

CENTER FOR INTERNATIONAL TRADE
EXPOSITIONS AND MISSIONS



REVISED CITIZEN'S CHARTER

as of 28 February 2022

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I. MANDATE

The Center for International Trade Expositions and Missions (CITEM) is the export promotion arm of the Philippines' Department of Trade and Industry (DTI).

For 33 years, CITEM has established the country's image as the premier destination for quality export products and services. It continues to set the highest standards of creativity, excellence, and innovation to achieve export competitiveness in the international market.

As the prime mover in export marketing, CITEM takes the lead in export-driven programs, spearheads official participation in overseas trade fairs, and organizes signature trade events in the Philippines and high-profile promotional activities in key markets abroad.

CITEM undertakes Design for Export initiatives:

- Brand Building
- Export Coaching
- Merchandise Development
- Young Talent Development
- Local-International Talent Collaboration
- Permanent Showroom

II. VISION

By 2023, CITEM is a globally recognized export promotion authority that brings Philippine products and services in priority markets.

III. MISSION STATEMENT

We enable Philippine companies to become global champions through sustainable export promotion programs and activities.

IV. CORE VALUES

Stakeholder centric, Excellence, Resource stewardship, Versatility, Empowerment

V. PERFORMANCE PLEDGE

- C - Client Focused** We commit to the development of the micro, small, and medium enterprises (mSMEs) through client-focused export marketing and development promotion programs;
- I - Integrity** We commit to uphold the principle of integrity in public service;
- T - Timeliness** We commit to deliver timely and efficient service
- E - Excellence** We commit to set the standards of excellence that would empower clients and stakeholders; and
- M - Mover** We commit to be an export mover of Philippine quality products and services through the creation and management of cost-effective trade promotion programs

VI. CORE FUNCTIONS

- Organize official Philippine participation in overseas trade fairs, exhibitions, and expositions in accordance with the export promotion program of the Department of Trade and Industry;
- Institutionalize locally held international trade fair organization for the promotion of Philippine products and services; and,
- Implement programs designed to upgrade the quality of Philippine products and services to international standards.

EXTERNAL SERVICES

1. RECEPTION SERVICES

Provision of reception services to employees, stakeholders, clients, guests and the general public.

Office or Division:	General Services Division
Classification:	Simple
Type of Transactions:	G2C/G2B/G2G
Who may avail:	CITEM Employees, Stakeholders, Clients, Guests and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Receipt of Visitors:	
1. Valid ID 2. CITEM Visitor's ID	1. Visitor 2. Guard-on-duty at the Main Door
B. Receipt of Incoming Mails:	
1. Visitor's ID, if personnel will enter office building.	1. Guard-on-Duty at the Main Door
C. Receipt of Incoming Calls	
1. None	
D. Management of Meeting Rooms/Areas:	
1. Email or Call	1. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Receipt of Visitor:				
1. Log name, signature, company name, person to be visited, time-in/out at Guard-on-Duty.	1. Issue Visitor's ID	None	2 min	Guard-on-Duty

2. Enter Office Building	2. Endorse Visitor to Reception Staff or let Visitor take a seat.	None	1 min	Guard-on-Duty/ Reception Staff
3. Wait at the Reception Lobby	1. Advise concerned personnel of visitor's presence/ escort visitor to office area.	None	5 min	Reception Staff
B. Receipt of Incoming Mails				
1. Endorse Mail to the Guard-on-Duty	1. Check and received Mails	None	2 min	Guard-on-Duty
	1.1. Endorse mails to Reception Staff		10 min	
	1.2. Accept/ receive Mails and distribute to Stredo Division/ OED.	None	15 min	Reception Staff
C. Receipt of Incoming Calls				
1. Call Trunk line Number	1. Answer call	None	3 rings	Reception Staff/ Guard -on Duty
	1.1. Answer Inquiry		2 min	
	1.2. Connect to concern party		10 sec	
D. Management of Meeting Rooms/Areas				
1. Send email or call for reservation of slot.	1. Check requirement and availability in the Dashboard and indicate reservation.	None	10 min	Reception Staff

	1.1. Request GSD for the needed venue arrangements	None	1 day	Reception Staff
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2. ISSUANCE OF REQUEST FOR QUOTATION
Provision of secretarial services to the Bids and Awards Committee (BAC)

Since bid opportunities are posted in PhilGEPS, CITEM website, and other conspicuous places, and Procurement Unit are inviting bidders to bid, interested bidders are requesting through walk-in, telephone calls, and e-mail for copies of Request for Quotation, Supplemental / Bid Bulletin and templates of required eligibility documents.

Office or Division:	BAC Secretariat
Classification:	Simple
Type of Transactions:	G2B (Government to Business)
Who may avail:	Interested Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Quotation	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interested Bidders to request through walk-in, telephone calls, and e-mail at citembac@citem.com.ph for copies of Request for Quotation, Supplemental / Bid Bulletin (if applicable), and templates of required eligibility documents.	Provide copies of Request for Quotation, Supplemental / Bid Bulletin (if applicable), and templates of required eligibility documents.	None	15 mins	BAC Secretariat

3. SALE OF BID DOCUMENTS

As provided in Section 17.4 of the IRR of RA 9184, bidders may be asked to pay for bidding documents to recover the cost of their preparation and development.

Office or Division:	BAC Secretariat
Classification:	Simple
Type of Transactions:	G2B (Government to Business)
Who may avail:	Interested Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Quotation	BAC Secretariat
Official Receipt	Cashier Unit
Bid Documents	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested Bidders shall secure a copy of Request for Quotation to BAC Secretariat.	1. Provide a copy of Request for Quotation to the Interested Bidder	Standard Rates as prescribed in Guidelines on the Sale of Bidding Documents, Appendix 8 of the 2016 Revised IRR of RA 9184.	30 minutes	BAC Secretariat
2. Interested Bidders shall proceed to the Cashier Unit to pay for the bid documents.	2. Issuance of Official Receipt once paid.			Cashier Unit
3. Prospective Bidder to present the Official Receipt to BAC Secretariat and avail the bid documents.	3. Release of bid documents.			BAC Secretariat

4. PREPARATION OF AUTHORITY TO DEBIT FOR OVERSEAS TRANSACTIONS

Payment to International Trade Fair Organizers, booth contractors and other foreign suppliers and contractors.

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2B (Government to Business)
Who may avail:	External Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Audited/Approved Disbursement Voucher/ Notarized Application to Purchase Foreign Exchange(if the amount is US\$ 30,000.00 and above)/application for Manager's Check, Demand Draft Electronic Fund Transfer and Gift Check Form.	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Audited/ Approved Disbursement Vouchers with complete documents	Receives the duly signed/approved Disbursement Voucher	None	2 Days	Admin Aide/ Cash Clerk
	Records and verifies submitted vouchers as to completeness of signatures, accuracy of information such as payee and amount in the logbook			Admin Aide/ Cash Clerk

	Prepares the application to purchase Foreign Exchange and the application for Manager's Check, Demand Draft Electronic Fund Transfer and Gift Check Form and submit to Cashier for review as to accuracy of amount			Cash Clerk
	Transmit all documents to authorized signatories for signature			Admin Aide/ Cash Clerk
	Receives signed documents from end user			Admin Aide/ Cash Clerk
	Submit to the servicing bank the duly signed Applications to purchase Foreign Exchange and Manager's Check, Demand Draft Electronic Fund Transfer and Gift Check Form			Admin Aide/ Cash Clerk

	Prepares Monthly Report of Authority to Debit and Submit to Controlling Division together with paid Disbursement Vouchers and supporting documents			Cashier
TOTAL:		None	2 days	

5. ISSUANCE OF OFFICIAL RECEIPTS FOR ONLIBE DEPOSITS

Receiving Collection of fees from exhibitors who participate in CITEM's organized trade events, from other clients using online deposits.

Office or Division:	Budget & Cash
Classification:	Complex
Type of Transactions:	G2G, G2B, G2C
Who may avail:	External Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Invoice/Statement of Account Deposit/ Bills Payment Slip Abstract of Collections from Servicing Bank	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Servicing Bank forwards Abstract of Collections	Receives Abstract of Collection from Servicing Bank	None	7 Days	Cashier

Forward Deposit/ Bills Payment Slip	Reconciles Proof of deposit vs. Abstract of Collections			Cashier
Secure Official Receipt for the amount paid	Issues Official Receipt to Payor			Cashier
	Prepares Cash Receipts and Deposits Record and Report of Collections and Deposits together with the duplicate copy of Official Receipt for submission to Controlling Division			Cashier
	Updates Cashbooks of Regular Accountable Officers			Cashier
TOTAL:		None	7 Days	

6. CHECK DISBURSEMENT FOR LOCAL PAYMENT

Payment to CITEM Personnel, suppliers and contractors and service providers who delivered goods and services related to CITEM Operations.

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2G, G2B, G2C
Who may avail:	External Parties & Internal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Audited/Approved Disbursement Voucher/ Official Receipts	End User
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CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Audited/ Approved Disbursement Vouchers with complete documents	Receives the duly signed/approved Disbursement Voucher	None	2 Days	Admin Aide/ Cash Clerk
	Records and verifies submitted vouchers as to completeness of signatures, accuracy of information such as payee and amount in the logbook			Admin Aide/ Cash Clerk
	Prepares Check and record to Check Control			Cash Clerk
	Review accuracy of check details			Cashier
	Transmit check and DV to authorized signatories			Admin Aide/ Cash Clerk
	Receives signed Check with Disbursement Voucher			Admin Aide/ Cash Clerk
	Records check in the Warrant Register			Cash Clerk
	Releases check to payee, receives official receipt from payee			Admin Aide/ Cash Clerk/ Cashier
	Prepares Weekly Report of Check			Admin Aide/ Cash Clerk/ Cashier

	Issued and submit to Controlling Division together with paid Disbursement Vouchers and Supporting Documents			
TOTAL:		None	2 Days	

7. ISSUANCE OF OFFICIAL RECEIPTS PAID THRU CAHSIER'S OFFICE

Receiving Collection of fees from exhibitors who participate in CITEM's organized trade events, from other clients and from employees for refund of unutilized cash advances.

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2G, G2B, G2C
Who may avail:w	External Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Invoice/Statement of Account	End User
Official Receipts	End User
Deposit Slip	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Invoice/ Statement of Account	Receives Invoice/ Statement of Account indicating the amount due and nature of payment.	None	1 Day	Cashier

Pay the amount indicated in the Invoice/ Statement of Account	Receives cash or check for payment			Cashier
Secure Official Receipt for the amount paid	Issues Official Receipt for actual received from the payor			Cashier
	Prepares Daily Receipts and Deposits Record, Report of Collections and Deposits and Deposit Slips of all collections for the day Receipt for submission to Controlling Division			Cashier
TOTAL:			1 Day	

8. DESIGN AND LIFESTYLE INTERNATIONAL TRADE FAIRS (MANILA FAME/FAME+) EXHIBITOR APPLICATION

Online exhibitor application procedure for the signature event, Manila FAME.

Office or Division:	Signature Events Division, Operations Group I
Classification:	Complex
Type of Transactions:	G2B Government to Business/es
Who may avail:	<ul style="list-style-type: none"> a. Must be a duly registered manufacturing, export, or trading firm in the Philippines that has joined at least one CITEM-organized trade fair for the past 3 years (for Manila FAME) b. Must carry 100% Philippine made products c. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court d. Must have not violated any rules of the show according to the Manila FAME Table of Violations and Sanctions e. Must have no outstanding balance and is able to submit complete reports and/or required forms in connection with previous participation in Manila FAME and other international shows not included in the DTI Watchlist.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished online application form	To be accomplished via the event website: www.manilafame.com
Valid Mayor's Business Permit	Applicant
At least 3 High-quality Product Photos	Applicant
Brief Write up about your Brand or Company (include features/stories, etc. on socially responsible initiatives and processes, if applicable)	Applicant
List of your Major International Buyers (distributor, importer, retailer, contract market, etc.) (min. Of 1, max. of 5)	Applicant
List of International Overseas Tradeshows participated in as exhibitor (give at least 2)	Applicant
Accomplished Product Development Form	To be sent to the Applicant through E-mail

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create account to register	1. Send an email to the user containing the user's log-in details.	None	1 Day	Sectoral Officer OG1 - Signature Events Division
2. Fill-up the online application form with the necessary business information	2. Send a NO-REPLY email to the User containing instructions/info on how to complete the application process	None	1 Day	Sectoral Officer OG1 - Signature Events Division
3. Submit/email complete application requirements through the document uploading portal sent via E-mail	2. Account Manager will screen the submitted documents 2.1 Once documents have been completed and verified by the Account Manager, application will be endorsed for approval	None	5 Days	Sectoral Officer OG1 - Signature Events Division

	2.2 Status of application shall be sent by the Account Manager via email.			
TOTAL:		none	7 Days	

9. SIGNATURE EVENT-FOREIGN BUYER APPLICATION FOR VERY IMPORTANT BUYER PROGRAM

Hosted buyer program for Manila FAME and IFEX Philippines.

