



**DEPARTMENT OF SCIENCE AND
TECHNOLOGY – ADVANCED SCIENCE
AND TECHNOLOGY INSTITUTE
(DOST-ASTI)**

CITIZEN'S CHARTER

2023 (4th Edition)



MESSAGE FROM THE DIRECTOR

In compliance with Republic Act. No. 9485 or the Anti-Red Tape Act of 2007, the Department of Science and Technology - DOST-Advanced Science and Technology Institute (DOST-ASTI) Citizen's Charter shall serve as an effective tool in reflecting the institution's commitment to delivering high quality, standardized, and transparent government services aligned with our Quality Management System (QMS) in conformance with ISO 9001:2015.

As a Research and Development Institute (RDI), DOST-ASTI is mandated to constantly innovate on the advanced science and technology infrastructure in the country. We are dedicated to providing consistent expertise in the fields of Information and Communications Technology Research & Development, Electronics Research & Development, Technology Transfer, and Space related technology.

In line with the institution's commitment, we welcome suggestions and feedback to improve our projects and services. We encourage everyone to uphold our values entailed in the DOST-ASTI's Citizen's Charter.


FRANZ A. DE LEON, Ph.D.
Director, DOST-ASTI



I. Mandate:

The DOST-Advanced Science and Technology Institute is mandated to:

1. Undertake long-term researches to strengthen and modernize science and technology infrastructure;
2. Conduct research and development work in the advanced fields of studies including biotechnology and microelectronics;
3. Complement the overall endeavour in the scientific field with intensive activities in the computer and information technologies.

II. Vision:

The DOST-Advanced Science and Technology Institute shall be among the leading Research and Development Centers in Information and Communications Technology and Electronics within the Southeast Asian region.

III. Mission:

The DOST-Advanced Science and Technology Institute is committed to the development of the Filipino society and the Philippines as a nation. We shall contribute to the attainment of national development priorities and the growth of Philippine enterprises by providing innovative solutions using ICT and Electronics technology.

IV. Service Pledge:

We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate the agency to continuously reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote implementation of simplified requirements and procedures that will reduce red tape and expedite transactions of the agency;
4. Aid the public in filing and investigating complaints against personnel and/or processes in compliance to RA 11032;
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours.



LIST OF SERVICES

External Services	Page Number
1. Computing and Archiving Research Environment (COARE)	6
2. EPDC Services	10
3. Philippine Research, Education and Government Information Network (PREGINET) ...	19
4. Philippine Earth Data Resource and Observation (PEDRO) Center	24
Internal Services	
1. Billing and Monitoring of Collection	30
2. Handling Customer Feedback	36
3. Handling Customer Owned Materials	41
4. Implementation and Delivery of Internal ERP System Support Services	43
5. Implementation and Delivery of Internal Support Services	46
6. KM Services Implementation in Projects and Other Activities	49
7. Procurement	53
8. Recruitment, Hiring, and Placement of Project-Based Staff	75
9. Recruitment, Hiring, and Placement of Regular Employees	79
10. Staff Development	83

Service Office

External Services

1. Computing and Archiving Research Environment (COARE)

The Computing and Archiving Research Environment (COARE) Facility is one of the services offered by the DOST-ASTI that fosters collaboration among institutions by enabling multiple data integration between ASTI-initiated projects and other collaborative projects with other agencies that have high requirements for data storage and high-performance computing.

The COARE Facility provides a platform for easy storage, analysis, and sharing of scientific data by providing the following services: High-Performance Computing (HPC), Science Cloud, and Data Archiving.

Office or Division:	Research and Development Division	
Classification:	Simple, Complex, Highly technical	
Type of Transaction:	G2G, G2C, G2B	
Who may avail:	Researchers, Academe, Government Agencies, Non-Government Organization (NGOs), International Collaborators, Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
COARE Account Application		
Accomplished COARE Account Application Form (https://goo.gl/forms/U3vVOwnighi5BB3E3)	Online (via Google form)	
Endorsement Letter from Requester's Supervisor (Note: Exception on applicants who have formal collaboration with ASTI thru COARE or who are vouched by a COARE team member)	Note: Letter template already incorporated into the COARE Account Application Form	
COARE Account Renewal		
Accomplished COARE Account Renewal Form (https://goo.gl/forms/BFecCg9zga0AaLm73)	Online (via Google form)	
Endorsement Letter from Requester's Supervisor (Note: Exception on applicants who have formal collaboration with ASTI thru COARE or who are vouched by a COARE team member)	Note: Letter template already incorporated into the COARE Account Application Form	

Support for COARE services (for existing COARE users)	
Service request/ incident ticket on COARE User Portal	COARE User Portal (http://asti.dost.gov.ph/coare/servicedesk)



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1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COARE Account Application/ Renewal Process				
1. Submit request for service access.				
a. If first-time user, submit accomplished COARE Account Application Form.	1. COARE Team to acknowledge receipt of request (automated). 2. Evaluate request upon receipt of fully accomplished Form and submission of other relevant requirements. 3. Create COARE Account. 4. Endorse COARE account credentials & resources.	None	One (1) to three (3) working days, if no clarifications needed	COARE Service Desk <i>(coareservicedesk@asti.dost.gov.ph)</i>



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1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. If user with expired/ expiring account, submit accomplished COARE Account Renewal Form.	1. COARE Team to acknowledge receipt of request (automated). 2. Evaluate request upon receipt of fully-accomplished Form and submission of other relevant requirements. 3. Edit COARE Account validity, as well as other user's details in COARE database if needed. 4. Endorse COARE account credentials & resources.	None	One (1) to three (3) working days, if no clarifications needed	COARE <i>Service Desk</i> <i>(coareservicedesk@asti.dost.gov.ph)</i>
TOTAL		None	Max. three (3) working days	
COARE Facility User Support				
1. Submit service/support request by logging a ticket via the COARE User Portal.	1. COARE User Portal automatically sends acknowledgement notification to user. COARE Team to assign the ticket to specific support staff.	None	One (1) to three (3) working hours	COARE <i>Service Desk</i> <i>(http://asti.dost.gov.ph/coare/servicedesk)</i>

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Communicate regularly with COARE Service Desk and update ticket as necessary.	2. COARE Team to start addressing/ resolving ticket. 2.1 Change ticket status to “Resolved” once issue has been resolved from the COARE Team’s end.	None	One (1) to ten (10) working days (depends on the request complexity)	COARE Service Desk <i>(http://asti.dost.gov.ph/coare/servicedesk)</i>
3. Confirm resolution of ticket (not required).	3. Close ticket.	None		COARE Service Desk <i>(http://asti.dost.gov.ph/coare/servicedesk)</i>
TOTAL		None	Max. 10 working days and three (3) working hours	

2. EPDC Services

The Electronics Product Development Center (EPDC) is the country's one-stop-shop electronics development facility that provides design, programming, manufacturing, and testing services.

Office or Division:	Research and Development Division	
Classification:	Technical / Highly Technical Transaction	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
Who may avail:	Companies, SMEs, Students, Hobbyists and Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>Prior to conduct of service</i>		
Request for service. Must provide the following details: a. Type/s of Service/s b. Client Information	Client should send an email inquiry to epdc@asti.dost.gov.ph	
Request For Quotation (RFQ) of services	To be provided by EPDC with reference to RFQ. Should be signed by client to proceed with conduct of service.	
<i>After Conduct of Service</i>		
Work Completion Notice (WCN) and Customer Satisfaction Survey (CSS)	To be provided by EPDC and should be signed by client to acknowledge.	
Delivery Receipt (1 copy) and Order of Payment (3 copies)	To be provided by EPDC Admin; (Delivery receipt is only applicable to Prototyping Services)	
Statement of Account (for Term clients only)	To be provided by ASTI upon receipt of WCN	

2. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of service.	<p>1.1 Respond to inquiry. Identify requirement and type of service from the client.</p> <p>1.2 The first part of the EPDC Service Request and Assessment (ESRA) form is the SERVICE REQUEST— to be accomplished by the Sales and Marketing staff and is based on the service requirement of the client. To be forwarded to the Technical Division.</p> <p>1.3 Technical Division will assess the SERVICE REQUEST and will create the price assessment and duration of the service to generate the SERVICE ASSESSMENT. ESRA form will be sent back to Sales and Marketing Division.</p> <p>1.4 Sales and Marketing Division will receive the ESRA and make the official Quotation to be sent to the client.</p>	None	Approximately one (1) working day	<p>1.1 Sales and Marketing Division</p> <p>1.2. Sales and Marketing Division</p> <p>1.3 Technical Divisions 1.3.1 Research and Engineering 1.3.2 Manufacturing 1.3.3 Testing</p> <p>1.4 Sales and Marketing Division</p>



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<p>2. Confirm the service fee by signing the Quotation. Secure the testing schedule set by the Testing Division. Confirm the schedule set by Research and & Engineering and Manufacturing Division.</p>	<p>2.1 Signed Quotation will serve as a JOB ORDER and shall be forwarded to the Technical Division.</p> <p>2.2 Technical division will provide a confirmed schedule to clients based on the JOB ORDER. Technical division to start and perform the service. Accomplish applicable documents and Work Completion Notice (WCN) after each service.</p>	<p>None</p>	<p>Depends on lead time of service</p>	<p>2.1 Sales and Marketing Division</p> <p>2.2 Technical Divisions 2.2.1 Research and Engineering 2.2.2 Manufacturing 2.2.3 Testing</p>
<p>3. Will be notified of the completion of the project. To check the samples/products/reports. To schedule pick up/ delivery.</p>	<p>3. Notify the client. Prepare schedule for payment, pick-up or delivery of the samples.</p>	<p>None</p>	<p>15-20 minutes</p>	<p>Sales and Marketing Division</p>



