



Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

OFFICE ORDER

No. 2024 – 171

10 December 2024

SUBJECT: Guidelines on the Grant of the Fiscal Year 2023 Performance-Based Bonus Including the Process and Criteria on Determining Eligibility of Government Procurement Policy Board – Technical Support Office Individual Employees

1.0. Pursuant to the Memorandum Circular (MC) 2023 – 01,¹ the internal guidelines on the Grant of the Fiscal Year (FY) 2023 Performance-Based Bonus (PBB), including the Process of Rating of Eligible Government Procurement Policy Board - Technical Support Office (GPPB - TSO) employees are hereby issued for the following purposes:

- 1.1. Inform and guide all employees on the eligibility requirements for the grant of the FY 2023 PBB;
- 1.2. Adopt a uniform criterion on determination of eligibility and rating of the GPPB-TSO Officials and employees;
- 1.3. Identify the respective roles and responsibilities of the GPPB-TSO employees in the implementation of the FY 2023 PBB; and
- 1.4. Establish set deadlines of submission of the PBB related requirements.

2.0 Coverage

All GPPB - TSO officials and employees holding regular, contractual, and casual positions are covered. Excluded from the coverage are individuals engaged without an employer-employee relationship and funded from non- Personnel Services budget.

3.0. Eligibility Requirements for the Grant of FY 2023 PBB

3.1. The Office must satisfy all the criteria and conditions under the four (4) dimensions of accountability: Performance Results, Process Results, Financial Results and Citizen/Client Satisfaction Results; and attain a total score of at least 70 points, and achieve at least a rating of 4 for at least three (3) criteria in the 4 dimensions of accountability based on the new PBB Scoring System.

3.2. PBB Scoring System

3.2.1. The Office accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight. The maximum score that may be obtained is 100 points. To be eligible for the FY 2023 PBB, the Office must attain a total score of at least 70 points, and achieve at least a rating of 4 for at least three (3) criteria. In case the Office fails to meet a rating of 4, the unit most responsible (including its head) for the criteria with a

¹ Dated 22 August 2023, Inter Agency Task Force under Executive Order No. 80, s. 2012 and Executive Order No. 80, s. 201 s. 2016, issued by the Inter-Agency Task Force.



Management
System
ISO 9001:2015



www.tuv.com
ID 9000030523

Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

performance rating of below 4 will be isolated from the grant of the FY 2023 PBB.

Table 1 - FY 2023 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points

3.3. Dimensions of Accountability

3.3.1. Performance Results

- This refers to the accomplishment of the Congress-approved performance targets under the Performance Informed Budgeting (PIB) of the FY 2023 General Appropriations Act;
- The Office shall achieve each one of the Congress – approved performance targets under the PIB of the FY 2023 GAA;
- The performance in the achievement of the targets is closely monitored through the use of the Unified Reporting System (URS) and/or Integrated Public Financial Management Systems (IFMIS) - generated Budget and Financial Accounting Reports (BFARs). The quarterly BFARs as uploaded in the DBM - URS shall be submitted in a timely manner or within thirty (30) days after the end of each quarter,² to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the agency for improving the lives of Filipinos; and
- BFARs will be used to monitor and validate the Office's accomplishments. For deficiencies or non-attainment of FY 2023 targets, the Office must submit its justification together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of Treasury (BTr), as applicable through the DBM URS and/or IFMIS, thirty days after the end of the 4th Quarter of FY 2023. The requirements under Performance Results shall be assessed and scored as follows:

Performance Results Rating Scale

RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5

² As provided under Item 3.19.2 of DBM National Budget Circular No. 587, pursuant to Section 99, General provisions of Republic Act No. 11936 (FY 2023 GAA)



Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

Met below 50% of performance indicators of the Congress-approved performance targets for FY 2023.	Met 50% to less than 70% of performance indicators of the Congress-approved performance targets for FY 2023.	Met 70% to less than 80% of performance indicators of the Congress-approved performance targets for FY 2023.	Met 80% to less than 100% of performance indicators of the Congress-approved performance targets for FY 2023.	Met each one or 100% of the Congress-approved performance targets for FY 2023 (all performance indicators)
--	---	---	--	---

3.3.2. Process Results

- a. The target under Process Results is the greater ease of transaction of core services based on mandated functions (external) covering government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions, and the administrative and supporting (internal) services;
- b. Ease of transaction of the identified critical external and internal services can be achieved through more rigorous approaches such as reengineering, streamlining, digitalization and other technological applications, and other types of process innovations implemented in the office.;
- c. Process results for FY 2023 will focus on the substantive improvements in ease of doing business or ease of transaction for **two (2) critical services** declared in the GPPB-TSO's updated Citizen's Charter and in line with the Anti – Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual, consisting of the following:
 - i. One (1) core service (external) based on the mandated function of the agency; and
 - ii. One (1) administrative/support service (internal)
- d. As defined in ARTA's MC 2019-002-A³, the services may be categorized based on the following:
 - i. **External services** - refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office; and
 - ii. **Internal services** - refer to government services applied for or requested by internal clients or individuals who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, backend/ support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorizing, or concession.

³ Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 s., 2019 Guidelines on the Implementation of the Citizen's Charter in compliance with RA No. 11032





Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

- e. In selecting the critical services to be prioritized by the Office (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), the following factors shall be considered. **The selected critical service is:**
- i. A **core service** which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the Office's mandate and main functions;
 - ii. The **most complained service** with the greatest number of complaints received by the Office and other complaints-handling agencies;⁴
 - iii. The **service/s with the greatest number of pending transactions or backlogs** that went beyond its prescribed processing time as declared in the agency's Citizen's Charter;
 - iv. A **service that generates income/revenue** for the government;
 - v. A service **attributable to the PREXC/Programs** of agencies; and
 - vi. A **service that involves inter-agency action** to complete the transaction.
- f. The substantial improvements or substantial reduction of the selected services may focus on the following areas of the selected services:
- i. **Actual documentary requirements** for a transaction for instance duplicative/ unnecessary/ non-value-adding documents and various prerequisites to be obtained from other government offices;
 - ii. **Total processing time** to include queueing to start a transaction, waiting time to complete a transaction, and backroom processing; in other words, the total turnaround time, not just the estimated time reflected in the agency's Citizen's Charter;
 - iii. **Overall transaction cost** to obtain the service (while the official fees cannot be reduced unless authorized, the other transaction costs on the part of transacting public (both visible and not visible) could be reduced. *Agencies could find out what these costs are if they get feedback and listen to the transacting public;*
 - iv. **Multiple hand-offs** where the transacting public needs to go to several offices and/ or windows in order to complete a transaction; and elimination of multiple reviews and approvals to complete a transaction;
 - v. **Administrative burden** associated with the transaction *i.e., the complexity and amount of effort that the agency need to expend in order to process the transaction;*
 - vi. **Access to the service** that makes the transaction very easy, convenient, without or only with minimal cost, reliable, and predictable.

⁴ Hotline #8888 under the Office of the President, Contact Center ng Bayan of the Civil Service Commission, and Anti-Red Tape Authority.





Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

For FY 2023, the Office's Committee on Anti-Red Tape (CART) committed the following critical services:⁵

Category	Service Process
External Service	Processing of Training Requests
Internal Service	Application for Leave of Absence

- g. The Office may use the concepts and tools indicated in the WOG Reengineering Manual in the Office's reengineering efforts and may refer to the submitted initial Reengineering Plan to ARTA as the basis in prioritizing areas for improvement. The **substantial improvement results** shall be reported through [Annex 1: Modified Form A](#). The Office must report objectively verifiable evidence of achievements in ease of doing business/ ease of transaction using the said Annex.
- h. The Office's report should highlight the tangible results of digitalization in terms of ease of doing business or ease of transaction from the point of view of the transacting public client, such as but not limited to reduced waiting and processing times; reduced wastes in the process; lowered costs; real – time generation of reports for informed decision-making; expanded coverage; improved client satisfaction rating and similar outcomes.

The complete report on digitalization is also considered as an Agency Accountability as stated in Item 4.1.