Office or Division:	OG1 - OTF Division
Classification:	Complex
Type of Transactions:	G2B Government to Business/es
Who may avail:	Very Important Buyers are endorsed by the Trade Representatives/ Commercial Attaches representing the Commercial Posts of the Department of Trade and Industry (DTI) around the world and by the approved Marketing Agents and are categorized as: TOP-LEVEL An owner or a top-sourcing executive designated as a Final Decision Maker of an independent wholesale, retail/specialty store chain, or a major wholesale distribution channel. HEAD OF DELEGATION The primary organizer and coordinator of an overseas Buying Mission composed of, at least, 10 different independent importers /retailers / wholesaler / distributor or specifier. REGULAR VIB A trade buyer from Retail/ Specialty stores, Wholesaler or Contract Market

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished Online VIB Application Form	Trade Representatives, Commercial Attaches or Marketing Agents
Company Profile	Applicant
Passport	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish and submit completed Online Application Form	1. Print application form, and assess for completeness	None	1 Day	Buyer Marketing Officer
Receives system-generated confirmation email with instructions to email supporting documents	None	None		
Submit supporting documents required	Print submitted supporting documents; Attach to printed application form; Endorse assessed application form with supporting documents to Project Manager/Director for approval and signature	None	1 Day	Buyer Marketing Officer
None	Prepare Confirmation or Regrets Letter for Project Manager/ Director's signature	None	1 Day	Buyer Marketing Officer
None	Send Confirmation Letter with Hotel Booking Form to Approved applicants; Regrets Letter to disapproved applicants	None	1 Day	Buyer Marketing Officer
Complete Hotel Booking Form	Print Hotel Booking Forms and endorse to Project Manager/ Director for approval and signature; Submit signed Hotel Booking Form to STREDO	None	2 Days	Buyer Marketing Officer
TOTAL		None	6 Days	

10. INTERNATIONAL TRADE FAIRS EXHIBITOR APPLICATION

Exhibitor application procedure for the overseas trade fair participation particularly in food sector.

Office or Division:	OG2 – OTFFOI and BCSE
Classification:	Complex
Type of Transactions:	G2B Government to Business/es
Who may avail:	<ul style="list-style-type: none"> Philippine-based companies who meet the following qualifications: Must be a duly registered manufacturing, export, or trading firm in the Philippines that has at least 1-year direct export experience / with export potential Must have joined at least one IFEX Philippines in the last 2 years or have committed participation to CITEM's upcoming related signature event. Must carry 100% Philippine-made products, processed by hand or machine in the Philippines. Products with imported composition, ingredients or raw materials are acceptable, provided however, the finished product is produced, manufactured, assembled and finished in the Philippines. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI or any Philippine company. Must have no outstanding balance in CITEM and is able to submit complete reports and/or required forms in connection with previous participation in CITEM-organized local and international shows. Not included in the DTI Watch List.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished application contract form	Trade Representatives, Commercial Attaches or Marketing Agents
Copies of the following registrations for authentication and evaluation: <ul style="list-style-type: none"> Securities and Exchange Commission (SEC) Certificate DTI/BOI Certificate BIR FDA License to Operate FDA Certificate of Product Registration 	Appropriate offices: SEC, DTI/BOI, BIR
Company Profile, Product Brochure / Catalogue, Product Photos	Applicant
Active Email Address, Website and Social Media Account (Facebook/Instagram)	Applicant

As may be required, the following food safety certifications must be submitted: HACCP, Organic, Kosher, Halal, US FDA, BRC, etc.	Applicant
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish and submit completed application contract form together with the required supporting documents	Assess completeness of application form and required supporting documents	None	1 Day	Project Officer OG2-OTFFOI and BCSE Div.
	Endorse assessed application contract form with supporting documents to Project Manager/Director for approval and signature	None	5 Days	
	Prepare Request to Bill for approved applications	None	1 Day	Project Officer OG2-OTFFOI and BCSE Div.
	Send Participation Fee Invoice to approved applicant / company	None	1 Day	Project Officer OG2-OTFFOI and BCSE Div.
Settle the Participation Fees indicated in the invoice thru CITEM Cashier or any of its payment channels and furnish Project Officer with a copy of deposit slip or transfer advice	Acknowledge receipt of the proof of payment provided; If payment is made thru payment channels, furnish Cashier a copy	As indicated in the Invoice or Statement of Account	1 Day	Project Officer OG2- OTFFOI and BCSE Div.
	TOTAL	None	9 Days	

11. SIGNATURE EVENTS EXHIBITOR APPLICATION FOR FOOD SECTOR

Processing of application form for participation in Signature Events

Office or Division:	SIGNATURE EVENTS DIVISION, OPERATIONS GROUP 2
Classification:	Complex
Type of Transactions:	G2B – Government to Business/es

Who may avail:	<p>PHILIPPINE BASED NEW EXHIBITORS:</p> <p>Philippine-based or local companies that have not joined any edition of IFEX Philippines; or old/regular exhibitors registered under a new company name; or which did not join at least one edition for the past two editions that meet the following qualifications:</p> <ol style="list-style-type: none"> Must be a duly registered manufacturing, export, or trading company firm in the Philippines that preferably has at least one year direct export experience/with export potential; Must carry 100% Philippine made products* No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court; No obligation with CITEM; and Not included in the DTI Watchlist
	<p>PHILIPPINE BASED REGULAR EXHIBITORS:</p> <p>Philippine-based companies that has joined IFEX Philippines for the past two editions that meet the following qualifications:</p> <ol style="list-style-type: none"> Must be duly registered manufacturing, export, or trading firm in the Philippines; Must carry 100% Philippine made products; No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court; Must not have violated any rules of the show in accordance to the Exhibit's Table of Violations and Sanctions (not applicable to new applicants) Must have no outstanding balance and is able to submit complete reports and/or required forms in connection with previous participation in CITEM -organized and local and international shows; and Not included in the DTI Watchlist

	<p>FOREIGN EXHIBITORS</p> <p>Foreign-owned companies registered as manufacturing, exporting, or trading firm based outside the Philippines; or duly registered Philippine-based foreign companies with established production capacity and carrying non-Philippine made products that meet the following qualifications:</p> <ol style="list-style-type: none"> Products must be of quality that conforms to the standards of international shows; Must not have violated any rules of the show in accordance to the Exhibit's Table of Violations and Sanctions (not applicable to new applicants) No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court; Not included in the DTI Watchlist
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Operational website (if any), Email address, and Social Media Account (Facebook/Instagram)	Applicant
Schedule of factory visit	To be given by the Project Team upon receipt of application form and requirements
Foreign Exhibitor	
Fully accomplished Application Contract Form	Project Website
Company Profile	Applicant
High resolution product photos/Product catalogue	Applicant
Operational website, Email address, and Social Media Account (Facebook/Instagram)	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regular Exhibitor (Philippine-based)	
Fully accomplished Application Contract Form	Project Website
Updated copy of valid FDA License to Operate (LTO) for applicants carrying food and food related products only, and other food certification as may be required	Applicant
Operational website (if any), Email Address, and Social Media Account (Facebook/Instagram)	Applicant
New Exhibitor (Philippine-based)	
Fully accomplished application form	Project Website
Copy of the following registrations: <ol style="list-style-type: none"> DTI or SEC (with complete Articles of Incorporation) BIR Form 2303 Valid FDA LTO Applicable food certifications 	Applicant
Company Profile	Applicant
High resolution product photos/Product Catalogue	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHILIPPINE BASED REGULAR EXHIBITOR	Send exhibitor acknowledgement receipt of application and list of documentary requirements	None	4 Days	Project Officer OG2-Signature Events
Accomplished and submit duly signed application contract form together with complete requirements (in scanned copies)	Assess the completeness of requirements for approval and signature of the Project Director/Manager			
	Project Coordinator			
	Project Director/Manager			
	Submit billing request and copy of signed printed endorsement form to Agency's accounting office			

	Await release of participation fee invoice from accounting E-mail copy of invoice together with Notice of Acceptance			
Pay the required participation fee through Agency's Cashier or any of its payment channels (Land Bank of the Philippines) and email the proof of payment	Acknowledge receipt of the proof of payment	TBA	1 Day	Project Officer OG2- Signature Events
Total:			5 Days	

<p>PHILIPPINE BASED NEW EXHIBITOR</p> <p>Accomplished and submit duly signed application contract form together with requirements (in scanned copies)</p> <p>Awaits confirmation of scheduled company / factory, undertakes necessary preparation for the visit</p>	Send exhibitor acknowledgement receipt of application and list of documentary requirements	None	3 Days	Project Officer
	Assess the completeness of requirements for approval and signature of the Project Director/ Manager			OG2- Signature Events or
	Project Coordinator			Concerned DTI Trade Promotion Officer (for company/ factory visit)
	Project Director/ Manager			
	Coordinates company/factory visit, and, if necessary, with the DTI Regional/ Provincial Office concerned.			
Undertake pre-travel necessary requirements for the visit				

Facilitates company/ factory visit	Conduct company/ factory visit	None	½ day (exclusive of travel time)	Project Officer OG2- Signature Events Or Concerned DTI Trade Promotion Officer
Awaits result of company / factory visit	Evaluate and recommend status of application	None	4 Days	Project Officer OG2- Signature Events
	Compile application form and requirements together with the Notice of Acceptance for approval of the Project Director/ Manager (if recommended for approval) or prepare Notice of Regret (if disapproved)			

	Submit billing request and copy of signed printed endorsement form to Agency's accounting office			
	Await release of participation fee invoice from accounting			
	E-mail copy of invoice together with Notice of Acceptance or Email Notice of regret			
Pay the required participation fee through Agency's Cashier or any of its payment channels (LBP or DBP)	Acknowledge receipt of the proof of payment	TBA	1 Day	Project Officer OG2- Signature Events
Total:			8.5 Days	

FOREIGN EXHIBITOR Accomplished and submit duly signed application contract form together with complete requirements (in scanned copies)	Send exhibitor acknowledgement receipt of application and list of documentary requirements	None	4 Days	Project Officer OG2- Signature Events
	Assess the completeness of requirements for approval and signature of the Project Director/ Manager Project Coordinator Project Director/ Manager			
	Submit billing request and copy of signed printed endorsement form to Agency's accounting office			
	Await release of participation fee invoice from accounting			
	E-mail copy of invoice together with Notice of Acceptance		(exclusive of travel time)	
Pay the required participation fee to authorized receiving bank and email the proof of payment	Acknowledge receipt of the proof of payment	TBA	1 Day	Project Officer OG2- Signature Events
Total:			5 Days	

INTERNAL SERVICES

1. PROCUREMENT OF SUPPLIES AND SERVICES FOR ABC amounting to PHP1,000 and below (List of Procurement of Supplies and Services is attached as “Annex A”)

Upon receipt of Approved Purchase Request and BAC Action Slip, Procurement Unit to conduct canvass. Abstract of Canvass to be recommended by Chief, Procurement Unit and approved by Chief of the End-User Division.

