



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER HANDBOOK

5th Edition

2023

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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Administrative Division

External Services

Property and Supply Section External Services

1. Issuance of Gate Pass for Service Providers and Suppliers

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed of through sale/transfer/other modes of disposition.

Office/Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials b. DSWD service providers c. DSWD suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) original copies of duly accomplished Gate Pass		1. To be prepared by the client offices' Designated Property and Supply Custodians (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with the prescribed format		
2. Number of Property/ies to be brought outside		2. To be prepared by the client without any prescribed format		
3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property		3. To be prepared by the clients' respective office DPSCs through PREMIS with the prescribed format		
4. One (1) photocopy of Special Order for order of succession		4. Records and Archives Management Section (RAMS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-	None	15 minutes	PSS Staff Administrative Division

property for checking	vis property presented			
	1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the AS-PSS for approval.			
	1.2 Approve Gate Pass	None	5 minutes	<i>Property and Supply Section Head</i>
	1.3 Scan the Gate Pass barcode to record the time of approval.	None	2 minutes	<i>AS-PSS Staff</i>
	1.4 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present	None	5 minutes	<i>AS-PSS Staff</i>

	to Security Guard On-Duty/ Property Officer c. Triplicate – PSS copy			
2. Present property together with the duplicate copy of the approved Gate Pass to the Security Guard	2.1 Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass a. With discrepancy – Return gate pass the borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the	None	10 minutes	<i>Security Guard On-Duty</i>

	borrower/ personnel			
	2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS	None	2 minutes	<i>Security Guard On-Duty</i>
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	3.1. Review and validate returned property vis-à-vis signed duplicate copy of gate pass a. With discrepancy – go to AS-PSS and inquire on how to proceed b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return	None	10 minutes	<i>Security Guard On-Duty</i>
	3.2. Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 minutes	<i>Security Guard on Duty</i>
	3.3. Surrender original copies of gate pass for returned property to AS-PSS	None	5 minutes	<i>Security Guard on Duty</i>
	3.4. Update record of gate pass in PREMIS indicating the	None	10 minutes	<i>AS-PSS staff</i>

	actual date of return of the property			
	3.5. File gate pass for safekeeping and future reference	None	10 minutes	AS-PSS staff
TOTAL		NONE	1 hour, 16 minutes	

2. Issuance of Property Clearance for Separated Officials and Employees

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Office/Division:	Administrative Service – Property and Supply Section (AS-PSS)		
Classification:	Simple		
Type of Transaction :	G2C – Government to Citizen		
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: 1.Resigned 2.Transferred to other Government Offices 3.Non-renewal of Contract 4.Terminated 5.Retired		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>A. Without Property Accountability</u> 1. Three (3) copies of Clearance Form		<u>A. Without Property Accountability</u> 1. Personnel Administration Division with prescribed format.	
<u>B. With Property Accountability</u> 1. Three (3) copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. With request for relief from property		<u>B. With Property Accountability</u> 1. Personnel Administration Division prescribed format 2. To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with the prescribed format 3. DSWD Commission on Audit without	

accountability due to loss - one (1) copy of COA decision 4. With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Regional Director.		any prescribed format 4. Property and Supply Section without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1.1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 minutes	<i>PSS Technical Staff</i>
	1.2 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 hour, 30 minutes	<i>PSS Technical Staff</i>
	1.3 No Accountabilities Process the clearance by affixing initial and forward to the Division Chief for approval With Accountabilities Inform office of the applicant on the remaining accountabilities to process cancellation of accountabilities through	None	15 minutes	<i>PSS Technical Staff</i>

	Memorandum			
2. Submit documents and other requirements as proof of cancelled property accountability	2.1 Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 minutes	<i>PSS Technical Staff</i>
	2.2 If property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 minutes	<i>PSS Technical Staff</i>
	2.3 Sign Clearance	None	5 minutes	<i>PS Section Head</i>
	2.4 Scan and record signed clearance in logbook and forward to the next office concerned	None	10 Minutes	<i>Incoming / Outgoing PSS Staff</i>
	2.5 Upload scanned signed clearance in PREMIS	None	10 minutes	<i>PSS Technical Staff</i>
TOTAL		NONE	3 hours	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Client Satisfaction Measurement Survey (CSMS) form shall be provided to the client.
How feedback is processed	Duly accomplished CSMS forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting party may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division Chief.
How complaints are processed	Upon receipt of the complaint, the concerned section shall make the necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to

	<p>the client.</p> <p>For inquiries and follow-ups, clients may contact AD - PSS through (082) 227-1964 or through email: property.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p>
	PCC: 8888
	ARTA: complaints@arta.gov.ph

**Administrative Division
Records and Archives Management Section
External Services**

1. Receiving Request for Information

The Records and Archives Management Section shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

Office or Division:	DSWD Field Office XI – Records and Archives Management Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. External researchers such as students, academe, other government agencies, local and international organizations or research institutions, and other independent researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo	1.1 DSWD FRO shall receive and conduct initial evaluation to FOI Request	None	1 hour	DSWD FOI Receiving Officer RAMS
	1.1 Check if requested information is already posted and available online	None		
	1.1.1 If available, inform the requesting party and provide the link of posted information	None		

	through the indicated contact details of the requesting party.			
	1.2 Check if the requested information is substantially similar or identical to previous requests by the same requesting party.	None		
	1.3.1. If the same, then request shall be denied.	None		
	1.3.2 Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.	None		
	1.4 If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.	None		
2. Will received notification/ requested info/data from the contact info provided	2.1 DSWD FRO shall receive the info/ data from the respective office	None	15 minutes	<i>DSWD FOI Receiving Officer</i> RAMS

	2.2 Release of requested info/data to the requesting party through email or courier service			
TOTAL		NONE	1 hour, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	For feedback, the applicant may call (082) 227-1964 local 1134 or email to fo11@dswd.gov.ph
How feedbacks are processed	<p>The applicant's feedback shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The feedback will be responded by Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender.</p>
How to file a complaint	For complaints, the applicant may call (082) 227-1964 local 1134 or email to fo11@dswd.gov.ph
How complaints are processed	<p>The applicant's complaints shall be tracked and acknowledged by the Records and Archives Management Section.</p> <p>The complaints will be responded by Records and Archives Management Section in writing through mail or email and must be acknowledged by the sender</p>
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

General Services Section

Internal Services

1. Request for Air Transport Service

The General Services Section under the Administrative facilitates provision of air transport services to all DSWD FO XI officials and employees, who are authorized to travel on official business.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD FO XI Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit the following documents to the Administrative Division-General Services Section (AD-GSS) System Administrator: 1. Air Transport Order (ATO) 2. Authority to Travel		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Authority to Travel and the Air Transport Order (ATO) with the following details: <ul style="list-style-type: none"> Name of employee Scheduled flights Place of destination 	1.1 Receives and stamps "Received" in the receiving copy	None	1-2 minutes	<i>EDTMS Controller</i> GSS
2. Keeps the receiving copy of the ATO and the Authority to Travel.	2.1 Reviews/ validates the ATO and Authority to Travel.	None	10 minutes	<i>Administrative Assistant</i> GSS
Note: Please proceed to Step 4 if payments are updated, otherwise, proceed to Step 3. 3. ODS to process the overdue accounts to update payments.	3.1 Checks and validates if concerned OBS is updated with their respective payments through the online Portal System Note: If the	None	25 minutes	<i>Administrative Officer (System Administrator)</i> GSS

	payment is updated proceed to Step 3.3. Otherwise, proceed to Step 3.2.			Administrative Officer (System Administrator) GSS
	3.2. If concerned OBS has been found to have long overdue accounts, access to the Portal System shall not be opened; inform the concerned OBS to update the overdue accounts prior to opening the access to the system.	None		
	3.3. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened;	None		
4. Receives an e-mail to proceed with the conduct of the booking of scheduled flight/s.	4.1 Prepares an e-mail addressed to the concerned	None	10 minutes	

	OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online Portal System.			
	4.2 Validates the booked flight details through the online Portal System.	None	9 minutes	<i>Administrative Assistant</i>
	4.3 Facilitates and monitors the processing of payments of the booked flights.	None	10 minutes	<i>Administrative Officer (System Administrator) GSS</i>
TOTAL		NONE	1 hour, 6 minutes	

2. Request for Use of DSWD Conference Room

This is to provide for a systematic procedure in the facilitation of request for use of DSWD FO XI conference rooms. The use of conference rooms is provided to all DSWD officials and employees during meetings, seminars, and other related activities.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DSWD Central Office and Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for the use of DSWD Conference Room Form to be received at the AD-GSS with attach Form (AS-GSD-P-03).	General Services Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for the use of DSWD Conference Room Form AS-GSD-P-03 together with the receiving copy to the AD-GSS	1.1. Receive and review the receiving copy	None	2 minutes	<i>Requesting Party</i> <i>GSS Personnel/ Staff in charge GSS</i>
	1.2 Review the current schedule of availability of DSWD FO XI Conference Room	None	5 minutes	<i>GSS Personnel/ Staff in charge GSS</i>
	1.3 The Administrative Division Chief/ Officer-In-Charge shall approve the use of the DSWD XI Conference Room which shall be use issued prior to the conduct of activity/ meetings			<i>Administrative Division Chief/ Officer- In-Charge GASDD</i>
	1.4 GSS Personnel/ Staff in charge shall inform the Requesting Party the availability of the DSWD XI Conference Room through email, call or in writing.			<i>GSS Personnel/ Staff in charge GSS</i>

2. Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room	2.1 Prepare certification of no available CO Conference Room and/or thru call, e-mail, writing	None	15 minutes	GSS Personnel/ Staff in charge GSS
	2.2 The GSD Chief signs the certification			
	2.3 Issue the certification			
TOTAL		NONE	22 minutes	

3. Request for DSWD Dormitory Accommodation

This services monitor the operations of the DSWD FO XI office dormitories and suite rooms, and to ensure the quality service management of the facilities located at the DSWD Field Office.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Client			
Who may avail:	DSWD Central Office ,Field Offices and Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for FO Dorm Form to be received at the AD-GSS with attach Form (AS-GSD-P-08).		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the filled – up Request for DSWD Dormitory Accommodation form and/or done through GSETS together with the receiving copy.	1.1 Receives and reviews the receiving copy of the Dormitory Accommodation form	None	2 minutes	<i>Dormitory Manager/Staff in charge</i>
2. Coordinates and verifies the	2.1 Reviews the current schedule	None	5 minutes	<i>Dormitory Manager/Staff in</i>

availability of DSWD Dormitory	of availability of rooms in FO Dormitory. Note: If room is available, please proceed to Step 4.2. Otherwise, proceed to Step 3.1.			<i>charge</i>
	2.2 If room is not available, informs the client thru phone call or email. The Dormitory Manager prepares certification of non-availability of room.	None		<i>Dormitory Manager/Staff in charge</i>
	2.3 The GSD Chief reviews and signs the certification.	None	5 minutes	<i>Dormitory Manager/Staff in charge</i>
4. Receives the Certification of non-availability of FO Dormitory (end of transaction if no available Dormitory room)	4.1 Issues the certification to support the procurement of dormitory accommodation outside the office.	None		<i>Dormitory Manager/Staff in charge</i>
	4.2 If room is available, the Dormitory Manager/Staff-In- Charge will provide recommendation to Administrative Division Chief/Authorized Official/Staff	None		<i>Dormitory Manager/Staff in charge</i>
	4.2.1 The Director/ Authorized Official/Staff shall approve the request to use the Dormitory Room which	None		<i>Dormitory Manager/Staff in charge</i>

	shall be issued prior to check-in			
5. Receives the confirmation of the room details.	5.1 Confirm to the guest the availability of the Dormitory Room through email or phone call.	None		
6. Accomplishes the Billet Form/Client checks-in	6.1 AS-GSD shall issue a Billet Form (ANNEX B) to be filled up and signed by the lodger/guest upon entry to the facility.	None	15 minutes	
	6.2. Provision of service			
7. Upon checks-out, guest/lodger shall proceed to Accounting to request order of payment to be present in Cash.	7.1 All accounts shall be settled before leaving the FO Dormitory.	Php 300.00 for 24 hours	15 minutes	
8. Lodger/guest shall proceed to Cash to pay fees upon staying in Dormitory.				
9. Accomplishes the Customer Feedback Form to be given by the Dormitory Manager/Staff-In-Charge.				
TOTAL		Php 300.00 for 24 hours	42 minutes	

4. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

To provide for an effective and systematic method of preparation and implementation of technical assistance request related to special disinfection and sanitation of the offices and other facilities. This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities.

Office or Division:	DSWD Field Office XI – General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Technical Assistance for Special Sanitation and Disinfection of the Offices Form		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment of request for technical assistance for special sanitation and disinfection of the offices	1.1 Receive and review the request for technical assistance for special sanitation and disinfection	None	10 minutes	<i>Janitorial Staff</i> GSS
	1.2 Coordinate with the HRMD and forward approved request to the assigned personnel for the appropriate action.	None	10 minutes	<i>Janitorial Staff</i> GSS <i>HRMD Staff</i>
	1.3 Assigned personnel shall verify the availability of disinfection team and pending schedule (inform the requesting office the next available schedule of sanitation if	None	20 minutes	<i>Janitorial Staff</i> GSS

	not available during time of request).			
	<p>3.8 Perform all necessary preparation and execute the disinfection activity while following all safety protocols.</p> <p>After the activity, the sanitation team shall clean and sanitize the area including equipment, fixtures, and furniture.</p> <p>Upon Completion, the Disinfection and Sanitation Team shall notify the GS Staff to inform the requesting office that the area shall be available for use after 2 hours to avoid inhalation of chemicals that may be harmful to the health.</p>	None	3 hours	<p><i>Janitorial Staff</i> GSS</p> <p><i>Disinfection Team</i></p>
2. Submit a Client Satisfaction Measurement Survey Form to Staff in charge	2.1 Staff in charge will receive the accomplished customer feedback form.	None	1 minute	<i>GSS Personnel/ Staff in charge</i>

TOTAL	NONE	3 hours, 41 minutes	
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5. Request for Technical Assistance Related to Building and Facility Maintenance

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the subject/type of requests submitted by the Department offices using the manual request form.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished manual request form (Request for Technical Assistance)		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up request form for the Technical Assistance for Repair and Maintenance together with the receiving copy to General Services Section	1.1. Review and evaluate the submitted request. Correct the information if necessary. Ensure that all needed information are provided in the request.	None	5 minutes	<i>Technical Staff / Administrative Officer GSS</i>
	1.2. Print the accepted request and forward to responsible skilled/ technical personnel.	None	5 minutes	
	1.3. Determine and identify scope and requirement of the request	None	10 minutes	<i>Technical Staff / Skilled personnel GSS</i>
	1.4. Perform a visual inspection if necessary and	None	1 hour	

	evaluate the specific request. - If the request has another need or does not apply to the designated staff. - If it can be resolved within the assigned staff's level, take appropriate action (Proceed to step 3.2).			
2. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/replacement.	2.1. If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like: A. Plan/ Layout B. Technical Specification C. Bill of Quantities D. Program of Works E. Terms of Reference F. Project Proposal	None	1-7 days	<i>Skilled and/or Technical Personnel</i> GSS
	2.2. All applicable documents shall be endorsed to the	None	10 minutes	<i>Administrative Staff</i> GSS

	requesting office for confirmation and approval. - Revisions or adjustments maybe requested by the requesting office.			
	2.3 Review and revised the documents until approved	None	1-3 days	<i>Skilled and/or Technical Personnel GSS</i>
	2.4. Endorse the approved documents and secure copy for filing. - If the request requires only technical documents, proceed to step 4.	None	10 minutes	<i>Administrative Staff GSS</i>
3. Prepare the necessary documents for the procurement stage and notify GSS if all the materials/ services are ready to use.	3.1. If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1-14 days	<i>Skilled Personnel GSS</i>
	3.2. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. - Perform immediate adjustment	None	1 day	

4. Fill-out the feedback form (Client Satisfaction Measurement Survey Form) and submit to the designated personnel	4.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	10 minutes	<i>Administrative Staff</i> GSS
TOTAL		NONE	19 days, 1 hour, 50 minutes	

6. Request for Use and Monitoring of Vehicle

This is to provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees during official travels.

Office or Division:	DSWD Field Office XI – GENERAL SERVICES SECTION			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD personnel regardless of nature of employment or rank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the AS-GSS. Note: a. Original Copy for GSD b. 1 receiving copy for the OBS concerned		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out Request Form (AS-TMS - 01) together with the receiving copy to the AD-General Services Section. Note: Submission of request must be at least 2 days prior to the actual travel.	1.1. Receives and stamps "Received" in the receiving copy. 1.2. Reviews/ validates the received request if properly accomplished; special directives or emergencies, request may be received through the	None	2 minutes	<i>Administrative Clerk</i> GSS

	accomplishment of the Vehicle Request Form.			
2. Coordinates/ follows-up with the MVD regarding their request. Note: If vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.	2.1. Request shall be forwarded within the same day to the Vehicle Dispatcher/ Administrative Clerk for evaluation of the request.	None	5 minutes	<i>Vehicle Dispatcher</i> GSS
	1.1.1. Review the current schedule of availability of vehicle Note: If vehicle is available, please proceed to Step 4. Otherwise, proceed to Step 2.1.2.	None	5 minutes	
	2.1.2. If the vehicle is not available, inform the end-user thru phone call or email. The MVD prepares certification of non-availability of vehicle	None	10 minutes	
3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)	3.1 The GSS Head reviews and signs the certification	None	2 minutes	<i>Head</i> GSS
	3.2 Issue the certification to support the reimbursement claims for use of public transport of the end-user.	None	2 minutes	<i>Vehicle Dispatcher</i> GSS
4. Receives the confirmation of travel details from the AD-GSS personnel.	4.1. If vehicle is available, the Vehicle Dispatcher identifies the	None	2 minutes	

