



# PROCUREMENT SERVICE

Department of Budget and Management

**Citizen's Charter Handbook**  
**2020 2<sup>nd</sup> Edition**



# PROCUREMENT SERVICE – DBM

## CITIZEN'S CHARTER 2020 (2<sup>nd</sup> Edition)

## I. MANDATE:



Operation of a government-wide procurement system.



Price monitoring of common use supplies, materials and equipment.



Identification of supplies, materials and such other items, including equipments and construction materials, which can be economically purchased through centralized procurement and which are within the scope of its activity.



Identification of the sources of supply which are able to offer the best prices, terms and other conditions for items procured by the government.



Continuous evaluation, development and enhancement of its procurement system, coverage and procedure.



Management and maintenance of the Government Electronic Procurement System or the PhiGEPS.



## II. VISION

Procurement Service is the trusted and preferred procurement partner of the public sector in the Philippines providing smart procurement solutions.

## III. MISSION

1. Procure quality government requirements efficiently and economically from reputable sources.
2. Provide excellent customer service responsive to the needs of its stakeholders.
3. Foster integrity and a fair, transparent, and competitive environment in procurement.
4. Develop its human capital as the country's leading procurement and supply chain professionals.
5. Ensure stable, progressive, and sustainable operations.
6. Introduce and sustain smart and innovative products and procurement solutions.

## IV. SERVICE PLEDGE

The Officers and Employees of the

Procurement Service – DBM commit to:

**Respond promptly, efficiently and with utmost courtesy to**

**Our client agencies' procurement needs and ensure**

**Compliance with service standards;**

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

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

**and**

**Empower the public through 24/7 access to information on our policies, programs, activities, and services through our website**

**(<http://ps-philgeps.gov.ph>)**

All this we pledge,

Because YOU deserve no less.



## QUALITY POLICY AND OBJECTIVES

We in the Procurement Service of the Department of Budget and Management (PS-DBM) are committed to being the trusted and preferred procurement partner of the Philippines public sector. PS-DBM strives to create a fair, transparent, and competitive procurement environment where quality goods and services are delivered.

We aim to consistently provide smart, innovative, and sustainable procurement solutions that meet stakeholder expectations and that comply with statutory requirements. PS-DBM strives to improve the efficiency and effectiveness of our quality management systems and develop highly competent supply chain professionals.

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# INTERNAL SERVICES



## 1. Request for PS Vehicle

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request of service vehicle form		GSD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Employee concerned fills-up the request for service vehicle form and hands over to the Motorpool dispatcher	The Motorpool dispatcher receives duly accomplished GSD Request for Service Vehicle Form from the requesting division/staff (2 copies). Motorpool dispatcher assigns the driver and PS vehicle by filling-up the form. Forwards to GSD Chief for approval.	None	3 minutes	Motorpool Dispatcher
	GSD Chief reviews the request and signs the Request for Service Vehicle form. Returns the request form to Motorpool	None	2 minutes	GSD Chief
	Motorpool dispatcher informs the requisitioner of the approval/disapproval of the request; and informs the driver of the schedule	None	3 minutes	Motorpool Dispatcher
	Motorpool dispatcher files the Request for Service Vehicle Form and logs it in the monitoring sheet	None	5 minutes	Motorpool Dispatcher
	<b>TOTAL</b>	<b>NONE</b>	<b>13 minutes</b>	





## 2. Reproduction of Documents (from other divisions) via Service Request Form (SRF)

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. General Services Division (GSD) Service Request Form (SRF)		1. GSD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Employee submits duly filled-up SRF together with the documents to be reproduced to the receiving officer	The receiving officer receives duly accomplished GSD Service Request Form (SRF) together with the documents to be reproduced from the requesting division/staff. Receiving officer reviews the SRF and assigns Control Number for reference. Logs the SRF in the monitoring sheet.	None	3 minutes	Receiving officer
	GSD Chief reviews and approve the SRF. Assigns the SRF to the appropriate staff in-charge.	None	2 minutes	GSD Chief
	Assigned staff reproduces the documents based on the request (No. of copies; bind or fastened; with cover or none)	None	1 hour (depending on the number of documents to be reproduced)	GSD reproduction staff
	Assigned staff releases the documents reproduced to the requisitioner and have it acknowledged in the SRF. The staff logs the accomplishment date in the monitoring sheet.	None	5 minutes	GSD reproduction staff
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour and 10 minutes</b>	



