPS system, which is more expensive.
* Letter post quality of service is negatively impacted by (i) downtime resulting from the IPS Light server not responding during peak hours; (ii) reduced ability to update letter post events at the item, receptacle and dispatch levels as a result of limited users/licences; (iii) not being able to interface with point of sales/service information that is being developed; and (iv) the lack of electronic facilitation with airlines and customs.

The Xx Post would like to migrate from IPS Light to IPS.post because of the possibilities afforded by its new features and also because IPS.post is less expensive than IPS. Moreover, concerning the annual licence fee, there is no cost for switching from IPS Light to a IPS.post. |

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

|  |
| --- |
| *Aims, objectives and expected results*  |
| Examples:* Utilize new features, such as accounting and customs forms;
* Utilize new version for EDI messages;
* Ability to analyze and implement electronic verification notes (e-VN);
* Ability to track barcoded mails items;
* Improve quality of service in the handling of inbound registered mail.
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| *Related projects (if applicable)* |
| Implementation of IPS Light via QSF project XX. |

| *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 the latest standards) | Done manually via traditional way | Automatic | 3 months after completion of project | QCS Mail (QSF team will ask the PTC to provide results when the final report is submitted for approval |
| 2 Increase the number of new EDImessages/events sent (EMSEVT V3, PREDES) | From XX (number) | To XX (number) | 3 months after completion of project | QCS Mail (QSF team will ask the PTC to provide results when the final report is submitted for approval |
| 3 Increase ratio of delivered items H/I over D | From 85% | To 90%-95% | 3 months after completion of project  |

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

|  |
| --- |
| *Description of the approach* |
| **Note.** – In principle, there is no need for an on-site mission for switching from IPS.Light to IPS.post. The XX Post will need to test the system and, when ready, the PTC will open an account on the production platform. The monitoring will be done by the DO.Examples: * Improve interconnectivity with international postal partners, meeting customer needs and improving customer satisfaction.
* IPS.post will be installed in our offices and back offices at (please insert all locations). Very important!
* Training will be provided by the operator in the use of the new features of the application.
 |

|  |
| --- |
| *Description of tasks and work plan (add the project schedule as an attachment if necessary)* |
| Example: The planned duration of the project is five months and its implementation will be performed in two phases:* Phase 1: After approval of the project proposal, proceed with the call for tenders and procurement of equipment (2.5 months);
* Phase 2: Deployment, reorganization of sorting centre, migration to IPS.post, installation of PCs, and training of counter and OE staff (2.5 months).
 |

|  |
| --- |
| *Description of project control*  |
| **Note.** – The QSF National Coordinator will have a monitoring role in the project before and during implementation. Examples: * Project control by the QSF National Coordinator, who will assume full control.
* The DG will supervise and liaise with the QSF National Coordinator on operational procedures, and will monitor the migration/installation of the application by the project team.
* The DG will monitor the progress of the project.
 |

|  |
| --- |
| *Project team, including responsibilities of each team member (add the organization chart as an attachment if possible)* |
| Example of team members hired and their current positions within the company

|  |  |
| --- | --- |
| *Roles within the project* | *Titles/positions within the company* |
| Project coordinator | QSF National Coordinator  |
| Project supervisor | Deputy Postmaster General |
| Project team, 2 pax | Information system manager and IT specialist |
| **Total number of project team members**  | **4**  |

 |

**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, 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: consulting fees |  |  |
| 2 | Consulting company: allowances |  |  |
| 3 | Consulting company: travel costs |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
|  | **Carry over to cost summary D** |  |  |

E. Equipment – Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No.* | *Item (specify the equipment or vehicles)* | *Units* | *Price per unit (in USD)* | *QSF amount (in USD)* | *Other resources* |
| 1 | PCs |  |  |  |  |
| 2 | Printers  |  |  |  |  |
| 3 | No EDI new boxes needed |  |  |  |  |
| 4 | No cost for annual licence fee for migrating to IPS.post |  |  |  |  |
| 5 |  |  |  |  |  |
|  | **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 cost for staff |  |  |
| 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 ❑

|  |
| --- |
| *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)* |
| Annual licence fee renewal |  |
| Equipment maintenance fee  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Total** |  |

**5 Staff**

The project team[[3]](#footnote-4) will consist of XX (number) 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 coordinator | x |  |  |  |
| 2 | Project supervisor | x |  |  |  |
| 3 | Project team, 2 pax | x |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |

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

| *Risk category* | *Risk* | *Control action* |
| --- | --- | --- |
| Staff-related | Reassignment of staff | Provide training to new staff before the reassignment Training of additional persons to facilitate any staff movement |
| Financial | Delays in the release of funds | To be borne by the DO |
| Managerial | Reassignment of managerial staff | Institute succession planning |
| Political |  |  |
| Operational (technical implementation) | Connectivity problems Technical support | Will be solved by using a backup system or generatorTraining of a trainer with the capacity to deal with technical issues |
| Environmental |  |  |

1. Please note that your organization is responsible for all costs relating 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 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 affect the execution of the project. [↑](#footnote-ref-5)