



DOST-ASTI

ADVANCED SCIENCE AND
TECHNOLOGY INSTITUTE

OneDOST4U: Solutions and Opportunities for All

CITIZEN'S CHARTER
2026 (1st Edition)



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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 – 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:

To be a world-class leader in emerging technologies research and innovation.

III. Mission:

To drive research and innovation by developing relevant technology-driven solutions with far-reaching benefits to society.

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

Research and Development Division	6
<i>External Service</i>	7
1. Computing and Archiving Research Environment (COARE)	7
Solutions and Services Engineering Division	13
<i>External Services</i>	14
1. EPDC Services	14
2. MASID Technical Services	40
3. Philippine Research, Education and Government Information Network (PREGINET)	44
4. PhilSensors Data Requests	49
Finance and Administrative Division	53
<i>Internal Services</i>	54
1. Billing and Monitoring of Collection.....	54
2. Procurement	65
3. Recruitment, Hiring, and Placement of Project-Based Staff.....	91
4. Recruitment, Hiring, and Placement of Regular Employees	98
5. Staff Development	104
Knowledge Management Division	109
<i>Internal Services</i>	110
1. Implementation and Delivery of Internal ERP System Support Services	110
2. Implementation and Delivery of Internal Support Services (Simple)	115
3. Implementation and Delivery of Internal Support Services (Complex).....	118
4. Implementation and Delivery of Internal Support Services (Highly Technical)	122
5. KM Services Implementation in Projects and Other Activities.....	126
6. Request for QMS-related Manuals	131
Office of the Director	134
<i>Internal Service</i>	135
1. Intellectual Property Filing	135
FEEDBACK AND COMPLAINTS MECHANISM	145
LIST OF OFFICES	147



DOST-ASTI

Research and Development Division

External Service

External Service

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:	Highly Technical	
Type of Transaction:	G2G, G2C, G2B	
Who may avail:	Researchers, Academe, Government Agencies, Non- Government Organization (NGOs), International Collaborators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
COARE Account Application		
Accomplished COARE Account Application	To be provided by the COARE Team	
Agreement (MOA or LOA)	Agreement template provided by COARE	

Office or Division:	Research and Development Division	
Classification:	Highly Technical	
Type of Transaction:	G2G, G2C, G2B	
Who may avail:	Researchers, Academe, Government Agencies, Non- Government Organization (NGOs), International Collaborators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
COARE Account Renewal		
Due to the policy change, account renewal will be based on the agreement renewal		
Agreement (MOA or LOA)	Agreement template provided by COARE	
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)	
COARE User One-Stop-Shop Official Website	COARE Official Website (https://coarehub.asti.dost.gov.ph/)	

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COARE Account Application/ Renewal Process				
1. Send an email to gridops@asti.dost.gov.ph or coareservicedesk@asti.dost.gov.ph for COARE access.				
a. If first-time user, submit accomplished COARE Account Application.	1. COARE Team to acknowledge receipt of request. 2. Evaluate request upon receipt of accomplished application and submitted relevant requirements. 3. Create COARE Account. 4. Endorse COARE Account credentials & resources.	None	Three (3) working days, if no clarifications needed	Project Administrative Assistant II (COARE Team), Research and Development Division

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. If the agreement/account expires, submit a renewal email request.	1. COARE Team to acknowledge receipt of request (automated). 2. Evaluate the request and submitted 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	Three (3) working days, if no clarifications needed	<i>Project Administrative IV (COARE Team), Research and Development Division</i>
TOTAL		None	<i>Three (3) working days</i>	

1. Computing and Archiving Research Environment (COARE)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Three (3) working hours	Project Administrative Assistant II (COARE Team), Research and Development Division
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 the issue has been resolved from the user's end.	None	Ten (10) working days (depends on the request complexity)	Project Administrative Assistant II (COARE Team), Research and Development Division

1. Computing and Archiving Research Environment (COARE)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Confirm resolution of ticket (not required).	3. Close ticket.	None		Project Administrative Assistant II (COARE Team), Research and Development Division
TOTAL		None	Ten (10) working days and three (3) working hours	



DOST-ASTI

Solutions and Services Engineering Division

External Services

External Services

1. EPDC Services

The Philippines' premier facility providing unparalleled end-to-end electronics product development services involving product design, *manufacturing*, and compliance testing for Product Safety and Electromagnetic Compatibility conforming to ISO/IEC 17025:2017 standards.

Office or Division:	Solutions and Services Engineering Division
Classification:	Highly Technical
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>	
<p><i>Online clients should send an email inquiry to epdc@asti.dost.gov.ph</i></p> <p><i>Walk-in clients should present the following to EPDC Sales and Marketing Staff.</i></p> <p><i>a. Duly accomplished Inquiry Form; Acknowledgement Receipt (AR) Form (if applicable)</i></p> <p><i>b. Sample Product / Equipment / Material (if applicable)</i></p> <p><i>c. Letter of Intent (LOI); Project Proposal; Memorandum of Agreement (MOA) or Letter of Agreement (LOA) (as applicable)</i></p>	<p><i>a. To be provided by EPDC</i></p> <p><i>b. To be provided by Client</i></p> <p><i>c. To be provided by Client</i></p>

Office or Division:	Solutions and Services Engineering Division	
Classification:	Highly Technical	
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
Request For Quotation (RFQ) of services		EPDC
<i>After conduct of service</i>		
<ul style="list-style-type: none"> a. Work Completion Notice (WCN) and Customer Satisfaction Survey (CSS) b. Test Report (<i>if applicable</i>) c. Gate Pass d. <i>Order of Payment (3 copies)</i> e. Statement of Account (for Term clients only) 		<ul style="list-style-type: none"> a. To be provided by EPDC and should be signed by client to acknowledge. b. To be issued by EPDC Technical Unit c. To be provided by EPDC d. To be provided by DOST-ASTI; e. To be provided by DOST-ASTI upon receipt of WCN <i>or similar document equivalent thereof</i>

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
General (except Contract Service) Research, Engineering and Development, Manufacturing and Test Engineering Services				
1. Service Inquiry. Submission of the Sample Product/ Equipment/ Material etc. (if applicable)	1.1 Respond to inquiry by providing Inquiry Form. Receive Sample Product/ Equipment/ Material etc. And provide AR Form (if applicable) 1.2 Generate the EPDC Service Request and Assessment (ESRA) form to be endorsed to the Technical Unit. 1.3 Assess the SERVICE REQUEST. Accomplish and sign the SERVICE ASSESSMENT, to be sent back to the Sales and Marketing Unit. 1.4 Generate the official Quotation to be sent to the client	None	Approximately two (2) working days	1.1 Project Administrative Assistant III (Sales and Marketing Lead) 1.2. Project Administrative Aide VI (Sales and Marketing Assistant) 1.3 Electronics Product Development Center (EPDC) Technical Unit 1.4 Project Administrative Aide VI (Sales and Marketing Assistant)

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Sign the Quotation or provide the equivalent documents (e.g., PO, LOA, MOA, Service Acceptance Letter from the client, or Conforme Letter) indicating the amount and terms.</p> <p>Request a schedule (if applicable)</p>	<p>2.1 A signed quotation or equivalent document (e.g., PO, LOA, MOA, Service Acceptance Letter from the client, or Conforme Letter) indicating the amount and agreed terms are required. . This will serve as the official Job Order and will be forwarded to the Technical Unit for scheduling. The service(s) indicated and described in the document will proceed in accordance with the schedule set by EPDC.</p> <p>2.2 Render the availed service</p>	None	Seventeen (17) working days (maximum)	<p>2.1 <i>Project Administrative Aide VI</i> (Sales and Marketing Assistant)</p> <p>2.2 <i>Electronics Product Development Center (EPDC) Technical Unit</i></p>

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. NONE	<p>3.1 After each service, accomplish the applicable documents and the Work Completion Notice (WCN). Forward the WCN to the Sales and Marketing Unit for countersignature.</p> <p>3.2 Forward WCN to EPDC Managing Head for approval</p> <p>3.3 Once WCN is approved, forward again to Sales and Marketing Unit</p> <p>3.4 Notify the client of the project/service completion. Prepare the schedule for payment, pick-up, delivery and release of the <i>outputs, materials, equipment, and products, etc (if any)</i></p>		Three (3) hours	<p>3.1 Electronics Product Development Center (EPDC) Technical Unit</p> <p>3.2 Project Administrative Aide VI (Sales and Marketing Assistant)</p> <p>3.3 Senior Science Research Specialist I (Managing Head)</p> <p>3.4 Project Administrative Aide VI (Sales and Marketing Assistant)</p>
<p>4. Sign the WCN and pay the full amount specified therein.</p> <p>Payment can be made through the following:</p>	<p>4.1 Once the WCN is signed, or an equivalent document is provided (such as LOA, MOA, Service Acceptance from the client, Conformance Letter, CAF, accomplished training registration</p>	<p>Depends on the type of Service</p> <p>(see list of fees on table</p>	Three (3) hours	<p>4. Project Administrative Aide VI (Sales and Marketing Assistant)</p>

