



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, Enrico C. Paringit, Filipino, of legal age, Executive Director of the Department of Science and Technology - Philippine Council for Industry, Energy and Emerging Technology Research and Development (DOST-PCIEERD), the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The DOST-PCIEERD has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter reflected process improvements, specifically the streamlining of procedures, shortened turnaround time, and online platforms/systems to avail various services, in consideration of the COVID-19 pandemic.
- 3) The Citizen's Charter is posted as an information billboard in the service office of DOST-PCIEERD, and uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect that could easily be understood by the public.
- 5) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this _____ in Taguig City, Metro Manila, Philippines.


DR. ENRICO C. PARINGIT
Executive Director, DOST-PCIEERD

SUBSCRIBED AND SWORN to before me this 30 JUN 2021 in TAGUIG CITY, Philippines, with affiant exhibiting to me his passport issued on 18 March 2019 at DFA Manila.

Doc. No. 359
Page No. 73
Book No. IX
Series of 2021

NOTARY PUBLIC/ ADMINISTERING OFFICER
RACHEL GINAP W. COPANUT-DANGWI
NOTARY PUBLIC UNTIL DEC. 31, 2021
Notarial Commission Appt. No. 10 (2020-2021)
2/F, Pacara Bldg. #427 ML Quezon Ave., Lower Bicutan, TC
PTR No. A-5063211/1-4-21, Taguig City
IBP O.R. No. 137056/12-29-2020, RSM
MCLE Comp. No. VI-0019686/3-1-2019, ROLL No. 61627



DEPARTMENT OF SCIENCE AND TECHNOLOGY
**PHILIPPINE COUNCIL FOR INDUSTRY,
ENERGY AND EMERGING TECHNOLOGY
RESEARCH AND DEVELOPMENT (PCIEERD)**

CITIZEN'S CHARTER
2021 (1st Edition)



I. Mandate

DOST-PCIEERD is tasked to perform the following functions for the development of national competence in research and development strategic areas of industry, energy and emerging technology sectors in the country:

- Formulate national S&T policies, plans, programs and strategies.
- Program and allocate government and other external funds for research and development in industry, energy and emerging technologies.
- Provide mechanism of assessment, evaluation and monitoring of programs and updating of national R&D plans.
- Develop and implement resource generating strategies to support the programs for the sectors.
- Support the development of institutions and R&D human resource pool.
- Establish, develop and maintain local and international technical cooperation linkages.
- Develop and implement programs for the optimal utilization, transfer and commercialization of technologies and other research outputs.
- Establish, develop and maintain an effective system for the acquisition and dissemination of research information.

II. Vision

A recognized leader and preferred partner in Science, Technology, and Innovation on industry, energy, and emerging technologies contributing to the nation's productivity and competitiveness.

III. Mission

Provide strategic leadership in enabling innovations in the industry, energy, and emerging technology sectors.

IV. Service Pledge

We, the officials and employees of DOST-PCIEERD, do hereby pledge to commit to:

- comply with statutory and regulatory requirements pertaining to the ease of doing business and efficient delivery of government service;
- serve clients promptly with utmost courtesy including those who are physically-challenged, differently-abled persons, pregnant women, and senior citizens;
- adopt 'New Normal' activities and implement strategic business continuity protocols as coping mechanisms to address issues brought about by the COVID-19 pandemic;
- provide public and its workforce with 24/7 web-based access to information on our programs, activities and services through our website: <http://pcieerd.dost.gov.ph> with web-based services links, and through *intranet.pcieerd.dost.gov.ph* for internal transactions among different divisions.



List of Services

PCIEERD Office	3
External Services	3
1. Support to research and development.....	4
2. Support to technology transfer and commercialization	7
3. Support to human resource development.....	11
4. Support to institution development program.....	15
5. Balik Scientist Program	17
6. Processing of application for available positions	21
7. Processing of bid proposal	24
7.1. Public bidding for goods and services	24
7.2. Public bidding of consulting services	28
7.3. Negotiated procurement through Agency-to-Agency agreement	32
7.4. Alternative mode of procurement through shopping	34
Internal Services	37
1. Processing of application for Non-Degree Program.....	38
2. Processing of application for Degree Program	42
3. Processing of hiring request.....	44
4. Processing of purchase request.....	47
4.1. Purchase of goods and services through public bidding	47
4.2. Purchase of consulting services through public bidding	52
4.3. Purchasing through negotiated procurement (agency to agency agreement).....	56
4.4. Purchasing through alternative mode of procurement (Shopping and Small Value Procurement)	60
5. Processing of payment request.....	63
6. Processing of IT support request.....	68
6.1. Troubleshooting and Network Support	68
6.2. Workstation Breakdown and Data Retrieval	69
Feedback Mechanism	71
Feedback and Complaints	71



PCIEERD Office External Services



1. Support to research and development

This program provides Grants-In-Aid (GIA) funding support to research and development projects consistent with the priorities identified in the national research agenda for industry, energy, and emerging technology sectors. Research grants may be availed of by government research and academic institutions, industry, and professional organizations. The support to research and development process starts upon the end of Call for Proposal submission date, receipt, and evaluation of project proposal until the final disposition of its disapproval or approval for GIA funding. The service process is expected to be completed within forty (40) working days.

Divisions Involved	Records Section, Finance and Administrative Division (FAD) Emerging Technology Development Division (ETDD) Industrial Technology Development Division (ITDD) Energy, Utilities & System Technology Development Division (EUSTDD) Policy Coordination and Monitoring Division (PCMD) Information Group (IG) Human Resource and Institution Development Division (HRIDD)
Classification	Highly Technical
Type of Transaction	Government to Business (G2B) Government to Government (G2G)
Who may avail?	PCIEERD Clients also known as Implementing Agency such as government research agencies, academic institutions, industry and professional organizations
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Website On-Line Service Access and official email address – www.pcieerd.dost.gov.ph , pcieerd@pcieerd.dost.gov.ph , DOST Project Management Information System (DPMIS), PCIEERD Project Management Information System (PMIS), Project Evaluation System (PES) & Tracking, Retrieval and Archiving of Communications for Efficiency (TRACE)
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> One (1) copy of Detailed Program Proposal using DOST Form 1 or One (1) copy of Detailed R&D Project Proposal using DOST Form 2 or One (1) copy of Detailed Non-R&D Project using DOST Form 3 with the following attachments: <ol style="list-style-type: none"> One (1) copy of Project Line-Item-Budget using DOST Form 4; One (1) copy of Project Workplan using DOST Form 5; One (1) copy of endorsement letter from the head of agency in pdf format; and One (1) copy of Curriculum Vitae of Program / Project Leader in pdf format Other supporting documents as necessary and required under the Call for Proposals <p>All details will be inputted and uploaded in the DOST Project Management Information System through: https://dpmis.dost.gov.ph/</p>	
WHERE TO SECURE	
PCIEERD – Policy Coordination and Monitoring Division (PCMD) Forms are available at the PCIEERD Website: http://pcieerd.dost.gov.ph/library/e-forms/call-for-proposal-forms and DOST Project Management Information System: https://dpmis.dost.gov.ph/	



CLIENT'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission, Receiving, Recording and Evaluation of Project Proposal				
1. Submit project proposal through Online DOST Project Management Information System. A system-generated acknowledgment receipt is provided in the facility.	Access Project Management Information System; print email and first page of the proposal; record in the TRACE; and forward to PCMD for screening.	None	None	Records Officer
None	Screen proposal, record details in the DPMIS and forward to concerned division.	None	None	Division Chief and Secretary of PCMD
Evaluation of Project Proposal				
Division Level				
None	Conduct eligibility check on the project proposal <ul style="list-style-type: none">If eligible, proceed to PCIEERD Management Team (PMT) deliberationIf not eligible, disapprove proposal	None	4 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD
None	Evaluate proposal using PES pre-scoring system. <ul style="list-style-type: none">If qualified, proceed to PMT evaluation level.If not qualified, disapprove proposal.			Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD
2. Receive notice of status/result of evaluation of proposal.	Inform Client on the status/ /result of evaluation of proposal.	None		Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD
PCIEERD Management Team Level				
None	Conduct deliberation of the project proposal using PES <ul style="list-style-type: none">If qualified, proceed to Technical Panel EvaluationIf not qualified, disapprove proposal	None	5 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD; PCIEERD Management Team
3. Receive notice of status/result of evaluation of proposal/subm	Inform Client on the status/result of evaluation of proposal	None		Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD



it rejoinder thru DPMIS				
Technical Panel Level				
None	Conduct evaluation of proposal using PES <ul style="list-style-type: none">• If recommended, proceed to Governing Council (GC) deliberation• If recommended with minor revision, notify Client on the necessary revision• If not recommended, disapprove proposal	None	10 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD; PCIEERD Management Team; Concerned PCMD Personnel; TP Experts
4. Receive notice of status of evaluation of proposal	Inform Client on the status/result of evaluation of proposal.	None	Client to submit rejoinder within 7 working days. Failure to submit in the prescribed time will result in disapproval	Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD
5. Submit rejoinder, if applicable, thru DPMIS	Accept, acknowledge, and check submission against critical comments and necessary revision	None		Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD
Governing Council Level				
None	Conduct deliberation project proposal w/ PES <ul style="list-style-type: none">• If approved under PCIEERD GIA, proceed to Stage 2. Preparation and Signing of Memorandum of Agreement (MOA)• If approved under DOST GIA, endorse said proposal to Office of Undersecretary for R&D through Special Projects Division (SPD) for DOST-EXECOM deliberation• If disapproved, notify Client that the project proposal is not considered for funding.	None	7 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD; Deputy Executive Director; Executive Director; Governing Council Members
6. Receive notice of status/result of evaluation of proposal	Inform Client on the status of evaluation of proposal	None		Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD
7. Submit revised proposal/rejoinder, if applicable, thru DPMIS	Accept, acknowledge, and check submission against critical comments and necessary revision	None		Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD
DOST Executive Committee Level				



None	Conduct deliberation of project proposal <ul style="list-style-type: none"> If approved, notify Client that the proposal is considered for funding. The DOST-SPD to proceed with MOA preparation while PCIEERD to facilitate signing with its Clients <ul style="list-style-type: none"> If disapproved, notify Client that the project proposal is not considered for funding 	None	7 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, IG and PCMD; Executive Director; DOST-EXECOM Members
8. Receive notice of status/result of evaluation of proposal	Inform Client on the status/result of evaluation of proposal	None		Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD
9. Submit revised proposal/rejoin der, if applicable, thru DPMIS	Accept, acknowledge, and check submission against critical comments and necessary revision	None		Concerned Project Manager of EUSTDD, ETDD, ITDD, IG and PCMD
TOTAL			40 working days	

2. Support to technology transfer and commercialization

This program provides funding support for accelerating transfer and commercialization of technologies generated from PCIEERD/DOST supported projects and/or developed network institutions, partners and/or stakeholders. The support to technology transfer and commercialization process starts upon the end of Call for Proposal submission date, receipt, and evaluation of project proposal until the final disposition of its disapproval or approval for GIA funding. The service process is expected to be completed within forty (40) working days.

