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

CITIZEN'S CHARTER
2023 (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 mechanisms 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

By 2040, PCIEERD is the Nexus of Innovation, the leading contributor to the nation's productivity and competitiveness by enabling Science and Technology solutions in the industry, energy sectors, and emerging technology, while upholding the tenets of good governance.

III. Mission

Provide strategic leadership in enabling Innovations in industry, energy, and emerging technology sectors. PCIEERD commits to:

- Formulate national policies, plans, programs, and strategies for S&T development for S&T development in the industry, energy, and emerging technology sectors.
- Allocate government and generate external funds for research and development
- Monitor research and development (R&D) projects

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.

V.   List of Services

External Services

Internal Services

PCIEERD Office
External Services

1. Grants-In Aid Support Program

This service provides Grants-In-Aid (GIA) funding support to the following Major Programs:

- Research and Development
- Institution Development
- Technology Transfer and Commercialization
  - Technology Transfer
  - Technology Business Incubator
  - Startup Development

The support to these Major Programs 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) Human Resource and Institution Development Division (HRIDD) Research Information and Technology Transfer Division (RITTD) Policy Coordination and Monitoring Division (PCMD) Information Group (IG)
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, professional organizations and start-up
Availability of Service	Business working day from Monday to Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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 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:
  1.1. One (1) copy of Project Line-Item-Budget using DOST Form 4;
  1.2. One (1) copy of Project Workplan, Expected Outputs, Risk Management Plan using DOST Form 5;
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
	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/

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/				
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 • If eligible, proceed to PCIEERD Management Team (PMT) deliberation • If not eligible, disapprove proposal	None	10 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, RITTD, IG, HRIDD and PCMD
None	Evaluate proposal using PES pre-scoring system. • If qualified, proceed to PMT evaluation level. • If not qualified, disapprove proposal.			Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, RITTD, IG, HRIDD 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, RITTD, IG, HRIDD and PCMD
PCIEERD Management Team Level				
None	Conduct deliberation of the project proposal using PES	None	8 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD,

		Fees to be Paid	Processing Time	Person Responsible
	• If qualified, proceed to Technical Panel Evaluation • If not qualified, disapprove proposal			RITTD, IG, HRIDD and PCMD; 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 EUSTDD, ETDD, ITDD, RITTD, IG, HRIDD and PCMD
4. 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, RITTD, IG, HRIDD and PCMD
Technical Panel Level				
None	Conduct evaluation of proposal using PES • 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, RITTD, IG, HRIDD 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, RITTD, IG, HRIDD 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, RITTD, IG, HRIDD and PCMD
Governing Council Level				

None	Conduct deliberation project proposal w/ PES • 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, RITTD, IG, HRIDD 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, RITTD, IG, HRIDD 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, RITTD, IG, HRIDD and PCMD
DOST Executive Committee Level				
None	Conduct deliberation of project proposal • 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	5 working days	Concerned Project Manager and Division Chief of EUSTDD, ETDD, ITDD, RITTD, IG, HRIDD 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, RITTD, IG, HRIDD and PCMD

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 EUSTDD, ETDD, ITDD, RITTD, IG, HRIDD and PCMD
		TOTAL	40 working days	

2. Human Resource Development Support

This program encourages Filipino researchers to develop and enhance Filipino R&D capabilities of academic/research institutions and DOST agencies through degree programs, conduct of research activities and expert mobility in the concerned sectors in order to meet the present and future human resource requirements; and 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:
a. Visiting Expert Program
b. Research Attachment
c. Presentation of Scientific Outputs in Conferences, Symposia, Fora and Seminars
d. Publication of Scientific/Research Papers in Scientific/Technical Journals
e. Conduct of Conferences, Seminars and Workshops
f. Researchers in Industry, Energy and Emerging Technology – Opening Opportunities for Learning (RIEETOOL)
g. Providing Resources, Opportunities and Support for Project-based Personnel and Researchers (PROSPPER)
h. Balik Saliksik grant