### 3. Submission of Office Performance Commitment Review (OCPR)/Office Performance Accomplishment Report (OPAR)

<b>Office or Division:</b>	Planning and Budgeting Division (Planning Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed OPCR and OPAR form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Planning Section submits the proposed targets/commitments for the year	Convene the PMT members	None	5 days	Planning Section/PMT Secretariat
	Present/Discuss the suggested targets/commitments	None	3 hours	Planning Section/PMT Secretariat
	The Secretariat incorporates all suggestions/recommendations and share through Google Sheet the OPCR for approval/corrections of the PMT members	None	3 days	Planning Section/PMT Secretariat
	IF approved: transmit the printed copy to PMT members for signature	None	2 days	Planning Section/PMT Secretariat
	IF with corrections: revise and share the document through Google Sheets for comments/suggestions	None	2 days	Planning Section/PMT Secretariat
	Submit the signed copy to DBM-CPMS for evaluation	None	2 days	Planning Section/PMT Secretariat
	<b>TOTAL</b>	<b>NONE</b>	<b>14 days and 3 hours</b>	



#### 4. Signing of OPAR by the head of the agency

<b>Office or Division:</b>	Planning and Budgeting Division (Planning Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplishment Reports as per OPCR		Divisions concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
DBM-CPMS requires submission of OPAR	Request for submission of accomplishment reports from divisions	None	5 days	Planning Section
	Prepare Monitoring Tool and consolidate the reports	None	5 days	Planning Section
	Submit OPAR to the Office of the Executive Director for approval	None	2 days	Planning Section
	Submit OPAR to DBM-CPMS for evaluation	None	3 days	Planning Section/PMT Secretariat
	<b>TOTAL</b>	<b>NONE</b>	<b>15 days</b>	



## 5. Action Documents

<b>Office or Division:</b>	Planning and Budgeting Division (Planning Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents need to be action by the division		Divisions concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
GSD-CRU forwards documents for action	Draft letter/memorandum	None	2 days	Planning Section
	Route document to concerned division/personnel for further instructions/comments	None	2 days	Planning Section
	IF approved: prepare covering letter	None	1 day	Planning Section
	IF not: revise and incorporate comments	None	2 days	Planning Section
	Submit the document to the requesting/inquiring agency	None	1 day	Planning Section
	<b>TOTAL</b>	<b>NONE</b>	<b>8 days</b>	



## 6. Request for IT Services of Employees

<b>Office or Division:</b>	IT Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for IT Services Technical and System Support (ITSRA)		IT SRA portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>Request for IT Services Technical and System Support (IT SRA)</p> <p>Any of these could be used by the client:</p> <ol style="list-style-type: none"> <li>1. Messages in Google Hangout – the support team will advise the sender to request through the IT SRA portal</li> <li>2. Phone calls – the support team will advise the caller to request through the IT SRA portal</li> <li>3. Verbal Communication - the support team will advise to request through the IT SRA portal</li> <li>4. Thru Email - the support team will advise the user to request through the IT SRA portal</li> <li>5. Directly request through the IT SRA portal.</li> </ol>	Requestor (PS-PhilGEPS Employees) submits a request to IT Services Division (ITSD) through IT SRA with the attached necessary documents (if any) and the approval of their Division Chief/Officer-in-charge.	None	5 minutes	ITSD Staff
	ITSD Maintenance and Support Section Head reviews the request assign to a technical support staff	None	5 minutes	ITSD Maintenance and Support Section Head
	Support Staff accepts the request and takes appropriate action/s.	None	1 minute	IT Support Staff
	Support Staff resolves and updates status of request.	None	2 days depends on the request complexity	IT Support Staff
	Support Staff informs the requesting user of the resolved request.	None	1 day	IT Support Staff
	<b>TOTAL</b>	<b>NONE</b>	<b>2 days and 11 minutes</b>	



## 7. Issuance of UACS

<b>Office or Division:</b>	IT Research and Planning			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel (MSD and Depot)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sales/Depots will send request for UACS to PhilGEPS through email	Verification of the customer service if the agency is registered in the PhilGEPS Website If not, register the agency assuming that the registration form is attached to the request from sales/dept. or approval of their online registration If yes, customer service will send a request to ITRP for UACS	None	1 hour	ITRPD staff
	ITRP shall search the name of the agency name from the reference number for UACS -if doesn't exist, create UACS based from the UACS format sheet then send to Sales/Depot, -if exist, send directly the assigned UACS to Sales/Depot	None		ITRPD staff
	ITRP shall log the newly created UACS to the UACS format sheet	None		ITRPD staff
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour</b>	