Programs under the technology transfer and commercialization are as follows:

a. Technology Transfer

- Funding Assistance for Spinoff and Translation of Research in Advancing Commercialization (FASTRAC) Program
- IP Management Program for Academic Institutions Commercializing Technologies (IMPACT)
- Preparing Researchers to Entrepreneurs Program (PREP)
- Leverage Innovation Partners to Nurture Collaboration (LINC)

b. Technology Business Incubator (TBI)

- Higher Education Institution Readiness for Innovation and Technopreneurship (HeIRIT)



- TBI 4.0 Program
- S&T Parks for Accelerating Research and Knowledge (SPARK) Program
- c. Startup Development Program
 - Jumpstarting the Economy in the New Normal
 - Women-Helping-Women: Innovating Social Enterprises (WHWise) Program
 - Startups Creating Innovations for the Government (SCI4GOV)
 - i-NEST (Innovation-to-Incubation for New & Emerging Space Technologies) Program

Divisions Involved	Records Section, Finance and Administrative Division (FAD) Research Information and Technology Transfer Division (RITTD)			
Classification	Highly Technical			
Type of Transaction	Government to Business (G2B) Government to Government (G2G)			
Who may avail?	PCIEERD Clients also known as Proponent or Implementing Agency such as government research and academic institutions as well as companies			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Website On-Line Service Access and official email address – www.pcieerd.dost.gov.ph , pcieerd@pcieerd.dost.gov.ph , DOST Project Management Information System (DPMIS), PCIEERD Project Management Information System (PMIS), Project Evaluation System (PES) & Tracking, Retrieval and Archiving of Communications for Efficiency (TRACE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Detailed Program Proposal using 2019 Revised DOST-GIA Form 2A or One (1) copy of Detailed R&D Project Proposal using 2019 Revised DOST-GIA Form 2B or One (1) copy of Detailed Non-R&D Project using 2019 Revised DOST-GIA Form 3 with the following attachment; 1.1. One (1) copy of Project Line-Item-Budget using 2019 Revised DOST-GIA Form A; 1.2. One (1) copy of Project Workplan using 2019 Revised DOST-GIA Form B; 2. One (1) copy of endorsement letter from the head of agency in pdf format; and 3. One (1) copy of Curriculum Vitae of Program / Project Leader in pdf format 4. Other supporting documents as necessary and required under the Call for Proposals All details will be inputted and uploaded in the DOST Project Management Information System through: https://dpmis.dost.gov.ph/		PCIEERD – Policy Coordination and Monitoring Division (PCMD) Forms are available at the PCIEERD Website: http://pcieerd.dost.gov.ph/library/e-forms/call-for-proposal-forms and DOST Project Management Information System: https://dpmis.dost.gov.ph/		
CLIENT'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission, Receiving, Recording and Evaluation of Project Proposal				



1. Submit project proposal through Online DOST Project Management Information System. A system-generated acknowledgment receipt is provided in the facility.	Access Project Management Information System; print email and first page of the proposal; record in the TRACE; and forward to PCMD for screening.	None	None	Records Officer
None	Screen proposal, record details in the PMIS and forward to concerned division	None	None	Division Chief and Secretary of PCMD
Evaluation of Project Proposal				
Division Level				
None	Conduct eligibility check on the project proposal <ul style="list-style-type: none">If eligible, proceed to PCIEERD Management Team (PMT) deliberationIf not eligible, disapprove proposal	None	4 working days	Concerned Project Manager and Division Chief of RITTD
None	Evaluate proposal using PES pre-scoring system. <ul style="list-style-type: none">If qualified, proceed to PMT evaluation level.If not qualified, disapprove proposal.	None		Concerned Project Manager and Division Chief of RITTD
2. Receive notice of status/result of evaluation of proposal	Inform Client on the status/result of evaluation of proposal	None		Concerned Project Manager of RITTD
PCIEERD Management Team Level				
None	Conduct deliberation of the project proposal <ul style="list-style-type: none">If qualified, proceed to Technical Panel EvaluationIf not qualified, disapprove proposal	None	5 working days	Concerned Project Manager and Division Chief of RITTD; PCIEERD Management Team
3. Receive notice of status/result of evaluation of proposal/ submit rejoinder thru DPMIS	Inform Client on the status/result of evaluation of proposal	None		Concerned Project Manager of RITTD
Technical Panel Level				
None	Conduct evaluation of proposal	None	10 working days	Concerned Project Manager



	<ul style="list-style-type: none">• If recommended, proceed to Governing Council (GC) deliberation• If recommended with minor revision, notify Client on the necessary revision• If not recommended, disapprove proposal			and Division Chief of RITTD; PCIEERD Management Team; Concerned PCMD Personnel; TP Experts
4. Receive notice of status of evaluation of proposal	Inform Client on the status/result of evaluation of proposal.	None	Client to submit revised proposal within 7 working days. Failure to submit said revised proposal in the prescribed time will result to disapproval	Concerned Project Manager of RITTD
5. Submit revised proposal/rejoin der, if applicable, thru DPMIS	Accept, acknowledge, and check response against necessary revision	None		Concerned Project Manager and Division Chief of RITTD
Governing Council Level				
None	Conduct deliberation project proposal <ul style="list-style-type: none">• If approved under PCIEERD GIA, proceed to Stage 2. Preparation and Signing of Memorandum of Agreement (MOA)• If approved under DOST GIA, endorse said proposal to Office of Undersecretary for R&D through Special Projects Division (SPD) for DOST-EXECOM deliberation• If disapproved, notify Client that the project proposal is not considered for funding	None	7 working days	Concerned Project Manager and Division Chief of RITTD; Deputy Executive Director; Executive Director; Governing Council Members
6. Receive notice of status/result of evaluation of proposal	Inform Client on the status of evaluation of proposal	None		Concerned Project Manager of RITTD
7. Submit revised proposal/rejoin der, if applicable, thru DPMIS	Inform Client on the status of evaluation of proposal	None		Concerned Project Manager of RITTD
DOST Executive Committee Level				



None	Conduct deliberation of project proposal <ul style="list-style-type: none"> If approved, notify Client that the proposal is considered for funding. The DOST-SPD to proceed with MOA preparation while PCIEERD to facilitate signing with its Clients. If disapproved, notify Client that the project proposal is not considered for funding.	None	7 working days	Concerned Project Manager and Division Chief of RITTD; Executive Director; DOST-EXECOM Members
8. Receive notice of status/result of evaluation of proposal	Inform Client on the status/result of evaluation of proposal	None		Concerned Project Manager of RITTD
9. Submit revised proposal/ rejoinder, if applicable, thru DPMIS	Accept, acknowledge, and check submission against critical comments and necessary revision	None		Concerned Project Manager of RITTD
TOTAL			40 working days	

3. Support to human resource development

This program encourages Filipino researchers to be more productive by providing funding support for the dissemination of their research outputs in the industry, energy and emerging technology sectors in local and international conferences, and similar events.

Programs under the human resource development are as follows:

- Visiting Expert Program
- Research Attachment
- Presentation of Scientific Outputs in Conferences, Symposia, Fora and Seminars
- Publication of Scientific/Research Papers in Scientific/Technical Journals
- Conduct of Conferences, Seminars and Workshops

The process starts upon the end of the call for proposals submission date, receipt, and evaluation of proposal. The service process is expected to be completed within twenty (20) working days.



Divisions Involved	Records Section, Finance and Administrative Division (FAD) Human Resource and Institution Development Division (HRIDD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail?	PCIEERD Partners also known as Proponent or Implementing Agency such as Private and Public Institutions
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Website On-Line Service Access and official email address – www.pcieerd.dost.gov.ph , pcieerd@pcieerd.dost.gov.ph , DOST Project Management Information System (DPMIS), PCIEERD Project Management Information System (PMIS), Project Evaluation System (PES) & Tracking, Retrieval and Archiving of Communications for Efficiency (TRACE)
CHECKLIST OF REQUIREMENTS	
<p>General Requirements:</p> <ol style="list-style-type: none"> 1. Letter of intent/request 2. Endorsement from Head of Agency and/or University enrolled in 3. Application form 4. Curriculum Vitae <p>Additional documents per component:</p> <p>a. for Visiting Expert</p> <ul style="list-style-type: none"> • Curriculum Vitae (CV) of the visiting expert • Endorsement from the head of the host/requesting institution (or at least Dean or equivalent) • Scheduled plan of activities • Terms of reference (TOR) <p>b. for Research Attachment</p> <ul style="list-style-type: none"> ▪ Detailed research proposal with plan of activities ▪ Acceptance from host institution (at least Dean or equivalent) <p>c. for Presentation of Scientific Outputs in Conferences, Seminars, Workshops and For a</p> <ul style="list-style-type: none"> • Copy of the approved Thesis / dissertation / research proposal • Workplan <p>d. for Publication of Scientific/Research Papers in Scientific/Technical Journals</p> <ul style="list-style-type: none"> • Certification that the same paper was not submitted for a similar grant • Formal acceptance of the paper for publication indicating the publication fee 	
WHERE TO SECURE	
<p>PCIEERD – Policy Coordination and Monitoring Division (PCMD)</p> <p>Forms are available at the PCIEERD Website: http://pcieerd.dost.gov.ph/library/e-forms/call-for-proposal-forms and</p> <p>DOST Project Management Information System: https://dpmis.dost.gov.ph/</p>	



<ul style="list-style-type: none"> • Proof that journal is an ISI or Scopus-indexed journal • Peer-reviewed full paper, including abstract, subject to quality review of technical division. Reviewer's comments and evaluation must also be submitted <p>e. for Conduct of Conferences, Seminars, Workshops and Fora</p> <ul style="list-style-type: none"> • Terms of Reference (TOR) for speakers, support staff, and organizing committee • Tentative Programs of Activities • SEC-registration (for Scientific/Professional organizations), for first-timers <p>All details will be inputted and uploaded in the DOST Project Management Information System through: https://dpmis.dost.gov.ph/</p>				
CLIENT'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission, Receiving, Recording and Evaluation of Application				
1. Submit application through Online DOST Project Management Information System. A system-generated acknowledgment receipt is provided in the facility.	Access Project Management Information System; print email and first page of the proposal; record in the TRACE; and forward to Division Chief	None	0.5 working day	Records Officer and HRIDD Secretary
None	Assign application documents to concerned personnel	None	0.5 working day	Division Chief
Checking Eligibility and Evaluation of Application				
2. Receive notice of initial evaluation	Inform client on the status of evaluation of application.	None	4 working days	Concerned Project Manager of HRIDD
None	Conduct eligibility check on the application based on the minimum qualification requirements.	None		Concerned Project Manager of HRIDD
None	For applications that meet the minimum qualification requirements, check completion of documents submitted.	None	1 working day	Concerned Project Manager of HRIDD



	<ul style="list-style-type: none"> For complete documents, check compliance to guidelines. 		1 working day	Concerned Project Manager of HRIDD
	<ul style="list-style-type: none"> For qualified applications based on guidelines, prepare approval letter, line-item-budget, contract of award. 		3 working days	Concerned Project Manager of HRIDD, DED, ED
	<ul style="list-style-type: none"> For qualified applications but does not meet the guidelines, seek PMT approval. Prepare Executive Brief and submit to PCMD. 		2 working days	Concerned Project Manager of HRIDD
	<ul style="list-style-type: none"> For applications approved by PMT, prepare approval letter, LIB, contract of award. 		3 working days	Concerned Project Manager of HRIDD, Division Chief, DED, ED
	<ul style="list-style-type: none"> For applications not approved by PMT, prepare disapproval letter indicating the reasons for disapproval. Forward to Records Section for mail or delivery. 		1 working day	Concerned Project Manager of HRIDD
	<ul style="list-style-type: none"> For incomplete documents, inform applicant of lacking documents. 		1 working day	Concerned Project Manager of HRIDD
3. Submit lacking documents, if any	<p>Accept and acknowledge documents. If complete, proceed to evaluation.</p> <p>Remove applicant from the list of pending application if no response is received on set deadline as mentioned in the letter.</p>	None		Concerned Project Manager of HRIDD
None	For applications that do not meet the minimum qualification requirements, prepare disapproval letter specifying the reasons for disapproval. Forward to Records Section for mail or delivery.	None	1 working day	Concerned Project Manager of HRIDD
4. Receive approval documents	Forward to grantee the signed approval letter and LIB and contract of award through email and mail/delivery	None	1 working day	Concerned Project Manager of HRIDD



None	Update database	None	1 working day	Concerned Project Manager of HRIDD
TOTAL			20 working days	

4. Support to institution development program

This program aims to strengthen the capability of institutions to undertake research in S&T fields included in PCIEERD priority areas. It also provides support for equipment acquisition and upgrading of laboratory resources. The service process is expected to be completed within forty (40) working days.

