





Department of Budget and Management
**PROCUREMENT SERVICE –
PHILIPPINE GOVERNMENT ELECTRONIC
PROCUREMENT SYSTEM**

CITIZEN'S CHARTER



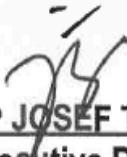
FOREWORD

The Procurement Service of the Department of Budget and Management (PS-DBM) remains steadfast in delivering intelligent, inventive, and sustainable procurement solutions. By efficiently providing internal and external services and executing client-centered activities, projects, and programs, PS-DBM is dedicated to serving the needs of its clientele.

As the designated agency responsible for managing a centralized procurement system for the entire government, PS-DBM aims to be the trusted and favored procurement partner of the public sector in the Philippines. In pursuit of this vision, PS-DBM diligently adheres to statutory requirements to ensure the delivery of outstanding customer service responsive to the needs of its clientele.

The PS-DBM Citizen's Charter delineates the agency's unwavering commitment to continuously enhance its policies, procedures, processes, mechanisms, and management systems. These efforts are geared towards fostering a procurement environment that is fair, transparent, and competitive for PS-DBM's client-agencies, partner merchants, and other stakeholders. This Charter also embodies the service standards upheld by PS-DBM's highly competent supply chain professionals.

Recognizing the national policy on anti-red tape and the importance of ease of doing business in the country, PS-DBM aims for this handbook to effectively convey its commitment and dedication. The goal is to instill trust and confidence among the public in PS-DBM's perpetual efforts to earn and uphold their trust.


ATTY. PHILIP JOSEF T. VERA CRUZ
OIC- Executive Director V
Procurement Service - DBM

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 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. 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.

V. QUALITY POLICY AND OBJECTIVES

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.

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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		
<p><i>Any of the following documents stated below:</i></p> <ol style="list-style-type: none"> 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) 		<ol style="list-style-type: none"> 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
<p>Activity 1: Getting Started: Username Creation (4 steps)</p> <p>Step 1: Go to www.philgeps.gov.ph.</p> <p>Step 2: Click "Sign Up" then select Merchant Registration.</p> <p>Step 3: Fill out the Online Registration Form.</p> <p>Step 4: Click the "Send OTP to Email" button.</p>	<p>Activity 3: Approval / Disapproval of Red Membership Application (2 steps)</p> <p>In the Pending Task page, click the number link corresponding to Pending Red Registration Approval.</p> <p>Step 11:</p> <ol style="list-style-type: none"> 1) If APPROVED, the Administrator will click the "Approve" button. 2) The system will automatically send out 	N/A	One (1) working day	PMO

