PROCUREMENT SERVICE - DEPARTMENT OF BUDGET AND MANAGEMENT (PS-DBM)

CITIZEN'S CHARTER 2024
2nd Edition

FOREWORD

The Procurement Service of the Department of Budget and Management (PS-DBM) is the central procurement arm of the Philippine government for Common-Use Supplies and Equipment (CSE). Through the procurement of CSEs from the right source, with the right quantity, quality, price, and at the right time and delivery, PS-DBM contributes to government's efficient public service and the country's economic development anchored on DBM's Agenda for Prosperity.

With more than 45 years of experience in procurement and service, PS-DBM remains a steadfast partner of the government through diligent adherence to statutory requirements that guarantee delivery of excellent goods and customer service that are responsive to the needs of its clientele.

The Citizen's Charter provides the detailed internal and external services of the agency, as it commits to continuously enhance its policies, processes and procedures that bring about the best outcome for the benefit of all its stakeholders. These are aimed at cultivating a procurement environment that is fair, just and competitive - especially in this age of procurement and digital transformation. This Document also embodies the service standards upheld by PS-DBM's highly competent supply chain professionals.

The PS-DBM Citizen's Charter outlines the agency's commitment to excellent public service as part of its dedicated effort to make government acquisition steadily competitive, effective, efficient, transparent and accountable.

Signature Redacted

DENNIS S. SANTIAGO
Executive Director V, Procurement Service - DBM

I.   <u>MANDATE:</u>

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 equipment 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 PhilGEPS.

II. <u>VISION</u>

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

III. <u>MISSION</u>

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. <u>SERVICE PLEDGE</u>

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.

V. <u>QUALITY POLICY AND OBJECTIVES</u>

We, in the Procurement Service - Department of Budget and Management (PS-DBM), are committed to being the trusted and preferred procurement partner of the Philippine public sector by:

P – providing quality, economical, efficient, and sustainable procurement of Common-Use Supplies and Equipment (CSE).
S – satisfying applicable statutory and regulatory requirements
D – developing competent personnel
B – building trust and strong partnership with stakeholders
M – managing PhilGEPS effectively

PS-DBM aims to continuously improve the efficiency and effectiveness of our Quality Management System.

Produkto at Serbisyo para sa Diyos, Bayan at Mamamayan

Accordingly, the Quality Policy and Objective show that PS-DBM commits to satisfy customer requirements and continually improve the quality management system.

LIST OF SERVICES

EXTERNAL SERVICES

1. Red Membership Registration

Office/Division:	PhilGEPS - Customer Service (CS)
Classification:	Simple
Type of Transaction:	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
Who may avail:	Merchants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following documents stated below: 1. Business Registration Certificate (e.g. DTI/SEC/CDA) 2. Mayor's or Business Permit or its equivalent document 3. Bureau of Internal Revenue - Certificate of Registration (BIR-COR) 4. Curriculum Vitae / Resume (for Individual Local/Foreign Consultant) 5. Professional Regulation Commission (PRC) Identification Card (for Individual Local Consultant)	1. Business Registration Office 2. City / Municipal Hall 3. Bureau of Internal Revenue Office 4. It's an individual responsibility to provide a summary of their experience, training/s, qualifications, and academic background including their degrees, research, awards, teaching experience, etc. 5. Professional Regulation Commission Office - PRC ID proves that they are registered professionals in the Philippines.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Getting Started: Username Creation *(4 steps)* **Step 1:** Go to www.philgeps.gov.ph. **Step 2:** Click "Sign Up" then select Merchant Registration. **Step 3:** Fill out the Online Registration Form. **Step 4:** Click the "Send OTP to Email" button. • Merchants will check their registered	**Activity 3: Approval / Disapproval of Red Membership Application** *(2 steps)* In the Pending Task page, click the number link corresponding to Pending Red Registration Approval. **Step 11:** 1) If APPROVED, the Administrator will click the "Approve" button. 2) The system will automatically send out Approval Notification to	N/A	One (1) working working day	PMO

email to get the One Time Pin (OTP). (OTP is valid for 5 minutes only) • Fill in the OTP Verification field. Successful Verification will proceed to the Login page. **Activity 2: Red Membership Application** *(6 steps)* **Step 5:** Proceed to the Login page then log in as Merchant. **Step 6:** Click the "Apply for Red Registration" icon from the Pending Task page. **Step 7:** Fill out the Registration Form for additional details of their business. **Step 8:** Click the "Browse" button to upload supporting documents as proof of business existence or expertise (for Individual Local/Foreign Consultant). **Step 9:** Tick the check box to certify that the information is true and accurate. **Step 10:** Click the "Submit" button.	the registered email of the contact person. **Step 12:** 1) If DISAPPROVED, the Administrator will indicate the Reason for Disapproval in the Comment text box then click the "Reject" button. 2) The system will automatically send out Disapproval Notification to the registered email indicating the Reason for Disapproval.			
	TOTAL	**N/A**	**1 working day**	

2. Platinum Membership Application

Office/Division:	PhilGEPS - Customer Service (CS)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Merchants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following documents stated below are applicable for both Local and Foreign Businesses: 1. Business Registration Certificate (e.g. DTI/SEC/CDA) 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate (for Bidding Purposes)	1. Business Registration Office 2. City / Municipal Hall 3. Pursuant to Executive Order No. 398 - must be issued by the Collection Division under Revenue Regional Offices or Large Taxpayers-Collection Enforcement Division/Large Taxpayers Division-Davao/ Large Taxpayers Division-Cebu or Accounts Receivable Monitoring Division under Bureau of Internal Revenue where the taxpayer applicant is currently and duly registered.
4. Audited Financial Statement (should be Stamped Received by BIR or any affiliated Bank)	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.
5. Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable)	5. Philippine Contractors Accreditation Board (PCAB) Office
6. PhilGEPS Sworn Statement	6. PhilGEPS website (downloadable)
For Individual Local/Foreign Consultant: (Public Bidding) 1. Curriculum Vitae / Resume	*For Individual Local/Foreign Consultant: (Public Bidding)* 1. It's an individual responsibility to provide a summary of their experience, training/s, qualifications, and academic background including their degrees, research, awards, teaching experience, etc.
2. PhilGEPS Sworn Statement	2. PhilGEPS website (downloadable)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Platinum Application *(7 steps)* **Step 1:** Go to www.philgeps.gov.ph **Step 2:** Click "Log In" then follow the Login instructions. **Step 3:** In the Pending Task page, click the number across "Upgrade Platinum Registration" or Click the "Menu" icon on the top left portion of the screen, select "Organization" then "Upgrade to Platinum". **Step 4:** Fill out the Platinum Application Form and upload the relevant and valid documents. **Step 5:** Tick the check box to certify that the information entered is true and accurate. **Step 6:** Select Mode of Payment, whether to pay through Oncoll (any Landbank branch) or Pay Online (using the Landbank eBizPortal).	**Activity 2: Evaluation of Application** *(3 steps)* **Step 8:** Log in to the PhilGEPS website. **Step 9:** In the Pending Task page, click the number link corresponding to Pending Platinum Registration Approval. **Step 10:** Review the documents uploaded by the Merchant in their Platinum Application. **Activity 3: Approval / Disapproval of Platinum Application** *(2 steps)* **Step 11:** PhilGEPS Administrator approves / disapproves application of Merchant. **Step 12:** If APPROVED, proceed for the approval of payment. If DISAPPROVED, provide reasons for disapproval and submit. The system will automatically send out Notification to the registered email indicating the Reason for Disapproval.	Php 5,030.00 Platinum Membership Certificate (inclusive of Documentary Stamp Tax - Php 30.00) Note: with additional convenience fee for the Online Payment that varies based on payment outlet	Within three (3) working working days (from Application, Evaluation of uploaded Documents to Approval / Disapproval, to Approval of Payment)	PMO
Step 7: Click the "Submit for	**Activity 4: Payment Approval** *(1 step)*			