	appropriate vehicle to accommodate the request through number of passengers and destination			
	4.2. Vehicle Dispatcher (VD) prepares trip ticket for trips within Davao City	None	15 minutes	
	4.3 Vehicle Dispatcher (VD) prepares Travel Order and Trip ticket in case of out-of-town trip	None	15 minutes	
	4.4 The GSS Head reviews and signs the Trip Ticket and the Travel Order shall be signed by the Administrative Division Chief	None	2 minutes	<i>Head GSS</i>
	4.5 Upon approval of the Trip Ticket and/or Travel Order, the VD shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.	None	10 minutes	<i>Vehicle Dispatcher GSS</i>
5. Use of DSWD vehicle	5.1 At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting	None	As Needed	<i>Assigned Driver GSS</i>

	party/end-user			
6. End of travel and/or back to work station Note: Passenger to fill-out "Client Satisfaction Measurement Survey" (CSMS) Form thru online or drop the CSMS Form at the drop boxes available in the GSD	6.1 Driver must travel back to work station or park the vehicle at the designated DSWD garage.	None	As Needed	<i>Assigned Driver GSS</i>
	6.2 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s.	None	10 minutes	<i>Assigned Driver/ Security Guard</i>
	6.3 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook. Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.	None	10 minutes	<i>Security Guard</i>
	6.4 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.	None	10 minutes	<i>Assigned Driver/ Staff GSS</i>
TOTAL		NONE	1 hour, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At any given time on random, internal clients are requested to accomplish the Customer Feedback Form to be given by the AD-GSS.
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AS-GSS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution.
How to file a complaint	DSWD personnel may submit complaint letter address to Merlinda A. Paragamac, Administrative Division Chief of DSWD FO XI, R. Magsaysay cor D. Suazo St., Davao City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

Procurement Section Internal Services

1. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

[illegible]

<ul style="list-style-type: none"> • Servicing Agency has the absorptive capacity to undertake the project • Servicing Agency owns or has access to the necessary tools and equipment required for the project • Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in- house, by job-order, or through the pakyaw contracting system • For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1.The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) Calendar days	End –user Office Procurement Section Admin. Division
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving			

	in Charge.			
	1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in Charge.			
	1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.			
	1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the			

	<p>former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR received</p> <p>1.6 The Procurement Section receiving in-charge records, updates the PMT and endorses to the Procurement Officer who will facilitate the review of the submitted documents.</p> <p>1.7 The Procurement Officer thereafter, endorses to the BAC Resolution recommending the adoption of Negotiated. Procurement: Agency to Agency as the mode of procurement and award of contract</p>	None	One (1) calendar Day	<p><i>Procurement Staff</i> Procurement Section Administrative Division</p>

	to the identified supplier.			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>1.8 Upon receipt of the documents Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g., justification, market scanning/research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants are technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>	None	Ten (10) calendar Day	<p><i>End-User Offices Division/ Section</i></p> <p><i>Procurement Staff Procurement Section</i></p> <p><i>Admin Division Supplier/ Service Provider</i></p>
	<p>1.9 The BAC Sec in-charge shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and</p>			

	<p>evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user offices, and recommend to the BAC their findings and recommendations</p>			
	<p>1.10 Prior to its award, the End-user Offices to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p>			
	<p>1.11 The BAC Sec in-charge shall then prepare the BAC Resolution recommending adoption of Agency-to-Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The</p>			

	<p>BAC Resolution shall be endorsed to the Head of the Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.12 The BAC Sec in-charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec Receiving in-charge for the updating of PMT and afterwards endorse to Procurement Management Section-Contract Monitoring Unit for preparation of Memorandum of Understanding (MOU).</p>			
	<p>End-User Offices Concerned for preparation Obligation Request and Status</p>		<p>Three (3) working days</p>	<p><i>Procurement Staff</i> Procurement Management</p>

	(ORS) 1.13 The PS-CMU prepares and facilitate the issuance of MOU.			Section, End-user Offices
	1.14 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Procurement Management Section-Contract Monitoring Unit receiving officer updates the PMT and hand it over to the Procurement Management Section-Contract Monitoring Unit Procurement Officer upon coordination with the Contract Monitoring Unit Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract 1.15 Upon receipt of	None	Three (3) working days	<i>Procurement Staff</i> Procurement

	the duly funded PO/Contract, the Contract Monitoring Unit Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor			Management Section-Contract Monitoring Unit, Supplier
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Contract Monitoring Unit Procurement Officer shall prepare the DV.	None	Three (3) working days	<i>Procurement Staff</i> Procurement Management Section-Contract Monitoring Unit
	2.2 The DV along with the supporting attachment shall be forwarded to the Contract Monitoring Unit receiving officer for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for			

	processing and facilitation of payment to the supplier.			
TOTAL		NONE	23 days	

2. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entities	
Who may avail:	All DSWD Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>Approved Purchase Request must be submitted in three (3) copies signed by the ARDA/ARDO indicating complete technical specification of the goods and services requested with a copy of approved PPMP and other supporting documents per request as follow:</p> <ul style="list-style-type: none"> • Market Survey/Market Research-1 scan/photo copy • Pre-repair Inspection Report-1 original copy • Certificate of Exclusive/Sole Distributorship-1 certified true copy • Price Quotation-1 scan/photo copy <p>Conditions for Direct Contracting</p> <ul style="list-style-type: none"> • Single source of procurement that does not require elaborate Bidding Documents • End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market • Items of proprietary nature from proprietary source, i.e patents, trade 	<p>End-user Offices submit to BAC Secretariat</p> <p>End-user Offices</p> <p>End-user Offices</p> <p>End-user Offices</p> <p>End-user Offices</p>	

secret and copyrights <ul style="list-style-type: none"> • Critical components from specific supplier to hold a contractor to guarantee its project performance • Item sold by an exclusive manufacturer or dealer, subject to the following conditions: <ul style="list-style-type: none"> <input type="checkbox"/> No other suppliers selling it at lower prices; and <input type="checkbox"/> No suitable substitute can be obtained at more advantageous terms to the Government 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) calendar days	<i>End-user</i> Divisions /Sections <i>BAC Sec.</i> Administrative Division <i>Procurement Officer</i> Procurement Section <i>Service Provider / Supplier</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section			

	receiving in-charge.			
	1.3 Procurement Section receiving officer endorses the PR to the Procurement Section Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.			
	1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Section Head for thorough review of the technical specifications,			

	<p>which must be according to the approved project proposal/ approved Terms of Reference (TOR)/ Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Section Head, for further action and compliance.</p>			
	<p>1.6 The Procurement Section approves and signs the PR, and forwards to the Procurement Section</p>			

	receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the Procurement Officer.			
	Approved PR received 1.7 The Procurement receiving in-charge updates, records and endorses to the Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the		Three (3) calendar days	<i>Procurement Officer</i> Procurement Section <i>Service Provider / Supplier</i>

	<p>Procurement Section receiving in-charge for approval and signature of the Procurement Section Head. Once approved and signed, the Procurement Section receiving in-charge updates the PMT, and endorse to the Procurement Officer to facilitate the procurement process.</p>			
	<p>1.8 The Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Offices concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves</p>			

	exclusive dealership.			
	1.9 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.			
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.10 Upon receipt of the documents, BAC Sec in-charge reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the		Ten (10) calendar days	BAC Sec. Administrative Division

	goods.			
	1.11 The BAC Sec in-charge then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).			
	1.12 Upon receipt of the duly signed NOA, the BAC Sec receiving in-			

	<p>charge serves it at once to the awarded supplier or contractor. The BAC Sec receiving in-charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving in-charge for the updating of PMT and afterwards endorse to Procurement Section-Contract Monitoring Unit for preparation of Purchase Order (PO)/ Contract.</p>			
	<p>Endorsement to End-User Offices Concerned for preparation Obligation Request and Status (ORS)</p> <p>1.13 The Procurement Section-Contract Monitoring Unit prepares and facilitate the issuance PO/ Contract.</p>		<p>Three (3) Calendar days</p>	<p><i>Contract Monitoring/ Procurement Section</i> Admin.Division <i>End-user Offices</i> Divisions/ Sections</p>

	<p>1.14 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the Procurement Section-Contract Monitoring Unit Officer upon coordination with the Contract Monitoring Unit Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
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	Receipt of the funded PO/Contract 1.15 Upon receipt of the duly funded PO/Contract, the Contract Monitoring Unit Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.		Three (3) calendar days	<i>Contract Monitoring/ Procurement Section</i> Admin. Division <i>Service Provider/ Supplier</i>
	Supply and Delivery of Goods 1.16 For the delivery of goods, the Contract Monitoring Unit Officer must coordinate with PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection and Acceptance Report (IAR) addressed to the Inspection		Three (3) delivery days	<i>Contact Monitoring Unit-Procurement Section</i> Admin. Division <i>Property and Supply Section</i> Admin. Division

