



Republic of the Philippines  
Office of the President  
Department of Budget and Management

## **PROCUREMENT SERVICE**

RR Road, Cristobal Street, Paco, Manila  
Tel Nos. 689-7750

# **CITIZEN'S CHARTER**

In compliance with  
Republic Act 9485 otherwise known as the  
Anti-Red Tape Act of 2007

# **SERVICE PLEDGE**

The Officers and Employees of the

**P**rocurement Service-DBM commit to:

**R**espond promptly, efficiently and with utmost courtesy to

**O**ur client agencies' procurement needs and ensure

**C**ompliance with service standards;

**U**nderstand the value of every citizen's comments and suggestions;

**R**estore citizen's confidence in government through our frontline services;

and

**E**mpower the public through 24/7 access to information on our policies, programs, activities, services through our website (<http://procurementservice.gov.ph>).

All this we pledge,

Because YOU deserve no less.

## **Legal Basis:**

- LOI 755 of October 18, 1978: Created the Procurement Service (PS) and provided the mandate for an integrated procurement system for the National Government and its Instrumentalities.
- E.O. 285 of July 25, 1987: Reiterated the mandate of LOI 755 by abolishing the General Services Administration, and transferring the procurement and price monitoring functions of the Supply Coordination Office to the Procurement Service.

## **Vision**

To be the Purchaser of Choice/Procurement Agent of Choice of all government agencies.

Agencies buy goods and services from PS not because they are required by law, but because they are getting the best goods, at the best prices and at the right time.

As a Procurement Agent, to become the sole choice of agencies because we are the best in what we do and that we deliver results.

By Law, we are a central procuring entity that aggregates the common use supplies (CUS) of the whole of government (WOG) and can leverage on this volume to secure for WOG the best price for supplies. We also operate and maintain the WOG electronic procurement systems or PhilGEPS. Procurement is our lifeblood.

By year 2020, PS will have a truly robust and cutting edge e-commerce G2C platform, where end-to-end service is provided, information readily available to customers across various mobile devices and worthy of emulation by other countries.

## **Mission**

Our mission is the reason for our organization's existence. Our raison D'etre. With right mission, we will be able to attract the right people.

By 2020, to supply 50% of total Common Use Supplies (CSEs) budget of all government agencies at the National and Local levels 100% of the time.

To serve as Procurement Agent for other agencies' critical and/or major procurement initiatives.

To utilize technology to safeguard and maximize the use of public funds.

## Procedures:

### How to requisition supplies from Procurement Service?

- o The **Client** prepares its **Agency Procurement Request (APR)** indicating the items and quantities being requisitioned.
- o The **Marketing and Sales Division** receives the APR, checks stocks availability, verifies the correctness of prices and prepares order of payment.
- o The **Treasury Division** receives from client agency payment for items requisitioned.
- o After payment is made, the Marketing and Sales Division prepares Authority to Deliver/Delivery Receipt (AD/DR).
- o The **Comptroller Division** Signs the AD/DR to certify funds availability.
- o The **Director for Operations** approves the issuance of stocks to requisitioning agency by signing the AD/DR.
- o The **Warehousing and Logistics Division (WALD)** schedules and delivers the item to client agency.

## Agency Procurement Request (APR)

This form shall be used/accomplished by agencies for ordering both common use and non-common use supplies/materials/equipment and shall be submitted to the Sales Division.