<ul style="list-style-type: none"> • Merchants will check their registered 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. <p>Activity 2: Red Membership Application (6 steps)</p> <p>Step 5: Proceed to the Login page then log in as Merchant.</p> <p>Step 6: Click the “Apply for Red Registration” icon from the Pending Task page.</p> <p>Step 7: Fill out the Registration Form for additional details of their business.</p> <p>Step 8: Click the “Browse” button to upload supporting documents as proof of business existence or expertise (for Individual Local/Foreign Consultant).</p> <p>Step 9: Tick the check box to certify that the information is true and accurate.</p> <p>Step 10: Click the “Submit” button.</p>	<p>Approval Notification to the registered email of the contact person.</p> <p>Step 12:</p> <p>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.</p>			
TOTAL		N/A	1 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
	<p><i>The following documents stated below are applicable for both Local and Foreign Businesses:</i></p> <ol style="list-style-type: none"> 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) 4. Audited Financial Statement (should be Stamped Received by BIR or any affiliated Bank) 5. Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable) 6. PhilGEPS Sworn Statement <p><i>For Individual Local/Foreign Consultant: (Public Bidding)</i></p> <ol style="list-style-type: none"> 1. Curriculum Vitae / Resume 2. PhilGEPS Sworn Statement 	<ol style="list-style-type: none"> 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. 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) Office 6. PhilGEPS website (downloadable) <p><i>For Individual Local/Foreign Consultant: (Public Bidding)</i></p> <ol style="list-style-type: none"> 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 website (downloadable)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Activity 1: Platinum Application(7 steps)</p> <p>Step 1: Go to www.philgeps.gov.ph</p> <p>Step 2: Click "Log In" then follow the Login instructions.</p> <p>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".</p> <p>Step 4: Fill out the Platinum Application Form and upload the relevant and valid documents.</p> <p>Step 5: Tick the check box to certify that the information entered is true and accurate.</p> <p>Step 6: Select Mode of Payment, whether to pay through Oncoll (any Landbank branch) or Pay Online (using the Landbank eBizPortal).</p>	<p>Activity 2: Evaluation of Application (3 steps)</p> <p>Step 8: Log in to the PhilGEPS website.</p> <p>Step 9: In the Pending Task page, click the number link corresponding to Pending Platinum Registration Approval.</p> <p>Step 10: Review the documents uploaded by the Merchant in their Platinum Application.</p> <p>Activity 3: Approval / Disapproval of Platinum Application (2 steps)</p> <p>Step 11: PhilGEPS Administrator approves / disapproves application of Merchant.</p> <p>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.</p>	<p>Php 5,030.00 Platinum Membership Certificate (inclusive of Documentary Stamp Tax - Php 30.00)</p> <p>Note: with additional convenience fee for the Online Payment that varies based on payment outlet</p>	<p>Within three (3) working days (from Application, Evaluation of uploaded Documents to Approval / Disapproval, to Approval of Payment)</p>	<p>PMO</p>
<p>Step 7: Click the "Submit for Approval" button.</p>	<p>Activity 4: Payment Approval (1 step)</p>			

<p>Activity 5: View / Print / Download Certificate (1 step)</p> <p>Step 14: Once merchants receive the:</p> <p>a. Approval Notification, they can follow the instructions on How to View / Print / Download their Platinum Membership Certificate.</p> <p>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.</p>	<p>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.</p>			
TOTAL		Php 5,030.00	3 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	
<ol style="list-style-type: none"> 1. Government Agency Registration Form 2. One (1) Valid Government / Agency Issued ID of the Authorized Representative 		<ol style="list-style-type: none"> 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
<p>Activity 1: Getting Started: Download Government Agency Registration Form (3 steps)</p> <p>Step 1: Go to www.philgeps.gov.ph</p> <p>Step 2: Click "About" and select "Download"</p> <p>Step 3: Under File Name column, click the link corresponding to Agency Registration Form to download the form.</p> <p>Activity 2: Agency Registration Application(2 steps)</p> <p>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.</p> <p>Step 5: Once filled out, send the accomplished Agency Registration Form to agency@ps-philgeps.gov.ph.</p>	<p>Activity 3: Processing of Agency Registration Application by Procurement Management Officer (PMO) (2 steps)</p> <p>Step 6: 1) If the received Agency Registration Form has complete information, the PMO Staff will acknowledge the email.</p> <p>2) If not, the PMO will respond to the email and ask to complete the information or provide the necessary details.</p> <p>Step 7: 1) If the Agency is already registered, the PMO Staff will only Create New Contact.</p> <p>2) If not, agency registration will be processed by the PMO Staff</p>	<p>N/A</p>	<p>Within three (3) working days upon acknowledgment</p>	<p>PMO</p>
	TOTAL	N/A	3 days	

4. Resolve Issues and Concerns Reported by PhilGEPS Customer Service (CS) and/or Marketing and Sales Division (MSD)

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
<p>Step 1: The PhilGEPS-CS or MSD sends the reported issues or concerns via the EGP/Virtual Store Service Desk email.</p> <p>Step 5: Receives the status of resolution of the reported issues or concerns from the EGP/Virtual Store Service Desk email.</p> <p>Step 6: Provide feedback to the attached link in the email.</p>	<p>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:</p> <p>a.) Simple - refer to issue(s)/concern that pertains to account information (e.g. reset, force logout, etc.).</p> <p>b.) Complex - refer to issue(s)/concern that has available fixes/workarounds or has readily available scripts.</p> <p>c.) Highly Technical - refer to issue(s)/concern that has no available fixes/workarounds, requires in-depth</p>	N/A	<p>Simple: 3 Days</p> <p>Complex: 7 Days</p> <p>Highly Technical: 20 Days</p>	ITO/ISA

