Annex 1

Template 2

**Quality of Service Fund (QSF)**

**Project application form**

Project title: Extension of IPS

Type of project:

❑ global

❑ regional

❑ joint

[x]  national

**Note:** In principle, no mission by PTC’s expert is needed for an Extension of IPS project.

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 |

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

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

|  |
| --- |
| Please explain in a few sentences:* What is your current situation and what problem(s) are you experiencing?
* Why does the IPS system need to be extended?

Example:* The IPS system is currently used at the sorting centre and OE (insert the city/location), primarily, for mail processing purposes. XX (please insert number of offices) are currently connected to the system. For information purposes, the XX (insert name of DO) network is made up of XX (number) of offices.
* Offices with high mail volumes are not, however, connected and are unequipped.
* This IPS extension project aims to equip the back office of the locations concerned (please provide a list), equip counters, and fill equipment shortages (in post offices) identified.
* In the first instance, we (DO) would like to install IPS Web Client in XX (insert number) post offices.
 |

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

|  |
| --- |
| *Aims, objectives and expected results*  |
| Example: * Extension of mail-item tracking system to post offices and ability to provide customers with online tracking of items (via website).
* Allow improved tracking of barcoded mail items.
* Improve the delivery information capture time.
 |

|  |
| --- |
| *Related projects (if applicable)* |
| Example of related IPS extension project:* Implementation of IPS system; QSF project XXXXX.
* End-to-end quality measurement project (GMS).
 |

|  |
| --- |
| *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 Ratio of events D over C (EMSEVT) | From 80% | 90% | 3 months after completion of project  | QCS Mail (QSF team will ask PTC to provide results of indicators when submitting final report to the BoT for approval) |
| 2 Ration of events H/I over D (EMSEVT) | From 85%  | To 90–95% | 3 months after completion of project |
| 3 Ability to provide tracking information to customer | Not available |  | 3 months after completion of project  |

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

|  |
| --- |
| *Description of the approach* |
| **Note.** –In principle, a PTC mission is not needed for an extension of IPS. To install IPS Web Client, once the hardware is acquired, it is simply a question of connecting to the Internet. Thus, there is no analysis of the migration results by the PTC.The project consists of extending the mail tracking system to post offices to enable customers to track their mail online.**Very important:** Before any call for tenders and the acquisition of any equipment needed, the DO is required to inform and validate the equipment with the PTC.The DO must provide a list for the distribution/allocation of the equipment (indicate the post offices where IPS Web Client is to be installed).  |

|  |
| --- |
| *Description of tasks and work plan (add the project schedule as an attachment if necessary)* |
| **Note.** – In principle, a mission by the PTC is not needed for an extension of IPS. To install IPS Web Client, once the hardware is acquired, it is simply a question of connecting to the Internet.It is planned to implement this project in seven months. Example: * Complete and finalize the list of post offices to be equipped with IPS Web Client (0.5 months);
* Evaluate the equipment needed (1.5 months);
* Validate the equipment with the PTC, initiate the call for tenders and purchase the equipment (2 months);
* Install the equipment and train staff (1.5 months);
* Set up IPS Web System (1.5 months)

**Very important:** The project timetable to be provided for each task/step and the total duration of the project must match. |

|  |
| --- |
| *Description of project control*  |
| **Note.** –The QSF National Coordinator will have a monitoring role before and during the project implementation. A meeting should be scheduled with a senior authority (General Management, Director of Mail and Parcels, etc.).Example:* The project will be monitored by the Director General under the supervision of the QSF National Coordinator.
* The Project Manager will be responsible for project execution, in coordination with the QSF National Coordinator.
* A monthly report will be prepared to monitor the progress of the project.
 |

|  |
| --- |
| *Project team, including responsibilities of each team member (add the organizational chart as an attachment if possible)* |
| **Note** – It is very important to specify the role of the project team specifically hired for this project, and the title/position of each project team member within the company. Please indicate the total number of project team members.Example: * The project team is made up of the Project Manager, QSF National Coordinator acting as project supervisor, the information system manager, a computer engineer, and a mail department head.
* The Project Manager will be responsible for overseeing the regional team (if applicable) and organizing training on the IPS module.

*Example of team members hired and their current positions within the company*

|  |  |
| --- | --- |
| *Roles within the project* | *Titles/positions within the company* |
| IPS Project Manager, 1 pax | Director of Mail  |
| Project supervisor, 1 pax | QSF National Coordinator |
| Computer engineer, 1 pax | IT specialist |
| Information system manager, 1 pax | IT manager |
| Regional team, 6 pax | IT in regional post offices |
| Total project team members  | 10 members  |

 |

**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  |  |  |
| 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: PTC or others 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 or vehicles)* | *Units* | *Price per unit (in USD)* | *QSF amount (in USD)* | *Other resources* |
| 1 | Computers |  |  |  |  |
| 2 | Local printers /label printers/network printers |  |  |  |  |
| 3 | Barcode readers/mobile scanners |  |  |  |  |
| 4 | Roll of labels, etc. |  |  |  |  |
|  | **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 training |  |  |
| 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 and/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)* |
| Equipment maintenance and consumables |  |
| Licence fee |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**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)(see PMM art. 7.3.4)* |
| *Other designated operator* | *Consulting company* | *UPU International Bureau* |
| 1 | IPS Project Manager  | x |  |  |  |
| 2 | Project supervisor  | x |  |  |  |
| 3 | Computer engineer  | x |  |  |  |
| 4 | Information system manager  | x |  |  |  |
| 5 | Regional team  | x |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |

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

|  |  |  |
| --- | --- | --- |
| *Risk category* | *Risk* | *Control action* |
| Staff-related | Reassignment of staff | Train post office staff at regional level |
| Financial | Budget overrun  | Will be covered by DO's own resources |
| Managerial |  |  |
| Political |  |  |
| Operational (technical implementation) | Connectivity problems  | Will be solved by using a backup system and purchasing a generator  |
| 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 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)