Divisions Involved	Records Section, Finance and Administrative Division (FAD) Human Resource and Institution Development Division (HRIDD)			
Classification	Highly Technical			
Type of Transaction	Government to Business (G2B) Government to Government (G2G)			
Who may avail?	PCIEERD Clients also known as Proponent or Implementing Agency such as Public and Private Academic Institutions			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Website on-line service access and official email address – www.pcieerd.dost.gov.ph , pcieerd@pcieerd.dost.gov.ph , DOST Project Management Information System (DPMIS), PCIEERD Project Management Information System (PMIS), Project Evaluation System (PES) & Tracking, Retrieval and Archiving of Communications for Efficiency (TRACE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> One (1) copy of letter of request One (1) copy of proposal, using DOST Non-R&D format, and Line-Item Budget One (1) copy of curriculum vitae of the proponent One (1) copy of endorsement from the head of institution One (1) copy of five-year research agenda/strategic plan or equivalent One (1) copy of list of existing laboratory personnel/faculty and their specialization One (1) copy of list of projects All details will be inputted and uploaded in the DOST Project Management Information System through: https://dpmis.dost.gov.ph/		PCIEERD – Policy Coordination and Monitoring Division (PCMD) Forms are available at the PCIEERD Website: http://pcieerd.dost.gov.ph/library/e-forms/call-for-proposal-forms and DOST Project Management Information System: https://dpmis.dost.gov.ph/		
CLIENT'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission, Receiving, Recording and Evaluation of Project Proposal				



1. Submit project proposal through Online DOST Project Management Information System. A system-generated acknowledgment receipt is provided in the facility.	Receive, record project proposal in the TRACE and forward to HRIDD for evaluation Prepare acknowledgement letter and send to Client	None	20 working days	Records Officer and Secretary of HRIDD Concerned Project Manager of HRIDD
Evaluation of Project Proposal				
Division Level				
None	Conduct eligibility check on the project proposal <ul style="list-style-type: none"> • If eligible, proceed to Technical Referee Level • For incomplete documents, inform applicant of lacking documents • For proposals that do not pass the site evaluation, prepare disapproval letter, forward to Records Section for mail or delivery • For proposals that do not meet the minimum qualification requirements, prepare disapproval or referral letter. Forward to Records Section, for mail or delivery 	None		Concerned Project Manager and Division Chief of HRIDD
2. Receive notice of status/result of evaluation of proposal	Inform Client on the status/result of evaluation of proposal	None		Concerned Project Manager and Division Chief of HRIDD
Technical Referee Level				
None	Identify technical referee Prepare Executive Brief Once accepted, send IDP proposal and evaluation form Consolidate comments of technical referees	None	10 working days	Concerned Project Manager
3. Receive notice of status of evaluation of proposal	Send consolidated comments to proponent	None		Concerned Project Manager of HRIDD
4. Submit revised proposal, if applicable	Receive and review proponent's reply	None		Concerned Project Manager of HRIDD



PCIEERD Management Team Level				
None	For proposals that comply with referees' comments and passed evaluation, present to PMT	None	1 working day	Concerned Project Manager and Division Chief of HRIDD, PCIEERD Management Team
5. Receive notice of status/result of evaluation of proposal	Inform Client on the status/result of evaluation of proposal.	None		Concerned Project Manager of HRIDD
Governing Council Level				
None	For approved proposals, submit to GC for approval / confirmation	None	2 working days	Concerned Project Manager and Division Chief of HRIDD, Deputy Executive Director, Executive Director, Governing Council Members
None	For disapproved proposals, prepare disapproval letter. Forward to Records Section for mail or delivery.	None	1 working day	Concerned Project Manager of HRIDD and Records Section
None	For proposals that do not comply with referees' comments and do not pass evaluation, prepare disapproval letter. Forward to Records Section for mail or delivery.	None	1 working day	Concerned Project Manager of HRIDD and Records Section
None	Once confirmed by GC, prepare approval letter, LIB, and Memorandum of Agreement (MOA) and send to Client for signature	None	5 working days	Concerned Project Manager of HRIDD
6. Receive notice of status/result of evaluation of proposal	Inform Client on the status of evaluation of proposal.	None		Concerned Project Manager of HRIDD
TOTAL			40 WDs	



5. Balik Scientist Program

This program aims to encourage Filipino scientists, technologists, and experts based in another country to return to the Philippines and share their expertise for the country's scientific, agro-industrial, and economic development, including the development of our human capital in science, technology, and innovation.

PCIEERD focuses on the evaluation and endorsement to DOST of BSP applications for the industry, energy, emerging technology, and special concerns.

The service process is expected to be completed within twenty (20) working days.

Divisions Involved	Human Resource and Institution Development Division (HRIDD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail?	1. Foreign-based Filipinos or foreigners of Filipino descent, with graduate/advanced degrees and internationally-recognized experts in the priority sectors of DOST, who are willing to come back and serve either on a short or long term basis; 2. Public and private institutions needing the expertise of a Balik Scientist and are willing to serve as Host Institutions.
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Website On-Line Service Access and official email address – www.pcieerd.dost.gov.ph , pcieerd@pcieerd.dost.gov.ph , Tracking, Retrieval and Archiving of Communications for Efficiency (TRACE)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. New Applications Submit electronic and hard copy of the following requirements: 1. Endorsement Letter from Host Institution addressed to PCIEERD Executive Director, Dr. Enrico C. Paringit 2. BSP Form 001 - Balik Scientist Program Application 3. BSP Form 002 - Terms of Reference 4. Impact Statement 5. Updated Curriculum Vitae of BSP Applicant 6. Copy of credentials/certificates of achievement/Diplomas/Transcript of Records 7. Copy of Passport 8. Medical Certificate	Requirement 1 will come from the Host Institution of Balik Scientist applicant. Requirements 2-3 are available at the BSP Website: bsp.dost.gov.ph and can be accessed by emailing PCIEERD BSP Secretariat at balikscientistprogram@pcieerd.dost.gov.ph Requirement 4 can be accessed by emailing PCIEERD BSP Secretariat at balikscientistprogram@pcieerd.dost.gov.ph



B. Subsequent Applications <i>Submit requirements similar for New Applications (A. Items 1 – 8)</i> <i>Provide one (1) digital/scanned copy of the following each requirement</i> 1. Terminal Report 2. BSP Feedback Form for Balik Scientist 3. BSP Feedback Form for Hosts 4. Host Evaluation Report 5. Justification by the Host Institution for the subsequent engagement		Requirements 1 to 4 are documents that are already with the applicants from their previous engagement. This should be resubmitted along with the other requirements stated under A. New Applications. Requirement 5 will come from the Host Institution of Balik Scientist applicant.		
CLIENT'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the application and documentary requirements	Receive, acknowledge submitted application, reviews completeness of documents relative to the application and qualification of the potential Balik Scientist/ host institution	None	1 working day	BSP Secretariat, HRIDD
None	<i>For applications with complete documents:</i> Forward application to the technical evaluators of the Council <i>For applications with incomplete documents:</i> Advise potential host institution/ Balik Scientist to submit the lacking requirement(s)	None	1 working day	BSP Secretariat, HRIDD
None	Evaluate the application based on the documents provided including the accomplishments, outputs from previous engagement (if applicable), and the merit of the Balik Scientist's visit if aligned with the DOST's S&T priority areas Recommend revisions in the terms of reference (TOR) as necessary Solicit comments/ views from other concerned Council/s, if applicable	None	5 working days	BSP Secretariat, HRIDD Chief, Technical Evaluators of the Council
None	For qualified applicants, submit recommendations to the Office of the Undersecretary for	None	1 working day	BSP Secretariat, HRIDD



	Research and Development (OUSECRD); For applicants not qualified, notify the Scientist/Host of the disapproval of the application			
None	<p>Check result of evaluation</p> <p>If the OUSECRD agrees with the Council's recommendation, endorse the application to OSEC for final approval</p> <p>If the Undersecretary for Research and Development disagrees with the recommendation of the Council, refer back the documents to the Council for re-evaluation</p>	None	2 working days	DOST Undersecretary for Research and Development
None	Re-evaluate the application and submit recommendations to OUSECRD	None	3 working days	BSP Secretariat, HRIDD
None	<p>Check result of re-evaluation</p> <p>If the Undersecretary for Research and Development agrees with the Council's recommendation, endorse the application to the Office of the Secretary (OSEC) for final approval</p> <p>If the Undersecretary for Research and Development disagrees with the recommendation of the Council, refer back the documents to the Council for disapproval</p>	None	2 working days	DOST Undersecretary for Research and Development
None	Approve/ Disapprove application based on endorsement of the OUSECRD and the concerned Council/s	None	3 working days	DOST Secretary
2. Receive notification on the result of the evaluation of application	If the Secretary disapproves the application, the Council informs the host institution/ scientist of the decision	None	2 working days	BSP Secretariat, HRIDD



	If the Secretary approves the application, the Council advises the BSP Awardee to make the necessary arrangements to return to the Philippines and informs the Awardee and host institution of the Secretary's decision			
TOTAL			20 working days	

6. Processing of application for available positions

This service provides guidance to all qualified candidates in applying available permanent positions in PCIEERD. It covers the process from submission of application letter up to onboarding orientation. The service process is expected to be completed within thirty-five (35) working days.

Divisions Involved	Human Resource (HR) Section, Finance and Administrative Division (FAD)		
Classification	Highly Technical		
Type of Transaction	Government to Citizen (G2C)		
Who may avail?	All qualified candidates regardless of gender, age, civil status, political affiliation, religion, national origin, ethnicity, physical disability, pregnant women and senior citizens		
Availability of Service	<p>Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension</p> <p>7:00AM – 6:00PM & 8:00AM – 7:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break</p> <p>24/7 Web-based online service access for job postings which can be found here at http://pcieerd.dost.gov.ph/e-forms/jobs</p> <p>All applications must be sent to the HR official email address at hr@pcieerd.dost.gov.ph</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application Letter (one copy) 2. Filled-out Personal Data Sheet Form (one copy) 3. Resume (one copy) 4. Career Service Eligibility for Permanent Position (one copy) 		<p>PCIEERD – Finance and Administrative Division, Human Resource Section</p> <p>Personal Data Sheet Form can be downloaded at www.csc.gov.ph</p>	



5. Performance rating in the last rating period 6. Transcript of Records and Diploma				
CLIENT'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Post job vacancy in 3 or more conspicuous places at PCIEERD and DOST premises; through online platform such as PCIEERD Website, Social Media Page, Jobstreet, Civil Service Commission (CSC) Website, sending announcement at PCIEERD e-Liham	None	10 calendar days	HR Officer
1. Submit application with requirements to PCIEERD	2. Receive application, prepare acknowledgment receipt and send to Applicants	None	1 working day	HR Officer
2. Receive acknowledgment letter from PCIEERD	None	None	None	None
None	3. Conduct initial screening of application and forward screened application to concerned	None	3 working days	HR Officer



	Division for shortlisting.			
None	4. Conduct shortlisting of application and forward shortlisted application to HR	None	3 working days	HR Officer
3. Confirm attendance to the schedule	5. Schedule examination and interview and notify Applicants on the schedule	None	1 working day 3 working days Waiting time until the conduct of examination and interview	HR Officer
4. Take examination and interview at PCIEERD	6. Administer examination (skills and general knowledge exams) and conduct interview	None	1 working day	HR Officer, PCIEERD Selection Board (PSB)
5. Receive result of selection process from PCIEERD	7. Check examination prepare matrix and get approval. Once approved, notify all applicants on the result of selection process	None	4 working days	HR Officer, Chairperson of PSB, Executive Director
	8. For permanent position, schedule Psychological Examination and notify Applicants on the schedule of said Psychological Examination	None	1 working day 2 WDs Waiting time until	HR Officer



			Psychological Examination was undertaken	
6. Receive notice to undergo Psychological Examination	None	None	None	None
None	9. Prepare appointment paper/contract and facilitate signing	None	3 working days	HR Officer, Chairperson of PSB, Executive Director
7. Sign appointment paper/contract	10. Notarize appointment paper/contract and provide notarized appointment paper/contract to Applicant	None	2 working days	HR Officer
8. Attend onboarding orientation at PCIEERD	11. Conduct onboarding orientation during reporting date	None	1 working day	HR Officer
TOTAL			35 WDs	

7. Processing of bid proposal

This service provides guidance to all qualified Bidders in the bidding of items offered by PCIEERD. The category of bidding includes: (1) Public bidding of goods and services; (2) Public bidding for consulting services; (3) Negotiated procurement through Agency-to-Agency agreement; and (4) Alternative mode of procurement through shopping. The bidding process of PCIEERD is governed by the RA 9184 and its Implementing Rules and Regulations (IRR).