**APR  
(Front)**

APR FORM revised March 2007

NAME AND ADDRESS OF REQUESTING AGENCY TEL. NOs.		AGENCY ACCT. CODE			
<b>AGENCY PROCUREMENT REQUEST</b>		AGENCY CONTROL No.			
To: THE PROCUREMENT SERVICE DBM Compound, RR Road, Cristobal St., Paco Manila		PS APR No. _____ (Date Prepared) _____			
<b>PLEASE CHECK (✓) APPROPRIATE BOX ON ACTION REQUESTED ON THE ITEM/S LISTED BELOW</b>					
<input type="checkbox"/> Reuse issue common-use supplies/materials per Price List No. _____ dated _____ Mode of delivery: <input type="checkbox"/> Pick-up (Fast Lane) <input type="checkbox"/> Pick-up (Schedule) <input type="checkbox"/> Delivery (door-to-door)					
In case fund is not sufficient: <input type="checkbox"/> Reduce Quantity <input type="checkbox"/> Bill Us <input type="checkbox"/> Charge to Unutilized Deposit, APR No.: _____ Date: _____					
<input type="checkbox"/> Please purchase for our agency non-common items. Attached herewith : <input type="checkbox"/> Complete Specifications <input type="checkbox"/> Obligation Request (OoR) <input type="checkbox"/> Others, pls. specify _____ <input type="checkbox"/> Certificate of Budget Allocation (CBA) <input type="checkbox"/> Payment					
<b>IMPORTANT!! PLEASE SEE THE INSTRUCTIONS/CONDITIONS AT THE BACK HEREOF</b>					
ITEM No.	ITEM AND DESCRIPTION/SPECIFICATIONS/STOCK No.	QUANTITY	UNIT	Unit Price	AMOUNT
					TOTAL AMOUNT
<b>NOTE: ALL SIGNATURES MUST BE OVER PRINTED NAME</b>					
STOCKS REQUESTED ARE CERTIFIED TO BE WITHIN APPROVED PROGRAM:		FUNDS CERTIFIED AVAILABLE		APPROVED:	
_____		_____		_____	
AGENCY PROPERTY SUPPLY OFFICER		AGENCY CHIEF ACCOUNTANT		AGENCY HEAD/AUTHORIZED SIGNATURE	
<input type="checkbox"/> FUNDS DEPOSITED WITH PS <input type="checkbox"/> CHECK No. _____ IN THE AMOUNT OF: _____ (P. _____) ENCLOSED					

**APR  
(Back)**

## **INSTRUCTIONS/ CONDITIONS**

### **AGENCY PROCUREMENT REQUEST (APR) PS Form No. 001**

- 1.0 This form shall be used/accomplished by agencies for ordering both common use and non-common use supplies/materials/equipment and shall be submitted to the Agency Servicing Division (ASD). Action desired should be properly marked on the appropriate box. The APR shall be prepared in five (5) copies with the Agency Control Number (ACN) clearly indicated in the APR.
- 2.0 REQUEST must always be prepared SEPERATELY according to the following categories:
- 2.1 **COMMON-USE SUPPLIES, MATERIALS AND EQUIPMENT** - refer to those goods, materials and equipment that are repetitively used in the day-to-day operations of procuring entities in the performance of their function. The list of the common use items are found in the Electronic Catalogue ([www.philgeps.gov.ph](http://www.philgeps.gov.ph)). Hard copy of the Price List is also available at PS-DBM.
- 2.2 **NON-COMMON ITEMS** - those that are not classified as common-use supplies and therefore are not included in the Electronic Catalogue/PS Price List. These are the items peculiar to the needs of the agency.
- 3.0 **FUNDING:** As stated in Section 445,b, paragraph 2 of the Government Auditing and Accounting Manual (GAAM) and Section 4b paragraph 2 of Executive Order 359; agencies shall remit in advance to the Procurement Service the funds needed to service their requirement for the supplies, materials and equipment as reflected in the said Work and Financial Plan/Annual Procurement Program (APP); In case where outright cash/funds are not available:
- 3.1 For National Government Agencies (NGAs) - certified true copy of the duly approved Obligation Request (ObR) shall be submitted together with the APR so that procurement process may be initiated.
- 3.2 For Government-Owned and Controlled Corporations (GOCCs), Government Funding Institutions (GFIs), Local Government Units (LGUs) and State Colleges and Universities (SUCs), the APR shall be accompanied with the approved corporate budget allocation or certification of funds availability.
- 3.3 Upon delivery, the client-agency shall pay PS within five (5) working days after receipt of goods.
- 4.0 **DELIVERY SCHEME**
- 4.1 For common-use supplies/materials and equipment
- 4.1.1 If items are intended to be picked-up, the receipt of the APR and payment shall go thru the Fast Lane and the agency shall receive the goods immediately or within the day depending on the number of client-agencies lined up to pick-up the goods.
- 4.1.2  If items are intended to be picked-up on a later date (as scheduled by the agency), the received APR shall be stamped with the reminder: "**Pick-up on** \_\_\_\_\_ (date) \_\_\_\_\_", thus, the agency shall come back on the scheduled date to pick-up the goods.
- 4.1.3 For regular deliveries, PS delivers for free within Metro Manila Area. Delivery shall be done within ten (10) working days after receipt of the APR, partial or complete as indicated in the Delivery Receipt.
- 4.1.4 For partial delivery, a Reply Action Document (RAD) is attached to inform agency regarding the balance as follows:
- > The balance to be served/delivered OR
  - > The balance not to be served anymore AND
  - > The amount of remaining/unutilized funds which may be used in the next request/s or maybe refunded as decided by the agency
- 5.0 The Procurement Service assumes that requested supplies/materials/equipment are included in the Annual Procurement Plan (APP) of the agency and that the necessary permit or authority associated with the request shall be secured by the agency concerned.

