



CITIZEN'S CHARTER HANDBOOK

2024 (1st Edition)





**PHILIPPINE INTERNATIONAL
CONVENTION CENTER, INC.**

CITIZEN'S CHARTER HANDBOOK

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I. Mandate:

Presidential Decree (PD) No. 520, dated July 23, 1974, authorized the Central Bank of the Philippine, now Bangko Sentral ng Pilipinas (BSP), to establish an international conference center suitable for the holding of international conferences, meetings, and the like. For this purpose, it was likewise authorized to acquire a suitable site upon which to construct such buildings and physical facilities as are deemed necessary for its proper operation. By virtue of PD No. 710, dated May 27, 1975, the international conference center was named as the Philippine International Convention Center (PICC).

In order for the international conference center to enjoy autonomy of operation, separate and distinct from the BSP, the Philippine International Convention Center, Inc. (PICCI) was organized to manage and operate the PICC. Designed by Leandro V. Locsin, a Filipino National Artist, the PICC Complex formally opened on September 5, 1976 as the first of its kind in the Philippines and the first international convention center in Asia.

PICC established itself as one of the most versatile event areas in the Asia-Pacific region by being the venue of political summits, medical conventions, and concerts of international artists. It is rich in terms of cultural heritage and significance in Philippine history, having hosted countless prestigious and notable events such as the World Bank-International Monetary Fund Annual Meeting, Association of Southeast Asian Nations Summit, Asia Pacific Economic Cooperation Summit, and Asian Development Bank 45th Annual Meeting. The PICC has five (5) building modules: the Delegation Building, Secretariat Building, Plenary Hall, Reception Hall and The Forum. Spaces herein are versatile enough to be transformed into almost any number of settings for any kind of exhibition, convention or special event. With more than 25 meeting rooms and two outdoor venues, it has a wide range of facilities that can accommodate almost any gathering of any size. As an architectural landmark of its own and housing work of various Filipino master artists in painting and sculpture, it stands as a constant edifice in an ever-changing environment.

In 2019, the PICC Complex, together with National Artist Arturo R. Luz's sculptures – the concrete "Anito" in the Courtyard and the steel "Grid" at the Plenary and Reception Hall Lobby, National Artist Jose T. Joya's painting "Pagdiriwang" at the Delegation Upper Lobby, and National Artist Napoleon V. Abueva's carved-wooden furniture distributed in lobbies and hallways, were named as National Cultural Treasure under the National Heritage Act of 2009 (Republic Act No. 10066).

II. Vision:

PICC shall always be the leading provider of quality and excellent convention, meetings and exhibition facilities and related services towards enhancing the country's position in global cooperation and foreign relations.

III. Mission:

1. To maintain prominence in the world's convention and exhibition markets;
2. To provide world-class facilities and relevant services; and
3. To continuously provide innovative services toward financial sustainability.

IV. Service Pledge:

We, the officials and employees of PICCI wholeheartedly commit to uphold our core values:

- Professionalism
- Innovation
- Cooperation
- Cultural Sensitivity

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EXTERNAL SERVICES

Marketing and Events Management Department

- A. Lease of Meeting Rooms and
Areas for Events

A. LEASE OF MEETING ROOMS AND AREAS FOR EVENTS

DEPARTMENT	Marketing and Events Management Department (MEMD)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2C, G2B, G2G
WHO MAY AVAIL	Individuals, companies, government agencies, associations, educational institutions and other organizations who want to lease venues and meeting rooms within the PICC Complex
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (LOI)	Client
2. Certificate of Availability of Funds and/or Notice of Award (for government agency clients)	Client
3. Letter of Proposal (LOP)	PICC – Marketing Division
4. Contract	PICC – Marketing Division
5. Instruction for Refund (for individual and private organization clients)	PICC – Marketing Division
6. Proof of Payment of Reservation Fee and Full Payment (for individual and private organization clients)	PICC – Office of the Treasurer
7. Event Permit (for events with at least 500 attendees)	Pasay City LGU
8. Duty Detail Order (for clients whose security agency personnel will be deployed during the event)	Client's Security Agency