	Committee.			
	1.17 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection and Acceptance Report to the Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other	None	Three (3) calendar days	<i>Procurement Section</i> Admin. Division

	supporting documents, the Procurement Section-Contract Monitoring Unit Officer shall prepare the DV.			
	2.2 The DV along with the supporting attachment shall be forwarded to the Procurement Section-Contract Monitoring Unit Officer for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for processing and facilitation of payment to the supplier.			
TOTAL		NONE	28 days	

3. Procurement Under Direct Retail Purchase of Petroleum Fuel, Oil, and Lubricant (POL) Products and Airline Tickets

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Administrative Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entities
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Request must be submitted in three (3) copies signed by the ARDA/ARDO indicating complete technical specification of the goods and services requested with a copy of approved PPMP and other supporting documents per request as follow:	End-user Offices submit to BAC Secretariat
<ul style="list-style-type: none"> • Approved Project Proposal-1 original copy 	End-user Offices
<ul style="list-style-type: none"> • Approved Travel Request Order-1 original copy 	End-user Offices
<ul style="list-style-type: none"> • Market Survey / Market Research-1 scan/photo copy 	End-user Offices
<p>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions: For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants:</p> <p>a. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance,</p>	

<p>reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>For airline tickets:</p> <ol style="list-style-type: none"> Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No.77, s. 2019 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories-in consonance with existing	None	Three (3) calendar days	End-user Offices, Division/Section BAC Secretariat, Procurement Section Admin. Division

	guidelines-and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT)			
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/ APP and endorse to the Procurement Section receiving in-charge			
	1.3 Procurement Section receiving in-charge endorses the PR to the Procurement Section Head whom will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge			
	1.4 The Procurement receiving officer updates PMT, records and endorses the			

	<p>PR to the assigned Procurement Officer In coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR)/ Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Section Head for further</p>			

	action and compliance			
	1.6 The Procurement Section Head initial the PR, and forwards to the Procurement receiving officer. The Procurement receiving officer updates PMT, records and endorses the Procurement Officer			
	Approved PR received 1.7 The Procurement receiving in-charge records, updates the PMT and endorses to the Procurement Officer who will facilitate the review of the submitted documents. 1.8 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution	None	One (1) calendar day	<i>Procurement Section</i> <i>Admin. Division</i> <i>BAC Secretariat,</i> <i>Procurement Section</i> <i>Admin. Division</i>

	recommending the adoption of direct purchase of POL products and airline tickets as the mode procurement and award of contract to the identified supplier and/ or service provider.			
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.9 Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.	None	Ten (10) calendar day	
	1.10 The BAC Sec in-charge then prepares the BAC Resolution with the following recommendation: The end-user delegated			

	to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may.			
	1.11 Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in			

	accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.			
	1.12 The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).			
	1.13 Upon receipt			

	of the duly signed NOA, the BAC Secretariat serves it at once to the awarded supplier and/or service provider. The BAC Sec in-charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Secretariat receiving in-charge for the updating of PMT.			
	End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) 1.14 The End-user Offices facilitate the issuance Memorandum of Understanding / Agreement (MOU/A) and the preparation, signing of Obligation Request and	None	Three (3) working days	<i>End-user Offices</i> Division/ Section

Status (ORS).				
	Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A) 1.15 Upon receipt of the duly funded MOU/A, the End-user Offices shall facilitate the signing of MOU/A, notifies and serves immediately to the supplier and/or service provider.	None	Three (3) working days	<i>End-user Offices Division/ Section</i>
	Contract Implementation 1.16 End-user Offices shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user offices in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing	None	As indicated in the approved TOR	<i>End-user Offices Division/ Section</i>

	of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV.	None	Three (3) working days	<i>End-user Offices Division/ Section Financial Management Division</i>
	2.2 It shall then endorse to Division Chief concerned for signature and for processing and facilitation of payment to the supplier.			
TOTAL		NONE	23 days	

4. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Administrative Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entities
Who may avail:	All DSWD Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Request must be submitted in three (3) copies signed by the ARDA/ARDO indicating complete technical specification of the goods and services requested with a copy of approved PPMP and other supporting documents per request as follow:	End-user Offices submit to BAC Secretariat End-user Offices

<ul style="list-style-type: none"> Market Survey/Market Research-1 scan/photo copy <p>Applicability: Goods</p> <p>Conditions for Emergency Cases:</p> <ul style="list-style-type: none"> <input type="checkbox"/> In case of imminent danger to life or property during a state of calamity <input type="checkbox"/> When time is of the essence arising from natural or man-made calamities <input type="checkbox"/> Other causes where immediate action is necessary: <ul style="list-style-type: none"> <input type="checkbox"/> To prevent damage to or loss of life or property <input type="checkbox"/> To restore vital public services, infrastructure facilities and other public utilities <input type="checkbox"/> In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract <input type="checkbox"/> Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed <input type="checkbox"/> When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines –	None	Three (3) Calendar days	<i>End-user Offices</i> Division/ Section <i>BAC Secretariat</i> Admin. Division <i>Procurement</i> Section Admin. Division

	and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).			
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in-charge.			
	1.3 Procurement Section receiving officer endorses the PR to the Procurement Section Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.			
	1.4 The Procurement Section receiving in-			

	<p>charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR)/ Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned,</p>			

	signed by the Procurement Section Head, for further action and compliance.			
	1.6 The Procurement Section approves and signs the PR, and forwards to the Procurement Section receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the Procurement Officer.			
	Approved PR received 1.7 The Procurement Section receiving in-charge updates, records and endorses to the Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent	None	Three (3) Calendar days	<i>Procurement Section Admin. Division BAC Secretariat Admin. Division Technical Working Group Supplier</i>

	<p>with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the Procurement Section receiving in-charge for approval and signature of the Procurement Section Head. Once approved and signed, the Procurement Section receiving in-charge updates the PMT, and endorse to the Procurement Officer to facilitate the procurement process.</p>			
	<p>1.8 The Procurement Officer prepares the RFQ and requests the prospective suppliers, service providers, contractors and consultant, to submit</p>			

	price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user offices.			
	1.9 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.			
	1.10 Upon receipt of the price quotations/ proposals, BAC Sec in-charge shall then proceed the creation of Technical			

	Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user offices, and recommend to the BAC their findings.			
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.11 Upon receipt of the documents, BAC Sec in-charge reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.	None	Ten (10) calendar days	<i>Procurement Section</i> Admin. Division <i>BAC Secretariat</i> Admin. Division <i>End-user Offices</i> Division/Section

	<p>1.12 The BAC Sec in-charge then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and</p>			
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	signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).			
	<p>1.13 Upon receipt of the duly signed NOA, the BAC Sec in-charge serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			

	Endorsement to End-User Officers Concerned for preparation Obligation Request and Status (ORS) 1.14 The Procurement Section-Contract Monitoring Unit prepares and facilitate the issuance PO/ Contract.	None	Three (3) calendar days	<i>Procurement Section-Contract Monitoring Unit</i> Admin. Division <i>End-user Offices</i> Division/Section
	1.15 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the Contract Monitoring Unit Officer upon coordination with the			

	Contract Monitoring Unit Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	<p>Receipt of the funded PO/Contract</p> <p>1.16 Upon receipt of the duly funded P.O/Contract, the Contract Monitoring Unit Officer shall facilitate the signing of P.O/ Contract, notifies and serves immediately to the supplier, or contractor. In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also</p>		Three (3) working days	Procurement Section –CMD Supplier

	prepared and issued to the awarded contractor/ consultant			
	<p>Supply and Delivery of Goods</p> <p>1.17 For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p>	None	Three (3) working days	<p><i>Procurement Section- Contract Monitoring Unit, Property and Supply Section</i></p> <p>Admin. Division</p>
	<p>1.18 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection</p>			

	Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Contract Monitoring Unit Officer shall prepare the DV.</p> <p>2.2 The DV along with the supporting attachment shall be forwarded to the Contract Monitoring Unit receiving in-charge for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for processing and facilitation of payment to the supplier.</p>	None	Three (3) working days	<i>Procurement Section-Contract Monitoring Unit Admin. Division Finance Management Division</i>

	TOTAL	NONE	28 days	
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5. Procurement Under Lease of Real Property and Venue

Procurement of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Small Value Procurement
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal-1 original copy • Evaluation Criteria/Rating Factor-1 original copy per service provider • Justification on the proposed venue/location-1 original copy • Certification that DSWD facilities are not available-1 original copy <p>Applicability:</p> <p>Procurement covering lease of real property and venue of official use.</p> <p>It is preferred that government agencies lease publicly-owned real property or venue from other government agencies.</p> <p>In the event that the PE would resort to privately- owned real property or venue, the End-User unit shall justify that the same is more efficient and economical to the government.</p> <p>Conditions for Lease of Real Property and</p>	<p>End-user Offices submit to BAC Secretariat</p> <p>End –user Offices</p>

<p>Venue:</p> <p>The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical</p> <p>The ABC shall be set using the midpoint of the range obtained from the results of the market analysis on the prevailing lease rates.</p> <p>Rental rates should also be within the prevailing market rates</p> <p>The Procurement Section shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue.</p> <p>Receipt of at least one (1) quotation is sufficient to proceed with the evaluation.</p> <p>Lease contracts amounting to more than PhP50,000.00 shall be posted in the PhilGEPS website.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1. The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring	None	Three (3) Calendar days	End –user Office Procurement Section Admin. Division

