REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

June 30, 2003

REVENUE MEMORANDUM ORDER NO. <u>26-2003</u>

Subject: **Prescribing Policies and Procedures on the "On-Call" Repair and Maintenance of Defective IT Equipment [Personal Computers (PCs)/Workstations and Peripherals and Video Conferencing Equipment]**

To : **All Internal Revenue Officials and Employees**

I. OBJECTIVES

A. To prescribe policies and procedures on the "on-call" repair and maintenance of defective IT equipment in the National Office (NO) and Regional and District Offices.

B. To define and delineate the functions and responsibilities of the offices concerned.

II. POLICIES

A. The "on-call" repair and maintenance shall refer to the restoration to working condition of defective IT equipment that are not included/listed in any of the BIR's comprehensive maintenance service contracts and not under warranty.

B. The allocated budget for "on-call" repair/maintenance of IT equipment shall be used for this purpose. Fund allocation/transfer requests shall be coordinated with the Office of the Assistant Commissioner of Information Planning and Quality Service (OACIR-IPQS).

C. Systems Support Division-Information Systems Operations Service (SSD-ISOS) and Revenue Data Centers (RDCs) shall be responsible for the repair of IT equipment at National Office (NO) and at Regional/District Offices (RRs/RDOs) within Metro Manila and Metro Cebu, respectively.

For repairs that cannot be handled in-house (by either SSD-ISOS and RDCs), the Procurement Division or Admin-RR shall avail of the services (labor and materials) of a contractor.

D. "On-call" repairs for RDC offices except RDC Cebu shall follow the procedures for NO repairs.

E. Remote BIR Offices thru their Regional Director shall enter into a straight contract (labor and materials) with local IT service providers/contractors for "on-call" repairs/maintenance of IT equipment. The following shall be considered as remote BIR Offices:

			RDO #
e. 1	RR 1	Calasiao, Pangasinan	1 to 6
e. 2	RR 2	CAR	7 to 12
e. 3	RR 3	Tuguegarao, Cagayan	13 to 16
e. 4	RR 4	San Fernando, Pampanga	17 to 23
e. 5	RR 9	San Pablo City	54 to 63
e. 6	RR10	Legaspi City	64 to 70
e. 7	RR11	Iloilo City	71 to 75
e. 8	RR12	Bacolod City	76 to 79
e. 9	RR14	Tacloban City	85 to 90
e.10	RR15	Zamboanga City	91 to 96
e.11	RR16	Cagayan de Oro City	97 to 102
e.12	RR17	Butuan City	103 to 106
e.13	RR18	Cotabato City	107 to 111
e.14	RR19	Davao City	112 to 115
e.15	RDO 35	Romblon	
e.16	RDO 36	Puerto Princesa, Palawan	
e.17	RDO 37	San Jose, Occidental Mindoro	
e.18	RDO 84	Tagbilaran, Bohol	

F. All IT equipment for repair shall be subject to pre-repair inspection by the NO/Regional Inspection and Acceptance Committee.

G. The Requesting Office shall be responsible for the monitoring of the request for the "on-call" repair/maintenance of defective IT equipment as well as the routing of applicable forms.

H. For repairs at NO and RDOs within Metro Manila and Metro Cebu, the Request for Pre-Repair Inspection Form (Annex A) shall have the corresponding Trouble Ticket issued by SSD-ISOS/RDC.

I. For remote requesting offices, the lowest quotation of local contractor shall be attached to the Request for Pre-Repair Inspection Form. Requesting Office may refer to the RDC concerned for re-assessment of the repair needed in case of doubt on the assessment made by the local service provider/contractor.

J. Purchased IT parts needed for the repair of the defective IT equipment shall no longer be issued a new Acknowledgement Receipt for Equipment (formerly known as Memorandum Receipt for Equipment, Semi-Expandable and Non- Expandable Property).

K. The following forms (with instructions on how to accomplish) prescribed by the New Government and Accounting System (NGAS) for National Government Agencies shall be used:

1. Annex B   Supplies Availability Inquiry (SAI)
2. Annex C   Purchase Request (PR)
3. Annex D   Requisition and Issue Slip (RIS)
4. Annex E   Inspection and Acceptance Report (IAR)
5. Annex F   Waste Materials Report (WMR)

III. PROCEDURES

A. *REPAIRS at NO*

1. Requesting Office

a. Identify the defective IT equipment.

b. Log to SSD-ISOS (Help Desk) request for repair of defective IT equipment.

c. Request SSD-ISOS to validate if the defective IT equipment is under maintenance service contracts or under warranty.

d. Upon advice of SSD-ISOS, prepare the Request for Pre-Repair Inspection Form (RPRIF) in two (2) copies and forward to SSD-ISOS and Procurement Division.