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>a. Cash to be submitted to the Cashier at DOST-ASTI.</p> <p>b. Cheque payable to DOST-ASTI with the amount indicated in the Statement of Account.</p> <p>c. List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) (Strictly for NGAs use only.) Account Name Bureau of the Treasury (BTr)- Regular Fund/ASTI Agency Name 3402-2844-20 Organization Code 19002-0000000 NCO Code LD9999 Kindly email a copy of the validated LDDAP-ADA to karen.felix@asti.dost.gov.ph</p> <p>d. Link.Biz Portal Step 1: Go to Landbank Link.Biz Portal Website with URL then Click PAY</p>	<p>form, or a request letter to generate SOA approved by the Director or Head of Agency), proceed as follows:</p> <p>For term clients only: Request the issuance of a Statement of Account (SOA) to accounting. Once SOA is released and acknowledged, collect the payment then release the sample product, equipment, or material (if any). Then inform the accounting and cashier units regarding the completed transaction.</p> <p>For cash clients: Once the WCN is signed, payment shall be remitted, and the sample product, equipment, or material (if any) shall be released to the client. Then inform the accounting and cashier units regarding the completed transaction.</p> <p>Note: If payment is made through LinkBiz, the WCN must be</p>	below)		

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>NOW https://www.lbp-eservices.com/egps/portal/in dex.jsp Step 2: Select Advanced Science and Technology Institute from the Merchant List then click CONTINUE. Step 3: Select the Transaction Type you wish to pay then click CONTINUE. Step 4: Fill-out the Transaction Form then click CONTINUE. Step 5: Print or take a screenshot of Payment Confirmation Receipt and send to the concerned unit and cashier@asti.dost.gov.ph and cc: sm.epdc@asti.dost.gov.ph for recording/verification</p>	<p><i>signed first, and the payment must be confirmed by Accounting prior to the release of the sample product, equipment, or material (if any).</i></p> <p>4.2 Forward WCN to EPDC Managing Head for approval</p> <p>4.3 Once WCN is approved, forward again to Sales and Marketing Unit.</p> <p>4.4 Notify the client of the project/ service completion. Prepare the schedule for payment, pick-up, delivery and release of the document/ sample product/ equipment/ materials etc.</p>			

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pick up and receive the outputs, materials, equipment, and products, etc (if any) Accomplish Customer Satisfaction Survey (CSS).	5. Release the outputs, materials, equipment, and products, etc. (if any) and conduct CSS.	None	2 hours	5. Project Administrative Aide VI (Sales and Marketing Assistant)
TOTAL		Depends on the type of service	Twenty (20) working days	

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contract Service / Research and Development				
1. Inquire about service.	1.1 Respond to inquiry. 1.2 Assess whether the inquiry is a contract research/service, otherwise, endorse to concerned unit	None	Approximately two (2) working days	1.1 Project Administrative Assistant III (Sales and Marketing Lead)

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Request a <i>Letter of Intent (LOI)</i> and <i>Project Proposal</i> from the client.			1.2 <i>Electronics Product Development Center (EPDC) Technical Unit Team Leaders</i> 1.3 Project <i>Administrative Assistant III (Sales and Marketing Lead)</i>
2. Submit the LOI and Project Proposal.	2.1 Receive the LOI and Project Proposal and forward to <i>Technical Unit</i> . 2.2 Schedule meeting/s.	None	One (1) hour	2.1 Project <i>Administrative Assistant III (Sales and Marketing Lead)</i> 2.2 <i>Electronics Product Development Center (EPDC) Team Leaders from Technical Unit and Sales and Marketing Unit)</i>
3. Attend meeting/s and present the Project Proposal. Revise, if needed.	3.1 Assist the client in the presentation of the Project Proposal.	None	Nine (9) working days (exclusive of time for negotiation process)	3.1 <i>Electronics Product Development Center (EPDC) Staff from Technical Unit and Sales and Marketing</i>

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.2 Decide on the approval of the proposal. Jointly, revise the proposal if needed and schedule another meeting.</p> <p>3.3 Create a Line-Item Budget (LIB) and Workplan (if applicable).</p>			<p><i>Unit</i></p> <p>3.1.1 <i>Senior Science Research Specialist (Managing Head)</i></p> <p>3.2 <i>Senior Science Research Specialist (Managing Head)</i></p> <p>3.3 <i>Electronics Product Development Center (EPDC) Technical Unit</i></p>
4. Prepare and submit a Memorandum of Agreement (MOA) or Letter of Agreement (LOA).	4.1 Review MOA/LOA; Review LIB and Workplan (if applicable). Amend as needed.	None	Five (5) working days <i>(excluding the duration for legal review process)</i>	<p>4.1 Agency Officials</p> <p>4.1.1 <i>Chief Science Research Specialist, Solutions and Services</i></p>

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Engineering Division</i> 4.1.2 <i>Planning Officer III, Office of the Director</i> 4.1.3 <i>Administrative Officer V, Finance Administrative Division</i> 4.1.4 <i>EPDC Managing Head</i> 4.1.5 <i>EPDC Technical Unit</i> 4.1.6 <i>EPDC Sales and Marketing Lead</i> 4.2 <i>Project Administrative Assistant III (Sales and Marketing Lead)</i> 4.3
	4.2 Send to OSG for Review (if applicable)			

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.3 Approve <i>MOA/LOA</i>; Approve <i>LIB</i> and <i>Workplan</i> (if applicable)</p> <p>4.4 Prepare copies of the approved <i>MOA/LOA</i>.</p>			<p>Agency Director</p> <p>4.4 Project Administrative Assistant I/II (Sales and Marketing Lead)</p>
5. Sign the <i>MOA</i> and submit signed copies (if applicable)	<p>5.1 Receive the <i>MOA</i> and route for agency officials' signature (if applicable)</p> <p>5.2 Return agency-signed <i>MOA</i> to client for notarization (if applicable)</p>	None	Three (3) working days	<p>5.1 Agency Officials</p> <p>5.1.1 Agency Director</p> <p>5.1.2 Chief Science Research Specialist</p> <p>5.1.3 EPDC Managing Head</p> <p>5.2 Project Administrative Assistant III (Sales and Marketing Lead)</p>
6. Submit notarized <i>MOA/LOA</i> .	6.1 Receive notarized <i>MOA/LOA</i> .	None	Ten (10) minutes	6.1 Project

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Administrative Assistant III (Sales and Marketing Lead)
7. None	<p>7.1 Implement the R&D project.</p> <p>7.2 Notify the client of the project's completion. Prepare the schedule for payment, pick-up, delivery and release of the project output <i>and necessary documents. (if applicable)</i></p>	None	Depending on the approved MOA/LOA	<p>7.1 <i>Technical Unit</i></p> <p>7.2 Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)</p>
<p>8. <i>Sign SA.</i> Payment of the project.</p> <p>Payment can be made through the following:</p> <p>a. <i>Cash to be submitted to the Cashier at DOST-ASTI.</i></p> <p>b. <i>Cheque payable to ASTI with the amount indicated in the Statement of Account.</i></p> <p>c. <i>List of Due and Demandable Accounts Payable-Advice to Debit</i></p>	<p>8.1. <i>Request</i> Statement of Account (SOA) for Term Clients; Prepare Order of Payment and Delivery Receipt (if applicable) for Cash Clients.</p> <p>Shall provide Acknowledgement and Official Receipt (OR) upon confirmation of payment.</p>	<p>Highly depended on the complexity, duration and deliverables of the project</p> <p><i>(indicated in the MOA/LOA)</i></p>	Three (3) hours	Project Administrative Assistant VI (Sales and Marketing Assistant)

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Account (LDDAP-ADA) (Strictly for NGAs use only.) Account Name Bureau of the Treasury (BTr)- Regular Fund/ASTI Agency Name 3402-2844-20 Organization Code 19002-0000000 NCO Code LD9999 Kindly email a copy of the validated LDDAP-ADA to karen.felix@asti.dost.gov.ph</p> <p>d. Link.Biz Portal <u>Step 1:</u> Go to Landbank Link.Biz Portal Website with URL then Click PAY NOW https://www.lbp- eservices.com/eqps/portal/index.jsp <u>Step 2:</u> Select Advanced Science and Technology Institute from the Merchant List then click CONTINUE. <u>Step 3:</u> Select the Transaction Type you wish to pay then click CONTINUE. <u>Step 4:</u> Fill out the Transaction Form then click CONTINUE. <u>Step 5:</u> Print or take a screenshot of Payment Confirmation Receipt and send to the concerned unit and cashier@asti.dost.gov.ph and cc: sm.epdc@asti.dost.gov.ph for recording/ verification.</p>				

1. EPDC Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Pick up the project output. <i>(if applicable)</i> Accomplish Customer Satisfaction Survey (CSS)	9. Conduct CSS.	None	Two (2) hours	Project Administrative Aide III (Sales and Marketing Engineer), Electronics Product Development Center (EPDC)
TOTAL		19 working days, six (6) hours and ten (10) minutes		

Rates/Fees for EPDC Services

(Per DOST Administrative Order No. 015, series of 2019 "Guidelines on the Computation of DOST Training Fees)

1. EPDC General Services

1.1 Technical Training Services

Services	Unit	Regular Rate	Socialized Rate
Basic Training (Lecture)	Per Training	₱ 1,800	Less 20%
Intermediate (Lecture + Hands-on)	Per Training	₱ 2,600	
Advanced	Per Training	₱ 3,400	

Please reach out to sm.epdc@asti.dost.gov.ph for the list of training courses offered. Thank you.

