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**INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF  
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS**  
(Administrative Order No. 25 S. 2011)

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April 27, 2021

**LLOYD CHRISTOPHER A. LAO**

OIC-Executive Director

Procurement Service

RR Road Cristobal St., Paco, Manila

ATTENTION: Ms. Maria Victoria Joana L. Maglay  
PBB Focal Person

Dear OIC-Executive Director Lao:

We are pleased to inform you that the **Procurement Service (PS)** is **ELIGIBLE** for the grant of Performance-Based Bonus (PBB) for Fiscal Year 2019. However, considering that the PS failed to meet the **ISO-QMS requirement** due to **controllable factor**, the officials and employees responsible for the **non-attainment of the ISO-QMS certification** should be **isolated** and **excluded** from the FY 2019 PBB ranking. The summary of the final IATF assessment result is attached.

More than the incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in the delivery of goods and services to the public.

To complete the PBB process, may we remind your office to publish the agency **FY 2019 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

We understand that the COVID-19 pandemic is a huge challenge to all of us. Most government agencies, state universities, and colleges played catch-up to prevent the virus's exponential spread. Despite the situation, we encouraged agencies to continue its efforts in maximizing the agency's digital capabilities, develop online systems, and/or transform its critical services from manual to contactless transactions for faster and more efficient public service delivery.

Again, we commend PS management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

**LAURA B. PASCUA**

Undersecretary, Department of Budget and Management  
and Chair, AO25 Technical Working Group



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<b>Procurement Service (PS)</b>	
<b>Eligibility Requirements</b>	<b>Final Assessment</b>
<b>2019 Good Governance Conditions</b>	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
<b>2019 Physical Target</b>	
3. Streamlining and Process Improvement of Agency Services	<ul style="list-style-type: none"> <li>• Met the streamlining and process improvement requirement for FY 2019 PBB.</li> <li>▪ The PS reported streamlining efforts for six (6) critical services in its Modified Form A and A1 accomplishment report:               <ol style="list-style-type: none"> <li>1. Platinum Application to Issuance of Platinum Membership Certificate</li> <li>2. Processing of Online Ordering thru Virtual Store (VS) Facility</li> <li>3. Processing of the procurement of CSE by the client-agency</li> <li>4. Request for the Issuance of Certificate of Non-Availability of Stocks (CNAS)</li> <li>5. Inspection of Common Supplies and Equipment (CSE) at PS-MAIN</li> <li>6. Receiving of Documents From Agencies/Suppliers through Document Management System (DMS)</li> </ol> </li> <li>▪ The Composite Team observed that the PS included only two (2) services stated in its Citizen's Charter (CC) in the submitted Forms A/A1. The PS explained that the CC accessed by the AO25 on the PS website was not the updated 2019 CC.</li> <li>▪ The PS is encouraged to periodically update its CC to reflect necessary revisions and changes in the process. The PS should also ensure that the updated Citizen's Charter is accessible in its website to provide PS clients' the most updated information in availing its services.</li> <li>▪ The PS did not make any changes in the <i>Processing of Online Ordering thru Virtual Store (VS) Facility</i>. The PS explained since the process is already digitized, the PBB criteria are</li> </ul>



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	<p>already the minimum and could no longer be simplified.</p> <p>The PS is encouraged to gather feedback among its clients for this particular service to determine areas where the PS can improve the service. The AO25 Composite Team observed that the PS did not include the CSAT result in the report for the service.</p> <ul style="list-style-type: none"> <li>▪ The PS met the required number of signatures for all of the declared services.</li> <li>▪ The PS maintained the transaction fee for the service- <i>Application and Issuance of Platinum Membership Certificate</i>. Reducing the fees will affect the income of PhilGEPS, which is necessary to support and sustain the agency's operations.</li> <li>▪ The AO25 Composite Team observed that the CSAT reports submitted by the PS are only for selected services. For the services in which the PS conducted a CSAT survey, the AO25 Composite Team observed some inconsistencies in the data.</li> <li>▪ The PS is encouraged to improve its CSAT feedback mechanism by aligning its survey questions to specific dimensions of the PS service, resulting in actionable improvements.</li> <li>▪ The PS is encouraged to develop a feedback mechanism for each service to measure the satisfaction of the citizens/clients. Measuring the satisfaction level of citizens/clients can provide valuable insight into the quality of the agency's services and identify areas for improvement.</li> </ul>
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**2019 STO and GASS Requirements**

4. QMS Requirement	<ul style="list-style-type: none"> <li>• Non-compliant <ul style="list-style-type: none"> <li>▪ With Attestation/Confirmation Letter/Audit Report from Certification Body only.</li> </ul> </li> </ul>
5. Submission of FY 2019 APP non-CSE	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
6. Posting of Indicative FY 2020 APP non-CSE	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>



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7. Submission of FY 2020 APP-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
9. Submission of FY 2018 APCPI	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
10. Submission of Financial Reports	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
11. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> <li>Not Applicable</li> <li>Based on the DBM BMB-C report dated 11/27/2020, the PS has no annual budgetary support from the National Government for FY 2019. Its operating requirements are sourced from its Revolving Fund.</li> </ul>
<b>2019 Other Cross-Cutting Requirements</b>	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
14. FOI Compliance	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
15. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
<b>OVERALL ASSESSMENT</b>	<ul style="list-style-type: none"> <li>Based on the results of validation, PS is <b>eligible</b> for the grant of FY 2019 PBB. However, since PS <b>failed to meet</b> the target for the <b>ISO-QMS requirement</b>, the officials and employees most responsible for the <b>non-attainment of the ISO-QMS certification</b> should be <b>isolated</b> and <b>excluded</b> from the FY 2019 PBB ranking.</li> </ul>