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<p>4. Payment of Service. Signs WCN.</p>	<p>4. Prepare Statement of Account (SOA) for Term Clients; Prepare Order of Payment and Delivery Receipt (if applicable) for Cash Clients. Shall provide Acknowledgement and Official Receipt (OR) upon confirmation of payment.</p>	<p>Depends on the type of Service (see list of fees on table below)</p>	<p>15 minutes</p>	<p>Administrative Division</p>
<p>5. Pick up and assess the documents/ products/ samples. Accomplish Customer Satisfaction Survey (CSS).</p>	<p>5. Conduct CSS.</p>	<p>None</p>	<p>20 minutes</p>	<p>Sales and Marketing Division</p>
<p>TOTAL</p>		<p>Depends on the type of service</p>	<p>Depends on lead time of service</p>	

Rates/Fees for EPDC

1. Garage Services

Services	Unit	Regular Rate	Socialized rate
PCB Design	Hour	₱ 280.00	Less 20%
Mechanical Design	Hour	₱ 280.00	Less 20%
Firmware Programming	Hour	₱ 280.00	Less 20%

2. Prototyping Services

2.1 PCB Fabrication

<i>Note: Maximum Board Dimension = 214 x 290 mm</i>							
Board Area (mm)	MOQ (FAB)	Layer/s	PCB Regular Rate	PCB Socialized Rate	LEAD TIME (working hours)	Rush (LEAD TIME Fee per 8 hours advance)	Rubout Fee for 2 layers (divide by 2 if only one layer is rubout)
<=6,781	1	1	₱ 196	Less 20%	8	NA	Design Dependent (to be calculated)
		2	₱ 196		10	NA	
	4	₱ 2,219	48		+ 582		
1	1	₱ 554	16				
	2	₱ 589	24				
<=13,563	4	4	₱ 4,438			48	
		1	₱ 695			16	
<=28,710	1	2	₱ 723			24	
		4	₱ 8,875			48	
<=29,318	1	1	₱ 885			16	
		2	₱ 897			24	
	4	₱ 8,875	48				
<=62,060	1	1	₱ 1,503	24			
		2	₱ 1,533	36			
		4	₱ 17,750	48			

Table 2.1.1 PCB Fabrication Extra Services

Extra Service	Rate
Continuity and Resistance Test	Free
DFM/ DRC (per design)	Free
SolderMask Removed	less 10%
Silkscreen Removed	less 10%

2.2 Stencil Fabrication

Table 2.2.1 Acetate Material

Board Area (mm)	MOQ (FAB)	Layers	Stencil (for SMD Assembly) Regular Rate	Stencil (PCB Assembly) Socialized Rate	LEAD TIME (day/s)
<=13,563	2	1	₱ 450	Less 20%	1
		2	₱ 900		1
<=28,710	1	1	₱ 900		1
		2	₱ 1,800		1
<=29,318	1	1	₱ 900		1
		2	₱ 1,800		1
<=62,060	1	1	₱ 1,800		1
		2	₱ 3,600		1

Table 2.2.2 Polyimide Material

Board Area (mm)	MOQ (FAB)	Layers	Stencil (for SMD Assembly) Regular Rate	Stencil (PCB Assembly) Socialized Rate	LEAD TIME (day/s)
<=13,563	2	1	₱ 900	Less 20%	1
		2	₱ 1,800		1
<=28,710	1	1	₱ 1,800		1
		2	₱ 3,600		1
<=29,318	1	1	₱ 1,800		1
		2	₱ 3,600		1
<=62,060	1	1	₱ 3,600		1
		2	₱ 7,200		1

2.3 PCB Assembly

Type	Unit	Regular Rate	Socialized
THT	component	₱ 17.5	Less 20%
SMD			
Fine Pitch/ QFN			

3. Testing Services

Table 3.1 EMC Test

Item #	Test	Standard	Regular Rate/Hour	Socialized Rate
1	RF Radiated Emissions	CISPR 22 / FCC Part 15 Subpart B & C (30 to 1000 MHz)	₱ 5,200	Less 20%
2	RF Radiated Emissions	CISPR 22 (1GHz to 6 GHz)	₱ 5,200	
3	RF Radiated Emissions	FCC Part 15 Subpart B & C (1GHz to 18 GHz)	₱ 5,200	
4	RF Radiated Emissions	CISPR 11	₱ 5,200	
5	RF Radiated Emissions	CISPR 13	₱ 5,200	
6	RF Radiated Emissions	CISPR 14-1	₱ 5,200	
7	RF Radiated Emissions	CISPR 15	₱ 5,200	
8	RF Radiated Immunity	CISPR14-2	₱ 5,200	
9	RF Radiated Immunity	CISPR20	₱ 5,200	
10	RF Radiated Immunity	CISPR35	₱ 5,200	
11	RF Radiated Immunity	IEC/EN61000-4-3	₱ 5,200	
12	RF Radiated Immunity	IEC/EN61000-6-1	₱ 5,200	
13	RF Conducted Emissions	FCC Part 15/ CISPR22 / CISPR32 (0.15 to 30 MHz)	₱ 4,160	
14	RF Conducted Immunity	IEC/EN61000-4-6	₱ 4,160	
15	Automotive RE (Component level)	CISPR 25	₱ 5,200	
16	Automotive CE (Component level)	CISPR 25	₱ 5,200	
17	Automotive RI (Component level)	ISO11452-2	₱ 5,200	
18	Automotive CI (Component level - BCI)	ISO11452-4	₱ 5,200	
19	Power Line Harmonics (<16A)	IEC/EN 61000-3-2	₱ 2,600	

20	Power Line Flicker (<16A)	IEC/EN 61000-3-3	₱ 2,600	
21	ESD	IEC/EN 61000-4-2	₱ 2,600	
22	EFT/Burst	IEC/EN 61000-4-4	₱ 2,600	
23	Surge	IEC/EN 61000-4-5	₱ 2,600	
24	Power Magnetic Field	IEC/EN 61000-4-8	₱ 2,600	
25	Pulse Magnetic Field	IEC/EN 61000-4-9	₱ 2,600	
26	Voltage Dips/Interrupts	IEC/EN 61000-4-11	₱ 2,600	

Table 3.2 Product Safety Test

	TESTS	HRS	Regular Rate	Socialized Rate
1	Maximum Voltage, Ampere and Volt-Ampere Measurement	2	₱ 2,557	Less 20%
2	Input	3	₱ 3,068	
3	Energy Discharge / Capacitance Discharge	3	₱ 3,580	
4	Working Voltage Measurement	16	₱ 7,670	
5	Limited Current Circuit Measurement	4	₱ 3,068	
6	Limited Power Source Measurement	4	₱ 2,812	
7	Ground Continuity	2	₱ 2,557	
8	Creepage and Clearance	6	₱ 3,580	
9	Touch Current	3	₱ 2,557	
10	Electric Strength and Humidity Conditioning	120	₱ 12,784	
11	Electric Strength	2	₱ 2,557	
12	Impact	3	₱ 2,812	
13	Drop	3	₱ 2,812	
14	Cord Anchorage	2	₱ 2,812	
15	Steady Force	2	₱ 2,557	
16	Stability	2	₱ 2,301	
17	Wall / Ceiling Mounted Equipment	3	₱ 2,812	
18	Handle	1	₱ 2,301	
19	Connection by Plugs and Sockets	1	₱ 2,301	
20	Heating	4	₱ 3,068	
21	Ball Pressure	4	₱ 4,602	
22	Enclosure Distortion	4	₱ 2,557	
23	Stress Relief	4	₱ 3,324	
24	Resistance to Heat and Fire	3	₱ 3,068	
25	Marking Permanency	1	₱ 2,301	

26	Output Overload	5	₱ 4,858	
27	Output Short Circuit	5	₱ 4,858	
28	Blocked Ventilation Opening	5	₱ 4,602	
29	Reversed DC Input Polarity	5	₱ 4,858	
30	Transformer Overload	5	₱ 4,858	
31	Locked Rotor	5	₱ 4,091	
32	Fan Malfunction	5	₱ 4,091	
33	Separation Requirements	4	₱ 3,580	
34	Impulse	3	₱ 4,091	
35	Voltage Surge	3	₱ 4,091	

Table 3.3 Parametric Test

	Equipment	Unit	Regular Rate	Socialized Rate
1	Keysight 16850 Series Portable Logic Analyzer	Hour	₱ 1,500	Less 20%
2	Keysight 34461A Digital Multimeter		₱ 1,500	
3	Keysight U8032A Bench Power Supply (3 Output 5 V, 60 V 3A 375W)		₱ 1,500	
4	Fluke Ti125 Industrial-Commercial Thermal Imager		₱ 1,500	
5	R&S FSV Signal Analyzer		₱ 1,500	
6	Rohde & Schwarz RTO1044 Oscilloscope (4 GHz, 4 Ch, 20 GS/s)		₱ 1,500	
7	DSOX4024A Digital Oscilloscope: 200 MHz, 4 Analog Channels		₱ 1,500	
8	N5172B EXG X-Series RF Vector Signal Generator, 9 kHz to 6 GHz		₱ 1,500	
9	Handheld XRF Analyzer (OLYMPUS)	homogenous sample	₱ 1,500	

3. Philippine Research, Education and Government Information Network (PREGINET)

PREGINET is the national research and education network (NREN) of the Philippines that provides high-speed network connectivity to facilitate research collaborations and development among academic, government, and research institutions. It interlinks local and foreign content as well as applications benefiting the user communities in the areas of agriculture, bioinformatics, disaster mitigation, distance education, network technologies, and telemedicine.