Approval" button. **Activity 5: View / Print / Download Certificate** *(1 step)* **Step 14:** Once merchants receive the: a. Approval Notification, they can follow the instructions on How to View / Print / Download their Platinum Membership Certificate. b. Disapproval Notification, the merchant will have to correct their entries based on the reason for disapproval then once done, re-submit their platinum application.	**Step 13:** Approve payment then submit. 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 account in the PhilGEPS website.			
	TOTAL	**Php 5,030.00**	**3 working days**	

3. Government Agency Registration

Office/Division:	PhilGEPS - Customer Service (CS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Government Agency Registration Form 2. One (1) Valid Government / Agency Issued ID of the Authorized Representative	1. PhilGEPS website (downloadable) 2. Any identity document that may be used to prove a person's identity.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Getting Started: Download Government Agency Registration Form *(3 steps)* **Step 1:** Go to www.philgeps.gov.ph **Step 2:** Click "About" and select "Download" **Step 3:** Under File Name column, click the link corresponding to Agency Registration Form to download the form. **Activity 2: Agency Registration Application** *(2 steps)* **Step 4:** Complete the Registration Form duly signed by the Head of the Procuring Entity or the Authorized Representative together with one (1) Valid Government / Agency Issued ID. **Step 5:** Once filled out, send the accomplished Agency Registration Form to agency@ps-philgeps.gov.ph.	**Activity 3: Processing of Agency Registration Application by Procurement Management Officer (PMO)** *(2 steps)* **Step 6:** 1) If the received Agency Registration Form has complete information, the PMO Staff will acknowledge the email. 2) If not, the PMO will respond to the email and ask to complete the information or provide the necessary details. **Step 7:** 1) If the Agency is already registered, the PMO Staff will only Create New Contact. 2) If not, agency registration will be processed by the PMO Staff	N/A	Within three (3) working days upon acknowledgement	PMO
	TOTAL	**N/A**	**3 working days**	

4. Resolve Issues and Concerns Reported by PhilGEPS Customer Service or Marketing and Sales Division

Office/Division:	e-Government Procurement Development and Operations Division
Classification:	Simple to Highly Technical
Type of Transaction:	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
Who may avail:	Citizen, Government Agencies and Merchants (Course through CS or MSD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The PhilGEPS-CS or MSD provides the following: 1. Contact name 2. Email address 3. Contact number 4. Details of issues, including screenshots (if applicable).	PhilGEPS-CS or MSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: The PhilGEPS-CS or MSD sends the reported issues or concerns via the EGP/Virtual Store Service Desk email. **Step 5:** Receives the status of resolution of the reported issues or concerns from the EGP/Virtual Store Service Desk email. **Step 6:** Provide feedback to the attached link in the email.	**Step 2:** The ITO/ISA logs the issues or concerns in the EGP Incident Management tool to automatically acknowledge the email, and classifies into severity levels: a.) **Simple** - refer to issue(s)/concern that pertains to account information (e.g. reset, force logout, etc.). b.) **Complex** - refer to issue(s)/concern that has available fixes/workarounds or has readily available scripts. c.) **Highly Technical** - refer to issue(s)/concern that has no available fixes/workarounds,	N/A	Simple: 3 working days Complex: 7 working days Highly Technical: 20 working days	ITO/ISA

	requires in-depth study or has no readily available scripts **Step 3:** The issue(s)/concern is processed by the designated ITO/ISA. **Step 4:** Once resolved, the ITO/ISA provides status of resolution to the CS or MSD, with annotations to acknowledge receipt of the notification; otherwise, if no acknowledgement is received within two (2) business working days, the reported issue/concern shall be deemed accepted and the status of the report shall be updated to "Completed".			
	TOTAL	**N/A**	**3 to 20 working days**	

5. Generate Requested Procurement Reports and Data

Office/Division:	e-Government Procurement Development and Operations Division
Classification:	Simple to Highly Technical
Type of Transaction:	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government
Who may avail:	Government Agencies, Merchants, Citizen, and Civil Society Organizations (CSO) (Course through CS and/or FOI Committee)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
The PhilGEPS-CS or FOI Committee provides the following: 1. Contact name 2. Email address 3. Contact number 4. Details of requested report, including preferred/suggested template	PhilGEPS-CS or FOI Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: The CS, oversight agencies, and/or FOI Committee sends the request via the EGP Service Desk email. **Step 5:** Receives the requested report from the EGP Service Desk email. **Step 6:** Provide feedback to the attached link in the email.	**Step 2:** The ITO/ISA logs the request in the EGP Request Fulfilment tool to automatically acknowledge the email, and classifies into severity levels: a.) **Simple** - refer to issue(s)/concern that pertains to account information (e.g. reset, force logout, etc.). b.) **Complex** - refer to issue(s)/concern that has available fixes/workarounds or has readily available scripts. c.) **Highly Technical** - refer to issue(s)/concern that has no available fixes/workarounds, requires in-depth study or has no readily available scripts			

	Step 3: The request is processed by the designated ITO/ISA. **Step 4:** Once facilitated, the ITO/ISA provides the requested report to the CS, oversight agencies and/or FOI Committee, with annotations to acknowledge receipt of the notification; otherwise, if no acknowledgement is received within two (2) business working days, the requested procure shall be deemed accepted and the status of the report shall be updated to "Completed".	N/A	Simple: 3 working days Complex: 7 working days Highly Technical: 20 working days	ITO/ISA
	TOTAL	**N/A**	**3 to 20 working days**	

6. Sale of Bidding Documents

Office/Division:	Bids and Awards Committee (BAC) Secretariat
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Prospective Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment 2. Official Receipt (of the price stated in the bidding documents)	1. BAC Secretariat 2. Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Fills out an Order of Payment form provided by the BAC Secretariat specifying the details of the bidding documents to be purchased and proceed to the cashier's office for payment	**Step 2:** Provide a copy of Order of Payment to the Bidder.	<table><tr><td>Approved Budget for the Contract</td><td>Maximum Cost of Bidding Documents (in Philippine Peso)</td></tr><tr><td>500,000 and below</td><td>500.00</td></tr><tr><td>More than 500,000 up to 1 Million</td><td>1,000.00</td></tr><tr><td>More than 1 Million up to 5 Million</td><td>5,000.00</td></tr><tr><td>More than 5 Million up to 10 Million</td><td>10,000.00</td></tr><tr><td>More than 10 Million up to 50 Million</td><td>25,000.00</td></tr><tr><td>More than 50 Million up to 500 Million</td><td>50,000.00</td></tr><tr><td>More than 500 Million</td><td>75,000.00</td></tr></table>	2 hours	Cashier Staff
Step 3: Pay the exact price of the bidding documents as indicated.	**Step 4:** Issue the copy of the bidding document once the bidder presents the receipt to the BAC Secretariat.			BAC Secretariat
	TOTAL	**Please refer to the Table Matrix**	**2 hours**	

7. Processing of Retail Store CSE Items Purchased by Government Employees

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government,
Who may avail:	All Government Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Retail Procurement Request Order Form(RPROF) 2. Payment (Cash) 3. One (1) Valid Government Agency Issued ID of the Authorized Representative	1. PS- PhilGEPS website (downloadable) PS Retail Store 2 Government Employee Resources 3. Any identity document that may be used to prove a person's identity.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit filled out Retail Procurement Request Order Form(RPROF) with attached photocopy of government agency ID	**Step 2:** Receive Order Form to: check the validity and completeness of the documents	N/A	5 minutes	PMO
	Step 3: Assign NTD No. and prepare the Sales Order		10 minutes	PMO
Step 4: Pay the amount and receive the Official Receipt (OR)	**Step 5:** Issuance of OR upon payment		10 mins	Cashier
Step 6: Claim the CSE items from the Retail Store or WADD personnel	**Step 7:** Issuance of PS-Delivery Receipt		10 mins	PMO
	TOTAL	N/A	35 minutes	