(Per DOST Administrative Order No. 003, series of 2021 “Updated Guidelines on the Computation of Fees and Charges for Specialized DOST Testing, Calibration and Other Technical Services)

1.2 Consultation Services

Type	Unit	Regular Rate	Socialized Rate
Technical Consultation	hour	₱400.00	Less 20%
General Consultation	hour	None	Not applicable

1.3 Training Room Rental

Type	Unit	Regular Rate
Training Room Rental	Per Day	₱ 7,200

1.4 Contract Service

Type	Regular Rate
Contract Service / Research and Development	Service Price shall be based on agreed scope, requirements, and other details discussed with the client

2. Research, Engineering and Development (RED) Services

2.1 Engineering Services

Services	Unit	Regular Rate	Socialized Rate
Hardware Design	Hour	₱ 500.00	Less 20%
Mechanical Design		₱ 500.00	
Electronics Equipment Servicing	Lot	Service Price shall be based on agreed scope, requirements, and other details discussed with the client	Not Applicable

2.2 Additional Services for Hardware Design and Mechanical Design

Services	Unit	Regular Rate	Socialized Rate
Hardware Assembly	Hour	₱ 500.00	Less 20%
Mechanical Assembly	Hour	₱ 500.00	

3. Manufacturing (MAN) Services

3.1 PCB Fabrication

Note: Maximum Board Dimension = 190 x 250 mm

Board Area (mm ²)	Layer/s	New Rate (Green Solder Mask)	New Rate Other Solder mask Colors (Black, Blue, Red, Orange, White, Yellow, Pink, Purple)	PCB Socialized Rate	LEAD TIME (Working Hours)	Rush (LEAD TIME Fee per 4 hours advance)	Rubout Fee for 2 layers (divide by 2 if only one layer is rubout)
<= 6,781	1	₱ 300	₱ 450	Less 20%	8	₱ 582	Design Dependent (to be calculated by software)
	2	₱ 320	₱ 470		10		
<= 13,563	1	₱ 600	₱ 750		16		
	2	₱ 630	₱ 780		24		
<= 28710	1	₱ 1,270	₱ 1,420		16		
	2	₱ 1,320	₱ 1,470		24		
<= 29,318	1	₱ 1,290	₱ 1,440		16		
	2	₱ 1,350	₱ 1,500		24		

Note: Maximum Board Dimension = 190 x 250 mm

Board Area (mm ²)	Layer/s	New Rate (Green Solder Mask)	New Rate Other Solder mask Colors (Black, Blue, Red, Orange, White, Yellow, Pink, Purple)	PCB Socialized Rate	LEAD TIME (Working Hours)	Rush (LEAD TIME Fee per 4 hours advance)	Rubout Fee for 2 layers (divide by 2 if only one layer is rubout)
<= 62,060	1	₱ 2,730	₱ 2,880	Less 20%	24	₱ 582	Design Dependent (to be calculated by software)
	2	₱ 2,860	₱ 3,010		36		

3.2 Additional and Extended Services of PCB Fabrication

Type	Unit	Regular Rate	Socialized Rate
Silkscreen Printing / Labelling	Hour	₱ 275	Less 20%
Design For Manufacturability Adjustments	Hour	₱ 500	

3.3 PCB Assembly

Type	Unit	New Regular Rate	Socialized Rate
QFP/QFN	Component	₱ 100.00	Less 20%
IC		₱ 60.00	
THT (2 to 4 leads)		₱ 30.00	
SMD (2 to 4 leads)		₱ 22.00	

3.4 Solder Paste Stencil

Board Area (mm)	Layer/s	Stencil (Polymide)	Stencil (PCB Assembly) Socialized Rate
$\leq 13,563$	1	₱ 900.00	Less 20%
	2	₱ 1,800.00	
$\leq 28,710$	1	₱ 1,800.00	
	2	₱ 3,600.00	
$\leq 29,318$	1	₱ 1,800.00	
	2	₱ 3,600.00	
$\leq 62,060$	1	₱ 3,600.00	
	2	₱ 7,200.00	

3.5 Enclosure 3D Printing

Type	Unit	Regular Rate	Socialized Rate
ABS material	hour	₱ 50	Less 20%
PLA material	hour	₱ 50	
Enclosure Labelling/ Painting	hour	₱ 275	

4. Test Engineering Services

4.1 EMC Test Services

Item No.	Test	Standard	Minimum Number of Hours	Regular Rate/Hour	Total Rate (Block Schedule)	Socialized Rate
1	RF Radiated Emissions	CISPR 32 ; EN 55032; FCC Part 15 Subpart B 30 to 1000 MHz); IEC/EN 61000-6-3; IEC/EN 61000-6-4	4 hours	₱ 8,600	₱ 34,400	Less 20%
2	RF Radiated Emissions	CISPR 32 (1GHz to 6 GHz); EN 55032; IEC/EN 61000-6-3; IEC/EN 61000-6-4	4 hours	₱ 8,600	₱ 34,400	
3	RF Radiated Emissions	FCC Part 15 Subpart B (16 GHz to 18 GHz)	4 hours	₱ 8,600	₱ 34,400	
4	RF Radiated Emissions	CISPR 11	4 hours	₱ 8,600	₱ 34,400	
5	RF Radiated Emissions	CISPR 13	4 hours	₱ 8,600	₱ 34,400	
6	RF Radiated Emissions	CISPR 14-1 (Disturbance Power)	4 hours	₱ 4,500	₱ 18,400	
7	RF Radiated Emissions	CISPR 15	4 hours	₱ 8,600	₱ 34,400	
8	RF Radiated Immunity	CISPR14-2	4 hours	₱ 10,900	₱ 43,600	
9	RF Radiated Immunity	CISPR35	4 hours	₱ 10,900	₱ 43,600	

Item No.	Test	Standard	Minimum Number of Hours	Regular Rate/Hour	Total Rate (Block Schedule)	Socialized Rate
10	RF Radiated Immunity	IEC/EN61000-4-3	4 hours	₱ 10,900	₱ 43,600	Less 20%
11	RF Radiated Immunity	IEC/EN61000-6-1	4 hours	₱ 10,900	₱ 43,600	
12	RF Conducted Emissions	<i>FCC Part 15 Subpart B; CISPR 32 (9 kHz to 30 MHz); EN 55032; IEC/EN 61000-6-3; IEC/EN 61000-6-4</i>	4 hours	₱ 4,500	₱ 18,000	
13	RF Conducted Immunity	IEC/EN61000-4-6	4 hours	₱ 5,000	₱ 20,000	
14	<i>RF Conducted Immunity</i>	<i>CISPR 35</i>	<i>4 hours</i>	<i>₱ 5,000</i>	<i>₱ 20,000</i>	
15	Automotive RE (Component level)	CISPR 25	4 hours	₱ 8,300	₱ 33,200	
16	Automotive CE (Component level)	CISPR 25	4 hours	₱ 8,300	₱ 33,200	
17	Automotive RI (Component level)	ISO11452-2	4 hours	₱ 8,300	₱ 33,200	
18	Automotive CI (Component level - BCI)	ISO11452-4	4 hours	₱ 8,300	₱ 33,200	
19	Power Line Harmonics	IEC/EN 61000-3-2	2 hours	₱ 3,600	₱ 7,200	

