**GENERAL SERVICES OFFICE**

**CITIZEN’S CHARTER**

**Purchase Request for Goods** **(Items, Supplies, and Materials) through** **Public Bidding.** Procurement Request of Goods - Items, Supplies and Materials received by the Procurement Officer of GSO. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

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| **Office/Division:** | Property Division- General Services Office |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | Employees and All Offices of PGOM |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Accomplished/Approved Requisitioned & Issue Slip (RIS) –(2 Original Copy) | General Services Office- Supply and Property Management Division |
| 2. Approved Certificate on Appropriations, Funds and Obligation of Allotment (CAFOA)- (5 Original Copy) | Requisitioning Office |
| 3. Accomplished Purchase Request – (5 Original Copy) | General Services Office- Supply and Property Management Division |
| 4. Technical Specification (2 Original Copy) Indicating the following, such as but not limited no: \* Quantity \* Materials (if applicable) \* Color (If applicable) \* Dimension (if applicable) \* Estimated cost \* Estimated delivery date \* Sample picture or layout of items to be procure \* Purpose | Requisitioning Office |
| 5. Approved certification of Inclusion in the Annual Procurement Plan (APP)- (1 Original Copy) | BAC-Secretariat Head |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit approve Purchase Request (PR) to BAC- Sec. together with signed CAFOA & RIS. | 1.1 Validate/review submitted documents. | None | 5 Minutes | BAC-Secretariat |
|  | 1.2 Prepare the bidding documents. | None | 20 Minutes | BAC-Secretariat |
|  | 1.3 Set schedule of procurement (from Pre-Procurement Conference to approval of Notice of Award (NOA). | None | 26 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat/GS-Offices |
|  | 1.4 Post Invitation to Bid (ITB) to PhilGEPS, PGOM Website and 3 conspicuous places of PGOM. | None | 12 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat/GS-Offices |
|  | 1.5 Bid Evaluation and Ranking. | None | 1 Calendar Day | BAC-Secretariat/GS-Office |
|  | 1.6 Prepared document for award (abstract of quotation as award and as quotation/BAC-Resolution) | None | 3 Hours | BAC-Secretariat/GS-Office |
|  | 1.7 Signed the documents for award. | None | 2 Hours | BAC-Sec. Head/TWG/GS-Office/HopE |
|  | 1.8 Issue signed NOA to winning bidder | None | 1 Calendar Day | BAC-Secretariat |
|  | 1.9 Prepare purchase order (PO) and signing. | None | 10 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat |
|  | 1.10 Forward PO to LCE for approval. | None | 20 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat |
|  | 1.11 Forward PO to Budget. | None | 2 Calendar Days | BAC-Secretariat |
|  | 2.2 Issuance of PO and Notice to Proceed (NTP). | None | 1 Calendar Day | BAC-Secretariat/GS-Office |
|  | 1.12 Winning bidder to deliver purchase items/supplies. | None | 30 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | Supply/Admin. Officer/GS-Office |
| 2. Send the statement of account (SOA)/Sales Invoice/Billing to BAC-GSO. | 1.13 Receive the SOA/SI/Billing and submit the same together with the procurement documents to accounting department for processing of payment. | None | 1 Calendar Day | BAC-Secretariat/GS-Office |
|  | **TOTAL** | **None** | **29 Days 5 Hours and 25 Minutes** |  |

***Processing time is not included in the total.***

**Purchase Request for Goods (Items, Supplies, and Materials) through Shopping**. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

