



GENERAL SERVICES OFFICE



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Procurement Services

1. Purchase Request (PR) and Obligation Request (OBR)



The Purchase Request or PR is a document prepared by the client or end-user for the procurement of supplies, property, and equipment, if the items requested are not available on stock. It serves as the basis for Canvass of items before preparation of Purchase Order (PO).

The Obligation Request or OBR is a document used for the certification of budget allocation and obligation and for future adjustments of expense accounts.

Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2B - Gov't to Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request 2. Approved Obligation Request 3. Approved Procurement Plan by End-User/Department Head/City Mayor 4. Other Supporting Documents		Provided by client (or end-user)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Present duly approved Purchase Request and Obligation Request and APP by End-User/ Department Head/ City Mayor with attached supporting documents	1.1 Check and receive the approved PR and OBR along with the supporting documents	None	5 minutes	Administrative Aide I Administrative Division
	1.2 Prepare Certification for Mode of Procurement (to be signed by BAC members)	None	1 day	
TOTAL:		None	1 day 5 minutes	



2. Posting at Philippine Government Electronic Procurement System (PHILGEPS)

The Philippine Government Electronic Procurement System or PHILGEPS is the single, centralized electronic portal that serves as the primary and definitive source of information on government procurement in the Philippines. All Government Procurement Processes must be posted at this website.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request and Obligation Request 2. Certification		Provided by Client (or end-user) General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved PR/OBR and Certification	1. Post details of the documents at PHILGEPS website (https://www.philgeps.gov.ph)	None	3 hours	<i>Computer Operator II</i> Procurement Division
TOTAL:		None	3 hours	

3. Request for Quotation (RFQ), Abstract of Canvass and Award

The Request for Quotation or RFQ is a document prepared indicating the specification, quantity of items from the Purchase Request for Canvass, Approved Budget for the Contract (ABC), and other terms and conditions of the item to be procured. It must also prescribe the manner by which price quotations shall be submitted within a specified period of time. The RFQ must be sent to at least three (3) qualified suppliers, contractors, or consultants.

The Abstract on Canvass and Award is a document prepared, summarizing the RFQs submitted by suppliers, contractors, or consultants.



Division:	Procurement and Administrative Division			
Classification:	Simple			
Type of Transaction:	(1)G2C – Gov't to Citizen, (2)G2B - Gov't to Business and (3)G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Documents for Procurement 2. Other Supporting Documents		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Documents for Procurement and Supporting Documents	1.1 Prepare and dispatch Request for Quotation to at least three (3) suppliers/ contractors/ or consultants of known qualifications	None	1 day	<i>Reproduction and Machine Operator I</i> Procurement Division
	1.2 Prepare Abstract on Canvass and Award after receipt of dispatched RFQs from suppliers/ contractors/ or consultants of known qualification (for signature of BAC members)		1 day	<i>Admin. Aide I; Admin. Aide II</i> Administrative Division
TOTAL:		None	2 days	



4. Purchase Order

The Purchase Order or PO is a document prepared, addressed to the winning supplier/bidder, to deliver specific quantities of the requested supplies/goods/property subject to the terms and conditions.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	(2)G2B - Gov't to Business and (3)G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Abstract of Canvass and Award 2. Approved Documents for Procurement		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Abstract of Canvass and Award; and approved Documents for Procurement	1. Prepare Purchase Order after completion of RFQs and Abstract of Canvass and Award	None	2 hours	<i>Reproduction Machine Operator III; Admin. Aide IV Procurement Division</i>
TOTAL:		None	2 hours	

5. Inspection and Acceptance Report (IAR)/ Requisition Issue Slip (RIS)/ Property Acknowledgment Receipt (PAR) and/or Inventory Custodian Slip (ICS) [if applicable]

The Inspection and Acceptance Report or IAR is a document prepared after inspection and acceptance of delivery of supplies and equipment based on the approved PO.

A Requisition Issue Slip or RIS is a document prepared for the issuance of items from stocks. Quantity, however, will be based on the PR submitted by the requesting party.