Office or Division:	Solutions and Services Engineering Division		
Classification:	Highly technical		
Type of Transaction:	G2G		
Who may avail:	Government Agencies, Research Institutions, and State Universities and Colleges		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Technical Assistance (ie. Multicasting, VoIP, Videoconferencing – telemedicine / tele conferences, Web Hosting, PhOpenIX, IPv6) <ul style="list-style-type: none"> Email / Letter Request (approval via email / letter) End-User Acknowledgement Receipt (for issuance of IP address) 		Approval for Technical Assistance: PREGINET Network Engineers (Ops Team)	
Network Connectivity / Server Co-Location <ul style="list-style-type: none"> Email / Letter Request (approval via email / letter) Memorandum of Agreement Service Acceptance 		Approval for Network Connectivity / Server Co-Location: PREGINET Project Manager (PM)	

3. Philippine Research, Education and Government Information Network (PREGINET)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Technical Assistance				
1. All requests are coursed through email / letter request to ops@pregi.net , and subject for approval.	Approval depends on the discussion between End-User and Ops Team.	None	Four (4) days	Ops Team

<p>2. Once approved, End-User complies with the requirements set by Ops Team and PM. For IP issuance, End-User accomplishes the Acknowledgement Receipt Form provided by Ops and PM.</p>	<p>Ops coordinates with the End-User on the needed information, along with the other requirements for the requested service. For issuance of IP address, PM and Ops team provides End-User an Acknowledgement Receipt Form containing the details of their request.</p>	<p>None</p>	<p>15 days</p>	<p><i>Ops Team and PM)</i></p>
<p>3. After the service has been rendered, an accomplished Customer's Satisfactory Survey (CSS) shall be submitted to the PM.</p>	<p>Once the service has been provided, CSS is sent to End-User via email for accomplishment.</p>	<p>None</p>	<p>One (1) day</p>	<p><i>PM</i></p>
<p>TOTAL</p>		<p>None</p>	<p>20 days</p>	



3. Philippine Research, Education and Government Information Network (PREGINET)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Network Connectivity / Server Co-Location				
1. All requests are coursed through email / letter request to ops@pregi.net , and subject for approval.	Approval depends on the evaluation of the Ops Team and PM, in coordination with End-User. Once approved, PM explains the requirements and process of the service. A MOA is issued for accomplishment to the End-User.	None	Depends on the site survey	<i>PM</i>
2. Once approved, End-User accomplishes the MOA, containing the terms of the services, Acceptable Use Policy (AUP), and certificate of funds availability (if applicable).	Once the End-User signed the MOA, PM will notarize the contract. Upon notarization, procurement and installation shall proceed.	Depends on the computed Price Matrix <i>(see reference below)</i>	Depends on the availability of the signatories	<i>PM</i>
3. Once installed, service shall be subjected for testing with the End-User. If testing is successful, a signed Service Acceptance Form (SAF) shall be	Once the installation is completed, testing shall be conducted with the End-User. If testing is successful, PM issues End-User a SAF for accomplishment.	Included in the computed Price Matrix	Depends on the procurement and installation	<i>PM and Ops Team</i>

<p>submitted to PM to signify End-User's conforme. Date when the SAF is accomplished shall also be the basis for the billing.</p>	<p>Once accomplished, billing shall start.</p> <p>For Renewal of existing service, SAF will not be issued. SAF is only used for new, upgrade or downgrade of existing service.</p>			
<p>4. After the service has been rendered, an accomplished CSS shall be submitted to the PM every quarter by the End-User to verify the performance of the provided services.</p>	<p>Once the service has been provided, CSS is sent quarterly to End-User via email for accomplishment.</p>	<p>None</p>	<p>One (1) day</p>	<p><i>PM and Ops Team</i></p>
Total:		<p>Depend on the Computed Price Matrix</p>	<p>Depends on the site survey, procurement, and installation</p>	

Price Computation Matrix

Originating Point	Destination Point	Bandwidth (Mbps)		Transport Cost (PhP)		CIR Cost	Overhead Cost	MRC (PhP)
		LT	CIR	Backbone	LT ²			
Point A	Point B	Mbps	Mbps	(BC ¹ x LT Bandwidth)	From the supplier	(CIR ³ x CIR Bandwidth)	Fixed rate	Charge

¹BC – Backbone Cost = Total Annual Cost of the Core Network / Total Mbps of All End-Users

Backbone or also called as core network is part of a computer network that interconnects networks. It provides a path for data exchange between different subnetworks.

²LT – Last mile Transport refers to the cables or wiring from the Internet Service Providers (ISPs) facility towards its client or end-user. Prices from the ISPs are varying annually. And not all areas are serviceable for network connectivity nor have the same number of ISPs.

³CIR – CIR Cost = Total Annual Cost of all the links / Total Mbps of all End-Users
Committed Information Rate (CIR) is the bandwidth that is allocated for the End-User's network connectivity.

4. Philippine Earth Data Resource and Observation (PEDRO) Center

The Philippine Earth Data Resource and Observation (PEDRO) Center offers access to raw and processed satellite images to support research, projects, and initiatives of government agencies, state universities and colleges, local government units, and other public entities. Images from the PEDRO Center can be used for various applications such as but not limited to, research, disaster risk reduction and management, environmental monitoring, and terrestrial and maritime surveillance.

Office or Division:	Solutions and Services Engineering Division	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	Government Agencies State Universities and Colleges	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter (#1 Copy) Either for: <ul style="list-style-type: none"> Acquisition of Satellite Images (per 1000 sq.km AOI) Access to the PEDRO Center Portal 	Must be provided by the client	
Signed End-User License Agreement (#1 Copy) <ul style="list-style-type: none"> Note: Only applicable to request for satellite images 	Will be emailed upon request assessment	
Signed Copy of Government Employment ID or Validated Student ID (#1 Copy) <ul style="list-style-type: none"> Note: Validated Student ID can only be used to request for satellite images 	Must be provided by the client	

4. Philippine Earth Data Resource and Observation (PEDRO) Center				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Acquisition of Satellite Images				
1. Submit signed Request Letter with the following details: <ul style="list-style-type: none"> Recipient 	1. Acknowledge receipt of the Request Letter. 1.1. Assess availability of requested data.	None	Seven (7) working days	<i>PEDRO team</i> (<i>grs@asti.dost.gov.ph</i>)

<p>“Franz A. de Leon, Ph. D., Director, DOST-ASTI”</p> <p>Attention to:</p> <p>“Alvin E. Retamar Chief, SSED”</p> <ul style="list-style-type: none"> Request Details <p>A. Areas of interest B. Data type (Synthetic Aperture Radar or Optical) C. Spatial resolution/ground sample distance D. Image acquisition date E. Intended use/application</p> <p>Note: For stakeholders from the academe, the request letter must indicate a proposed research schedule endorsed and signed by the adviser/professor.</p>	<p>1.2. Secure endorsement from SSED Chief and approval from Agency head.</p> <p>1.3. Inform client regarding results of assessment (approved, unavailable, or for processing).</p> <p>1.4. Send the drafted End-User Licensing Agreement (EULA) to the client.</p>			
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<p>2. Submit signed EULA and copy of valid Government Employment ID or Validated Student ID.</p>	<p>2. Acknowledge receipt of signed EULA.</p> <p>2.1. Prepare the requested data upon tasking, archiving, and/or processing.</p> <p>2.2. Send requested data through a secure link.</p> <p>Note: For clients from government agencies, they may choose to request access to the PEDRO Center Portal to acquire requested data.</p> <p>2.3. Send customer satisfaction survey to the client.</p>	<p>None</p>	<p>Data preparation for:</p> <ul style="list-style-type: none"> • Archived images (readily available images in the storage): Seven (7) working days. • Images that require tasking, archiving, and/or processing: Twenty (20) working days. <p>Note: <i>The twenty (20) working day processing time applies for each 1,000 sq.km. of Area of Interest (AOI). Multiple or bigger AOIs would merit additional processing time subject to the requested image specifications, weather conditions, and available satellite passes which may affect the speed of data</i></p>	<p><i>PEDRO team (grs@asti.dost.gov.ph)</i></p>
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DOST-ASTI

			<i>preparation and delivery.</i>	
TOTAL		None	27 Working days per 1000 sq.km.	