7.1. Public bidding for goods and services

The public bidding of PCIEERD for goods and services is governed by the Manual of Procedures for the Procurement of Goods and Services issued by the Government Procurement Policy Board. It starts upon receipt of sealed bid proposal from Bidder up to the delivery of said goods and services. The bidding process has a recommended earliest possible operational timeline of twenty-six (26) calendar days and one hundred thirty-six (136) calendar days for allowable maximum operational timeline.

Divisions Involved	Procurement Section, Finance and Administrative Division (FAD)	
Classification	Simple, Complex, & Highly Technical	
Type of Transaction	Government to Business (G2B)	
Who may avail?	All eligible bidders compliant with RA 9184	
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Electronic submission – GPPB Resolution No. 12-2020	
Fees to be Paid	The cost of bidding documents shall correspond to the ABC range as indicated herein. This shall be the maximum amount of fee that procuring entities can set for the acquisition of bidding documents based on the provision of RA 9184 and its IRR	
	Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
	500,000 and below	500.00
	More than 500,000 up to 1 Million	1,000.00
	More than 1 Million up to 5 Million	5,000.00
	More than 5 Million up to 10 Million	10,000.00
	More than 10 Million up to 50 Million	25,000.00
	More than 50 Million up to 500 Million	50,000.00
	More than 500 Million	75,000.00
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PhilGEPS Registration Platinum Membership for ABC's PHP 1M and above and Red Membership for 1M below up to PHP 50,000.00) (one copy) 2. Mayor's/Business Permit or its Equivalent Document (one copy) 3. Tax Clearance (one copy) 4. Philippine Contractors Accreditation Board (PCAB) license and registration (one copy) 5. Audited Financial Statements (one copy)		Authorized Government Agency/Offices Requirements base on R.A. 9184 is available at the PCIEERD Website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph



BIDDER'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare purchase request and bid documents	None	2 working days	BAC Members, End-user Representative, BAC Secretariat
None	Advertise/Post Invitation to Bid to PhilGEPS, PCIEERD Website and Conspicuous Places	None	5 working days	BAC Secretariat
1. Visit PhilGEPS, Transparency Seal or Conspicuous Places	None	None	None	None
None	Schedule pre-bid conference and post in the PCIEERD Website	None	None	BAC Secretariat
2. Attend pre-bid conference, if interested	Conduct pre-bid conference. If changes occur, issue bid bulletin within 5 calendar days	None	1 working day	BAC Members, End-user Representative, BAC Secretariat
	Issue Bid Document	None	1 working day	BAC Secretariat
3. Buy Bid Document	Receive sealed bid proposal and inform Bidder on the schedule of opening of bid proposals	Refer to Maximum Cost of Bidding Documents above	1 working day (Bid Documents are available only on a prescribed time)	BAC Chairperson, BAC Secretariat
4. Submit sealed bid proposal	Open bid proposals and conduct eligibility check of requirements	None	1 working day (Submission of sealed bid proposal is open with a prescribed time)	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
5. Attend opening of bid proposals, if interested	<ul style="list-style-type: none"> If eligible, proceed to evaluation of bid proposals If ineligible, return bid proposal to Bidder Evaluate bid proposals	None	2 working days	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
	Prepare evaluation report and comparative matrix Issue notice of post-qualification inspection to qualified Bidders			End-user Representative, TWG BAC Secretariat
	Conduct post-qualification inspection			BAC Members, End-user Representative,



6. Receive result of eligibility check	Prepare post-qualification inspection report	None	2 working days	BAC Secretariat, Technical Working Group (TWG) BAC Secretariat
None	Prepare resolution, seek approval and post in the Transparency Seal Prepare and issue Notice of Award and send to selected Bidder for signature in the Conforme	None	1 working days	HoPE, BAC Members, BAC Secretariat
None	Receive copy of signed Notice of Award	None	1 working day	HoPE, BAC Secretariat
7. Receive notice of post-qualification inspection	Receive Performance Security/Bond	None	1 working day	BAC Secretariat
8. Provide necessary documents as submitted	Prepare contract / purchase order / job order and send to selected Bidder for signature	None	1 working day	BAC Secretariat, Cashier BAC Secretariat
None	Receive signed contract / purchase order / work order	None	5 working days	BAC Secretariat
None	Prepare and issue Notice to Proceed and sent to selected Bidder for signature in the Conforme Receive signed Notice to Proceed	None	3 working days	HoPE, BAC Secretariat
9. Receive Notice of Award, affix signature in the Conforme and provide copy of signed Notice of Award	Receive, inspect and accept the goods and/or services Issue Property Acknowledgement Receipt/ Inventory Custodian Slip	None	1 working day	BAC Secretariat
10. Submit Performance Security/Bond	Issue Inspection and Acceptance Report	None	1 working day	Technical Inspector/ Procurement Officer Property Officer Procurement Officer
None		None	1 working day	



11. Receive contract / purchase order / work order, affix signature and return to PCIEERD		None	3 working days	
None		None	1 working day	
12. Receive Notice to Proceed, affix signature and return to PCIEERD		None	1 working day	
None		None	3 working days	
13. Deliver goods and/or services		None		
None		None		
TOTAL			39 working days	

7.2. Public bidding of consulting services

The public bidding of PCIEERD for consulting services is governed by the Manual of Procedures for the Procurement of Consulting Services issued by the Government Procurement Policy Board. It starts upon receipt of sealed bid proposal from Bidder up to the delivery of said consulting services. The bidding process has a recommended earliest possible operational timeline of thirty-nine (39) calendar days and one hundred eighty (180) calendar days for allowable maximum operational timeline.

Divisions Involved	Procurement, Finance and Administrative Division (FAD)
Classification	Highly Technical
Type of Transaction	Government to Business (G2B)
Who may avail?	All eligible bidders compliant with RA 9184
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Electronic submission – GPPB Resolution No. 12-2020
Fees to be Paid	The cost of bidding documents shall correspond to the ABC range as indicated herein. This shall be the maximum amount of fee that procuring



	entities can set for the acquisition of bidding documents based on the provision of RA 9184 and its IRR			
	Approved Budget for the Contract		Maximum Cost of Bidding Documents (in Philippine Peso)	
	500,000 and below		500.00	
	More than 500,000 up to 1 Million		1,000.00	
	More than 1 Million up to 5 Million		5,000.00	
	More than 5 Million up to 10 Million		10,000.00	
	More than 10 Million up to 50 Million		25,000.00	
	More than 50 Million up to 500 Million		50,000.00	
	More than 500 Million		75,000.00	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. (PhilGEPS Registration Platinum Membership for ABC's PHP 1M and above and Red Membership for 1M below up to PHP 50,000.00)</div> <div>2. Mayor's/Business Permit or its Equivalent Document (one copy)</div> <div>3. Professional License /Curriculum Vitae (Consulting Services)</div> <div>4. Tax Clearance (one copy)</div> <div>5. Philippine Contractors Accreditation Board (PCAB) license and registration (one copy)</div> <div>6. Audited Financial Statements (one copy)</div> <div><ul style="list-style-type: none">For individuals engaged under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services, only the BIR Certificate of Registration shall be submitted in lieu of DTI Registration and Mayor's Permit (For ABCs above P500K requires Income Tax Return).Mayor's Permit and PhilGEPS Registration Number, Certificate of Platinum Membership may be submitted in lieu of the said documents.</div>		<div>Authorized Government Agency/Offices</div> <div>Requirements base on R.A. 9184 is available at the PCIEERD Website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph</div>		
BIDDER'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare purchase request, Terms of Reference and bid documents	None	2 working days	BAC Members, End-user Representative, BAC Secretariat
None	Advertise/Post Invitation to Bid to PhilGEPS, PCIEERD Website and Conspicuous Places	None	5 working days	BAC Secretariat
1. Visit PhilGEPS, Transparency Seal or Conspicuous Places	None	None	None	None



2. Submit sealed bid and attend eligibility checking	Receive sealed bid and conduct eligibility checking for shortlisting of Bidders	None	1 working day	BAC Members, End-user Representative, BAC Secretariat
None	Schedule pre-bid conference and post in the PCIEERD Website Conduct pre-bid conference. If changes occur, issue bid bulletin within 5 calendar days	None	1 working day	BAC Secretariat BAC Members, End-user Representative, BAC Secretariat
3. Attend pre-bid conference, if interested	Issue Bid Document	None	1 working day	BAC Secretariat
4. Buy Bid Document	Receive sealed bid proposal and inform Bidder on the schedule of opening of bid proposals	Refer to Maximum Cost of Bidding Documents above	1 working day (Bid Documents are available only on a prescribed time)	BAC Chairperson, BAC Secretariat
5. Submit sealed bid proposal	Open bid proposals and conduct eligibility check of requirements <ul style="list-style-type: none">If eligible, proceed to evaluation of bid proposalsIf ineligible, return bid proposal to Bidder	None	1 working day Submission of sealed bid proposal is open with a prescribed time	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
6. Attend opening of bid proposals, if interested	Evaluate bid proposals Prepare evaluation report and comparative matrix Issue notice of post-qualification inspection to qualified Bidders Conduct post-qualification inspection	None	2 working days	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG) End-user Representative, TWG BAC Secretariat
7. Receive result of eligibility check	Prepare post-qualification inspection report Prepare resolution, seek approval and post in the Transparency Seal Prepare and issue Notice of Award and send to selected Bidder for signature in the Conformance	None	2 working days	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG) BAC Secretariat HoPE, BAC Members, BAC Secretariat HoPE,
None		None		



8. Receive notice of post-qualification inspection	Receive copy of signed Notice of Award	None	1 working day	BAC Secretariat
			1 working day	BAC Secretariat
9. Present necessary documents as submitted	Receive Performance Security/Bond	None	1 working day	BAC Secretariat, Cashier
	Prepare contract / purchase order / job order and send to selected Bidder for signature	None	1 working day	BAC Secretariat
	Receive signed contract / purchase order / work order	None	5 working days	HoPE, BAC Secretariat
	Prepare and issue Notice to Proceed and sent to selected Bidder for signature in the Conforme	None	3 working days	BAC Secretariat
	Receive signed Notice to Proceed	None	1 working day	Technical Inspector/Procurement Officer
10. Receive Notice of Award, affix signature in the Conforme and provide copy of signed Notice of Award	Receive, inspect and accept the goods and/or services	None	1 working day	End-user/ Division Head Procurement Officer
	Issue Certificate of Completion Issue Inspection and Acceptance Report	None	3 working days	
11. Submit Performance Security/Bond within 10 CD upon signing of Conforme		None	1 working day	
		None	2 working days	
12. Receive contract / purchase order / work order, affix signature and return to PCIEERD		None		
		None		



None			1 working day	
13. Receive Notice to Proceed, affix signature and return to PCIEERD		None	1 working day	
14. Deliver goods and/or services		None		
None		None	1 working day	
TOTAL			39 working days	

7.3. Negotiated procurement through Agency-to-Agency agreement

This negotiated procurement of PCIEERD through agency-to-agency agreement is governed by the Implementing Guidelines on Agency-to-Agency Agreements, Negotiated Procurement under Section 53 (e) of IRR-A issued by the Government Procurement Policy Board. It starts upon receipt of certification from government agency sealed bid proposal from Bidder up to the delivery of delivery of goods and services based on Service Level Agreement (SLA). The process has a minimum duration of twenty-nine (29) working days.