8. CSE Items Ordering through Virtual Store (VS)

Office/Division:	Marketing and Sales Division				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All Government Agencies				

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Buyer Coordinator Registration Form 2. Uploaded APPCSE 3. e-Wallet Fund			1, PS- PhilGEPS website (downloadable) 2. mPhilGEPS Virtual Store platform 3 Government Agency Fund Resources		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to mPhilGEPS Facility and access the Virtual Store (VS) platform **Step 2:** Select CSE items from the catalogue		N/A	10 mins	Client using VS online facility
Step 3: Submit printed copy of scheduled appointment from OAP platform and VS Receipt or Order Confirmation Receipt	**Step 4:** Receive OAP & VS Receipt and endorse to WADD		5 mins	PMO
Step 5: e-Wallet funding 5.1 Issue check payment 5.2 LDDAP-ADA Deposit Slip	**Step 6:** Issue order payment form. Validate the transaction details and payment **Step 7:** Issue Official Receipt (OR)		10 mins	PMO Government Agencies
Step 8: Answer the Client Satisfaction Measurement Survey (CMS) by filling out thru QR Code and on manual print out			5 mins	Government Agencies
Step 9: Wait for the copy of PS-Delivery Receipt (PS-DR) and proceed to WADD for the release of CSEs ordered items	**Step 10:** Issuance of WADD Queuing Nos. and PS-DR		15 mins	PMO (WADD/MSD)
	TOTAL	**N/A**	**45 minutes**	

9. Scheduling of Appointment at PS Main Office in the Online Appointment Portal (OAP)

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Printed OAP Confirmation Schedule 2. Order Confirmation for VS Pick-up Transaction	1, PS- PhilGEPS website (OAP Facility) 2. mPhilGEPS Virtual Store platform

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Access PS-DBM website www.ps-philgeps.gov.ph, select OAP button and login validated credentials.	**Step 2:** Validate the registration for PS Main government agencies	N/A	5 mins	Walk-in PS Main Client
Step 3: Select date of appointment, input agency's detail, upload relevant documents and print	**Step 4:** Generate OAP Daily Report		10 mins	Walk-in PS Main Client
Step 5: Receive email system notification confirming scheduled appointment			5 mins	PS System Generated
	TOTAL	**N/A**	**20 minutes**	

10. APP-CSE Uploading and Approval through the mPhilGEPS Facility

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Buyer Coordinator Registration Form 2. APP-CSE Form (excel and pdf format)	1, PS- PhilGEPS website (Download) 2. mPhilGEPS APP-CSE facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Agency APP-CSE uploader: Login to mPhilGEPS facility www.philgeps.gov.ph		N/A	5 min	Client using mPhilGEPS online facility
Step 2: Select the APP-CSE button and download the form for current year			5 mins	
Step 3: Fill out and upload the APP-CSE form as excel file			15 mins	
Step 4: Agency approver: View uploaded APP-CSE and approve the APP-CSE by attaching signed file in pdf format			15 mins	
	TOTAL	**N/A**	**40 minutes**	

11. Processing of Sales Return

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sales Return Form 2. PS Delivery Receipt (proof of purchase)	1. PS- PhilGEPS website (Download) 2. Issued PS-DR from PS Warehouse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Download and fill out the Sales Return Form, and submit the following: - Signed Sales Return Form - PS Delivery Receipt - Item/s for Return	**Step 2:** Validate the completeness of the documents and route to Inspection Division (ID)	N/A	20 mins	PMO (MSD)
	Step 3: Inspect the item/s and provide recommendation		10 mins	PMO (ID)
Step 4: Receive the same item/s or the item replacement or refund	**Step 5:** For item replacement, WADD issues PS-Delivery Receipt for refund, CD will revert back equivalent amount on agency e-Wallet balance		30 mins	PMO (WADD/CD)
	TOTAL	**N/A**	**1 hour**	

12. Registration to Procure Airline Tickets via the Government Fares Agreement (GFA)

Office/Division:	Marketing and Sales Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Fares Agreement - Memorandum of Agreement and Registration (GFA-MOA-R)		1, PS-PhilGEPS website (Download)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Access PS-DBM website www.ps-philgeps.gov.ph, and go to Download Tab, find the GFA-MOA-R form and download the file (excel format).		N/A	1 working day	Client using GFA program
Step 2: Read the form and fill-out all the blank boxes and spaces in the downloaded form		N/A		
Step 3: Seek approval and signature of the client-agency's authorized representatives		N/A	1-2 working days	
Step 4: Submit the four (4) original copies of the duly signed and completed GFA-MOA-R to PS-DBM Main Office - General Services Division (GSD) for DMS.	**Step 5:** Review and check the completeness of the submitted forms.	N/A	1 working day	Client using GFA Program GSD (Staff)
	Step 6: GSD shall forward the GFA-MOA-R to MSD-GFA Helpdesk	N/A		GSD (Staff) MSD-GFA Helpdesk

	Step 7: Complete submission shall be forwarded to the Head of MSD for signing.	N/A		MSD-GFA Helpdesk MSD Chief
	Step 8: Signed form shall be forwarded to PS-DBM Legal Division for review and recommendation to the PS-DBM signatory	N/A	1 working day	MSD-GFA Helpdesk PS Legal Division (LD) staff
	Step 9: Signing of GFA-MOA-R	N/A	1-2 working days	Authorized Representative
	Step 10: Duly signed GFA-MOA-R shall be forwarded to the GSD for notarial service. Notarized GFA-MOA-R shall be returned to MSD-GFA Helpdesk	N/A	1 working day	MSD-GFA Helpdesk GSD (staff)
	Step 11: Agency is informed to pick-up a copy of the GFA-MOA-R duly signed and notarized. The Agency is notified that it shall proceed with its initial deposit to its account under GFA .	N/A		MSD-GFA Helpdesk

Step 12. Retrieve GFA-MOA-R copies from MSD-GFA Helpdesk and proceed to the PS Cashier for the issuance of OR			1 working day	Client using GFA program (Walk-in)
	Issuance of OR			PS Cashier Section
Step 13. Return copies of the GFA-MOA-R with initial deposit and stamp as paid to MSD	Coordination with Airline partners	N/A		Client using GFA program (Walk-in) MSD (GFA Helpdesk Team)
	Airline partners to create a new account and transfer fund based on the initial deposit of the client-agency An email notice shall be sent to the client-agency and MSD-GFA Helpdesk that includes account login credentials to access the airline's portal and start purchasing air travel tickets.	N/A	5 working days	GFA Airline Partners MSD (GFA Helpdesk Team)
	TOTAL	**N/A**	**14 to 16 working days**	

13. Inspection of Common Use Supplies and Equipment (CSE)

Office/Division:	Inspection Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Merchants and Government Accredited Testing Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Forms: 1. Request for Inspection(RFI) 2. Merchant's Delivery Receipt(SDR) 3. Purchase Order(PO) 4. Inspection and Evaluation Report(IER) 5. Inspection and Certification of Acceptance Report(ICAR) 6. Rejection Notice(RN) 7. Sample Withdrawal Form(SWF) 8. Endorsement Letter	1. Procurement Service - Inspection Division 2. Procurement Service - Warehousing and Delivery Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Step 1: Inspection and evaluation of the actual delivery from the merchant Inspection staff receives the random samples taken from the delivery and record in the log sheet	N/A	3 minutes	PMOIC/ Inspector
	Once SWF is received, Procurement Management Officer In-Charge (PMOIC) conducts preliminary inspection and evaluation (Physical & Visual inspection) of the actual item against the required Technical Specifications		24 hours	