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire on the availability of and/or book venue/s and/or submit a Letter of Intent to hold an event at the Center	1.1. Check availability of the rooms, venues and/or areas sought to be leased	None	Ten (10) minutes	Reservations Officer
	1.2. Touch base with client to get more details (e.g., time and nature of event, number or attendees, etc.)	None	One (1) working day	Reservations Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Provide further information and details on event requirements	2.1. Determine whether the booking is tentative, waitlisted, or unavailable and either: (i) Endorse the details to the Assistant Director, Marketing Division; or (ii) Inform the client of the unavailability of booking on the desired date and/or venue	None	One (1) working day	Reservations Officer
	2.2. Assign client account to a Marketing Officer	None	Within two (2) working days	Assistant Director, Marketing Division
	2.3. If details are not yet complete, send estimates or the available event packages for the client's reference	None	One (1) working day	Marketing Officer
3. If applicable, provide additional information and details on event requirements and/or select an event package	3.1. Prepare and send initial Letter of Proposal (LOP) to the client based on the requirements	None	Within two (2) working days	Marketing Officer
	3.2. If venue requirements are revised by the client, prepare and send revised LOP	None	Within two (2) working days	Marketing Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
4. Accept the terms of the LOP and send the following, as applicable: (i) signed LOP; (ii) an email confirmation; (iii) BAC Resolution; or (iv) any document stating approval of the LOP	4.1. Prepare and send the contract to the client	None	Within three (3) working days	Marketing Officer
	4.2. <i>For individual & private organization clients:</i> (i) inform client to pay the reservation fee and; (ii) prepare and send the payment slip to the Office of the Treasurer prior to the date/time when the client intends to tender payment	None	30 minutes	Marketing Officer
5. <i>For individuals & private organizations:</i> Pay the Reservation Fee	5.1. Process payment in coordination with the Office of the Treasurer	25% of the Estimate of Charges indicated in the contract	30 minutes	Marketing Officer & Treasurer or Assistant Treasurer
	5.2. Issue to the client either: (i) Official Receipt (OR), for cash payments or payments thru bank deposit/transfer; or (ii) Provisional Receipt, for check payments	None	5 minutes	Treasurer or Assistant Treasurer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	5.3. If applicable, deposit check payment and issue to client an OR to replace the Provisional Receipt	None	Within two (2) working days	Treasurer or Assistant Treasurer
6. Submit either: (i) a copy of the Official Receipt for the Reservation Fee, <i>for individuals & private organizations</i> ; or (ii) Certificate of Availability of Funds (CAF) and/or Notice of Award (NOA), <i>for government agencies</i>	6.1. Send confirmation of booking to the client and either: (i) Send the Instruction for Refund to the client, <i>for individual and private organization clients</i> ; or (ii) Endorse the NOA for signature of the General Manager, <i>for government agency clients</i>	None	Within one (1) working day	Marketing Officer
	6.2. For events with at least 500 attendees, send the requirements for the processing of the event permit from the Pasay City LGU to the client	None	30 minutes	Marketing Officer
	6.3. Sign the NOA for government agency clients	None	Within five (5) working days	General Manager

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	6.4. (i) Prepare and submit for approval the event endorsement; and (ii) Update partner providers such as catering and technical providers about the confirmed event and orders	None	Within two (2) working days	Marketing Officer
	6.5. Approve endorsement of event account to the Events Management Division	None	Within two (2) working days	Assistant Director, Marketing Division
	6.6. Assign event account to an Event Officer	None	One (1) working day	Assistant Director, Events Management Division
	6.7. Set schedule of and invite the client and all concerned departments/ offices to the coordination meeting and/or ocular inspection: <i>(i) If the event is scheduled less than one (1) month from assignment to Event Officer</i>	None	Within: three (3) working days; or	Event Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	(ii) <i>If the event is scheduled at least one (1) month from assignment to Event Officer</i>	None	five (5) working days	
7. Attend the coordination meeting and/or ocular inspection as scheduled	7.1. Conduct the coordination meeting and/or ocular inspection	None	One (1) to three (3) hours	Event Officer
	7.2. Prepare and disseminate to all concerned departments/offices the Event Order, indicating details of all venue requirements of the client, <u>no later than three (3) working days before the day of the event (or first day of a multi-day event)</u>	None	Within three (3) working days	Event Officer
	7.3. <i>For individual and private organization clients:</i> (i) remind the client to pay the full amount of the Estimate of Charges; and (ii) prepare and send the payment slip to the Office of the Treasurer on the day of onsite payment	None	30 minutes	Event Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
8. Submit the following <u>no later than three (3) working days before the day of the event (or first day of a multi-day event):</u> (i) Signed Contract; (ii) Event Permit from Pasay City LGU, for events with at least 500 attendees; and (iii) Duty Detail Order (DDO), for clients whose security agency personnel will be deployed during the event	8.1. Endorse contract for signature by signatories and, if applicable, the DDO to the Security Office	None	Within one (1) working day	Marketing Officer and/or Event Officer
	8.2. Sign the contract	None	Within five (5) working days	Deputy General Manager & General Manager
	8.3. Facilitate notarization of contract by notary public <i>(not applicable if the event is a graduation ceremony)</i>	None	Within five (5) working days	Administrative Assistant
	8.4. Send the contract to the client	None	Within five (5) working days	Marketing Officer and/or Event Officer
TOTAL		25% of the Estimate of Charges indicated in the contract	49 days, 5 hours & 15 minutes	