## 8. Processing of Contracts/Purchase Orders

<b>Office or Division:</b>	Contract Management Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PS personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Contract/Purchase Order; Duly approved Bids and Awards Committee Resolution Recommending Awards of Contract and Notice of Award				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receive the Signed Contract/Purchase Order with complete attachments	Transmit the Signed Contract/Purchase Order to the Bidder awarded with the project	None	10 days	CM Staff
	Receive the Signed Contract/Purchase Order for Filing	None		CM Staff
Receive the Resolution and Notice of Award with complete attachments.	Notify the bidder to post the Performance Security in accordance with the requirements of Section 39	None	2 hours (Dependent on the volume of document)	PMO in-charge
	Upon confirmation of the correct period and amount of the Performance Security, prepare the draft Purchase Order	None		PMO in-charge
	Endorse the draft Purchase Order to the Comptroller Division for clearance and signature.	None		CM Staff



	Receive the Internal Office Memorandum with complete attachments	None	2 hours (Dependent on the volume of document)	
Duly executed Internal Office Memorandum with Proof of Payment	Prepare the draft Purchase Order/Request for Direct Delivery upon confirmation of consistency of information on the documents received	None		
	Endorse the draft Purchase Order/ Request for Direct Delivery to the Director of the Procurement Group for Approval	None		
	<b>TOTAL</b>	<b>NONE</b>	<b>10 days and 4 hours</b>	

## 9. Preparation of Bidding Documents

<b>Office or Division:</b>	BAC Secretariat Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Annual Procurement Plan (APP), Price Analysis Matrix, Certificate of Availability of Funds				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of approved APP from the Operations Group	Procurement Division (PD) Chief receives the approved APP from the Operations Group	None	5 minutes	PD Chief





	PD Chief assigns the project to Procurement Management Officer In-Charge (PMOIC);	None	10 minutes	PD Chief
	PMOIC starts sending out Request for Quotations (RFQ) to suppliers;	None	1 day	PMOIC
	PMOIC receives the RFQs then prepares the Price Analysis (PA) Matrix to determine the Approved Budget for the Contract (ABC) of the project/item;	None	7 days	PMOIC
	PMOIC shall then submit to PD Chief the PA Matrix for approval together with the attached documents, i.e. RFQ, Internet prices and APP	None	1 day	PMOIC
	After review by the PD Chief of the PA Matrix, PMOIC forwards to PG Director for recommendation to the HoPE;	None	3 days	PD Chief
	Upon signing of the recommendation by the PG Director, the PA Matrix shall be forwarded to the HoPE, for approval	None	3 days	HoPE
	Once approved, the PMOIC shall secure a Certificate of Availability of Funds (CAF) to the Comptroller Division;	None	1 day	PMOIC



	<p>The PMOIC starts to prepare the bidding documents. The bidding documents shall include the following:</p> <ul style="list-style-type: none"> <li>a. ABC;</li> <li>b. Invitation to Bid/Request for Expression of Interest;</li> <li>c. Eligibility Requirements;</li> <li>d. Instructions to Bidders, including scope of bid, documents comprising the bid, criteria for eligibility, bid evaluation methodology/criteria in accordance with the Act, and post-qualification, as well as the date, time and place of the pre-bid conference (where applicable), submission of bids and opening of bids;</li> <li>e. Terms of Reference, for Consulting Services;</li> <li>f. Scope of work, where applicable;</li> <li>g. Plans/Drawings and Technical Specifications;</li> <li>h. Form of Bid, Price Form, and List of Goods or Bill of Quantities;</li> <li>i. Delivery Time or Completion Schedule;</li> <li>j. Form, Amount, and Validity Period of Bid Security;</li> <li>k. Form, Amount, and Validity of Performance Security and Warranty; and</li> <li>l. Form of Contract and General and Special Conditions of Contract</li> </ul>	None	1 day	PMOIC
	<b>TOTAL</b>	<b>NONE</b>	<b>17 hours 15 minutes</b>	



## 12. Legal Opinion

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Legal Transaction   Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documented Request (digital or physical document)		No standard form required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients submits a request for Legal Opinion	Division requests official transmittal of relevant documents and conducts the preliminary evaluation of attending facts and issuances; thereafter prepares the legal opinion.	No fee required.	15 days	Legal Division
	<b>TOTAL</b>	<b>NONE</b>	<b>15 days</b>	