	Step 2: Preparation of Inspection and Evaluation Report (IER) If the delivery passed the physical & visual inspection and evaluation of the actual item, and does not requires GATC testing, PMOIC prepares IER **(proceeds to step 7)**		9 minutes	PMOIC/ Inspector
	If the delivery fails to comply with the required technical specifications, PMOIC prepares IER showing non-compliance **(proceed to step 7)**			
	If the item delivered requires GATC testing, PMOIC prepares partial IER **(proceed to step 3)**			
	Step 3: Preparation of Endorsement Letter PMOIC prepares Endorsement Letter for testing then sends to merchant & Government Accredited Testing Center (GATC) through email		9 minutes	PMOIC/ Inspector
Step 4: Payment of testing fee to GATC	PMOIC receives a copy of Official Receipt (OR) issued by the GATC	The merchant shall pay for the testing fee at GATC and sends the Official Receipt to PMOIC	2WD	PMOIC/ Inspector & merchant

	Step 5: Submission of samples for testing at GATC PMOIC sends sample to GATC		2 WD - within Metro Manila 3 WD - outside Metro Manila	PMOIC/ Inspector
	PMOIC waits for the Test Report from GATC		Simple: 1 month Complex: 2 months	
	Step 6: Evaluation of Test Report from GATC PMOIC evaluates Test Report from GATC against the required technical specifications		4 minutes	PMOIC/ Inspector & ID Chief
	If the item passed GATC testing, PMOIC accomplishes IER and forwards to ID Chief for approval **(proceed to step 7)**		7 minutes	
	If the item fails GATC testing, PMOIC accomplishes IER showing non-compliance and forwards to ID Chief for approval **(proceed to step 7)**		7 minutes	

			8 minutes	PMOIC/ Inspector
	Step 7: Preparation of ICAR/Rejection Notice If the item is compliant with the required technical specifications, PMOIC prepares ICAR		8 minutes	PMOIC/ Inspector
	If the item is non-compliant with the required technical specifications, PMOIC prepares Rejection Notice (RN)		10 minutes	
	TOTAL	N/A	**CSE with no GATC & compliant: 24 hrs & 50 minutes** **CSE with GATC & compliant: Simple - 1 month; Complex - 2 months** **CSE with no GATC but non-compliant: 24 hrs & 52 minutes** **CSE with GATC but non-compliant: Simple - 1 month; Complex - 2 months**	

14. Delivery of Goods

Office/Division:	Warehousing and Delivery Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Client Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OD Confirmation Number 2. PS-Delivery Receipt (PS-DR)	1. mPhilGEPS Virtual Store platform www.ps-philgeps.gov.ph 2. Procurement Service - Warehousing and Delivery Division;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Delivery				
Client agency processes order through mPhilGEPS Virtual Store platform.	**Step 1:** Generate the PS Delivery Receipt (PS-DR)	N/A	3 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 2: Review, approve, and sign the PS-DR	N/A	3 minutes per PS-DR	Division Chief, Warehousing and Delivery Division's
	Step 3: Record and print picklist per Warehouse Location	N/A	5 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 4: Prepare schedule of delivery	N/A	15 minutes per delivery schedule	Logistic Section Staff
	Step 5: Send Notice of Delivery to client-agency via email	N/A	10 minutes per delivery schedule	Logistic Section Staff
	Step 6: Gather and consolidate stocks per PS-DR to the staging area as per delivery schedule.	N/A	15-30 minutes per delivery schedule	Storekeepers

	Step 7: Check and load items to the PS-Delivery Truck	N/A	30 minutes-1 hour per delivery schedule/truck	Checker and Warehouseman
	Step 8: Deliver items to the client agencies as per route schedule.	N/A	2-6 hours	Driver/Warehouseman
	TOTAL	**N/A**	**3 hours and 21 minutes to 8 hours and 6 minutes per delivery schedule**	

B. Fastlane

Step 1: Client agency processes order through mPhilGEPS Virtual Store platform.		N/A		
Step 2: Submission of a copy of the OD Confirmation Number from the Virtual Store to MSD.	**Step 3:** Generate PS Delivery Receipt (PS-DR)	N/A	3 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 4: Review, sign, and approve PS-DR	N/A	3 minutes per PS-DR	Division Chief, Warehousing and Delivery Division's
	Step 5: Record and print picklist per Warehouse Location	N/A	5 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 4.Consolidate and gather stock per PS-DR to staging area as per delivery schedule	N/A	15-30 minutes per delivery schedule	Storekeepers

	Step 5. Check and load items in the Releasing Area to client agencies' vehicle.	N/A	30 minutes to 1 hour per PS-DR	Checker/ Warehouseman
	TOTAL	**N/A**	**56 minutes to 1 hour and 41 minutes per PSDR**	

15. Procurement of Common-Use Supplies and Equipment (CSE) by Client Agency through the Regional and LGU Depots

Office/Division:	Regional Operations Group – Depot Management Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Agency Procurement Request (APR) APP-CSE Payment (Cash, Check, LDDAP- ADA, Unutilized Funds)	www.ps-philgeps.gov.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit APR	1.1. Receives the APR. Check validity and completeness of documents and availability of items	N/A	5 minutes	PMO-In-Charge
	1.2. Assigns APR No. and prepare Sales Order, Delivery Receipt (DR)	N/A	30 minutes	PMO-In-Charge

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Step 2 Receive DR and pay the corresponding amount indicated in the Delivery Receipt (DR).	2.1. Payment/fund balance verification an issuance of OR	Amount to be paid as indicated in the DR	15 minutes	Cashier
Step 3. Receipt of Items as indicated in the DR	3.1. Release items from the warehouse as indicated in the DR	N/A	30 minutes	Storekeeper /Inspector
	TOTAL	**-**	**1 hour and 20 minutes**	

16. Receiving of Incoming Documents

This covers the receipts of incoming documents from external clients.

Office/Division:	General Services Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All Government instrumentalities; General Public; Business Community

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Client sends the documents to PS-DBM Office through personal delivery or mail/courier	**Step 2.** Checks appropriate details of sender and recipient.	N/A	5 minutes	Records Officer and/or Receiving Officer from GSD
	Step 3. Records Officer/Receiving Officer (RO) stamps the Receiving Copy of the client if personally delivered. If documents are received from courier, RO affixes the signature in the delivery receipt	N/A	5 minutes	Records Officer and/or Receiving Officer from GSD

	Step 4. RO scans the document/s and encode details in the Document Management System (DMS)	N/A	15 minutes	Records Officer and/or Receiving Officer from GSD
	Step 5. RO prints the DMS generated Acknowledgement Receipt (AR and returns the stamped Receiving Copy to the client together with the DMS printed AR.	N/A	5 minutes	Records Officer and/or Receiving Officer from GSD
Step 6. If personal delivery, the client receives the DMS generated Acknowledgement Receipt with the Receiving Copy as evidence of receipt.		N/A	5 minutes	Client
	Step 7. RO route the physical documents to the concerned recipients within the prescribed timeline based on DMS guidelines	N/A	1 hour	Records Officer and/or Receiving Officer from GSD
	TOTAL	**N/A**	**1 hour and 35 minutes**	