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| **Office/Division:** | Property and Supply Management Division- General Services Office |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | Employees and All Offices of PGOM |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Accomplished/Approved Requisitioned & Issue Slip (RIS) –(2 Original Copy) | General Services Office- Supply & Property Division |
| 2. Approved Certificate on Appropriations, Funds and Obligation of Allotment (CAFOA)- (5 Original Copy) | Requisitioning Office |
| 3. Accomplished Purchase Request – (5 Original Copy) | General Services Office- Supply & Property Division |
| 4. Technical Specification (2 Original Copy) Indicating the following, such as but not limited no: \* Quantity \* Materials (if applicable) \* Color (If applicable) \* Dimension (if applicable) \* Estimated cost \* Estimated delivery date \* Sample picture or layout of items to be procure \* Purpose | Requisitioning Office |
| 5. Approved certification of Inclusion in the Annual Procurement Plan (APP)- (1 Original Copy) | BAC-Secretariat Head |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit approve Purchase Request (PR) to BAC- Sec. together with signed OR & RIS. | 1.1 Validate/review submitted documents. | None | 5 Minutes | BAC-Secretariat |
|  | 1.2 Prepare request for quotation and secure signature from Head Secretariat. | None | 15 Minutes | BAC-Secretariat |
|  | 1.3 Post Request for Quotation (RFQ) to PhilGEPS, PGOM Website and 3 conspicuous places of PGOM. | None | 7 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat/GS-Office |
|  | 1.4 Bid Evaluation and Ranking. | None | 1 Calendar Day | BAC-Secretariat/GS-Office |
|  | 1.5 Prepared document for award (abstract of quotation as award and as quotation/BAC-Resolution) | None | 3 Hours | BAC-Secretariat/GS-Office |
|  | 1.6 Signed the documents for award. | None | 2 Hours | BAC-Sec. Head/TWG/GS-Office/HopE |
|  | 1.7 Issue signed NOA to winning bidder | None | 1 Calendar Day | BAC-Secretariat |
|  | 1.8 Prepare purchase order (PO) and signing. | None | 10 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat |
|  | 1.9 Forward PO to LCE for approval. | None | 20 Calendar days based on Annex “C” of the 2016 IRR of RA-9184 | BAC-Secretariat |
|  | 1.10 Forward PO to Budget. | None | 2 Calendar Days | BAC-Secretariat |
|  | 1.11 Issuance of PO and Notice to Proceed (NTP). | None | 1 Calendar Day | BAC-Secretariat/GS-Office |
|  | 1.12 Winning bidder to deliver purchase items/supplies. | None | 30 Calendar Days based on Annex “C” of the 2016 IRR of RA-9184 | Supply/Admin. Officer/GS-Office |
| 2. Send the statement of account (SOA)/Sales Invoice/Billing to BAC-GSO. | 1.1 Receive the SOA/SI/Billing and submit the same together with the procurement documents to accounting department for processing of payment. | None | 1 Calendar Day | BAC-Secretariat/GS-Office |
|  | **TOTAL** | **None** | **24 Days 5 Hours and 25 Minutes** |  |

***Processing time is not included in the total.***

General Services for **Building and Maintenance Request (Simple Repairs)** includes repairs and preventive maintenance to office facilities, plumbing, electrical, architectural, painting, roofing, and air conditioning.

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| **Office/Division:** | Building and Maintenance Division- General Services Office |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | Employees and All Offices of PGOM |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Accomplished Building and Repair Maintenance Request (BMR) Form (1 Original, 1 Photo Copy) | General Services Office- Building Maintenance Division |
| 2. Repair Certification Form (RCF) (1 Original, 1 Photo Copy) | General Services Office- Building Maintenance Division  |

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| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit two (2) copies of the accomplished BMR Form to GSO-Engineer III. | 1.1 Review and validate submitted BMR Form. | None | 15 Minutes | GS-Office-Building and Maintenance Division |
|  | 1.2 Verify the degree/level/magnitude of the repairs or services to be done. | None | 1 Hour | GS-Office-Building and Maintenance Division |
|  | 1.2a If simple case/s, ask outsourced personnel to proceed with the repair. | None | 1 Calendar Day | GS-Office-Building and Maintenance Division |
|  | 1.3 Conduct actual repair/maintenance work. | None | 1 Calendar Day | GS-Office-Building and Maintenance Division |
|  | 1.4 Issue Repair Certification Form to requesting office/unit. | None | 1 Calendar Day | GS-Office-Building and Maintenance Division |
|  | **TOTAL** | **None** | **3 Days 1 Hour and 15 Minutes** |  |

General Services for **Building Repair and Maintenance Request (Complex Request/ Requiring AMP)** includes repairs and preventive maintenance to office facilities, plumbing, electrical, architectural, painting, roofing, and air conditioning.

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| **Office/Division:** | Building Repair and Maintenance Division- General Services Office |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | Employees and All Offices of PGOM |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Accomplished Building and Repair Maintenance Request (BMR) Form (1 Original, 1 Photo Copy) | General Services Office- Building Repair and Maintenance Division |
| 2. Repair Certification Form (RCF) (1 Original, 1 Photo Copy) | General Services Office- Building Repair and Maintenance Division  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit two (2) copies of the accomplished BMR Form to GSO-Engineer III. | 1.1 Review and validate submitted BMR Form. | None | 15 Minutes | GSO-Building Repair and Maintenance Division |
|  | 1.2 Verify the degree/level/magnitude of the repairs or services to be done. | None | 1 Hour | GSO-Building Repair and Maintenance Division |
|  | 1.2a If complex case/s, refer to process flow under AMP on purchase and/or engaging lightly technical consultants. | None | 7 Calendar Day | GSO-Building Repair and Maintenance Division |
|  | 1.3 Conduct actual repair/maintenance work. | None | 1 Calendar Day | GSO-Building Repair and Maintenance Division |
|  | 1.4 Issue Repair Certification Form to requesting office/unit. | None | 1 Calendar Day | GSO-Building Repair and Maintenance Division |
|  | **TOTAL** | **None** | **9 Days 1 Hour and 15 Minutes** |  |

**Receiving of All Incoming Documents.** This covers the receipts of all incoming documents from different offices of the Provincial Government.