*For Purchases thru Cash/SDO. Procurement Unit shall purchase/procure supplies or services upon receipt of approved SDO.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Complex
Type of Transactions:	G2G, G2B
Who may avail:	CITEM End-users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PR and BAC Action Slip	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted approved PR and BAC Action Slip	To conduct actual/telephone canvass	None	1 Day	Procurement
	Preparation of Abstract of Canvass and for signature / approval	None	1 Day	Procurement Staff Head, Proc. Head, Division Concerned
	Preparation of Petty-cash (to be provided by enduser)	None	1 Day	Procurement
	Purchase/pick-up of goods	None	1 Day	Procurement
	Process Inspection and Acceptance	None	1 Day	Property Section
	Liquidation of Pettycash	None	1 Day	Procurement

2. PROCUREMENT OF SUPPLIES AND SERVICES FOR ABC amounting to PHP50,000 and below (List of Procurement of Supplies and Services is attached as “Annex A”)

Upon receipt of Approved Purchase Request and BAC Action Slip, Procurement Unit to release Request for Quotation (RFQ) to prospective bidders. Abstract of Canvass to be recommended by Chief, Procurement Unit and approved by Chief of the End-User Division.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G, G2B
Who may avail:	CITEM End-users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PR and BAC Action Slip	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted approved PR and BAC Action Slip	Procurement Unit to prepare RFQ to be signed by the Head, Procurement	None	1-2 Days	Procurement/ Staff Head
	Procurement to send invites to at least 3 prospective bidders	None	1-2 Days	Procurement Staff

*Upon receipt of approved Abstract of Canvass, Procurement Unit to prepare and process JO/PO/BUR. Hence, the issuance of the signed JO/PO to suppliers/contractors.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Complex
Type of Transactions:	G2G, G2B
Who may avail:	CITEM End-users, Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Abstract of Canvass	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted approved Abstract of Canvass	Draft JO/PO for review of Head of Procurement	None	1-2 Days	Procurement/ Staff Head
	To facilitate the signing of the BUR/ JO/PO	None	3-7 Days	Division Concerned Head, Budget Section Head of Accounting Div. for CAF Head of Legal Supvsg. DED Exec. Director
	Issuance of JO/ PO to supplier / contractor for their signature	None	1 Day	Procurement

*Upon receipt of signed conforme of JO/PO from the suppliers, Procurement Unit to photocopy and submit the same to Commission on Audit (COA).

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed JO /PO	Supplier / Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Received signed JO/PO	Photocopy of complete documents and submit the same to COA	None	1-2 Days	Procurement
	For acceptance of delivery and MIT Inspection	None	1-2 Days	Property Section Mgmt & Inspection Team

*Upon receipt of Inspection and Acceptance Report/EDD Report/Certificate of Satisfactory Service, Procurement Unit shall then prepare Disbursement Voucher and forward the documents to Accounting Division for payment.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-Accounting Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Inspection and Acceptance	Property Section
EDD Report	EDD
Certificate of Satisfactory Service	End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Received signed Inspection and Acceptance/ EDD Report and/or Certificate of Satisfactory Service	Voucher preparation and for signature of End user then to be forwarded to Accounting Division for Audit	None	1-2 Days	Procurement/ Staff Head

3. PROCUREMENT OF SUPPLIES AND SERVICES FOR ABC amounting to PHP50,000 to PHP1M (List of Procurement of Supplies and Services is attached as “Annex A”)

Upon receipt of Approved Purchase Request and BAC Action Slip, Procurement Unit to release Request for Quotation (RFQ) to at least three (3) prospective bidders.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G, G2B
Who may avail:	CITEM End-users, Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PR and BAC Action Slip	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted approved PR and BAC Action Slip	Procurement to send invites to at least 3 prospective bidders	None	1-2 Days	Procurement/ Staff Head

*Upon receipt of approved Abstract of Canvass and Notice of Award, Procurement Unit to prepare and process JO/PO/BUR. Hence, the issuance of the signed JO/ PO to suppliers/contractors.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Complex
Type of Transactions:	G2G, G2B
Who may avail:	CITEM End-users, Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Notice of Award	BAC Secretariat
Approved Abstract of Canvass	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted approved PR and BAC Action Slip	Draft JO/PO for review of Head of Procurement	None	1-2 Days	Procurement/ Staff Head
	To facilitate the signing of the BUR/ JO/PO	None	3-7 Days	Division Concerned Head, Budget Section Head of Accounting Div. for CAF Head of Legal Supvsg. DED Exec. Director
	Issuance of JO/ PO to supplier/ contractor for their signature	None	1 Day	Procurement

*Upon receipt of signed conforme of JO/PO from the suppliers, Procurement Unit to photocopy and submit the same to Commission on Audit (COA).

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed JO /PO	Supplier/ Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Photocopy of complete documents and submit the same to COA	None	1-2 Days	Procurement
	For acceptance of delivery and MIT Inspection	None	1-2 Days	Property Section Mgmt & Inspection Team

*Upon receipt of Inspection and Acceptance Report/EDD Report/Certificate of Satisfactory Service, Procurement Unit shall then prepare Disbursement Voucher and forward the documents to Accounting Division for payment.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-Accounting Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Inspection and Acceptance	Property Section
EDD Report	EDD
Certificate of Satisfactory Service	End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Received signed Inspection and Acceptance/ EDD Report and/or Certificate of Satisfactory Service	Voucher preparation and for signature of Enduser then to be forwarded to Accounting Division for Audit	None	1-2 Days	Procurement End-User

*In the case of the Procurement or Hiring of Consultancy Services (whether Direct Contracting, Negotiated Procurement, Overseas Contract), and upon receipt of proof of posting to Philgeps and CITEM website from BAC Secretariat, Procurement Unit will then forward the documents to end-user for processing of payment.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-Accounting Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete BAC Documents	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Procurement to record PR and forward the complete BAC docs to the end-user for processing	None	1 Day	Procurement

4. PROCUREMENT OF SUPPLIES AND SERVICES FOR ABC amounting to PHP1M and up (List of Procurement of Supplies and Services is attached as "Annex A")

*Upon receipt of Approved Purchase Request and BAC Action Slip, Procurement Unit to release Invitation To Bid (ITB) to at least three (3) prospective bidders.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G,G2B
Who may avail:	CITEM End-users, Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PR and BAC Action Slip	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted approved PR	Procurement to send invites to at least 3 prospective bidders	None	1-2 Days	Procurement

*Upon receipt of complete BAC documents with Notice of Award and Performance Bond, Procurement Unit to prepare and process Contract/ Notice to Proceed/BUR. Hence, the issuance of the signed Contract/Notice to Proceed to suppliers/contractors.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Highly Technical
Type of Transactions:	G2G,G2B
Who may avail:	CITEM End-users, Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Notice of Award	BAC Secretariat
Performance Bond	Supplier/Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted signed NOA and Performance Bond	Draft Contract for review of the Head of the Legal Division	None	1-3 Days	Procurement/ Legal
	To facilitate the signing of the BUR/ NTP/ and Contract	None	3-7 Days	Division Concerned Head, Budget Section Head of Accounting Div. for CAF Head of Legal Supvsg. DED Exec. Director
	Issuance of Contract/NTP to supplier / contractor for their signature	None	1 Day	Procurement

*Upon receipt of signed conforme of Contract/Notice to Proceed from the suppliers, and proof of posting to Philgeps and CITEM website, Procurement Unit to photocopy and submit the same to Commission on Audit (COA).

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Contract / Notice to Proceed	Supplier/Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Photocopy of complete documents and submit the same to COA	None	1-2 Days	Procurement
	For acceptance of delivery and MIT Inspection	None	1-2 Days	Property Section Mgmt & Inspection Team

*Upon receipt of Inspection and Acceptance Report/EDD Report/ Certificate of Satisfactory Service, Procurement Unit shall then prepare Disbursement Voucher and forward the documents to Accounting Division for payment.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-Accounting Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Inspection and Acceptance	Property Section
EDD Report	EDD
Certificate of Satisfactory Service	End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Received signed Inspection and Acceptance/ EDD Report and/ or Certificate of Satisfactory Service	Voucher preparation and for signature of Enduser then to be forwarded to Accounting Division for Audit	None	1-2 Days	Procurement End-User

*In the case of the Procurement or Hiring of Consultancy Services (whether Direct Contracting, Negotiated Procurement, Overseas Contract), and upon receipt of proof of posting to Philgeps and CITEM website from BAC Secretariat, Procurement Unit will then forward the documents to end-user for processing of payment.

Office or Division:	Corporate Services Department-Procurement Unit
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	CITEM End-users, CITEM-Accounting Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete BAC documents	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Procurement to record PR and forward the complete BAC docs to the end-user for processing	None	1 Day	Procurement

5. PROPERTY MANAGEMENT

Management of fixed assets, equipment, semi-expendable and common supplies and exhibit props and materials.

Office or Division:	General Services Division
Classification:	Simple
Type of Transactions:	G2B/G2G
Who may avail:	Suppliers/Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Receipt of Deliveries	
1. Delivery Receipt/Sales Invoice 2. Purchase Order/Job Order/Purchase Request	1. Supplier 2. Procurement Staff
B. Inspection of Deliveries:	
1. Delivery Receipt/Sales Invoice 2. Purchase Order/Job Order/Purchase Request 3. Delivered Goods 4. Inspection and Acceptance Report Form	1. Property Custodian 2. Property Custodian 3. Property Custodian 4. Property Custodian

Office or Division:	General Services Division
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. Issuance of Supplies and other Properties:	
1. Requisition and Issue Slip (RIS). Item/s requested must be included in the Annual Procurement Program – Common Use Supplies and Equipment (APP-CSE) of the requesting party.	1. Requesting Party
D. Issuance of Property Acknowledgement	
Receipt (PAR) and Inventory Custodian Slip (ICS):	
1. Delivery Receipt/Sales Invoice 2. Purchase Order	1. Property Custodian 2. Property Custodian
E. Issuance of Pre/Post-Repair Inspection Report	
1. Purchase Request 2. Pre/Post- Repair Inspection Report	1. Requesting Party 2. Property Custodian
F. Issuance of Waste Material Report:	
1. Job Order 2. Waste Material 3. Waste Material Report/Inspection	1. Procurement Staff 2. Mechanic/Procurement Staff 3. Property Custodian

Office or Division:	General Services Division
Classification:	Complex
Type of Transactions:	G2B/GSG
Who may avail:	Suppliers/Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
G. Disposal of Unserviceable Properties:	
a. CITEM Employee 1. Conformed on Salary Deduction 2. Full-payment for allied personnel	1. Employee 2. Allied Personnel
b. Non-Employee 1. DTI Business Name Registration 2. Mayor's Permit 3. BIR Registration 4. Bidder's Bond (10% of bid cost) 5. Full Payment 6. Property Pass-Out	1. Bidder 2. Bidder 3. Bidder 4. Bidder 5. Bidder 6. Property Section Staff/Bidder

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A.Receipt of Delivery 1.Deliver item/s.</p> <p>2.Wait for the initial inspection and receipt of delivery.</p>	<p>1.Check completeness of delivery based on required documents</p> <p>2. Sign received portion of DR/ Invoice</p>	None	1 hour	Property Custodian
<p>B. Inspection of Delivery.</p>	<p>1.Property Custodian to advise Management Inspection Team (MIT) Inspector for inspection.</p> <p>2. Property Custodian and MIT Inspector to inspect delivered item/s</p> <p>3. Check completeness of delivery based on documents.</p> <p>4. MIT inspector to sign and indicate findings in the Inspection and Acceptance Report</p>	None	1 - 3 days	<p>1.Property Custodian</p> <p>2.Property Custodian and MIT inspector</p> <p>3.MIT Inspector</p> <p>4.MIT Inspector</p>
<p>5.End-user to accept delivery and sign Inspection and Acceptance Report</p>	<p>5. Receipt and acceptance of delivery by end-user.</p>			5.End-user

<p>C. Issuance of Supplies and other Properties</p> <p>1. Fill-up and print RIS/ Property/ Warehouse Pass.</p> <p>1.1 Submit to Property Section</p> <p>2. Sign Receive portion of RIS/ Warehouse Pass upon receipt of item/s</p>	<p>1.Check inventory and availability of stock.</p> <p>1.1. Record and Approval of RIS/Property/ warehouse</p> <p>2.Check item/s for Issuance to end-user</p>	None	1 day	<p>1.Property Custodian</p> <p>1.1.Property Custodian/ Chief, GSD</p> <p>2.Property Custodian/ Guard-on-duty</p>
<p>D. Issuance of Property Acknowledgment (PAR) and Inventory Custodian Slip (ICS).</p> <p>1.Forward copy of required documents.</p> <p>2.Sign PAR/ICS</p>	<p>1.Check item/s and prepare/sign PAR/ ICS</p> <p>2.Have end-user sign PAR/ICS</p>	None	<p>15 min</p> <p>1 day</p>	<p>Property Custodian</p> <p>Property Custodian/ End-user</p>
<p>E. Issuance of Pre/Post Repair Inspection (PPRI)Report</p> <p>1.Forward copy of required documents.</p>	<p>1.Check item/s and prepare/sign PPRI</p> <p>1.1.Inspection of item/property</p> <p>1.2.Sign and indicate findings in the PPRI</p>	None	1 day	<p>Property Custodian</p> <p>MIT Inspector/ Property Custodian</p>

