

17. PROCUREMENT UNDER EMERGENCY CASE

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

Office or Division:	Administrative Division - Procurement Section			
Classification:	Highly Technical			
Type of Transaction:	End Users			
Who May Avail:	DSWD Staffs and Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Request (PR)			Procurement Section Office	
2. Other supporting documents as necessary			Own Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), Supplemental PPMP, Justification as emergency procurement, BAC Resolution adoption of the emergency cases modality, etc. whichever is applicable and submit to the Procurement Section.	1. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete supporting documents.	None	One (1) day	Ray Ann B. Cabatingan
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	2. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the supplemental PPMP, and for encoding in the Procurement Monitoring Tool (PMT).			Ray Ann B. Cabatingan
	3. The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO)			Program Procurement Officer (PPO)In-charge (please see list of names)

	<p>who will then handle the project procurement.</p> <p>4. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT).</p> <p>5. Prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated on the approved PR are consistent with the approved TOR and/or supporting documents.</p> <p>6. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> <p>7. If found in order, the Procurement Section Head approves the Request for Quotation (RFQ) by affixing his/her signature and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>8. PPO Updates the Procurement Monitoring Tool (PMT) and endorses RFQs</p>			<p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Teresa M. Bidaure</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan</p>
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	<p>to the Procurement Section Admin. Staff.</p> <p>9. The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p>			
	<p>10. Forward the RFQ to the Procurement Canvassers to the identified known technically and financially capable supplier to submit a price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit.</p> <p>11. Receive price quotation / Proposals from Supplier and forward to Procurement Section Admin. Staff and endorses the price quotation / Proposals to the assigned Program Procurement Officer.</p> <p>12. The Program Procurement Officer (PPO), thereafter, endorses to the BAC, through its Secretariat, for evaluation and award of contract</p>	None	One (1) day	<p>Ray Ann B. Cabatingan</p> <p>Procurement Canvassers (please see list of names)</p> <p>Program Procurement Officer (PPO)In- charge (please see list of names)</p>

	to the legally, technically and financially capable supplier, service provider, contractor and consultant.			
	<p>13. Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>14. The BAC Sec prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the</p>	None	Three (3) days	<p>Bennette Dave C. Calo and BAC TWG</p> <p>Bennette Dave C. Calo Mari-Flor A. Dollaga-Libang</p> <p>Ray Ann B. Cabatingan Program Procurement Officer (PPO)In-charge (please see list of names)</p>

	<p>Head of the Procuring Entity (HoPE).</p> <p>15. Upon receipt of the duly signed NOA, serves it to the awarded supplier, Service provider or contractor. The BAC Sec-in-Charge shall then endorse the approved BAC Resolution with complete supporting documents to the Procurement Section for the preparation of Purchase Order (PO)/ Contract and updating of Procurement Monitoring Tool.</p>			
	<p>16. The Procurement Section prepares and facilitates the issuance of PO/ Contract.</p> <p>17. Upon receipt of the complete documents, e.g. copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Procurement Section Admin. Staff updates the PMT and hand it over to the Program Procurement Officer (PPO) and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	None	One (1) working day	<p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>End-user Unit</p>

	18. Upon receipt of the duly funded PO/Contract, The Procurement Section shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, service provider or contractor.	None	One (1) working day	Program Procurement Officer (PPO)In-charge (please see list of names) Procurement Canvasser (please see list of names)
The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance shall be issued by the end-user unit if applicable which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	19. For the delivery of goods, the Program Procurement Officer (PPO) shall coordinate with the Property Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the inspection Committee. 20. The Inspection Committee shall inspect and examine compliance to the technical specification of the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the Program Procurement Officer (PPO), which shall be the basis for the preparation of Disbursement Voucher (DV) for	None	As indicated in the approved PO/Contract or TOR.	Program Procurement Officer (PPO)In-charge (please see list of names) Elizabeth C. Lipa Reishel May O. Montelaroc Elizabeth C. Lipa End-user Unit

	processing of payment.			
	<p>37. Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the Program Procurement Officer (PPO) shall prepare the DV.</p> <p>38. Updates the Procurement Monitoring Tool (PMT) and forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division concerned for processing and facilitation of payment to the supplier.</p>	None	Three (3) Working days	<p>Program Procurement Officer (PPO)In-charge (please see list of names) Gretchen F. Escala End-user unit/s</p> <p>Ray Ann B. Cabatingan Gretchen F. Escala End-user unit/s</p>
TOTAL			10 days excluding delivery	

Program Procurement Officers (PPOs):

- Jun Mark A. Beronio - GSS Transactions
- Alejandro T. Borja Jr. - KC CEAC Activities
- Neljane S. Buzon - SLP Transactions and Cellcards
- Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals
- Karine P. Curay - DRMD Stockfile,Catering Services except SLP, KC and Centers
- Jennifer S. Matulin - Centers Transactions
- Rene D. Ramos - KC Transactions, ICT Supplies and Equipment
- Janeth A. Rivas - Common Supplies except SLP, KC and Centers
- Rino Joe H. Sanata - Warehouse Rental and Catering Services except DRMD, PPD and Pantawid (4Ps)

Canvassers:

- Rafael Miguel S. Chaneco
- Ryan T. Espera
- Byron T. Racsca

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: <u>property.focrg@dswd.gov.ph</u>