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| **Office/Division:** | Records/Admin. Division- General Services Office |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | Employees and All Offices of PGOM |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| None | None |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send the documents to GS-Office through personal delivery or mail/e-mail/courier. | 1.1 Check appropriate details like name of sender and name of the recipient. | None | 15 Minutes | Records/Admin. Division- GS-Office |
|  | 1.2 Stamped received the duplicate copy and return to the customer, if personally delivered. If documents are received from post office or courier, affix the signature in the delivery receipt. | None | 15 Minutes | Records/Admin. Division- GS-Office |
|  | 1.3 Proceed to recording/assign barcode to the documents. | None | 30 Minutes | Records/Admin. Division- GS-Office |
|  | 1.4 Encode details in the tracking system. | None | 15 Minutes | Records/Admin. Division- GS-Office |
|  | 1.5 Assigned reference number/control number. | None | 15 Minutes | Records/Admin. Division- GS-Office |
|  | 1.6 Route the physical documents in the concerned recipients.  | None | 1 Hour | Records/Admin. Division- GS-Office |
|  | **TOTAL** | **None** | **2 Hours, 30 Minutes** |  |

**Receiving of Inventory/Procured Items/Supplies/Materials.**  This process is pursuant to Section 15, Chapter 8 of the Government Accounting Manual for National Government that covers from the receipt of inventory items from the supplier through submission of required documents to the Accounting Division for payment processes.

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| **Office/Division:** | Supplies and Property Management Division- General Services Office |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | DBM-Procurement Services, Business Entities (Suppliers) |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Purchase Order (PO)/Job Order (JO)/Contract/Agency Procurement Request (APR) which is applicable (5 Original Copy) | BAC-Secretariat/End-User/Property Officer-GS-Office |
| Delivery Receipt (DR), Sales Invoice (SI) (1 Original) | Supplier |
| Notice of Delivery Form (1 Original) | Supply Officer- General Services Office |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Deliver purchase supplies/materials/items or equipment as per Contract, Job Order or Purchase Order to Supply Department GS-Office. | 1.1 Forwarded the DR, PO/JO, SI (for complete delivery) to Supply Officer for preparation of Inspection and Acceptance Report (IAR). | None | 30 Minutes | Supplier, BAC-Secretariat/End-user. SPMD-GS-Office |
|  | 1.2 Check the quality, condition, and compliance to specifications of items delivered, as indicated in the PO/JO/Contract/APR and DR. If items are completed as specified in the DR, sign “Received” portion of the DR. | None | 30 Minutes | Supply Officer/Storekeeper, SPMD-GS-Office |
|  | 1.3 Transmit the Notice of Delivery to COA Auditor | None | 15 Minutes | Supply Officer- SPMD-GS-Office |
|  | 1.4 Identify delivered items/equipment, if: \* Semi-Expendable Items below (₱50,000.00) \* Capital Outlay or Supplies/Consumables | None | 15 Minutes | Supply Officer- SPMD-GS-Office |
|  | 1.5 Record the receive items/equipment in Property/Stock Card. | None | 1 Hour | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.6 Prepare Inspection and Acceptance Report (IAR) and print in three (3) copies. | None | 30 Minutes | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.7 Forward the Inspection and Acceptance Report (IAR), DR and Purchase/Job Order/Contract/Agency Procurement Request (APR) to Agency Inspection Team.  | None | 30 Minutes | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.8 Inspect and verified items as to quantity and conformity to specification based on the Delivery Receipt (DR) and Approved Purchase/Job Order/Contract/Agency Procurement Request (APR) | None | 1 Hour | Assigned Agency Inspectorate Team-, End-User- SPMD-GS-Office |
|  | 1.8 a. **if delivery is in conformity with the specifications,** indicate the date of inspection and check the box containing “Inspection” of the IAR. | None | 15 Minutes | Assigned Inspectorate Team-SPMD-GS-Office |
|  | 1.8 b. **if the delivery is not in conformity to the specifications or incomplete,** indicate in the IAR that the specifications are not in conformity with the Purchase/Job Order/Contract and return the documents to Supply Officer. | None | 15 Minutes | Assigned Inspectorate Team-SPMD-GS-Office |
|  | 1.9 Require the supplier to comply with the agreed terms conditions and specifications on the terms of PO/JO/Contract/Agency PR, if the delivery is not in the conformity with the specifications or incomplete | None | 30 Minutes | Supply Officer/Storekeeper-SPMD-GS-Office |
|  | 1.10 Sign the “Acceptance” column of IAR to acknowledge receipt of items delivered. Indicate whether the delivery is complete or partial. | None | 15 Minutes | Supply Officer/Storekeeper-SPMD-GS-Office |
|  | 1.11 Attached copy of IAR 2copies to DV 1 for file copy and 1 for Agency Management Inspectorate Team. | None | 15 Minutes | Supply Officer/Storekeeper-SPMD-GS-Office |
|  | 1.12 Prepare Requisition and Issue Slip (RIS) in three (3) copies below ₱50,000.00 | None | 30 Minutes | Supply Officer – SPMD-GS-Office |
|  | 1.13 Prepare property tag/sticker for all the equipment regardless of the cost. | None | 30 Minutes | Supply Officer –SPMD-GS-Office |
|  | 1.14 Forward RIS to accountable person for signature. | None | 30 Minutes | Supply Officer –SPMD-GS-Office and End-user |
|  | 1.15 Attach copy of RIS to Obligation Request (OR) 2 copies 1 copy to end-user 1 copy for Supplies Adjustment Report (SAR) | None | 15 Minutes | Supply Officer/sStorekeeper–SPMD-GS-Office  |
|  | 1.16 Submit RIS to budget/accounting by the end-user for process and PR to BAC for posting. | None | 30 Minutes | Supply Officer/sStorekeeper–SPMD-GS-Office  |
|  | **TOTAL** | **None** | **1 Day, 10 Minutes** |  |