End of Transaction

Facilities and Property Division

A. Lease of Office Space

A. RENTAL OF OFFICE SPACE

DEPARTMENT / DIVISION / OFFICE	Facilities and Property Division (FPD), Administrative Department
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G
WHO MAY AVAIL	Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (LOI) – indicating required size of office area, no. of employees, duration of lease, and other pertinent details	Client
2. Certificate of Availability of Funds (CAF)	Client
3. Notice of Award (NOA)	Client
4. Lease Agreement/Contract	PICC – Facilities and Property Division
5. Security Deposit (equivalent to 3 months of monthly rental)	Client
6. Advance Rental Fee (3 months of monthly rental)	Client
7. Proposed Office Layout Plan	Client

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a Letter of Intent to inquire on the availability of office space for lease	1.1. Check availability of the rooms, spaces and/or areas for potential leasing	None	Five (5) minutes	Tenants Affairs Specialist
	1.2. If necessary, coordinate with client to get more details	None	One (1) working day	Tenants Affairs Specialist
2. Provide further information and details on office space requirements	2.1. Prepare and send a proposal to the client based on lease requirements	None	Within seven (7) working days	Assistant Director, FPD or Tenants Affairs Specialist
	2.2. Schedule an ocular inspection for the client	None	30 minutes	Tenants Affairs Specialist

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Attend the ocular inspection as scheduled	3.1. Conduct the ocular inspection and discuss the capacity of the area and the facilities	None	Within one (1) working day	Assistant Director, FPD or Tenants Affairs Specialist
	3.2. If necessary, prepare and send a revised proposal to the client based on new requirements	None	Within three (3) working days	Assistant Director, FPD or Tenants Affairs Specialist
4. Accept the terms of the proposal and submit the following: (i) Notice of Award (NOA); and (ii) Certificate of Availability of Funds (CAF)	4.1. Endorse the NOA for signature of the General Manager	None	Within one (1) working day	Tenants Affairs Specialist
	4.2. Sign the NOA	None	Within seven (7) working days	General Manager
	4.3. Prepare and send to the client the draft Lease Agreement ¹	None	Within fourteen (14) working days	Assistant Director, FPD or Tenants Affairs Specialist
5. Review the draft Lease Agreement and, if applicable, propose revision/s thereto	5.1. If applicable, review the revision/s proposed by the client	None	Within five (5) working days	Corporate Secretary

¹ The Lease Agreement shall stipulate the following: (a) Purpose of Lease; (b) Lease Period & Renewal; (c) Rental Rate per Square Meter (sqm); (d) Amount of Tax; (e) Manner of Payment; (f) Advance payment and/or Security Deposit and Purpose thereof; (g) Payment Terms; (h) Obligations on Utilities; (i) Alterations & Improvements; (j) Maintenance; (k) Tenant Benefits & Restrictions; (l) Lessor Obligations; (m) Damages; (n) Taxes & Insurance, if any; (o) House Rules; (p) Prohibited Acts; (q) Right of Entry of Lessor; (r) Termination & Return of Leased Premises; and (s) Liabilities & Indemnities