Item No.	Test	Standard	Minimum Number of Hours	Regular Rate/Hour	Total Rate (Block Schedule)	Socialized Rate
	(<16A)					
20	Power Line Flicker (<16A)	IEC/EN 61000-3-3	2 hours	₱ 3,600	₱ 7,200	Less 20%
21	ESD	IEC/EN 61000-4-2 ; CISPR 35; EN 55035; IEC/EN 61000-6-1; CISPR 14-2	2 hours	₱ 3,600	₱ 7,200	
22	EFT/Burst	IEC/EN 61000-4-4; CISPR 35; EN 55035; IEC/EN 61000-6-1; CISPR 14-2	2 hours	₱ 3,600	₱ 7,200	
23	Surge	IEC/EN 61000-4-5; CISPR 35; EN 55035; IEC/EN 61000-6-1; CISPR 14-2	2 hours	₱ 3,600	₱ 7,200	
24	Power Frequency Magnetic Field	IEC/EN 61000-4-8; CISPR 35; EN 55035; IEC/EN 61000-6-1	2 hours	₱ 3,600	₱ 7,200	
25	Impulse Magnetic Field	IEC/EN 61000-4-9 / CISPR 35 / IEC 61000-6-1 / IEC 61000-6-3 / IEC 61000-6-4 / EN 55035	2 hours	₱ 3,600	₱ 7,200	
26	Voltage Dips/Interrupts	IEC/EN 61000-4-11; CISPR 35; EN 55035; IEC/EN 61000-6-1; CISPR 14-2	2 hours	₱ 3,600	₱ 7,200	

4.2 Product Safety Test Services

Item No.	Tests	Minimum number of hours	New Regular Rate	Socialized Rate
1	Maximum Voltage, Ampere and Volt-Ampere Measurement	1	₱ 1,300	Less 20%
2	Input	1	₱ 1,100	
3	Energy Discharge / Capacitance Discharge	1	₱ 1,200	
4	Working Voltage Measurement	1	₱ 500	
5	Limited Current Circuit Measurement	1	₱ 800	
6	Limited Power Source Measurement	1	₱ 700	
7	Ground Continuity	1	₱ 1,300	
8	Creepage and Clearance	1	₱ 600	
9	Touch Current	1	₱ 900	
10	Electric Strength and Humidity Conditioning	1	₱ 100	
11	Electric Strength	1	₱ 1,300	
12	Impact	1	₱ 1,000	
13	Drop	1	₱ 1,000	
14	Cord Anchorage	1	₱ 1,400	
15	Steady Force	1	₱ 1,300	
16	Stability	1	₱ 1,200	
17	Wall / Ceiling Mounted Equipment	1	₱ 1,000	Less 20%
18	Handle	1	₱ 2,300	

Item No.	Tests	Minimum number of hours	New Regular Rate	Socialized Rate
19	Connection by Plugs and Sockets	1	₱ 1,300	Less 20%
20	Heating	1	₱ 800	
21	Ball Pressure	1	₱ 1200	
22	Enclosure Distortion	1	₱ 700	
23	Stress Relief	1	₱ 900	
24	Resistance to Heat and Fire	1	₱ 1,100	
25	Marking Permanency	1	₱ 2,300	
26	Output Overload	1	₱ 1,000	
27	Output Short Circuit	1	₱ 1,000	
28	Blocked Ventilation Opening	1	₱ 1,000	
29	Reversed DC Input Polarity	1	₱ 1,000	
30	Transformer Overload	1	₱ 1,000	
31	Locked Rotor	1	₱ 800	
32	Fan Malfunction	1	₱ 800	
33	Separation Requirements	1	₱ 900	
34	Impulse	1	₱ 1,400	
35	Voltage Surge	1	₱ 1,400	
36	RoHS Testing (Homogenous Sample)	1	₱ 1,500	
37	Thermal Shock	1	₱ 1,400	
38	Touch Temperature Limits	1	₱ 1,600	

4.3 Equipment Rental Services

Item No.	Equipment	Qty	Unit	New Regular Rate	Socialized Rate
1	Keysight 16850 Series Portable Logic Analyzer	1	Hour	₱ 600	Less 20%
2	Keysight 34461A Digital Multimeter	1		₱ 500	
3	Fluke Ti125 Industrial-Commercial Thermal Imager	1		₱ 500	
4	Rohde & Schwarz FSV Signal Analyzer	1		₱ 800	
5	Rohde & Schwarz RTO1044 Oscilloscope (4 GHz, 4 Ch, 20 GS/s)	1		₱ 700	
6	Keysight DSOX4024A Digital Oscilloscope: 200 MHz, 4 Analog Channels	1		₱ 500	
7	Keysight N5172B EXG X-Series RF Vector Signal Generator, 9 kHz to 6 GHz	1		₱ 700	
8	Biopac System	1		₱ 900	
9	Rohde & Schwarz Near Field Probe (HZ-15)	1		₱ 500	
10	Preen AFC-11005G AC Source (time sharing)	1		₱ 100	
11	Preen AFC-11005G AC Source (actual time)	1		₱ 300	
12	Pacific Power Source 3150AFX Programmable AC/DC Power Source (time sharing)	1		₱ 600	
13	Pacific Power Source 3150AFX Programmable AC/DC Power Source (actual time)	1		₱ 800	
14	Hioki LR8402-20 Memory Hilogger (time sharing)	1		₱ 100	

Item No.	Equipment	Qty	Unit	New Regular Rate	Socialized Rate
15	Hioki LR8402-20 Memory Hilogger (actual time)	1	Hour	₱ 300	Less 20%
16	Keithley 2380-120-60 DC Electronic Load (time sharing)	1		₱ 100	
17	Keithley 2380-120-60 DC Electronic Load (actual time)	1		₱ 300	
18	Temperature and Humidity Chamber Rental (time sharing)	1		₱ 300	
19	Temperature and Humidity Chamber Rental (actual time)	1		₱ 500	
20	Oven Chamber Rental (time sharing)	1		₱ 125	
21	Oven Chamber Rental (actual time)	1		₱ 400	
22	Semi-Anechoic Chamber Rental	4		₱ 27,200	
Others					
23	Storage Fee (less than or equal to 1m x 1m x 1.7m volumetric size)	24	hours	₱ 500	Less 20%
24	Storage Fee (more than 1m x 1m x 1.7m volumetric size)	24	hours	₱ 100	
25	Full Test Report	1	lot	₱ 50,000	
26	Test Result	1	lot	None	

Note: According to DOST AO No. 003, series of 2021-General Provisions “Discount of 20% from the full amount shall be given to the following types of customers: **students** (basic education up to post-graduate), **senior citizens**, and **persons with disabilities (PWDs)**. Discounts are only granted upon presentation of valid identification. For senior citizens and PWDs, discounts are only granted if technical services availed are for personal use only. Test/calibration/other technical services reports will be issued under the name of the person who availed the discount and not any company/enterprise.”

2. MASID Technical Services

The Meteorological Data Acquisition Stations for Information Dissemination (MASID): Technical Services is a service under the Department of Science and Technology - Advanced Science and Technology Institute.

Part of MASID's objectives is to ensure the sustainability of operations of the installed hydrometeorological stations for weather forecast, research, policy-making, and disaster risk reduction management planning, among others to mitigate disaster-related casualties.

Office or Division:	Solutions and Services Engineering Division	
Classification:	Simple	
Type of Transaction:	G2G, G2B	
Who may avail:	Government Agencies, National Disaster and Agricultural Agencies, Academe, Researchers Stakeholders/Partners, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>The end-user sends a letter of request to DOST-ASTI's Maintenance and Troubleshooting Team (MATT) containing the:</p> <ol style="list-style-type: none"> 1. Purpose and nature of the request 2. Station information (location coordinates) 3. Complete end-user information (name, affiliation, contact details) 4. Specify the communication method (mail, chat, call, etc.) that was used to send the request. 5. The letter must be signed by the head of the requesting government agency <p>The letter must be addressed to:</p> <p>Franz A. de Leon, Ph.D. Director, DOST-ASTI</p>		To be provided by the end-user

2. MASID Technical Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request to the MASID Maintenance and Troubleshooting Team (MATT)</p> <p>Requests may be submitted via email (MATT@asti.dost.gov.ph) or through contact numbers (+63) 968-033-8158 or (+63) 947-890-2468.</p>	<p>1.1 Acknowledge receipt of the request.</p> <p>1.2 Evaluate the nature of the request to see if the service needs on-site troubleshooting or a backend update only.</p> <p>1.3 If there is a hardware problem, ask the end-user if they have spare parts available to replace the damaged component.</p> <ul style="list-style-type: none"> • If there is an available component, end-user must change it immediately. • If there is no available component(s), end-user must reschedule another site visit to replace the 	N/A	<p>Two (2) working days</p> <p><i>Note: Lead time may vary depending on how fast the client will respond.</i></p>	<p>Project Technical Aide VI, Embedded Systems Group, Solutions and Services Engineering Division</p>

2. MASID Technical Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>damaged component(s).</p> <p>1.4 If there is a need for a back-end update:</p> <ul style="list-style-type: none"> MATT personnel to make necessary backend updates based on new data information provided by the end-user. <p>1.5 Communicate feedback:</p> <ul style="list-style-type: none"> Advise the end-user that the data given was already updated on the backend. Inform them that the station is already sending data and is operational. 			
2. Accomplish documentary requirements and details of assistance being requested.	2.1 Record the following on the datosPH station information remarks:	N/A	One (1) working day	Project Technical Aide VI, Embedded Systems Group,