**Request and Issuance of Supplies/Materials/Items.** This process is pursuant to Section 16, Chapter 8 of the Government Accounting Manual that covers from the receipt of Requisition and Issue Slip through releasing of requested supplies/materials/items.

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| **Office/Division:** | Supplies and Property Management Division- General Services Office |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G- Government to Government |
| **Who may avail:** | Employee (assigned in Supplies) of the PGOM |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Requisition and Issue Slip (RIS) signed by the requesting Agency/Office/Division Chief (3 Original Copy) | Supply Officer-SPMD-GS-Office |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Requisition and Issue Slip (RIS) in three (3) copies, originally signed and accomplished/approved by the Agency Requesting Unit Officials, Division Chief, Supply Officer/Storekeeper. | 1.1 Review if the submitted RIS is properly signed/accomplished and approved. | None | 15 Minutes | End-user, Requesting Unit, Supply Officer-GS-Office |
|  | 1.2 **if properly accomplished the RIS,** signed the “Receive” portion of it and indicate the date and time it was received. If not, require the requisitioning unit to properly accomplish the form. | None | 15 Minutes | Supply Officer/Storekeeper, SPMD-GS-Office |
|  | 1.3 Check the availability of items/supplies/materials being requested in the stock card/property inventory. | None | 20 Minutes | Supply Officer/Storekeeper, SPMD-GS-Office |
|  | 1.3 a. **if available on stock,** prepare the requested items/supplies/materials.  | None | 1 Hour | Supply Officer/Storekeeper- SPMD-GS-Office |
|  | 1.3 b. **if not available on stock,** mark the items/supplies/materials “not available on stock”.Print the RIS containing “no available stock” and advise the requisitioning unit to prepare Purchase Request and undergo Procurement Process. | None | 30 Minutes | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.4 Identify the requested item if:  \*semi-expendable \*capital outlay(items ₱15,000.00 and above) Supplies. | None | 15 Minutes | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.5 Prepare Procurement Agency Request (PAR) for Capital Outlay items and Inventory of Consumable Supplies (ICS) for Semi-Expandable items in three (3) copies. If applicable, prepare the property sticker/s for tagging of equipment. | None | 1 Hour | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.6 Record the items for release including its quantity, date of issuance and the Requisitioning Office in the Property Inventory Stock Card. | None | 30 Minutes | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | 1.7 Release the Requested items/equipment and sign the “Issued by” portion of the RIS by the Supply Officer and “Received by” by the Requisitioning Unit and indicate the date and time. | None | 45 Minutes | Supply Officer, Storekeeper, SPMD-GS-OfficeEnd-User/Requisitioning Unit |
|  | 1.8 File 1 copy of the RIS and provide 1 copy the End-User/Requisitioning Unit. | None | 30 Minutes | Supply Officer, Storekeeper, SPMD-GS-Office |
|  | **TOTAL** | **None** | **If available: 4 Hours, 50 Minutes****If not available: 1 Hour, 35 Minutes** |  |