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	5.2. Communicate to the client PICC's concurrence or objections to their proposed revision/s, if any	None	One (1) working day	Tenants Affairs Specialist
6. Sign the approved Lease Agreement and pay the cost for the notarization thereof	6.1. Sign the Lease Agreement	None	Three (3) working days	General Manager, Deputy General Manager & Assistant Director, FPD
	6.2. Facilitate the notarization of the Lease Agreement	None	One (1) working day	Tenants Affairs Specialist
TOTAL		None	44 days & 35 minutes	

End of Transaction

INTERNAL SERVICES

Human Resource Management and Development Division

- A. Reimbursement for Costs of Medicines
- B. Issuance of Service Record
- C. Issuance of Certificate of Employment

A. REIMBURSEMENT OF COSTS OF MEDICINES

This service is made upon the request of permanent PICCI employees as part of their employee benefits.

DEPARTMENT / DIVISION / OFFICE	HRMD Division, Administrative Department
CLASSIFICATION	Simple Transaction
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL	PICCI Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Medicine Reimbursement Form (RMRF)	HRMDD or PICCI Clinic
2. Doctor's prescription (original copy)	Prescribing Doctor
3. Receipts of Purchase / Official Receipts	Drug Store/Pharmacy/Outlet

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the PICCI Clinic and secure a Request for Medicine Reimbursement Form (RMRF)	1.1. Provide the RMRF to the Client	None	5 minutes	Clinic Nurse or HRM Assistant if Clinic Nurse is not available
1. Fill-out the RMRF, attach the doctor's prescription and official receipts and submit to the Clinic Nurse	2.1. Evaluate the submitted RMRF including the attached documents receipts, doctor's prescription and ensure correctness of the quantity of the medicines purchased	None	30 minutes	Clinic Nurse
	2.2. Compute the amount to reimburse and endorse for validation and approval	None	10 minutes	Clinic Nurse and HRM Assistant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	2.3. Validate the documents and computation and sign/ approve if in order	None	10 minutes	Assistant Director of HRMDD
	2.4. Route to the Administrative Director for approval of payment.	None	5 minutes	Clinic Nurse
	2.5. Sign/Approve	None	2 minutes	Administrative Director
	2.6. Prepare the Obligation Request (OBR) for processing of payment and route to the approvers/ signatories	None	10 minutes	HRM Assistant
	2.7. Sign/Approve the OBR	None	30 minutes	Assistant Director for HRMDD, Administrative Director and Cost Control and Budget Officer
	2.8. Update the RMRF record of the employee.	None	15 minutes	Clinic Nurse or HRM Assistant
	2.9. Endorse claims with the signed OBR to the Office of the Comptroller.	None	10 minutes	Clinic Nurse

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Receive the reimbursement	3.1. Advise the employee once reimbursement has been credited in the ATM payroll	None	15 minutes	Assistant Treasurer
TOTAL		None	2 hours & 22 minutes	

End of Transaction

B. ISSUANCE OF SERVICE RECORD

This service is made upon the request of incumbent or separated PICCI employees.

DEPARTMENT / DIVISION / OFFICE	HRMD Division, Administrative Department
CLASSIFICATION	Simple Transaction
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL	Incumbent and Separated PICCI Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Record Request Slip (SRRS)	HRMD Division
2. Request Letter (for requests of separated PICCI employees)	Client
3. Two (2) Valid IDs (for requests of separated PICCI employees)	Client
4. Special Power of Attorney (if requestor is not the separated PICCI employee)	Client

For Incumbent PICCI Employees:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplish the Service Record Request Slip (SRRS) and personally submit to HRMDD; or send the accomplished SRRS to hrmdd@picc.gov.ph or lcbolanos@picc.gov.ph	1.1. Provide the Service Record Request Slip (SRRS)	None	5 minutes	HRM Assistant
	1.2. Receive and Evaluate the SRRS and advise Client of deficiencies if applicable	None	10 minutes	HRM Assistant
	1.3. Prepare the Service Record (SR)	None	1 working day	HRM Assistant
	1.4. Check and verify the SR prepared by the HRM Assistant	None	10 minutes	HRM Officer
	1.5. Endorse the SR for signature and approval together with the validated SRRS	None	5 minutes	HRM Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.6. Approve and sign the SR	None	5 minutes	Assistant Director of HRMDD or Administrative Director
2. Claim the SR and acknowledge receipt in the duplicate copy	2.1. Issue the SR to the Client	None	5 minutes	HRM Assistant
	2.2. File the duplicate copy	None	5 minutes	HRM Assistant
TOTAL		None	1 day & 45 minutes	