<p>F. Issuance of Waste Material Report</p> <p>1. Forward required documents and present waste material/s</p>	<p>1.Prepare Waste Material Report</p> <p>1.1.Inspection of waste material/s</p> <p>1.2.Sign/Indicate findings at the Waste Material Report</p>	<p>None</p>	<p>1 day</p>	<p>1.Property Custodian/ Chief-GSD</p> <p>1.2.MIT Inspector/ COA</p>
<p>G. Disposal of Unserviceable Properties</p> <p>1. Viewing/Inspect Property</p> <p>2. Submit Bid/ Required Documents together with Bid Bond</p> <p>3. Pay Full Payment at Cashier (winning bidder)</p> <p>4. Sign Property Pass and Pull-out of property (winning bidder)</p>	<p>1. Assist in Viewing of Properties</p> <p>2. Open bids and Conduct Public auction</p> <p>2.1.Recommend/ approval of award of bids</p> <p>3.Check Official Receipt for full payment and Prepare Property Pass for the winning bidder.</p>	<p>None</p> <p>2. Ten percent (10%) of total bid price. (Refundable for non-winning bidder; Deductable to the total bid for winning bidder)</p>	<p>1. 1 day</p> <p>2. 1 day</p> <p>2.1. 3-5 days</p> <p>3. 1 day</p>	<p>Property Custodian</p> <p>Disposal Committee</p> <p>Disposal Committee/ Head of the Agency</p> <p>Property Custodian</p>

6. FACILITIES MAINTENANCE

Maintenance services for the office building and its facilities

Office or Division:	General Services Division
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Request for Electrical, Telephone and Carpentry Services</p> <p>1. Maintenance Request thru On-line Ticketing</p>	<p>1. CITEM Intranet</p>
<p>b. Request for Extended Airconditioning services</p> <p>1. Maintenance Request thru On-line Ticketing</p>	<p>1. CITEM Intranet</p>
<p>c. Request for Janitorial Services</p> <p>1. Maintenance Request thru On-line ticket</p>	<p>1. CITEM Intranet</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>a.b.c. Maintenance Services</p> <p>1. Fill-up on-line ticketing request form</p> <p>1.1. Wait for reply from GSD staff.</p> <p>2. Print and sign Maintenance Request Form And Submit Form to GSD</p> <p>3.Acknowledge and rate rendered service</p>	<p>1.Assign and schedule personnel</p> <p>2.Recommend Approval</p> <p>2.1. Approval of Request</p> <p>3.Serve request</p>	<p>None</p>	<p>1 day</p>	<p>GSD Staff</p> <p>Head, Maintenance Section/GSD Chief</p> <p>Maintenance Personnel</p>

7. TRANSPORTATION SERVICES

Provision of transportation services to CITEM officers and employees for official travels.

Office or Division:	General Services Division
Classification:	Simple
Type of Transactions:	G2G
Who may avail:	Officers and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vehicle Trip Ticket thru On-line Ticketing	1. CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up on-line ticketing reservation form 1.1. Wait for reply from Transport Coordinator 2. Print and sign Vehicle Trip Ticket (VTT) and Submit printed/signed VTT 3. Acknowledge and rate rendered service	1. Assign Driver and Ticket Number 2. Recommend approval of VTT 2.2. Approval of VTT 3. Serve request	None	1 day	Transport Coordinator Chief-GSD/DM- CSD Driver

8. PROCESSING OF PURCHASE REQUEST

Provision of secretarial services to the Bids and Awards Committee (BAC) The process of acquisition of goods, consulting services, and the contracting for infrastructure projects for the Procuring Entity in accordance with RA 9184 for the purpose of obtaining the best possible advantages in the form of lowest price possible, without sacrificing the quality.

Office or Division:	Bids and Awards Committee (BAC) Secretariat
Classification:	Simple to Highly Technical
Type of Transactions:	G2G (Government to Government)
Who may avail:	Procuring Entity's End-User Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (PR) (2 copies)	CITEM Intranet
Procurement Management Plan (PPMP) / Annual Procurement Plan (APP) / APP Amendment Form, if necessary	CITEM Intranet
Technical Specification / Scope of Work / Terms of Reference	End-User Unit
BAC Documents (i.e Action Slip, BAC Resolution to Conduct Alternative Mode of Procurement (if applicable), Request for Quotation, Postings, Supplemental / Bid Bulletin (if necessary), Checklist of Eligibility, Abstract of Canvass, Post-Qualification Report (if applicable), BAC Resolution Recommending Award of Contract, Notice of Award)	BAC and BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-User Unit shall accomplish 2 copies of the Purchase Request with attached PPMP / APP / APP Amendment Form, if necessary and Technical Specification / Scope of Work / Terms of Reference, and submit to BAC Secretariat.	1.1. Preparation and approval and of BAC documents (i.e. Action Slip, BAC Resolution to Conduct Alternative Mode of Procurement (if applicable), and Request for Quotation) as prescribed by the 2016 Revised IRR of RA 9184. 1.2. Posting and issuance of bid opportunities and supplemental / bid bulletin (if necessary) to the PhilGEPS, CITEM website, and other conspicuous places. 1.3. Forward the BAC documents to Procurement Unit for sending of invites to interested bidders.	None	Recommended Earliest Possible Time and Maximum Period Allowed for the Procurement of Goods and Services, Infrastructure Projects, and Consulting Services as prescribed by Annex C of the 2016 Revised IRR of RA 9184	BAC Secretariat Procurement Unit BAC HoPE/ Alternate HoPE

2. Attend pre-bid conference and discuss to the interested bidders the Technical Specification / Scope of Work / Terms of Reference,	2. Conduct of pre-bid conference, sale of bidding documents, receipt of bids, opening of bids, evaluation of bids, post-qualification (if applicable), and recommendation of award of contract with the Bids and Awards Committee on the scheduled date and time.			BAC and BAC Secretariat
	3. Preparation, approval of the HoPE/Alternate HoPE, and issuance of Notice of Award to the Lowest Calculated and Responsive Bidder.			HoPE / Alternate HoPE and BAC Secretariat

9. PROCESSING OF PURCHASE REQUEST WITH APPROVED BUDGET FOR THE CONTRACT (ABC) AMOUNTING TO FIFTY THOUSAND PESOS (PHP 50,000.00) AND BELOW

Through the CITEM-BAC Resolution No. BR-0001 s. 2018 and Officer Order No. 2018167 effective 01 July 2018, procurement requests with the following alternative method of procurement were delegated to Procurement Unit:

Alternative Method of Procurement	Amount
1. Shopping – of Common-Use Supplies under Emergency Cases	Up to Php 50,000.00
2. Small Value Procurement	
3. Lease of Real Property and Venue	
4. Shopping through Procurement Service	Actual Amount

Office or Division:	BAC Secretariat
Classification:	Simple
Type of Transactions:	G2G (Government to Government)
Who may avail:	Procuring Entity's End-User Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (PR) (2 copies)	CITEM Intranet
Procurement Management Plan (PPMP) / Annual Procurement Plan (APP) / APP Amendment Form, if necessary	CITEM Intranet
Technical Specification / Scope of Work / Terms of Reference	End-User Unit
BAC Documents (i.e. Action Slip and BAC Resolution to Conduct Alternative Mode of Procurement, if necessary)	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-User Unit shall accomplish 2 copies of the Purchase Request with attached PPMP / APP / APP Amendment Form, if necessary and Technical Specification / Scope of Work / Terms of Reference, and submit to BAC Secretariat.	1.1. Preparation of BAC Documents for approval of the BAC. 1.2. Forward the approved BAC documents to Procurement Unit for further processing.	None	Recommended Earliest Possible Time and Maximum Period Allowed for the Procurement of Goods and Services, Infrastructure Projects, and Consulting Services as prescribed by Annex C of the 2016 Revised IRR of RA 9184	BAC and BAC Secretariat

10. SUBMISSION OF RECEIPT OF BIDS

For the purpose of determining the eligibility, technical, and financial capability of the prospective bidders, they are required to submit bids on the date, time, and place specified in the bid documents. Bids submitted after the deadline should not be accepted.

Office or Division:	BAC Secretariat
Classification:	Simple
Type of Transactions:	G2B (Government to Business) or G2G (Government to Government)
Who may avail:	Prospective Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Eligibility & Technical, and Financial Bid as prescribed by 2016 Revised IRR of RA 9184	Prospective Bidders

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prospective Bidders to submit its eligibility & technical, and financial bid	Receipt of bids.	None	15 minutes	BAC Secretariat

11. MANAGEMENT OF BAC MEETINGS

As the main support of the BAC, the BAC Secretariat organize and make all necessary arrangements for the BAC meetings and conferences in order to assist in managing the procurement procedures.

Office or Division:	Bids and Awards Committee (BAC) Secretariat
Classification:	Simple
Type of Transactions:	G2G (Government to Government)
Who may avail:	BAC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BAC Documents	Prospective Bidders

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approved the procurement activity schedule of procurement requirements.	Preparation of meeting requirements and dissemination of Agenda of the BAC Meeting to all the BAC Members.	None	1 day	BAC and BAC Secretariat
Call to Order of the BAC Chairman	Determination of Quorum			
Opening and Evaluation of Bids, Recommendation of Award of the Contract, and Discussion of other procurement concerns.	Preparation of minutes of meetings and resolutions of the BAC			

12. ISSUANCE OF “CERTIFICATE OF REPORT COMPLETION”

Issuance of certificate that the reports required relative to official travel (local or international) of employee.

Office or Division:	Corporate Planning Division
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Report of Completion	Corporate Planning
Travel Clearance	Corporate Planning

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CITEM employee who is covered by official travel order (local and international) will submit the applicable report(s) like contact report, highlight report, post-travel report or full-text report	Accept the report and review the content. Thereafter, the division issues the requested certificate or clearance	None	3 Days	OIC Division Chief (Monitoring and Evaluation Officer)

13. PREPARATION FOR HIRING OF EXTERNAL SERVICES AND PROCUREMENT OF GOODS

Process flow to produce documents for hiring external services and procurement of goods that a project may require.

Office or Division:	Administrative Support and Reports Division (ASRD), Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan Annual Procurement Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.50 Day	End-user CCSD Assigned Staff
End-user to initiate project planning in coordination with CCSD.	The Administrative Support and Reports Division shall gather the requirements to prepare the documents in hiring external services and procurement of goods.	None	2 Days	End-user Administrative Support and Reports Division
None	In coordination with other CCSD Teams, the Administrative Support and Reports Division shall draft required documents for hiring external services. ASRD shall route and get necessary approval of the documents before submitting them to the BAC Secretariat for processing. The assigned staff to revise their work accordingly.	None	17 Days	Administrative Support and Reports Division CCSD DM CCSD Teams

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	20 Days	

14. PRODUCTION OF INTERNAL COMMUNICATIONS

Process flow to produce internal communications and speeches

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to start the project.	CCSD assigned staff to coordinate with the end-user the project needs and timeline.	None	0.25 Day	End-user CCSD Assigned Staff

None	<p>The assigned staff shall draft a copy of the internal communication material and speech.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Communications and Content Division – Division Chief (CCD-DC).</p>	None End-user must submit the required documents to start the project.	5 Days	<p>Communications and Content Division Assigned Staff</p> <p>CCD - DC</p>
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	0.50 Day	<p>Communications and Content Division Assigned Staff</p> <p>End-user and Team</p> <p>CCSD – DM</p> <p>OED</p>

None	The assigned staff shall revise their work accordingly, present it for final review, and get the Executive Director's approval. Once approved, the output is ready for dissemination.	None	4 Days	Communications and Content Division Assigned Staff CCD - DC CCSD - DM Executive Director
None	Release the output in applicable platforms and appropriate formats.	None	0.25 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	10 Days, 2 Hours	

15. PRODUCTION OF EMAIL MARKETING COLLATERALS

Process flow for the production of email marketing collaterals such as, but not limited to, e-cards, e-newsletters, among others.