	<p>study or has no readily available scripts</p> <p>Step 3: The issue(s)/concern is processed by the designated ITO/ISA.</p> <p>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 days, the reported issue/concern shall be deemed accepted and the status of the report shall be updated to "Completed".</p>			
	TOTAL	N/A	3 to 20 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
<p>The PhilGEPS-CS or FOI Committee provides the following:</p> <ol style="list-style-type: none"> Contact name Email address Contact number 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
<p>Step 1: The CS, oversight agencies, and/or FOI Committee sends the request via the EGP Service Desk email.</p> <p>Step 5: Receives the requested report from the EGP Service Desk email.</p>	<p>Step 2: The ITO/ISA logs the request in the EGP Request Fulfilment tool to automatically acknowledge the email, and classifies into severity levels:</p> <p>a.) Simple - refer to issue(s)/concern that pertains to account information (e.g.</p>			
<p>Step 6: Provide feedback to the attached link in the email.</p>	<p>reset, force logout, etc.).</p> <p>b.) Complex - refer to issue(s)/concern that has available fixes/workarounds or has readily available scripts.</p> <p>c.) Highly Technical - refer to issue(s)/concern that has no available fixes/workarounds, requires in-depth study or has no readily available scripts</p> <p>Step 3: The request is processed by the designated ITO/ISA.</p> <p>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)</p>	N/A	<p>Simple: 3 Days</p> <p>Complex: 7 Days</p> <p>Highly Technical: 20 Days</p>	ITO/ISA

	business days, the requested procure shall be deemed accepted and the status of the report shall be updated to “Completed”.			
	TOTAL	N/A	3 to 20 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 border="1"> <thead> <tr> <th>Approved Budget for the Contract</th> <th>Maximum Cost of Bidding Documents (in Philippine Peso)</th> </tr> </thead> <tbody> <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> </tbody> </table>	Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)	500,000 and below	500.00	More than 500,000 up to 1 Million	1,000.00	More than 1 Million up to 5 Million	5,000.00	More than 5 Million up to 10 Million	10,000.00	More than 10 Million up to 50 Million	25,000.00	More than 50 Million up to 500 Million	50,000.00	More than 500 Million	75,000.00	2 hours	Cashier Staff
		Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)																	
500,000 and below	500.00																			
More than 500,000 up to 1 Million	1,000.00																			
More than 1 Million up to 5 Million	5,000.00																			
More than 5 Million up to 10 Million	10,000.00																			
More than 10 Million up to 50 Million	25,000.00																			
More than 50 Million up to 500 Million	50,000.00																			
More than 500 Million	75,000.00																			
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		30 mins	Cashier
Step 6: Claim the CSE items from the Retail Store or WADD personnel	Step 7: Issuance of PS-Delivery Receipt		20 mins	PMO
	TOTAL	N/A	45 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)		20 mins	PMO Government Agencies
Step 8: Answer the Client Satisfaction Measurement Survey (CMS) by filling out thru QR Code and on manual print out			10 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		1 hour	PMO (WADD/MSD)
TOTAL		N/A	1 hour 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: <ul style="list-style-type: none"> - 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 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 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 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 day	MSD-GFA Helpdesk PS Legal Division (LD) staff
	Step 9: Signing of GFA-MOA-R	N/A	1-2 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 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