End of Transaction

For PICCI Employees Separated within Five (5) years from Date of Request:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Personally visit the HRMD Division and accomplish the Service Record Request Slip (SRRS)	1.1. Provide the Service Record Request Slip (SRRS)	None	5 minutes	HRM Assistant
2. Submit a Request Letter and Photocopies of two (2) valid IDs (of the Separated PICCI Employee) and attach a Special Power of Attorney, if requestor is not the Separated Employee	2.1. Receive and evaluate the documents submitted and advise client of deficiencies if applicable	None	10 minutes	HRM Assistant or HRM Officer
	2.2. Set the date of pick-up of the SR if all documents are in order (3 working days after)	None	5 minutes	HRM Assistant or HRM Officer
	2.3. Prepare the Service Record (SR)	None	2 working days	HRM Assistant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	2.4. Check and verify the SR prepared by the HRM Assistant	None	10 minutes	HRM Officer
	2.5. Endorse the SR for signature and approval together with the validated SRRS	None	5 minutes	HRM Officer
	2.6. Approve and sign the SR	None	5 minutes	Assistant Director of HRMDD or Administrative Director
3. Claim the SR and acknowledge receipt in the duplicate copy	3.1. Issue the SR to the Client	None	5 minutes	HRM Assistant
	3.2. File the duplicate copy	None	5 minutes	HRM Assistant
TOTAL		None	2 days & 50 minutes	

End of Transaction

For PICCI Employees Separated for more Five (5) years from Date of Request:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Personally visit the HRMD Division and accomplish the Service Record Request Slip (SRRS)	1.1. Provide the Service Record Request Slip (SRRS)	None	5 minutes	HRM Assistant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Submit a Request Letter and Photocopies of two (2) valid IDs (of the Separated PICCI Employee) and attach a Special Power of Attorney, if requestor is not the Separated Employee	2.1. Receive and evaluate the documents submitted and advise client of deficiencies if applicable	None	20 minutes	HRM Assistant or HRM Officer
	2.2. Set the date of pick-up of the SR if all documents are in order (5 working days after)	None	5 minutes	HRM Assistant or HRM Officer
	2.3. Prepare the Service Record (SR)	None	4 working days	HRM Assistant
	2.4. Check and verify the SR prepared by the HRM Assistant	None	10 minutes	HRM Officer
	2.5. Endorse the SR for signature and approval together with the validated SRRS	None	5 minutes	HRM Officer
	2.6. Approve and sign the SR	None	5 minutes	Assistant Director of HRMDD or Administrative Director
3. Claim the SR and acknowledge receipt in the duplicate copy	3.1. Issue the SR to the Client	None	5 minutes	HRM Assistant
	3.2. File the duplicate copy	None	5 minutes	HRM Assistant
TOTAL		None	4 days & 1 hour	

End of Transaction

C. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)

This service is made upon the request of incumbent and separated/former PICCI employees.

DEPARTMENT / DIVISION / OFFICE	HRMD Division, Administrative Department
CLASSIFICATION	Simple Transaction
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL	Incumbent and Separated PICCI Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. COE Request Slip (COERS)	HRMD Division

For Incumbent PICCI Employees:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplish the COE Request Slip (COERS) and Submit to HRMDD; or send the accomplished COERS to hrmdd@picc.gov.ph or lcbolanos@picc.gov.ph	1.1. Provide the COERS	None	5 minutes	HRM Assistant
	1.2. Receive and evaluate the COERS and advise client of deficiencies if applicable	None	10 minutes	HRM Assistant
	1.3. Prepare the Certificate of Employment (COE)	None	10 minutes	HRM Assistant
	1.4. Endorse the COE for signature and approval together with the validated COERS	None	5 minutes	HRM Assistant
	1.5. Approve and sign the COE	None	5 minutes	Assistant Director of HRMDD
2. Claim the COE and acknowledge receipt in the duplicate copy	2.1. Issue the COE to the Client	None	5 minutes	HRM Assistant
	2.2. File the duplicate copy	None	5 minutes	HRM Assistant
TOTAL		None	45 minutes	