## 13. Request for Certified True Copy of MOA

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Document Request   Simple Transaction			
<b>Type of Transaction:</b>	G2G and G2B			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documented Request (digital or physical document)		No standard form required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client submits a request for CTC of Memorandum of Agreement	Agency determines whether the requirement is an FOI request or a client-agency request	Standard Reproduction fees apply only to FOI Requests	7 CDs	Legal Division
	<b>TOTAL</b>	<b>-</b>	<b>7 days</b>	



## EXTERNAL SERVICES



## 1. Receiving of Documents from Agencies/Suppliers through Document Management System (DMS)

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2B			
<b>Who may avail:</b>	Client Agencies, Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Acknowledgement Receipt		1. GSD Receiving Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client Agency/Supplier handles to the Receiving officer the documents for receiving	Receiving Officer receives and reviews the document from the supplier/agency; then processes it through the Document Management System (DMS)	None	5 minutes	GSD CRU Receiving Officer
	Receiving Officer releases the acknowledgement receipt and receiving copy of the document to the to the agency/supplier.	None	2 minutes	GSD CRU Receiving Officer
	Receiving officer releases the received document to the concerned division within the timeline	None	30 minutes	GSD CRU Receiving Officer
<b>TOTAL</b>		<b>NONE</b>	<b>37 minutes</b>	



## 2. Sale of Bidding Documents and Advertisement of Invitation to Bid/ Request for Expression of Interest

<b>Office or Division:</b>	BAC Secretariat Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form and payment (Official Receipt) of the price stated in the bidding documents		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fills out a form provided in the cashier's office specifying the details of the bidding documents to be purchased	Pay the exact price of the bidding documents as indicated.	None	2 hours (Dependent on the volume of the document)	Cashier Staff
	Present the receipt to the BAC Secretariat in-charge to obtain the bidding documents.	None		BAC Secretariat
	<b>TOTAL</b>	<b>NONE</b>	<b>2 hours</b>	



### 3. PBB PhilGEPS Criteria Validation

<b>Office or Division:</b>	IT Research and Planning			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	AO25 Secretariat;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
AO 25 Secretariat request list of agencies that are non-complying on updating records in PhilGEPS (negative list)	PhilGEPS generate a report from the PhilGEPS Database re: Non-Complying Agencies or the Negative List	None	1 day	ITRPD staff
	PhilGEPS office send the negative list to the AO25 Secretariat. AO25 Secretariat will compare the negative list against their list of agencies who submitted justifications in relation to the non-updating of records in the PhilGEPS. AO25 Secretariat will send the justifications to the PhilGEPS for recommendation to the Inter-Agency Technical Working Group	None	1 day	



	PhilGEPS office send the recommendation to the AO25 Secretariat. If the justifications are accepted, the agency will be removed in the negative list. Non-complying status will be replaced by "Complying".	None	2 days per agency	
	<b>TOTAL</b>	<b>NONE</b>	<b>4 days</b>	

#### 4. Provide assistance reported issues and data

<b>Office or Division:</b>	e-Government Procurement Development and Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2B			
<b>Who may avail:</b>	Client Agencies/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contact name, email address, contact number and details of issue				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client agency/supplier sends email regarding the details of issue(s)/concern to the e-GP email	Send an email or Log the request on EGP Request tool	None	7 days	e-GP staff
	<b>TOTAL</b>	<b>NONE</b>	<b>7 days</b>	





## 5. Delivery of Goods

<b>Office or Division:</b>	Warehousing and Logistics Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Notice to Deliver (NTD) or OD Confirmation Number 2. PS-Delivery Receipt (PS-DR)		1. Marketing and Sales Division or Virtual Store 2. Warehousing and Logistics Division;		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Delivery</b>				
Submission of approved Notice to Deliver (NTD) or copy of OD Confirmation Number from Virtual Store	Prepare PS Delivery Receipt (PS-DR)	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Signing of PS-DR	None	5 minutes per PS-DR	Warehousing and Logistics Assistant Division Chief and Division Chief
	Prepare picklist	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Schedule and log of delivery	None	1 hour	Logistic Section Staff
	Consolidate and gather stock per pick-list to staging area as per schedule of delivery	None	2 hours per PS-DR	Storekeepers
	Check and load items	None	2 hours per truck	Checker/ Warehouseman
	Deliver items	None	7 hours	Driver/ Warehouseman
	<b>TOTAL</b>	<b>NONE</b>	<b>12 hours and 35 minutes</b>	