Divisions Involved	Procurement, Finance and Administrative Division (FAD)				
Classification	Complex & Highly Technical				
Type of Transaction	Government to Government (G2G)				
Who may avail?	Any government agency that has the mandate to deliver goods and services needed by PCIEERD				
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Electronic submission – GPPB Resolution No. 12-2020				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1. Certification (one copy) 1.1. has the mandate to deliver goods and services required to be procured or consultancy required 1.2. owns or has access to the necessary tools and equipment required for the project </td><td> PCIEERD – Finance and Administrative Division, Procurement Section The Implementing Guidelines on Agency-to-Agency Agreements (Negotiated Procurement under Section 53 (e) of IRR-A is posted at the PCIEERD website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Certification (one copy) 1.1. has the mandate to deliver goods and services required to be procured or consultancy required 1.2. owns or has access to the necessary tools and equipment required for the project	PCIEERD – Finance and Administrative Division, Procurement Section The Implementing Guidelines on Agency-to-Agency Agreements (Negotiated Procurement under Section 53 (e) of IRR-A is posted at the PCIEERD website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Certification (one copy) 1.1. has the mandate to deliver goods and services required to be procured or consultancy required 1.2. owns or has access to the necessary tools and equipment required for the project	PCIEERD – Finance and Administrative Division, Procurement Section The Implementing Guidelines on Agency-to-Agency Agreements (Negotiated Procurement under Section 53 (e) of IRR-A is posted at the PCIEERD website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph				



1.3. track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost of at least fifty percent (50%) of the project at hand 1.4. not directly or indirectly engage private contractors to undertake the project 2. Performance Security (one copy)				
SERVICING AGENCY'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare purchase request and cost-benefit analysis	None	5 working days	Concerned Division of PCIEERD
None	Secure certification from Servicing Agency that it complies with the requirements listed above compliant with all the conditions prescribed under Section 5 (a) and (b) of the attached Guidelines for Agency-to-Agency Agreements	None	5 working days	Concerned Division of PCIEERD
1. Submit certification	Receive and evaluate certification	None	1 working day	Concerned Division of PCIEERD
	<ul style="list-style-type: none"> If qualified, forward certification to BAC for the preparation of resolution If not qualified, inform Servicing Agency on the result of evaluation 			HoPE, BAC Members, BAC Secretariat
	Prepare, approve and post BAC Resolution recommending the use of Agency-to-Agency agreement	None	3 working days	Concerned Division of PCIEERD
None	Prepare and send the Contract of Services (COS) / Memorandum of Agreement (MOA) to Servicing Agency	None	3 working days	Concerned Division of PCIEERD
None	Receive signed COS/MOA, have it notarized and send copy to Servicing Agency	None	8 working days (Waiting time until the return of signed COS/MOA to PCIEERD)	BAC Secretariat, Cashier
2. Receive COS/MOA, affix signature and return signed COS/MOA to PCIEERD	None	None		BAC Secretariat
	Receive Performance Security/Bond	None	None	Technical Inspector/Procurement Officer
		None	1 working day	



3. Receive notarized COS/MOA	Post notarized COS/MOA in PhilGEPS	None		End-user/Division Head Procurement Officer
4. Submit Performance Security/Bond within 10 CD upon receipt of copy of notarized COS/MOA	Receive, inspect and accept the goods and/or services		1 working day	
	Issue Certificate of Completion	None	1 working day	
	Issue Inspection and Acceptance Report	None	1 working day	
5. Deliver goods and services based on Service Level Agreement (SLA)		None		
None				
TOTAL			29 working day	

7.4. Alternative mode of procurement through shopping

This alternative mode of procurement of PCIEERD through shopping is governed by the Guidelines for Shopping and Small Value Procurement issued by the Government Procurement Policy Board. It starts upon receipt of sealed quotation up to the delivery of goods and/or render of services required based on Service Level Agreement (SLA). The process has a minimum duration of twenty (20) working days.

Divisions Involved	Procurement Section, Finance and Administrative Division (FAD)	
Classification	Simple & Complex	
Type of Transaction	Government to Business (G2B)	
Who may avail?	All eligible bidders compliant with RA 9184	
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Electronic submission – GPPB Resolution No. 12-2020	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PhilGEPS Registration with at least Red membership for requirements above Php 50,000.00 (one copy)		Authorized Government Agency/Offices



2. DTI/SEC Registration Certificate (one copy) 3. Current Mayor's/Municipal/Business Permit (one copy) 4. BIR Certificate of Registration (one copy) 5. Updated Tax Clearance Certificate (one copy) 6. Certificate of Authenticity for suppliers of Ink & Toner Cartridges		Requirements base on R.A. 9184 is available at the PCIEERD Website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph		
BIDDER'S STEP	PCIEERD'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare purchase request and terms of reference (TOR) if necessary	None	1 working day	Concerned Division of PCIEERD, Procurement Officer
None	If approved budget contract is below Php 50,000.00, request quotations directly from prospective Bidders	None	1 working day	Concerned Division of PCIEERD
None	If approved budget for the contract is Php 50,000.00 and above, post requirements in the PhilGEPS	None	5 working days	Procurement Officer
1. Submit sealed quotation	Receive consolidate and evaluate quotations.	None	2 working days	Concerned Division of PCIEERD, Procurement Officer, Technical Working Group
	<ul style="list-style-type: none"> For shopping, a minimum of three (3) quotations shall be received to proceed with the evaluation. Otherwise, extend posting in PhilGEPS 			
	<ul style="list-style-type: none"> For Small Value Procurement, minimum of three (3) invitations sent to suppliers/bidders and at least one (1) financially, technically, and legally eligible supplier/bidder 			
	Prepare Abstract of Quotations/Ratings (if applicable)		1 working day	Concerned Division of PCIEERD, Procurement Officer
	Prepare, approve and send contract / purchase order / job order to selected Bidder for signature	None	1 working day	Procurement Officer, BAC Chairperson, Executive Director
None			5 working days Waiting time until the return	Procurement Officer



None	Receive signed contract / purchase order / job order	None	of signed contract / purchase order / work order	Technical Inspector/Procurement Officer
None	Receive, inspect and accept the goods and/or services	None	1 working day	Property Officer
None	Issue Property Acknowledgement Receipt & Inventory Custodian Slip			Procurement Officer
2. Receive contract / purchase order / work order, affix signature and return to PCIEERD	Issue Inspection and Acceptance Report	None	3 working days	
3. Deliver the goods and/or render the services required based on Service Level Agreement (SLA)		None		
None				
TOTAL			20 working days	



PCIEERD OFFICE

Internal Services



1. Processing of application for Non-Degree Program

This service provides guidance to all qualified PCIEERD personnel in applying for attendance to training, seminar, conference, convention, among others, classified as non-degree program. It starts upon receipt of signed endorsement from concerned Division Chief up to submission of official receipt of the registration payment and other liquidation/post-activity expenses after the personnel attended non-degree program. The service process is expected to be completed within twenty-three (23) working days.

Divisions Involved	Human Resource Section, Finance and Administrative Division			
Classification	Highly Technical - Complex			
Type of Transaction	Government to Government			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Web-based online service access and official email address: http://intranet.pcieerd.dost.gov.ph/forms and HR Officer in-charged: maryrose.navarro@pcieerd.dost.gov.ph			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed endorsement form (one copy) 2. Invitation and program (one copy) 3. Estimated travel expenses (one copy) 4. Action plan (one copy), if the request is training		PCIEERD – Finance and Administrative Division, Human Resource Section The endorsement form is available at the PCIEERD Intranet Site: http://intranet.pcieerd.dost.gov.ph/forms		
CLIENT'S STEP	HUMAN RESOURCE SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorsement and Recommendation				
1. Submit signed Endorsement Form to HR Officer in-charged via Official email	Receive signed Endorsement Form and its attachments and evaluate whether the program is listed in the approved Individual Development Plan (IDP) or not	None	3 hours	HR Officer
None	Fill-out PCIEERD Personnel Development Committee (PDC) Action Slip and seek endorsement from PDC Chairperson	None	1 working day and 4 hours	HR Officer, PDC Chairperson and Members
None	<ul style="list-style-type: none"> If the program is listed in the approved IDP, it is only for information purposes only 	None	1 working day	HR Officer, PDC Chairperson and Members
			1 working day	HR Officer, Concerned Division Chief
			4 hours	



None	<ul style="list-style-type: none"> • If it is not listed in the approved IDP, seek recommendation to the PDC members within 24 hours 			HR Officer
None	<ul style="list-style-type: none"> • If recommended, proceed to preparation of office order and other travel documents 			
None	Notify the concerned personnel on the result of PDC action either it is approved or not.			
Preparation of Training Documents				



2. Submit Confirmation Slip to the authorized signatory and forward the slip to the Program Organizer/s	None	If the program will be held in Manila, prepare Special Order to attend training, conference, seminar or convention and seek approval	None	3 working days	HR Officer, Concerned Division Chief, Executive Director
	None	In case the program will be held outside the 50km radius, Travel Order will be prepared	None	1 working day	HR Officer, Concerned Division Chief, Executive Director
	None	In case the program will be held outside the country, a request for travel authority is necessary along with other foreign travel requirements and certification will be prepared.	None	4 working days	HR Officer, Concerned Division Chief, Executive Director
		None	None	4 hours	Concerned Employee, Division Chief/ PDC Chairperson/ Executive Director
		Process registration payment and Itinerary-of-travel expenses, if applicable	None		HR Officer, Budget, Accounting and Cashier
		None			None
	3. Prepare request for registration payment and Itinerary-of-travel expenses, if applicable	Receive training/ travel report and certificate of completion	None	7 working days and 4 hours	Concerned Personnel, HR Officer, Concerned Division Chief, Executive Director
		<ul style="list-style-type: none"> If the program is a training, check the Learning Application Plan; If it is a non-training program, check the post activity evaluation. 	None	(Depend on the duration of training, conference, seminar or convention)	HR Officer
	4. Attend training, conference, seminar or convention	Schedule the conduct of echo seminar		4 hours	Concerned Personnel, HR Officer, Concerned Personnel, Concerned Division Chief, HR Officer
	5. Submit all required post-activity submission to HR.	Assist personnel in the conduct of echo seminar, if necessary; Monitor action plan			Concerned Personnel, Concerned Division Chief, HR Officer



	Conduct impact assessment within two (2) to six (6) months after the date of training and submit to the HR		2 hours	
None			4 hours	
6. Conduct of echo seminar			None	
7. Implement action plan as defined in the Learning Application Plan			1 working day	
None				



TOTAL	23 working days
-------	-----------------

2. Processing of application for Degree Program

This service provides guidance to all qualified PCIEERD personnel in applying for undergraduate and graduate studies classified as degree program. It starts upon receipt of letter of intent endorsed by the concerned Division Chief up to approval of the application. The service process is expected to be completed within twenty-two (22) working days.

Divisions Involved	Human Resource Section, Finance and Administrative Division			
Classification	Complex			
Type of Transaction	Government to Government			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 Web-based online service access and official email address: http://intranet.pcieerd.dost.gov.ph/forms and HR Officer in-charged: maryrose.navarro@pcieerd.dost.gov.ph			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent (one copy) 2. Acceptance notice from University (one copy) 3. Course Program (one copy)		PCIEERD – Finance and Administrative Division, Human Resource Section		
CLIENT'S STEP	HUMAN RESOURCE SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorsement and Recommendation				
1. Submit letter to HR for processing via email or printed copy	Receive letter and check whether the program is in accordance with the approved PCIEERD Degree Plan <ul style="list-style-type: none"> If the program is not included in the plan, seek endorsement from the PDC Chairperson and recommendation of the PDC members before the approval of the Executive Director 	None	2 working days	HR Officer
	<ul style="list-style-type: none"> Inform the employee whether the 	None	1 working day	HR Officer, PDC Chairperson and Members HR Officer, Concerned Division Chief, PDC Chairperson and Executive Director



None	application is approved or not Prepare the Endorsement letter addressed to the interested employee approved by Executive Director			
Preparation of Approval Documents				
2. Submit notice of acceptance from the university/ institution, program of study and billing statement	Prepare Acknowledgment Letter, Scholarship Contract and other documents needed by the scholar	None	3 working days	HR Officer, Deputy Executive Director, Executive Director
None	Proceed to Preparation, Processing and Releasing of Scholarship Privileges/ Entitlements	None	8 working days	HR Officer, Budget, Accounting and Cashier
3. Undergo full-time/ part-time study	None	None	None	None
4. Submit semestral grades and billing statement for the enrollment for next semester	Monitor attendance of personnel Note 1: Personnel to submit semestral grades and billing statement for the enrollment for next semester Note 2: Personnel to submit approved thesis/ dissertation proposal, Line-Item Budget, Proof of thesis enrollment		8 working days	HR Officer, Budget, Accounting and Cashier
5. Submit approved thesis/ dissertation proposal, Line-Item Budget, Proof of thesis enrollment	Note 3: Personnel to submit Transcript of Records and Copy of Diploma Note 4: Personnel to report back to the office upon completion of the program and submit Re-Entry Action Plan to the HR and render the required service obligation Proceed to Preparation, Processing and Releasing of Scholarship Privileges/ Entitlements			



TOTAL	22 working days
-------	-----------------

3. Processing of Hiring Request

This service provides guidance to all divisions in hiring personnel. It starts upon receipt of approved request to hire up to the conduct of onboarding orientation. It has a duration of thirty-five (35) working days to complete the hiring process.