   For repairs that cannot be handled in-house per assessment of SSD-ISOS, coordinate with Procurement Division for the procurement of services (labor and materials).

e. Forward the Request for Pre-Repair Inspection Form to the Inspection and Acceptance Committee (IAC) to conduct pre-repair inspection on the defective IT equipment.

f. Prepare SAI (with the approved RPRIF) to check the availability of stocks for IT parts to be replaced and route to General Services Division (GSD) and Accounting Division (AD) for verification/status of stocks.

g. If the IT parts are available or carried in GSD stocks, prepare RIS upon receipt of notice (thru SAI) of the availability of IT parts requested from GSD.

h. If the IT parts are not available/carried in stock:

   h.1   Prepare and secure certification from OACIR-IPQS that the budget for the defective IT equipment subject for repair shall be charged against the allocated budget for "on-call" repairs/maintenance.

   h.2   Forward PR (with SAI) and the IPQS certification to Procurement Division.

   h.2   Prepare RIS upon receipt of advice from GSD that requested IT parts are already purchased/available.

i. Forward to GSD the RIS, Waste Material Report (WMR) and the defective IT part/s given by SSD-ISOS for the release of the requested IT part/s.

j. Receive from GSD the supplies/IT parts (carried in stock or purchased).

k. Request SSD-ISOS to install/repair the defective IT equipment and forward the needed supplies/IT parts.

2. **Systems Support Division, ISOS**

a. Provide RDCs and Administrative Division–Revenue Region (Admin-RR) with the following lists:

   a.1 IT equipment under maintenance service contracts
   a.2 IT equipment under warranty

b. Receive requests for repair of defective IT equipment.

c. Verify if the identified defective IT equipment is not included in the BIR maintenance service contracts or under warranty.

d. If not under maintenance/warranty, evaluate/assess the defective IT equipment and accomplish the corresponding Trouble Ticket.

   For repairs that cannot be handled in-house per assessment, advise the Requesting Office to coordinate with Procurement Division for the procurement of services (labor and materials) with contractor/service provider.

e. Advise the Requesting Office to prepare Request for Pre-Repair Inspection Form.

f. Receive from Requesting Office the Request for Pre-Repair Inspection Form and attach the corresponding Trouble Ticket.

g. Accomplish and indicate in the Request for Pre-Repair Inspection Form the scope or extent of repair to be done.

h. Return to Requesting Office the accomplished Request for Pre-Repair Inspection Form.

i. Remove/pull-out the defective IT part/s from the IT equipment subject to "on-call" repair/maintenance.

j. Give the pulled-out defective IT part/s to Requesting Office for turn-over to GSD.

k. Received from the Requesting Office the IT part/s to be installed whether sourced form GSD stocks or purchased by Procurement Division.

l. Install the IT parts and repair the defective IT equipment.

3. General Services Division (GSD)

a. Receive from Requesting Office the SAI for IT parts for replacement together with the signed/approved Request for Pre-Repair Inspection Form.

b. Confirm the availability/status of stocks of IT parts requested and forward the SAI to Accounting Division for signature of *"Status Provided by"* portion.

c. If the IT parts are available/carried in stocks, advise the Requesting Office to prepare RIS.

d. If the IT parts are not available/carried in stock advise the Requesting Office to prepare the PR to be forwarded with the SAI to Procurement Division for appropriate action.

e. Receive purchased IT parts and request the NO-Inspection and Acceptance Committee to conduct inspection.

f. Advise the Requesting Office to prepare RIS upon receipt of purchased IT parts.

g. Receive from Requesting Office the replaced IT part/s or waste materials and sign the WMR.

h. Sign the *'Approved by'* portion of the RIS.

i. Release the IT part/s to Requesting Office thru RIS and copy of WMR.

4. Procurement Division (PD)

a. Sign/approve the Request for Pre-Repair Inspection Form (RPRIF) submitted by Requesting Office.

b. Receive the PR together with SAI and RPRIF from Requesting Office for IT parts to be purchased.

c. Purchase the requested IT parts following the existing procurement procedures.

d. Prepare/route the corresponding Inspection and Acceptance Report of the purchased IT parts.

5. Accounting Division (AD)

a. Receive from Requesting Office the SAI endorsed/signed by GSD.

b. Sign the *"Status Provided by"* portion of SAI.

c. Process payment for the purchased IT parts needed for the repair of defective IT equipment.