<b>B. Fastlane</b>				
Submission of approved Notice to Deliver (NTD) or copy of OD Confirmation Number from Virtual Store	Prepare PS Delivery Receipt	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Signing of PS-DR	None	5 minutes per PS-DR	Warehousing and Logistics assistant division Chief and division Chief
	Prepare picklist	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Consolidate and gather stock per pick-list to staging area	None	2 hours per PS-DR	Storekeepers
	Check and load items in Releasing Area	None	2 hours per truck	Checker/ Warehouseman
	<b>TOTAL</b>	<b>NONE</b>	<b>4 hours and 35 minutes</b>	

## 6. Inspection of Common Use Supplies and Equipment (CSE)

<b>Office or Division:</b>	Inspection Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G- Government to Government		
<b>Who may avail:</b>	Suppliers and Government Accredited Testing Center		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Forms: 1. Request for Inspection (RFI) 2. Supplier's Delivery Receipt (SDR) 3. Purchase Order (PO) 4. Technical Evaluation Report (TER) 5. Inspection and Evaluation Report (IER) 6. Inspection and Certification of Acceptance Report (ICAR) 7. Rejection Notice (RN)		1. Procurement Service - Inspection Division 2. Procurement Service - Warehousing and Logistics Division	



8. Sample Withdrawal Request Form (SWRF) 9. Endorsement Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>Step 1: Notifies Inspection</b> *Warehousing and Logistics Division (WALD) storekeeper notifies Inspection using radio about the arrival of the delivery * WALD staff prepares Request for Inspection (RFI) then forwards to Inspection Division	None	Step 1: 10 minutes (notifies inspection for the arrival of delivery and WALD prepares RFI to forward to Inspection)	Inspectors
<b>Step 3: Bring the sample to Inspection</b> * Supplier's delivery shall bring the sample items to Inspection	<b>Step 2: Conducts random sampling</b> * Inspector of the Day conducts random sampling	None	Step 2: 15 minutes (conducts random sampling)	Inspectors
	<b>Step 4: Conducts evaluation of the actual sample</b> *Inspection staff receives the item and record in the log sheet * Once RFI or SWRF is received, Procurement Management Officer In-Charge (PMOIC) conducts inspection and evaluation proper of the actual item against the Technical Specifications stated on the Technical Evaluation Report (TER)	None	Step 4: 3 minutes (receives item and record in the log sheet) see table of TAT per item (conducts inspection and evaluation of the actual item)	Inspectors



<p><b>Step 6: Testing of the item to Government Accredited Testing Center (GATC)</b>  * If the item needs GATC testing, PMOIC prepares the endorsement letter for the acceptance of payment of the supplier to GATC  * PMOIC sends endorsement letter to supplier through email</p>	<p><b>Step 5: Preparation of Inspection and Evaluation Report (IER)</b>  *If passed the physical/visual inspection and evaluation of the actual item, PMOIC prepares partial IER  *If the item does not passed the physical/visual inspection and evaluation, PMOIC prepares IER stating the discrepancy then forwards to Inspection Division Chief for review  * If needs discussion with the Chief, PMOIC conducts re-inspection then Inspection Division Chief signs IER  *If there is no need for discussion, the Inspection Division Chief signs IER then return it to PMOIC  * PMOIC prepares Rejection Notice</p>	<p style="text-align: center;"><b>None</b></p>	<p style="text-align: center;">Step 5: 9 minutes/IER (preparation of partial IER)</p> <p style="text-align: center;">5 minutes/IER (Inspection Division Chief signs the IER then return to PMOIC)</p> <p style="text-align: center;">Step 6: 9 minutes (preparation and sending of endorsement letter)</p>	<p style="text-align: center;">Inspectors</p>
<p><b>Step 7: Payment of testing fee to</b></p>				
<p>GATC  *The supplier shall pay for the testing fee at GATC and sends the Official Receipt to PMOIC</p>				



<p><b>Step 8: Testing of sample and evaluation of test result</b>  * PMOIC sends sample to GATC  * PMOIC waits for the test result  * PMOIC receives and evaluates test result</p>		<b>None</b>	<p>Step 8: 2 days (PMOIC sends sample to GATC)</p> <p>1 month depending on the item (release of test result)</p> <p>4 minutes (PMOIC receives and evaluate the test result)</p>	
	<p><b>Step 9: GATC test result</b>  * If the item passed the GATC, PMOIC accomplish the IER then forwards to Inspection Division Chief for signature  *PMOIC prepares Inspection and Certification of Acceptance Report (ICAR)  * If the item does not passed the GATC, PMOIC prepares IER stating the discrepancy then forwards to Inspection Division Chief for signature  * Inspection Division Chief signs the IER then return to PMOIC</p>	<b>None</b>	<p>Step 9: 2 minutes (accomplishment of IER then forwards to Chief for signature)</p> <p>7 minutes (prepares IER stating the discrepancy Inspection Division Chief signs the IER)</p>	Inspectors
<b>TOTAL:</b>		<b>None</b>	<b>1 month, 2days, 64 minutes</b>	