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to start the project.	CCSD assigned staff to coordinate with the end-user the project needs and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
None	The assigned staff shall draft the copy and design the email marketing collateral. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC).	None	10 Days	Communications and Content Division Assigned Staff CCD - DC
End-user to review and fact-check the output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	1 Day	Communications and Content Division Assigned Staff End-user and Team CCSD - DM OED

None	The assigned staff to revise their work accordingly and present for final review and get the Executive Director's approval. Once approved, the output is ready for dissemination.	None	3 Days	Communications and Content Division Assigned Staff CCD - DC CCSD - DM Executive Director
None	Forward the output to the Experience Design Division for HTML conversion.	None	0.25 Day	Communications and Content Division Assigned Staff Experience Design Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	14 Days, 6 Hours	

16. PRODUCTION OF PRESS RELEASE

Process flow to produce press releases

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Complex
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief Preferred Photos (when applicable)	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents and materials to initiate the project.	CCSD assigned staff to coordinate with the end-user the project requirement and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
None	The assigned staff shall draft the press release. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC).	None	3 Days	Communications and Content Division Assigned Staff CCD - DC
End-user to review and fact-check the output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	0.50 Days	Communications and Content Division Assigned Staff End-user and Team CCSD – DM OED

None	The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval. Once approved, the output is ready for dissemination.	None	2.50 Days	Communications and Content Division Assigned Staff EDD - DC CCSD - DM Executive Director
None	Release the output in applicable platforms and appropriate formats.	None	0.50 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	7 Days	

17. PRODUCTION AND IMPLEMENTATION OF MEDIA RELATIONS SERVICES

Process flow for the production and implementation of media relations services such as, but not limited to, media distribution plan, guesting, online press kit, media invitation, among others.

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief Preferred Channels Guest List	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents and materials to initiate the project.	CCSD assigned staff to coordinate with the end-user the project requirement and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
None	The assigned staff shall draft, prepare, and coordinate requirements for the end user's media relations services. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC).	None	15 Days	Communications and Content Division Assigned Staff CCD - DC

End-user to review and fact-check the output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations	None	1 Day	Communications and Content Division Assigned Staff End-user and Team CCSD – DM OED
None	The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval. Once approved, the output is ready for dissemination.	None	2.50 Days	Communications and Content Division Assigned Staff EDD - DC CCSD - DM Executive Director
None	Release the output in applicable platforms and appropriate formats.	None	1 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	20 Days	

18. PREPARATION FOR MEDIA PREVIEW

Process flow to prepare requirements for media previews

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief Event Details Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents and materials to initiate the project.	CCSD assigned staff to coordinate with the end-user the project requirement and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
None	The assigned staff shall prepare and coordinate documents and logistical requirements for a media preview. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC).	None	10 Days	Communications and Content Division Assigned Staff CCD - DC

End-user to review output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	1 Day	Communications and Content Division Assigned Staff End-user and Team CCSD - DM OED
None	The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval. Once approved, the output is ready for implementation.	None	4.50 Days	Communications and Content Division Assigned Staff EDD - DC CCSD - DM Executive Director
None	Share the plans with other Teams involved in the project. The Communications and Content Team must coordinate all procurement requirements with the Administrative Support and Reports Division.	None	4 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	20 Days	

19. PREPARATION FOR PROCUREMENT OF MEDIA TOKENS

Process flow to prepare requirements for the procurement of media tokens. This procedure applies to the procurement and distribution of less than thirty (30) media tokens

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents and materials to initiate the project.	CCSD assigned staff to coordinate with the end-user the project requirement and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
None	The assigned staff shall prepare and coordinate documents and logistical requirements for the procurement and distribution of media tokens. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC).	None	10 Days	Communications and Content Division Assigned Staff CCD - DC

End-user to review output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	1 Day	Communications and Content Division Assigned Staff End-user and Team CCSD – DM OED
None	The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval. Once approved, the output is ready for implementation.	None	4.50 Days	Communications and Content Division Assigned Staff EDD - DC CCSD - DM Executive Director
None	Share the plans with other Teams involved in the project. The Communications and Content Team must coordinate all procurement requirements with the Administrative Support and Reports Division. The Communications and Content Team must coordinate all distribution requirements with the Shipping, Transportation, Records, and Documentation Team when necessary.	None	4 Day	Communications and Content Division Assigned Staff

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	20 Days	

20. SETTING UP MEDIA PARTNERSHIPS

Process flow to prepare requirements for media partnerships. This procedure applies to setting up a partnership with up to ten (10) media companies.

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents and materials to initiate the project.	CCSD assigned staff to coordinate with the end-user the project requirement and timeline.	None	0.25 Day	End-user CCSD Assigned Staff

None	<p>The assigned staff shall prepare and coordinate documents and logistical requirements for the procurement and distribution of media tokens.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Communications and Content Division - Division Chief (CCD-DC).</p>	None	14 Days	<p>Communications and Content Division Assigned Staff</p> <p>CCD - DC</p>
End-user to review output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	1 Day	<p>Communications and Content Division Assigned Staff</p> <p>End-user and Team</p> <p>CCSD - DM</p> <p>OED</p>
None	<p>The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	4.50 Days	<p>Communications and Content Division Assigned Staff</p> <p>EDD - DC</p> <p>CCSD - DM</p> <p>Executive Director</p>

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	20 Days	

21. PRODUCTION OF WEEKLY SOCIAL MEDIA DISTRIBUTION PLAN

Process flow to produce weekly social media distribution plan per project.

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet; Online Form
Project Brief Preferred Channels	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to start the project.	CCSD assigned staff to coordinate with the end-user the project needs and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
End-user to review and fact-check the output.	<p>The assigned staff shall draft the copy, design social media cards, and prepare the project's social media distribution plan.</p> <p>Collaborate with the end-user for the content plan.</p> <p>The assigned staff to revise their work accordingly.</p>	None	10 Days	<p>Communications and Content Division Assigned Staff</p> <p>End-user</p>

None	Once approved, the assigned staff must present their output to the Communications and Content Division - Division Chief (CCD-DC) with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	1 Day	Communications and Content Division Assigned Staff CCD - DC CCSD - DM OED
None	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	2.50 Days	Communications and Content Division Assigned Staff CCD - DC CCSD - DM Executive Director
None	Release the output in applicable platforms and appropriate formats.	None	1 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staffs services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	15 Days	

22. PRODUCTION OF 'BREAKING NEWS' POSTS IN SOCIAL MEDIA

Process flow to produce 'breaking news' posts in social media

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
'Breaking News' content	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the 'breaking news' content for posting.	CCSD assigned staff to draft the copy and design the social media cards required for the post.	None	0.25 Day	End-user Communications and Content Division Assigned Staff
None	The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC).	None	0.25 Day	Communications and Content Division Assigned Staff CCD - DC

None	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	0.25 Day	Communications and Content Division Assigned Staff CCSD – DM OED
None	Once approved, the output is ready for posting in applicable platforms and appropriate formats.	None	0.25 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	1 Day, 2 Hours	

23. PRODUCTION OF SOCIAL MEDIA ANALYTICS REPORT

Process flow to produce social media analytics report

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request	Online Form
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit a service request to start the production.	CCD assigned staff to work on the analytics report as per request. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Communications and Content Division - Division Chief (CCD-DC). Once approved, the output is ready for dissemination.	None	1.50 Days	End-user Communications and Content Division Assigned Staff CCD - DC
None	Release the output in appropriate formats to the end-user.	None	0.25 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	2 Day	

24. PRODUCTION OF VIDEO MATERIALS

Process flow to produce video materials.

Office or Division:	Communications and Content Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication Brief	CITEM Intranet Online Form
Project Brief	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to start the project.	CCSD assigned staff to coordinate with the end-user the project needs and timeline.	None	0.25 Day	End-user CCSD Assigned Staff
None	<p>The assigned staff shall put up a storyboard for the video material.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Communications and Content Division - Division Chief (CCD-DC).</p>	None	4 Days	<p>Communications and Content Division Assigned Staff</p> <p>CCD - DC</p>

End-user to review the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	0.50 Day	<p>Communications and Content Division Assigned Staff</p> <p>End-user and Team</p> <p>CCSD – DM</p> <p>OED</p>
None	<p>The assigned staff to revise their work accordingly and present it for final review and get the Executive Director's approval.</p> <p>The assigned staff to revise their work accordingly.</p>	None	2 Days	<p>Communications and Content Division Assigned Staff</p> <p>CCD – DC</p> <p>CCSD – DM</p> <p>Executive Director</p>
None	<p>Once approved, the assigned staff shall start the production of the video material.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Communications and Content Division - Division Chief (CCD-DC).</p>	None	5 Days	<p>Communications and Content Division Assigned Staff</p> <p>CCD - DC</p>

End-user to review the output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	0.50 Day	Communications and Content Division Assigned Staff End-user and Team CCSD – DM OED
None	The assigned staff to revise their work accordingly and present it for final review and get the Executive Director's approval. The assigned staff shall revise their work accordingly.	None	5 Days	Communications and Content Division Assigned Staff CCD – DC CCSD – DM Executive Director
	Release the output in applicable platforms and appropriate formats.	None	0.50 Day	Communications and Content Division Assigned Staff
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	18 Days	

25. PRODUCTION OF DIGITAL EVENTS

Process flow to produce digital events such as, but not limited to, webinars, webcasts, virtual roundtables, virtual trade show, virtual business matching, or networking events, among others

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD Communications and Content Division Assigned Staff CCD - DC

<p>Whenever applicable, the end-user shall specify the digital event format and provide the following details:</p> <ul style="list-style-type: none"> Title of Event Event description (Registration area) Ticket Classification Event Description Event Banner List of sponsors Welcome message (landing page) Final Program Flow Final Line-up of speakers Schedule of Actual Event Schedule of Technical Rehearsal Event Timeslot Tech Script Program Script Seeded questions Opening Billboard Closing Billboard Background music PowerPoint presentation of the speaker Session title (60 characters) Session Description (140 characters) Session Photo Company name Company email Company headline Short description of company Tags YouTube link Website link Facebook link Instagram link Twitter link LinkedIn link Company logo Company photo 	<p>The assigned staff shall set up and schedule the digital event based on the end user's requirements.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the CCSD Team Heads and CCSD DM.</p>	None	15 Days	<p>Digital Events Team</p> <p>EDD DC</p> <p>CCD DC</p> <p>CCSD DM</p>
None	Release the output in applicable platforms and appropriate formats.	None	1 Day	Digital Events Team

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	17 Days	

26. BRAND SPRINT FOR THE BRAND MANUAL / USER GUIDE

Process flow for the preparation to produce a brand manual or user guide.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Project Brief	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.50 Day	End-user CCSD Assigned Staff

None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary. Set schedule and activities for a brand sprint.	None	0.50 Day	CCSD
Participate in the brand sprint activities.	Conduct brand sprint activities.	None	10 Days	Experience Design Division – Event Collaterals Team EDD - DC End-user
End-user to review the output.	EDD Team to design logo and present typography set proposal for the brand. Once approved by the approving parties, EDD Team shall develop application samples and mock-up	None	9 Days	Experience Design Division – Event Collaterals Team End-user and Team CCSD - DM OED
TOTAL:		None	20 Days	

27. DEVELOPMENT OF BRAND MANUAL/ USER GUIDE (MOCK-UP)

Process flow to produce application samples and mock-ups for the brand manual or user guide.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved logo and typography set	CCSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Assigned staff shall design and produce application samples, mock-ups, user manual outline, and copy development using the approved logo and typography set. EDD and CCD heads and CCSD DM shall review and approve the output. The assigned staff to revise their work accordingly. Once approved, proceed to lay-outting the brand manual.	None	20 Days	Experience Design Division – Event Collaterals Team EDD and CCD Heads CCSD - DM
TOTAL:		None	20 Days	

28. Production of Brand Manual / User Guide

Process flow to produce the brand manual or user guide.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved application samples, mock-ups, user manual outline, and copy	CCSD
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Assigned staff shall do a multiple-page layout of the brand manual and have it reviewed by the CCSD Teams' Heads and the CCSD DM. Apply revisions when necessary. Once approved, forward a copy to OED for review and approval	None	15 Days	Experience Design Division – Event Collaterals Team EDD and CCD Heads CCSD – DM
Review the output by CCSD.	OED to review and approve the brand manual to be produced by CCSD. Apply revisions when necessary. Once approved, provide a copy to CCSD and the end-user.	None	4.75 Days	Experience Design Division – Event Collaterals Team OED End-user
Review the output by CCSD. The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.25 Day	End-user
TOTAL:		None	20 Days	