4. Philippine Earth Data Resource and Observation (PEDRO) Center				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Access to the PEDRO Center Portal Service may only be provided to clients: 1. From government agencies and local government units 2. Who requested and/or is requesting satellite images from the PEDRO Center				
1. Submit signed Request Letter with the following details: <ul style="list-style-type: none"> • Addressed to: "Franz A. de Leon, Ph. D., Director, DOST-ASTI" • Attention to: "Alvin E. Retamar Chief, SSED" A. Name and position of the staff who should have access to the portal	1. Acknowledge receipt of the Request Letter. <ul style="list-style-type: none"> 1.1. Assess intended use or application. 1.2. Secure endorsement from SSED Chief and approval from Agency head. 1.3. Inform client regarding results of assessment (approved or disapproved). 1.4. Inform client to sign-up at the PEDRO Center and to upload their Government Employment ID. 	None	Seven (7) Working days	<i>PEDRO team (grs@asti.dost.gov.ph)</i>



DOST-ASTI

4. Philippine Earth Data Resource and Observation (PEDRO) Center				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Intended Use or Application C. Endorsed by the Agency or Department Head				
2. Sign-up at the PEDRO Center Portal and upload scanned copy of the Government Employment ID.	2. Approve client credentials upon sign-up.	None	Three (3) working days	<i>PEDRO team</i> <i>(grs@asti.dost.gov.ph)</i>
TOTAL		None	10 working days	

Service Office

Internal Services

1. Billing and Monitoring of Collection

This procedure covers all the activities from the acceptance of Memorandum of Agreement (MOA) and Work Completion Notice from concerned division/section up to the monitoring of collections.

Office or Division:	Finance and Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government; G2B – Government Business
Who may avail:	Concerned Agency Staff/Teams/Unit/Division, Agency Partners, Agency Clients
CHECKLIST OF REQUIREMENTS	
Memorandum of Agreement	To be provided by the concerned clients/customers/agency staff
Work Completion Notice	
Request Letter (for other services)	

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Documents Required: <ul style="list-style-type: none"> • PREGINET (Philippine Research, Education, and Government Information Network) <ul style="list-style-type: none"> - Two (2) copies of Memorandum of Agreement (MOA) and Service Acceptance (if applicable) • EPDC Services – Work Completion Notice (WCN) • Other Services – Request Letter 	1. Documents are received by the Accounting Section for preparation of Statement of Account (SOA). <i>Note: The documents will serve as an attachment to SOA (supporting documents need not be attached to succeeding SOA until end of the contract). The second copy of MOA and the rest of the documents received are kept for filing and subsequent billing.</i>	None	Two (2) days	<i>Accountant</i>

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approved by the Director	2. For subsequent billing, the customer's account is verified with the (1) Report of Collection and Deposit (RCD), maintained by the Cash Section and Schedule of Accounts Receivable (SAR) to check if there is payment received and any outstanding balance; and (2) Memo for Billing Adjustment to Reflect Actual Service Utilization, forwarded by the Project Team, to be included as adjustment in the current charges.			
	3. Final review of the draft SOA; after which, the accountant concerned prints the document and signs the "Prepared by" portion.	None	One (1) day	<i>Accountant</i>
	4. The Division Chief verifies the supporting document and the details of SOA and initials the	None	Three (3) days	<i>Division Chief Concerned, Director</i>

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>“Approved by” portion.</p> <p>4.1. The Director certifies and signs the “Approved by” portion of the same document.</p>			
	<p>5. Update Schedule of Accounts Receivable and Billing Registry reports monthly to record issued SOAs.</p> <p>5.1. Reproduce approved SOA for receiving and filing copy.</p> <p>5.2. Original copy is sent to partners by messenger through ASTI ERP transportation reservation and/or courier, if applicable.</p>	None	Two (2) days	<i>Accountant</i>
TOTAL		None	Eight (8) days	



1. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Follow up clients through phone calls and/or email.	None	After 7 days upon delivery of SOAs	<i>Accountant</i>
	2. Prepare Order of Payment (OP) as per the clients' advice of collection and its supporting documents and forward it to Cash Section.	None	One (1) day	<i>Accountant</i>
	3. Receive payment in cash, check or LDDAP-ADA as per forwarded OP.	Dependent on the service availed by client.	Depending on the client's payment schedule and confirmation of deposit from BTr (for LDDAP-ADA payment only)	<i>Administrative Officer V</i>
	4. Upon receipt of payment and BTr confirmation of deposit, Official Receipts are prepared and issued in three (3) copies: Original for customer, for cashier, and for COA (Commission on Audit) attached to report of collections and	None	Within the day after the receipt of payment and BTr deposit confirmation (for LDDAP-ADA payment only)	<i>Administrative Officer V</i>



1. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>deposits. COA (Commission on Audit) attached to report of collections and deposits.</p> <p>4.1. Update monthly Report of Collection and Deposits.</p>			
	<p>5. Record/Update collections in the SAR.</p>	None	Within the first week of the month	<i>Accountant</i>
	<p>6. For accounts which have been unpaid for three (3) months, the Demand Letter is prepared (attached to its corresponding SOA and WCN, if applicable), addressed to the head of the institution, and sent through registered mail or personal delivery.</p> <p>6.1. The Division Chief verifies the details of the account and initials the Demand Letter.</p> <p>6.2. The Director confirms and signs the Demand Letter</p> <p>6.3. The accountant files the receiving</p>	None	<p>After 90 days upon client's receipt of SOA; If no reply is received after 60 days, a new set of Demand Letter will be issued.</p>	<i>Accountant, Division Chief Concerned, Director</i>



DOST-ASTI

1. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	copies and updates the Billing Registry.			
	7. If reply letters are not yet received after consistent delivery of Demand Letters to clients, the Agency may request authority for the write-off of dormant accounts receivable. Upon approval of COA, adjust the books to write off Bad Debts Accounts subject to COA Circular 2016 – 005 dated 19 December 2016.	None	Depending on the reply of clients	<i>Agency Management, Accountant</i>
TOTAL		Dependent on the service availed by client	Depends on the timeline stated above	

2. Handling Customer Feedback

This procedure covers all activities from the receipt of feedback up to the time the appropriate response or action is made.

Office or Division:	DOST - ASTI	
Classification:	Simple, Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Concerned Staff/Project/Unit/Division	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Customer		
ASTI-FM 04-02 DOST-ASTI Customer Satisfaction Survey for Services	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-03 DOST-ASTI Customer Satisfaction Survey for Product	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-17 DOST-ASTI Customer Satisfaction Survey for Procurement Services	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-11 Events Evaluation Form	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
Agency		
Letter of Correspondence		
Delivery Receipt		
ASTI-FM 04-13 DOST-ASTI Customer Satisfaction Survey Report for Product	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-14 DOST-ASTI Customer Satisfaction Survey Report for Activities Under Research Funding Agreement	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 04-15 DOST-ASTI Customer Satisfaction Survey Report for Events	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	



DOST-ASTI

ASTI-FM 04-18 DOST-ASTI Customer Satisfaction Survey Report for Procurement Services	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
ASTI-FM 02-18 Inspection and Acceptance Report	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)

02. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or fill-up the DOST-ASTI Client Satisfaction Survey through email, phone message, and/or chat.	1. Acknowledge the receipt of survey form/s and/or letter/s. 1.1. If letter from customer, attach appropriate DOST-ASTI Client Satisfaction Survey. 1.2. Review feedback and get more details, if necessary.	None	Within three (3) days upon receipt	<i>Division Assistant</i>
	2. Forward copy of Letter/DOST-ASTI Client Satisfaction Survey Form to concerned division/section.	None		<i>Division Assistant</i>
	3. Update the DOST-ASTI Client Satisfaction Survey Monitoring.	None		<i>Division Assistant</i>

02. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4. Discuss feedback with the Staff and Chief of Concerned Division.</p> <p>4.1. Concerned Division Chief approves action to be taken and it must be acted upon within 15 days.</p> <p><i>Note:</i> <i>If for product defects:</i></p> <ul style="list-style-type: none"> - Advise customer to return products within the warranty period. - Acknowledge receipt of the returned products. - Prepare Test/Inspection Report, if applicable. 	None	Within 15 days	<i>Concerned Staff, Division Chief</i>



DOST-ASTI

02. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>- <i>Fill-up the appropriate portion of the Customer Feedback Form and attach Accomplished Test/Inspection Report.</i></p> <p><i>If for service-related or contract research, refer to ASTI-M 05-02 Correction and Corrective Action Procedure.</i></p>			
	<p>5. Inform Customer/ Interested Parties of the findings and recommendations through written communication.</p>	None	Within three (3) days upon resolution finalization	<i>Concerned Staff</i>
	<p>6. Submit Monthly Report on Summary of Customer Feedback to QMR to be presented on Management Staff Meeting and</p>	None	Monthly as needed	<i>Division Assistant</i>

04. Handling Customer Feedback				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Management Review.			
TOTAL		None	21 days	

3. Handling Customer Owned Materials

This procedure ensures that all customer owned materials are properly recorded, controlled, and monitored.