## 7. Processing of Procurement of CSE's by Client Agency

<b>Office or Division:</b>	Marketing and Sales Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	NGAs, SUCs, GOCCs/GFIs, LWDs and LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. APR 2. APP-CSE 3. Payment (Cash, Check, LDDAP-ADA, Unutilized Funds)		<a href="http://www.ps-philgeps.gov.ph">www.ps-philgeps.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register	Validate the Transaction		1 minute	Guard/Admin. Asst. On duty
2. Submit APR	Receive APR; check the validity and completeness of the documents		2 minutes	MSD Staff
	Assign APR No. and prepare the Sales Order (Pickup and/or Delivery)		5 minutes	MSD Staff
3. Pay the amount and received the Official Receipt	Issuance of OR if Cash/Check/LDDAP-ADA; Charge to unutilized funds	Payment will vary on the total amount in the Sales Order	10 minutes	Treasury Division
4. Wait for the copy of PS-DR and proceed to WALD for the release of CSEs ordered	Issuance of PS-Delivery Receipt		10 minutes	WALD
<b>TOTAL:</b>		-	<b>28 minutes</b>	



## 8. Processing of Disbursement Voucher for Goods and Services (Trade)

<b>Office or Division:</b>	Comptroller Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Receives Purchase Order (PO) from the PD together with other pertinent documents. Evaluates completeness. (Including Performance bond or bank Guarantee)	None	1 day	
	Receives Inspection and Certificate of Acceptance Report (ICAR) and original Delivery Receipt (DR) from the Inspection Division together with other pertinent documents <i>within 3 days from the issuance of ICAR</i> . Evaluates completeness.	None	1 day	
	Receives sales invoice from the supplier upon determination that the PO and ICAR documents are already received by the Comptroller Division. ( bank guarantee for their warranty retentions)	None	5 minutes	
	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); <i>(Comptroller will check if</i>	None	10 minutes	



	<i>ICAR from Inspection Division is already received.)</i>			
	Receives the original invoice with note from admin. Records the receipt of a validated invoice in the Document Management System (DMS)	None	10 minutes	
	Receives the consolidated documents for payment..	None	10 minutes	
	Evaluates the completeness and accuracy of the documents for preparation of voucher.	None	3 days from receipt of Invoices/ billing	
	Compute for the amount payable net of EWT, FVAT, Warranty Retention and Liquidated Damages (if any)	None	3 days from receipt of Invoices/ billing	
	Evaluate the completeness and accuracy of the DV. Then recommend to Chief Accountant for payment.	None	1 day	
	Sign and release the DV.	None	1 day	
	Receives signed DV and release to Cashier Section (Treasury Division)	None	5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>8 days and 40 minutes</b>	





Republic of the Philippines  
Department of Budget and Management  
PROCUREMENT SERVICE



PHILIPPINE GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM

# PhilGEPS Citizen's Charter

**VISION**

**MISSION**

*"An institution that provides total eGP solutions that posses the highest standards in public service and globally competitive professionals serving the government, merchant, and its stakeholders"*

*"The PhilGEPS is the trusted gateway of transparency, competitiveness and accountability in all government procurement activities for the benefit of the country and its citizenry."*

<b>Division / Section:</b>	PhilGEPS - Customer Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Platinum Application to Issuance of Platinum Membership Certificate
<b>Who may avail:</b>	Merchants / Suppliers

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

<ol style="list-style-type: none"> <li>Business Registration Certificate (DTI/SEC/CDA)</li> <li>Mayor's or Business Permit or its equivalent document</li> <li>Tax Clearance Certificate (for Bidding Purposes)</li> </ol>	<ol style="list-style-type: none"> <li>Audited Financial Statement (should be Stamped Received by BIR or any affiliated Bank)</li> <li>Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable)</li> <li>PhilGEPS Sworn Statement</li> </ol>	<ol style="list-style-type: none"> <li>Business Registration Office or DTI / SEC / CDA Office</li> <li>City / Municipal Hall</li> <li>Bureau of Internal Revenue Office / Revenue District Office</li> <li>A company's management has the responsibility for preparing the company's financial statements and related disclosures. The company's outside, independent auditor then subjects the financial statements and disclosures to an audit.</li> </ol>	<ol style="list-style-type: none"> <li>Philippine Contractors Accreditation Board (PCAB) Office</li> <li>PhilGEPS Website (downloadable)</li> </ol>
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**CLIENT STEPS**