- i. The requirements under Process Results shall be assessed and scored as follows:

RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transactions in internal service	Achieved substantial improvements to ease transactions in external service only	Achieved substantial improvements to ease transaction in external but non-priority core service and internal service	Achieved substantial improvements to ease transaction in priority core service (external) and internal service

- j. The Office is required to submit a **report on the digitalization** initiatives or digital transformation of external and internal services through the following:
- development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions;
 - utilization of disruptive and emerging technologies development and integration (e.g., blockchain, programming interface, robotic process automation, cloud services, etc.);
 - enabling data linkages and interoperability capacities among information systems;
 - creating capacities for data management and analytics;

⁵ As recommended by the Committee on Anti-Red Tape last 19 February 2024





Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

- e. modernization of existing systems and applications: and
- f. other process improvements using information technology.

3.3.3. Financial Results

- a. Targets under Financial Results must reflect final payments made from the Office's annual budget allotment to realize their committed programs and projects based the valid appropriations for FY 2023. Hence for FY 2023, the Office shall accomplish the following Disbursements BUR:

- i. **Disbursements BUR** is measured by the ratio of total disbursements (excluding Personnel Services) to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in FY 2023, net of goods and services obligated by **December 31, 2022**, but paid only in FY 2023. The **total obligations** for MOOE and CO shall refer to those made from the current appropriations under the FY 2023 GAA and the continuing appropriations under FY 2022. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been utilized for payment of accepted goods delivered and services rendered. Hence:

$$\text{Disbursement BUR} = \frac{\text{Total Disbursements (excluding Personnel Services), net of payments made in FY 2023 for past years' obligations}}{\text{Total Obligations}}$$

In case of fund transfers either for operating or program subsidies or both shall also achieve and report the same Disbursements BUR for NGAs for all the subsidy releases for FY 2023 from the aforementioned appropriations sources.

- b. Same as the Performance Results, the Office must ensure the submission of

RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
Below 40% Disbursements BUR	40-55% Disbursements BUR	55-70% Disbursements BUR	70-85% Disbursements BUR	85-100% Disbursements BUR

the quarterly BFARs through the DBM-URS and/or IFMMIS, in a timely manner Financial Accountability Reports (FAR) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2023 BUR accomplishment of agencies.

- c. The requirements under the Financial Results shall be assessed and scored as follows:





Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

3.3.4. Citizen/Client Satisfaction Results

a. **Citizen/Client Satisfaction Results**

- i. The Office shall accomplish and submit reports on the Citizen/ Client Satisfaction Survey (CCSS) and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).

b. **Resolution and compliance to reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).**

- i. The Office shall ensure the *resolution* of all complaints and grievances reported to Hotline #8888 and CCB, and their compliance to the 72-hour prescribed period to take actions on complaints as provided in EO No. 6, s. 2016.
- ii. Reported complaints and grievances shall cover government service and procedures of the Office, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.
- iii. To provide evidence on this, the Office may submit a report summarizing the Hotline #8888 and CCB complaints received in FY 2023 and their status if resolved or pending. The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the Office of the President, Presidential Management Staff, Civil Service Commission (CSC), and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.
- iv. To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, the Office shall refer to the following:

PORTAL	RESOLUTION RATE	COMPLIANCE RATE
Hotline #8888 (OP)	The percentage of tickets acted upon or closed tickets by the Office against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 2016 ⁶ .	The percentage of tickets acted upon or closed tickets by the Office within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.
Contact Center ng Bayan (CCB) (CSC)	Negative feedback on government services, processes, and procedures lodged through the CCB are considered resolved after the Office has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its recurrence. If the particular concern cannot be acted upon, the Office has to provide	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

⁶ Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center



Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

	an explanation as to why it cannot be addressed. The negative feedback will be considered resolved upon receipt of the reply/explanation from the agency.	
--	---	--

	If the complaint involves an administrative case, the CCB will still forward the negative feedback to the Office and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the Office and will consider the ticket resolved.	
--	---	--

- v. For Hotline #8888, a concrete and specific action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the agency shall inform the #8888 CCC, through their respective #8888 Agency Portals of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.⁷

- c. The Citizen/Client Satisfaction Results shall be assessed and scored as follows:

RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
0% resolution and compliance rate to #8888/CCB complaints	At least 1% resolution and compliance rate to #8888/CCB complaints	At least 50% resolution and compliance rate to #8888/CCB complaints	At least 75% resolution and compliance rate if there are more than 250 tickets to #8888/CCB complaints At least 80% resolution and compliance rate for 250 or less tickets to #8888/CCB complaints	100% resolution and compliance to #8888 and CCB complaints

4.0. Agency Accountabilities

- 4.1. To sustain the institutionalization of compliance to existing government – mandated laws

⁷ Provided in Section 2.4.2c of MC No. 2021-2 as indicated in Section 4.4.2 of the MC No. 2022-01



Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

and standards, the Office and the Performance and Management Team shall continue to implement, monitor, and enforce compliance with the following requirements within the Office. See [Annex 3: FY 2023 Agency Accountability Timelines](#):

AGENCY ACCOUNTABILITIES	
Continuing Agency Accountabilities	<ul style="list-style-type: none"> a. Updating of Transparency Seal b. Compliance to Audit Findings and Liquidation of Cash Advances c. Compliance with the Freedom of Information (FOI) Program d. Establishment and Conduct of the Agency Review and Compliance of Statement of Assets, Liabilities, and Net Worth (SALN) e. PhilGEPS posting of all invitations to bids and awarded contracts – Notices of Award/Bid Results, Actual Approved/Awarded Contracts, and Notices to Proceed/Purchase Orders for public bidding transactions above one million (P1,000,000) (Annex 4) f. FY 2023 Non-Common Use Supplies and Equipment (APP-non CSE) g. Posting of Indicative FY 2024 APP-non CSE h. FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) (Annex 5) i. Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System j. Undertaking of Early Procurement Activities covering FY 2024 Procurement Projects k. Designation of the Agency's Committee on Anti-Red Tape (CART) l. Compliance with the National Competition Policy (NCP) (Annex 6 to 6.4)
New Agency Accountabilities beginning FY 2023 PBB	<ul style="list-style-type: none"> m. For departments/agencies, SUCs, and GOCCs (DBM), continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process. (Annex 2) n. Administered Client Satisfaction Measurement (CSM) o. Report on the digitalization initiatives or digital transformation of external and internal services

- 4.2. While the above-mentioned conditions are no longer required in determining the overall PBB eligibility, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. The Office should submit these legal requirements directly to the validating agencies.

5.0 Eligibility of Individuals

- 5.1. For FY 2023 PBB, similar with FY 2022 PBB, the delivery units (DUs) of the Office shall no longer be ranked for FY 2023 PBB. However, the unit/s most responsible (including its Head) for deficiencies shall be isolated.





Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

- 5.2. Based on Table 1, to be eligible for the FY 2023 PBB, the Office must attain a total score of at least 70 points and achieve at least a rating of 4 for at least three (3) criteria.⁸ To be able to attain at least 70 points, the Office should achieve a performance rating of 4 in at least three (3) criteria. In case the Office fails to meet a rating of 4 in at least three (3) criteria, the unit/s most responsible (including its head) for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2023 PBB. Likewise, the unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities shall also be isolated from the grant of the FY 2023 PBB.
- 5.3. The unit/s most responsible (including its head) for the non – compliance with Office Accountabilities provided in Item 4.0 shall also be isolated from the grant of the FY 2023 PBB.
- 5.4. Eligible employees shall be granted FY 2023 PBB at uniform rates across the Office, including its officials and employees. The corresponding rates of the PBB shall be based on the Office's achieved total score as shown in Item 6.0.
- 5.5. In case of the GPPB-TSO, the eligibility of the employees is based on its adopted Strategic Performance Management System (SPMS) Guidelines by virtue of Department Order No. 22, series of 2017⁹ or the requirement prescribed by the Career Executive Service Board (CESB). To be eligible for FY 2023 PBB, GPPB – TSO employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory".
- 5.6. The Head of the Office is eligible only if the Office is eligible.¹⁰ If eligible, their PBB rate for FY 2023 shall be equivalent to the rates as stated in item 6.0 and shall be based on their monthly basic salary (MBS) as of December 31, 2023.
- 5.7. Personnel who transferred from another government agency to GPPB -TSO or GPPB – TSO to another government agency shall be included by the agency or office where he/she served the longest. If equal months were served for each agency, he/ she will be included in the recipient agency.
- 5.8. Officials and employees who transferred from government agencies that are non – participating in the implementation of the PBB shall be rated by the agency where he/ she served the longest; the official/ employee shall be eligible for the grant of the PBB on a pro – rata basis corresponding to the actual length of service to the participating implementing agency, as stated in Item 5.9.
- 5.9. An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least a Very Satisfactory rating shall be eligible¹¹ for the grant of the PBB on a pro – rata basis corresponding to the actual length of service rendered, as follows:

LENGTH OF SERVICE AND PERCENTAGE OF PBB	
LENGTH OF SERVICE	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%

⁸ Refers to Performance Results, Process Results, Financial Results and Client Satisfaction Survey Results

⁹ Dated 17 November 2017

¹⁰ Eligibility to be determined by AO 25 Secretariat.