Office or Division:	Embedded Systems Group (ESG) - Solutions and Services Engineering Division	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government G2C - Government to Clients/Customer G2B - Government to Business	
Who may avail:	Third-party source/providers, Concerned Project Staff/Team	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent		To be provided by the client/customer
Gate Pass		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
Materials/Equipment Evaluation Report (Test Form)		ESG Files

03. Handling Customer Owned Materials				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer offers materials for testing and prepare Letter of Intent and/or waiver.		None	None	<i>Concerned Staff, Customer</i>
	1. The concerned staff will acknowledge the receipt of the item through customer's Delivery Receipt or Team's Logbook.	None	10 Minutes	<i>Concerned Staff</i>

03. Handling Customer Owned Materials				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. The concerned staff will test the item, prepare test report, and give customer a copy of the test report for reference.	None	Three (3) to five (5) Business Days	<i>Concerned Staff</i>
	3. The concerned staff returns the item and prepare the acknowledgement receipt to be signed by the supplier indicating that they had received the item (or Gate Pass).	None	One (1) Hour	<i>Concerned Staff</i>
2. Customer signs the acknowledgement receipt.		None	5 Minutes	Customer
TOTAL		None	Six (6) Business Days	

4. Implementation and Delivery of Internal ERP System Support Services

This procedure applies to all support services (bug fixing, request for feature enhancements, and assistance on the use of the system) for proper implementation of the ERP System.

Office or Division:	Knowledge Management Division – MIS Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Agency Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DOST-ASTI Customer Satisfaction Survey for Services	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)

04. Implementation and Delivery of Internal ERP System Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for ERP System Support (via the MIS Ticketing Tool).	1. Acknowledge receipt of request. If received outside of the MIS Ticketing tool, request staff to report via said tool of the system.	None	Within three (3) days	<i>Support Staff</i>
If general inquiries (e.g., system usage)				
	2. Assist the end user on their inquiry.	None	Within one (1) day	<i>Support Staff</i>
If bug, new feature, and/or enhancement				
	2. Validate the request. Create a project design document, <i>when necessary</i> .	None	2.1. Within five (5) working days depending on the urgency and importance of the bug.	<i>Support Staff, Process Owner, Development Team</i>

	<p>2.1. If bug, log the details to JIRA for assignment to the developer concerned.</p> <p>2.2. If new feature or enhancement, assess the need to implement request. If needed, log details to JIRA for assignment to the developer concerned.</p>		2.2. Within five (5) working days	
	3. Classify and prioritize the request.	None	Within five (5) minutes	<i>Process Owner, Development Team</i>
	4. Bug fix/develop new feature or enhancement based on set priority.	None	Dependent on the complexity of the request/s	<i>Software Developer</i>
	5. Conduct testing.	None		<i>Quality Assurance Analyst</i>
2. Confirm successful implementation/deployment of patch/new feature/enhancement.	6. For enhancements and/or new feature, validation by end user.	None	Dependent on the schedule of the end user	<i>Business Analyst</i>
3. Evaluate the service by accomplishing the DOST-ASTI Customer Satisfaction Survey Form.	7. Notify end user as soon as the patch/new feature/enhancement has been deployed and request feedback and customer satisfaction rating.	None	Within five (5) minutes	<i>Support Staff</i>



DOST-ASTI

	8. Indicate that the request is completed in the online repository.	None	Within five (5) minutes	<i>Support Staff</i>
TOTAL		None	Assistance – Four (4) days and 10 minutes Bug/New Feature/ Enhancement - Eight (8) days and 15 minutes (excluding programming asks which depends on the complexity of the bug, new feature, and enhancement)	

5. Implementation and Delivery of Internal Support Services

This procedure applies to activities such as troubleshooting of DOST-ASTI ICT equipment (laptops, desktops, printers, switches, CCTV, and access points), setting up video conferences, and the like to support activities of ASTI employees.

Office or Division:	Knowledge Management Division – Technical Support	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	Agency Staff, Agency Guest/s, Department Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Forms / Customer Satisfaction Survey Note: In case of events, calendar request/invite is required.		To be sent through email by the Support Staff
Regular technical support services – None Repairs - One (1) document (Request for Repair document). If equipment needs to be pulled out by technician, Two (2) documents (Request for Repair & Gate Pass)		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)

05. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for internal support service/s.	1. Receive requests via different media such as the iTop Ticketing tool, phone call, chat, email, and/or face-to-face communication.	None		<i>End-user and Support Staff</i>



05. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Assess request if troubleshooting (printer error, lost/intermittent connection) and other services (i.e. setup of video conferencing, projector, microphones, etc.). Provide recommendation.	None	Within three (3) working days	<i>Support Staff</i>
	3. Implement support. In case MIS cannot troubleshoot item and identifies it to be or for repair or replacement, refer to ASTI-PM 02-05 Property, Plant, Equipment Preventive and Corrective Maintenance.	None	Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components	<i>Support Staff</i>
2. Inspect / Verify if the request/s has been successfully resolved.	2. Set the ticket status to "Resolved" once verified.	None	Within one (1) working day	<i>End-user and Support Staff</i>
3. Close the ticket and accomplish the Customer Satisfaction Survey in the iTop Ticketing tool for service evaluation.		None	Within three (3) days upon setting the ticket status to "Resolved"	<i>End User</i>



DOST-ASTI

TOTAL	None	Seven (7) working days	
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6. KM Services Implementation in Projects and Other Activities

This procedure assists projects and other activities achieve their objectives through the conduct of KM Activities.

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit	
Classification:	Simple, Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Project Manager/Project Team Members/Project Teams	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Email Request sent to km.unit@asti.dost.gov.ph or request thru iTop Ticketing Tool https://support.asti.dost.gov.ph/pages/UI.php		

06. KM Services Implementation in Projects and Other Activities				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to KM Unit or create a ticket in iTop under KM Services.	1. The KM Analyst and Program/Project Manager conduct a preliminary discussion to identify and schedule KM Support Activities such as: (a) Premortem or Risk Analysis activity to preempt possible project vulnerabilities and plan for contingencies. (b) Knowledge Sharing – ASTI staff shares their knowledge to target	None	Within the same working day after confirmation of the request	<i>KM Analyst, Project/Program Manager</i>



	<p>participants within the organization to help each other increase productivity and ensure constant development.</p> <p>(c) Postmortem– For projects, the team with the KM Analyst will review all the AAR done. They then manually write answers to the post-mortem questions and discuss their answers through a Focus Group Discussion. The KM Analyst will document results then file it in KBase and give the project team a copy to be included in the project folder.</p> <p>For events, the KM analyst and the event organizer will discuss the best practices, issues encountered, and lessons learned in the recently concluded event.</p> <p>The KM Analyst will confirm action to the client's request within the same working day.</p>			
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DOST-ASTI

<p>2. The project teams and concerned staff participate on the agreed upon schedule of the activity.</p>	<p>2. The KM Analyst facilitates the activity.</p>	<p>None</p>	<p>One (1) working day (interval from date of request and date of activity is dependent on the agreed-upon activity schedule)</p>	<p><i>Concerned Staff or Project Teams, KM Analyst</i></p>
<p>3. Fill-out the Customer Satisfaction Survey Form.</p>	<p>3. KM Analyst/Staff will get Project Members' Feedback.</p>	<p>None</p>	<p>Within the same working day after the conduct of the activity</p>	<p><i>KM Analyst/KM Staff</i></p>
	<p>4. The KM Staff will document the results of the discussions and let all team members review the documents before these are routed for signature.</p>	<p>None</p>	<p>Within three (3) working days after the completion of the activity</p>	<p><i>KM Staff</i></p>
<p>4. Check and approve the activity documentation.</p>		<p>None</p>	<p>Within two (2) working days after submission of the document</p>	<p><i>Client</i></p>



DOST-ASTI

	<p>5. The KM Staff will route the document for signing of concerned personnel and upload it to KBase.</p> <p>The clients will be informed where to access the documentation.</p>	None	Within three (3) working days after client approves the document.	<i>KM Staff, KM Analyst, KMD Chief</i>
TOTAL		None	Seven (7) to nine (9) working days	

7. Procurement

This operational procedure covers the purchasing of supplies, materials, equipment and services under competitive bidding and alternative modes of procurement pursuant to Republic Act (RA) No. 9184. It is a statutory mandate that all government procurement shall undergo competitive bidding. However, Article XVI of RA No. 9184 provides for instances where resorting to alternative modalities are allowed, to promote efficiency and economy. All Procuring Entities shall observe the mandatory procurement timelines provided in Section 37 of RA No. 9184 and its 2016 revised Implementing Rules and Regulations (IRR).