Action desired should be properly marked on the appropriate box.

The APR shall be prepared in five (5) copies with the Agency Control Number (ACN) clearly indicated in the APR

**Processing of Procurement of Common Supplies and Equipment**

**RESPONSIBLE DIVISION:** Marketing and Sales Division

**STANDARD TIME:** 1 APR = 10 to 30 mins

**ASSUMPTION:** 15 APRs per day with 15 line items

Client Step	Agency Action	Office/Person Responsible	Maximum Duration	Fee	Document Generated	Location of Office
Register	Validate the transaction	Guard on duty	1 min			Ground Floor (New PS Building)
Submits APR/COF	<ol style="list-style-type: none"> <li>1. Receive APR/COF</li> <li>2. Check the validity and completeness of the documents</li> </ol>	N. Simpao	1 APR = 2 - 3 mins			Ground Floor (New PS Building)
	<ol style="list-style-type: none"> <li>1. Assign APR/COF No.</li> <li>2. Process the Sales order (Pick up and/or PS Delivery)</li> </ol>	M. Mendoza R. Daleja A. Bona A. Cañares R. Nacario S. Delos Santos A. Cadiao	1 APR = 10 to 20 mins		Final Sales Order Form	Ground Floor (New PS Building)
Receive the Final Order Form, confirm the available items and Pay the amount (For Cash/Check – Cashier; For Single Fund – Charge to Available Funds)	Issuance of OR if cash/check; Statement of Fund Balance if charge to Single Fund	Cashier; Comptroller Division	10 – 15 mins	Amount in the Final Sales Order Form	Official Receipt; Statement of Fund Balance	Ground Floor (New PS Building); 2 <sup>nd</sup> Floor (New Building)
Wait for the copy of PS-DR and Proceed to Warehouse for release of the items ordered	Issuance of PS-Delivery Receipt	WALD	10 – 20 mins	None	Delivery Receipt (PS-DR)	Ground Floor (New PS Building), Releasing Area (Warehouse)

**Inspection and Acceptance of Deliveries (MC Warehouse)**

**RESPONSIBLE DIVISION:** Inspection Division

**STANDARD TIME:** 1 – 2 weeks (simple); 3 – 4 weeks (complicated)

Client Step	Agency Action	Office/Personnel Responsible	Maximum Duration	Fee	Document Generated	Location of Office
Issuance of Request for Inspection (RFI) from WALD	Schedule and Distribute RFI to inspectors	Division Chief	2 minutes		RFI	Ground Floor (old PS Bldg.)
	Check minimum labelling requirements	Inspector	5 minutes			
	Conduct visual inspection and physical count against DR of supplier	Inspectors	10 - 30 minutes			
	Randomly pick sample from delivery	Inspectors	10 minutes			
	Prepare Withdrawal Request Form (WRF) for items to be taken out from WALD	Inspectors	10 minutes		WRF	
	Pull-out samples from WALD	Inspectors				
	Conduct in-house testing and evaluation report as per P.O., Evaluation Report and approved sample	Inspectors	2 hours			
	Gather sample representatives from delivery for submission to GATC, if applicable	Inspectors	2-4 weeks			
	Prepare reports/findings	Inspectors	10 minutes		IER	
	Encode to FACT and print inspection report summary (ICAR)	Inspectors	12 minutes		ICAR	
	Approval of ICAR	Division Chief			Approved ICAR	



**Delivery of Goods****RESPONSIBLE DIVISION:****Warehousing and Logistics Division****ESTABLISHED CUT – OFF FOR DRs:****11:00am and 3:30pm****STANDARD TIME:****1 day (1-15 DRs)****A. Delivery**