2. MASID Technical Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • Date requested • Action taken • Name of requestor • Date completed <p>2.2. Send customer satisfaction survey (CSS) link</p>			Solutions and Services Engineering Division
3. Accomplish the CSS and inform the MATT once done.	3.1. Archive the accomplished CSS	N/A		Project Technical Aide VI, Embedded Systems Group, Solutions and Services Engineering Division
TOTAL:		N/A	Three working (3) days	

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 (i.e. Multicasting, Videoconferencing – telemedicine / tele conferences, IPv6) – Network Connectivity, and Eduroam) <ul style="list-style-type: none"> Email / Letter Request (approval via email / letter) 		Approval for Technical Assistance: <i>Network Operations Team (Ops Team)</i>
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: <i>Network Operations Team approves Network Connectivity / Server Co-Location PREGINE Project Manager (PM) facilitates processing of Memorandum of Agreement and Service Acceptance.</i>

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	<i>Five (5) working days upon acknowledgement of the end-user's request.</i>	<i>Science Research Specialist II (SSED)</i>
2. Once approved, End-User complies with the requirements or instructions set by the Ops Team and PM.	Ops coordinates with the End-User on the needed information, along with the other requirements for the requested service.	None	<i>Five (5) working days</i>	<i>Science Research Specialist II (SSED)</i>
3. After the service has been rendered, an accomplished Customer's Satisfactory Survey (CSS) shall be submitted to the PM.	Once the service has been provided, CSS is sent to End-User via email for accomplishment.	None	<i>Two (2) working days upon completion of the service</i>	<i>Science Research Specialist I (SSED)</i>
TOTAL		None	Twelve (12) working days	

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.	<i>Approval is subject to the Network Operations Team's evaluation, considering telco availability and location. Once approved, the PM facilitates the preparation and issuance of the MOA for the End-User's completion.</i>	None	Dependent on the site survey	<i>Supervising SRS Science Research Specialist II Science Research Specialist I (SSED)</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>	<i>Dependent on the availability of the signatories</i>	<i>Science Research Specialist I (SSED)</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	Dependent on the procurement and installation	<i>Science Research Specialist I and Science Research Specialist II (SSED)</i>
submitted to PM to signify End-User's conforme. Date when the SAF is accomplished shall also be the basis for the billing.	Once accomplished, billing shall start. For Renewal of existing service,			

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SAF will not be issued. SAF is only used for new, upgrade or downgrade of existing service.			
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.	Once the service has been provided, CSS is sent quarterly to End-User via email for accomplishment.	None	One (1) working day	Science Research Specialist I and Science Research Specialist II (SSED)
TOTAL		Depends on the Computed Price Matrix	Dependent on the site survey, procurement, and installation	

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. PhilSensors Data Requests

The Meteorological Data Acquisition Stations for Information Dissemination (MASID): PhilSensors Data Request is a service under the Department of Science and Technology - Advanced Science and Technology Institute.

Part of MASID's objectives is to continuously provide raw weather data to stakeholders for weather forecast, research, policy-making, and disaster risk reduction management planning, among others to mitigate disaster-related casualties.

Office or Division:	Solutions and Services Engineering Division
Classification:	Complex
Type of Transaction:	G2C, G2G
Who may avail:	Government Agencies, National Disaster and Agricultural Agencies, Academe Researchers, Stakeholders/Partners, General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The end-user sends a letter of request to DOST-ASTI containing the:</p> <ol style="list-style-type: none"> 1. Purpose and nature of the request 2. Complete end-user information (name, affiliation, contact details) 3. If from students, the letter must be signed by the adviser 4. If from government agencies, the letter must be signed by the head of the agency <p>The letter must be addressed to: Franz A. de Leon, Ph.D. Director, DOST-ASTI</p>	To be provided by the end-user
End-user License Agreement (EULA)	To be sent by the MASID team (via email)

4. PhilSensors Data Requests

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request to the MASID Team</p> <p>Requests may be submitted via email (info@asti.dost.gov.ph; records@asti.dost.gov.ph) or through the FOI portal.</p>	<p>1.1 Acknowledge receipt of the request.</p> <p>1.2 Evaluate the nature of the request.</p> <ul style="list-style-type: none"> • Evaluate whether the requested data is available; and • Whether the requested data is for public/non-profit purposes <p>- If for public and non-profit use, proceed to process the request - If for profit/ commercial use, forward to TLO</p> <p>1.3. Communicate feedback:</p> <ul style="list-style-type: none"> • Advise end-user in case additional documents or attachments will be required. • Confirm request details 	<p>N/A</p>	<p>Two (2) working days</p>	<p>Project Administrative Assistant VI, MASID Team, Embedded Systems Group</p>

4. PhilSensors Data Requests

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	that need to be clarified.			
2. Submit the complete documentary requirements and details of the data being requested.	<p>2.1 Record the following on the data request monitoring sheet:</p> <ul style="list-style-type: none"> • End-user information • Purpose of the request • Nature of the request <p>2.2 Fill out the following on the EULA:</p> <ul style="list-style-type: none"> • End-user information • Purpose of the request • Nature of the request <p>2.3 Send accomplished EULA to be signed by the end-user.</p> <p>2.4 Forward a copy of the request to the Technical Team responsible for data generation.</p>	N/A	<p>Two (2) working days</p> <p><i>Note: Lead time may vary depending on how fast the client will respond.</i></p>	<p>Project Administrative Assistant VI, MASID Team, Embedded Systems Group</p> <p><i>Note: Coordination is carried out by the Project Management Team</i></p>
3. Return the signed EULA to the MASID team.	3.1 Update the data monitoring sheet to record the date the EULA was signed by	N/A	Two (2) working days	Project Administrative Assistant VI, MASID Team, Embedded Systems Group

4. PhilSensors Data Requests				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the end-user.</p> <p>3.2 Generate data upon DOST-ASTI representatives' approval.</p> <p>3.3 Provide the end-user with the data requested.</p> <p>Send customer satisfaction survey (CSS) to be accomplished by the end-user.</p>			Science Research Specialist II, MASID Team, Embedded Systems Group
4. Accomplish the CSS and inform the MASID team once done.	<p>4.1 Archive the accomplished CSS.</p> <p>Mark the data request as completed in the data request monitoring sheet.</p>	N/A	One (1) working day	Project Administrative Assistant VI, MASID Team, Embedded Systems Group
TOTAL		N/A	Seven (7) working days	



DOST-ASTI

Finance and Administrative Division

Internal Services

Internal Services

1. Billing and Monitoring of Collection

This procedure covers all the activities for the following services:

PREGINET – directly handled by Accountant, from the acceptance of Memorandum of Agreement and Service Acceptance from concerned division up to the monitoring of collections.

EPDC and TLO Services – Accountant’s responsibility is from the acceptance of Work Completion Notice and other supplementary documents, for EPDC service, and Technology Licensing Agreement and other supporting documents for TLO service, from concerned division/section up to the delivery of SOA only. The delivery of SOA will be carried out by sending it via AKS/ON and/or email to the designated contacts from EPDC and TLO team as they are responsible for sending SOAs to clients and monitoring 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		WHERE TO SECURE
PREGINET – MOA and Service Acceptance <i>or any equivalent thereof</i>		To be provided by the concerned clients/customers/agency staff
EPDC Services - WCN or similar document equivalent thereof (such as LOA, MOA, Service Acceptance from client, Conforme Letter, CAF, Accomplished training registration form (if applicable) and Request Letter to generate SOA approved by the Director or Head of Agency)		
TLO Services – TLA and supporting documents (Computation and Summary of Royalties from TLO Team, Sales Summary from licensee and invoices)		
Other Services – Binding agreement or similar document as applicable		

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepare documentary requirements for the billing of the following services:</p> <ul style="list-style-type: none"> • PREGINET (Philippine Research, Education, and Government Information Network) <ul style="list-style-type: none"> - Original copy of notarized Memorandum of Agreement (MOA) and Service Acceptance or any equivalent thereof • EPDC (Electronics Product Development Center) Services <ul style="list-style-type: none"> - Printed certified true copy of Work Completion Notice (WCN) or similar document equivalent thereof. • TLO (Technology Licensing Office) Services 	<p>For 1), N/A as it is the client's responsibility to prepare the documents.</p>	<p>None</p>	<p>Two (2) working days</p>	<p>Accountant I, Finance and Administrative Division</p>