29. PRODUCTION OF PRINT COLLATERALS (SINGLE-PAGE LAYOUT)

Process flow for to produce single-page layout such as, but not limited to, the following:

- | | | |
|---------------|-----------------|------------------------|
| a. Invitation | e. Poster | f. Post Cards |
| b. Envelope | f. Event Badges | g. Lanyard |
| c. Letterhead | g. Bag | h. Corporate Giveaways |
| d. Folder | h. T-shirt | i. Newspaper Ad |

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD

None	<p>The assigned staff shall draft the copy and design single-page print collateral required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division - Division Chief (EDD-DC).</p>	None	7.5 Days	<p>Experience Design Division – Event Collaterals Team</p> <p>EDD - DC</p>
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	2 Days	<p>Experience Design Division – Event Collaterals Team</p> <p>End-user and Team</p> <p>CCSD - DM</p> <p>OED</p>
	<p>The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	4 Days	<p>Experience Design Division – Event Collaterals Team</p> <p>EDD - DC</p> <p>CCSD - DM</p> <p>Executive Director</p>

	<p>The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	1 Day	<p>Experience Design Division – Event Collaterals Team</p> <p>Administrative Support and Reports Division</p>
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	1 Day	End-user
TOTAL:		None	16 Days	

30. PRODUCTION OF PRINT COLLATERALS (MULTIPLE-PAGE LAYOUT)

Process flow to produce multiple-page layouts such as flyers, booklet, brochure, book, and reports.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD
None	<p>The assigned staff shall draft the copy and design multiple-page print collateral required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division - Division Chief (EDD-DC).</p>	None	13 Days	Experience Design Division - Event Collaterals Team EDD - DC
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	2 Days	Experience Design Division - Event Collaterals Team End-user and Team CCSD - DM OED

	<p>The assigned staff shall revise their work accordingly, present it for final review, and get the Executive Director's approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	3 Days	Experience Design Division - Event Collaterals Team EDD - DC CCSD - DM Executive Director
	<p>Release the output in applicable platforms and appropriate formats.</p> <p>The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.</p>	None	1 Day	Experience Design Division - Event Collaterals Team Administrative Support and Reports Division
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	20 Days	

31. PRODUCTION OF EVENT COLLATERALS

Process flow to produce exhibition collaterals such as exhibition graphics, signage plan, and mood board for pavilion graphics.

Office or Division:	Experience Design Division - Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G - Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD
None	The assigned staff shall draft the copy and design event collateral required by the project or the end-user. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Experience Design Division - Division Chief (EDD-DC)	None	13 Days	Experience Design Division – Event Collaterals Team EDD - DC

End-user to review and fact-check the output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.	None	2 Days	Experience Design Division – Event Collaterals Team End-user and Team CCSD - DM OED
	The assigned staff should revise their work accordingly and present it for final review and get the Executive Director's approval. Once approved, the output is ready for implementation.	None	3 Days	Experience Design Division – Event Collaterals Team EDD - DC CCSD - DM Executive Director
	Release the output in applicable platforms and appropriate formats. The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.	None	1 Day	Experience Design Division – Event Collaterals Team Administrative Support and Reports Division
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	20 Days	

32. PRODUCTION OF DIGITAL COLLATERALS

Process flow for to produce digital collaterals such as the following:

- A. Invite
- B. Pass
- C. Poster
- D. Brochure
- E. Lookbook
- F. Campaign kit
- G. PowerPoint presentation
- H. Digital event OBB graphics
- F. Digital event visuals/graphics
- G. Event title cards
- H. Image Enhancements
- I. Final Artworks

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD

None	<p>The assigned staff shall draft the copy and design collaterals required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division - Division Chief (EDD-DC).</p>	None	13 Days	<p>Experience Design Division – Event Collaterals Team</p> <p>EDD - DC</p>
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	2 Days	<p>Experience Design Division – Event Collaterals Team</p> <p>End-user and Team</p> <p>CCSD - DM</p> <p>OED</p>
	<p>The assigned staff should revise their work accordingly and present it for final review and get the Executive Director’s approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	3 Days	<p>Experience Design Division – Event Collaterals Team</p> <p>EDD - DC</p> <p>CCSD - DM</p> <p>Executive Director</p>
	<p>Release the output in applicable platforms and appropriate formats.</p> <p>The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.</p>	None	1 Day	<p>Experience Design Division – Event Collaterals Team</p> <p>Administrative Support and Reports Division</p>

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	20 Days	

33. PREPARATION OF SIGNATURE EVENT EXHIBITION DESIGN REQUIREMENTS

Process flow to produce signature events exhibition requirements such as exhibition concept board, floor plan, and design features and service areas

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff

None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD
None	The assigned staff shall draft the initial plan and technical drawings for the exhibition concept board, floor plan, designed features, and service areas required by the project or the end-user. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Experience Design Division - Division Chief (EDD-DC).	None	17.50 Days	Experience Design Division – Exhibition Design Team EDD - DC
End-user to review and fact-check the output.	Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval. All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations. Once reviewed, CCSD to proceed to implement the approved exhibition design plans.	None	2 Days	Experience Design Division – Exhibition Design Team End-user and Team CCSD - DM OED
TOTAL:		None	20 Days	

34. IMPLEMENTATION OF SIGNATURE EVENT EXHIBITION DESIGN REQUIREMENTS

Process flow to produce signature events exhibition requirements such as exhibition concept board, floor plan, designed features, and designed service areas.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Exhibition Design Plans	EDD – CCSD
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The assigned staff to revise their work accordingly and present for final review and get the Executive Director's approval. Once approved, the output is ready for release.	None	10 Days	Experience Design Division – Exhibition Design Team EDD - DC CCSD - DM Executive Director
	Release the output in applicable platforms and appropriate formats. The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.	None	5 Day	Experience Design Division – Exhibition Design Team Administrative Support and Reports Division

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	1 Day	End-user
TOTAL:		None	11 Days	

35. ONSITE EVENT PRODUCTION – OPENING CEREMONY

Process flow to produce onsite event production requirements such as opening ceremony

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff

None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD
None	<p>The assigned staff shall draft and craft the initial plan, layout, and technical drawings for the opening ceremony required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division - Division Chief (EDD-DC).</p>	None	7.5 Days	<p>Experience Design Division – Exhibition Design Team</p> <p>EDD - DC</p>
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	2 Days	<p>Experience Design Division – Exhibition Design Team</p> <p>End-user and Team</p> <p>CCSD - DM</p> <p>OED</p>
	<p>The assigned staff to revise their work accordingly and present for final review and get the Executive Director's approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	4 Days	<p>Experience Design Division – Exhibition Design Team</p> <p>EDD - DC</p> <p>CCSD - DM</p> <p>Executive Director</p>

	<p>Release the output in applicable platforms and appropriate formats.</p> <p>The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.</p>	None	1 Day	<p>Experience Design Division – Exhibition Design Team</p> <p>Administrative Support and Reports Division</p>
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	1 Day	End-user
TOTAL:		None	16 Days	

36. ONSITE EVENT PRODUCTION – MEDIA PREVIEW AND CONFERENCES PREPARATION)

Process flow to produce onsite event production requirements such as media previews and conferences.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD
None	<p>The assigned staff shall draft and craft the initial plan, layout, and technical drawings for media preview and conferences required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division - Division Chief (EDD-DC).</p>	None	15.5 Days	Experience Design Division - Exhibition Design Team EDD - DC

End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p> <p>Once reviewed, CCSD to proceed to Signature Event Exhibition Design Requirements (Implementation</p>	None	2 Days	Experience Design Division - Exhibition Design Team End-user and Team CCSD - DM OED
TOTAL:		None	18 Days	

37. IMPLEMENTATION OF ONSITE EVENT PRODUCTION FOR MEDIA PREVIEWS AND CONFERENCES

Process flow to produce onsite event production requirements such as media previews and conferences.

Office or Division:	Experience Design Division - Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G - Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Onsite Event Production Plan and Technical Drawings	CCSD - EDD
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The assigned staff to revise their work accordingly and present for final review and get the Executive Director's approval. Once approved, the output is ready for release.	None	7 Days	Experience Design Division - Exhibition Design Team EDD - DC CCSD - DM Executive Director
	Release the output in applicable platforms and appropriate formats. The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.	None	1 Day	Experience Design Division - Exhibition Design Team Administrative Support and Reports Division
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	1 Day	End-user
TOTAL:		None	9 Days	

38. OVERSEAS TRADE FAIR

Process flow to produce overseas trade fair requirements such as exhibition manuals, pavilion designs, visual merchandising mood boards, and technical drawings.

Office or Division:	Experience Design Division - Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G - Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CCSD - EDD
Terms of Reference Project Brief Project Procurement Management Plan	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD

None	<p>The assigned staff shall draft and craft initial plan, layout, and technical drawings for exhibition manuals, pavilion designs, and visual merchandising mood boards required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division - Division Chief (EDD-DC).</p>	None	7.5 Days	<p>Experience Design Division - Exhibition Design Team</p> <p>EDD - DC</p>
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	2 Days	<p>Experience Design Division - Exhibition Design Team</p> <p>End-user and Team</p> <p>CCSD - DM</p> <p>OED</p>
	<p>The assigned staff to revise their work accordingly and present for final review and get the Executive Director's approval.</p> <p>Once approved, the output is ready for implementation.</p>	None	4 Days	<p>Experience Design Division - Exhibition Design Team</p> <p>EDD - DC</p> <p>CCSD - DM</p> <p>Executive Director</p>

	<p>Release the output in applicable platforms and appropriate formats.</p> <p>The Exhibition Design Team must coordinate all procurement requirements with the Administrative Support and Reports Division.</p>	None	1 Day	<p>Experience Design Division - Exhibition Design Team</p> <p>Administrative Support and Reports Division</p>
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	1 Day	End-user
TOTAL:		None	16 Days	

39. Production of Website Design

Process flow to produce website design, including sitemaps, information architecture, user profiles, and wireframes. This production applies to microsities, websites, and web-based digital way finders.

Office or Division:	Experience Design Division - Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G - Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Terms of Reference Project Brief	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user must submit the required documents to initiate the project.	CCSD meets with the end-user for a brainstorming session to lay down the project requirements, targets, and proposed timeline for deliverables.	None	0.25 Day	End-user CCSD Assigned Staff
None	CCSD Teams to conduct an internal meeting to assess project requirements, assign staff, set internal timeline, manage documentary requirements for procurement whenever necessary.	None	0.25 Day	CCSD
None	<p>The assigned staff shall craft the design of a website required by the project or the end-user.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division – Division Chief (EDD-DC) and the Communications and Content Division – Division Chief (CCD-DC).</p>	None	13 Days	Experience Design Division – UI/UX Team EDD – DC CCD – DC

End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	2 Days	Experience Design Division – UI/UX Team End-user and Team CCSD – DM OED
End-user to review and fact-check the output.	<p>The assigned staff to revise their work accordingly and present it for final review and get the Executive Director's approval.</p> <p>Once approved, proceed to website development.</p>	None	4.50 Days	Experience Design Division – UI/UX Team EDD – DC CCSD – DM Executive Director
TOTAL:		None	20 Days	

40. PRODUCTION OF WEBSITE DEVELOPMENT

Process flow to produce a website, including developing the framework and front-end design based on the approved website design. This production applies to microsites, websites, and web-based digital way finders.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved website design	CCSD
Approved photos, copy, multimedia materials, and other materials	CCSD; End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>The assigned staff shall begin the development based on the approved website design.</p> <p>The Division Chief shall review the output and give recommendations whenever necessary.</p> <p>The assigned staff to revise their work accordingly.</p> <p>Get the approval of the Experience Design Division – Division Chief (EDD-DC) and the Communications and Content Division – Division Chief (CCD-DC).</p>	None	15 Days	<p>Experience Design Division – UI/UX Team</p> <p>EDD – DC</p> <p>CCD – DC</p>
End-user to review and fact-check the output.	<p>Once approved, the assigned staff must present their output to the end-user with the CCSD Department Manager (CCSD-DM) and a representative from the Executive Director (OED) Office for parallel review and approval.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	1 Day	<p>Experience Design Division – UI/UX Team</p> <p>End-user and Team</p> <p>CCSD – DM</p> <p>OED</p>

	<p>The assigned staff to revise their work accordingly and present it for final review and get the Executive Director's approval.</p> <p>Once approved, the output is ready for release.</p>	None	3 Days	<p>Experience Design Division – UI/UX Team</p> <p>EDD – DC</p> <p>CCSD – DM</p> <p>Executive Director</p>
	Release the output in applicable platforms and appropriate formats.	None	0.50 Day	Experience Design Division – UI/UX Team
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	20 Days	