<b>Client Step</b>	<b>Agency Action</b>	<b>Office/Person Responsible</b>	<b>Maximum Duration</b>	<b>Fee</b>	<b>Document Generated</b>	<b>Location of Office</b>
Submission of approved Notice to Deliver (NTD)	Prepare PS Delivery Receipt	Inventory Management and Control Staff	1 Hour	None	Duly approved NTD	Ground Floor - Warehousing and Logistics Division
	Signing of PS-DR	Warehousing and Logistics assistant division Chief and division Chief	30 minutes	None	Duly signed PS-DR	Ground Floor - Warehousing and Logistics Division
	Schedule and log of delivery	Logistic Staff	1 Hour	None	Signed PS-DR/Deliver Schedule	Ground Floor - Warehousing and Logistics Division
	Prepare picklist	Inventory Management and Control Staff	30 minutes	None	Accomplished pick-list	Ground Floor - Warehousing and Logistics Division
	Consolidate and gather stock per pick-list to staging area	Storekeepers	30 minutes per PS-DR	None	Updated Stock Card	Ground Floor - Warehouse Staging Area
	Check and load items	Checkers/Utility	2 hours per truck	None	Delivery Schedule	Ground Floor - Warehouse Gate 1-6
	Deliver items	Driver/Utility	6-7 hours	None	PS-DR duly signed by client agencies	Client Agencies Offices

## B. Fast Lane

<b>Client Step</b>	<b>Agency Action</b>	<b>Office/Person Responsible</b>	<b>Maximum Duration</b>	<b>Fee</b>	<b>Document Generated</b>	<b>Location of Office</b>
Submission of approved Notice to Deliver (NTD)	Prepare PS Delivery Receipt	Inventory Management and Control Staff	1 Hour	None	Duly approved NTD	Ground Floor - Warehousing and Logistics Division
	Signing of PS-DR	Warehousing and Logistics assistant division Chief and division Chief	30 minutes	None	Duly signed PS-DR	Ground Floor - Warehousing and Logistics Division
	Prepare picklist	Inventory Management and Control Staff	30 minutes	None	Accomplished pick-list	Ground Floor - Warehousing and Logistics Division
	Consolidate and gather stock per pick-list to staging area	Storekeepers	30 minutes per PS-DR	None	Updated Stock Card	Ground Floor - Warehouse Gate 2 Bay Area
	Check and load items	Checkers/Utility	2 hours per truck	None	PS-DR duly signed by client agencies	Ground Floor - Warehouse Gate 2 Releasing Area

**Processing of Disbursement Vouchers for Goods and Services (Trade)**

**RESPONSIBLE DIVISION: Comptroller Division**

**Standard Time: 1 working day for receiving and evaluation of documents as to its completeness**

**3 working days to be released to checker**

**1 working day for final evaluation by the checker and for signature**

**Within the day to be released to the Treasury Division for check preparation**

Responsibility Center:		Action Taken	Duration	Fee	Document Generated	Location of Office
From	To					
Procurement Division (PD)	Central Receiving Section (Comptroller)	Receives Purchase Order (PO) from the PD together with other pertinent documents. Evaluates completeness.	1 working day	None		2nd Floor
Inspection Division	Central Receiving Section (Comptroller)	Receives Inspection and Certificate of Acceptance Report (ICAR) and original Delivery Receipt (DR) from the Inspection Division together with other pertinent documents. Evaluates completeness.		None		2nd Floor
Supplier	Central Receiving Section (Comptroller)	Receives sales invoice from the supplier upon determination that the PO and ICAR documents are already received by the Comptroller Division.	Immediately	None	Note to Admin that the sales invoice is OK. Written on the original invoice.	2nd Floor
Supplier	Admin	Receives the original invoice with note from comptroller that the invoice is ok. Records the receipt of a validated invoice in the Document Management System (DMS)	Immediately	None	Original invoice and DMS print-out that the invoice was recorded.	2nd Floor