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> - Original copy of notarized Technology Licensing Agreement (TLA) and/or other supporting documents. • Other Services <ul style="list-style-type: none"> - Printed binding agreement or similar document as applicable <p>2. File a case ticket through AKS/ON System:</p> <p style="padding-left: 20px;">New Request >> FAD Services >> Accounting >> Billing</p> <p>3. Submit printed copies of documentary requirements to the Accounting Section, together with the AKS/ON case ticket number.</p>	<p>For 2) Acknowledge the ticket through AKS/ON by assigning client to attend to the ticket.</p> <p>For 3) Upon receipt of the hard copies of the documentary requirements with the AKS/ON case ticket number, the Accounting Section shall prepare the SOA accordingly.</p> <p>Note: For subsequent billing, documents are also submitted in printed copies to the Accounting Section following the request for preparation of Statement of Account</p>			

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. <i>Preparation of SOA</i></p> <p>Documents Required:</p> <ul style="list-style-type: none"> • PREGINET (Philippine Research, Education, and Government Information Network) <ul style="list-style-type: none"> - <i>Original copy of notarized Memorandum of Agreement</i> 	<p><i>(SOA) through AKS/ON System and/or via email.</i></p> <p><i>The customer's account is verified with the (1) Report of Collection and Deposit (RCD), maintained by the Cash Section and the Aging of Accounts Receivable 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 (if applicable).</i></p> <p>4. Documents are submitted in printed copies to the Accounting Section following the request for preparation of Statement of Assssccount (SOA) through AKS/ON System and/or via email</p> <p><i>Note: SOA requests are applicable only for term clients and for accounts which are still unpaid as of date.</i></p>			

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(MOA) and Service Acceptance <i>or any equivalent thereof</i></p> <ul style="list-style-type: none"> EPDC (Electronics Product Development Center) Services <ul style="list-style-type: none"> Printed certified true copy of Work Completion Notice (WCN) or similar document equivalent thereof. TLO (Technology Licensing Office) Services <ul style="list-style-type: none"> Original copy of notarized Technology Licensing Agreement (TLA) and/or other supporting documents. Other Services <ul style="list-style-type: none"> Printed binding agreement or similar document as applicable 	<p>2. For subsequent billing, documents are also submitted in printed copies to the Accounting Section following the request for preparation of Statement of Account (SOA) through AKS/ON System and/or via email. (Note: Additional supporting documents are required for TLO service, please refer to checklist above)</p> <p>The customer's account is verified with the (1) Report of Collection and Deposit (RCD), maintained by the Cash Section <i>and the Aging of Accounts Receivable</i> 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. (if applicable)</p>			

1. Billing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>7. Update Billing Registry reports to record issued SOAs.</p> <p>7.1. Reproduce approved SOA for receiving and filing copy.</p> <p>7.2. Sending of approved SOAs to clients per services:</p> <p>7.2.1 PREGINET - Original copy is delivered to partners by messenger through ASTI transportation reservation.</p> <p>7.2.2 EPDC and TLO Services – Final copy is sent to EPDC / TLO contact person through email <i>and/or</i> AKS/ON System. Sending of SOAs to clients is being handled by the respective contact person.</p>	None	Two (2) working days	Accountant I, Finance and Administrative Division
TOTAL		None	Five (5) working days	

2. Monitoring of Collection

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>Continuous follow-up of collection:</i></p> <p>1. PREGINET - Follow up clients through phone calls and/or email.</p> <p>2. EPDC/TLO Services – coordinate with EPDC/TLO contact persons for payment status of clients.</p>	None	<i>Fourteen (14) working days after delivery of SOAs</i>	Accountant, Finance and Administrative Division
	<p>2. Preparation of Order of Payment (OP) per payment channels:</p> <p>2.1 Cash/LDDAP and Check – The Accountant prepares OP upon confirmation of payment and its supporting documents and forward it to Cash Section.</p> <p>2.2 Other Online Payment Channels – Payment shall have validation from Cashier Section.</p>	None	<i>Within the day after the receipt of request for OP</i>	Accountant I, Finance and Administrative Division
	<p>3. Receive payment in cash, check or LDDAP-ADA as per forwarded OP.</p>	Dependent on the service	Depending on the	Administrative Officer V, Finance and Administrative Division

2. Monitoring of Collection

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		availed by client.	client's payment schedule	
	<p>4. Upon receipt of payment, Official Receipts are prepared and issued in three (3) copies: Original for customer, for cashier, and for COA (Commission on Audit) attached to <i>Report of Collections and Deposits</i>.</p> <p>4.1. Update monthly Report of Collection and Deposits.</p>	None	Within the day after the receipt of payment	Administrative Officer V, Finance and Administrative Division
	5. Record/Update collections in <i>BR</i>	None	Within the first five (5) days of the month	Accountant I, Finance and Administrative Division

2. Monitoring of Collection

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6. Preparation of Demand Letter for accounts which have been unpaid for ninety (90) days <i>(with reference to the Aging of Accounts Receivable)</i> (attached corresponding SOA and WCN, if applicable)</p> <p>6.1. Verifies the details of the account and initials the Demand Letter thru e-signature.</p> <p>6.2. Confirms and signs the Demand Letter through e-signature.</p> <p>6.3. Signed Demand Letters will be sent to clients. Delivery of the said documents will follow the process of billing issuance.</p> <p>6.4. Files the receiving copies and updates the Billing Registry.</p>	None	<i>Quarterly If still uncollected, after 90 days, a new set of Demand Letter will be issued.</i>	<p>(6.1) Accountant I, Finance and Administrative Division</p> <p>(6.2) Division Chief Concerned</p> <p>(6.3) Director, Office of the Director</p> <p>(6.4) Accountant I, Finance and Administrative Division</p>

2. Monitoring of Collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7. After exhaustion of all possible remedies to collect, and accounts become dormant, the Agency shall request authority to write-off of dormant accounts receivable <i>following COA Circular No. 2016-005 dated December 19, 2016.</i>	None	<i>Upon reaching the dormancy of receivables – 10 years</i>	Agency Management Accountant, Finance and Administrative Division
TOTAL		Dependent on the service availed by client	Depends on the timeline stated above	

**Service is aligned with the requirements of the Government Accounting Manual Volume II*

2. Procurement

This operational procedure covers the purchasing of supplies, materials, equipment and services under *Republic Act (RA) No. 12009 to Republic Act (RA) No. 9184. RA No. 12009 has a more dynamic procurement framework, which can respond to different and evolving needs of public service delivery¹.*

The Government Procurement Policy Board (GPPB) has designed Strategic Planning Forms to ensure proper and sufficient planning and preparation, which include the Annual Procurement Plan, Project Procurement Management, and Mandatory Market Scoping Form. These forms are not only the basis for budgeting, procurement, and implementation, but also for compliance and performance monitoring.

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
DOST-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
DOST-ASTI-FM 03-12 Abstract of Bids/Canvass Form		ERP Generated

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
<i>DOST-ASTI-FM 03-20 Supplemental/Bid Bulletin</i>		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)
<i>DOST-ASTI-FM 03-41 Notice to Proceed</i>		Process FASTER Generated and Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)
<i>DOST-ASTI-FM 03-42 Notice of Award</i>		Process FASTER Generated and Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)
DOST-ASTI-FM 03-13 BAC Resolution		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)
Bidding Documents		DOST-ASTI and PhilGEPS Websites
Other Documentary Requirements		<i>Per IRR of RA No. 12009</i>

¹ *Fit-for-Purpose Procurement Modalities under RA 12009. Government Procurement Policy Board, 02 October 2024, <https://www.gppb.gov.ph/fit-for-purpose-procurement-modalities-under-ra-12009/>*

02. Project Procurement Management Plan, Preparation of Annual Procurement Plan, and Submission of Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. <i>Submit draft PPMPP, Market Scoping (MS), evidence of MS, and Summary of Quotations.</i></p> <p><i>The Summary of Quotations is applicable for PPMP with more than five (5) items</i></p>		None	One (1) working day	End-user
	1. <i>Review draft PPMP, MS, evidence of MS, and Summary of Quotations</i>	None	Five (5) working days	BAC Secretariat
2. <i>Revise documents based on comments and suggestions</i>		None	Three (3) working days	End-user
3. <i>Submit revised documents for final review and clearance for routing</i>		None	One (1) working day	End-user
	2. <i>Clear documents for routing</i>	None	One (1) working day	BAC Secretariat

02. Project Procurement Management Plan, Preparation of Annual Procurement Plan, and Submission of Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Route documents		None	Three (3) working days	End-user
5. Submit signed Project Procurement Management Plan (PPMP) Market Scoping (MS), evidence of Market Scoping, and Summary of Quotations		None	One (1) working day	End-user
	3. Acknowledge receipt of PPMP, Market Scoping, evidence of MS, and Summary of Quotations	None	One (1) working day	BAC Secretariat
	4. Consolidate PPMPs to APP or Supplemental/Updated APP	None	Seven (7) working days	BAC Secretariat
	5. Route APP or Supplemental/Updated APP for signing of BAC members and Head of Procuring Entity (HoPE)	None	Three (3) working days	BAC Secretariat / BAC / HoPE