¹¹ Subject to the conditions as set forth in items 5.1 to 5.6 of this guidelines



Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

5.10. The following are the valid reasons for an employee who may not meet the nine (9) month actual service requirement to be considered for PBB on a pro-rata basis:

- Being a newly hired employee;
- Retirement;
- Resignation;
- Rehabilitation Leave;
- Maternity Leave and/or Paternity Leave;
- Vacation or Sick Leave with or without pay
- Scholarship/Study Leave; and/or
- Sabbatical Leave.

5.11. An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.

5.12. The GPPB – TSO personnel who is found guilty of administrative and/or criminal cases by final and executory judgment in FY 2023 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

5.13. The GPPB – TSO officials and employees who failed to submit the 2022 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2023 PBB.

5.14. The GPPB – TSO officials and employees who failed to liquidate all cash advances received in FY 2023 within the reglementary period, as prescribed in Commission on Audit (COA) Circular 97-002 dated February 10, 1997, and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2023 PBB.

5.15. Rating of Eligible Employees

- Approved SPMS forms in particular the Performance Accomplishment Report (PAR)¹² shall be the basis of the ratings of First and Second Level employees and shall be considered in the computation of the Final Official/Employee's Rating (see item 5.15.c). Whilst, the rating in the Career Executive Service Performance Evaluation (CESPES) shall be the basis for Third Level officials of GPPB – TSO.
- Eligible employees in the first and second levels positions shall be rated based on the following criteria and percentage score weights:

CRITERIA	PERCENTAGE SHARE
Employee's performance as reflected in the Division/Individual Performance Accomplishment Report (DPAR/IPAR)	70%
Work – Related and Behavioral-Performance ¹³	10%

¹² Approved PARs shall be with a corresponding approved PCRs.

¹³ Employees will be rated based on specific behavioral dimensions in line with their performance for the current year through the Work-Related Behavior Appraisal Form (WBAF).



Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

Innovations	10%
Additional Tasks/ accomplishments	10%
Final Official/Employee's Rating	100%

- c. The Behavioral-related performance includes the following factors:¹⁴

BEHAVIORAL FACTORS	
SUPERVISORS	NON-SUPERVISORS
COMMUNICATION SKILL Ability to effectively express thoughts, ideas and instructions verbally and in writing.	ATTITUDE The interest and enthusiasm towards work and regard for office policies and superiors as reflected by one's conduct and behavior.
MANAGERIAL SKILL Ability to organize and plan work through delegation, scheduling, follow-up and control of job activities.	DEPENDABILITY The trust and confidence placed on the employee to carry out assigned tasks with minimum instructions
DECISIVENESS The ability to consider and analyze all facts as well as the pros and cons of situations before making decisions. Decides quickly and accurately under pressure	INITIATIVE Introducing course of action to get the work done without the need for directions and the ability to device new methods and procedures to improve work.
PROFESSIONAL ETHICS Adherence to highest standards of personal conduct in the discharge and execution of official functions and related duties. Enjoys high regard of people at all levels.	PROFESSIONAL ETHICS Adherence to highest standards of personal conduct in the discharge and execution of official functions and related duties. Enjoys high regard of people at all levels.
PUNCTUALITY AND ATTENDANCE Reporting for work on time and regularly and making optimum use of working hours. Observance to CSC office rules on punctuality and attendance.	PUNCTUALITY AND ATTENDANCE Reporting for work on time and regularly and making optimum use of working hours. Observance to CSC office rules on punctuality and attendance

- d. The innovations and additional tasks in 2023 shall be submitted/ resubmitted through the link: [MS Forms](#) on or before **December 20, 2024**.¹⁵

6.0. Rates of the PBB

- 6.1. The total score as stated in Item 3.2 shall be the basis for determining the corresponding amount of the PBB that the Office is eligible for as determined by the AO 25 Composite Team. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% MBS of an individual as of December 31, 2023. For illustration, see Table 8 below:

RATES OF PBB	
TOTAL SCORE	PBB RATES
100 points	65% 100% of the 65% monthly basic salary

¹⁴ Behavioral rating given by the Team Leaders/Supervisors and Executive Director on top of the approved PAR rating through WBAF.

¹⁵ Pursuant to GPPB-TSO 2nd ManCom Meeting CY 2024 agreement dated February 22, 2024



Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

95 points	61.75% 95% of the 65% monthly basic salary
90 points	58.50% 90% of the 65% monthly basic salary
85 points	55.25% 85% of the 65% monthly basic salary
80 points	52% 80% of the 65% monthly basic salary
75 points	48.75% 75% of the 65% monthly basic salary
70 points	45.5% 70% of the 65% monthly basic salary

6.2. Should the Office be assessed eligible to the grant of the PBB, the rates of incentives will be reduced by 5% if it failed to submit the complete PBB requirements on time.

7.0. Timelines and Submission/Posting of Reports and Requirements

- 7.1. The quarterly BFARs of the Office which will be used to assess and validate Performance Results shall be submitted through the DBM URS in a timely manner, *i.e.*, within thirty (30) days after the end of each quarter, as provided under Item 3.19.2 of National Budget Circular No. 587 pursuant to Section 99, General Provisions of Republic Act No. 11936 (FY 2023 GAA). BFARs will be used to assess and validate Performance Results. Non-compliance thereto must be supported with relevant justification.
- 7.2. The Office should submit evidence of accomplishments of Performance Results Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in item 3.0),¹⁶ through an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the AO25 Secretariat). Late submission of complete PBB requirements of the Office that are assessed to be eligible to the grant of the FY 2023 PBB, shall be subject to a penalty (5% reduction in the rates of incentives) as indicated in Item 6.2. Scanned or digital copy and editable Word or Excel files shall be both submitted to the Planning Unit of the Office.¹⁷
- 7.3. The Office shall ensure that all explanations and justifications for deficiencies are already attached in online submission.
- 7.4. The AO25 Inter-Agency Task Force shall conduct spot checks to validate claims and certifications made by the agencies on their submitted/posted reports and/or requirements.
- 7.5. The Office shall provide information to the A025 Secretariat on compliance with the Agency Accountabilities provided in item 4.0.
- 7.6. The Office shall be responsible for the review and updating of their respective Personnel Services Itemization and Plantilla of Personnel (PSIPOP) under the DBM's Government Manpower Information System (GMIS). Under National Budget Circular (NBC) No. 549¹⁸, agencies shall review the PSIPOP and update the Plantilla of Personnel (POP) portion

¹⁶ Submitted on February 29, 2024

¹⁷ As coordinated on February 12, 2024 by Ms. Erika Mae F. Narvaez through Microsoft Teams

¹⁸ Monthly Updating of the Personal Services Itemization and Plantilla of Personnel (PSIPOP) Under the Web-based Application System dated October 21, 2013





Republic of the Philippines
**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

thereof, and upload the same to the GMIS database every last week of the month. The PSIPOP shall serve as the primary source of data in determining the total FY 2023 PBB requirement of the agency, to be complemented by a simplified [Annex 7: Report on Ranking of Offices/Delivery Units](#).