	Tool (PMT).			
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in Charge.			
	1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in Charge.			
	1.4 The Procurement Section receiving in Charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the			

	<p>approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			

	<p>Approved PR Received</p> <p>1.6 The Procurement Section Receiving in charge updates, logs and endorses to the Procurement Officer and shall then prepares the Request for Quotation (RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.</p>	None	One (1) calendar day	<p><i>Procurement Section</i></p> <p>Admin. Division</p>
	<p>1.7 He/She then endorses the relevant supporting documents to the Procurement Section Receiving in charge for approval and signature of the Procurement Head. Once approved and signed, the Procurement Section Receiving in charge updates the PMT, and endorse to the</p>			

	Procurement Officer to facilitate procurement process.			
	1.8 The Procurement Officer prepares the RFQ/RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).			
	1.9 The Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially			

	capable supplier, service provider or contractor.			
	1.10 Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s to the BAC their findings.			
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.11 The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement –	None	10 days	<i>Procurement Section, BAC Sec Admin. Division End-user Offices</i>

	<p>Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.12 Upon receipt of the duly signed NOA, the BAC Sec in-charge serves it at once to the awarded supplier or contractor. The BAC Sec-in-Charge shall then endorse the approved BAC Resolution (CTC) with</p>			

	complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PS-CMU for preparation of Purchase Order (PO)/ Contract.			
	Endorsement to End-User Offices Concerned for preparation Obligation Request and Status (ORS) 1.13 The PS-CMU prepares and facilitate the issuance PO/ Contract.	None	3 days	<i>Procurement Section-CMU Admin. Division End-user Offices</i>
	1.14 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the PS-CMU receiving officer updates the PMT and hand it over to the CMU Officer upon coordination with the CMU Head to review,			

	prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract 1.15 Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	None	3 days	<i>Procurement Section</i> Admin. Division <i>Supplier</i>
	Contract Implementation – 1.16 End user Offices Shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user offices in the accordance with the approved TOR in reference with the schedule of payment which	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>

	shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMU Procurement in Charge shall prepare the DV.</p> <p>2.2 The DV along with the supporting document shall be forwarded to the CMU receiving in charge for updating of the PMT. It shall then endorse to the End-user offices concerned Signature of the Division Chief concerned for processing and facilitation of payment to the supplier/ consultant.</p>	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>
TOTAL		NONE	26 ays	

6. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Administrative Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All DSWD Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed Certificate of Completion Price Quotation <p>Applicability:</p> <ul style="list-style-type: none"> Goods and Services Infrastructure Projects / Variation Order <p>Conditions for Repeat Order:</p> <ul style="list-style-type: none"> Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification No splitting of contracts, requisition and Purchase Orders Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period Not to exceed 25% of the quantity of each item in the original contract Original contract awarded through competitive bidding The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item 	End-user Offices submit to BAC Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT)	None	Three (3) calendar days	<i>End- user Offices, BAC Secretariat, Procurement Section Admin. Division</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement receiving in-charge.			
	1.3 Procurement receiving in-charge endorses the PR to the Procurement			

	Head who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.			
	1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.			
	1.5 If found in order, the Procurement Officer affixes			

	his/her initial and endorse the documents back to the Procurement Section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Section concerned, signed by the Procurement Section Head, for further action and compliance.			
	1.6 The Procurement Section Head approves and signs the PR, and forwards to the Procurement Section receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the Procurement Section Procurement Officer.			
	1.7 The	None	Three (3)	<i>Procurement</i>

	Procurement Section receiving officer records, updates the PMT and endorses to the Procurement Section Procurement Officer who will facilitate the review of the submitted documents.		calendar days	<i>Section Admin. Division</i>
	1.8 The Procurement Officer thereafter endorses to the BAC through its Secretariat a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of Procurement and award of contract to the previously awarded supplier and/or service provider.			
	1.9 Upon receipt of the documents, BAC	None	Ten (10) calendar days	<i>BAC Secretariat Admin. Division</i>

	<p>Secretariat, Procurement Officer review and verifies the veracity and completeness of the documents e.g. Justification, market scanning/ research, cost benefit analysis, previously awarded contract , NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.10 The BAC Sec, Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of</p>			

	<p>contract to the previously awarded supplier/ service provider/ contractor and consultant. Likewise, the Notice of Award is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC and eventually approval of the Head of the Procuring Entity (HOPE).</p>			
	<p>1.11 Upon receipt of the duly signed NOA, the BAC Sec, Procurement Officer serve it at once to the awarded supplier or</p>			

	contractor. The BAC Sec, Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving in charge for the updating of PMT and afterwards endorse Procurement CMU for preparation of Purchase Order (PO)/ Contract.			
	1.12 The Procurement Section - CMU prepares and facilitate the issuance of PO/ Contract.	None	Three (3) working days	<i>Procurement Section – CMU Admin. Division End – user Offices</i>
	1.13 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR and other relevant documents			

	from BAC Secretariat, the CMU receiving in charge updates the PMT and hand it over to the CMU Procurement in charge upon coordination with the CMU Procurement Section to review, prepare executive summary.			
	1.14 Endorse to the End-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS)			
	1.15 Upon receipt of the duly funded PO/ Contract, the CMU Procurement Officer shall facilitate the signing of PO/ Contract, notifies and serves immediately to the supplier, or	None	Three (3) working days	<i>Procurement Section – CMU Admin. Division Supplier</i>

	contractor.			
	1.16 For the delivery of goods, the Procurement Section - CMU in-charge must coordinate with PSS on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the request for inspection (RFI) addressed to the inspection committee.	None	Three (3) working days	<i>Procurement Section – CMU, Property & Supply Section Admin. Division</i>
	1.17 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection report to the CMU, which shall be the basis for			

	preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the CMU Procurement Officer shall prepare the DV.	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>
	2.2 The DV along with the supporting attachment shall be forwarded to the CMU receiving in-charge for updating of the PMT. It shall then endorse to the end-user office concerned for signature of the Division Chief concerned for processing and facilitation of payment to the supplier.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1. The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) Calendar days	<i>End –user Office</i> <i>Procurement Section</i> Admin. Division
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in Charge.			
	1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a Procurement			

	Officer to handle the project, and then reverts to Procurement Section receiving in Charge.			
	1.4 The Procurement Section receiving in Charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.			

	<p>1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in Charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR Received</p> <p>1.6 The</p>	None	One (1) calendar day	<i>Procurement Section</i>

	<p>Procurement Section Receiving in charge updates, logs and endorses to the Procurement Officer and shall then prepares the Request for Quotation (RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.</p>			Admin. Division
	<p>1.7 He/She then endorses the relevant supporting documents to the Procurement Section Receiving in charge for approval and signature of the Procurement Head. Once approved and signed, the Procurement Section Receiving in charge updates the</p>			

	<p>PMT, and endorse to the Procurement Officer to facilitate procurement process.</p>			
	<p>1.8 After the PR was reviewed and determined that the documents submitted are complete, the Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO for those projects/ activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than</p>			

	One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP50,000.00).			
	Posting at PhilGEPS and DSWD Website 1.9 Procurement Request for Quotation which requires posting shall be posted at the Philgeps, DSWD website and at the conspicuous places and the RFQ shall then endorse to Procurement Section to secure a quotation within three (3) to seven (7) calendar days or "on or before" the scheduled date of the deadline for submission and receipt of quotations/ proposals.	None	Three (3) calendar days	<i>BAC Secretariat</i> Admin. Division <i>End-user Offices/ Technical Working Group (TWG)</i> Division/ Section