17. Processing of Payment for Goods and Services (Trade)

Office/Division:	Comptroller Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Checklist of Documentary Requirements for CSE Payment			Comptroller Division	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Step 1. Evaluates the completeness and correctness of the documents for preparation of the disbursement voucher (DV).	N/A	2 working days from receipt of documents from the Evaluator	Processor
	Step 2. Computes for the amount payable net of applicable taxes and other deductions (Warranty Retention and Liquidated Damages, if any) Prints the DV and other supporting documents (Tax Certificate, Summary of Delivery, Journal Entry Voucher, FACT Entry etc.) and routes it to the evaluator for updating the monitoring tool/file/database.	N/A	2.5 working days Disbursement Voucher (DV)	Processor
	Step 3. Routes the DV to the appropriate checker.	N/A	60 Minutes per DV	Evaluator
	Step 4. Evaluates the completeness and accuracy of the DV. Then submits the document to the evaluator for updating of the monitoring file/database.	N/A	2 working days from receipt of documents from the Evaluator	Checker

	Step 5. Forwards the DV to the authorized signatories: BOX A - ID BOX C - CD	N/A	2 working day	Evaluator BOX A Signatory BOX C Signatory
	Step 6. Receives the signed DV and assigns the List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) number. Forwards the DV with the assigned ADA number to the designated processor.	N/A	60 Minutes per DV	Evaluator
	Step 7. Prepare and print the ADA and Index of Payment. Encodes the journal entry into the ADA-DJ Masterfile then routes the ADA back to the evaluator for recording.	N/A	2 working days from receipt of documents from the Evaluator	Processor
	Step 8. Updates the monitoring tool/database for the receipt date and time and routes the documents back to the checker.	N/A	60 Minutes per ADA	Evaluator
	Step 9. Review and input initial on the LDDAP and sign the Index of Payment then forwards it to the evaluator.	N/A	2 working days from receipt of documents from the Evaluator	Checker
	Step 10. Updates the monitoring tool/database for the receipt date & time then routes the documents to the Chief Accountant for review and signature.	N/A	1 working day	Evaluator Chief Accountant

	Step 11. Updates the monitoring tool/database for the receipt date and time then routes the documents to the Cashier and other authorized signatories for the review and signature of DV and LDDAP-ADA.	N/A	60 minutes per ADA	Evaluator LDDAP-ADA Signatories : BOX D - PBD/AFG
	Step 12. Transmits the copy of the signed LDDAP-ADA to the Authorized Government Depository bank (AGDB) to credit the payment to the authorized bank account of the supplier.	N/A	1 working day	Cashier
	TOTAL	**N/A**	**15 working days**	

INTERNAL SERVICES

1. Request for System and Technical Support

Office/Division:	IT Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PS-DBM personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Name of Requestor
 	
2. Subject
 	
3. Details of Request
   - Type of Request
   - Request Details
   - Description
   - Attachment, if any
	IT - Service Request Assist (IT-SRA) portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

PS-DBM Personnel files a request to any of the following methods:
  1. Email;
  2. Chat through Google Hangouts;
  3. Phone Call; and
  4. Verbal Communication.
	The ITSD Support Team will advise the personnel/requestor to file the request through the IT-SRA portal.	N/A	5 minutes	ITSD Support Staff

Step 1. PS-DBM Personnel files a request through the IT-SRA Portal.	**Step 2.** The Head of the Maintenance and Support Unit reviews the request filed through the IT-SRA portal. 1. If the Approval Status is "Pending", the request will not yet be assigned/processed until such time that the request has been approved by the requestor's Division Chief/Approving Authority.	N/A	5 minutes	Head of ITSD Maintenance and Support Unit

	2. If the request has been approved by the requestor's Division Chief/Approving Authority or status is "Approved", the request shall be assigned to a Technical Support Staff.			
	Step 3. The Technical Support Staff accepts the request and shall take the appropriate action/s based on the request.		1 minute	Assigned Technical Support Staff
	Step 4. The assigned Technical Support Staff takes actions on the request, and updates the status once the request is resolved and completed.		Average Processing working days: 1. Simple: one (1) working day 2. Complex: two (2) working days	Assigned Technical Support Staff
	Step 5. The assigned Technical Support Staff informs the requestor on the status of the request.			Assigned Technical Support Staff
	TOTAL	**N/A**	**2 working days and 11 minutes**	

2. Issuance of Organization's Unified Accounts Code Structure (UACS) to the Newly Registered Government Agencies in the PhilGEPS

Office/Division:	IT Research and Planning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	e-GPDOD			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Batch of Migrate in Excel format		e-GPDOD		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1. The EGPDOD will send a list of newly registered agencies from the previous working working day requesting for the issuance of UACS through email	**Step 2.** ITRP will search the name of the agency from the reference number of UACS provided by DBM (https://uacs.gov.ph/). If doesn't exist, create UACS based from the prescribed format. **Step 3**. Provide the UACS in the list. **Step3.** if the table is complete, send it back to EGPDOD for migration.	N/A	1 hour	ITRPD staff
	Step 4. ITRP will log the newly created UACS to the UACS format sheet	N/A		ITRPD staff
TOTAL		**N/A**	**1 hour**	

3. Procurement of Goods through Competitive Bidding

Office/Division:	Bids and Awards Committee (BAC) I, II, and III
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Procurement Group Offices, other Functional Group offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BAC Assignment (Assignment of BAC-BAC I, BAC II, BAC III; Provisional Members; TWG-PD 7, PD 8, PD 9 and BAC Secretariat – PD 4, PD 5 and PD 6) 2. Annual Procurement Plan (APP) 3. Project Procurement Management Plan 4. Request for Quotation and Price Analysis Report (with complete PMC report attachments) 5. Framework Agreement List 6. Draft Bidding Document	Procurement Planning Division (PD 1, PD 2 and PD 3)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 The PMOIC from the Procurement Planning Division shall endorse to the assigned BAC Secretariat the Documents listed in the Checklist of Requirement for processing	**Step 2**.The assigned BAC Secretariat shall receive the documents and calendar a tentative schedule of Pre Procurement Conference.	N/A	20 min	PPD-PMOIC BAC Secretariat
	Step 3 The assigned BAC proceeds with the conduct of the scheduled Pre-Procurement meeting	N/A	1 CD	PPD PMOIC BAC Secretariat TWG BAC

	Step 4. The Assigned BAC Secretariat set schedules of meeting for the procurement activities a. Posting of Invitation to Bid b. Conduct of Pre Bid Conference c. Conduct of Opening of Bids d. Conduct of Post Qualification Evaluation e. Approval Resolution recommending the outcome of bidding (Award or Failure) f. Issuance of Notice of Award	N/A	119 CD	PPD PMOIC BAC Secretariat TWG BAC HoPE
	Step 5. The assigned BAC Secretariat shall send the NEFA / NOA to the winning bidder and shall collate endorse the relative procurement documents to the Contract Management Division (CMD) for the preparation of Framework Agreement or Contract	N/A	4 CD	BAC Secretariat
	Step 6. Update the project status in the PMR		30 minutes	BAC Secretariat
	TOTAL	**N/A**	**124 CD, 50 minutes**	

4. Processing of Contracts

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B - Government to Business			
Who may avail:	PS-DBM personnel Merchant			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Notarized Signed Framework Agreement for Regular CSE Items and Consumables		Procurement Group		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Posting of Performance Security	**Step1.** Checks the amount posted by the merchant in accordance with Section 39 the 2016 Revised IRR of Republic Act (RA) No. 9184	Amount in accordance with Section 39 the 2016 Revised IRR of RA 9184.	10 minutes	PMO IC
Signing of the Framework Agreement	**Step 2.** Reviews the bidding documents received from the BAC Secretariat. **Step 3.** Drafts the Framework Agreement and prepares attachments. **Step 4.** Routes the draft of the Framework Agreement and prepares attachments for approval and signing of the Head of the Procuring Entity.	N/A	1 working day, 4 hours	PMO IC