End of Transaction

For Separated/Former PICCI Employees:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Personally visit the HRMD Division and Accomplish the COE Request Slip (COERS)	1.1. Provide the COE Request Slip (COERS)	None	5 minutes	HRM Assistant
2. Submit a Request Letter and Photocopies of 2 valid IDs (of the Separated PICCI Employee) and attach a Special Power of Attorney, if requestor is not the Separated Employee	2.1. Receive and evaluate the documents submitted and advise Client of deficiencies if applicable	None	10 minutes	HRM Assistant or HRM Officer
	2.2. Set the date of pick-up of the COERS if all documents are in order (3 working days after)	None	5 minutes	HRM Assistant or HRM Officer
	2.3. Prepare the Certificate of Employment (COE)	None	2 working days	HRM Assistant
	2.4. Check and verify the COE prepared by the HRM Assistant	None	10 minutes	HRM Officer
	2.5. Endorse the COE for signature and approval together with the validated COERS	None	5 minutes	HRM Officer
	2.6. Approve and sign the SR	None	5 minutes	Assistant Director of HRMDD or Administrative Director

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Claim the SR and acknowledge receipt in the duplicate copy	3.1. Issue the SR to the client	None	5 minutes	HRM Assistant
	File the duplicate copy	None	5 minutes	HRM Assistant
TOTAL		None	2 days & 50 minutes	

End of Transaction

BAC Secretariat / Procurement Unit

- A. Public Bidding
- B. Payment of Bidding Documents
- C. Alternative Methods of Procurement

A. PUBLIC BIDDING

DEPARTMENT / DIVISION / OFFICE	BAC Secretariat/Procurement Unit (BSPU)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	Government to Citizen ("G2C")
WHO MAY AVAIL	Prospective Bidders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bidding Documents	PICC – BSPU Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Check advertisement of project for Public Bidding	1.1. Post in the PhilGEPS, PICC Website and PICC Electronic Bulletin Board (7 calendar days before pre-bid conference)	None	1 day	Purchasing Specialist & Procurement Specialist
2. Attend pre-bid Conference (after advertisement)	2.1. Conduct a pre-bid conference with the prospective bidders	None	1 day	PICC-Bids and Awards Committee & End-user Department/ Division/ Office
	2.2. Issue a Bid Bulletin for revisions or corrections made during the pre-bid conference (7 days before the scheduled bidding)	None	2 days	PICC-Bids and Awards Committee & BAC Secretariat
3. Submit bidding documents and attend bidding (Not earlier than 12 days from date of pre-bid conference)	3.1. Opening of bidding documents submitted by bidders	None	1-2 hours	PICC-Bids and Awards Committee & BAC Secretariat

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	3.2. Prepare Notice of Post Qualification	None	1 day	Purchasing Specialist
4. Submit Post-Qualification Requirements	4.1. Declaration of lower/lowest calculated and responsive bidder	None	1 day	PICC-Bids and Awards Committee & BAC Secretariat
	4.2. Facilitate approval to award contract and signing of the NOA by the Head of Procuring Entity (HOPE)	None	1-2 days	Purchasing Specialist
5. Submit any of the following forms of Performance Security: (i) Cash or Manager's Check; or (ii) Bank Draft/ Guarantee – • For goods and consulting services – 5% of the total contract price • For infrastructure projects – 10% of the total contract price (iii) Surety Bond – 30% of the total contract price	5.1. Facilitate signing of Notice to Proceed by the HOPE	Performance Security	1-2 days	Purchasing Specialist
TOTAL		Performance Security	10 days & 2 hours	