Office or Division:	Finance and Administrative Division – Procurement Management Section		
Classification:	Simple, Complex, Highly Technical		
Type of Transaction:	G2G – Government to Government G2B – Government to Business		
Who may avail:	Agency Staff, External Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
ASTI-FM 03-11 Invitation to Bid (IB) for Competitive Bidding, Request for Quotation (RFQ) for Alternative Mode of Procurement		ERP Generated	
Request for Expression of Interest for Consulting Services		Manually Prepared	
ASTI-FM 03-12 Abstract of Bids/Canvass Form		ERP Generated	
ASTI-FM 03-20 Supplemental/Bid Bulletin		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 01-06 Minutes of the Meeting		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 03-14 Notice of Award – Public Bidding		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 03-15 Notice of Award – Alternative Mode of Procurement		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	
ASTI-FM 03-18 Notice to Proceed – Competitive		Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)	



DOST-ASTI

ASTI-FM 03-019 Notice to Proceed – Alternative Mode of Procurement	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
BAC Resolution	Knowledge Base (KBase) Website (https://kbase.asti.dost.gov.ph/tiki-index.php?page=Alpha)
Bidding Documents	DOST-ASTI and PhilGEPS Websites
Other Documentary Requirements	Per 2016 revised IRR of RA No. 9184 and Commission on Audit

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PhP 1 Million and Below (*Some process are observed depending on the type of alternative modality used.)				
1. For Non-Commonly Used Supplies and Equipment (Non-CSE) and Common Use Supplies and Equipment (CSE), concerned staff shall \ prepare a Project Procurement Management Plan (PP MP).	1. The Division Chief shall review and recommend for approval. 1.2. The Budget Officer shall check items and certify funds availability.	None	Dependent on end-user and Budget Section	<i>Concerned Staff, Budget Section, Division Chief</i>
	2. The Bids and Awards Committee (BAC) Secretariat shall consolidate PPMPs into Annual Procurement	None	Within one (1) to two (2) days	<i>BAC Secretariat / Property and Supply Section</i>



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Plan (APP) for Non-CSE.</p> <p>2.1. The Property and Supply Section shall consolidate the PPMPs into APP-CSE, as well as prepare necessary documents for procurement of CSEs, i.e., Agency Procurement Request (APR).</p>			
	<p>3. The Head of Procuring Entity (HoPE) shall approve the APP Non-CSE and CSE.</p>	None	Dependent on HoPE	<i>HoPE</i>
<p>2. For CSEs, staff concerned shall prepare Purchase Request (PR) which will be generated via ERP.</p>	<p>4. PR shall be for approval of Division Chief or HoPE, depending on the amount of Approved Budget for the Contract (ABC).</p>	None	Dependent on staff concerned, Division Chief and HoPE	<i>End-user, Division Chief and HoPE</i>



DOST-ASTI

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For items available and offered by DBM-PS: 5. The Property and Supply Section shall prepare APR, which must be signed by the Section Head.	None	Dependent on Property and Supply Section	<i>Property and Supply Section</i>
	6. APR shall be submitted to the Budget Section for obligation.	None	Dependent on Budget Section	<i>Budget Section</i>
	7. APR shall be signed by the Chief Accountant for funds availability.	None	Dependent on Accounting Section	<i>Accounting Section</i>
	8. APR shall be for approval of HoPE.	None	Dependent on HoPE	<i>HoPE</i>
	For CSE not available in Procurement Service (PS):	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>



DOST-ASTI

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. The BAC Secretariat shall prepare RFQ for Shopping (b).			
	10. RFQ shall be signed/approved by the BAC Chairperson concerned.	None	Within one (1) to two (2) days	<i>BAC Chairperson Concerned</i>
	11. For ABC above P50,000.00, signed/approved RFQ shall be posted in the DOST-ASTI website, PhilGEPS and conspicuous place within the premises of Procuring Entity. <i>Note: No posting requirement for ABC of P50,000.00 and below.</i>	None	One (1) day	<i>BAC Secretariat</i>
	12. BAC Secretariat shall send RFQ to at least three (3) suppliers and	None	Before deadline of submission of quotations/ proposals	<i>BAC Secretariat</i>



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	three (3) quotations/ proposals with eligibility requirements.			
<p>2.1. If Non-CSE, the end-user unit or staff concerned shall draft PR via ERP, check completeness of details of items to be procured, and check if included in APP.</p> <p><i>Note:</i></p> <p>a) A market study must be conducted and canvass sheet together with quotations must be attached to the PR.</p> <p>b) PR shall be signed by the personnel. For PR with ABC of P50,000.00 and above, Division Chief is the automatic end-user.</p>	<p>13. Division Chief shall approve PR with ABC below P50,000.00, while HoPE shall approve PR with ABC of P50,000.00 and above.</p>	None	<p>Dependent on staff concerned, Division Chief and HoPE</p>	<p><i>End-user/ Concerned Staff, Division Chief and HoPE</i></p>



DOST-ASTI

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	14. The BAC Secretariat shall prepare RFQ depending on the type of alternative mode of procurement.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	15. RFQ shall be signed/approved by the BAC Chairperson concerned.	None	Within one (1) to two (2) days	<i>BAC Chairperson Concerned</i>
	16. For ABC above P50,000.00, signed/approved RFQ shall be posted in the DOST-ASTI website, PhilGEPS and conspicuous place within the premises of Procuring Entity for at least three (3) calendar days. <i>Note: No posting requirement for ABC of P50,000.00 and below.</i>	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>17. BAC Secretariat shall send RFQ to suppliers and get quotations/proposals.</p> <p><i>Note: Number of suppliers/RFQs to be sent and quotations/proposals to be acquired depend on the type of alternative mode of procurement.</i></p>	None	Before deadline of submission of quotations/proposals	<i>BAC Secretariat</i>
	<p>18. Abstract of Bids and Canvass (Abstract of Quotation) shall be prepared via ERP after the deadline of submission of quotations.</p>	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
<p>* Abstract of Bids and Canvass (Abstract of Quotation) *</p> <p>3. End-user/Concerned staff shall</p>	<p>19. Checking of quotations/proposals if compliant with specifications and within ABC.</p>	None	Dependent on end-user/concerned staff	<i>End- user/ Concerned Staff</i>



DOST-ASTI

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
examine/check the quotations/ proposals submitted.				
	<p>*Abstract of Bids and Canvass (Abstract of Quotations)*</p> <p>20. BAC members to examine/validate documents submitted by bidders, i.e., eligibility requirements, amount of quotations/ proposals, among others.</p> <p>20.1. Sign Abstract of Bids and Canvass.</p> <p>20.2. Abstract of Bids and Canvass shall be Approved by the HoPE.</p>	None	Dependent on BAC members and HoPE	<i>BAC Members and HoPE</i>
	21. BAC Secretariat shall prepare recommendation of award	None	Dependent on BAC members and HoPE	<i>BAC Members and HoPE</i>



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>to Single/Lowest Calculated Responsive Quotation (SCR Q/LCRQ) via BAC resolution.</p> <p>*Resolution applicable only for ABC amounting to ABC with above P50,000.00.</p> <p>21.1. BAC shall sign resolution.</p> <p>21.2. HoPE to approve or disapprove recommendation of BAC.</p>			
	22. BAC Secretariat shall prepare Notice of Award (NOA).	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	23. NOA shall be approved and signed by BAC Chairperson and HoPE.	None	Dependent on BAC Chairperson and HoPE	<i>BAC Chairperson and HoPE</i>
	24. BAC Secretariat shall issue NOA to the SCRQ/LCRQ.	None	Issuance within (1) to two (2) days, signing/acknowledging of NOA	<i>BAC Secretariat and Bidder/External Provider</i>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	24.1. SCRQ/LCRQ shall acknowledge/sign the NOA and post-performance, warranty bonds, if applicable.		within two (2) working days, posting of bonds within ten (10) calendar days upon receipt of NOA	
	25. BAC Secretariat shall prepare Purchase Order (P O) or Work Order (WO), as the case maybe, and Notice to Proceed (NTP).	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	26. PO and NTP shall be approved and signed by BAC Chairperson and HoPE.	None	Dependent on BAC Chairperson and HoPE	<i>BAC Chairperson and HoPE</i>
	27. Budget Officer shall obligate funds.	None	Dependent on Budget Section	<i>Budget Section</i>
	28. The Chief Accountant shall certify funds availability and HoPE shall approve the PO/WO.	None	Dependent on Accounting Section and HoPE	<i>Accounting Section and HoPE</i>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	29. BAC Secretariat shall issue PO/WO and NTP to the supplier.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	30. The Property and Supply Section and Inspector shall receive items delivered and prepare necessary documents.	None	Dependent on Inspector and Property and Supply Section	<i>Inspector and Property and Supply Section</i>
TOTAL		None	Most processes are dependent on the timeline of other groups such as end-user, Division Chiefs, Head of Procuring Entity, etc.	



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If more than P1,000,000.00 (Competitive/Public Bidding, applicable for Non-CSE)				
1. End-user/Staff concerned shall prepare PPMP.	1. The Division Chief shall review and recommend for approval. 1.2. The Budget Officer shall check items and certify funds availability.	None	Dependent on end-user and Budget Section	<i>Concerned Staff, Budget Section, Division Chief</i>
	2. The BAC Secretariat shall consolidate PPMPs into APP.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	3. The BAC shall review and sign the APP.	None	Dependent on the BAC	BAC
	4. The HoPE shall approve the APP.	None	Dependent on the HoPE	<i>HoPE</i>
2. End-user unit or staff concerned shall draft PR via ERP, check completeness of details of items to be procured, and check if included in APP.	5. Division Chief shall approve PR and the automatic end-user, while HoPE shall approve PR.	None	Dependent on staff concerned, Division Chief and HoPE	<i>End-user/Concerned Staff, Division Chief and HoPE</i>