	<p>1.10 Upon receipt of the price quotations, BAC Secretariat in-charge shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable of deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.11 Upon receipt of the price quotations, BAC Secretariat in-charge shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and</p>			

	financially capable of deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.			
	1.12 However, if the BAC Secretariat in-charge could not proceed to evaluate the submitted price quotations BAC Secretariat shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the			

	end-user offices and recommended to the BAC their findings.			
	Preparation of Abstract of Quotation 1.13 The BAC Secretariat in-charge shall then prepare the AOQ recommending adoption of the Shopping Modality and award of contract to the supplier / service provider/ with the Lowest Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments. Prior to its routing for approval and signature of the members of the BAC, and eventually	None	Seven (7) Calendar days	<i>BAC Secretariat</i> <i>Admin. Division</i> <i>End-user Offices</i> <i>Division/ Section</i>

	approved of the Head of the procuring Entity (HoPE).			
	1.14 The BAC Secretariat in-charge shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving in-charge for the updating of PMT and afterwards endorse to Procurement Section-Contract Monitoring Unit for preparation of Purchase Order (P.O).			
	Endorsement to End-user Offices Concerned for preparation Obligation Request and Status (ORS) 1.15 The Procurement Section-Contract Monitoring Unit prepares and facilitate the issuance	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>End-user Offices</i> Division/ Section

	of Purchase Order.			
	1.16 The entire documents for preparation and signing of Obligation Request and Status (ORS).			
	1.17 Upon receipt of the complete documents , e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the Procurement Section- Contract Monitoring Officer upon coordination with the Contract Monitoring Unit Head to review, prepare executive summary,			

	and endorse to the end-user concerned.			
	Receipt of the funded PO 1.18 Upon receipt of the duly funded Purchase Order, the Procurement Section-Contract Monitoring Unit in-charge shall facilitate the signing of Purchase Order, notifies and serves immediately to the supplier, or Contractor.	None	Three (3) working days	<i>Procurement Section-Contract Monitoring Unit Admin. Division Supplier</i>
	Supply and Delivery of Goods 1.19 For the delivery of Goods, Procurement Section-Contract Monitoring Unit in-charge must coordinate with Property and Supply Section on the receiving of the stocks/goods, ensure availability of warehouse	None	Three (3) working days	<i>Procurement Section-Contract Monitoring Unit, Property and Supply Section Admin. Division</i>

	space, and prepare the Inspection and Acceptance Report (IAR) Addressed to the Inspection Committee.			
	1.20 The inspection Committee shall inspect and examine compliance of the technical specification the delivered goods according to the PO/ Contract, and submit Inspection and Acceptance Report to the Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for Processing of Payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the	None	Three (3) working days	<i>Procurement Section–Contract Monitoring Unit, Property and Supply Section Admin. Division</i>

End-user for processing of payment.	Inspection and Acceptance Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Contract Monitoring Unit in-charge shall prepare the DV.			
	2.2 The DV along with the supporting attachment shall be forwarded to the Contract Monitoring Unit receiving in-charge for updating of the PMT. It shall then endorse to the end-user offices concerned for signature of the Division Chief concerned for processing and facilitation of payment to the supplier/ consultant.			
TOTAL		NONE	26 days	

8. Procurement under Small Value Procurement

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Small Value Procurement
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	All DSWD Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> Approved Terms of Reference-1 original copy <p>Applicability:</p> <p>Goods Infrastructure Projects Consulting Services</p> <p>Conditions for Small Value Procurement:</p> <p>Procurement of goods not covered by Shopping under Sec.52, infrastructure projects and consulting services not exceeding the threshold. The BAC shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants</u> of known qualifications Receipt of at least one (1) quotation/proposal is sufficient to proceed with the evaluation thereof Threshold for SVP is not exceeding Php 1,000,000.00</p>	<p>End-user Offices submit to BAC Secretariat</p> <p>End –user Offices</p>

Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than PhP50,000.00</u>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1. The BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) Calendar days	<i>End –user Office Procurement Section Admin. Division</i>
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in Charge.			
	1.3 Procurement Section receiving in Charge endorses the PR to the Procurement Head who will then assign a			

	Procurement Officer to handle the project, and then reverts to Procurement Section receiving in Charge.			
	1.4 The Procurement Section receiving in Charge updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the Procurement Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.			
	1.5 If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the Procurement Section receiving in			

	<p>Charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Offices concerned, signed by the Procurement Head for further action and compliance. The Procurement Head approves and signs the PR, and forwards to the Procurement Section receiving in Charge. The Procurement Section receiving in charge Updates PMT, records and endorses to the Procurement Section in-charge.</p>			
	<p>Approved PR Received</p> <p>1.6 The Procurement Section Receiving in charge updates, logs and endorses to the Procurement Officer and shall then prepares the Request for</p>	None	One (1) calendar day	<p><i>Procurement Section</i></p> <p>Admin. Division</p>

	Quotation (RFQ and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.			
	1.7 He / She then endorses the relevant supporting documents to the Procurement Section Receiving in charge for approval and signature of the Procurement Head. Once approved and signed, the Procurement Section Receiving in charge updates the PMT, and endorse to the Procurement Officer to facilitate procurement process.			
	1.8 After the PR was reviewed and determined that the documents submitted are complete, the			

	Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP50,000.00).			
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	Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 1.9 Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to Procurement Section to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/ proposals.	None	Three (3) calendar days	<i>BAC Secretariat,</i> Admin. Division <i>End-user</i> <i>Unit/TWG</i> Division/ Section
	1.10 Upon receipt of the price quotations/ proposals, BAC Sec Procurement in Charge shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is			

	technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.			
	1.11 However, if the BAC Secretariat Procurement in Charge could not proceed to evaluate the submitted price quotations/ proposals BAC Secretariat Procurement shall then proceed the creation of			
	1.12 Technical Working Group (TWG) from the pool of technical experts of the DSWD- FO who will examine and evaluate the submitted documents, and determine their compliance to the minimum			

	technical specifications set by the end-user offices, and recommend to the BAC their findings.			
	Preparation of Abstract of Quotation/BAC Resolution and Issuance of Notice of Award (NOA) 1.13 The BAC Secretariat in charge shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder.	None	Seven (7) calendar days	<i>BAC Secretariat</i> Admin. Division <i>End-user Offices</i> Division/ Section

	1.14 The Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services.			
	1.15 The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).			
	1.16 Upon receipt of the duly signed NOA, the BAC Secretariat in charge serves it at once to the awarded supplier, service			

	provider, contractor and consultant. The BAC Secretariat Procurement in charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to Procurement Section-CMU for preparation of Purchase Order (PO)/ Contract.			
	Endorsement to End-User Offices Concerned for preparation Obligation Request and Status (ORS) 1.17 The Procurement Section-CMU prepares and facilitate the issuance PO/ Contract.	None	Three (3) working days	<i>Procurement Section-CMU Admin. Division</i> <i>End-user Offices Division/ Section</i>

	<p>1.18 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMU receiving in-charge updates the PMT and hand it over to the CMU in-charge upon coordination with the CMU Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract 1.19 Upon receipt of the duly funded PO/Contract, the CMU Procurement in Charge shall facilitate the signing of</p>	<p>None</p>	<p>Three (3) working days</p>	<p><i>Procurement Section-CMU</i> <i>Admin. Division</i> <i>Supplier/ Consultant</i></p>

	PO/Contract, notifies and serves immediately to the supplier, or contractor.			
	Supply and delivery of goods 1.20 For the delivery of goods, the Contract Monitoring Unit in charge must coordinate with Property and Supply Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection and Acceptance Report (IAR) addressed to the Inspection Committee.	None	Three (3) working days	<i>Procurement Section-CMU, Property and Supply Section</i> Admin. Division
	1.21 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract,			

	and submit Inspection and Acceptance Report to Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for Processing of Payment.			
	Contract Implementation – 1.22 End user Offices Shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user offices in the accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>

2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMU Procurement in Charge shall prepare the DV.	None	Three (3) working days	<i>Procurement Section</i> Admin. Division <i>FMS</i>
	2.2 The DV along with the supporting document shall be forwarded to the CMU receiving in charge for updating of the PMT. It shall then endorse to the End-user offices concerned Signature of the Division Chief concerned for processing and facilitation of payment to the supplier/ consultant.			
TOTAL		NONE	28 days	

9. Procurement Under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement

Office or Division:	Administrative Division	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
Who may avail:	All DSWD Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
All Purchase Request (PR) must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a photocopy of approved PPMP and other supporting documents per request as follows:		End-user Offices submit to BAC Secretariat
Approved Terms of Reference-1 original copy		End-user Offices
Approved Project Proposal-1 original copy		End-user Offices
Applicability: Goods Infrastructure projects Consulting Services		
Documentary Requirements: Approved Terms of Reference Approved Project Proposal BAC Resolution Declaring 2 nd Failure of Bidding		
Conditions: Failed competitive bidding for the second time under Sec. 35; and Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the		

required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Purchase Request duly signed from Bids & Awards Committee Secretariat (BAC SEC), Budget Unit, Requesting Party and Approved by the Regional Director.	1.1 The BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	None	Three (3) calendar days	End-user Offices, BAC-Secretariat, Procurement Section Admin. Division
	1.2 BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the Procurement Section receiving in-charge. If the Purchase request is not included in the PPMP/APP the BAC Secretariat receiving in-charge returns the PR to End-User.			
	1.3 Procurement Section receiving			

	<p>in-charge endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to Procurement Section receiving in-charge.</p>			
	<p>1.4 The Procurement Section receiving in-charge updates PMT, records and endorses the PR to the assigned Procurement staff in coordination with the Procurement Section Head for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>			
	<p>1.5 If found in order, the assigned Procurement staff affixes his/her initial and endorse the documents back to the Procurement</p>			

	<p>section receiving in-charge. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Office concerned, signed by the Procurement Section Head, for further action and compliance.</p>			
	<p>1.6 The Head of the Procuring Entity approves and signs the PR, and forwards to the Procurement Section receiving in-charge. The Procurement Section receiving in-charge updates PMT, records and endorses to the assigned Procurement staff.</p>			
	<p>1.7 If found not in order, the assigned Procurement staff endorse the documents back to the Procurement Section receiving in-</p>			

	charge and return the PR to the End-user.			
	Approved PR received 1.8 The Procurement Section receiving in-charge updates, logs and endorses to the assigned procurement staff and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents.	None	One (1) calendar day	<i>Procurement Section Admin. Division</i>
	1.9 He/She then endorses the relevant supporting documents to the Procurement Section receiving in-charge for approval and signature of the Procurement			

	<p>Section Head. Once approved and signed, the Procurement Section receiving in-charge updates the PMT and endorse to the assigned Procurement staff to facilitate procurement process.</p>			
	<p>1.10 After the Purchase Request (PR) was reviewed and determined that the documents submitted are complete, the Procurement Section receiving in-charge, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD website and conspicuous places within the premises of the DSWD FO XI. The PR is</p>			

	less than or equal to Fifty Thousand (50,000).			
	Posting at PhilGEPS and DSWD website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification 1.11 Purchase Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.	None	Three (3) calendar days	<i>BAC Secretariat Admin. Division End-user Office/TWG</i>
	1.12 The assigned Procurement staff shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate.			