End of Transaction

B. PAYMENT OF BIDDING DOCUMENTS

DEPARTMENT / DIVISION / OFFICE	BAC Secretariat/Procurement Unit (BSPU)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen ("G2C")
WHO MAY AVAIL	Prospective Bidders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment Order Form	PICC – BSPU Office
2. Acknowledgement Receipt	PICC – Office of the Treasurer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Go to the BSPU Office	1.1. Provide the Payment Order Form	None	15 minutes	Purchasing Specialist or any BSPU personnel
2. Proceed to the Office of the Treasurer and pay the cost for the bidding documents	2.1. Issue an Acknowledgement Receipt	Cost of Bidding Documents (see table below) ²	15 minutes	Treasurer or Assistant Treasurer
3. Submit proof of payment to BSPU	3.1. Provide a copy of the Bidding Documents	None	10 minutes	Purchasing Specialist or any BSPU personnel
TOTAL		₱300 - ₱25,000	40 minutes	

End of Transaction

² Cost of Bidding Documents depend on the Approved Budget for the Contract as follows:

APPROVED BUDGET FOR THE CONTRACT (in PHP)	COST OF BIDDING DOCUMENTS (in PHP)	APPROVED BUDGET FOR THE CONTRACT (in PHP)	COST OF BIDDING DOCUMENTS (in PHP)
100,000.00 and BELOW	300.00	5,000,001.00 - 6,000,000.00	6,000.00
100,000.00 - 250,000.00	400.00	6,000,001.00 - 7,000,000.00	7,000.00
250,001.00 - 500,000.00	500.00	7,000,001.00 - 8,000,000.00	8,000.00
500,001.00 - 700,000.00	800.00	8,000,001.00 - 9,000,000.00	9,000.00
700,001.00 - 900,000.00	900.00	9,000,001.00 - 10,000,000.00	10,000.00
900,001.00 - 1,000,000.00	1,000.00	More than 10 million up to 20 million	13,750.00
1,000,001.00 - 2,000,000.00	2,000.00	More than 20 million up to 30 million	17,500.00
2,000,001.00 - 3,000,000.00	3,000.00	More than 30 million up to 40 million	21,250.00
3,000,001.00 - 4,000,000.00	4,000.00	More than 40 million up to 50 million	25,000.00
4,000,001.00 - 5,000,000.00	5,000.00		

C. ALTERNATIVE METHODS OF PROCUREMENT

DEPARTMENT / DIVISION / OFFICE	BAC Secretariat/Procurement Unit (BSPU)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	Government to Citizen ("G2C")
WHO MAY AVAIL	Prospective Bidders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Quotation	PICCC – BSPU Office
2. Copy of Terms of Reference/ Specifications	PICCC – BSPU Office
3. Acknowledgement Receipt	PICCC – BSPU Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Receive an Email from procurement or go to the BSPU Office	1.1. Send Request for Quotation via email OR hard copy	None	30 minutes	Buyer/ Systems Coordinator
2. Submit quotation (within 7 calendar days from posting of advertisement)	2.1. Collate all documents submitted and transmit to the end-user for evaluation	None	Within 3 days	Buyer/ Systems Coordinator
	2.2. Prepare an Abstract of Evaluation and submit to the BSPU	None	Within 3 days	End-user Department/ Division/ Office
	2.3. Review the Abstract of Evaluation submitted by the End-user and recommend appropriate action to the Head of Procuring Entity (HOPE)	None	1 day	PICCC Bids and Awards Committee
	2.4. Prepare and post the Notice of Award (NOA) in the PhilGEPS	None	Within 3 days	Buyer/ Systems Coordinator

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>3. Submit any of the following forms of Performance Security within ten (10) days from receipt of NOA:</p> <p>(i) Cash or Manager's Check; or (ii) Bank Draft/ Guarantee –</p> <ul style="list-style-type: none"> • For goods and consulting services – 5% of the total contract price • For infrastructure projects – 10% of the total contract price <p>(iii) Surety Bond – 30% of the total contract price</p>	<p>3.1. Facilitate signing of Notice to Proceed by the HOPE</p>	<p>Performance Security</p>	<p>1-2 days</p>	<p>Buyer/ Systems Coordinator</p>
TOTAL		<p>Performance Security</p>	<p>12 days & 30 minutes</p>	