In case of non-permanent positions or those excluded from the coverage of the GMIS, a modified Form 1.0 (also as [Annex 7](#)) shall be submitted to the DBM for review and evaluation.

8.0. Communication and Change Management

8.1. The Executive Director V with the support of the PMT should enhance the implementation of internal communications strategy on the PBB and fulfill the following:

- a. Engage their respective employees in understanding the PBB, the performance targets, as well as the service and outputs that they will need to deliver to meet these targets.
- b. Disseminate the performance targets and accomplishments of their agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information
- c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments. The Help Desk may be a facility that is embedded in the Office website.
- d. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees. Such may be incorporated in the functions of their Grievance Committee.

8.2. The Executive Director V shall designate a senior official who shall serve as a PBB focal person. The divisions/ units responsible for the performance management may be tasked to provide secretariat support to the PMT and to recommend strategies to instill a culture of performance within the agency. The name, position, and contact details (e-mail, landline, facsimile, cellular phone) of PBB focal persons should be submitted to the AO 25 Secretariat.

8.3. The Office should strengthen the communications strategy and ensure transparency and accountability in the implementation of the PBB.

8.4. The AO25 IAFT shall maintain the following communication channels:
AO25 Secretariat at ao25secretariat@dap.edu.ph
RBPMS website: www.rbpms.dap.edu.ph
Telephone: (02) 8400-1469, (02) 8400-1490, (02) 8400-1582
Facebook: www.facebook.com/PBBsecretariat

9.0. Effects of Non-Compliance

The Office, which, after due process by the oversight agency has been determined to have committed a prohibited act, shall be disqualified from the PBB in the succeeding year of its implementation.

Moreover, the CSC or Ombudsman shall file the appropriate administrative case for misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB, and violation of the provisions of the AO25's Memorandum Circular 2023-01.





Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

10.0. For compliance.

ATTY. MARIA DIONESIA A. RIVERA-GUILLERMO
Officer-in-Charge



MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: _____

	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
(1) Name of Service		
(1a) Reason for Selection		
(2) Responsible Unit/s		
(3) Identified Clients (per service)		
(4) Number of Client Visits in FY 2023		
(5) Volume of Transactions in FY 2023		
(6) Volume of Transactions in FY 2022		
(7) FY 2022 Improvements (ease of transaction, digitization, standardization)		
(8) FY 2022 Results (evidence)		
(9) FY 2023 Improvements (ease of transaction, digitization, standardization)		
(10) FY 2023 Results (evidence)		
(11) FY 2023 Citizen/Client Satisfaction Rating of the Service (per service rating)		
(12) Remarks		

Prepared by:

 Name of Officer / Designation / Date

Approved by:

 Department Secretary/Agency Head/ Date

GUIDELINES ON THE COMPLIANCE WITH, AND VALIDATION OF, ISO QUALITY MANAGEMENT (QMS) CERTIFICATION/RECERTIFICATION

This Annex shall serve as guidelines for agencies in line with the Agency Accountability under Section 5.0 of the AO 25 Memorandum Circular No. 2023-1 which is a continuing ISO QMS certification or equivalent certification.

1.0 GUIDELINES IN DETERMINING COMPLIANCE WITH THE ISO QMS CERTIFICATION/RECERTIFICATION

- 1.1 **Only a valid ISO 9001:2015 QMS certification/recertification or the latest version of the ISO 9001 certification** is considered as compliance with the subject agency accountability.

Should a new version of the ISO 9001 be available during the year, agencies are encouraged to endeavor in migrating to said latest version as soon as possible.

The **certifications/recertifications must be valid as of 31 December 2023**, i.e., the effectivity date indicated in the certificate. Accordingly, certifications/recertifications with an effectivity date starting January 1, 2024 onwards **shall not be considered** as compliance with said agency accountability.

Agencies are reminded that they must pursue **continued certification**, i.e., ensure that there is no gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except for justifiable reasons, e.g., change of certification body (CB) which may cause gap in the certification.

- 1.2 The **scope** of the QMS indicated in the agency's ISO QMS certification shall be as follows:
- a. For departments/agencies and state colleges and universities (SUCs), and government-owned or -controlled corporations (GOCCs) under the DBM, it shall cover **at least one (1) critical frontline service or core process** of the agency concerned, based on its mandate under existing pertinent laws.
 - b. For GOCCs under Governance Commission for GOCCs (GCG) and local water districts (LWDs) under Category A and B, the scope of their

certification shall be based on the guidelines to be issued by the GCG and Local Water Utilities Administration (LWUA), respectively.

- 1.3 The ISO QMS certifications must be issued by any of the CBs accredited by the International Accreditation Forum (IAF) member.

However, the CBs which are duly **accredited by the Department of Trade and Industry - Philippine Accreditation Bureau (DTI-PAB)**¹ to certify the agencies' ISO QMS shall be preferred for the latter's provision of certain degree of control over CBs engaged by government agencies on their ISO QMS certification. This will better address the challenges in the validation process on acquiring information from CBs, among others. The DTI-PAB, aside from being an IAF member, is the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009².

Beginning FY 2023, government agencies which are still in its certification journey or those which have expiring/expired contract, shall endeavor to obtain their certification/recertification from CBs accredited by the DTI-PAB.

- 1.4 The CBs contracted shall have been accredited to audit and certify QMS for the specified scopes which are deemed relevant to the nature and functions of the agency e.g., accreditation under ISO 9001 QMS for IAF 36 (Public Administration), IAF 37 (Education), and/or IAF 38 (Health and Social Work).
- 1.5 **Letters of attestation or similar documents issued by CBs** indicating that certification/recertification audits have been completed but still subject to approval of their Certificate Decision Maker³ shall **not be considered** as compliance to the ISO QMS certification agency accountability.
- 1.6 As an alternative, ISO QMS-equivalent certifications are **considered** as compliance with the subject agency accountability. The following certifications/awards are considered equivalent to ISO 9001 certification inasmuch as they similarly ensure consistency of quality of products and

¹ The list of the CBs accredited by DTI-PAB could be accessed at the DTI webpage (http://pabaccreditation.dti.gov.ph/public/public_mscb.php).

² *Strengthening and Recognizing the Philippine Accreditation Office Attached to the Department of Trade and Industry as the National Accreditation Body* dated May 18, 2009

³ As provided under **Clause 9.5 Certification Decision** of ISO/IEC 17021-1:2015 (*Conformity assessment – Requirements for bodies providing audit and certification of management systems*), the CB shall ensure that the persons or committees that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are **different** from those who carried out the audits. Moreover, the Certificate Decision Maker may seek additional information or clarification from the audit team or other sources during its technical review with respect to, among others, the certification requirements, scope of certification, and the client's corrections and corrective actions for nonconformities, if any.

services through quality processes, enabling the provision of better service delivery and thereby enhancement of public sector performance:

- Philippine Quality Award (PQA)/Recognition (*for specific office concerned*)
- ISO/IEC 17025 or 17020 Accreditation
- Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACCUP)'s Institutional Accreditation (*for SUCs*)
- Qmentum International Canada Accreditation (*for hospitals*)
- Supreme Audit Institutions (SAI) Performance Measurement Framework (PMF) of the International Organization of SAIs (*for the Commission on Audit*)
- Universal Postal Union's Quality Management Certification (*for Philippine Postal Corporation*)

- 1.7 Certifications **not included in the list shall not be accepted** as equivalent to ISO 9001 certification and could not serve as compliance to the ISO QMS certification as agency accountability.

2.0 RESPONSIBILITIES OF PARTICIPATING AGENCIES

- 2.1 All departments/agencies, SUCs, and GOCCs under the DBM must post a copy of their respective ISO QMS certification or equivalent certification in their respective Transparency Seal webpages **not later than 31 December 2023**.

For GOCCs covered by the GCG and LWDs, the deadline of the submission of forms and/or posting of the ISO QMS certification/recertification in their respective websites, as applicable, shall be based on the guidelines to be issued by the GCG and LWUA, respectively.