<p>Step 12. Retrieve GFA-MOA-R copies from MSD-GFA Helpdesk and proceed to the PS Cashier for the issuance of OR</p>			1 day	Client using GFA program (Walk-in)
	Issuance of OR			PS Cashier Section
<p>Step 13.Return copies of the GFA-MOA-R with initial deposit and stamp as paid to MSD</p>	Coordination with Airline partners	N/A		Client using GFA program (Walk-in) MSD (GFA Helpdesk Team)
	<p>Airline partners to create a new account and transfer fund based on the initial deposit of the client-agency</p> <p>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.</p>	N/A	5 days	GFA Airline Partners MSD (GFA Helpdesk Team)
	TOTAL	N/A	14 to 16 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	

	<p>Step 2: Preparation of Inspection and Evaluation Report (IER)</p> <p>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)</p>		9 minutes	PMOIC/ Inspector
	<p>If the delivery fails to comply with the required technical specifications, PMOIC prepares IER showing non-compliance (proceed to step 7)</p>			
	<p>If the item delivered requires GATC testing, PMOIC prepares partial IER (proceed to step 3)</p>			
	<p>Step 3: Preparation of Endorsement Letter</p> <p>PMOIC prepares Endorsement Letter for testing then sends to merchant & Government Accredited Testing Center (GATC) through email</p>		9 minutes	PMOIC/ Inspector
<p>Step 4: Payment of testing fee to GATC</p>	<p>PMOIC receives a copy of Official Receipt (OR) issued by the GATC</p>	<p>The merchant shall pay for the testing fee at GATC and sends the Official Receipt to PMOIC</p>	2WD	PMOIC/ Inspector & merchant

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

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

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
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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

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 Entity			
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,	N/A	5 minutes	Records Officer and/or Receiving Officer from GSD

	RO affixes the signature in the delivery receipt			
	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 Disbursement Voucher 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. Evaluator receives the Purchase Order (PO) / Call-Off Order (CO) / Order Form (OF) from the Contract Management Division (CMD) together with the pertinent documents. Evaluates the completeness.	N/A	10 Minutes per PO/CO/OF	Evaluator
	Step 2. Receives the Inspection & Certification of Acceptance Report (ICAR) from the Inspection Division (ID) together with other supporting documents.	N/A	5 Minutes per ICAR	Evaluator
	Step 3. Consolidates and evaluates the completeness of the documents coming from the CMD and ID.	N/A	1 Hour per set of documents	Evaluator
	Step 4. Informs the supplier to submit the Sales Invoice / Billing Statement and other pertinent documents required (Bank Guaranty; Bank Certificate, etc.) for payment upon completion of all internal documentary requirements.	N/A	30 Minutes per supplier	Evaluator

<p>Step 5. Submits the Sales Invoice / Billing Statement through the Document Management System (DMS) c/o GSDCRU.</p>		N/A	20 Minutes per Billing/ Sales Invoice	Supplier
	<p>Step 6. Receives the Sales Invoice / Billing Statement from the GSDCRU</p>	N/A	10 Minutes per Billing/ Sales Invoice	<p>General Services Division Central Receiving Unit (GSDCRU)</p> <p>Evaluator</p>
	<p>Step 7. Consolidates the documents from the supplier and internal documents from CMD and ID then assigns and forwards it to the Processor for processing of payment.</p>	N/A	30 Minutes per set of documents	Evaluator
	<p>Step 8. Evaluates the completeness and correctness of the documents for preparation of the disbursement voucher (DV). Computes for the amount payable net of applicable taxes and other deductions (Warranty Retention and Liquidated Damages, if any).</p>	N/A	3 days from receipt of documents from the Evaluator	Processor
	<p>Step 9. 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 recording.</p>	N/A	1 Hour per Disbursement Voucher (DV)	Processor