	<p>Even if only (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p>			
	<p>1.13 Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and</p>			

	discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.			
	1.14 Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.			
	1.15 Upon receipt of the best and final offer together with their post-qualification documents, the BAC Secretariat assigned staff shall conduct evaluation, reviews and verifies the			

	<p>veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>			
	<p>1.16 BAC Secretariat shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user Office,</p>			

	and recommend to the BAC their findings.			
	Preparation BAC Resolution and Issuance of Notice of Award (NOA) 1.17 The BAC Secretariat assigned staff shall then prepare the BAC resolution recommending adoption of the Negotiated Procurement – Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services.	None	Seven (7) calendar days	<i>BAC Secretariat, Admin. Division End-user Office</i>
	1.18 The BAC Resolution and the NOA shall			

	<p>be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
	<p>1.19 Upon receipt of the duly signed NOA, the assigned BAC Secretariat staff serves it at once to the awarded supplier, service provider, contractor and consultant. The assigned BAC Secretariat staff shall then endorse the approved BAC Resolution/ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to</p>			

	Procurement Section- Contract Monitoring Unit for preparation of Purchase Order (PO)/Contract.			
	Endorsement to End-User Office, Concerned for preparation Obligation Request and Status (ORS) 1.20 The Procurement Section – Contract Monitoring Unit prepares and facilitate the issuance PO/Contract.	None	Three (3) working days	<i>Procurement Section -Contract Monitoring Unit, Admin. Division End-user Office</i>
	1.21 Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Contract Monitoring Unit receiving in-charge updates the PMT and hand it over to the assigned Contract Monitoring Unit staff upon coordination			

	with the Procurement Section Head to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract 1.22 Upon receipt of the duly funded PO/Contract, the assigned Contract Monitoring Unit staff shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	None	Three (3) working days	<i>Procurement Section, Contract Monitoring Unit, Admin. Division Supplier/ Consultant</i>
	Supply and Delivery of Goods 1.23 For the delivery of goods, the Contract Monitoring Unit in-charge must coordinate with Property and Supply Section (PSS) on the receiving of the	None	Three (3) working Days	<i>Procurement Section, Contract Monitoring Unit, Property and Supply Section (PSS)</i> Admin. Division

	stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.			
	1.24 The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection report to the Contract Monitoring Unit, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
	Contract Implementation 1.25 End-User Office shall monitor the implementation	None	As indicated in the approved TOR	<i>End-user Office</i>

	of the project. The issuance of certification of services rendered shall be issued by the end-user Office in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
2. The End-user submit the necessary documents for the preparation of DV and endorse to End-user for processing of payment.	Preparation of Disbursement Voucher (DV) for Payment 2.1 Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the Procurement Section - Contract Monitoring Unit in-charge shall prepare the DV. 2.2 The DV along with the supporting attachment shall be forwarded to the Contract	None	Three (3) working days	<i>Procurement Section-Contract Monitoring Unit Admin. Division Financial Management Division</i>

	Monitoring Unit receiving in-charge for updating of the PMT. It shall then endorse to the end-user Office concerned for signature of the Division Chief concerned for processing and facilitation of payment to the Supplier/consultant.			
TOTAL		NONE	26 days	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Client Satisfaction Measurement Survey (CSMS) form shall be provided to the client.
How feedback is processed	Duly accomplished CSMS forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting party may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division Chief.
How complaints are processed	Upon receipt of the complaint, the concerned Section shall make the necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AD -PSS through (082) 227-1964 or through email: property.fo11@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines

	Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

Property and Supply Section Internal Services

1. Facilitation of Request for Relief from Property Accountability from Commission on Audit

In case of the lost, damaged and destroyed property issued to employees due to force majeure, theft/robbery and fire, the Accountable Officer can request for Relief from Property Accountability to COA. AD - PSS facilitates this request upon submission of pertinent documents by the Accountable Officer.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)		
Classification:	Complex		
Type of Transaction :	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD)		
	Employees who are: a. DSWD employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).		1. From PSS Office through PREMIS	
2. One (1) original copy of duly notarized Affidavit of Loss		2. To be prepared by the client without any prescribed format	
3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.		3. To be prepared by the client without any prescribed format	
4. One (1) original copy of Police Report		4. To be prepared by the client without any prescribed format	
5. One (1) original copy Comments of the Head Cluster		5. To be prepared by the client without any prescribed format	
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.		6. To be prepared by the client without any prescribed format	
7. One (1) original copy of Inspection Report of Damaged Property.		7. To be prepared by the client without any prescribed format	
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		8. From PSS Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to AD-PSS re loss of issued property	1.1 Record the request in the Electronic Database (EDMS). Forward request to AD-PS Section Head	None	5 minutes	<i>PSS Staff</i>
	1.2 Review the document and assign to concerned Technical Staff	None	5 minutes	<i>PS Section Head</i>
	1.3 Review and prepare Memorandum for the signature of the Administrative Division Chief addressed to the requester to inform of the processes to be undertaken in requesting for relief from property accountability and the requirements to be submitted in accordance with the COA Guidelines.	None	3 hours	<i>PSS Technical Staff</i>
2. Submit request for relief from property accountability to COA with the following documentary requirements: a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of	1.1 Review the documents submitted: 1.1.a If not complete - Prepare Memorandum for Accountable Officer to require compliance 1.1.b If complete – Prepare endorsement letter to Commission on	None	3 hours	<i>PSS Technical Staff</i>

the Cluster Head e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)	Audit for Request for Relief to be signed by the Regional Director a. Forward the signed endorsement to COA copy furnished the Accountable Officer.			
3. Upon receipt of COA Decision, request Technical Assistance as to the settlement of accountability in accordance with COA decision	3. Provide Technical Assistance as follows: 3.2 Request Granted – a. Prepare Memorandum endorsing the COA Decision to FMD for dropping of the lost property, for signature of AD-Chief, copy furnished the Accountable Officer b. Update records/ PREMIS 3.2 Request	None	3 hours	<i>PSS Technical Staff</i>

	Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment, or reimbursement			
2. Submit replacement unit in accordance with COA Decision	2.1 Request the presence of a COA representative during inspection of the replacement unit	None	1 hour	PSS Technical Staff
	2.2 Analyze the specification of the offered replacement item.	None	1 hour	
	4.3 Accept replacement unit upon concurrence of COA representative	None	2 hours	
	4.4 Prepare necessary documentation/ update record in PREMIS	None	1 hour	
	4.5 Prepare Memorandum to FMD and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.	None	2 hours	
3. Pay the value of property in accordance with the COA Decision	3.1 Provide assistance as to the mode of payment	None	3 hours	PSS Technical Staff
	3.2 Prepare Memorandum to FMD for the receipt of payment; or	None		
	3.3 Prepare Memorandum to HRMDS-PAD for the deduction of the amount of			

	property in accordance with COA Decision			
	3.4 Prepare necessary documentation/ update record in PREMIS			
TOTAL		NONE	16 hours, 10 minutes	

2. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Complex			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG		1. From PSS Office through PREMIS 2. To be prepared by the Client without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Memorandum to OUSGASSG and duly accomplished	1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PS Section Head 1.1.1 Review the Request and	None	5 minutes	<i>PSS Staff</i>

RLSDDP received by COA	RLSDDP			
	1.2 Assigned the request to concerned Technical Staff	None	5 minutes	<i>PS Section Head</i>
	1.3 Review the Request.	None	4 hours	<i>PSS Technical Staff</i>
	a. If not complete - Return to Accountable Officer for Compliance			
	b. If complete – Prepare Memorandum on the recommendation relative to request to the Regional Director to be signed by the AD-Chief			
	1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property.			
2. Submit compliance on the approved recommendation of settlement.	2.1 Reimbursement	None	1 hour	<i>PSS Technical Staff</i>
	1.1.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.			
	1.1.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Section for the payment.			
	1.1.3 Update PREMIS as to the settlement			

	of property accountability.			
	1.2 Replacement 2.2.1 Inspection of the offered replacement item. a. If not compliant – Returned the item/s to Accountable Officer for compliance. b. If compliant – Updates record in PREMIS			
	2.2.2 Prepare Memorandum to FMD and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.			
TOTAL		NONE	5 hours, 10 minutes	

3. Issuance of Sticker Pass

Clients with portable equipment which are frequently brought outside and inside the DSWD premises may request for issuance of Portable Equipment Sticker Pass (PESP) in lieu of Gate Pass.