- 2.2 In order to facilitate the conduct of the final validation of the submitted ISO certification/recertification with the CBs, agencies; which have not yet submitted the following in the previous PBB cycle, shall:

- Include a provision in the **contract with the winning CB** that they shall accommodate requests of the Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight/validating agencies/units⁴ for information or documents relative to their ISO QMS certification/recertification; or

⁴ Commission on Higher Education for SUCs; GCG for GOCCs under its coverage; and LWUA for LWDs.

- Ensure completeness of details and information in the **authorization and consent form** and submit the same **to the CBs**, attached as **Annex 3.1** hereof, to provide information/documentation to the GQMC-DBM Secretariat and/or oversight/validating agencies relative to their ISO QMS certification/recertification.

Copy of the contract or the authorization and consent form shall be submitted to their respective CBs, copy furnished the DBM-SPIB at dbm-spib@dbm.gov.ph on or before **31 January 2024 or within fifteen (15) working days from the issuance of the Notice to Proceed by the agency to the CB, whichever comes earlier.**

The editable copy of the authorization and consent form is available for download on the Results-Based Performance Management System (RBPMS) website at <https://rbpms.dap.edu.ph/downloads/>.

Said authorization and consent form should be updated every time there will be a change in the head of the agency or authorized representative.

3.0 VALIDATING AGENCIES

3.1 The following **oversight agencies/units**, hereinafter referred to as the “validating agencies,” **shall consolidate the details of the ISO QMS certifications** of their respective agency coverages:

- GQMC-DBM Secretariat -SPIB, for departments/agencies and GOCCs under the DBM;
- Commission on Higher Education (CHED) for SUCs;
- GCG for GOCCs under its coverage; and
- LWUA for LWDs.

4.0 VALIDATION PERIOD

4.1 The validating agencies for departments/agencies, SUCs, and GOCCs under the DBM shall conduct the consolidation of the details of the ISO QMS certification from **2 January 2024** until **29 February 2024**.

On the other hand, the validating agencies for GOCCs and LWDs shall conduct the consolidation of the details of the ISO QMS certifications and

the initial validation of the compliance of the agencies based on their respective guidelines within the same period.

5.0 RESPONSIBILITIES OF THE VALIDATING AGENCIES

- 5.1 The **validating agency shall provide the consolidated ISO QMS certification or equivalent certification details** of the agencies within their respective coverages using the template herein attached as **Annex 3.2**

Moreover, the validating agencies for LWDs and GOCCs covered by the GCG must also provide the validation on the compliance of the agencies based on the guidelines to be issued by the LWUA and GCG, respectively.

The reason for non-compliance shall also be indicated in column [8] using the following codes:

Code	Description
N	No submitted ISO 9001 certification or equivalent certification/accreditation , nor any ISO QMS-related documents
Q	Submitted QMS Documents only (Quality Manual, Internal Quality Audit Certification and/or Management Review minutes)
E	ISO 9001 certification or equivalent certification/accreditation is invalid or has expired
A	Submitted Attestation/Confirmation Letter/Audit Report from CB only
U	Submitted documents are unnecessary which are not only not required under the guidelines but also not considered as QMS documents (e.g., office orders, memorandum of agreement with Development Academy of the Philippines, Human Resources manual/handbook, program-based AACCUP accreditation, certification from the agency head/QMS consultant on the agency's QMS efforts)
B	Validity of the ISO 9001 certification or equivalent certification/accreditation commences beyond the 31 December 2023 deadline
C	Scope covered by the ISO QMS certification or equivalent certification/accreditation is not based on the requirement <i>(only applicable to agencies which the ISO QMS certification/recertification is the ultimate requirement)</i>

- 5.2 Said annexes shall be duly signed by the authorized personnel of the validating agency.

- 5.3 The CHED, GCG and LWUA shall submit to the GQMC-DBM Secretariat at dbm-spib@dbm.gov.ph, on or before ten (10) working days after the validation period i.e., **on or before 14 March 2024**, the accomplished **Annex 3.2**.

6.0 RESPONSIBILITIES OF THE GQMC-DBM SECRETARIAT

- 6.1 Upon receipt of the initial reports from oversight agencies/units, the GQMC-DBM Secretariat shall consolidate the same for confirmation by the CBs/Accrediting Agencies.
- 6.2 Accordingly, the GQMC-DBM Secretariat shall provide the final reports on the validation, or in case of no changes, confirmation of the initial reports of the validating agencies, to the AO 25 IATF on or before twenty (20) working days after the submission of the initial findings, i.e., **on or before 11 April 2024**.
- 6.3 In case of changes in the compliance status of the agencies, specifically the GOCCs under the GCG and LWDs, after the submission of the final report to the AO 25 IATF, the GQMC-DBM Secretariat shall submit a revised report on the summary of findings on the agencies' compliance to the AO 25 IATF, as it deems necessary. Such changes could be as follows:
- a. the request for reconsideration/exemption of an agency has been granted; and
 - b. the status of the ISO QMS certification of the agency was confirmed only after the validation period/submission of final report to the AO 25 IATF.

The Annex 3.2 shall be updated to reflect the changes in the rating or compliance of the agencies concerned, and shall be submitted together with the revised report on the summary of findings.

However, if there is only **less than** fifty percent (50%) change in the compliance status of aforesaid agencies, the GQMC-DBM Secretariat shall inform the AO 25 Secretariat on said changes but the revision of the reports need not be made.

7.0 RESPONSIBILITIES OF THE CBs

- 7.1 The CBs shall provide necessary information and/or clarifications to the GQMC-DBM Secretariat in relation to the submitted ISO QMS certification/recertification by the agencies concerned.

- 7.2 To facilitate the conduct of verification by the GQMC-DBM Secretariat (SPIB) from the CBs, the latter are encouraged to provide their respective contact persons and contact information by sending an e-mail to dbm-spib@dbm.gov.ph on or before **31 December 2023**.

8.0 REQUESTS FOR RECONSIDERATION AND EXEMPTION

- 8.1 An agency subject for compliance with the ISO QMS certification that is deemed non-compliant may request for the following, **within thirty (30) calendar days** from the posting of the result of validation for the ISO QMS certification as agency accountability in the Results-Based Performance Management System website (<https://rbpms.dap.edu.ph/>):
- A reconsideration based on justifiable reasons and factors that are considered beyond the control of the agency e.g., errors in the validity period of the certification as prepared by the CB/accrediting agency; or
 - An exemption in view of circumstances which make it impossible for agencies to comply with the ISO QMS requirements such as an ongoing agency restructuring, functional and organizational modifications and other related circumstances which may result in the agency's failure to effectively implement key activities of its documented QMS, thereby hindering its attainment of an ISO QMS certification or could constitute as a ground for suspension/cancellation/withdrawal of its existing ISO QMS certification.
- 8.2 The foregoing requests for reconsideration and exemption shall be addressed to the DBM Organization and Systems Improvement Functional Group Head, thru the DBM-GQMC Secretariat (SPIB) and submit via email at dbm-spib@dbm.gov.ph for proper evaluation. After finalization of the evaluation, the GQMC shall inform the agency concerned of the action to said request/s copy furnish the validating agency concerned and AO 25 Secretariat.

-End-

CONSENT AND AUTHORIZATION TO DISCLOSE INFORMATION AND/OR DOCUMENTATION

The *(name of the agency)* hereby authorizes the *(name of the certification body)*, *its agents or representatives*, to provide information/documentation in relation to the former's ISO 9001 certifications/recertifications to the **Government Quality Management Committee-Department of Budget and Management (Systems and Productivity Improvement Bureau) and other oversight/validating agencies¹**, as deemed necessary, for the grant of Performance-Based Bonus (PBB).

The consent provided shall remain valid for the duration of the FY 2023 PBB cycle and the years thereafter, and the collected information from the certification body shall be used only in the validation of the ISO Quality Management System certification/recertification as an Agency Accountability for the grant of the PBB.

The collection, use, recording, disclosure and storage of the information shall be in accordance with the Data Privacy Act (DPA) (Republic Act No 10173). The *(name of the agency)* hereby confirm that under Section 16 of the DPA, the agency has the **1)** right to withdraw the consent given or object to the processing of the information; **2)** right to reasonable access; **3)** right to rectification; and **4)** right to erasure or blocking the information, among others. The rights entitled to the agency are still subject to limitations and conditions under the DPA.