41. WEBSITE CONTENT UPDATES

Process flow to upload website content updates

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Approved photos, copy, multimedia materials, and other materials for update	End-user
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user to review and fact-check the output.	<p>The assigned staff shall craft the design of a website required by the project or the end-user.</p> <p>Get the approval of the Experience Design Division – Division Chief (EDD-DC) and the Communications and Content Division – Division Chief (CCD-DC).</p> <p>The assigned staff to revise their work accordingly.</p> <p>Once approved, send out a test blast to CCSD and the end-user for review.</p>	None	2 Days	<p>Experience Design Division – UI/UX Team</p> <p>EDD – DC</p> <p>CCD – DC</p>
None	<p>Once approved, seek clearance for release from CCD-DC, OED, or the end-user to the respective recipients.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	0.50 Day	<p>End-user and Team</p> <p>CCD – DC</p> <p>OED</p>
The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	3 Days	

42. PRODUCTION OF HTML-BASED EMAILS FOR EMAIL MARKETING CAMPAIGNS

Process flow to produce html-based emails for email marketing campaigns

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved e-card/e-newsletter design and copy	CCSD – CCD
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user to review and fact-check the output.	<p>The assigned staff shall craft the design of a website required by the project or the end-user.</p> <p>Get the approval of the Experience Design Division – Division Chief (EDD-DC) and the Communications and Content Division – Division Chief (CCD-DC).</p> <p>The assigned staff to revise their work accordingly.</p> <p>Once approved, send out a test blast to CCSD and the end-user for review.</p>	None	2 Days	<p>Experience Design Division – UI/UX Team</p> <p>EDD – DC</p> <p>CCD – DC</p>
None	<p>Once approved, seek clearance for release from CCD-DC, OED, or the end-user to the respective recipients.</p> <p>All approving parties can do this either through a meeting, email, Viber group chat, or any other way to collate comments and recommendations.</p>	None	0.50 Day	<p>End-user and Team</p> <p>CCD – DC</p> <p>OED</p>

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	3 Days	

The end-user must objectively provide a Performance Evaluation for the CCSD staff's services upon the project completion.	None	None	0.50 Day	End-user
TOTAL:		None	7 Days	

43. PRODUCTION OF ANALYTICS REPORT

Process flow to produce an analytics report.

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Complex
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creative Brief	CITEM Intranet Online Form
Performance Evaluation Form	CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The assigned staff shall compose the report as specified by the end-user. The Division Chief shall review the output and give recommendations whenever necessary. The assigned staff to revise their work accordingly. Get the approval of the Experience Design Division – Division Chief (EDD-DC).	None	0.50 Day	End-user and Team CCD – DC OED

44. INFORMATION BUILD-UP AND SHARING

Data Generation for current/latest projects

Office or Division:	Systems Management and Development Division
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	Operations, Corporate Planning

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Approval of DM/DC	Approval Email from DM/DC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system containing the needed data (fields, criteria, purpose)	Send acknowledgement email to requestor Generate requested data report and submit to requestor Request for service satisfaction rating	None	3 Days	Information Systems Analyst II, requestor

Accomplish satisfaction rating	Request for service satisfaction rating	None		Requestor
TOTAL:		None	3 Days	

45. INFORMATION BUILD-UP AND SHARING

Data Generation for multiple historical data

Office or Division:	Experience Design Division – Communications and Creative Services Department
Classification:	Complex
Type of Transactions:	G2G – Government to Government
Who may avail:	Operations, Corporate Planning

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Approval of DM/DC	Approval Email from DM/DC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system containing the needed data (fields, criteria, purpose)	Send acknowledgement email to requestor Generate requested data report and submit to requestor	None	7 Days	Information Systems Analyst II, requestor
Accomplish service satisfaction rating	Request for service satisfaction rating	None		Requestor
TOTAL:		None	7 Days	

46. INFORMATION BUILD-UP AND SHARING

Email and SMS Marketing Management

Office or Division:	Systems Management and Development Division
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	Operations, Web Marketing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Approved message content	Requestor
Approved Recipients	Requestor
Approved Schedule of sending	Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor Send Test SMS / Email for proofreading of the Requestor	NONE	1 day	Trade Industry Development Analyst, requestor
Approve test SMS or Email (Approval of project manager for SMS, approval of WMD for email)	Program Schedule for SMS/Email sending		1 day	Trade Industry Development Analyst, requestor
Accomplish service satisfaction rating	Send service satisfaction rating after sending SMS or Email	None	1 day	
TOTAL:		None	3 Days	

47. INFORMATION BUILD-UP AND SHARING

Database Build-up

Office or Division:	Systems Management and Development Division
Classification:	complex
Type of Transactions:	G2G – Government to Government
Who may avail:	Operations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Per 100 Business Cards / E-File of Companies	Requestor
1 Hired encoder / OJT	HRD
Smart mobile device	Hired encoders / OJT
Translator application	SMDD
Internet connection	SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor	None	0.5 day	Trade Industry Development Analyst, requestor
Submit data to be encoded (business cards/e-file)	Translation of non-English business cards using "google translate" app	None	1 day	Trade Industry Development Analyst, requestor
	Input data given		2 days	
	Proofread encoded business cards/e-file		1 day	
Accomplish service satisfaction rating	Send service satisfaction rating	None	1 day	
TOTAL:		None	5 Days, 4 Hours	

48. HARDWARE, SOFTWARE AND NETWORK ADMINISTRATION

ICT Hardware and Software Technical Support

Office or Division:	Systems Management and Development Division
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Available ICT units/parts/consumables	SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor	None	0.5 day	Computer Technician, requestor
	Examine and troubleshoot indicated problem		1 day	
Accomplish service satisfaction rating	Send diagnostic report to requestor and service satisfaction rating	None	1 day	Trade Industry Development Analyst, requestor
TOTAL:		None	1 Days, 4 Hours	

49. HARDWARE, SOFTWARE AND NETWORK ADMINISTRATION

ICT Hardware and software technical support

Office or Division:	Systems Management and Development Division
Classification:	Complex
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Available ICT unit/parts	SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor	None	0.5 day	Computer Technician, requestor
	Examine and troubleshoot indicated problem		0.5 day	Computer Technician
	Replace parts of defective ICT equipment		0.5 day	Computer Technician
	Send diagnostic report to requestor		0.5 day	Computer Technician
Acknowledge diagnostic report	Prepare ICT Notification form if the ICT is unserviceable for signing of DC and DM	None	1 day	Computer Technician, requestor
	Submit signed ICT notification form to property custodian for cancellation of MR and proper disposal of defective ICT equipment			
Accomplish service satisfaction rating	Send service satisfaction rating	None	1 day	Computer Technician, requestor
TOTAL:		None	4 Days	

50. ICT HARDWARE AND SOFTWARE TECHNICAL SUPPORT

Office or Division:	Systems Management and Development Division
Classification:	Complex
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Available ICT unit/parts	SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor	None	3 days	Computer Technician, requestor
	Examine and troubleshoot indicated problem			
	Replace parts of defective ICT equipment			
	Send diagnostic report to requestor			
Acknowledge diagnostic report	Prepare ICT Notification form if the ICT is unserviceable for signing of DC and DM		1 day	Computer Technician, requestor
	Accomplish service satisfaction rating			
	Submit signed ICT notification form to property custodian for cancellation of MR and proper disposal of defective ICT equipment			
	Send service satisfaction rating			
TOTAL:		None	4 Days	

51. HARDWARE, SOFTWARE AND NETWORK ADMINISTRATION

ICT Equipment Setup

Office or Division:	Systems Management and Development Division
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Available ICT equipment	SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor	None	.5 day	Computer Technician
	Prepare and test ICT equipment		0.5 day	Computer Technician
	Setup requested ICT equipment			
Accomplish service satisfaction rating	Send service satisfaction rating	None	1 day	Computer Technician, requestor
TOTAL:		None	2 Days	

52. HARDWARE, SOFTWARE AND NETWORK ADMINISTRATION

ICT Equipment Request

Office or Division:	Systems Management and Development Division
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet
Available ICT equipment	SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor	None	.5 day	Computer Technician, Requestor
	Prepare and test ICT equipment			Computer Technician
	Prepare ICT waiver form			Computer Technician
Route ICT waiver form to signatories (Supervisor, Requestor)	Release ICT equipment to requestor	None	.5 day	Computer Technician, Requestor
Return ICT equipment with accomplished ICT waiver form	Check ICT equipment once returned Sign SMD acknowledgement portion of ICT waiver form (Technician and DC)	None	.5 day	Computer Technician, Requestor

Accomplish service satisfaction rating	Send service satisfaction rating	None	1 day	Computer Technician, requestor
TOTAL:		None	2 Days, 4 Hours	

53. SYSTEMS DEVELOPMENT & MAINTENANCE

Office or Division:	Systems Management and Development Division
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished request ticket	Ticketing System in the CITEM Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Service Request via SMDD ticketing system	Send acknowledgement email to requestor set meeting to requestor	None	.5 day	Information Technology Officer II, Information Systems Analyst III, Programmer
Discuss needs/requirements	Requirements Gathering	None	1 day	Information Technology Officer II, Information Systems Analyst III, Programmer
Submit needed documents	Perform/Conduct System Analysis Fill-up Project Form (Identify ICT requirements and Modules to be developed)	None	13 days	Assigned Developer

Acceptance of Project Form by requestor		None	.5 day	Requestor
TOTAL:		None	20 days	

54. SYSTEMS DEVELOPMENT & MAINTENANCE

Coding and Design Per Module

Office or Division:	Systems Management and Development Division
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Project Form signed/accepted by requestor	Requestor
Available identified resources from project form	Requestor, SMDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit signed/accepted project form	Design and coding per module Module Testing	None	19 days	Assigned Developer/s, Requestor
Accomplish module case test	Submit case test of module	None	1 day	Requestor
TOTAL:		None	20 Days	

55. SYSTEMS DEVELOPMENT & MAINTENANCE

Implementation and Documentation

Office or Division:	Systems Management and Development Division
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Project Form signed/accepted by requestor	SMDD
Approved Q.A. by Requestor	Requestor

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approve project and accomplish satisfaction rating	Systems implementation	None	5 days	Assigned developer, Requestor
	User's Manual		5 days	Assigned Trainor
	Set training schedule		.5 day	Assigned developer
Attend Training	User's training	None	1 day	Assigned Trainor
Accomplish satisfaction rating	Send service satisfaction rating	None	1 day	Assigned developer, Requestor
TOTAL:		None	11.5 days	

56. LEGAL REVIEW

Make initial review and render opinion on the Draft Contract

Office or Division:	Legal Unit
Classification:	Complex
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Template Contract	Legal Unit
Terms of Reference	Legal Unit
Procurement Documents	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Make sure the draft is in the proper or prescribed legal form	None	7 Days	Legal Assistant/ Legal Officer
	Signatories to the Contract have the authority to represent and Bind the Party			
	Party representative to sign is within his signing authority			
	Terms and Condition are not contrary to law, rules and other applicable rules and regulation			
	Terms and Condition are advantages to the Government			
TOTAL:		None	7 Days	

57. CONTRACT MANAGEMENT

Documentation and Control

Office or Division:	Legal Unit
Classification:	Highly Technical
Type of Transactions:	G2G – Government to Government
Who may avail:	CITEM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Template Contract	Legal Unit
Terms of Reference	Legal Unit
Procurement Documents	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contract Monitoring	Assign Contract Number to each finalized Contract	None	3 Days	Legal Assistant/ Legal Officer
	Monitor proper routing of Contracts to the responsible CITEM Officials for initial and signature		7 Days	
	Record the Contract in the Contract roster list		3 Days	
TOTAL:		None	13 days	

58. PROCESSING OF BUDGET UTILIZATION REQUEST

Obligation of Budget Utilization Request

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	Internal Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Orders/Purchase Orders/Contracts	End User
Purchase Request	End User
Approved APP/PPMP	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Budget Utilization Request (BUR)	Budget Section receives authorized BUR	None	2 Days	Budget Officer/s
	Review & Evaluation of BUR			Budget Officer/s
	Approval of Budget Utilization Request			Chief, Budget Officer
	Forward BUR to end user			Budget Officer
	File duplicate copy of BUR			Budget Officer
TOTAL:		None	2 days	