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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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
General Requirements: 1. Letter of intent/request 2. Endorsement from Head of Agency and/or University enrolled in 3. Application form 4. Curriculum Vitae Additional documents per component: a. for Visiting Expert • 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) b. for Research Attachment ▪ Detailed research proposal with plan of activities ▪ Acceptance from host institution (at least Dean or equivalent) c. for Presentation of Scientific Outputs in Conferences, Seminars, Workshops and Fora • Copy of the approved Thesis / dissertation / research proposal • Workplan d. for Publication of Scientific/Research Papers in Scientific/Technical Journals • Certification that the same paper was not submitted for a similar grant • Formal acceptance of the paper for publication indicating the publication fee • 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 e. for Conduct of Conferences, Seminars, Workshops and Fora • Terms of Reference (TOR) for speakers, support staff, and organizing committee • Tentative Programs of Activities • SEC-registration (for Scientific/Professional organizations), for first timers f. RIEETOOL Attendance to Trainings • Acceptance and/or invitation from host/training institution/organizer • Copy of training program • CV with contact details Conduct of Group trainings • Tentative Program of Activities	PCIEERD – Policy Coordination and Monitoring Division (PCMD), Human Resources and Institution Development Division 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/

- TOR for resource persons, support staff and/or organizing commtiee
- SEC-registration, for 1st timers
- CV with contact details

PROSPPER
- Endorsement from the project leader of the PCIEERD-funded or –monitored project and certification that the scholarship expenses is not part of the approved project cost
- If employed, endorsement from employer indicating approval on the commitment of grantee to the scholarship grant
- Copy of contract, if employed by the project
- Research proposal on the proposed thesis/dissertation related to the R&D project with line-item-budget
- Admission or acceptance letter from the DOST-SEI delivering institutions
- Certification from the Graduate school stating the applicant is not a ASTHRDP or ERDT grantee
- Transcript of records and diploma/certificate of completion
- Plan of study approved by the graduate school
- Curriculum vitae with contact details
- Birth certificate
- Medical certificate

Balik Saliksik grant
- Endorsement from host institution
- CV wiith contact details

All details will be inputted and uploaded in the DOST Project Management Information System through: 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 Application				
1. Submit application through Online DOST Project Management Information System. A system-generated acknowledgement 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	None	PCMD, Division Secretary of HRIDD

None	Assign/Tagging of proposal/ application documents to concerned project manager	None	None	Division Chief Concerned Project Manager of HRIDD
Evaluation of Project Proposal				
Project Manager Level				
None	Conduct eligibility check on the application based on the minimum qualification requirements. • If eligible, proceed to Division Level evaluation • If not eligible, disapprove proposal	None	7 working days	Concerned Project Manager of HRIDD
2. Receive notice of status/result of evaluation of proposal	Inform proponent on the status/result of evaluation of proposal			
Division Level				
None	Present to Division for comments	None	5 working days	Division Chief Concerned Project Manager of HRIDD
	Refer to appropriate PCIEERD R&D Division, as needed			Concerned Project Manager of HRIDD Concerned R&D Division
	If eligible, proceed to Division Level evaluation If not eligible, disapprove proposal			Concerned Project Manager of HRIDD, Division Chief, DED, ED
3. Receive Notice of status/result of evaluation of proposal	Inform proponent on the status/result of evaluation of proposal	None		Concerned Project Manager of HRIDD

13

PMT Level				
None	Conduct deliberation of project proposals • If qualified, proceed to PCIEERD GC for confirmation • If not qualified, disapprove proposal	None	7 working days	Division Chief and Concerned Project Manager of HRIDD PCIEERD Management Team
Receive Notice of status/result of evaluation of proposal	Inform proponent on the status/result of evaluation of proposal Prepare official communication on the results of PMT evaluation			Concerned Project Manager of HRIDD
	Forward to Records for barcoding			Division Secretary of HRIDD
Governing Council Level				
	Present project proposals for GC confirmation		1	
		TOTAL	20 working days	