Name and Signature of the Head of Agency
or his/her Authorized Representative

Date

¹ AO 25 Secretariat for departments/agencies; Commission on Higher Education for state universities and colleges; Governance Commission for Government -Owned or -Controlled Commissions (GOCCs) for GOCCs, Local Water Utilities Administration for local water district

**Database of the Agencies' ISO QMS Certifications/Recertifications as Evidence or Proof of Compliance for the FY
2023 PBB Grant
(Agency Category)**

Data from Agency Submissions						Analysis of the Validating Agency	
Certification Body/ Accrediting Agency [1]	Gov't Entity [2]	Type of Certification/ Accreditation [3]	Site/s Covered [4]	Effectivity of Certification [5]	Date of Expiration/ End of Validity [6]	Compliance Status [7]	Reason for non- compliance [8]

Prepared by:

Reviewed by:

Approved by:

 Name/Designation/Date

 Name/Designation/Date

 Head or Authorized Representative
of Oversight Agency/Date

Legends and Notes:

- [1] Name of the certification body (*e.g., SOCOTEC, TÜV Rheinland*) or accrediting agency¹ of the agency (*e.g., AACCCUP, DTI-PAB*). The validating agency shall encode the details in an alphabetical order based on the name of the CB then names of the agency.
- [2] The name of the agency and acronym [*e.g., Department of Budget and Management (DBM)*]
- [3] The type of certification/accreditation of the agency (*e.g., ISO 9001:2015, Philippine Quality Award*)
- [4] The site/s of the agency certified with the ISO 9001 Standard as indicated in the certification (*e.g., DBM Central Office Sites at General Solano Street, San Miguel, Manila, Philippines*)
- [5] The date of effectivity of certification as indicated in the certification (*e.g., October 28, 2021*)
- [6] The date of expiration of the certification as indicated in the certification or any information on recertification of the agency (*e.g., October 28, 2024*)
- [7] The corresponding compliance status i.e., compliant, non-compliant, or exempted.
For departments/agencies and SUCs, compliance status should only include compliant/non-compliant.
For the non-compliant status, include the reason for non-compliance using the codes indicated under item 5.1 of Annex 3 of AO 25 MC No. 2022-1 and report using the format: "Non-compliant [code]".
- [8] The equivalent rating of the agency as to the ISO QMS certification of the agency based on the rating matrix/scoring as provided under the AO 25 Memorandum Circular, as applicable

¹ Refers to institutions which confer awards or recognitions similar to ISO 9001:2015 certification.

FY 2023 Agency Accountability Timelines

For reference, agencies should observe the timelines and comply with the following requirements under Section 5.0: Agency Accountabilities of MC No. 2023-1:

DEADLINE	REQUIREMENTS	VALIDATING AGENCY	RESPONSIBLE TEAM
Before January 31st of the fiscal year	Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2024 Procurement Projects to the GPPB-TSO. <i>Note: Early Procurement Activities should be conducted in FY 2023</i>	GPPB-TSO	Bids and Awards Committee (BAC) and its Secretariat
March 31, 2023	Submit FY 2023 APP-non CSE to GPPB-TSO.	GPPB-TSO	BAC and its Secretariat
June 30, 2023	Submit Results of the APCPI system for FY 2022 Procurement Transactions to GPPB-TSO.	GPPB-TSO	BAC and its Secretariat
September 30, 2023	Posting of Indicative FY 2024 APP-non CSE in the agency's Transparency Seal webpage.	DBM-OCIO	BAC and its Secretariat
July 31, 2023 <i>Note: The deadline for submission has been extended until August 31, 2023 based on PS Advisory 2023-014.</i>	Submission of the FY 2024 APP-CSE is exclusively through the PS-DBM Virtual Store under the modernized PhilGEPS (MPhilGEPS) system. PS-DBM will not accept hard copies and submissions via email.	PS-DBM	BAC and its Secretariat

¹ This form is being referred to as Annex 6 under AO 25 IATWG's Memorandum Circular 2023-01, dated 22 August 2023.

DEADLINE	REQUIREMENTS	VALIDATING AGENCY	RESPONSIBLE TEAM
October 1, 2023	Maintain/Update the agency Transparency Seal (TS) under Section 102 of the General Provisions of the FY 2023 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM - OCIO	Information Management Division (IMD)
October 1, 2023	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2023.	CSC	Statement of Assets, Liabilities, and Net Worth Review and Compliance Committee
November 30, 2023	Submission the complete set of applicable National Competition Policy or NCP-related requirements to the Philippine Competition Commission (PhCC) as stated in Annex 5 of the AO25 MC No. 2023-1	PhCC	Secretariat Division
December 31, 2023	Sustained Compliance w/ Audit Findings Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2021 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate,	COA	Finance Division

DEADLINE	REQUIREMENTS	VALIDATING AGENCY	RESPONSIBLE TEAM
	resolve, and remedy most, if not all, of the agency audit findings, by the end of 2023.		
December 31, 2023	Posting on the TS webpage the copy/ies of ISO QMS certification/recertification or equivalent certification.	GQMC-DBM Secretariat – Systems and Productivity Improvement Bureau (SPIB) for departments/agencies and GOCCs under the DBM	Quality Management Team (QMT)
January 31, 2024	Update all procurement requirements for transactions above 1 million from January 1, 2023, to December 31, 2023, in the PhilGEPS .	PS-PhilGEPS	BAC and its Secretariat
January 31, 2024	Submit the following Freedom of Information (FOI) Program requirements to PCOO: <ul style="list-style-type: none"> a. Updated People's FOI manual b. Updated One-page FOI Manual c. Updated FOI Reports (Agency Information Inventory, 2023 FOI Registry, and 2023 FOI Summary Report) d. Onboarding to the eFOI portal e. FOI Feedback Report f. Addressed overdue or pending FOI Requests 	PCOO	IMD, Freedom of Information (FOI) Decision Maker and FOI Receiving Officer
February 29, 2024	Report on the digitalization initiatives or digital transformation of external and internal services to be submitted to the AO25 Secretariat.	AO25	Performance Management Team

DEADLINE	REQUIREMENTS	VALIDATING AGENCY	RESPONSIBLE TEAM
	Agencies may submit based on their preferred format for the report digitalization.		
February 29, 2024	Designation of the Agency's Committee on Anti-Red Tape (CART) Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007.	ARTA	Planning Unit
The Authority shall issue separate guidelines reiterating the deadline and manner of submission.	Administered Client Satisfaction Measurement of CSM be aligned with the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.	ARTA	QMT

Notes:

**As provided in MC No. 2023-1, while the above conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. Agencies should submit these requirements directly to the oversight/validating agencies.*

***The oversight/validating agencies have the authority to modify their requirements and timelines as necessary. Agencies should directly contact the oversight/validating agencies of the above-mentioned Agency Accountabilities for updates and concerns.*

GUIDELINES ON PHILGEPS POSTING

Maintain/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts pursuant to the Government Procurement Reform Act, Republic Act No. 9184, for transactions from January 1, 2023 to December 31, 2023, including the Early Procurement of FY 2022 Non-CSE items.

Department/agencies should ensure that the status of notice in the PhilGEPS System for all transactions for the period January 1, 2023 to December 31, 2023, including the Early Procurement of FY 2023 Non-CSE items, is updated on or before January 31, 2024. *Failed or canceled bid status should still be updated in PhilGEPS.*

Agencies should track their status through the PhilGEPS microsite link for monitoring purposes: <https://open.philgeps.gov.ph/pbb>. In the generated Excel report, bid notices will only be tagged as COMPLY if the Notice of AWARD and the Notice to Proceed have been posted. Likewise, those NOTICES with multiple lots and PARTIALLY AWARDED, FAILED, and CANCELLED NOTICES will also be considered COMPLY.

If the agency is unable to update the system or post the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and Notices to Proceed/Purchase Orders for public bidding transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside of their control, the agency is no longer required to submit a letter of justification to PhilGEPS/AO25 IATF.