B. REPAIRS at REGIONAL and DISTRICT OFFICES within Metro Manila and Metro Cebu including RDC Cebu and LTDO Cebu

1. Requesting Office

a. Identify the defective IT equipment.

b. Log to RDC (Help Desk) request for repair of defective IT equipment.

c. Request RDC (Help Desk) to validate if the defective IT equipment is under maintenance service contracts or under warranty.

d. Upon advice of RDC, prepare the RPRIF and forward to RDC and Admin-RR.

For repairs that cannot be handled in-house per assessment of RDC, coordinate with Admin-RR for the procurement of services (labor and materials).

e. Forward the RPRIF to the Inspection and Acceptance Committee (IAC) to conduct pre-repair inspection on the defective IT equipment.

f. Prepare SAI (`with the approved RPRIF`) to check the availability of stocks for IT parts to be replaced and route to Admin-RR for verification/status of stocks.

g. If the IT parts are available or carried in stocks, prepare RIS upon receipt of notice (thru SAI) of the availability of IT parts requested from Admin-RR.

h. If the IT parts are not available/carried in stock:

   h.1 Prepare PR (`with SAI`) and forward to Admin-RR for the purchase of the needed IT part/s.

   h.2 Prepare RIS upon receipt of advice from Admin-RR that requested IT parts are already purchased/available.

i. Forward RIS to Admin-RR for the release of requested IT parts.

j. Receive from Admin-RR the IT parts (`carried in stock or purchased`).

k. Request RDC to install needed IT parts and repair the defective IT equipment.

l. Receive from RDC the replaced defective IT part/s together with the repaired IT equipment.

m. Prepare WMR and have the original copy received by Admin-RR together with the replaced IT part/s or waste materials.

2. **Revenue Data Center (RDC)**

   a. Receive from SSD-ISOS the following lists:

      a.1 IT equipment under maintenance service contracts
      a.2 IT equipment under warranty

   b. Receive from Requesting Office-Regional/District Offices within Metro Manila and Metro Cebu the request for repair/maintenance of the identified defective IT equipment. Verify if defective IT equipment is included in the BIR maintenance service contracts or under warranty.

c. If identified defective IT equipment is not included in the BIR maintenance service contracts or not under warranty, evaluate/assess the IT equipment subject for repair and report the evaluation/assessment through Trouble Ticket.

For repairs that cannot be handled in-house per assessment, advise the Requesting Office to coordinate with Admin-RR for the procurement of services (labor and materials) with contractor/service provider.

d. Advise Requesting Office to prepare Request for Pre-Repair Inspection Form.

e. Receive from Requesting Office the Request for Pre-Repair Inspection Form and attach corresponding Trouble Ticket.

f. Accomplish and indicate in the Request for Pre-Repair Inspection Form the scope and extent of repair to be done.

g. Return to Requesting Office the accomplished Request for Pre-Repair Inspection Form.

h. Receive from Requesting Office the IT parts to be installed whether sourced from stocks or purchased by Admin-RR.

i. Install IT parts and repair the defective IT equipment.

j. Give the replaced IT parts/waste materials to Requesting Office for turn-over to Admin-RR.

3. Administrative Division (Admin-RR)

a. Receive from Requesting Office the RPRIF with the corresponding Trouble Ticket issued by the RDC for the defective IT equipment subject for "on-call" repair/maintenance.

b. Sign/approve the Request for Pre-Repair Inspection Form requested by Requesting Office.

c. Receive SAI (with RPRIF attached) from Requesting Office for verification if IT parts to be replaced are available/carried in stocks.

d. Confirm the availability/status of stocks of IT parts requested and forward the SAI to Finance Division-RR for signature of *"Status Provided by"* portion.

e. If the IT part is available/carried in stocks:

    e.1 Advise the Requesting Office to prepare RIS.
    e.2 Release the requested IT parts sourced from Admin –RR
        stocks to the Requesting Office thru RIS.

f. If the IT parts being requested are not available/carried in stock, advise the Requesting Office to prepare PR.

g. Receive from Requesting Office the PR with the necessary attachments:

    g.1 Request for Pre-Repair Inspection Form
    g.2 SAI

h. Have the "*Approved by*" portion of the PR signed by the Assistant Regional Director/Regional Director.

i. Prepare the following documents and forward to Finance Division-RR for processing of request for fund transfer:

    i.1 Canvass
    i.2 Summary Report of Defective IT Equipment for "On-Call" Repair/Maintenance (Annex G)

j. Purchase the requested IT parts following existing procurement procedures.

k. Request the Regional Inspection and Acceptance Committee to inspect the purchased IT parts and prepare the corresponding Inspection and Acceptance Report.

l. Release the purchased IT part/s to Requesting Office thru RIS.

m. Receive from the Requesting Office the original copy of the WMR together with the replaced IT parts or waste materials.