3. Balik Scientist Program

This program aims to encourage Filipino (or foreigner of Filipino descent) 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, No Noon break 24/7 Website On-Line Service Access and official email address – www.pcieerd.dost.gov.ph, https://bsp.dost.gov.ph/, pcieerd@dost.gov.ph, balikscientistprogram@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 and page with stamp of the most recent arrival in the Philippines *(for non-Filipino passport holder, must submit proof of Filipino descent; i.e., birth certificate, sworn statement)* 8. Medical Certificate 9. If the requestion Host Institution is a Filipino-owned enterprise / organization, must submit a copy of registration with the Securities and Exchange Commission (SEC), the Cooperative Development Authority (CDA), or the Department of Trade and Industry (DTI)	Requirement 1 will come from the Host Institution of Balik Scientist applicant. Requirements 2-3 are available at the BSP Website: https://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 *Submit requirements similar for New Applications (A. Items 1 – 8)* *Provide one (1) digital/scanned copy of the following each requirement* 1. Terminal Report 2. BSP Feedback Form for Balik Scientist	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, if applicable.

3. BSP Feedback Form for Hosts

4. Host Evaluation Report

5. If under the same Host Institution, justification by the Host Institution for the subsequent engagement

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	*For applications with complete documents:* Forward application to the technical evaluators of the Council

For applications with incomplete documents: Advise potential host institution/ Balik Scientist to submit the lacking requirement(s) | None | 1 working day | BSP Secretariat, HRIDD Chief |
| 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. | None | 5 working days | BSP Secretariat, HRIDD Chief, Technical Evaluators of the Council |
| None | Consolidate comments and ratings of the PCIEERD Technical Evaluation Committee.

If recommended for approval without further comments, prepare letter of endorsement to Approving Authority.

For qualified applicants needing clarifications or requiring some conditions, | None | 5 working days | BSP Secretariat, Technical Evaluators of the Council |

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
	inform the applicant and Host Institution of the concern that needs to be addressed or request submission of additional requirements, if applicable.			
2. Applicant and Host Institution to submit revised Terms of Reference (TOR), if necessary	If the application is not recommended for approval (below 85% rating), notify the applicant and Host Institution, and may suggest repackaging the application, if applicable. Otherwise, prepare disapproval letter.			
None	Forward endorsement documents for signature of Approving Authority, as follows: a. For continuous Short-term engagements, endorsement documents to be approved by PCIEERD ED. b. For continuous Medium-term engagements, endorsement documents to be approved by OUSECRD. c. For Long-term and staggered engagements, endorsement documents to be approved by OSEC.	None	6 working days	BSP Secretariat, HRIDD Chief, PCIEERD DED and ED OUSECRD OSEC
None	If the endorsed applications are returned from OUSECRD / OSEC for re-evaluation, comments will be referred to applicant and Host Institution, and to Technical Evaluators, if necessary. Re-evaluation of application will commence once revised TOR is received.	None	1 working day	BSP Secretariat, OUSECRD, OSEC
3. Receive notification on	If the Approving Authority disapproves the	None	1 working day	BSP Secretariat

the result of the evaluation of application	application, the Council informs the host institution/ scientist of the final disposition. If the Approving Authority 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 final disposition.			
		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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, No Noon break 24/7 Web-based online service access and official email address: http://intranet.pcieerd.dost.gov.ph/forms and hr@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	1 working day and 4 hours	HR Officer, PDC Chairperson and Members
None	Fill-out PCIEERD Personnel Development Committee (PDC) Action Slip and seek endorsement from PDC Chairperson	None		
		None	1 working day	HR Officer, PDC Chairperson and Members
None	• If the program is listed in the approved IDP, it is only for information purposes only	None	1 working day	
None	• If it is not listed in the approved IDP, seek recommendation to the		4 hours	HR Officer, Concerned Division Chief HR Officer

None	PDC members within 24 hours • 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				
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		HR Officer, Concerned Division Chief, Executive Director
None	In case the program will be held outside the 50km radius, Travel Order will be prepared		1 working day	
		None		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	Concerned Employee, Division Chief/ PDC Chairperson/ Executive Director
		None		
2. Submit Confirmation Slip to the authorized signatory and forward the slip to the Program Organizer/s	Process registration payment and Itinerary-of-travel expenses, if applicable	None	4 hours	HR Officer, Budget, Accounting and Cashier
3. Prepare request for registration payment and Itinerary-of-travel expenses, if applicable	None			None
	Receive training/ travel report and certificate of completion • If the program is a training, check the Learning Application Plan; • If it is a non-training program, check	None None	7 working days and 4 hours	Concerned Personnel, HR Officer, Concerned Division Chief, Executive Director