The Property Acknowledgement Receipt or PAR is a document prepared upon issuance of the property and/or equipment with a purchase amount of fifteen



thousand pesos (Php15,000.00) and above and must be acknowledged by the accountable employee by signing on the space provided for.

The Inventory Custodian Slip or ICS is a document prepared for the issuance of the requested supplies and/or equipment with a purchase amount of fourteen thousand and nine hundred ninety-nine pesos (Php14,999.00) or below and be acknowledged by the accountable employee by signing on the space provided for.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Delivery Receipt/ Charge Invoice/ Statement of Account/ Sales Invoice/ Official Receipt (only if supplier has collection receipt) 2. Complete Documents for Procurement 3. Other Supporting Documents 4. Approved Purchase Order 		Provided by Winning bidder General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Present Delivery Receipt/ Charge Invoice/ Statement of Account/ Sales Invoice/ Official Receipt (only if supplier has collection receipt) 2. Complete documents for procurement; and Supporting Documents 	<ol style="list-style-type: none"> 1. Inspection and Acceptance of delivered supplies and/or equipment 2. Prepare Acceptance and Inspection Report 3. Prepare Requisition Issue Slip 	None	3 hours	<i>Admin. Aide II; Reproduction Machine Operator I Procurement Division</i>



3. Present approved RIS	4. Prepare PAR or ICS	None	1 hour	(CGDH-I) City General Services Officer Admin. Aide II Procurement Division Admin. Officer I Admin. Division
	5. Releasing of supplies and/or equipment to client or end-user	None	2 days	Admin. Aide I; Admin Aide III; and Reproduction Mach. Operator I Procurement Division
TOTAL:		None	3 days and 4 hours	

6. COA Receipt

The COA Receipt is a document prepared and submitted to the Commission on Audit or COA for updating and keeping track of the records of the Procurement Transactions undergone by the City Government of Legazpi.

Division:	Procurement Division	
Classification:	Simple	
Type of Transaction:	G2G – Gov't to Gov't	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Documents for Procurement 2. Other Supporting Documents		General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Documents for Procurement and Supporting Documents	1. Prepare COA Receipt upon receiving documents 2. Submit COA Receipt to COA	None	1 hour	<i>Admin. Aide I</i> Procurement Division
TOTAL:		None	1 hour	

7. Clearance

When the Procurement Process is completed, it is indicated that the documents have undergone the proper Procurement Procedure in accordance with Republic Act 9184.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Documents for Procurement 2. Other Supporting Documents		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Documents for Procurement and Supporting Documents	1. Indicate on file documents that the transaction is completed	None	3 hours	<i>Admin. Aide IV; Reproduction and Mach. Operator I; Admin. Aide I</i> Procurement Division
TOTAL:		None	3 hours	

8. Letter of Intent



A Letter of Intent is a document that formally declares one party's intention to do any act that will require action or acknowledgement from another party. It usually precedes a binding document such as a contract.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	(1)G2C – Gov't to Citizen/(2)G2B - Gov't to Business and			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Provided by Interested/prospective bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Intent	1. Receive the Letter of Intent	None	30 minutes	<i>Supervising Admin. Officer; Computer Operator II; Administrative Aide IV</i> Procurement Division
TOTAL:		None	30 minutes	

9. Queries re: Bids and Awards Committee (BAC)

The Bids and Awards Committee or BAC have the following functions: advertise and/or post the Invitation to Bid, conduct pre-procurement and pre-bid conferences, determine the eligibility of prospective bidders, receive bids, conduct the evaluation of bids, undertake post-qualification proceedings, recommend award of contracts to the Head of the Procuring Entity or his duly authorized representative, recommend the imposition of sanctions in accordance to RA 9184 Article XXIII, and perform such other related functions as may be necessary to assist in the Procurement Process.