C. REPAIRS at REMOTE BIR OFFICES

1. Requesting Office

a. Identify the defective IT equipment.

b. Verify from Admin-RR if defective IT equipment is under maintenance contract or under warranty.

c. Upon advice of Admin-RR that the defective IT equipment is not under maintenance service contract or not under warranty, request a local service provider/contractor to assess the repair needed.

d. Prepare the Request for Pre-Repair Inspection Form (RPRIF) and attach the repair assessment/canvass from the local service provider/contractor.

e. Request the Regional Inspection and Acceptance Committee to conduct pre-repair inspection on the defective IT equipment.

f. Prepare PR for the on-call repair/maintenance of the defective IT equipment and forward together with the RPRIF to Admin-RR for processing.

g. Prepare Gate Pass for the defective IT equipment to be pulled-out by the local service provider/contractor for repair.

h. Receive/acknowledge the repaired IT equipment from the local service provider/contractor thru a Delivery Receipt with corresponding guaranty/warranty certificate.

i. Request the Regional Inspection and Acceptance Committee to conduct post-repair inspection on the repaired IT equipment.

2. Administrative Division (Admin-RR)

a. Receive from SSD-ISOS the following lists:

   a.1 IT equipment under maintenance service contracts
   a.2 IT equipment under warranty

b. Receive from Requesting Office request for repair of defective IT equipment.

c. Verify from the lists provided by SSD-ISOS if the subject IT equipment is not under maintenance/warranty and advise the Requesting Office accordingly.

d. Receive the Request for Pre-Repair Inspection Form from Requesting Office for the defective IT equipment subject for "on-call" repair/maintenance.

e. Sign/approve the Request for Pre-Repair Inspection Form.

f. Receive from Requesting Office the PR together with duly accomplished RPRIF.

g. Have the "*Approved by*" portion of the PR signed by the Assistant Regional Director/Regional Director.

h. Prepare the following documents and forward to Finance Division-RR:

   h.1 Canvass
   h.2 Summary Report of Defective IT Equipment (Annex G)
       for "On-Call" Repair/Maintenance

i. Upon receipt of advice from the Finance Division-RR of fund availability, advise the remote BIR requesting office to inform the local service provider/contractor to pull-out the defective IT equipment and initiate the repair.

j. Receive from the Regional Inspection and Acceptance Committee the Inspection and Acceptance Report on the repaired IT equipment.

k. Receive from the local service provider/contractor the billing for the repaired IT equipment.

l. Prepare disbursement voucher and forward to Finance Division-RR for processing of payment in accordance with the existing accounting procedures.

D. Inspection and Acceptance Committee (NO and RR)

1. Receive from Requesting Office the Request for Pre-Repair Inspection Form.

2. Conduct inspection and accomplish/sign the Request for Pre-Repair Inspection Form.

3. Inspect the purchased IT parts as requested by General Services Division and Admin-RR within Metro Manila and Metro Cebu.

4. Conduct post-repair inspection on IT equipment repaired for Requesting Office from Remote RRs/RDOs.

E. Finance Division - RR

1. Receive from Admin-RR, review/verify the completeness of information required in SAI Form and sign the *"Status Provided by"* portion and forward to Admin-RR.

2. Upon receipt from Admin-RR of the following:

   a. Canvass
   b. Summary Report of Defective IT Equipment (SRDITE) for "On-Call" Repair/Maintenance

   prepare the memorandum addressed to ACIR-IPQS requesting for fund transfer allotted for "on-call" repair/maintenance of IT equipment.

3. Forward the memo/request letter (with SRDITE) for fund transfer to OACIR-IPQS thru e-mail, facsimile transmittal or registered mail.

4. Advise Admin-RR on the availability of funds for "on-call" repairs/maintenance of IT equipment.

C. Office of the Assistant Commissioner of Information Planning and Quality Service (OACIR-IPQS)

1. For NO repairs, issue certificate to Requesting Office that the budget for defective IT equipment subject for repair shall be charged against the allocated budget for "on-call" repairs/maintenance.

2. For funding requests coming from Revenue Regions, receive letter/memo request with SRDITE.

3. Receive/sign the appropriate portion of SRDITE and forward to Budget Division.

G. Budget Division - NO

1. Receive SRDITE from the OACIR-IPQS and process request for funding for the "on-call" repair/maintenance of RRs/RDOs following the existing procedures for fund transfer.

IV. REPEALING CLAUSE

All revenue issuances or portions thereof inconsistent herewith are hereby revoked and/or amended accordingly.

V. EFFECTIVITY

This Order takes effect immediately.

(Original Signed)
GUILLERMO L. PARAYNO, JR.
Commissioner of Internal Revenue

F-3