21

4. Attend training, conference, seminar or convention	the post activity evaluation. Schedule the conduct of echo seminar		(Depend on the duration of training, conference, seminar or convention	HR Officer
5. Submit all required post-activity submission to HR.	Assist personnel in the conduct of echo seminar, if necessary;			Concerned Personnel, HR Officer
	Monitor action plan		4 hours	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			Concerned Personnel, Concerned Division Chief, HR Officer
			2 hours	
			4 hours	
			None	
			1 working day	
		TOTAL	23 working days	

22

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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, No Noon break 24/7 Web-based online service access and official email address: http://intranet.pcieerd.dost.gov.ph/forms and hr@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	None	2 working days	HR Officer
	• 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			HR Officer, PDC Chairperson and Members
	• Inform the employee whether the application is approved or not	None	1 working day	HR Officer, Concerned Division Chief, PDC Chairperson and Executive Director
None	Prepare the Endorsement letter addressed to the interested employee approved by Executive Director			
Preparation of Approval Documents				
2. Submit notice of	Prepare Acknowledgment Letter, Scholarship	None	3 working days	HR Officer, Deputy Executive

acceptance from the university/ institution, program of study and billing statement	Contract and other documents needed by the scholar	None		Director, Executive Director
None	Proceed to Preparation, Processing and Releasing of Scholarship Privileges/ Entitlements	None	8 working days	HR Officer, Budget, Accounting and Cashier
	None			None
3. Undergo full-time/ part-time study		None		
			None	HR Officer, Budget, Accounting and Cashier
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	
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 Application for Available Positions

This service provides guidance to all qualified candidates in applying for available permanent positions in PCIEERD. It covers the process from submission of the Executive Director approved Request to Hire Form to the Human Resource Section up to onboarding orientation. The service process is expected to be completed within thirty-five (35) workings 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	Business working day from Monday to Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, No Noon break 24/7 Web-based online service access for job postings which can be found here at http://pcieerd.dost.gov.ph/e-forms/jobs All applications must be sent to the HR official email address at hr@pcieerd.dost.gov.ph

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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) 5. Performance rating in the last rating period 6. Transcript of Records and Diploma	PCIEERD – Finance and Administrative Division, Human Resource Section Personal Data Sheet Form can be downloaded at www.csc.gov.ph

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;	None	10 calendar days	HR Officer

25

	through online platform such as PCIEERD Website, Social Media Page, Jobstreet, Civil Service Commission (CSC) Website, sending announcement at PCIEERD e-Liham			
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 Division for shortlisting.	None	3 working days	HR Officer
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	
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 Psychological Examination was undertaken	HR Officer
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 working days	

4. 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).

The processing of bid proposal starts upon the receipt of approved Purchase Request through the Procurement Inventory Systems (PIS) by the designated approving authority as per Administrative Order No. 2022-001 up to the delivery of goods and services.

4.1. 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. 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 as prescribed under Republic Act 9184.

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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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		Authorized Government Agency/Offices

above and Red Membership for 1M below up to PHP 50,000.00) (one copy)	Requirements base on R.A. 9184 is available at the PCIEERD Website: http://pcieerd.dost.gov.ph/ Email: procurement@pcieerd.dost.gov.ph
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) if necessary	
5. Audited Financial Statements (one copy)	

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	Schedule pre-bid conference and post in the PCIEERD Website	None	1 working day	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
3. Buy Bid Document	Issue Bid Document	Refer to Maximum Cost of Bidding Documents above	1 working day (Bid Documents are available only on a prescribed time)	BAC Secretariat
4. Submit sealed bid proposal	Receive sealed bid proposal and inform Bidder on the schedule of opening of bid proposals	None	1 working day (Submission of sealed bid proposal is open with a prescribed time)	BAC Chairperson, BAC Secretariat
5. Attend opening of bid proposals, if interested	Open bid proposals and conduct eligibility check of requirements • If eligible, proceed to evaluation of bid proposals • If ineligible, return bid proposal to Bidder	None	2 working days	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
6. Receive result of eligibility check	Evaluate bid proposals	None	2 working days	BAC Members, End-user Representative, BAC Secretariat,