02. Project Procurement Management Plan, Preparation of Annual Procurement Plan, and Submission of Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>6. Release of APP or Supplemental/Updated APP approved by the HoPE</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>
<i>6. Submit draft Purchase Request with attached MS</i>		<i>None</i>	<i>Three (3) working days</i>	<i>End - user</i>
	<i>7. Review draft PR and MS</i>	<i>None</i>	<i>Five (5) working days</i>	<i>BAC Secretariat</i>
<i>7. Revise documents based on comments and suggestions</i>		<i>None</i>	<i>Three (3) working days</i>	<i>End-user</i>
<i>8. Submit revised documents for final review and clearance for routing</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
	<i>8. Clear documents for routing</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>

02. Project Procurement Management Plan, Preparation of Annual Procurement Plan, and Submission of Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>9. Route documents</i>		<i>None</i>	<i>Three (3) working days</i>	<i>End-user</i>
<i>10. Submit signed PR and market scoping to verify inclusion and budget in APP</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
	<i>9. Verify item/s inclusion and if within the estimated budget in APP</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>
	<i>10. Return stamped and signed PR</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>
<i>11. Submit PR for fund earmarking</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
	<i>11. Earmark fund/s for PR</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>

02. Project Procurement Management Plan, Preparation of Annual Procurement Plan, and Submission of Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>12. Submit PR with earmarked funds for preparation of Request for Quotation, Request for Expression of Interest, or Invitation to Bid to BAC Secretariat</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
<i>13. Submit signed PR and market scoping to verify inclusion and budget in APP</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
TOTAL		<i>None</i>	<i>49 working days</i>	

**Service covered by Republic Act (RA) No. 12009 and its Implementing Rules and Regulations*

02. Competitive Bidding for Goods and Infrastructure Projects

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. <i>Prepare Invitation to Bid (IB) and Philippine Bidding Documents (PBD)</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat</i>
1. <i>Review draft IB and PBD</i>		<i>None</i>	<i>Three (3) working days</i>	<i>End-user</i>
	2. <i>Pre-procurement</i> <i>*The holding of a pre-procurement conference is optional for procurement of Goods costing Five Million Pesos (₱5,000,000.00) and below, and procurement of Infrastructure Projects costing Ten Million Pesos (₱10,000,000.00) and below.</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC</i>
	3. <i>Advertisement/Posting of IB and PBD</i>	<i>None</i>	<i>Seven (7) calendar days</i>	<i>BAC Secretariat / BAC</i>

02. Competitive Bidding for Goods and Infrastructure Projects

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. <i>Pre-bidding Conference</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC / Prospective Bidders</i>
	5. <i>Preparation, review, approval, and posting of Supplemental/Bid Bulletin</i>	<i>None</i>	<i>Two (2) working days</i>	<i>BAC Secretariat / End-user / BAC Chairperson</i>
	6. <i>Submission and Receipt of Bids</i>	<i>Yes (Bidding Documents Fee)</i>	<i>One (1) calendar day</i>	<i>Prospective Bidders / BAC Secretariat</i>
	7. <i>Opening of Bids</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / Prospective Bidders / BAC Secretariat / BAC / Observers</i>

02. Competitive Bidding for Goods and Infrastructure Projects

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. <i>Bid Evaluation</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC / Observers</i>
	9. <i>Preparation and routing (for BAC members' signatures) of the resolution for Single/Lowest Calculated Bid or Most Economically Advantageous Bid</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC</i>
	10. <i>Post-Qualification</i>	<i>None</i>	<i>Twelve (12) calendar days</i>	<i>BAC Secretariat / BAC</i>
	11. <i>Preparation and routing (recommending approval of BAC, approval of HoPE) of the resolution for Single/Lowest Calculated Responsive Bid / Most Economically Advantageous Responsive Bid / Most Advantageous Responsive Bid</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC / HoPE</i>

02. Competitive Bidding for Goods and Infrastructure Projects

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>12. Preparation, routing, and issuance of Notice of Award</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC / HoPE</i>
<i>2. Submission of Performance Security pursuant to Section 56 of the IRR of RA No. 12009</i>		<i>None</i>	<i>Ten (10) calendar days</i>	<i>Winning Bidder</i>
	<i>13. Preparation, routing/signing, and issuance of Purchase Order, Notice to Proceed, and Contract Agreement</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC / HoPE</i>
	<i>14. Post-Qualification</i>	<i>None</i>	<i>Twelve (12) calendar days</i>	<i>BAC Secretariat / BAC</i>
TOTAL		<i>None</i>	<i>20 working days and 34 calendar days</i>	

Service covered by Republic Act (RA) No. 12009 and Its Implementing Rules and Regulations

02. Competitive Bidding for Consulting Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. <i>Prepare Request for Expression of Interest (RFEI) and Philippine Bidding Documents (PBD)</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat</i>
1. <i>Review draft RFEI and PBD</i>		<i>None</i>	<i>Three (3) working days</i>	<i>End-user</i>
	2. <i>Pre-procurement</i> <i>*The holding of a pre-procurement conference is optional for procurement of Consulting Services costing Two Million Pesos (₱2,000,000.00) and below.</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC</i>
	3. <i>Advertisement/Posting of RFEI and PBD</i>	<i>None</i>	<i>Seven (7) calendar days</i>	<i>BAC Secretariat / BAC</i>
	4. <i>Eligibility Check and Shortlisting</i>	<i>None</i>	<i>One (1) calendar days</i>	<i>BAC</i>

02. Competitive Bidding for Consulting Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. <i>Pre-bidding Conference</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC / Prospective Bidders</i>
	6. <i>Preparation, review, approval, and posting of Supplemental/Bid Bulletin</i>	<i>None</i>	<i>Two (2) working days</i>	<i>BAC Secretariat / End-user / BAC Chairperson</i>
	7. <i>Submission and Receipt of Bids</i>	<i>Yes (Bidding Documents Fee)</i>	<i>One (1) calendar day</i>	<i>Prospective Bidders / BAC Secretariat</i>
	8. <i>Opening of Bids</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / Prospective Bidders / BAC Secretariat / BAC / Observers</i>
	9. <i>Bid Evaluation</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC / Observers</i>

02. Competitive Bidding for Consulting Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>10. Preparation and routing (for BAC members' signatures) of the resolution for Ranking of Consultants</i>	<i>None</i>	<i>One (1) CD</i>	<i>BAC Secretariat / BAC</i>
	<i>11. Notification for Negotiation</i>	<i>None</i>	<i>One (1) CD</i>	<i>BAC Secretariat / BAC</i>
	<i>12. Negotiation</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>BAC</i>
	<i>13. Post-Qualification</i>	<i>None</i>	<i>Thirty (30) calendar days</i>	<i>BAC Secretariat / BAC</i>
	<i>14. Preparation and routing (recommending approval of BAC, approval of HoPE) of the resolution for Single/Highest Rated Responsive Bid</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC / HoPE</i>

02. Competitive Bidding for Consulting Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15. Preparation, routing, and issuance of Notice of Award	None	Three (3) working days	BAC Secretariat / BAC / HoPE
2. Submission of Performance Security pursuant to Section 56 of the IRR of RA No. 12009		None	Ten (10) calendar days	Winning Bidder
	15. Preparation, routing /signing, and issuance of Purchase Order, Notice to Proceed, and Contract Agreement	None	Three (3) working days	BAC Secretariat / BAC / HoPE
TOTAL		None	17 working days and 49 calendar days	

**Service covered by Republic Act (RA) No. 12009 and its Implementing Rules and Regulations*

2.0 Small Value Procurement

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1. <i>Preparation of Request for Quotation (RFQ) or Request for Proposal (RFP)</i></p>	None	<i>One (1) working day</i>	<i>BAC Secretariat</i>
	<p>2. <i>Advertisement/Posting of RFQ or RFP</i></p> <p><i>*Service covered by Republic Act (RA) No. 12009</i></p> <p><i>*Not applicable for procurement project/s with an Approved Budget for the Contract (ABC) equal to or below Two Hundred Thousand Pesos (₱2,000,000.00)</i></p>	None	<i>Three (3) calendar days</i>	<i>BAC Secretariat / BAC</i>
	<p>3. <i>Pre-bidding Conference (if applicable)</i></p>	None	<i>One (1) calendar day</i>	<i>End-user / BAC Secretariat / BAC / Prospective Bidders</i>

2.0 Small Value Procurement

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. <i>Submission and receipt of quotations/proposals</i>	<i>None</i>	<i>One (1) calendar day</i>	<i>Prospective Bidders / BAC Secretariat</i>
	5. <i>Preparation of Abstract of Quotations/Proposals</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>
	6. <i>Evaluation of eligibility and technical documents</i>	<i>None</i>	<i>Three (3) working days</i>	<i>End-user / BAC</i>
	7. <i>Preparation of BAC Resolution recommending award of contract/s</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat</i>