Responsibility Center:		Action Taken	Duration	Fee	Document Generated	Location of Office
From	To					
Admin	Central Receiving Section (Comptroller)	Receives the original invoice with note from admin. Records the receipt of a validated invoice in the Document Management System (DMS)	Within the day	None	Consolidated PO, ICAR, Invoice and other pertinent documents	2nd Floor
Central Receiving Section (Comptroller)	Designated Payables Officer (Comptroller)	Receives the consolidated documents for payment.	Within the day	None		2nd Floor
		Evaluates the completeness and accuracy of the documents for preparation of voucher.	2 days	None		2nd Floor
		Compute for the amount payable net of EWT, FVAT, Warranty Retention and Liquidated Damages (if any)		None	Disbursement Voucher (DV)	2nd Floor
Designated Payables Office (Comptroller)	Designated Evaluating Officer (Comptroller)	Evaluate the completeness and accuracy of the DV. Then recommend to Chief Accountant for payment.	1 day	None	DV with initial	2nd Floor
Designated Evaluating Officer (Comptroller)	Chief Accountant	Sign and release the DV.		None	Signed DV	2nd Floor
Chief Accountant	Central Receiving Section (Comptroller)	Receives signed DV and release to Cashier Section (Treasury Division)	Immediately	None	Signed DV	2nd Floor

**Release of Checks**

**RESPONSIBLE DIVISION:**

**Treasury Division**

**STANDARD TIME:**

**15 minutes (simple)**

**40 minutes (complicated)**

**ASSUMPTION:**

**Based on Average 37 ORs per day**

Client Step	Agency Action	Office/Person Responsible	Maximum Duration	Fee	Document Generated	Location of Office
Issue Official Receipt for check received	Receive Disbursement Voucher from Accounting Division	A. Domingo	Regular: 15 minutes Complicated: 30 minutes	None	Check	Ground Floor
	Prepare check based on the payee and amount due on the disbursement voucher	A. Villapeña		None		Ground Floor
	Forward check to PS Cashier for verification and signature	A. Domingo		None		Ground Floor
	Forward check and disbursement voucher to Appropriate Signatories for final review and signature	A. Villapeña		None		Ground Floor
	Release check to payee	A. Villapeña A. Malay		None		Ground Floor

**Issuance of Official Receipt**

**RESPONSIBLE DIVISION:**

**Treasury Division**

<b>Client Step</b>	<b>Agency Action</b>	<b>Office/Person Responsible</b>	<b>Maximum Duration</b>	<b>Fee</b>	<b>Document Generated</b>	<b>Location of Office</b>
Submit APR together with check/cash for payment	Receives cash/check from client agency with accomplished APR	A. Malay A. Domingo	Regular: 15 minutes Complicated: 30 mins. to 1 hour	None	APR: Cash /Check	Ground Floor
	Verify check amount, date, signatures, etc. and APR	A. Malay A. Domingo		None		Ground Floor
	Prepares OR and classify payment	A. Malay A. Domingo		None		Ground Floor
	Stamp paid the APR and other supporting documents and forwards to PS Cashier	A. Malay A. Domingo		None		Ground Floor
	Approves and signs OR and APR	A. Domingo		None		Ground Floor
	Issues OR to client agency	A. Malay A. Domingo		None		Ground Floor

**Issuance of Platinum Certificates of all PS Suppliers and all NGAs, GOCCs and LGUs**

**RESPONSIBLE DIVISION:**

**PhilGEPS**

<b>Client Step</b>	<b>Agency Action</b>	<b>Office/Person Responsible</b>	<b>Maximum Duration</b>	<b>Fee</b>	<b>Document Generated</b>	<b>Location of Office</b>
<b>Inquires about PhilGEPS registration: Fill-up registration form and submit on-line</b>	Inform the client to access <a href="http://www.philgeps.gov.ph">www.philgeps.gov.ph</a> and complete the registration form online.	Customer Service	30 minutes	None		PhilGEPS (Ortigas)
	Receives the registration form and process the application	Customer Service	1 day	None	Organizational Profile	PhilGEPS (Ortigas)
	Notify buyer/supplier through e-mail the approval/disapproval of registration. If approved, includes assigned User ID and password	Customer Service	24 hours (maximum)	None		PhilGEPS (Ortigas)
<b>Request Certificate of Registration: Fill-up Platinum membership form in PhilGEPS website and submit the requirements on-line</b>	Receives the Platinum application and validates the submitted requirement.	Customer Service	5 days (maximum) For validation	None		PhilGEPS (Ortigas)
	Notify supplier through e-mail about the approval/disapproval of Platinum Application. If Approve, Instruction & details of Payment will be sent.	Customer Service	24 hours (maximum)	Php 5000	Platinum Certificate	PhilGEPS (Ortigas)