The Agency Head, with the help of its Performance Management Teams, shall continue to implement, monitor, and enforce compliance with the PhilGEPS requirements. Justification shall be subject to the self-assessment of the agency whether acceptable or not. Compliance with these conditions shall still be used as the basis for determining the eligibility of responsible units and individuals.

¹ This form is being referred to as Annex 7 under AO 25 IATWG's Memorandum Circular 2023-01, dated 22 August 2023.

SUBMISSION OF THE 2024 APP-CSE TO THE PS-DBM

The Procurement Service – Department of Budget and Management (PS-DBM) advises all government agencies to submit their FY 2024 Annual Procurement Plan – Common-use Supplies and Equipment (APP-CSE) to PS-DBM via the Virtual Store (VS) facility.

The deadline for submission is on **31 July 2023**

Submission of the FY 2024 APP-CSE is exclusively through the PS-DBM Virtual Store under the Modernized PhilGEPS (MPhilGEPS) system. PS-DBM **will not accept** hard copies and submission via email

IMPORTANT NOTES ON THE UPLOADING OF 2024 APP-CSE:

1. Agency should have an active Virtual Store (VS) Account under the MPhilGEPS system to be able to upload the 2024 APP-CSE.
2. For agencies not yet registered to the VS, please contact the PS-DBM Virtual Store Team at appcse.helpdesk@ps-philgeps.gov.ph or you may call 09198-2954426.
3. For detailed procedures on how to upload the FY 2024 APP-CSE, please visit the PS-DBM website at www.ps-philgeps.gov.ph.
4. Agencies may also watch the online video tutorial on uploading the APP-CSE on YouTube.
5. PS-DBM will publish the list of agencies that have successfully submitted their 2024 APP-CSE on the PS-DB website. The list shall be updated regularly.

Note:

*The submission of APP-CSE is in compliance with **Memorandum Circular No. 2023-01** issued by the Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information Systems (Administrative Order No. 25 s. 2011)*

¹ This form is being referred to as Annex 8 under AO 25 IATWG's Memorandum Circular 2023-01, dated 22 August 2023.

**GUIDELINES ON THE COMPLIANCE WITH NATIONAL COMPETITION POLICY (NCP)-
RELATED REQUIREMENTS FOR FY 2023**

These guidelines shall provide guidance to covered agencies for the preparation of the NCP-related requirements relative to **FY 2023 PBB Guidelines**.

1.0 REQUIREMENTS AND CONDITIONS FOR COVERED AGENCY COMPLIANCE

1.1. Identified Covered Agencies (Annex 6.1)

The compliance of Department-level entities shall only cover the central offices. Only attached agencies of Departments specifically identified in Annex 6.1 shall be subjected to NCP-related accountabilities.

The identified covered agencies shall be subject to and accordingly submit the following NCP-related accountabilities:

1.1.1. Designation of an NCP Focal Committee

1.1.1.1. Agencies shall constitute an NCP Focal Committee via a *Special Order, Office Order, or its equivalent* signed by the Head of Agency or his/her authorized representative.

1.1.1.2. The functions of the NCP Focal committee may include but not limited to the following:

- a. Acts as the liaison and coordination unit of the agency for NCP concerns.
- b. Facilitates the agency's compliance with NCP requirements.

¹ This form is being referred to as Annex 5 under AO 25 IATWG's Memorandum Circular 2023-01, dated 22 August 2023.

- c. Coordinates with appropriate offices/units within the covered agency to ensure compliance with NCP requirements.
 - d. Ensures the timely submission of NCP requirements on or before **30 November 2023** to the PCC as validating agency
 - e. Perform any other functions that may be deemed necessary by the Head of the Agency
- 1.1.1.3. The Committee shall include at least one (1) person with sufficient authority to drive compliance with NCP-related accountabilities within the agency (*i.e., Director-level, Division Chief, and/or equivalent*). The number of members of the Committee shall be within the discretion of the Head of Agency.
- 1.1.1.4. **For Department-level entities and government agencies with regional offices**, the composition of the Committee shall also include at least one (1) representative from each regional office.
- 1.1.1.5. Agencies must also include in their submission the **Annex 7.2 Directory/Contact Details for FY 2023 NCP-PBB** signed by the Head of Agency of his/her authorized representative.
- 1.1.1.6. To facilitate the coordination and assistance to covered agencies during the implementation for FY 2023, the *Special Order, Office Order, or its equivalent* on the constitution of the NCP Focal Committee and the accomplished Annex 7.2 Directory/Contact Details for FY 2023 NCP-PBB shall be submitted to the NCP-PBB Secretariat through [ncp-](#)

pbb@phcc.gov.ph on or before thirty (30) days after the issuance of the FY 2023 PBB Guidelines or 17 July 2023, whichever comes later.

1.1.2. Certificate of Training Completion of NCP Focal Committee Members

- 1.1.2.1. To facilitate the covered agency's compliance to other NCP-related accountabilities, at least 50% of the NCP focal committee members shall complete the ***“Leveling the Playing Field through the National Competition Policy: A Blended Learning Course for Government Agencies”*** offered through the iCLP: Online Learning Hub on Competition Law and Policy (<https://iclp.phcc.gov.ph/>).
- 1.1.2.2. **For Department-level entities and government agencies with regional offices**, compliance to the training requirement includes representatives from the regional offices.
- 1.1.2.3. Should the newly constituted NCP Focal Committee include members with previous completion of the NCP-related training provided through the iCLP: Online Learning Hub on Completion Law and Policy, the completion of the specific member shall be credited as part of the agency's compliance with the training requirement.
- 1.1.2.4. Course completers are not required to submit a copy of training certificates. This requirement shall be validated by the PCC through its learning portal.

1.1.3. Provision of List of Agency's Policies, Issuances, Rules, and/or Regulations

- 1.1.3.1. Agencies must submit a list of agency's policies, issuances, rules and/or regulations. Policies covered shall only include those which relate and apply to external entities and those which are in accordance with the mandate of the agency. Further, agencies shall subject these policies to a thorough scanning to identify remarks on the policy's relevance to market competition based on keywords from **Annex 7.3 CIA Keywords**.
- 1.1.3.2. Agencies shall provide the list following the format in **Annex 7.4 List of Agency's Policy Issuances, Rules and/or Regulations**. Agencies shall then indicate the following remarks on each of the identifies policies based on the equivalent considerations:
 - a. **Relevant.** Policy includes at least one (1) keyword identified in **Annex 7.3 CIA Keywords**.
 - b. **Potentially Relevant.** Policy includes no keyword identified in Annex 7.3 CIA Keywords, but the agency has determined it to have potential effect on market competition.
 - c. **Not Relevant.** Policy includes no keyword identified in **Annex 7.3 CIA Keywords** and may not have a potential effect on market competition.
- 1.1.3.3. Agencies shall also certify the completeness of the submitted list based on their available resources and information.

1.1.4. Review of at least one (1) policy, issuance, rule, and/or regulation based on the application of the Competition Impact Assessment (CIA) checklist.

1.1.4.1. From the list of policies in Annex 7.4, the agency shall subject **at least one** (1) policy, issuance, rule, and/or regulation to the CIA checklist. Those which were identified to be relevant or potentially relevant to market competition are recommended to be subjected to the CIA checklist.

1.1.4.2. The application of the CIA checklist will allow agencies to conduct an **initial** determination of whether there are potential competition-related issues with the existing regulation.

1.1.4.3. The accomplished CIA checklist will serve as input to the full CIA which may be conducted. The CIA evaluates the potential competitive effects of a proposed or existing policy. It enables a competition agency or a government body to identify regulations that potentially restrict or harm competition, and thus to develop alternative regulations.

1.1.4.4. Agencies shall accomplish the CIA checklist through <https://tinyurl.com/CIAChecklist-NCP-PBB>.

2.0 SUBMISSION OF REQUIREMENTS

2.1. In order to facilitate the conduct of the validation of submissions, the covered agencies shall:

2.1.1. Submit the complete set of applicable NCP-related requirements to the Philippine Competition Commission through email at ncp-pbb@phcc.gov.ph.