Division:	Procurement Division
Classification:	Simple
Type of Transaction:	(1)G2C – Gov't to Citizen/(2)G2B - Gov't to Business and



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Queries		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present queries re: BAC concerns	1. Receive queries for immediate response	None	4 hours	<i>Supervising Admin. Officer; Computer Operator II; Administrative Aide IV</i> Procurement Division
TOTAL:		None	4 hours	

10. City Mayor's Solicitation

A Solicitation Letter may contain the following: request for a donation, for business, or for presence on an occasion. Typically, the Office of the City Mayor receives a Solicitation Letter for donation. Upon receiving the letter, the City Mayor reviews then forwards the letter to the General Services Office for the Procurement Process.

Division:	Procurement Division
Classification:	Highly Technical
Type of Transaction:	(1)G2C – Gov't to Citizen/(2)G2B - Gov't to Business
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter-Request by the City Mayor with Purchase Request 2. Approved Purchase Request/ Purchase Order/ Requisition Issue Slip	Provided by Client General Service Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter-Request approved by the City Mayor with PR	1. Receive Letter-Request for Procurement Process	None	40 minutes	<i>Reproduction and Machine Operator II/ Administrative Aide I</i> Procurement Division
2. Approved PR PO/ RIS	2. Provide Acknowledgement Receipt/ Purchase Order/Requisition Issue Slip for client and office record 3. Release Solicited Items	None	20 days	<i>Reproduction and Machine Operator II</i> Procurement Division
TOTAL:		None	20 days 40 minutes	



General Services Office

Administrative Services



1. Clearance for Retirees/ Resigned/ Transfer/ On Official Leave

Clearance is issued to an employee who is leaving office whether retiring, resigning, transferring to another office, on official leave of absence or travelling abroad while still in government service.

This Clearance is issued to clear an employee of all accountabilities under his responsibility. Before officially exiting the agency, either permanently or temporarily, the client must accomplish a Clearance Form for the accountabilities that must be transferred, returned, or condemned.

Division:	Administrative and Records Divisions			
Classification:	Simple			
Type of Transaction:	G2C – Gov’t to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form for Retirement/ Resignation/ Transfer/ Leave		City Human Resources Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present Clearance for Retirement/ Resignation/ Transfer/ Leave	1. Check accountabilities of availing client 2. Recommend next steps to complete Clearance Form	None	40 minutes	<i>Supervising Admin. Officer; Administrative Officer I; Admin. Aide II; Admin. Aide I</i> Administrative and



2. Request for transfer, return or condemn of PPE [if applicable]	3. Prepare PAR/ICS Form for Transfer 4. Prepare Form for Return of Items 5. Prepare I & I/ Report of Waste Materials of PPE 6. Submit (with initial and date) to Department Head for final signature	None	2 hours	Records Divisions
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3. For approval of Clearance by Department Head	7. Department Head signs document 8. For release to availing client		1 hour	<i>(CGDH-I) City General Services Officer</i>
TOTAL:		None	3 hours 40 minutes	

I. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback?	Answer the Customer Feedback Form located at the front desk of the office. Contact No: 09562200655 or E-mail Address: lgu.legazpi.gso.786@gmail.com



<p>How feedback is processed?</p>	<p>Every Friday, the Officer-In-Charge compiles and records the feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant division and they are required to answer within two (2) days of receipt of the feedback. The answer of the office is then relayed to the client.</p>
<p>How to file a complaint?</p>	<p>Answer the Customer Feedback Form located at the front desk of the office.</p>
<p>How complaints are processed?</p>	<p>The Officer-In-Charge evaluates each complaint.</p> <p>Upon evaluation, the said Officer shall forward the complaint to the relevant division for their explanation. The Officer will create a report and shall submit to the Department Head for appropriate action.</p> <p>The Officer will give the feedback to the client.</p>
<p>Contact Information of General Services Office</p>	<p>Brgy. 13 – Ilawod West, Rizal Street Ground Floor, City Hall Compound, Albay, Philippines</p> <p>Contact No: 09562200655</p> <p>MARIA CHONA A. RIOCASA <i>General Services Officer</i></p> <p>ROY E. DIMACULANGAN <i>Assistant General Services Officer</i></p>