				Technical Working Group (TWG)
None	Prepare evaluation report and comparative matrix	None	1 working day	End-user Representative, TWG
None	Issue notice of post-qualification inspection to qualified Bidders	None	1 working day	BAC Secretariat
7. Receive notice of post-qualification inspection	Conduct post-qualification inspection	None	1 working day	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
8. Provide necessary documents as submitted	Prepare post-qualification inspection report	None	1 working day	BAC Secretariat
None	Prepare resolution, seek approval and post in the Transparency Seal	None	5 working days	HoPE, BAC Members, BAC Secretariat
None	Prepare and issue Notice of Award and send to selected Bidder for signature in the Conforme	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 copy of signed Notice of Award	None	1 working day	BAC Secretariat
10. Submit Performance Security/Bond	Receive Performance Security/Bond	None	1 working day	BAC Secretariat, Cashier
None	Prepare contract / purchase order / job order and send to selected Bidder for signature	None	1 working day	BAC Secretariat
11. Receive contract / purchase order / work order, affix signature and return to PCIEERD	Receive signed contract / purchase order / job order	None	1 working day	BAC Secretariat
None	Prepare and issue Notice to Proceed and sent to selected Bidder for signature in the Conforme	None	3 working days	HoPE, BAC Secretariat

12. Receive Notice to Proceed, affix signature and return to PCIEERD	Receive signed Notice to Proceed	None	1 working day	BAC Secretariat
13. Deliver goods and/or services	Receive, inspect and accept the goods and/or services	None	1 working day	Technical Inspector/ Procurement Officer
None	Issue Property Acknowledgement Receipt/ Inventory Custodian Slip

Issue Certificate of Completion for Services | None

None | 3 working days

3 working days | Property Officer

End-user Representative/ Technical Inspector |
| None | Issue Inspection and Acceptance Report and Notice of Delivery | None | 3 working days | Inspected by Technical Inspector, Procurement Officer |
| | | **TOTAL** | **42 working days** | |

4.2. 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. 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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) 2. Mayor's/Business Permit or its Equivalent Document (one copy) 3. Professional License /Curriculum Vitae (Consulting Services) 4. Tax Clearance (one copy) 5. Audited Financial Statements (one copy) • **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		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
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.				
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.	None	1 working day	BAC Secretariat
3. Attending 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
4. Buy Bid Document.	Issue Bid Document.	Refer to Maximum Cost of Bidding	1 working day (Bid Documents are available only on a prescribed time)	BAC Secretariat

			Documents above.		
5.	Submit sealed bid proposal	Receive sealed bid proposal and inform Bidder on the schedule of opening of bid proposals.	None	1 working day Submission of sealed bid proposal is open with a prescribed time.	BAC Chairperson, BAC Secretariat
6.	Attend the opening of bid proposals, if interested.	Open bid proposals and conduct eligibility check of requirements • If eligible, proceed to evaluation of bid proposals • If ineligible, return the bid proposal to the Bidder.	None	2 working days	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
7.	Receive result of eligibility check.	Evaluate bid proposals.	None	2 working days	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
	None	Prepare evaluation report and comparative matrix.	None	1 working day	End-user Representative, TWG, BAC Secretariat
8.	Receive notice of post-qualification inspection.	Issue notice of post-qualification inspection to qualified Bidders.	None	1 working day	BAC Secretariat
9.	Present necessary documents as submitted.	Conduct post-qualification inspection.	None	1 working day	BAC Members, End-user Representative, BAC Secretariat, Technical Working Group (TWG)
	None	Prepare post-qualification inspection report.	None	1 working day	BAC Secretariat