DOST-ASTI

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>Note:</i> a) A market study must be conducted and canvass sheet together with quotations must be attached to the PR.</p>				
	<p>6. For ABC amounting to P2,000,000.00 and above, the BAC shall conduct a Pre-procurement Conference to attest the readiness of the procurement project.</p>	None		<p><i>BAC, BAC Secretariat, End User</i></p>
	<p>7. The BAC Secretariat shall set a timeline for the procurement, prepare public bidding documents and generate IB.</p> <p><i>Note: For procurement project with ABC amounting to P2,000,000.00 and above, the bidding</i></p>	None		<p><i>BAC Secretariat</i></p>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>documents must be prepared prior to the conduct of pre-procurement conference.</i>			
	8. IB shall be signed/approved by the concerned BAC Chairperson.	None	Within one (1) to two (2) days	<i>BAC Chairperson Concerned</i>
	9. For the signed/ approved IB, the opportunity shall be posted in the DOST-ASTI website, PhilGEPS and conspicuous place within the premises of Procuring Entity for seven (7) calendar days.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	10. The BAC shall conduct a Pre-bidding Conference to discuss the details of procurement project with the end-user unit and prospective	None	As scheduled	<i>End-user Unit, BAC Secretariat, BAC Chairperson, Prospective Bidders</i>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	bidders, as scheduled. The schedule of Pre-bidding Conference is reflected in the IB and bidding documents.			
	11. The BAC shall issue Supplemental Bid Bulletin, if applicable.	None	As needed	<i>End-user, BAC Secretariat, BAC</i>
	12. The BAC shall issue the bidding documents to any prospective bidder upon payment of the standard rate of the bidding documents.	Fees depends on the ABC of procurement project/s		<i>BAC, BAC Secretariat</i>
	13. Prospective bidder shall submit bids to the BAC Secretariat.	None	As scheduled	<i>BAC Secretariat, Prospective Bidder</i>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>14. The BAC shall conduct the preliminary examination of bids and Opening of Bids, as scheduled. Schedule is reflected in the IB and bidding documents.</p>	None	As scheduled	<i>BAC, BAC Secretariat, End User</i>
	<p>15. BAC Secretariat shall accomplish the Abstract of Bids as read during Opening of Bids.</p> <p><i>*Note: During the preliminary examination of bids and Opening of Bids.</i></p>	None	As scheduled	<i>BAC Secretariat</i>
	<p>16. The BAC shall conduct Bid Evaluation.</p> <p><i>*Note: Usual schedule is on the same day of preliminary examination of bids and Opening of Bids.</i></p>	None	As scheduled	<i>BAC, BAC Secretariat</i>



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	17. BAC Secretariat shall prepare Abstract of Bids as Calculated via ERP.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	18. The BAC shall issue a resolution declaring the Single/Lowest Calculated Bid (SCB/LCB). BAC Secretariat to draft resolution.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	19. BAC members to sign SCB/LCB resolution.	None	Dependent on BAC members	<i>BAC</i>
	20. The BAC through the BAC Secretariat shall notify the bidder with SCB/LCB that its bid will undergo Post-Qualification thru a notice signed by the BAC Chairperson. Notice shall be prepared by BAC Secretariat.	None	Within one (1) to two (2) days	<i>BAC Chairperson, BAC Secretariat</i>



07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Embodied in the Notice are the documents to be submitted and tests to be conducted, if any.			
3. Bidder with SCB/LCB shall submit documents, submit sample equipment, perform tests, among others, as requirements for Post Qualification.		None	Within five (5) days upon receipt of Notice	<i>Bidder/External Provider, BAC Secretariat</i>
	21. The end-user and BAC shall validate the documents submitted or test sample equipment provided, if any, by the bidder.	None	Not more than seven (7) days, thirty (30) days for exceptional cases	<i>End-user, BAC</i>
	22. Once found compliant, the BAC shall issue a resolution recommending the Single/Lowest Calculated Responsive Bid (SCRB/LCRB).	None	Within one (1) to two (2) days	<i>BAC Secretariat, BAC</i>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If non-compliant, the BAC shall issue a resolution declaring the bidder as Post Disqualified and schedule second bidding. BAC Secretariat to draft resolution.			
	23. BAC shall sign resolution. HoPE to approve or disapprove recommendation of the BAC.	None	Dependent on BAC members and HoPE	<i>BAC Members and HoPE</i>
	24. BAC Secretariat shall prepare NOA.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>
	25. NOA shall be approved and signed by BAC Chairperson and HoPE.	None	Dependent on BAC Chairperson and HoPE	<i>BAC Chairperson, HoPE</i>
	26. BAC Secretariat shall issue NOA to the SCRB/LCRB.	None	Issuance within (1) to two (2) days, signing/acknowledging of NOA	<i>BAC Secretariat, Bidder /External Provider</i>

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	26.1. SCRB/LCRB shall acknowledge/sign the NOA, post-performance bond.		within ten (10) days, posting of bond within ten (10) calendar days upon receipt of NOA, posting of warranty security shall be made upon delivery	
	27. BAC Secretariat shall prepare PO, NTP and contract agreement.	None	Within one (1) to three (3) days	<i>BAC Secretariat</i>
	28. Budget Officer shall obligate funds.	None	Dependent on Budget Section	<i>Budget Section</i>
	29. The Chief Accountant shall certify funds availability and HoPE shall approve the PO and Contract.	None	Dependent on Accounting Section and HoPE	<i>Accounting Section and HoPE</i>
	30. BAC Secretariat shall issue PO, NTP and contract agreement to the supplier/external provider.	None	Within one (1) to two (2) days	<i>BAC Secretariat</i>



DOST-ASTI

07. Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The supplier/external provider shall submit warranty obligation.			
	31. The Property and Supply Section and Inspector shall receive items delivered and prepare necessary documents.	None	Dependent on Inspector and Property and Supply Section	<i>Inspector and Property and Supply Section</i>
	TOTAL	(For External Clients) Fees depends on the ABC of procurement project/s	Most processes are dependent on the timeline of other groups such as end-user, Division Chiefs, Head of Procuring Entity, etc.	

8. Recruitment, Hiring, and Placement of Project-Based Staff

This procedure covers the recruitment, hiring, and placement of project-based staff and the step-by-step process involved from the announcement of vacancy/ies to start-of-work date.

Office or Division:	Finance and Administrative Division – HRMS	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Qualified Applicants, Agency Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application		
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, Applicable Requirements such as Training Certificates, Employment Certificates)	To be provided by the applicant	
On-boarding		
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, NBI Clearance, Medical Certificate, Applicable Requirements such as Training Certificate/s, Employment Certificate/s, Clearance from Previous Job, Notarized Sworn Declaration, BIR Certificate of Registration, any identity documents, such as PhilSys ID, Passport ID, SSS/GSIS ID, etc.)	To be provided by the applicant	
Checklist of Requirements	To be provided by HRMS	
Certificate of Assumption to Office		
Notarized Contract of Service		
Non-Disclosure Agreement (NDA)		
Application for Email Account		
Request for Identification Card		
Application for an ATM payroll account (Landbank)		



DOST-ASTI

08. Recruitment, Hiring, and Placement of Project-Based Staff				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Project Leader/Project Manager notifies the HRMS about the vacant items to be posted in the website.	None	Within three (3) working days	<i>Project Leader/Project Manager</i>
	2. The vacancy based on the Project's Line Item Budget (LIB) is posted at (1) DOST – ASTI Official Website, and (2) DOST-ASTI Official Facebook Page.	None	Within ten (10) working days inclusive of the duration of publication of the vacant position.	<i>Project Leader/Project Manager, HRMS, ASTI Website and Social Media Administrator</i>
1. Qualified applicants submits the application requirement/s.	3. Applications received are screened to ensure that applicants meet the qualification standards set for the position.	None	Dependent on the availability and endorsement from the PL/PMs	<i>Project Leader/Project Manager, HRMS</i>
2. The qualified applicant/s shall attend the interview and evaluation.	4. Sample work may also be required in some instances.	None	Within three (3) working days	<i>Project Leader/Project Manager/ Applicant</i>



	5. Successful candidates is informed of the evaluation results. The HRMS provides a list of employment requirements that need to be submitted.	None	Within three (3) working days after the evaluation of the applications.	<i>Project Leader/Project Manager/HRMS</i>
	6. HRMS shall provide and coordinate the list of requirements to the successful candidates.	None	Within two (2) working days upon receipt of the endorsement from PMs/PLs	<i>HRMS/ Applicant</i>
3. Successful applicant signs the contract.	7. The contract is prepared and signed by the parties involved (Project-based staff, Project Leader, HRMS, Accountant, Director) and the witnesses. The contract is then notarized.	None	Preparation of contract is done within two (2) working days. Signing of contracts will depend on the availability of signatories	<i>Project Leader/Project Manager, HRMS, Accountant, Head of Agency</i>
	8. Signed contract is notarized. Copies of the Notarized Contract are provided to the project-based staff, HRMS, and Finance and Administrative Division.	None	Within two (2) days upon receipt of the signed contract.	<i>Concerned Employee</i>



DOST-ASTI

4. Prepare further employment requirement/s.	9. Upon completion of employment requirements, the Project Leader signs the certificate of assumption of office.	None	Certificate of assumption of office is signed on the same day of the on-boarding date.	<i>Project Leader</i>
	10. Posted vacancy at ASTI website is deleted.	None	Within one (1) working day	<i>DOST-ASTI Website and Social Media Administrator, HRMS</i>
TOTAL		None	30 working days depending on the availability of the documents	

9. Recruitment, Hiring, and Placement of Regular Employees

This procedure covers the process of hiring regular employees from the posting of vacant positions to start-of-work- date. This aims to 1) provide guidelines for the hiring and recruitment of regular DOST-ASTI personnel based on qualifications standards set by the Civil Service Commission and internal standards set by the Human Resource Merit Promotion and Selection Board (HRMPSB); and 2) identify the processes involved from application to start-of-work date.