End of Transaction

V. FEEDBACK AND COMPLAINT MECHANISMS

<p>How to Send Feedback?</p>	<p><i>For Events:</i> Accomplishment of the Post-Event Feedback Form sent by the Market Research Assistant to the Organizer after the conclusion of the event.</p> <p><i>For Events, Guests and other Clients:</i> Through the PICC Website (www.picc.gov.ph), email (info@picc.gov.ph), and/or Facebook (https://www.facebook.com/PICCManila)</p>
<p>How Feedback is processed?</p>	<ul style="list-style-type: none"> – Market Research Assistant acknowledges receipt of accomplished Post Event Feedback Form and sends feedback direct to department/office concerned. – Marketing Communications Officer reads the emails and messenger messages from PICC website, and disseminates these to department/office concerned.
<p>How to file Complaint?</p>	<p>To file a complaint, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complaint - Pieces of Evidence - Name of the person being complained <p>Send all complaints to info@picc.gov.ph</p>
<p>How Complaint is processed?</p>	<ul style="list-style-type: none"> – Marketing Communications Officer prepares appropriate reply for complaint after gathering all necessary information needed for the reply. – Concerned department/office prepares reply for signature of its head or the General Manager, as appropriate. <p>Response and feedback on complaints shall be sent to the complainant via email.</p>
<p>Contact Information of ARTA, PAC, and CCB</p>	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph; 8-478-5093</p> <p>Presidential Action Center (PAC): pcc@malacanang.gov.ph; 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph; 0908-881-6565</p>

VI. LIST OF OFFICES

PICC Trunk Line 8789-4789
info@picc.gov.ph
 Information Counter
 Main Lobby, Ground Floor, Delegation Bldg.,
 PICC Complex, Pasay City

Office	Address	Contact Information
Office of the General Manager	Executive Offices, 2 nd Floor, Delegation Bldg.	8789-4789 loc. 7014/7015
<ul style="list-style-type: none"> Information Technology Office 	IT Office, Ground Floor, Delegation Bldg.	8789-4789 loc. 7082/7083
Office of the Deputy General Manager	Executive Offices, 2 nd Floor, Delegation Bldg.	8789-4789 loc. 7021/7133
<ul style="list-style-type: none"> Security Office 	Security Office, Ground Floor, Delegation Bldg.	8789-4789 loc. 5/7266 security@picc.gov.ph
Office of the Corporate Secretary	Executive Offices, 2 nd Floor, Delegation Bldg., PICC Complex	8789-4789 loc. 7287/7175
Office of the Treasurer	Treasurer's Office, Upper Lobby, Ground Floor, Delegation Bldg.	8789-4789 loc. 7079/7080
<ul style="list-style-type: none"> PICC Parking Cashier's Booth 	Secretariat Lobby, Ground Floor, Secretariat Bldg.	
Office of the Comptroller	Office of the Comptroller, Ground Floor, Delegation Bldg.	8789-4789 loc. 7078/7187

Office	Address	Contact Information
Marketing and Events Management Department <ul style="list-style-type: none"> • Marketing Division • Events Management Division • Reservations Office 	Marketing and Events Management Department, 2 nd Floor, Delegation Bldg. Reservations Office, 2 nd Floor, Delegation Bldg.	8789-4789 loc. 7024/7027 8789-4789 loc. 7035-7039 8789-4789 loc. 7028-7033/7041 8789-4789 loc. 7025/7026 reservation@picc.gov.ph
Technical Services Department <ul style="list-style-type: none"> • Bldg. Services Division • Electrical and Electronics Communications Services Division • Mechanical Services Division 	Technical Services Department, Ground Floor, Delegation Bldg.	8789-4789 loc. 7049/7050 8789-4789 loc. 7046/7163/7165 8789-4789 loc. 7045/7090 8789-4789 loc. 7160/7161
Administrative Department <ul style="list-style-type: none"> • Facilities and Property Division • Human Resource Management and Development Division <ul style="list-style-type: none"> ○ PICC Clinic • BAC Secretariat / Procurement Unit 	Administrative Department, Ground Floor, Delegation Bldg. PICC Clinic, Ground Floor, Delegation Bldg. BSPU Office, Ground Floor, Delegation Bldg.	8789-4789 loc. 7066 8789-4789 loc. 7068-7072 8789-4789 loc. 7063-7066 hmrdd@picc.gov.ph 8789-4789 loc. 7087 8789-4789 loc. 7059-7061/7128 procurement@picc.gov.ph