	Step 10. Records the DV and routes it to the appropriate Checker.	N/A	10 Minutes per DV	Evaluator
	Step 11. Evaluates the completeness and accuracy of the DV. Then submits the DV to the evaluator for recording.	N/A	2 Days from receipt of documents from the Evaluator	Checker
	Step 12. Records the checked DV and submits it to the authorized signatories: BOX A - ID BOX C - CD BOX D - PBD/AFG	N/A	1 Day (Below 5 Million) 2 Days (5 Million and above)	Evaluator BOX A Signatory BOX C Signatory BOX D Signatory
	Step 13. 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 14. 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 days from receipt of documents from the Evaluator	Processor
	Step 15. Receives the processed ADA and routes it to the Checker.	N/A	10 Minutes per ADA	Evaluator
	Step 16. Review and sign initials in the ADA and Index of Payment. Then submits the ADA to the evaluator for recording and routing to the authorized signatories.	N/A	2 days from receipt of documents from the Evaluator	Checker

	Step 17. Records the checked ADA and routes it to the Chief Accountant for review and signature.	N/A	1 Day (Below 5 Million) 2 Days (5 Million and above)	Evaluator
	Step 18. Review and sign the ADA. Then routes the ADA to the evaluator for recording and routing to the authorized signatories.	N/A	1 Day per ADA	LDDAP: CD & PBD/AFG ADA : PBD/AFG
	Step 19. Records the signed ADA and routes it to the Cashier Section for review and signature of the authorized signatories.	N/A	10 Minutes per ADA	Evaluator
	Step 20. Transmits the copy of the signed ADA to the bank to credit the payment to the authorized bank account of the supplier.	N/A	1 Day	Cashier
	TOTAL	N/A	20 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.	N/A	5 minutes	Head of ITSD Maintenance and Support Unit
	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.			

	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 Days: 1. Simple: one (1) day 2. Complex: two (2) 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 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:	eGPDOD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Batch of Migrate in Excel format		eGPDOD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1. The EGPDOD will send a list of newly registered agencies from the previous working day requesting for the issuance of UACS through email</p>	<p>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.</p> <p>Step 3. Provide the UACS in the list.</p> <p>Step3. if the table is complete, send it back to EGPDOD for migration.</p>	N/A	1 hour	ITRPD staff
	<p>Step 4. ITRP will log the newly created UACS to the UACS format sheet</p>	N/A		ITRPD staff
TOTAL		N/A	1 hour	

3. Procurement of Goods through Competitive Bidding Procurement of Goods through Competitive Bidding (CSE BAC)

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		
<ol style="list-style-type: none"> 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	N/A	119 CD	PPD PMOIC BAC Secretariat TWG BAC HoPE

	<ul style="list-style-type: none"> 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 			
	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	<p>Step1. Checks the amount posted by the merchant in accordance with Section 39 the 2016 Revised IRR of Republic Act (RA) No. 9184</p>	Amount in accordance with Section 39 the 2016 Revised IRR of RA 9184.	10 minutes	PMO IC
Signing of the Framework Agreement	<p>Step 2. Reviews the bidding documents received from the BAC Secretariat.</p> <p>Step 3. Drafts the Framework Agreement and prepares attachments.</p> <p>Step 4. Routes the draft of the Framework Agreement and prepares attachments for approval and signing of the Head of the Procuring Entity.</p> <p>Step 5. Requests the merchant to sign the approved Framework Agreement.</p>	N/A	1 day, 4 hours	PMO IC

Notarization of the Framework Agreement	<p>Step 6. Requests the General Services Division (GSD) to process the notarization of the signed Framework Agreement.</p> <p>Step 7. Receives the transmitted notarized Framework Agreement from the GSD.</p> <p>Step 8. Provides the notarized copy of the Framework agreement to the merchant.</p>	N/A	1 day	PMO IC
TOTAL		N/A	2 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.			