	Step 5. Requests the merchant to sign the approved Framework Agreement.			
Notarization of the Framework Agreement	**Step 6.** Requests the General Services Division (GSD) to process the notarization of the signed Framework Agreement. **Step 7.** Receives the transmitted notarized Framework Agreement from the GSD. **Step 8.** Provides the notarized copy of the Framework agreement to the merchant.	N/A	1 working day	PMO IC
	TOTAL	**N/A**	**2 working days, 4 hours, 10 minutes**	

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B - Government to Business			
Who may avail:	PS-DBM personnel Merchant			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Signed Call-Off Order for Regular CSE Items and Consumables		Procurement Group		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receives and Signs the Call-Off Order	**Step 1.** Checks the completeness of the request from the PS-DBM end-user unit. **Step 2.** Checks the Product Code in the FACT System. **Step 3.** Drafts the Call-Off Order. **Step 4**. Routes the draft Call-Off Order to Planning and Budget Division for verification of the budget, to Comptroller Division for certification of availability of funds, to Office of the Director for Procurement Group for recommendation of approval, and to the Office of the Director for	N/A	1 working day, 4 hours	PMO IC

	Operations Group for approval. 4.1 Sends the approved Call-Off Order to the supplier for signing. 4.2 Receives the signed Call-off Order.			
	TOTAL	**N/A**	**1 working day, 4 hours**	

Office/Division:	Contract Management Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	PS-DBM personnel Merchant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order and Notice to Proceed		Procurement Group		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Activity 1. Evaluation of Transmitted Bidding Documents **Step 1** .Receives the hard copy of the bidding documents of the awarded project from the Bids and Awards Committee (BAC)	N/A	1 hour	PMO IC

	Secretariat through affixing signature on the routing sheet. **Step 2**. Evaluates the completeness of the documents against the checklist of documentary requirements transmitted by the BAC Secretariat and validates the correctness of the document.			
	Activity 2. Vendor Code **Step 3.** Encodes the details of the contract[1] in the FACT System for the preparation of the PO; Requests for vendor code through the Accounting Division[2].	N/A	2 hours	PMO IC

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[1] For merchants with existing Vendor Code on the FACT system.

[2] For merchants with no Vendor Code.

	Acivity 3. Preparation and transmittal of draft PO and NTP for Review **Step 4.** Updates the Online Monitoring Tool to record the PO details. **Step 5.** Prints the draft PO as encoded in the FACT System and prepares the draft NTP. **Step 6.** Routes the documents to the PMO IV for review.	N/A	30 minutes	PMO IC
Receives the signed PO and NTP	**Activity 4. Review of the draft PO and NTP; endorsement of final PO and NTP** **Step 7.** Reviews the draft PO and NTP. **Step 8.** Routes the draft PO and NTP to the PMO III for incorporation of the revisions, if there are any. If there are no revision/s, route the documents to the PMO III for printing of final PO and NTP and prepare a Memorandum.	N/A	1 working day	PMO IC

	Step 9. Receives final PO and NTP, along with the Memorandum. **Step10**. Countersigns the finalized documents and routes to PMO II for endorsement to the Planning and Budget Division[3], and thereafter to the Comptroller Division[4].			
	Activity 5 . Signing of PO and NTP **Step 11.** Receives the signed PO and NTP. **Step 12.** Transmits the PO and NTP to the Supplier via email with instructions to sign the PO and NTP within two (2) working working days from the receipt of the email. **Step 13.** Receives the signed PO and NTP from the merchant. **Step 14**. Provides the white copy of the signed PO to the merchant.	N/A	1 hour	PMO IC

[3] For issuance of the Budget Utilization and Request Status
[4] Certifies the funds availability by affixing signature on the lower left portion of the PO.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Step 15. Retains red carbonized copy as file copy. **Step 16.** Distributes carbonized copies to the respective Divisions.			
	TOTAL	N/A	**1 working day, 4 hours, 30 minutes**	

5. Issuance of Authenticated Copies of Official Records/Documents

This service covers the procedure on how PS-DBM employees may request authenticated copies of PS-DBM administrative issuances (i.e. Office Orders, Travel Orders) in the custody of the GSD-CRU.

Office/Division:	General Services Division - Central Records Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Service Request Form (SRF) (1 original)		General Service Division (GSD)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1. Client submits Accomplished Service Request Form to GSD office.	**Step 2.** Check the completeness and correctness of the information in the SRF		5 minutes	Requesting PS-DBM Officer/Unit, Administrative Officer and/or Receiving Officer GSD-CRU
	Step 3. Assign control number to the SRF and forwards to GSD Chief for approval		5 minutes	GSD Admin. Officer
	Step 5. Reviews and sign the SRF and assigns the request to the Records Officer		5 minutes	GSD Chief

	Step 5. Checks database for the availability of the requested document/s		5 minutes	GSD Records Officer
	Step 6. Retrieves the record/s and reproduces the copy/copies of the requested record/s		10 minutes to 1 working day (depending on the volume)	GSD Records Officer
Step 7. The requesting unit fills-up the date and time of completion in the accomplished portion of the SRF and signs; *Optional: requesting unit answers the Customer Feedback/ Satisfaction Form and drops it in the drop box*	**Step 8**. Stamps "Certified True Copy" and signs initials on all the pages of the document/s and submits to the GSD Chief		5 minutes to 30 minutes (depending on the volume)	GSD Records Officer
	Step 9. Signs each and every page of the CTC of the document/s and returns it to the Records Officer		2 minutes to 10 minutes (depending on the volume)	GSD Chief
	Step 10. Releases the authenticated record/s to the requesting unit		5 minutes	GSD Records Officer
	Step 11. After completion of the request, the GSD Records Officer has the SRF acknowledged as done by the requesting unit;		2 minutes	GSD Records Officer
	Step 12. GSD Records Officer returns the acknowledged SRF to the admin officer for recording		5 minutes	Requesting PS-DBM officer/unit; GSD Records Officer

	Step 13. Admin Officer records the accomplished SRF in the data sheet for performance monitoring		5 minutes	GSD Admin. Officer
	TOTAL		**1 working day, 1 hour and 17 minutes**	

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

Office/Division:	Planning and Budgeting Division (Planning Section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Signed OPCR and OPAR form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1. Planning Section submits the proposed targets/commitments for the year	**Step 2**. Convene the PMT members	N/A	5 working days	Planning Section/PMT Secretariat
	Step 3. Present/ Discuss the suggested targets/commitments	N/A	3 hours	Planning Section/PMT Secretariat
	Step 4. The Secretariat incorporates all suggestions/ recommendations and share through Google Sheet the OPCR for approval/corrections of the PMT members	N/A	3 working days	Planning Section/PMT Secretariat
	4.1 IF approved: transmit the printed copy to PMT members for signature	N/A	2 working days	Planning Section/PMT Secretariat

	4.2 IF with corrections: revise and share the document through Google Sheets for comments/suggestions	N/A	2 working days	Planning Section/PMT Secretariat
	Step 5. Submit the signed copy to DBM-CPMS for evaluation	N/A	2 working days	Planning Section/PMT Secretariat
	TOTAL	**N/A**	**14 working days and 3 hours**	

7. Certification of Budget Availability on the Budget Utilization Request and Status (BURS) Prior to Payment/Disbursement

Office/Division:	Planning and Budgeting Division (Budget Section)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PS-DBM personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BURS form with signature of end-user division chief on Box A 2. Supporting documents validating the legality of the claim/expenditure		BURS form is downloadable from the PS intranet		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1. End-user division submits signed BURS form	**Step 2.** Verifies against budget registries the availability of fund for the purpose indicated in the BURS and certifies on Box B of the BURS		one (1) working working day	Budget Staff/Budget Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Step 3. Forwards the BURS and pertinent supporting documents to the Comptroller Division for disbursement voucher processing.		one (1) working working day	Budget Staff/Budget Officer
	TOTAL	**N/A**	**2 working days**	