**AGENCY ACTION**

**FEES TO BE PAID**

**PROCESSING TIME**

**PERSON RESPONSIBLE**

<p><b>Step 1: Platinum Application</b></p> <ul style="list-style-type: none"> <li>Merchant goes to MPhilGEPS website</li> <li>Click "Log In" then follow the Login instructions</li> <li>In the Pending Task page, click the number across "Upgrade Platinum Registration" (Click "menu" icon on the top right portion of the screen, select "Organization" then "Upgrade to Platinum")</li> <li>Fill out the Platinum Application Form</li> <li>Tick the check box to certify that the information is true and accurate</li> <li>Select Mode of Payment whether to pay through PhilGEPS Cashier or Oncoll Payment through any Landbank branch</li> <li>Click "Submit for Approval" button</li> </ul> <p><b>Step 5: View / Print / Download Certificate</b></p> <ul style="list-style-type: none"> <li>Once merchant received the Approval Notification, follow the instruction on how to View / Print / Download their Platinum Membership Certificate</li> </ul>	<p><b>Step 2: Validation of Application</b></p> <ul style="list-style-type: none"> <li>Log in to MPhilGEPS website</li> <li>Received Platinum Applications under Pending Task</li> <li>Reviews the documents uploaded by the Merchant in their Platinum Application</li> </ul> <p><b>Step 3: Approval / Disapproval of Platinum Application</b></p> <ul style="list-style-type: none"> <li>PhilGEPS Administrator approves / disapproves application of Merchant</li> <li>If approved, proceed for the approval of payment.</li> <li>If disapproved, provide reasons for disapproval and submit</li> </ul> <p><b>Step 4: Approval of Payment</b></p> <ul style="list-style-type: none"> <li>Approve payment then submit and the system will automatically send out Email Notification of approval together with the instructions on how to view and download their Platinum Membership Certificate using their MPhilGEPS account in PhilGEPS website.</li> </ul>	<p>Php5,000.00 (Platinum Membership Certificate)</p> <p>Php25.00 or Php50.00 (Land Bank Interbranch)</p> <p>Inclusive of Documentary Stamp Tax of Php30.00.</p>	<p><b>Within</b> <b>3 working days</b> (from Application, Validation of Documents to Approval / Disapproval and Payment Approval)</p>	<p>Customer Service (PMO)</p>
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## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the customer feedback form and drop it at the designated Suggestion Box of the service unit
How feedback is processed	The Suggestion Box is regularly opened, compiled and recorded by the concerned office. Feedback requiring answers are forwarded to the concerned office/personnel and they are required to answer within ten (10) working days from the receipt of the feedback.
How to file a complaint	Answer the customer feedback form and write your complain under the space provided for Comments/Suggestions/Complaints/Compliment
How complaints are processed	Upon opening of the Suggestion Box, all complaints will be forwarded to the Chief of the concerned office or the next higher position for evaluation and investigation.
Contact Information of PS-PhilGEPS	PS-DBM: ( <a href="mailto:agency@ps-philgeps.gov.ph">agency@ps-philgeps.gov.ph</a> ; <a href="mailto:supplier@ps-philgeps.gov.ph">supplier@ps-philgeps.gov.ph</a> ) PCC: 8888 Whistleblower Line: +639190719400