Divisions Involved	Human Resource (HR) Section, Finance and Administrative Division (FAD)			
Classification	Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who may avail?	All Divisions/Offices who has an approved request to hire			
Availability of Service	<p>Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension</p> <p>7:00AM – 6:00PM & 8:00AM – 7:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break</p> <p>24/7 Web-based online service access for job postings which can be found here at http://pcieerd.dost.gov.ph/e-forms/jobs</p> <p>All applications must be sent to the HR official email address at hr@pcieerd.dost.gov.ph</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request to hire (one copy)		<p>PCIEERD – Finance and Administrative Division, Human Resource Section</p> <p>The request to hire form is available at the PCIEERD Intranet Site: http://intranet.pcieerd.dost.gov.ph/forms</p>		
CLIENT'S ACTION	HUMAN RESOURCE SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request to Hire form, seek approval from Executive Director and submit to Human Resource	1. Receive and process request to hire	None	1 working day	HR Officer



Section for processing				
None	2. Post job vacancy in 3 or more conspicuous places at PCIEERD and DOST premises; through online platform such as PCIEERD Website, Social Media Page, Jobstreet, Civil Service Commission (CSC) Website, sending announcement at PCIEERD e-Liham	None	10 calendar days	HR Officer
None	3. Receive application, prepare acknowledgment receipt and send to Applicants	None	1 working day	HR Officer
None	4. Conduct initial screening of application and forward screened application to concerned Division for shortlisting.	None	3 working days	HR Officer
2. Conduct shortlisting of application and forward shortlisted application to HR Section	None	None	3 working days (Waiting time for shortlisted applicants)	Concerned Division of PCIEERD



None	5. Schedule examination and interview and notify Applicants on the schedule	None	1 working day 3 working days Waiting time until the conduct of examination and interview	HR Officer
None	6. Administer examination (skills and general knowledge exams) and conduct interview	None	1 working day	HR Officer, PCIEERD Selection Board (PSB)
3. Receive notice of result of selection process from HR Section	7. Check examination prepare matrix and get approval. Once approved, notify all Applicants and Clients on the result of selection process	None	4 working days	HR Officer, Chairperson of PSB, Executive Director
None	8. For permanent position, schedule Psychological Examination and notify Applicants on the schedule of said Psychological Examination	None	1 working day 2 WDs Waiting time until	HR Officer



			Psychological Examination was undertaken	
4. Affix signature on the Appointment Paper/Contract of Service	9. Prepare appointment paper/contract and facilitate signing	None	3 working days	HR Officer, Chairperson of PSB, Executive Director
None	10. Notarize appointment paper/contract and provide notarized Appointment Paper/Contract of Service to Applicant	None	2 working days	HR Officer
None	11. Conduct onboarding orientation during reporting date	None	1 working day	HR Officer
5. Accept hired personnel	None	None	1 working day	Concerned Division of PCIEERD
TOTAL			37 WDs	

4. Processing of purchase request

4.1. Purchase of goods and services through public bidding

This service provides guidance to PCIEERD personnel in purchasing goods and services through public bidding. It is governed by the Manual of Procedures for the Procurement of Goods and Services issued by the Government Procurement Policy Board. It starts upon preparation of purchase request up to issuance of Inspection and Acceptance Report. It has a minimum duration of forty-one (41) working days and four (4) hours to complete the purchasing process.



Divisions Involved	Procurement Section, Finance and Administrative Division (FAD)			
Classification	Simple, Complex, & Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Procurement and Inventory System (PIS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (one copy) 2. Terms or Reference (if applicable) 3. Line Item Budget (if applicable) 4. Market Survey / Research		PCIEERD – Finance and Administrative Division, Procurement Section The preparation of purchase request is available at the Procurement and Inventory System (PIS) Site: http://10.10.113.7/pis/		
CLIENT'S STEP	PROCUREMENT SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Procurement and Inventory System (PIS), input details of request and click "Save Changes"	None	None	1 hour	Concerned End-user
None	Receive notice, accept request, check details of request, check if listed in the Annual Procurement Plan (APP), print purchase request (PR) and forward to concerned Division for signature and for facilitating approval. Update PIS on the action taken	None	1 working day	Procurement Officer
Terms of Reference	Recommendation of PPMP revision/update if not included in APP	None	3 days	Concerned End-user Division
2. Provide input to bid documents	Prepare bid documents	None		Concerned End-user, BAC Members, BAC Secretariat
3. Receive PR, affix signature in the "Requested by" portion and forward to Approving Authority	None	None	1 working day	Chief Administrative Officer
• For PR amounting to	None			



Php 100,000.00 and below, seek approval from Chief Administrative Officer and return to Procurement Section	None	None	4 hours	Chief Administrative Officer, Deputy Executive Director
• For PR amounting to Php 100,000.00 up to Php 4,999,999.99, seek approval from Deputy Executive Director and return to Procurement Section	None	None	1 working day	Chief Administrative Officer, Deputy Executive Director
• For PR amounting to Php 5,000,000.00 and above, seek approval from Executive Director and return to Procurement Section	None	None	1 working day and 4 hours	BAC Secretariat
4. Update PIS on the action taken	Receive approved PR and advertise/post invitation to bid to PhilGEPS, PCIEERD website and conspicuous places	None	1 working day and 4 hours	BAC Secretariat
None	Schedule pre-bid conference and post in the PCIEERD Website	None	1 working day and 4 hours	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
None	Conduct pre-bid conference. If changes occur, issue bid bulletin within 5 calendar days	None	1 working day and 4 hours	BAC Secretariat
5. Attend pre-bid conference	Issue Bid Document to Bidder	None	1 hour	BAC Chairperson and Secretariat
None	Receive sealed bid proposal from Bidder and schedule of opening of bid proposals	None	5 working days	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
None	Open bid proposals and conduct eligibility check of requirements	None	1 working day	BAC Secretariat
None	• If eligible, proceed to evaluation of bid proposals.	None	1 working day	BAC Secretariat



6. Attend opening of bid proposals	• If ineligible, return bid proposal to Bidder	None		
	Forward bid proposals to Clients for evaluation	None	1 working day	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
	None			BAC Secretariat
	Receive evaluation report and prepare comparative matrix	None	1 working day (Bid Documents are available only on a prescribed time)	HoPE, BAC Members, BAC Secretariat
7. Receive bid proposals and conduct evaluation	Issue notice of post-qualification inspection to qualified Bidders. Inform Client on the schedule of inspection	None	1 working day (Submission of sealed bid proposal is open with a prescribed time)	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
	Conduct post-qualification inspection			
	Prepare post-qualification inspection report		2 working days	HoPE, BAC Secretariat
	Prepare, approve and post BAC resolution	None		HoPE, BAC Secretariat
8. Prepare evaluation report and forward to Procurement Section	Prepare and issue Notice of Award and send to selected Bidder for signature in the Conforme. Selected Bidder shall provide copy of signed Notice of Award to PCIEERD	None	4 hours	HoPE, BAC Secretariat
	Receive copy of signed Notice of Award. Selected Bidder shall issue Performance Security/Bond	None	2 working days	BAC Secretariat
				BAC Secretariat, Cashier
				BAC Secretariat
9. Join post-qualification inspection	Receive Performance Security/Bond	None	1 working day	BAC Secretariat
	Prepare contract / purchase order / job order and send to selected Bidder for signature. Selected Bidder shall return signed contract / purchase order / job order to PCIEERD	None		HoPE, BAC Secretariat
				BAC Secretariat
		None	1 working day	BAC Secretariat



None	Receive signed contract / purchase order / job order			None
None	Prepare and issue Notice to Proceed and sent to selected Bidder for signature in the Conforme. Selected Bidder shall return signed Notice to Proceed	None	1 working day	Technical Inspector/Procurement Officer Procurement Officer
None	Receive signed Notice to Proceed	None	1 working day	Property Officer
	Selected Bidder shall deliver goods and services based on Service Level Agreement (SLA)	None	3 working days	
None	Receive, inspect and accept the goods and/or services	None	2 working days	
	Issue Inspection and Acceptance Report			
	None	None	1 working day	
None	Prepare and issue Inventory Custodian Slip for semi-expendable items and Property Acknowledgement Receipt for equipment	None	1 working day	
		None	2 working days	
None		None	1 working day	
None				
		None	2 working days	
		None	1 working day	
None		None		
None		None	None	
		None	1 working day	



None		None	1 working day	
None		None	None	
10. Accept goods and/or services			3 working days	
TOTAL			41 working days and 4 hours	

4.2. Purchase of consulting services through public bidding

This service provides guidance to PCIEERD personnel in purchasing consulting services through public bidding. It is governed by the Manual of Procedures for the Procurement of Consulting Services issued by the Government Procurement Policy Board. It starts upon preparation of purchase request up to issuance of Inspection and Acceptance Report. It has a minimum duration of thirty-nine (39) working days and four (4) hours to complete the purchasing process.

Divisions Involved	Procurement Section, Finance and Administrative Division (FAD)			
Classification	Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Procurement and Inventory System (PIS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (one copy) 2. Terms of Reference (if applicable) 3. Line Item Budget (if applicable) 4. Market Survey / Research		PCIEERD – Finance and Administrative Division, Procurement Section The preparation of purchase request is available at the Procurement and Inventory System (PIS) Site: http://10.10.113.7/pis/		
CLIENT'S STEP	PROCUREMENT SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Procurement and Inventory System (PIS), input details of request and click "Save Changes"	None Receive notice, accept request, check details of request, check if listed	None	1 hour	Concerned End-user Procurement Officer



None	in the Annual Procurement Plan (APP), print purchase request (PR) and forward to concerned Division for signature and for facilitating approval. Update PIS on the action taken	None	1 working day	Concerned End-user
Terms of Reference	Recommendation of PPMP revision/update if not included in APP	None	3 working days	Concerned End-user, BAC Members, BAC Secretariat
2. Provide input to bid documents	Prepare bid documents	None	1 working day	Chief Administrative Officer
3. Receive PR, affix signature in the "Requested by" portion and forward to Approving Authority	None	None	4 hours	Chief Administrative Officer, Deputy Executive Director
<ul style="list-style-type: none"> For PR amounting to Php 100,000.00 and below, seek approval from Chief Administrative Officer and return to Procurement Section 	None	None	1 working day	Chief Administrative Officer, Deputy Executive Director, Executive Director
<ul style="list-style-type: none"> For PR amounting to Php 100,000.00 up to Php 4,999,999.99, seek approval from Deputy Executive Director and return to Procurement Section 	None	None		BAC Secretariat
<ul style="list-style-type: none"> For PR amounting to Php 5,000,000.00 and above, seek approval from Executive 	Receive approved PR and advertise/post invitation to bid to PhilGEPS, PCIEERD website and conspicuous places	None		BAC Secretariat
				BAC Secretariat