8. Processing of Administrative Requests

Office/Division:	Human Resource Development Division (HRDD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Concerned employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. HRDD Service Request Form (SRF) 2. Other attachments, as may be requested	The soft copy of the form may be downloaded from the HRDD Google Site Hard copy may be secured on forms shelf near General Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submission of SRF to HRDD				Requesting employee
	Step 2. Receives and acknowledges the request		5-10 minutes	HRDD Receiving Officer (hard copy); Concerned HRDD employee (email requests)
	Step 3. Forwards SRF to HRDD Chief		5-10 minutes	HRDD Receiving Officer (hard copy); Concerned HRDD employee (email requests)

	Step 4. Reviews and approves the request	57	5-10 minutes	HRDD Chief
	Step 5. If approved, forwards SRF to concerned employee/s		5-10 minutes	HRDD Chief
	Step 6. Processes the request		1-2 working working days	Assigned HRDD employee/s
	Step 7. Reviews and approves the requested document (if any)		1 working working day	Assigned HRDD employee/s; HRDD Chief
	Step 8.. Release of the requested document		Same working working day upon approval	Assigned HRDD employee/s (email requests) ; HRDD Releasing Officer (hard copy)
Step 9. Receives, acknowledges, and accomplishes the Customer Satisfaction Survey				Requesting employee
	TOTAL		**3 working days**	

9. Processing of Client Satisfaction Measurement Survey Report

Office/Division:	MSD / WADD / ID / AFG / PhilGEPS
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All Government instrumentalities; General Public; Business Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Customer Satisfaction Survey Form	1. PS-DBM Manual Print, Email, QR Code

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Fill out the Client Satisfaction Measurement Survey Form available at the lobby area by dropping at the suggestion box (Please refer to Annex A) or send it through email helpdesk@ps-philgeps.gov.ph	**Step 2.** For walk-in clients, gather, compile and record all forms received. **Step 2**. For email, confirm receipt of the forms submitted.	N/A	30 minutes	PS-DBM Clients / PMO
	Step 3. Generate, tally, prepare, and print the CSM monthly report.	N/A	1 hr	PMO
	TOTAL	**N/A**	**1 hr 30 minutes**	

10. Filing a Complaint through the Public Assistance and Complaint Desk (PACD)

A. Walk-In

Office/Division:	Marketing and Sales Division - PACD
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All Government instrumentalities; General Public; Business Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Customer Complaint/ Feedback Form with the following details: - Full name and Contact Information of the Complainant - Gender (Male or Female, prefer not to say) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained	1. PS-DBM Manual Print Out

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Physically file the complaint by filling out the Client Complaint/Feedback (Please refer to Annex B) Form with the required information at the PACD window.	**Step 2.** Evaluate the submitted documents. and indicate the date of receipt including the details of the receiving PMO (i.e. name designation, division)	N/A	10 mins	PS-DBM Clients / PMO
	Step 3. For complaint requiring answers, the same are forwarded to the relevant personnel/division	N/A	20 mins	PMO

	Step 4. Concerned personnel/division provide feedback/ action taken to Public Assistance and Complaint Desk.		30 mins	PMO
	TOTAL	**N/A**	**1 Hour**	

B. E-mail

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All Government instrumentalities; General Public; Business Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Customer Complaint/ Feedback Form with the following details: - Full name and Contact Information of the Complainant - Gender (Male or Female, prefer not to say) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained	1. PS-DBM Email

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. File via email the complaint with the required information to the PS-DBM email complaints@ps-philgeps.gov.ph	**Step 2.** Draft an acknowledgement email reply.	N/A	30 minutes	PS-DBM Clients / PMO

	Step 3. For email reply, forwarded to concerned personnel/ division which should be complied with by the complainant within three (3) working days upon receipt.	N/A	3 days	PMO
	Step 4. Concerned personnel/division provide feedback/ action taken to Public Assistance and Complaint Desk.		30 mins	PMO
	TOTAL	**N/A**	**3 days and 1 Hour**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	For walk-ins, clients answer the feedback form in the office lobby and put it in the feedback and complaints drop box.
	For online, survey Form link can be access through email at helpdesk@ps-philgeps.gov.ph
	Other concerns may be coursed through the Customer Service Section of Marketing and Sales Division (MSD). Email Address: helpdesk@ps-philgeps.gov.ph

	CS Hotline: 0962-9255199 / 0918-2954426
How is feedback processed?	For walk-ins, the MSD Officer of the Day complies and records all feedback submitted. For feedback requiring answers, the same are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint. For email/calls: The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/division and/or the PS-DBM Committee of Anti-Red Tape (CART) via email. Upon receiving the reply from the concerned personnel/division, the client shall be informed via email or phone call.
How to file a complaint?	The concerned person shall fill out the Client Complaint Form and write the narrative complaint. To file a complaint, provide the following details via email: - Full name and Contact Information of the Complainant - Gender (Male or Female, prefer not to say) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained You may send all complaints against PS-DBM to complaints@ps-philgeps.gov.ph; helpdesk@ps-philgeps.gov.ph or call CS Hotline: 0962-8255199 / 0918-2954426 Or you may course them through:

	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph Hotline 1-ARTA (1-2782) PLDT (02) 8246-7940 SMART 0920-925-3078, 0998-856-8338 **Presidential Complaint Center (PCC)** pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621 **Contact Center ng Bayan (CCB)** email@contactcenterngbayan.gov.ph 0908–881–6565
How are complaints processed?	All complaints received against the PS-DBM will be evaluated by the 8888 Citizen's Complaint Center The PS-DBM Complaint Center shall function in accordance with the roles or tasks provided by the 8888 Citizens' Complaint Center of the Office of the President - Office of the Secretary. The PS-DBM Complaint Center shall give the feedback to the clients via email.

Anne A - Client Satisfaction Measurement Survey Form

CLIENT SATISFACTION MEASUREMENT
SURVEY FORM

The **Procurement Service – Department of Budget and Management (PS-DBM)** wants to hear from you. Service improvement is a continuing task for us. To help us better our services in the new normal and beyond, please answer this survey by indicating your level of satisfaction-with **five (5)** being the highest. Thank you.

Name of Employee (who assisted you): _____

Service Availed:

- ☐ Uploading of Annual Procurement Plan Common-Use Supplies and Equipment (APP–CSE)
- ☐ Purchase thru the Virtual Store
- ☐ Government Fares Agreement
- ☐ Subscription, Software and Licences
- ☐ Pick up of Common–Use Supplies and Equipment (CSE) items
- ☐ Replenishment of eWallet thru the Virtual Store
- ☐ Others: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
- ☐ 1. Yes, aware before my transaction with this office.
- ☐ 2. Yes, but aware only when I saw the CC of this office.
- ☐ 3. No, not aware of the CC. (Skip questions CC2 and CC3)

CC2 If aware of CC (answered 1–3 in CC1), would you say that the CC of this office was …?
- ☐ 1. Yes, the CC was easy to find.
- ☐ 2. Yes, but the CC was hard to find.
- ☐ 3. No, I did not see this office's CC. (Skip question CC3)

CC2 If aware of CC (answered codes 1–3 in CC1), how much did the CC help you in your transaction?
- ☐ 1. Yes, I was able to use the CC.
- ☐ 2. No, I was not able to use the CC becasuse_____

MARKETING AND SALES DIVISION

DIMENSIONS	Very Satisfied (5) ☺	Satisfied (4) ☺	Neither Satisfied nor Dissatisfied (3) ☺	Dissatisfied (2) ☹	Very Dissatisfied (1) ☹	Not Applicable (N/A)
Responsiveness						
Promptness of response to client's concerns	☐	☐	☐	☐	☐	☐
Reliability						
Performs the service right the first time	☐	☐	☐	☐	☐	☐
Access and Facilities						
Cleanliness and proper office ventilation	☐	☐	☐	☐	☐	☐
Communication						
Provide easy, clear and understandable procedures and solutions	☐	☐	☐	☐	☐	☐
Cost						
Provide reasonable amount of fees for the transaction.	☐	☐	☐	☐	☐	☐
Integrity						
Accommodate all the clients fairly and professionally	☐	☐	☐	☐	☐	☐
Assurance						
Has knowledge/expertise to answer client's queries	☐	☐	☐	☐	☐	☐
Outcome						
The outcome is beneficial and delivered in scheduled manner	☐	☐	☐	☐	☐	☐

Is the PS-DBM helpful to your agency in procuring office supplies and equipment, software and licenses; airline tickets; among others? How?