**Procurement of Goods (CUS)**

**RESPONSIBLE DIVISION: Procurement Division**

**TOTAL TIME: 2 1/2 months**

<b>Client Step</b>	<b>Agency Action</b>	<b>Office/Person Responsible</b>	<b>Maximum Duration</b>	<b>Fee</b>	<b>Document Generated</b>	<b>Location of Office</b>
No activity	Receives and checks item for purchase, and seeks Certification of Funds availability	PMO in charge, Comptroller Division	1 day	N/A	Certification of Funds Availability	Ground Floor and 2nd Floor
No activity	Evaluates total quantity for bidding	PD Chief	30minutes	N/A		Ground Floor and 2nd Floor
No activity	Requests additional quantity to Operations Group	PMO in Charge	5 days	N/A		Ground Floor
No activity	Conducts price monitor and analysis	PMO in charge	15 days	N/A		Ground Floor and 2nd Floor
No activity	Approves ABC of the items for bidding	PS Director	2 hours	N/A	Price Monitoring Report	Office of the Executive Director
No activity	Prepares Bidding Documents and procurement timelines	PMO in charge	1 day	N/A	Bidding Documents	Ground Floor and 2nd Floor
Attends bidding activities	Conducts standard bidding procedures for goods (Pre-procurement Conference, Pre-bid Conference, Preliminary Examination of Bids, Bid Evaluation and Post-Qualification and Sample Testing/Evaluation)	BAC, Secretariat, PMO in Charge	1 1/2 months	Bidding Documents Fee (depends on the ABC)	Minutes of Meetings, Bid Bulletin, Abstract of Bids, Bid Evaluation Report, Post-Qualification Report, BAC Resolution	Conference Room
Accepts award and posts Performance Security	Releases Notice of Award to winning bidder	PMO in Charge	1 day		Notice of Award	Ground Floor and 2nd Floor
Signs Purchase Order	Signs and issues contract/Purchase Order	PS Director	1 day		Contract/Purchase Order	Office of the Executive Director



Signs Notice to Proceed	Issues Notice to Proceed	PMO in charge	1 day		Notice to Proceed	Ground Floor
-------------------------	--------------------------	---------------	-------	--	-------------------	--------------

**Client Agencies of PS-DBM may send their INQUIRIES, COMPLAINTS, and COMMENTS thru:**

**OFFICE OF THE EXECUTIVE DIRECTOR**

**BINGLE B. GUTIERREZ**

**Executive Director**

**Email: [bgutierrez@ps-philgeps.gov.ph](mailto:bgutierrez@ps-philgeps.gov.ph)**

**Tel. No. 563-9368 or 689-7750 loc. 4028**

**OFFICE OF THE DIRECTOR FOR OPERATIONS**

**JULIETA M. LOZANO**

**OIC – Director IV**

**Email: [jmlozano@ps-philgeps.gov.ph](mailto:jmlozano@ps-philgeps.gov.ph)**

**Tel. No. 561-6094**

**OFFICE OF THE DIRECTOR FOR ADMINISTRATIVE AND FINANCE**

**JOELE H. EAYTE**

**OIC – Director IV**

**Email: [jheayte@ps-philgeps.gov.ph](mailto:jheayte@ps-philgeps.gov.ph)**

**Tel. No. 563-9395**

**RA 9184: AN ACT PROVIDING FOR THE MODERNIZATION, STANDARDIZATION AND REGULATION OF THE  
PROCUREMENT ACTIVITIES OF THE GOVERNMENT AND FOR OTHER PURPOSES**

**Republic Act 9184 enacts the "Government Procurement Reform Act".**

This Act deals with general provisions; procurement planning; procurement by electronic means; competitive bidding; Bids and Awards Committee (BAC); preparation of bidding documents; invitation to bid; receipt and opening of bids; bid evaluation; post-qualification; award, implementation and termination of the contract; domestic and foreign procurement; bidding of provincial projects; lease of computers, communications, information and other equipment; disclosure of relations; alternative methods of procurement; protest mechanism; settlement of disputes; contract prices and warranties; the Government Procurement Policy Board; penal clause; civil liability; administrative sanctions; legal assistance and indemnification of BAC members; and final provisions.