Unlike Gate Pass which is valid until the stated date of returned, PESP is valid from issuance or renewal until the last working day of the semester for regular/casual//contractual/co-terminous employee, the same shall apply for personal portable equipment frequently brought by the employee and until the last day of the quarter for COS workers but not beyond the last day of the contracted service.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)
Classification:	Simple
Type of Transaction :	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP)		To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1.1 Validate submitted request if duly signed by the Head of Office	None	1 hour	<i>PSS Technical Staff</i>
	1.1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous/ casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the endo of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person			
	1.1.2 Generate portable equipment sticker pass and forward to AS-PS Section Head for			

	signature	None	5 minutes	<i>AS-PS Section Head</i>
	1.2. 3 Record PESP details in the logbook			
	1.1. 4 Sign PESP			
2. Claim PESP and present the portable property	2.1 Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP	None	30 minutes	<i>PSS Technical Staff</i>
	2.1.1 Attach PESP in the most visible and secure area of the property			
	2.1.2 Present PESP request submitted by the client for signature as received sticker			
	2.1.3 Update PREMIS and marked sticker pass as claimed			
TOTAL		NONE	1 hour, 35 minutes	

4. Recording, Documentation, and Issuance of Expendable or Consumable Supplies

Request of issuance of commonly use office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated Offices' staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management unit subject to the approval of the PS Section Head.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)		
Classification:	Complex Transaction		
Type of Transaction :	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) OBSUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of duly accomplished RIS of concerned OBSU		1. RIS template issued to respective Office with the prescribed format;	
2. One (1) Photocopy of approved PPMP of requesting OBSU		2. Designated Supply/Property Officer of respective Offices;	

3. One (1) Photocopy of approved Technical Assistance Request, if required		3. Focal person of concern technical support office such as ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format		
4. One (1) Photocopy of project proposal, if required		4. Focal person of proponent Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to Procurement Management Service including required attachment such as PPMP and Technical Assistance Request	1.1 Receive, review and record the submitted duly approved RIS	None	2 hours	<i>Administrative Staff</i> PSS
	1.1.1 Assign RIS number			
	1.2 Verify availability of requested supplies and materials			
	1.3 Update concerned Office staff on the availability or non-availability of supplies and materials			
	1.4 Request for the approval of RIS of the PS Section Head			
2. Receipt of issued supplies and materials	3.5 Update stock card and issue requested supplies and materials	None	4 hours	
	3.6 Updating of stock/bin card			
	2.3 Pull out of stocks for issuance to requesting OBSU			
	2.4 Update database			
TOTAL		NONE	5 hours	

5. Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to Divisions, Sections and other Offices in the area of Property, Asset and Warehouse Management to capacitate their designated Property Officers on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Highly Technical			
Type of Transaction :	G2G – Government to Government			
Who may avail:	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Offices through Memorandum addressed to Administrative Division Chief, Attention the AS-PS Section Head signed by their Head of Office or authorize official.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1.1 Received the request 1.1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PS Section Head.	None	5 minutes	<i>PSS Receiving Staff</i>
	1.1.2 Review the request. Check the availability of Technical Staff on the requested date of Technical	None	10 minutes	<i>PS Section Head</i>

	Assistance.			
	1.1.3 Assigned the request to the concerned Technical Staff.			
	1.1.4 Technical Staff to prepare a reply for confirming the date of Technical Assistance.	None	5 days	<i>PSS Technical Staff</i>
	a. Prepared Special Order (If Field Office) for the period of Technical Assistance.			
	b. Prepare the needed documents and information for the conduct of Technical Assistance			
	c. Conduct Technical Assistance on the scheduled date	None	4 days for Field Offices	<i>PSS Technical Staff</i>
2. Accomplished the Technical Assistance Evaluation Form	2.1 Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 minutes	<i>PSS Technical Staff</i>
	2.1.1 Consolidate the Technical Assistance Evaluation	None	7 days from returned to Official Station	<i>PSS Technical Staff</i>

	Form.			
	2.1.2 Prepared Feedback Report for approval of PS Section Head.	None		
	2.1.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None		
TOTAL		NONE	13 days, 25 minutes for DSWD OBSU/ 18 days, 25 minutes for Field Office	

6. Re-issuance of Equipment and Semi-Expendable Supplies

Surrendered serviceable equipment may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)		
Classification:	Complex Transaction		
Type of Transaction :	G2G – Government to Government		
Who May Avail:	Department of Social Welfare and Development Field Office XI Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Original copy of memorandum requesting for issuance of property		1. From concerned Offices and personnel, interoffice memorandum format	
2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)		2. From AS-PSS through the Designated Property Officer of concerned Office	
3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		3. From the AS-PSS / PREMIS online through the Designated Property Officer of concerned Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/ supply shall be assigned.	1.1 Receive, review and verify the availability of request a. Inform requesting Office of availability or non-availability of items. b. Request approval of FETS for confirmation of transfer	None	3 hours	<i>Requesting Office PSS Staff</i>
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Update PREMIS and generate PAR or ICS a. Transfer accountability through updating of database and issuance of PAR or ICS b. Process the approval of PAR or ICS	None	3 hours	<i>Requesting Office PSS Staff</i>
3. Confirm acceptance of item or property through signing of PAR or ICS	1.3 Physical issuance of item or equipment and filing of PAR or ICS	None	2 hours	<i>Requesting Office PSS Staff</i>
TOTAL		NONE	8 hours	

7. Surrender/Turnover of Property and Cancellation of Property Accountability

Turned over property due to its unserviceability or when the same is no longer needed by the accountable person shall be recorded in order to effect cancellation of property accountability of the client.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with the prescribed format;		
2. Actual Property for turnover		2. To be made available by the accountable person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1.1 Validate surrendered property vis-à-vis duly accomplished FETS	None	15 minutes	Technical Staff PSS Warehouse Unit
	1.2 Fill up the "inspected and received by" portion in FETS			
	1.3 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.			
2. Updates record of surrendered items in PREMIS	2.1. Validate submitted request if duly signed by the concerned officials and	None	1 hour	Technical Staff PSS Warehouse Unit

	employees			
	2.2 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request			
	2.3 Approve request in PREMIS			
	2.4 Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,000. Signed the received by portion of PAR/ICS.			
	2.5 Generate and print barcode sticker and attach to the surrendered property.			
	2.6 Approve PAR/ICS	None	5 minutes	<i>AS-PS Section Head</i>
	2.7 Scan approved documents and upload to PREMIS	None	15 minutes	<i>PSS Technical Staff</i>
	2.8 Record the approval of record in PREMIS			
	2.9 File approved PAR/ICS and or undertaking in the respective			

	folder of the accountable person for safekeeping			
TOTAL		NONE	1 hour, 35 minutes	

8. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt for the signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Office/Division:	Administrative Service – Property and Supply Section (AD-PSS)			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1.1 Validate submitted request if duly signed by the concerned officials and employees	None	1 hour	<i>PSS Technical Staff</i>
	1.2 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted			

	FETS Request			
	1.3 Approve request in PREMIS			
	1.4 Accomplish the "encoded by" portion in the submitted FETS request			
	1.5 Generate and print 2 copies of PAR if the acquisition cost of property is 15,000 and above, 2 copies of ICS if the acquisition cost is lower than 15,0000. Should the end-user be COS, 2 copies of the undertaking shall be printed			
	1.6 Generate and print barcode sticker and attach to the most visible and secured area of the property before the transfer of item(s) to the new end-user.			
	1.7 Record in the logbook details of transfer properties as stated in the printed PAR/ICS			
	1.8 Forward PAR/CS to the concerned OBSUs for the signature of the previous accountable			

	person and the new accountable person			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2.1 Validate the returned document if accurately signed and forward to AS-PS Section Head for approval	None	15 minutes	<i>PSS Technical Staff</i>
	2.2 Approve duly accomplished document	None	5 minutes	<i>AS-PS Section Head</i>
	2.3 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person	None	30 minutes	<i>PSS Technical Staff</i>
	2.4 Record the approval of record in PREMIS			
	2.5 Scan and upload the approved PAR/ICS and or Undertaking			
	2.6 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL		NONE	1 hour, 50 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Client Satisfaction Measurement Survey (CSMS) form shall be provided to the client.
How feedback is processed	Duly accomplished CSMS forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting party may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Division Chief.
How complaints are processed	<p>Upon receipt of the complaint, the concerned section shall make the necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD - PSS through (082) 227-1964 or through email: property.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

List of Offices

Office	Address	Contact Information
Administrative Division	R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads Property and Supply Section 227-1964 local 1115 Procurement Management Section 227-1964 local 1117 General Services Section 227-1964 local 1116