Annex 1

Template 4

**Quality of Service Fund (QSF)**

**Project application form**

Project title: Implementation of IPS.post

Type of project:

❑ global

❑ regional

❑ joint

[x]  national

**Note.** – To implement IPS.post for the first time, the DO should inform the PTC as an on-site mission will be necessary to evaluate the infrastructure and the equipment needed, and to provide training.

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) | 7.5 |

|  |  |
| --- | --- |
| 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 does IPS.post need to be implemented?

Examples: * Currently, there is no end-to-end tracking of barcoded mail items. A manual process is used, whereby staff handle queries in the traditional way (physically searching documents).
* The process is tedious and there are numerous customer complaints since no tracking facility is in place.
* Further to this, there is a mandatory stipulation for IPS.post to be in place, as our mail volumes are not high and the cost of IPS.post will suit our needs the best.
 |

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

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| --- |
| *Aims, objectives and expected results*  |
| Examples: * Achieve end-to-end tracking of registered items (barcoded mail items).
* End-to-end tracking will improve customer queries by facilitating customer access to the database.
* Postal partners will be able to track by using PREDES, RESDES, PRECON, RESCON.
* Improve quality of service in the handling of inbound registered items.
* Generate and exchange EDI messages.
* Ability to utilize new features, such as accounting and customs forms.
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| *Related projects (if applicable)* |
|  |

|  |
| --- |
| *Examples of 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 Track registered items (barcoded mail items) | From 0% of XX (i.e. total number of registered items) per month | To 90% of XX (i.e. total number of registered items) per month | 3 months after project completion | Observation and statistic report provided by DO |
| 2 Increase the ratio of delivered items H/I over D | From 85% | To 90-95% | 3 months after project completion |
| 3 Calculate and automatically generate accounting forms | Manually done via the traditional way | Automatic procedures |  |

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

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| *Description of the approach* |
| **Note.** – To implement IPS.post for the first time, the DO should inform the PTC as an on-site mission will be necessary to evaluate the infrastructure and the equipment needed, and to provide training.Examples: * Improve interconnectivity with international postal partners, meeting customer needs and improving their satisfaction by allowing them to track items from posting to delivery.
* IPS.post application will be installed in our offices and back offices at \_\_\_\_\_\_\_\_ (insert location where it is to be installed) – Very important!
* Train staff in the use of the application.

Facilitate PREDES, RESDES, PRECON, RESCON. |

|  |
| --- |
| *Description of tasks and work plan (add the project schedule as an attachment if necessary)* |
| **Note.** – The project schedule for each task/step and the duration of the project implementation should be consistent.Example: Expected project implementation time: 7.5 months, as follows:* Setting up of project team (3 weeks);
* Consultation and validation of required equipment with PTC experts (1 month);
* Call for tenders or 3 pro format invoices (2 months);
* Acquisition of equipment (printers, PCs, scanners, etc.) from suppliers and installation of IPS.post (2 months);
* Training of staff by PTC (5 days);
* Testing and start-up of track and trace (2 months).
 |

|  |
| --- |
| *Description of project control*  |
| Examples: * QSF National Coordinator – will act as project coordinator and assume full control of the project.
* Project Manager – will liaise with the project coordinator on operational procedures.
* Senior Network Administrator – will set up the equipment and configure the application settings.
* Senior Superintendent of Mails – will oversee personnel and schedule data capture.
* Postal Superintendent of Mails – will oversee back-office registration for the training of staff.
* Regional Postmaster – will oversee personnel and capture data.

The QSF National Coordinator will periodically report to the Director General, who will closely follow the project's progress. |

|  |
| --- |
| *Project team, including responsibilities of each team member (add the organization chart as an attachment if possible)* |
| **Note**. – it is important to specify the role of the project team specifically hired for the project, as well as the title/position of each project team member within the company.  |

**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 exclusively 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 | PTC DSA | e.g. 6 days |  |  |  |
| 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 | PTC airfare tickets | On-site mission survey |  |  |
| 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 IPS.post workshop for 10 days |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 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 | PCs |  |  |  |  |
| 2 | Printers |  |  |  |  |
| 3 | Barcode scanners |  |  |  |  |
| 4 | EDI configuration boxes |  |  |  |  |
| 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 | Cost of on-site training in IPS.post by PTC for five days |  |  |
| 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 | Annual licence fee, first year |  |  |
| 2 | User access |  |  |
| 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) *–* ***to be supported by the DO's own resources***

**Note.** – the follow-up costs (= costs that will incurred once the project is completed)

|  |  |
| --- | --- |
| *Follow-up cost element* | *Estimated amount (in USD)* |
| Software licence renewal |  |
| User access licence renewal |  |
| Maintenance of equipment |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Total** |  |

**5 Staff**

The project team[[3]](#footnote-4) will consist of six 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 | QSF National Coordinator  | X |  |  |  |
| 2 | Project Manager  | X |  |  |  |
| 3 | Senior Network Administrator  | X |  |  |  |
| 4 | Senior Superintendent of Mails  | X |  |  |  |
| 5 | Postal Superintendent of Mails  | X |  |  |  |
| 6 | Regional Postmaster  | X |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |

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

|  |  |  |
| --- | --- | --- |
| *Risk category* | *Risk* | *Control action* |
| Staff-related | Reassignment of staff during or after project |  |
| Financial |  |  |
| Managerial | Reassignment of managerial staff | Institute succession planning  |
| Political |  |  |
| Operational (technical implementation) | Technical support  | Training of a trainer who has the capacity to deal with issues |
| Environmental |  |  |

1. Please note that your organization is responsible for all 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 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)