- 2.1.2. Forms/Requirements to be submitted shall follow this file name format: **Agency Name (Acronym)_FY 2023 NCP-PBB Submission_List of Agency's Policies** (e.g., Philippine Competition Commission (PCC)_FY 2023 NCP-PBB Submission_List of Agency's Policies)
- 2.1.3. The email subject for the submission shall follow the format of **Agency Name (Acronym)_FY 2023 NCP-PBB Submission** (e.g., Philippine Competition Commission (PCC)_FY 2023 NCP-PBB Submission)
- 2.2. The deadline for submission shall be **on or before 30 November 2023**. Agencies are also required to provide scanned or digital copies of the official submission and editable MS Word or Excel file for use of the NCP-PBB Secretariat.

List of Covered Agencies for FY 2023 NCP Implementation Cycle

Agency	
Departments	
1.	Department of Agrarian Reform
2.	Department of Agriculture
3.	Department of Budget and Management
4.	Department of Education
5.	Department of Environment and National Resources
6.	Department of Finance
7.	Department of Foreign Affairs
8.	Department of Human Settlements and urban Development
9.	Department of Information and Communications Technology
10.	Department of the Interior and Local Government
11.	Department of Justice
12.	Department of Migrant Workers
13.	Department of National Defense
14.	Department of Science and Technology
15.	Department of Social Welfare and Development
16.	Department of Tourism
17.	Department of Transportation
18.	Department of Public Works and Highways
Other Government Agencies	
19.	National Meat Inspection Services
20.	National Irrigation Administration
21.	National Tobacco Administration
22.	National Nutrition Council
23.	Intellectual Property Office of the Philippines
24.	National Food Authority
25.	National Privacy Commission
26.	Land Transportation Franchising and Regulatory Board
27.	Land Transportation Office

Agency
28. Metropolitan Waterworks and Sewerage
29. Philippine Center for Postharvest Development and Mechanization
30. Philippine Fiber Industry Development Authority
31. Government Procurement Policy Board
32. National Book Development Board
33. Mines and Geo-Sciences Bureau
34. Optical Media Board
Other Executive Offices
35. Games and Amusements Board
36. Fertilizer and Pesticide Authority
Government Owned-or Controlled Corporations under RA 10149
37. Tourism Infrastructure and Enterprise Zone Authority
38. Center for International Trade Expositions and Missions
39. Philippine National Oil
40. National Home Mortgage Finance Corporation
41. Philippine Guarantee Corporation
42. Home Development Mutual Fund (Pag-IBIG)
43. Philippine International Trading Corporation
44. Philippine Pharma Procurement, Inc.
45. Philippine Amusement and Gaming Corporation
46. Philippine Ports Authority
47. Cebu Ports Authority
48. Manila International Airport Authority
49. Mactan-Cebu International Airport
50. Clark International Airport Corporation
Government Owned -or Controlled Corporations Covered by DBM
51. Philippine Economic Zone Authority
52. Aurora Pacific Economic Zone and Freeport Authority
53. Authority of Freeport Area of Bataan
54. Cagayan Economic Zone Authority
55. Subic Bay Metropolitan Authority

**DIRECTORY / CONTACT DETAILS FOR FY 2023
PERFORMANCE BASED BONUS – NATIONAL COMPETITION POLICY (NCP)**

AGENCY :
ADDRESS :

DESIGNATION	NAME	OFFICE	POSITION	CONTACT DETAILS	
				Phone Number	Email Address
Head of Agency					
Executive Assistant of Head of Agency					
NCP Focal Committee Members					
For Department-level Entities and Government Agencies with Regional Offices					
Regional Office Representative					

Endorsed by:

Head of Agency / Authorized Representative

CIA Keywords

Abuse of dominance	Control	Limiting production	Potential entrants	Subsidy
Acquisitions of shares	Coordination	Limiting technical development	Predation	Substantial lessening of competition (SLC)
Advertising	Co-regulatory regime	Market allocation	Predatory pricing	Supply and demand
Allocative efficiency	Countervailing market power	Market concentration	Price cap	Supply chain
Anticompetitive practices	Demand-side substitutability	Market efficiency	Price ceiling	Supply-side substitutability
Bargaining power	Differential costs	Market forces	Price control	Switching cost
Barriers to entry and exit	Discretionary powers	Market limitation/restrictions	Price discounts	Ultimate parent entity (UPE)
Bid-rigging	Dominant firms	Market power	Price discrimination	Undue advantage
Buyers and sellers	Downstream market	Market regulation	Price fixing	Unfair practices
Cartel	Economic concentration	Maverick firms	Price floor	Unfair pricing
Collusion	Essential inputs	Merger notification	Producer welfare	Upstream market
Competition	Exclusive dealing	Merger review	Product differentiation	Value chain
Competition enforcement	Exclusive rights	Mergers and acquisitions	Product marketing/advertising	
Competition exemption	Exploitative behavior	Minimum capital requirements	Product quality	
Competition policy	Fiscal support	Monopoly	Product standards	
Competitive markets	Free markets	Natural monopoly	Product substitution	
Competitive advantage	Incentive	Oligopoly	Protectionism	
Competitive neutrality	Join ventures	Output limitation	Public utility	
Competitive selection process (CSP)	Level playing field	Partial equity/ownership	Relevant markets	
Consumer choice	Liberalization	Perfect competition	Restraints of trade	
Consumer harm	Licenses and permits	Philippine Competition Act (PCA)	Rivalry	
Consumer welfare	Limiting markets	Philippine Competition Commission (PCC)	Self-regulation	

LIST OF AGENCY'S POLICY ISSUANCES, RULES, AND/OR REGULATIONS

AGENCY :
ADDRESS :

No.	TITLE	BRIEF DESCRIPTION	DATE	LINK(WORKING URL)	KEYWORDS FOUND	REMARKS
1						
2						
3						
4						
5						

This is to certify that the <agency> submitted a complete list of its policy issuances, rules and/or regulations, as prescribed by the Guidelines on the Compliance with National Competition Policy (NCP)-related Requirements for FY 2023 and pursuant to Administrative Order No. 44, s. 2021.

Certified by:

Head of Agency / Authorized Representative

Date:

FORM 1.0
REPORT ON RANKING OF DELIVERY UNITS

Department/Agency: _____

I. SUMMARY OF INFORMATION REQUIRED:

1.1. Total No. of Delivery Units: _____
1.2. Total No. of Delivery Units that achieved their performance targets: _____
1.3. Total No. of Filed Positions as of December 31, 2023: _____
1.4. Total No. of Officials and Employees Entitled to the PBB: _____
1.5. Total Agency Score: _____
1.6. Total Amount Required for Payment of the PBB: _____

II. REPORT ON ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

Details for Head of Agency						
Position Title	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB

¹ This form is being referred to as Annex 9 under AO 25 IATWG's Memorandum Circular 2023-01, dated 22 August 2023.

A. Eligible Employees to the PBB

Name of Delivery Units	List of Employees					
	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB
Delivery Unit 1						
Sub-total:						
Delivery Unit 2						
Sub-total:						
Delivery Unit 3						
Sub-total:						
GRAND TOTAL:						

B. Ineligible Employees to the PBB

	Name of Delivery Units	Name of Employee	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023
Did not meet PBB Targets	Delivery Unit 1					
	Delivery Unit 2					
Did not submit SALN	Delivery Unit 1					
	Delivery Unit 2					

Did not liquidate Cash Advance within reglementary period	Delivery Unit 1					
	Delivery Unit 2					
Did not submit SPMS Forms	Delivery Unit 1					
	Delivery Unit 2					
Others	Delivery Unit 1					
	Delivery Unit 2					

Prepared by:

Approved by:

Head of HR Unit
Date:

Department/Agency Head
Date:

Attachment A

Department:

Summary of Information Required

Total No. of Delivery Units:	
Total No. of Delivery Units that achieved their performance targets:	
Total No. of Filled Positions as of <i>December 31, 2023</i> :	
Total No. of Officials and Employees Entitled to the PBB:	
Total Agency Score:	
Total Amount Required for Payment of the PBB:	

No. of DU	Name of Delivery Unit	No. of Officials and	Total Requirement
1			
2			
3			
4			
5			
	Add rows.....		
Sub-total		-	-
Agency Head			

Grand Total	1	-
-------------	---	---