_____

_____

How was the customer experience for your agency? Were our Procurement Management Officers helpful to you? Do you have complaints on how you were attended to by our PMO/s?

_____

_____

Based on feedback from your agency's end-users, kindly help us identify the following according to the CSEs that you have been procuring from PS-DBM:

Please name at least three items that we do not carry as CSE but your agency procures on a regular basis?

CSE items that are most LIKED	CSE items with most COMPLAINTS	
1. _____	1. _____	1. _____
2. _____	2. _____	2. _____
3. _____	3. _____	3. _____
4. _____	4. _____	4. _____
5. _____	5. _____	5. _____

Other Comments and Suggestions

_____

_____

_____

_____

_____

CLIENT PROFILE

Agency/Company Name: _____

Customer type (Citizen, Business, or Government?):_____

Client's Name: _____ Age: _____ Gender: _____

Contact Details: _____ _____ Date: _____
           (Email)   (Phone No.)

We appreciate your valued inputs. All information herein shall be held in strict confidentiality and will be used for evaluation purposes for the improvement of our product and services.

ONE in Procurement and Service
Bili na, Bili Pa sa PS-DBM

Annex B - Client Complaint Form

CLIENT COMPLAINTS FORM

Your satisfaction is our priority. Got any concern? Fill out this form so we could assist you accordingly, and have your issue/s resolved. Thank you!

AREA OF CONCERN

Please check (✓). Items with (*) should be filled out.

☐ Product ☐ Service/ System ☐ Personnel/ Staff ☐ Facilities/ Amenities

Division Name/PS–DBM Employee being Complaint: ....

*DATE / TIME OF INCIDENT	*PARTICULARS	*SUGGESTIONS / COMMENDATION

(Please use separate sheet, if necessary.)

Full Name ....

Printed Name / Company / Agency

Gender: ☐ Female ☐ Male ☐ Prefer not to say

Contact Information: ....

Contact Number and Working Email Address

All information herein shall be held in strict confidentiality.

You may also send complaints against PS–DBM at complaints@ps–philgeps.gov.ph/ helpdesk@ps–philgeps.gov.ph or call CS Hotline 0918–2954426, 0962–8255199 or course them through:

- Anti–Red Tape Authority (ARTA): complaints@arta.gov.ph, Hotline 1–ARTA (1–2782) PLDT (02) 8246–7940, SMART 0920–925–3078, 0998–856–8338
- Presidential Complaint Center (PCC): pcc@malacanang.gov.ph , hotline 8888 or 82498310 loc. 8175 or 8182; Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621
- Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph, 0908–881–6565

ACTION TAKEN

Public Assistance and Complaints Desk (PACD) # ....
(Reference Number)

was acknowledged and acted upon by Mr/Ms. ....
(Officer of the Day)

of the PACD on ....
(Date)

Action Taken:

....

....

....

....

....

....

....

....

Client was notified of action on *(date/time:closed)* ....

Noted and Approved By: ....
Division Head/Authorized Representative

List of Offices

Office	Address	Contact Information
HEAD OFFICE		
PS-DBM	RR Road, Cristobal St., Madrigal Compound, Paco, Manila	8689 7750 8689 7751
PhilGEPS Group	5th Floor, AAP Building, 683 Aurora Boulevard, New Manila, Quezon City	8640 6900 0945 5281919 0927 0497441 0928 8563950

Office	Address	Contact Information
REGIONAL DEPOTS		
BAGUIO	PS-DBM-CAR No. 8 General F. Segundo Street, Barangay Burnham-Legarda, Baguio City, 2600	Mr. Clifford D. Dagoyen (074) 665 2349 / 09451697920
LA UNION	PS-DBM-RO I Government Center, Sevilla, City of San Fernando, La Union	Ms. May Joy M. Aglibot (072) 888 5887 / 09108056163
TUGUEGARAO	PS-DBM-RO II Regional Government, Center Carig, Tuguegarao City	Mr. Winston S. Iquin (078) 396 0633 / 09260625155
PAMPANGA	PS-DBM-RO III Regional Government Center Maimpis, San Fernando City, Pampanga	Mr. Jeffry M. Pangilinan 09615290149 / 09201078900
LEGAZPI	PS-DBM-RO V Lakandula Drive, Cogon, Legazpi City	Ms. Adelina B. Serrano 09072887438
CEBU	PS-DBM- RO VII Sudlon (Near Eco-Tech Ctr.) Lahug , Cebu City	Engr. Frederick G. Porras 09610941646

TACLOBAN	PS-DBM RO VIII Brgy. 77 , Villa Ruiz Marasbaras , Tacloban City	Mr. Raul S. Ramos (053) 523 1067 / 09283597590
CAGAYAN DE ORO	PS-DBM-RO X Zone I, National Highway Bulua, Cagayan De Oro City	Ms. Gemmarie Ann R. Teric 09971730451
DAVAO	PS-DBM-RO XI Km. 3, Mac Arthur Highway Matina, Davao City	Mr. Renato L. Quijano 09053297101
KORONADAL	PS-DBM-RO XII DBM Compound, Brgy. Morales , Koronadal City	Ms. Kristine Michelle A. Frediles (083) 228 8357 / 09988601448
BUTUAN	PS-DBM-RO XIII JP Rosales Avenue, Butuan City	Ms. Imelda D. Diola 09177030053
LGU DEPOTS		
BONTOC	Multi-purpose Building Back of LBP Building Bontoc, Mt. Province	09455039933
PUERTO PRINCESA	2nd Floor, JTR Center Bldg., PEO Compound, Brgy. Bancao Bancao, Puerto Princesa City	09452983060
BACOLOD	Cottage Road, Barangay 9, Bacolod City, Negros Occidental	09209596137
BILIRAN	General Services Office, Calumpang Naval , Biliran	09064707040
BORONGAN	Capitol Building, Barangay Alang-Alang, Borongan City	09178933246

CALBAYOG	New Public Market, Barangay Bagacay, Calbayog City	09161055287
CATARMAN	New Provincial Capitol Compound, Barangay Dalakit, Catarman, Northern Samar	09171076282
MAASIN	Provincial Engineering Office, Capitol Compound, Maasin City	09274716188
ZAMBOANGA CITY	Legionaire St. Zone 4, Zamboanga City (Near LTO)	(062) 991 2185 (062) 992 4315
ZAMBOANGA SIBUGAY	Provincial Government of Ipil Brgy. Sanito, Zamboanga Sibugay	09176760004 (062) 333 5469
BUKIDNON	New Valencia City, Integrated Bus Terminal Complex, Hagkol, Valencia City	09154825327
CAMIGUIN	Provincial Capitol, Mambajao , Camiguin	09179681580
MISAMIS OCC. OROQUIETA	Provincial Capitol, Oroquieta City	09165257726
MISAMIS ORIENTAL	Provincial Booking Center, Capitol Compound, Luna St., Cagayan De Oro City	09162491053
SURIGAO DEL NORTE	Capitol Compound, Surigao City	09308605009 09163734402