Office or Division:	Finance and Administrative Division – HRMS	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Qualified Applicants, Agency Staff, Division Heads	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application		
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, Copy of Eligibility, Applicable Requirements such as Birth Certificate, NBI Clearance, Training Certificates, Employment Certificates, Performance Rating, Marriage Certificate)		To be provided by the applicant
On-boarding		
Oath to Office		To be provided by HRMS
Certificate of Assumption to Office		To be provided by HR Unit
Appointment Form		
Position Description Form		
Documentary Requirements (Personal Data Sheet, Scholastic Record – Diploma and TOR, Birth Certificate, NBI Clearance, Medical Certificate, Copy of Eligibility, Applicable Requirements such as Training Certificates, Employment Certificates, Performance Rating if applicable, Marriage Certificate if applicable, any identity documents, such as PhilSys ID, Passport ID, SSS/GSIS ID, etc.)		To be provided by the applicant



DOST-ASTI

09. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The list of vacant positions to be filled shall be provided by the HRMS to the Division Heads.	None	Within three (3) working days	<i>HRMS</i>
	2. The Division Heads submits their request for permanent personnel to the HRMS for consolidation. The request shall include all the competencies required by the agency. All requests shall be for evaluation and approval of the agency head.	None	Within ten (10) working days. Approval of requests shall depend on the availability of the head of the agency.	<i>Division Head/ Head of Agency</i>
	3. Positions to be filled are posted in DOST – ASTI website and social media accounts, DOST – ASTI Bulletin Boards, and the CSC Bulletin of Vacant Positions in the Government. The staff are also	None	Within 15 working days inclusive of the duration of publication	<i>HRMS, DOST-ASTI Website and Social Media Administrator, CSC Bulletin of Vacant Positions</i>



09. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	informed about the vacancy through an e-mail sent to them.			
1. The qualified applicant/s submits the application requirement/s.	4. Applications received are screened and evaluated vis-à-vis the required QS of the vacant item. All qualified applicants shall be scheduled for exam and interview.	None	Within ten (10) working days. Schedule of interview will depend on the availability of the HRMPSB and number of applicants	<i>HRMS/ Division concerned</i>
2. The qualified applicant/s will attend the interview and evaluation.	5. Applicants could be asked to produce additional data needed in the evaluation such as sample work.	None	Within three (3) working days	<i>HRMS/ Applicant</i>
	6. To assist the Director in deciding who to appoint, the HRMPSB presents the results of its evaluation of the applicants.	None	Within five (5) working days depending on the availability of the HRMPSB to sign the documents	<i>HRMPSB/ HRMS</i>
	7. The Agency Head decides on who to appoint.	None	Depending on the head of the agency	<i>Head of Agency</i>

09. Recruitment, Hiring, and Placement of Regular Employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The appointee prepares necessary employment requirements such as medical certificates, clearances, etc.	8. The appointment is prepared and signed by the HRMS, HRMPSB Chairman and Head of Agency. 8.1. The HRMS submits pertinent documents to CSC for validation.	None	HRMS prepares the appointment papers within five (5) working days. Other documents to be signed by concerned signatories shall be dependent on their availability.	<i>HRMS/ HRMPSB Chairman/ Head of Agency</i>
4. Appointed employee will assume the duties and responsibilities of the position by signing the Oath of Office and Certificate of Assumption to Duty.		None		<i>HRMS/ Concerned employee</i>
TOTAL		None	Two (2) months depending on the availability of the documents	

10. Staff Development

This procedure aims to determine interventions to address competency gaps and ensure that the training and development needs of DOST-ASTI personnel are met.

Office or Division:	Finance and Administrative Division– HRMS	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Agency Regular Employees, Division Chief/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Individual Performance Commitment and Review Form		
Professional Development Plan		

10. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of the Individual Performance Commitment (IPC).	1. The Division Chiefs and employees discuss the outputs to be accomplished for the following year.	None	November - December of the preceding year	<i>Head of the Agency/ Division Chief/ Employees/ Planning Unit</i>
2. Monitoring and Coaching.	2. The Head of the Agency and Division Chiefs regularly monitor the performance of the employees and suggest appropriate learning interventions.	None	January – December of the year	<i>Head of the Agency/ Division Chief</i>



10. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Preparation of the Individual Performance Commitment and Review (IPCR).	3. The Division Chief reviews and evaluates employee performance which shall be reflected on the IPCR. He/she shall also discuss the areas for improvement of the employee.	None	Within January of the following year	<i>Division Chief/ Employee</i>
4. Prepare Professional Development Plan (PDP).	4. The Division Chief and the employee prepare the Professional Development Plan (PDP) for training and non-training interventions (job rotations, coaching, mentoring, etc.) that must be undertaken to address competency gaps.	None	Within January of the following year	<i>Division Chief/ Employee</i>
5. Submit the IPCR and PDP.	5. The Individual Performance and Commitment Review Form and the PDP are submitted to the HRMS for consolidation and filing. The Division Chiefs and concerned employee should include training	None	Within January of the following year	<i>Division Chief, Concerned Employee, HRMS</i>



DOST-ASTI

	details (cost, target date of attendance, training provider, etc.) in the PDP.			
	<p>Preparation of HR Annual L&D Plan</p> <p>6. The HRMS prepares the Training and Development Plan based on submitted PDPs and Annual L&Ds of Divisions.</p>	None	Within January of the following year	<i>HRMS/ Budget Officer</i>
6. The employee coordinates with HRMS should he/she finds a suitable training program that he/she is interested to attend.	<p>7. The HRMS facilitates the attendance to trainings of DOST-ASTI employees by preparing the necessary Special Order for the purpose and submission of documents for payment of registration fee.</p> <p>7. 1. The Division Chief endorses the attendance of employees to training programs, for approval of the Director.</p>	None	HRMS prepares the Special Order within two (2) working days.	<i>HRMS, Concerned Employee, Division Chief</i>



<p>7. Implementation of L&D Programs/ Training Plans (Or Attendance of employees to training program/s).</p> <p>Employee should make himself/herself available on training dates and attend the training.</p>	<p>8. HRMS shall prepare the necessary logistics of the program including its communication.</p> <p>8.1 The HRMS shall then implement the program according to the Training Plan, and have its attendees evaluate its conduct.</p>	<p>In-house programs have no training fee.</p> <p>Fees shall be no more than 2,000 per day for external training programs (NBC No.563)</p>	<p>Depends on the duration of the training program</p>	<p><i>HRMS, Concerned Employee</i></p>
<p>8.The employee writes output in the PDP.</p>	<p>9.The DC and concerned employee will assess if the training/intervention had been useful and had addressed the gaps identified in the IPCR results.</p> <p>9 .1. If the training is not effective, recommend another training/intervention.</p> <p>9. 2. If effective, employee applies learning. The same training may also be recommended to other employee.</p>	<p>None</p>	<p>Depending on the availability of the DC and concerned employee.</p>	<p><i>Concerned Employee, Division Chief</i></p>
TOTAL		None	15 days for the	



DOST-ASTI

		processing of L&D depending on the availability of the documents	
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FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Fill out any of the DOST-ASTI Client Satisfaction Survey Form:</p> <ol style="list-style-type: none"> 1) ASTI-FM 04-01 Customer Satisfaction Survey Report for Services 2) ASTI-FM 04-13 Customer Satisfaction Survey Report for Product 3) ASTI-FM 04-14 Customer Satisfaction Survey Report of Activities under Research Funding Agreement 4) ASTI-FM 04-15 Customer Satisfaction Survey Report for Events 5) ASTI-FM 04-18 Customer Satisfaction Survey Report for Procurement Services <p>Or contact DOST – ASTI thru:</p> <p>info@asti.dost.gov.ph +63 2 8249 8500</p> <p>Or send a letter to:</p> <p>Franz A. de Leon, Ph.D. Director DOST-Advanced Science and Technology Institute UP TechnoPark Complex, C.P. Garcia Ave., Diliman, Quezon City</p>
<p>How feedbacks and complaints are processed</p>	<p>Feedback will be reviewed and acquire additional details if necessary.</p> <p>The copy of the letter/survey forms will be forwarded to concerned division/section</p> <p>The feedback will be discussed with the staff and chief and concerned divisions.</p> <p>Concerned division chief approves action to taken and it must be acted upon within 15 days.</p> <p>If for product defects:</p> <ol style="list-style-type: none"> 1) Advise customer to return products within the warranty period 2) Acknowledge receipt of the returned products

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	<p>3) Prepare Test/Inspection Report, if applicable 4) Fill-out the appropriate portion of the Customer Feedback Form and attach Accomplished Test/Inspection Report</p> <p>If for service-related or contract research related, refer to ASTI-PM 05-02 Correction and Corrective Action Procedure</p> <p>The agency will give feedback to customer or interested party through written communication</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-8816565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



DOST-ASTI

DIVISION	ADDRESS	CONTACT INFORMATION
Office of the Director	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84269755 info@asti.dost.gov.ph
Finance and Administrative Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84267423 may@asti.dost.gov.ph
Knowledge Management Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84269755 pol@asti.dost.gov.ph
Research and Development Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84263572 peterb@asti.dost.gov.ph
Solutions and Services Engineering Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84269764 ning@asti.dost.gov.ph
Computer Software Division	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	+63 2 84263694 joan@asti.dost.gov.ph