Director and return to Procurement Section	Schedule pre-bid conference and post in the PCIEERD Website	None	1 working day and 4 hours	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
4. Update PIS on the action taken	Conduct pre-bid conference. If changes occur, issue bid bulletin within 5 calendar days			BAC Secretariat
None	Issue Bid Document to Bidder			
None			1 hour	BAC Chairperson and Secretariat
5. Attend pre-bid conference	Receive sealed bid proposal from Bidder and schedule of opening of bid proposals	None		
		None	5 working days	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
None	Open bid proposals and conduct eligibility check of requirements			
		None	1 working day	BAC Secretariat
	<ul style="list-style-type: none"> If eligible, proceed to evaluation of bid proposals. If ineligible, return bid proposal to Bidder 			
None	Forward bid proposals to Clients for evaluation	None	1 working day	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
	None			
		None	1 working day (Bid Documents are available only on a prescribed time)	BAC Secretariat
6. Attend opening of bid proposals	Receive evaluation report and prepare comparative matrix			HoPE, BAC Members, BAC Secretariat
	Issue notice of post-qualification inspection to qualified Bidders. Inform Client on the schedule of inspection	None	1 working day (Submission of sealed bid proposal is open with a prescribed time)	Concerned End-user, BAC Members, BAC Secretariat, Technical Working Group (TWG)
	Conduct post-qualification inspection			HoPE, BAC Secretariat
	Prepare post-qualification inspection report	None	2 working days	HoPE, BAC Secretariat
None				HoPE, BAC Secretariat



7. Receive bid proposals and conduct evaluation	Prepare, approve and post BAC resolution			
	Prepare and issue Notice of Award and send to selected Bidder for signature in the Conforme. Selected Bidder shall provide copy of signed Notice of Award to PCIEERD	None	4 hours	BAC Secretariat
8. Prepare evaluation report and forward to Procurement Section	Receive copy of signed Notice of Award. Selected Bidder shall issue Performance Security/Bond	None	2 working days	BAC Secretariat, Cashier
None	Receive Performance Security/Bond	None	1 working day	BAC Secretariat/ Procurement Officer
9. Join post-qualification inspection	Prepare contract / purchase order / job order and send to selected Bidder for signature. Selected Bidder shall return signed contract / purchase order / job order to PCIEERD	None	1 working day	BAC Secretariat
None	Receive signed contract / purchase order / job order	None	1 working day	None
None	Prepare and issue Notice to Proceed and sent to selected Bidder for signature in the Conforme. Selected Bidder shall return signed Notice to Proceed	None	1 working day	Procurement Officer
None	Receive signed Notice to Proceed	None	3 working days	Procurement Officer
None	Selected Bidder shall deliver consulting service based on Service Level Agreement (SLA)	None	2 working days	
None	Submit documents based on SLA			
None	Issue Inspection and Acceptance Report		1 working day	
None		None		
None		None	1 working day	
		None		



None		None	2 working days	
None		None	1 working day	
None		None	2 working days	
None		None	1 working day	
None		None	None	
None		None	1 working day	
			1 working day	
TOTAL			39 working days and 4 hours	

4.3. Purchasing through negotiated procurement (agency to agency agreement)

This service provides guidance to PCIEERD personnel in purchasing through negotiated procurement (agency to agency agreement). It is governed by the Implementing Guidelines on Agency-to-Agency Agreements, Negotiated Procurement under Section 53 (e) of IRR-A issued by the Government Procurement Policy Board. It starts upon preparation of purchase request up to issuance of Inspection and Acceptance Report. It has a minimum duration of thirty-six (36) working days and two (2) hours to complete the purchasing process.

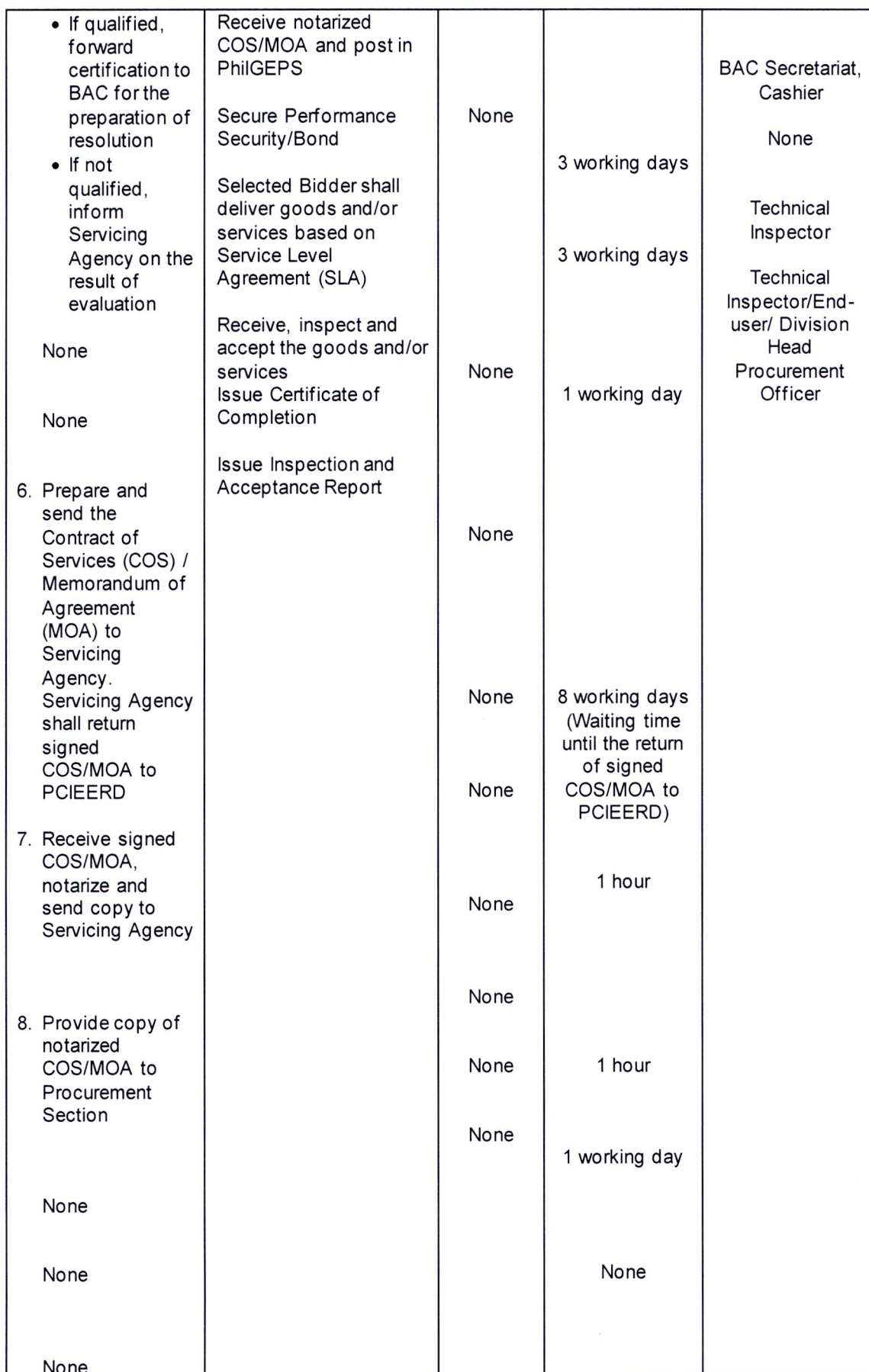
Divisions Involved	Procurement Section, Finance and Administrative Division (FAD)
Classification	Complex & Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail?	All PCIEERD Personnel
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break



Procurement and Inventory System (PIS)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (one copy) 2. Cost Benefit Analysis 3. BAC Resolution Recommending Agency-to-Agency Agreement 4. Terms of Reference (if applicable) 5. Line Item Budget (if applicable)		PCIEERD – Finance and Administrative Division, Procurement Section The preparation of purchase request is available at the Procurement and Inventory System (PIS) Site: http://10.10.113.7/pis/		
CLIENT'S ACTION	PROCUREMENT SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Procurement and Inventory System (PIS), input details of request and click "Save Changes"	None	None	1 hour	Concerned End-user, Procurement Officer
None	Receive notice, accept request, check details of request, check if listed in the Annual Procurement Plan (APP), print purchase request (PR) and forward to concerned Division for signature and for facilitating approval. Update PIS on the action taken Recommendation of PPMP revision/update if not included in APP	None	1 working day	Procurement Officer
Terms of Reference		None	3 working days	Concerned End-user
2. Receive PR, affix signature in the "Requested by" portion and forward to Approving Authority	None	None		Chief Administrative Officer
• For PR amounting to Php 100,000.00 and below, seek approval from Chief Administrative Officer and return to Procurement Section	None	None	4 hours	Chief Administrative Office, Deputy Executive Director
• For PR amounting to Php 100,000.00 up	None	None	1 working day	Chief Administrative Office, Deputy Executive Director, Executive Director



to Php 4,999,999.99, seek approval from Deputy Executive Director and return to Procurement Section	Receive approved PR and advertise/post invitation to bid to PhilGEPS, PCIEERD website and conspicuous places None	None	1 working day and 4 hours	BAC Secretariat BAC Secretariat
<ul style="list-style-type: none"> For PR amounting to Php 5,000,000.00 and above, seek approval from Executive Director and return to Procurement Section 	None	None	1 hour	Concerned End-user BAC Secretariat
6. Update PIS on the action taken	None	None	5 working days	BAC Secretariat
None	None	None	2 working days	
3. Undertake cost-benefit analysis	Receive certification and result of evaluation	None	3 working days	BAC Secretariat
4. Secure certification from Servicing Agency that it complies with the requirements listed above compliant with all the conditions prescribed under Section 5 (a) and (b) of the attached Guidelines for Agency-to-Agency Agreements	Prepare, approve and post BAC Resolution recommending the use of Agency-to-Agency agreement None	None		HoPE, BAC Chairperson, BAC Secretariat Concerned End-user, BAC Secretariat
5. Receive and evaluate certification	None	None	1 working day	BAC Secretariat
	None	None		Concerned End-user
		None		Procurement Officer





None			1 working day	
None			1 working day	
None				
TOTAL			36 working days and 2 hours	

4.4. Purchasing through alternative mode of procurement (Shopping and Small Value Procurement)

This service provides guidance to PCIEERD personnel in purchasing through alternative mode of procurement (shopping). It is governed by the Guidelines for Shopping and Small Value Procurement issued by the Government Procurement Policy Board. It starts upon preparation of purchase request up to issuance of Inspection and Acceptance Report. It has a minimum duration of twenty-six (26) working days and five (5) hours to complete the purchasing process.