None	Prepare resolution, seek approval and post in the Transparency Seal.	None	5 working days	HoPE, BAC Members, BAC Secretariat
None	Prepare and issue Notice of Award and send to selected Bidder for signature in the Conforme.	None	3 working days	HoPE, BAC Secretariat
10. Receive Notice of Award, affix signature in the Conforme and provide copy of signed Notice of Award.	Receive copy of signed Notice of Award.	None	1 working day	BAC Secretariat
11. Submit Performance Security/Bond within 10 CD upon signing of Conforme.	Receive Performance Security/Bond.	None	1 working day	BAC Secretariat, Cashier
None	Prepare contract / purchase order / job order and send to selected Bidder for signature.	None	3 working days	BAC Secretariat
12. Receive contract / purchase order / work order, affix signature and return to PCIEERD.	Receive signed contract / purchase order / work order.	None	1 working day	BAC Secretariat
None	Prepare and issue Notice to Proceed and send to selected Bidder for signature in the Conforme.	None	2 working days	HoPE, BAC Secretariat
13. Receive Notice to Proceed, affix signature and	Receive signed Notice to Proceed.	None	1 working day	BAC Secretariat

	Receive, inspect and accept the goods and/or services (if applicable).	None	3 working days	Technical Inspector/ Procurement Officer
14. Deliver goods and/or services	Issue Certificate of Completion.		1 working day	End-user Representative/ Technical Inspector
None	Issue Inspection and Acceptance Report and Notice of Delivery (if applicable).	None	3 working days	Inspected by Technical Inspector, Procurement Officer
	TOTAL		**40 working days**	

4.3. 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 the 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, No Noon break Electronic submission – GPPB Resolution No. 12-2020
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 • If qualified, forward certification to BAC for the preparation of resolution • If not qualified, inform Servicing Agency on the result of evaluation	None	1 working day	Concerned Division of PCIEERD
None	Prepare, approve and post BAC Resolution recommending the use of Agency-to-Agency agreement	None	3 working days	HoPE, BAC Members, BAC Secretariat
None	Prepare and send the Contract of Services (COS) / Memorandum of Agreement (MOA) to Servicing Agency	None	3 working days	Concerned Division of PCIEERD
2. Receive COS/MOA, affix signature and return signed COS/MOA to PCIEERD	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)	Concerned Division of PCIEERD
3. Receive notarized COS/MOA	None	None	None	None

4. Submit Performance Security/Bond within 10 CD upon receipt of copy of notarized COS/MOA	Receive Performance Security/Bond	None	1 working day	BAC Secretariat, Cashier
None	Post notarized COS/MOA in PhilGEPS	None	1 working day	BAC Secretariat
5. Deliver goods and services based on Service Level Agreement (SLA)	Receive, inspect and accept the goods and/or services	None	1 working day	Technical Inspector/Procurement Officer
	Issue Certificate of Completion for Services (if not stated in MOA)	None	3 working days	End-user/Division Head
None	Issue Inspection and Acceptance Report and Notice of Delivery	None	3 working days	Inspected by Technical Inspector, Procurement Officer
		TOTAL	31 working days	

4.4. Alternative mode of procurement through small value procurement and 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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 but not more than Php 1,000,000.00 (one copy) 2. DTI/SEC Registration Certificate (one copy) 3. Current Mayor's/Municipal/Business Permit (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

4. BIR Certificate of Registration (one copy) 5. Updated Tax Clearance Certificate (one copy) 6. Certificate of Authenticity for suppliers of Ink & Toner Cartridges				
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 Php 50,000.00 and below, request quotations directly from prospective Bidders	None	1 working day	Concerned Division of PCIEERD
None	If approved budget for the contract is above Php 50,000.00 but not more than Php 1,000,000.00, post requirements in the PhilGEPS	None	5 working days	Procurement Officer
1. Submit sealed quotation	Receive consolidate and evaluate quotations. • For shopping, a minimum of three (3) quotations shall be received to proceed with the evaluation. Otherwise, extend posting in PhilGEPS • 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	2 working days	Concerned Division of PCIEERD, Procurement Officer, Technical Working Group
None	Prepare Abstract of Quotations/Ratings (if applicable)	None	1 working day	Concerned Division of PCIEERD, Procurement Officer
None	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	Receive signed contract / purchase order / job order	None	5 working days Waiting tine until the return of signed contract /	Procurement Officer

