

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: Procurement Service - PhilGEPS
 (2) Name of Service: Platinum Application to Issuance of Platinum Membership Certificate
 (3) Responsible Delivery Units / Processing Units: PhilGEPS Customer Service

(4) Identified Client/Customer(s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
Merchants / Suppliers	25,488 platinum processed	N/A

(Note: can be provided I separate sheet)

CRITERIA	STATUS OF 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	22 Steps Activity 1: Intention to Upgrade to Platinum (4 steps) Activity 2: Platinum Application (8 steps) Activity 3: Validation of Application (3 steps) Activity 4: Approval / Disapproval of Platinum Application (2 steps) Activity 5: Payment Facilitation (3 steps) Activity 6: Processing and Issuance of Platinum Certificate (2 steps)	14 Steps Activity 1: Platinum Application (7 steps) Activity 2: Validation of Application (3 steps) Activity 3: Approval / Disapproval of Platinum Application (2 steps) Activity 4: Payment Facilitation or Payment Approval (1 step) Activity 5: View / Print / Download Certificate (1 step) <u>See Attached Citizen's Charter below (page 4).</u>	At least 20% reduction of number of steps	36.36% reduction of number of steps

2. Turnaround Time (TAT)²	5 working days <i>(from Application, Validation of Documents to Approval / Disapproval)</i> 5 to 10 mins. <i>(Cashier Payment, Processed, Issuance and Email Platinum Certificate)</i> 1 to 2 working days <i>(Land Bank Payment and Merchant email Oncoll Payment Slip)</i>	Within 3 Working Days <i>(from Application, Validation of Documents to Approval / Disapproval to Approval of Payment)</i> 5 to 10 mins. <i>(Cashier Payment)</i> Included in within 3 Working Days <i>(Land Bank Payment)</i>	Complete the transaction within 15 days	For Land Bank payment: Once the Cashier receives the Collection Report from Land Bank, she will forward it to CS for the verification of the merchant's payment. Check payments will still undergo 3 banking days for clearing.
3. Number of Signatures³	NONE	NONE	Reduce to three (3) signatures	System generated certificate, no signature required. Quick Response (QR) Code appeared in the certificate.
4. Number of required documents	6 1. Business Registration Certificate <i>(DTI/SEC/CDA)</i> 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate 4. Audited Financial Statements 5. Philippine Contractors Accreditation Board <i>(PCAB)</i> license and registration (if applicable) (abovementioned requirements are Class A documents stated in RA9184) 6. PhilGEPS Sworn Statement	6 1. Business Registration Certificate <i>(DTI/SEC/CDA)</i> 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate 4. Audited Financial Statements 5. Philippine Contractors Accreditation Board <i>(PCAB)</i> license and registration (if applicable) (abovementioned requirements are Class A documents stated in RA9184) 6. PhilGEPS Sworn Statement	Reduction of required documents, OR simplification of forms	Required documents depend on their Form of Organization and IRR of RA9184 (Government Procurement Reform Act) requirements. Form of Organizations: 1. Single Proprietorship 2. Corporation 3. Partnership 4. Cooperative 5. Individual Local or Foreign Consultant 6. Foreign – Company / Corporation If the Business Category is Infrastructure, then PCAB license is required.
5. Transaction Costs				
5.1 Primary transaction cost/fees	Php5,000.00	Php5,000.00	__% reduction of number	Inclusive of Documentary

	(Platinum Membership Certificate)	(Platinum Membership Certificate)	of fees paid	Stamp Tax of Php30.00.
5.2 Other transaction costs	Php25.00 or Php50.00 (Land Bank Interbranch)	Php25.00 or Php50.00 (Land Bank Interbranch)	___% reduction of number of other transaction fees paid	Land Bank Policy
6. Substantive Compliance Costs	N/A	N/A	___% reduction of substantive compliance cost	N/A
7. Client/Citizen Satisfaction Results	Walk-In - 710 Poor (2) – 0.28% Good (23) – 3.24% Very Good (184) – 25.92% Excellent (501) – 70.56% Online Feedback <i>(not available for the year 2018)</i>	Overall Rate Walk-In – 3,483 Online Feedback – 1,202 Total = 4,685 Fair – 7 = 0.15% Good – 175 = 3.74% Very Good – 975 = 20.81% Excellent – 3,528 = 75.30%	Client/Citizen Satisfaction Rating	Rating is combination of Excellent and Very Good Rating (Overall Rating)

Prepared by: _____

Brian N. Gerona

PMO V, PhilGEPS-CS

28 August 2020

Approved by: _____

Rosa Maria M. Clemente

Director IV, Authorized Signatory

28 August 2020

¹Department/Agencies may reproduce this sheet for each critical service as needed.

²Follow R.A. 11032 – 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2018 status.

³Follow R.A. 11032 – reduce to three (3) signatures; including initials.

⁴Reduction of required documents, OR simplification of forms.



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.”		
Division / Section:	PhilGEPS - Customer Service			
Classification:	Simple			
Type of Transaction:	Platinum Application to Issuance of Platinum Membership Certificate			
Who may avail:	Merchants / Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Business Registration Certificate (DTI/SEC/CDA)</div> <div>2. Mayor's or Business Permit or its equivalent document</div> <div>3. Tax Clearance Certificate (for Bidding Purposes)</div> <div>4. Audited Financial Statement (should be Stamped Received by BIR or any affiliated Bank)</div> <div>5. Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable)</div> <div>6. PhilGEPS Sworn Statement</div>		<div>1. Business Registration Office or DTI / SEC / CDA Office</div> <div>2. City / Municipal Hall</div> <div>3. Bureau of Internal Revenue Office / Revenue District Office</div> <div>4. 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.</div> <div>5. Philippine Contractors Accreditation Board (PCAB) Office</div> <div>6. PhilGEPS Website (downloadable)</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>Step 1: Platinum Application</div> <div><div>• Merchant goes to MPhilGEPS website</div><div>• Click "Log In" then follow the Login instructions</div><div>• 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")</div><div>• Fill out the Platinum Application Form</div><div>• Tick the check box to certify that the information is true and accurate</div><div>• Select Mode of Payment whether to pay through PhilGEPS Cashier or Oncoll Payment through any Landbank branch</div><div>• Click "Submit for Approval" button</div></div> <div>Step 5: View / Print / Download Certificate</div> <div><div>• Once merchant received the Approval Notification, follow the instruction on how to View / Print / Download their Platinum Membership Certificate</div></div>	<div>Step 2: Validation of Application</div> <div><div>• Log in to MPhilGEPS website</div><div>• Received Platinum Applications under Pending Task</div><div>• Reviews the documents uploaded by the Merchant in their Platinum Application</div></div> <div>Step 3: Approval / Disapproval of Platinum Application</div> <div><div>• PhilGEPS Administrator approves / disapproves application of Merchant</div><div>• If approved, proceed for the approval of payment.</div><div>• If disapproved, provide reasons for disapproval and submit</div></div> <div>Step 4: Approval of Payment</div> <div><div>• 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 Paltinum Membership Certificate using their MPhilGEPS account in PhilGEPS website.</div></div>	<div>Php5,000.00</div> <div>(Platinum Membership Certificate)</div> <div>Php25.00 or Php50.00</div> <div>(Land Bank Interbranch)</div> <div>Inclusive of Documentary Stamp Tax of Php30.00.</div>	<div>Within</div> <div>3 working days</div> <div>(from Application, Validation of Documents to Approval / Disapproval and Payment Approval)</div>	<div>Customer Service (PMO)</div>