Divisions Involved	Procurement, Finance and Administrative Division (FAD)			
Classification	Simple & Complex			
Type of Transaction	Government to Government (G2G)			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break Procurement and Inventory System (PIS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (one copy) 2. Abstract of Quotations/Ratings (if applicable) 3. Terms of Reference (if applicable) 4. Line Item Budget (if applicable)		PCIEERD – Finance and Administrative Division, Procurement Section The preparation of purchase request is available at the Procurement and Inventory System (PIS) Site: http://10.10.113.7/pis/		
CLIENT'S ACTION	PROCUREMENT SECTION'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Procurement and Inventory System (PIS), input details of request and click "Save Changes"	Receive notice, accept request, check details of request, check if listed in the Annual Procurement Plan (APP), print purchase request (PR) and forward to concerned Division for signature and for facilitating approval.	None	1 hour	Concerned End-user, Procurement Officer Concerned End-user



	Update PIS on the action taken Recommendation of PPMP revision/update if not included in APP	None	3 working days	Concerned End-user
2. Prepare Terms of Reference	None	None	1 working day	Procurement Officer
3. Receive PR, affix signature in the "Requested by" portion and forward to Approving Authority	None			Chief Administrative Officer
<ul style="list-style-type: none"> For PR amounting to Php 100,000.00 and below, seek approval from Chief Administrative Officer and return to Procurement Section 	None	None	4 hours	Chief Administrative Officer, Deputy Executive Director, Executive Director
<ul style="list-style-type: none"> For PR amounting to Php 100,000.00 up to Php 4,999,999.99, seek approval from Deputy Executive Director and return to Procurement Section 	Receive approved PR <ul style="list-style-type: none"> If approved budget contract is below Php 50,000.00, request quotations directly from prospective Bidders If approved budget contract is Php 50,000.00 and above, post requirements in the PhilGEPS 	None	1 working day	Procurement Officer
				Procurement Officer
				Procurement Officer
None	Receive sealed quotation, consolidate and evaluate. <ul style="list-style-type: none"> For shopping, a minimum of three (3) quotations shall be received to proceed with the evaluation. Otherwise, extend posting in PhilGEPS 	None	2 working days	
None		None	5 working days (Waiting time until the return of signed contract / purchase order / work order)	
			2 working days	



None	<ul style="list-style-type: none"> For Small Value Procurement, minimum of three (3) invitations sent to suppliers/bidders and at least one (1) financially, technically, and legally eligible supplier/bidder 	None		Procurement Officer
				Procurement Officer, BAC Chairperson, Executive Director
	Prepare Abstract of Quotations/Ratings (if applicable)			Procurement Officer
	Prepare, approve and send contract / purchase order / job order to selected Bidder for signature. Selected Bidder shall return signed contract / purchase order / work order to PCIEERD		1 working day	Technical Inspector/Procurement Officer
None		None	5 working days (Waiting time until the return of signed contract / purchase order / work order)	Procurement Officer
None	Receive signed contract / purchase order / job order. Selected Bidder shall deliver the goods and services	None		Property Officer
	Receive, inspect and accept the goods and/or services		1 working day	
None	Issue Inspection and Acceptance Report	None		
	Prepare and issue Inventory Custodian Slip for semi-expendable items and Property Acknowledgement Receipt for equipment		1 working day	
None		None	1 working day	
		None	3 days	
		None		
TOTAL			26 working days and 5 hours	



5. Processing of payment request

This service provides guidance to PCIEERD personnel in processing payment request. It starts upon receipt of complete documents up to submission of LDDAP to Landbank of the Philippines. It has a duration of seven (7) working days to complete the payment process.

Reminder: Cut-off time of receiving transaction is at 4:00PM every working day except for declared work suspension. Transaction received beyond cut-off time shall be processed in the next working day.

Divisions Involved	Accounting, Budget and Cash Sections, Finance and Administrative Division			
Classification	Complex			
Type of Transaction	Government to Government (G2G)			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break E-Voucher System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed request for payment (one copy)		PCIEERD – Finance and Administrative Division, Accounting, Budget and Cash Sections The preparation of request for payment is accessible at E-Voucher System : http://10.10.113.7/evoucher/		
CLIENT'S STEP	ACCOUNTING, BUDGET AND CASH SECTIONS' ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Transaction				
1. Prepare documents and input details of transaction in the eVoucher Information System	None	None	4 hours	Concerned Requesting Division
2. Print request for payment, facilitate signing and forward transaction to FAD for processing. Update eVoucher Information System	Receive transaction, check supporting documents based on checklist and review such documents according to prescribed accounting	None	4 hours	Concerned requesting Division
		None	2 Hours	



3. Receive transaction indicating lacking documents. Update eVoucher Information System	and auditing rules and regulations.			
	If complete, forward transaction to the Budget Section for preparation of Obligation Request.	None		
	If incomplete, return transaction to the requesting personnel			Accounting Personnel
	Update eVoucher Information System None			
Obligation Request				
None	Receive, review, prepare Obligation Request and Status (ORS)/Budget Utilization Request Status (BURS) and affix signature. Update Registry of Allotment, Obligation and Disbursement. Forward transaction with printed ORS/BURS to Accounting Section for preparation of Disbursement Voucher. Update eVoucher Information System	None	1 Hour	Budget and Accounting Personnel
Disbursement Voucher (DV)				
None	Receive transaction and prepare DV including Tax Certificate, if applicable. Forward transaction with printed DV and Tax Certificate, ORS/BURS to	None	1 Hour	Accounting Personnel
None	Requesting Personnel to facilitate signing of DV by authorized signatory. Update eVoucher Information System	None	1 working day	Concerned Requesting Division,



4. Receive transaction and affix signature to DV and ORS/BURS certifying expenses / cash advance necessary, lawful and incurred under direct supervision. Signatory may vary based on PCIEERD Administrative Order No. 2019-011, Series of 2019. Once signed, forward transaction to Accounting Section for signature. Update eVoucher Information System	None	None	1 working day	Accounting Personnel Concerned Requesting Division, Accounting Personnel
None	Receive transaction and affix signature to DV certifying cash available or subject to Authority/Debit/Account, when applicable or supporting documents complete and amount claimed proper. Once signed, forward transaction to Requesting Personnel to facilitate approval of DV by authorized signatory. Update eVoucher Information System	None	30 minutes	Accountant
5. Receive transaction and affix signature to DV approving the payment. Signatory may vary based on PCIEERD	None	None	1 working day	Concerned Personnel Division Chief/ Deputy Executive Director/ Executive Director



Administrative Order No. 2019-011, Series of 2019. Once signed, forward to Cash Section for preparation of List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)/Check. Update eVoucher Information System				
List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)/Check				
None	Receive transaction with approved DV and prepare LDDAP-ADA/Check. Forward transaction with printed LDDAP-ADA to Accounting Section for signature. Update eVoucher Information System	None	30 minutes	Cash Section
LDDAP-ADA				
6. Receive transaction and affix signature on ACIC and ADA portion to debit account by the Bank. Only Agency	Receive transaction and affix signature on LDDAP portion certifying that it was prepared in accordance with existing budgeting, accounting and auditing rules and regulations. Once signed, forward transaction to Requesting Personnel to facilitate signing of LDDAP. Update eVoucher Information System	None	30 Minutes	Accountant
	Receive transaction and affix signature on LDDAP approval portion	None	1 Working Day	Authorized Signatory
	Receive transaction and affix signature on ADA	None	30 Minutes	Cashier
	Receive transaction and affix signature on ADA. Signatory may vary based on PCIEERD Administrative Order No.	None	1 Working Day	Authorized Signatory



Authorized Signatories are allowed to approve. Update eVoucher Information System	2019-011, Series of 2019. Once signed, forward to Cash Section for preparation of Advice of Checks Issued and Cancelled (ACIC). Update eVoucher Information System Receive transaction, prepare and print ACIC and forward to authorized signatory for approval. Update eVoucher Information System	None	30 Minutes	Cash Section
Check				
None	Receive transaction, prepare and print Check together with ACIC. Affix signature on Check and ACIC. Only Agency Authorized Signatories are allowed to sign. Update E-Voucher Information System	None	1 Hour	Cash Section and Authorized Signatory
Check/LDDAP-ADA/ACIC				
None	Forward LDDAP-ADA, copy of Check and ACIC to Land Bank of the Philippines (LBP). LBP to stamp received on LDDAP-ADA and ACIC.	None	3 Hours	Cash Section
None	Prepare and post Report of Checks Issued and Report of Advice to Debit Account Issued in the Intranet Site and notify personnel through eLiham. Update eVoucher Information System	None	2 Hours	Cash Section
7. Receive notice and access Intranet Site to check LDDAP or Check issued	None	None	30 Minutes	Concerned Requesting Division
TOTAL			7 Working Days	



6. Processing of IT support request

This service provides guidance to all PCIEERD personnel in requesting support from Information Technology Management Unit. The support includes printer problem and network; workstation breakdown and data retrieval; and software enhancement, system features and software development.

6.1. Troubleshooting and Network Support

This support covers the problem on printer, network connectivity, internet, user accounts and website updates. The process is expected to be completed in one (1) working day. If it is not manageable, seek assistance from External Provider.

Divisions Involved	Information Technology Management Unit, Policy Coordination and Monitoring Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail?	All PCIEERD Personnel			
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 web-based access through iHelp. http://10.10.112.21/ihelp/			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in IT Service Request (one copy)		PCIEERD – Policy Coordination and Monitoring Division, Information Technology Management Unit The service request form is accessible at the iHelp System: http://10.10.112.21/ihelp/		
CLIENT'S STEP	ITMU'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access IT Service Request (iHelp) Information System, input details of request and click submit for ITMU processing	None	None	1 working day	Concerned Requesting Personnel
None	Receive request upon notification from iHelp Information System	None		iHelp Administrator
None	Access iHelp Information System, set priority level, correct service type and assign the request to concerned IT support staff	None		iHelp Administrator
None		None		



None	Accept and set estimated service delivery period Act on the request <ul style="list-style-type: none"> If request has been addressed, notify Requesting Party on the action taken. Update request in iHelp If request has not been addressed due severe problem and requires action from External Party, notify Requesting Party on the action taken. Prepare Inspection Report and submit to Procurement Section for action. Update request in iHelp Information System 	None		Concerned IT Support Staff Concerned IT Support Staff Concerned Requesting Personnel
2. Rate and close the service request	None	None		
TOTAL			1 working day	

6.2. Workstation Breakdown and Data Retrieval

This support covers the breakdown of workstations and data retrieval. It starts upon receipt of filled-in IT service request through iHelp System. It has a duration of three (3) working days to work on the problem if it is manageable. Otherwise, seek assistance from External Provider.

Divisions Involved	Information Technology Management Unit, Policy Coordination and Monitoring Division
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail?	All PCIEERD Personnel
Availability of Service	Business working day from Monday to Thursday, except Friday, regular and non-working holidays or declared work suspension 7:00AM – 6:00PM with Skeleton Workforce and Work From Home arrangement, No Noon break 24/7 web-based access through iHelp. http://10.10.112.21/ihelp/
CHECKLIST OF REQUIREMENTS	
1. Filled-in IT Service Request (one copy)	PCIEERD – Policy Coordination and Monitoring Division, Information Technology Management Unit The service request form is accessible at the iHelp System: http://10.10.112.21/ihelp/



CLIENT'S STEP	ITMU'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access IT Service Request (iHelp) Information System, input details of request and click submit for ITMU processing	None	None	3 working days	Concerned Requesting Personnel
None	Receive request upon notification from iHelp Information System	None		iHelp Administrator
None	Access iHelp Information System, set priority level, correct service type and assign the request to concerned IT support staff	None		iHelp Administrator
	Accept and set estimated service delivery period			Concerned IT Support Staff
None	Act on the request	None		Concerned IT Support Staff
None	<ul style="list-style-type: none"> If request has been addressed, notify Requesting Party on the action taken. Update request in iHelp If request has not been addressed due severe problem and requires action from External Party, notify Requesting Party on the action taken. Prepare Inspection Report and submit to Procurement Section for action. Update request in iHelp Information System 	None		Concerned Requesting Personnel
2. Rate and close the service request	None	None		
TOTAL			3 working days	



Feedback Mechanism

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<ul style="list-style-type: none"> • Fill-in Client Satisfaction Feedback (CSF) Form and drop it at the designated drop box; or • Go to Kiosk; or • Access Customer Relation Management Information System at http://111.125.126.138/crmis/; or • Send email at pcieerd@pcieerd.dost.gov.ph; or • Call 8377516/8372071 local 2120
How feedback is processed	<ul style="list-style-type: none"> • Feedback are gathered every week • Feedback requiring response will be forwarded to the concerned division. For feedback classified as simple will be responded in 3 working days while feedback classified as complex will be responded in 7 working days. Feedback categorized as highly technical will be responded in 20 working days • Client may follow-up feedback at tel. nos. 8377516/8372071 local 2120 or email pcieerd@pcieerd.dost.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • Access Customer Relation Management Information System at http://111.125.126.138/crmis/; or • Send email at pcieerd@pcieerd.dost.gov.ph; or • Call 8377516/8372071 local 2120
How complaint is processed	<ul style="list-style-type: none"> • Complaints are gathered every week • Complaints requiring response will be forwarded to the concerned division. For complaints classified as simple will be responded in 3 working days while complaints classified as complex will be responded in 7 working days. Complaints categorized as highly technical will be responded in 20 working days • Client may follow-up complaint at tel. nos. 8377516/8372071 local 2120 or email pcieerd@pcieerd.dost.gov.ph
Contact Information	PCIEERD – 8377516 / 8372071 local 2120 ARTA – complaints@arta.gov.ph Presidential Complaint Center – 8888 CSC's Contact Center ng Bayan – 0908-8816565 (SMS)