			purchase order / work order	
2. Receive contract / purchase order / work order, affix signature and return to PCIEERD	Receive, inspect and accept the goods and/or services	None	1 working day	Technical Inspector/Procurement Officer
3. Deliver the goods and/or render the services required based on Service Level Agreement (SLA)	Issue Property Acknowledgement Receipt & Inventory Custodian Slip Issue Certificate of Completion for Services	None	3 working days 3 working days	Property Officer End-user Representative/ Technical Inspector
None	Issue Inspection and Acceptance Report and Notice of Delivery	None	3 working days	Inspected by Technical Inspector, Procurement Officer
		TOTAL	23 working days	

5. Processing of payment request

This service provides guidance to PCIEERD personnel in processing payment requests. 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. Transactions 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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		None	4 hours	Concerned requesting Division	
	Receive transaction, check supporting documents based on checklist and review such documents according to prescribed accounting and auditing rules and regulations.	None	2 Hours		

		None		Accounting Personnel
	If complete, forward transaction to the Budget Section for preparation of Obligation Request. If incomplete, return transaction to the requesting personnel Update eVoucher Information System None			Accounting Personnel
3. Receive transaction indicating lacking documents. Update eVoucher Information System				
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	None	1 working day	Concerned Requesting Division, Accounting Personnel
4. Receive transaction and		None	1 working day	Concerned Requesting

				Division, Accounting Personnel
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	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 Administrative Order No. 2019-011, Series of 2019.	None	None	1 working day	Concerned Personnel Division Chief/ Deputy Executive Director/ Executive Director

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				
None	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 the 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
6. Receive transaction and affix signature on ACIC and ADA portion to debit account by the Bank. Only Agency Authorized Signatories are allowed to approve.	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. 2019-011, Series of 2019. Once signed, forward to Cash Section for preparation of Advice of	None	1 Working Day	Authorized Signatory

Update eVoucher Information System	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 the Information Technology Management Unit. The support includes printer problems 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 with 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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	None		Concerned IT Support Staff
	Act on the request			Concerned IT Support Staff
	• If request has been addressed, notify Requesting Party on the action taken. Update request in iHelp			Concerned Requesting Personnel
	• 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			
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 the 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 Friday, except regular and non-working holidays or declared work suspension 8:00AM -5:00PM, 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	3 working days	Concerned Requesting Personnel iHelp Administrator
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		
	Accept and set estimated service delivery period			Concerned IT Support Staff
None	Act on the request • If request has been addressed, notify Requesting Party on the action taken. Update request in iHelp	None		Concerned IT Support Staff
None	• 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	None		Concerned Requesting Personnel
2. Rate and close the service request		None		
		TOTAL	3 working days	

VI. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	• Fill-out 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 8837-7516/8837-2071 local 2120
How feedback is processed	• Feedbacks are gathered every week • Feedbacks 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. 8837-7516/8837-2071 local 2120 or email pcieerd@pcieerd.dost.gov.ph
How to file a complaint	• Access Customer Relation Management Information System at http://111.125.126.138/crmis/; or • Send email at pcieerd@pcieerd.dost.gov.ph; or • Call 8837-7516/88372071 local 2120
How complaint is processed	• 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 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. 8837-7516/8837-2071 local 2120 or email pcieerd@pcieerd.dost.gov.ph
Contact Information	PCIEERD – 8837-7516 / 8837-2071 local 2120 ARTA – complaints@arta.gov.ph Presidential Complaint Center – 8888 CSC's Contact Center ng Bayan – 0908-8816565 (SMS)

VII. OFFICE LOCATION

OFFICE	ADDRESS	CONTACT INFORMATION
Philippine Council for Industry, Energy and Emerging Technology Research and Development (PCIEERD)	4th and 5th Levels, Science Heritage Building, Science Community Complex, Gen. A. Santos Ave., Bicutan, Taguig City 1631	Telephone Numbers: 02-8837-7516/02-8837-2071 local 2120 Email: pcieerd@pcieerd.dost.gov.ph