## VII. List of Offices

Office	Address	Contact Information
<b>Head Office:</b>		
<b>PS-DBM</b>	RR Road, Cristobal St., Madrigal Compound, Paco, Manila	8689-7750 8689-7751
<b>PhilGEPS</b>	Arcache Bldg. Gen. Solano St. Corner Nepomuceno St. San Miguel Manila	8640 6906 to 09
<b>Regional Offices:</b>		
<b>BAGUIO</b>	PS-DBM-CAR NO.8 Gen. F. Segundo St. Brgy. Legarda-Burnham Baguio City	(074) 443-4702 (074) 443-3461 (074) 446-8139 F
<b>LA UNION</b>	PS-DBM RO I Government Center Sevilla San Fernando , La Union	(072) 888-3352 (072) 888-3038 (072) 888-5887 F
<b>TUGUEGARAO</b>	PS-DBM-RO II Regional Government, Center Carig, Tuguegarao City	(078) 844-1338 (078) 304-245 (078) 396-0633 F
<b>PAMPANGA</b>	PS-DBM-RO III Regional Government Center Maimpis, San Fernando City Pampanga	(045) 455-2486 (045) 455-2486 (045) 455-2485F
<b>LEGAZPI</b>	PS-DBM-RO V Lakandula Drive, Cogon, Legazpi City	(052) 482-0173 (052) 482-0677F
<b>CEBU</b>	PS-DBM- RO VII Sudlon (Near Eco-Tech Ctr. ) Lahug , Cebu City	(032) 236-4643 (032) 236-2597 (032) 414-8204 F



<b>TACLOBAN</b>	PS-DBM RO VIII Brgy. 77 , Villa Ruiz Marasbaras , Tacloban City	(053) 321-2327  (053) 523-1067 (053) 325-7848 F
<b>CAGAYAN DE ORO</b>	PS-DMB-RO X Zone I, National Highway Bulua, Cagayan De Oro City	(088) 350-1794 (088) 856-3719 loc. 202 (088) 880-6144 (088)856-3719 loc. 205
<b>DAVAO</b>	PS-DBM-RO XI Km. 3, Mac Arthur Highway Matina, Davao City	(082) 297-4321 (082) 297-3323 (082) 285-0727 F
<b>KORONADAL</b>	PS-DBM-RO XII Brgy. Morales , Koronadal City	(083) 228-9788 (083) 228-9788  (083) 228-8357F
<b>BUTUAN</b>	PS-DBM-RO XIII JP Rosales Avenue, Butuan City	(085) 342-1227 (085) 342-1258 (085) 341-4878
<b>Sub-Depots:</b>		
<b>BONTOC</b>	BONTOC PROVINCIAL HOSPITAL Bontoc, Mt. Province	CP# 0949-7956614
<b>PUERTO PRINCESA</b>	CITY COLISEUM Barangay San Pedro Puerto Princesa City	(048) 434-0548 CP # 09151962595 CP# 09151777739
<b>BACOLOD</b>	PROCUREMENT SERVICE DEPOT-Negros Occidental Cottage Road, Barangay 9, Bacolod City	(034) 433-7138 CP#: 09150528584
<b>BILIRAN</b>	PROVINCIAL CAPITOL General Services Office Calumpang , Naval , Biliran	(053) 500-4116



<b>BORONGAN</b>	CAPITOL BUILDING Barangay Alang-Alang , Borongan City	(055) 560-9352
<b>CALBAYOG</b>	CALBAYOG CITY NEW PUBLIC MARKET Barangay Bagacay , Calbayog City	(055) 301-1338
<b>CATARMAN</b>	New Provincial Capitol Compound Barangay Dalakit, Catarman Northern Samar	CP # 09278411146 (055) 251-8100F (055) 500-9553
<b>MAASIN</b>	Provincial Engineering Office Capitol Compound Maasin City	CP # 09179595891 (053) 570-8680
<b>ZAMBOANGA CITY</b>	Legionaire St. Zone 4 Zamboanga City (Near LTO) In front of Brgy Hall of Zone 4	(062) 991-2185 (062) 992-4315
<b>ZAMBOANGA SIBUGAY</b>	Provincial Government of Ipil Brgy. Sanito, Zamboanga Sibugay	CP # 09176760004 (062) 333-5469
<b>BUKIDNON</b>	New Valencia City Integrated Bus Terminal Bus Terminal Complex Hagkol Valencia City	(088) 828-2031
<b>CAMIGUIN</b>	PROVINCIAL CAPITOL Mambajao , Camiguin	(088) 387-0162 (088) 387-0575
<b>MISAMIS OCC. OROQUIETA</b>	PROVINCIAL CAPITOL Oroquieta City	(088) 531-0135 (088) 531-0609



<b>MISAMIS ORIENTAL</b>	PROVINCIAL CAPITOL Prov'l Booking Center Capitol Compound, Luna St. Cagayan De Oro City	(088) 22-726-584
<b>SURIGAO DEL NORTE</b>	CAPITOL COMPOUND Capitol Surigao City	(086) 231-6714 (086) 231-6714
<b>MINDANAO HUB</b>	Piaping Itum, Macabalan, Cagayan de Oro City	(088) 859-0003 CP# 09972802628