59. DISBURSEMENT OF CASH ADVANCE THRU PETTY CASH FUND

Payment of cash advances for meeting expenses thru Petty Cash Fund

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2G – Government to Government
Who may avail:	Internal Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Modified Petty Cash Voucher/ Authorization for Snack/Meal Service	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Approved Modified Petty Cash Voucher and Authorization for Snack/Meal Services	Receives the duly signed/ approved Modified Petty Cash Voucher with supporting documents from requesting party	None	1 Days	Cashier
	Releases cash and file the copy of the approved Modified Petty Cash Voucher and Authorization for Snack/Meal Services			Cashier
	Receives audited Modified Petty Cash Voucher with supporting documents submitted by the requesting party for liquidation.			Cashier
	Records Modified Petty Cash Voucher/Audited Reimbursement Modified Petty Cash Voucher in the Petty Cash Fund Record			Cashier
	Prepares Budget Utilization request(BUR)/Disbursement Voucher and secure signature of authorized signatories for replenishment			Cashier
	Replenishes Petty Cash Fund			Cashier
TOTAL:			2 days	

60. CHECK DISBURSEMENT FOR LOCAL PAYMENT

Payment to CITEM Personnel, suppliers and contractors and service providers who delivered goods and services related to CITEM Operations

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2G, G2B, G2C
Who may avail:	External Parties & Internal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Audited/Approved Disbursement Voucher/ Official Receipts	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Audited/ Approved Disbursement Vouchers with complete documents	Receives the duly signed/ approved Disbursement Voucher	None	2 Days	Admin Aide/ Cash Clerk
	Records and verifies submitted vouchers as to completeness of signatures, accuracy of information such as payee and amount in the logbook			Admin Aide/ Cash Clerk
	Prepares Check and record to Check Control			Cash Clerk
	Review accuracy of check details			Cashier
	Transmit check and DV to authorized signatories			Admin Aide/ Cash Clerk
	Receives signed Check with Disbursement Voucher			Admin Aide/ Cash Clerk

	Records check in the Warrant Register			Cash Clerk
	Releases check to payee, receives official receipt from payee			Admin Aide/ cash Clerk/ Cashier
	Prepares Weekly Report of Check Issued and submit to Controlling Division together with paid Disbursement Vouchers and Supporting Documents			Admin Aide/ Cash Clerk/ Cashier
TOTAL:			2 days	

61. ISSUANCE OF OFFICIAL RECEIPTS PAID THRU CASHIER'S OFFICE

Receiving Collection of fees from exhibitors who participate in CITEM's organized trade events, from other clients and from employees for refund of unutilized cash advances

Office or Division:	Budget & Cash
Classification:	Simple
Type of Transactions:	G2G, G2B, G2C
Who may avail:	Internal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Invoice/Statement of Account	End User
Official Receipts	End User
Deposit Slip	End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Invoice/Statement of Account	Receives Invoice/Statement of Account indicating the amount due and nature of payment	None	1 Day	Cashier

Pay the amount indicated in the Invoice/Statement of Account	Receives cash or check for payment			Cashier
Secure Official Receipt for the amount paid	Issues Official Receipt for actual received from the payor			Cashier
	Prepares Daily Receipts and Deposits Record, Report of Collections and Deposits and Deposit Slips of all collections for the day Receipt for submission to Controlling Division			Cashier
TOTAL:			1 Day	

62. PROCESSING OF DISBURSEMENT VOUCHERS

Audit of Disbursement Vouchers for payment of regular expenses, suppliers/contractors, and other transactions.

Office or Division:	Controllership Division
Classification:	Simple
Type of Transactions:	G2C – Government to Customer G2G – Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher Form (DV)	CITEM intranet
Budget Utilization Request Form (BUR)	CITEM Intranet
Supporting Documents as provided in COA Circular 2012-001	COA website
Other supporting documents peculiar to a transaction (identified during the conduct of audit)	Controllership Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DV with BUR and complete supporting documents	Receive and record the DV in log book and assign DV number	None	0.25 Day	Division Clerk
	Record in individual supplier/contractor/employee ledger	None	0.25 Day	Division Clerk
	Submit DV to staff in-charge of audit of DV	None	0.25 Day	Division Clerk
	Conduct pre-audit of DV	None	1 Day	Accountant II
	Submit DV that passed in audit to the Chief Accountant for final audit	None	0.25 Day	Accountant II
	Final review and signature of DV	None	1 Day	Chief Accountant
TOTAL:		None	3 Days	

63. PROCESSING OF DISBURSEMENT VOUCHERS

This process involves the review of the legality of a transaction, completeness of its supporting documents, mathematical accuracy of amounts and availability of funds before it is passed in audit.

Office or Division:	Controllership Division
Classification:	Complex
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher Form (DV)	CITEM intranet
Budget Utilization Request Form (BUR)	CITEM Intranet
Supporting Documents as provided in COA Circular 2012-001	COA website
Other supporting documents peculiar to a transaction (identified during the conduct of audit)	Controllership Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DV with BUR and complete supporting documents	Receive and record the DV in log book and assign DV number	None	0.25 Day	Division Clerk
	Record in individual supplier/contractor/employee ledger	None	0.25 Day	Division Clerk
	Submit DV to staff in-charge of audit of DV	None	0.5 Day	Division Clerk
	Conduct pre-audit of DV	None	4.5 Days	Accountant II
	Submit DV that passed in audit to the Chief Accountant for final audit	None	0.5 Day	Accountant II
	Final review and signature of DV	None	1 Day	Chief Accountant
TOTAL:		None	3 days	

64. INVOICING

This process involves the preparation and issuance of invoice after establishing the existence of obligation of the party to be billed by virtue of an approved Application for Participation

Office or Division:	Controllership Division
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request to Bill	CITEM intranet
Copy of approved Application for Participation	Staff-in-charge

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request to Bill with complete supporting documents	Receive the Request to Bill	None	0.25 Day	Staff assigned for invoicing
	Review the request and prepare an invoice	None	1.5 Days	Staff assigned for invoicing
	Submit to Section Head for review	None	0.25 Day	Staff assigned for invoicing
	Review and initial in the invoice	None	0.5 Day	Accountant III
	Forward to Chief Accountant for approval	None	0.5 day	Chief Accountant
TOTAL:		None	3 days	

65. DELIVERY/PICK-UP OF DOCUMENTS BY FOOT MESSENGER

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government G2C Government to Customer G2B Government to Business
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Delivery and Pick-up Forms	CITEM Intranet
DTI-Document Tracking System (DTS) Registration	DTI-DTS Web Application System

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request for Delivery/Pick-up Forms with complete details	1. Received Request for Delivery/Pick-up forms with complete details. 2. Record to logbook. 3. Sort delivery by area. 4. Dispatched upon approval of the Division Chief. 5. Provide proof of delivery to the requesting party.	None	2 days	Messenger
Requesting Party shall register the document/s for delivery/pick-up in the DTI-DTS	Checked document/s registered in the DTI-DTS	None	1 day	Messenger
TOTAL:		None	3 days	

66. DELIVERY OF COLLATERALS BY FOOT MESSENGER

A bulk distribution of promotional materials such as invitations, corporate giveaways and the like.

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Highly Technical
Type of Transactions:	G2G Government to Government G2C Government to Customer G2B Government to Business
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Delivery and Pick-up Forms	CITEM Intranet
List of Recipients with complete contact details	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request for Delivery Form and the list of recipients with complete contact details.	1. Received Request for Delivery form and the list recipients with complete contact details. 2. Record to logbook. 3. Sort delivery by area. 4. Dispatched upon approval of the Division Chief. 5. Provide proof of delivery to the requesting party.	None	20 days	Messenger
TOTAL:		None	20 days	

67. SENDING DOCUMENTS/PARCELS VIA COURIER

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government G2C Government to Customer G2B Government to Business
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Charge Sheet Document/Parcel Form	CITEM Intranet
List of Recipients with complete contact details	Requesting Party
Approved Abstract of Canvass	Procurement Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Charge Sheet Document/ Parcel Form and the list of recipients with complete contact details	Received Charge Sheet Document/Parcel Form and the list of recipients with complete contact details.	None	1 day	Messenger
Submit copy of Approved Abstract of Canvass	Received copy of Approved Abstract of Canvass Contact and Coordinate with the winning bidder	None	2 days	Messenger
TOTAL:		None	3 days	

68. AIRLINE TICKETING FOR DOMESTIC TRAVEL

An airline ticket purchase at the Procurement Service – Government Fare Agreement Portal

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Request with BAC Action Slip	Procurement Section
Approved Travel Order	STREDO
Project Procurement Monitoring Plan (PPMP)	Requesting Party
Plane Ticket Order Request Form	Intranet
Travel Insurance Application	STREDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit copy of Purchase Request with BAC Action Slip, approved travel order, PPMP, PTOR and the travel insurance application	Received copy of Purchase Request with BAC Action Slip, approved travel order, PPMP, PTOR and the travel insurance application.	None	3 days	Travel Coordinator
	Check the availability of flight thru PS-GFA portal online (PAL Account Only) Conforme from the Requesting Party of flight schedule and seat arrangement.			
	Purchase of airline ticket Provide copy of booking confirmation for the Requesting Party Send travel insurance application to the travel insurance company. Provide copy of confirmation of travel insurance coverage to the Requesting Party			
TOTAL:		None	3 days	

69. SECURITY SERVICES FOR CITEM SIGNATURE PROJECTS

Meeting with the Project Team to determine number of security guards for posting to include number of hours per guard needed during signature projects of CITEM. The agreed security posting and number of guards will then be formally requested from the Official Security Agency of CITEM.

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Request with signed BAC Action Slip	Procurement Section
Approved Project Procurement Management Plan (PPMP)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Purchase Request with signed BAC Action Slip and PPMP	Received Purchase Request with signed BAC Action Slip and PPMP.	None	3 days	STREDO Staff
	Conforme of posting and number of guards Provide request letter for additional guards to Official Security Agency of CITEM			
	Prepare BUR, DV and other required attachments for payment for the Hiring of Security Services for CITEM.			
TOTAL:		None	3 days	

70. COORDINATION WITH THE OFFICIAL FREIGHT FORWARDER OF OVERSEAS PROJECTS.

Official freight forwarders refer to the international organizer's accredited forwarders

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Order for Outbound Shipment Transaction (JOFOST)	Intranet; STREDO
Shipping Manual from the accredited forwarders of the international organizer	CITEM Project Officers; STREDO
List of local partner forwarders	Official freight forwarders

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit JOFOST with complete details.	Received JOFOST with complete details	None	3 days	Shipping Coordinator
TOTAL:		None	3 days	

71. STORAGE OF FILES

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of files for storage	File Owner
Storage box	Supply Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email list of files for storage	Includes in the inventory of files. Numbering of boxes Advise GSD personnel for warehousing	None	1 day	Records Coordinator
TOTAL:		None	1 day	

72. RECORDS RETRIEVAL

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower Form	Records Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit borrower form to the Records Coordinator	Locate files through inventory file. Advise warehouse personnel to retrieve the file	None	1 day	Records Coordinator
TOTAL:		None	1 day	

72. RECORDS RETRIEVAL

Office or Division:	STREDO (Shipping, Transportation, Records and Documentation)
Classification:	Simple
Type of Transactions:	G2G Government to Government
Who may avail:	CITEM Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower Form	Records Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit borrower form to the Records Coordinator	Locate files through inventory file. Advise warehouse personnel to retrieve the file	None	1 day	Records Coordinator
TOTAL:		None	1 day	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower Form	Records Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit borrower form to the Records Coordinator	Locate files through inventory file. Advise warehouse personnel to retrieve the file	None	1 day	Records Coordinator
TOTAL:		None	1 day	

VII. FEEDBACK AND COMPLAINTS MECHANISM

Please let us know how we may serve you better! Share us your comments, suggestions, or recommendations through any of the following:

- Talk to our Customer Relations Officer at the CITEM Lobby;
- Fill up the Feedback Form available in the CITEM Information Desk and drop it in the Suggestion Box located at the lobby;
- Give us a call through + (63 2) 831 2201 or send us your feedback through fax no. 832-3965 or e-mail through info@citem.com.ph.

We will attend to your notice/correspondence promptly. Thank you for helping us improve our services.



**CENTER FOR INTERNATIONAL TRADE
EXPOSITIONS AND MISSIONS (CITEM)**

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