	<p>Step 2. Checks the Product Code in the FACT System.</p> <p>Step 3. Drafts the Call-Off Order.</p> <p>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 Operations Group for approval.</p> <p>4.1 Sends the approved Call-Off Order to the supplier for signing.</p> <p>4.2 Receives the signed Call-off Order.</p>	N/A	1 day, 4 hours	PMO IC
	TOTAL	N/A	1 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
	<p>Activity 1. Evaluation of Transmitted Bidding Documents</p> <p>Step 1 .Receives the hard copy of the bidding documents of the awarded project from the Bids and Awards Committee (BAC) Secretariat through affixing signature on the routing sheet.</p> <p>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.</p>	N/A	1 hour	PMO IC

	<p>Activity 2. Vendor Code</p> <p>Step 3. Encodes the details of the contract¹ in the FACT System for the preparation of the PO; Requests for vendor code through the Accounting Division².</p>	N/A	2 hours	PMO IC
Receives the signed PO and NTP	<p>Activity 3. Preparation and transmittal of draft PO and NTP for Review</p> <p>Step 4. Updates the Online Monitoring Tool to record the PO details.</p> <p>Step 5. Prints the draft PO as encoded in the FACT System and prepares the draft NTP.</p> <p>Step 6. Routes the documents to the PMO IV for review.</p>	N/A	30 minutes	PMO IC
	<p>Activity 4. Review of the draft PO and NTP; endorsement of final PO and NTP</p> <p>Step 7. Reviews the draft PO and NTP.</p>	N/A	1 day	PMO IC

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

² For merchants with no Vendor Code.

	<p>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.</p> <p>Step 9. Receives final PO and NTP, along with the Memorandum.</p> <p>Step10. Countersigns the finalized documents and routes to PMO II for endorsement to the Planning and Budget Division³, and thereafter to the Comptroller Division⁴.</p>			
	<p>Activity 5 . Signing of PO and NTP</p> <p>Step 11. Receives the signed PO and NTP.</p> <p>Step 12. Transmits the PO and NTP to the Supplier via email with instructions to sign</p>	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.

	<p>the PO and NTP within two (2) working days from the receipt of the email.</p> <p>Step 13. Receives the signed PO and NTP from the merchant.</p> <p>Step 14. Provides the white copy of the signed PO to the merchant.</p> <p>Step 15. Retains red carbonized copy as file copy.</p> <p>Step 16. Distributes carbonized copies to the respective Divisions.</p>			
	TOTAL	N/A	1 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 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; <i>Optional: requesting unit answers the Customer Feedback/ Satisfaction Form and drops it in the drop box</i>	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 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 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 days	Planning Section/PMT Secretariat
	4.1 IF approved: transmit the printed copy to PMT members for signature	N/A	2 days	Planning Section/PMT Secretariat
	4.2 IF with corrections: revise and share the document through Google Sheets for comments/suggestion s	N/A	2 days	Planning Section/PMT Secretariat
	Step 5. Submit the signed copy to DBM-CPMS for evaluation	N/A	2 days	Planning Section/PMT Secretariat
	TOTAL	N/A	14 days and 3 hours	

7. Certification of Budget Availability on the 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	
<ol style="list-style-type: none"> BURS form with signature of end-user division chief on Box A Supporting documents validating the legality of the claim/expenditure 		BURS form is downloadable from the PS intranet	

CLIENT STEPS	AGENCY ACTION	FEEES 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 day	Budget Staff/Budget Officer
	Step 3. Forwards the BURS and pertinent supporting documents to the Comptroller Division for disbursement voucher processing.		one (1) working day	Budget Staff/Budget Officer
	TOTAL	N/A	2 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	FEEES 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		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 days	Assigned HRDD employee/s
	Step 7. Reviews and approves the requested document (if any)		1 working day	Assigned HRDD employee/s; HRDD Chief
	Step 8. Release of the requested document		Same 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 days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Fill out the Customer Satisfaction Survey form, available at the Customer's lobby area 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 three (3) working days from the receipt of the feedback.
How to file a complaint	Fill out the Customer Satisfaction Survey form and write the complaint 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: complaints@ps-philgeps.gov.ph PCC: 8888 Whistleblower Line: +639190719400 integrity@ps-philgeps.gov.ph

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
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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
<i>LGU DEPOTS</i>		
BONTOC	Multi-purpose Building Back of LBP Building Bontoc, Mt. Province	09455039933
PUERTO PRINCESA	2nd Floor, JTR Center Bldg., PEO Compound, Brgy. Banca Banca, 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