2.0 Small Value Procurement

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>8. <i>*BAC Resolution is applicable for procurement project/s with ABC amounting to above Two Hundred Thousand Pesos (₱200,000.00). For procurement project/s with ABC amounting to Two Hundred Thousand Pesos (₱200,000.00) and below, recommending approval and approval of the Head of Procuring Entity is reflected in the Abstract of Quotations/Proposals.</i></p>			
<p>9. <i>Routing, recommending approval, and approval of BAC Resolution</i></p>		<p>None</p>	<p>Five (5) working days</p>	<p>End-user / BAC / Head of Procuring Entity (HoPE)</p>

2.0 Small Value Procurement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>10. Preparation and routing of Notice of Award</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC / HoPE</i>
	<i>11. Preparation, routing/signing, and issuance of Purchase Order and Notice to Proceed</i>	<i>None</i>	<i>Three (3) working days</i>	<i>BAC Secretariat / BAC / HoPE</i>
TOTAL		<i>None</i>	<i>19 working days and five (5) calendar days</i>	

Service Covered by Republic Act (RA) No. 12009 and its Implementing Rules and Regulations

Direct Acquisition applies to:

1. Goods – Common-use Supplies and Equipment (CSE) not available in DBM-PS and Non-CSE
2. Services – Furniture repair, automotive service, restoration service, machine and fabrication, and other *related* services

The threshold for the Approved Budget for the Contract (ABC) is Two Hundred Thousand Pesos (₱200,000.00). Hence, regardless of the availability of other procurement modes, this procurement modality may be used for transactions amounting to Two Hundred Thousand Pesos (₱200,000.00) or less.

Goods procured through this modality can be paid using *petty cash or by way of reimbursements* per Section 32.2 of the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 12009.

Procuring Entities are required to procure only from sources that issue invoices compliant with the rules of the Bureau of Internal Revenue and/or other documents showing delivery and payment acceptable to the Commission on Audit.

02. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Petty Cash Fund				
Each transaction shall be limited to a maximum amount of <i>Fifteen Thousand Pesos (₱15,000.00) per single receipt</i> . Splitting of contracts is strictly prohibited. This is subject to compliance with the Petty Cash Guidelines and the Government Accounting Manual.				
1. <i>Submit hard copies of Purchase Request (PR), market scoping with quotations/proposals from three (3) suppliers, and Certificate of Non-Availability of Stock (CNAS) from DBM-PS for item/s not available in DBM-PS</i>		None	One (1) working day	End-user
*PR must be prepared before the date				

02. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>of purchase of goods or services.</i>				
	<i>2. Verify the completeness and correctness of documents and return documents to the end-user</i>	<i>None</i>	<i>One (1) working day</i>	<i>BAC Secretariat</i>
<i>3. Submit the following documents for the cash advance and accomplish Petty Cash Voucher (PCV):</i> <ul style="list-style-type: none"> • <i>PR</i> • <i>Market scoping</i> <i>CNAS (if applicable)</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
	<i>4. Verify the completeness of documents and the correctness of PCV and release petty cash</i>	<i>None</i>	<i>Three (3) working days</i>	<i>Cashier</i>
<i>5. Get supplier details, amount of item/s, and secure tax certificate from Accounting Section</i> <i>*Tax certificate is required for amount of Five Hundred Pesos (₱500.00) above</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>

02. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>6. Preparation of tax certificate</i>	<i>None</i>	<i>One (1) working day</i>	<i>Accounting Section</i>
<i>7. Purchase the goods or services, secure Invoice from supplier/service provider, and give tax certificate to be accomplished by supplier/service provider for claims</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
<i>8. Submit procurement documents, Invoice, and procured item/s for Inspection and Acceptance</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>

02. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>9. Preparation of Inspection and Acceptance Report (IAR) and Inventory Custodian Slip (ICS) for semi-expendable equipment / Stock Position Slip (SPS) for consumable item/s / Property Acceptance Report (PAR) for equipment or capital outlay</i>	<i>None</i>	<i>Three (3) working days</i>	<i>Property and Supply Section</i>
<i>10. Submit the following documents for liquidation: 1. Invoice 2. Tax certificate 3. IAR ICS / SPS / PAR</i>		<i>None</i>	<i>One (1) working day</i>	<i>End-user</i>
	TOTAL	<i>None</i>	<i>12 working days</i>	

**Service covered by Republic Act (RA) No. 12009 and its Implementing Rules and Regulations*

2. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reimbursement				
Applicable to transactions amounting to Two Hundred Thousand Pesos (₱200,000.00) and below. Splitting of contracts is strictly prohibited.				
1. <i>Submit hard copies of PR, market scoping, memo justifying the use of Direct Acquisition as procurement modality duly approved by the Head of the Procuring Entity (HoPE), and CNAS from DBM-PS for item/s not available in DBM-PS</i> <i>*PR must be prepared before the date of purchase of goods or services.</i>		None	One (1) working day	End-user
	1. <i>Verify the completeness and correctness of documents and return documents to the end-user</i>	None	One (1) working day	BAC Secretariat
2. <i>Get supplier details, amount of item/s, and secure tax certificate from Accounting Section</i> <i>*Tax certificate is required for amount of Five Hundred Pesos</i>		None	One (1) working day	End-user

2. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(P500.00) above				
	2.. Preparation of tax certificate	None	One (1) working day	Accounting Section
3.. Purchase the goods or services, secure Invoice from supplier/service provider, and give tax certificate to be accomplished by supplier/service provider for claims		None	One (1) working day	End-user
4.. Submit procurement documents, Invoice, and procured item/s for Inspection and Acceptance		None	One (1) working day	End-user
	3.. Preparation of IAR and ICS for semi-expendable equipment / SPS for consumable item/s / PAR for equipment or capital outlay	None	Three (3) working days	Property and Supply Section

2. Direct Acquisition				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit the following documents for checking and obligation to Budget Section: 1. PR 2. Market Scoping 3. Memorandum duly approved by the HoPE 4. Invoice 5. Tax certificate 6. IAR ICS / SPS / PAR		None	One (1) working day	End-user
	4.. Check completeness and correctness of documents and obligation for reimbursement	None	One (1) working day	Budget Section
	5.. Preparation and processing of disbursement voucher for reimbursement	None	Three (3) working days	Accounting Section
TOTAL		None	14 working days	

*Service covered by Republic Act (RA) No. 12009 and its Implementing Rules and Regulations

3. 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

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	
Checklist of Requirements 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)	To be provided by HRMS	

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

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Post vacancies on ASTI website, social media accounts, and share it with DOST Records and other strategic platforms/medium available	None	Two (2) working days and shall be published for seven (7) calendar days	Administrative Officer V, Human Resources Management Section
	2. Conduct initial screening of applications based on the minimum qualification standards after the application deadline.		Two (2) working days	Project Managers
	3. If applicable, schedule an examination date for shortlisted applicants		Scheduling of examination in two (2) working days	Project Manager
1. Take the scheduled examination.	4. Endorse applicants who have successfully passed the examination to the HRM Section.		Result of the examination shall be released in three (3) working days	Applicant, Project Manager

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Confirm attendance to the scheduled initial interview.	5. Invite applicants and conduct employment overview and initial assessment. 6. Endorse the applicants who passed the initial interview to the Project Manager.		Seven (7) working days upon receipt of the list of endorsed applicants	Administrative Officer V, Human Resources Management Section
3. Confirm attendance to the scheduled initial interview.	7. Invite the applicants to a technical interview, together with the hiring project team/section.		Three (3) working days	Project Manager
	8. Endorse the successful applicant to the HRM Section for hiring.		Two (2) working days	Project Manager
	9. Inform the successful applicant and provide the list of employment requirements.		Two (2) working days	Administrative Officer V, Human Resources Management Section

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

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit the complete employment requirements to the HRM Section.			Ten (10) calendar days from the date of announcement of the HRM Section.	Successful applicant
	10. Prepare contract		Two (2) working days upon receiving the complete requirements from the applicant.	Administrative Officer V, Human Resources Management Section
	11. Route the contract to the parties involved and witnesses for their signature (Project-based staff, Project Leader, HRM Section, Accountant, Head of Agency)		Ten (10) working days or depending on the availability of signatories	Administrative Officer V, Human Resources Management Section

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Have four (4) copies of the signed contract notarized.</p> <p>6. Provide copies of the Notarized Contract to the Notary Public, HRM Section, and Finance Administrative Division. Keep the last copy.</p>			<p>Two (2) working days upon receipt of the signed contract</p>	<p>Successful applicant</p>
	<p>12. Sign the Successful applicant's certificate of assumption.</p> <p><i>In the absence of the Project Leader, the OIC and/or Division Chief signs the assumption of office.</i></p>		<p>On the same day of the on-boarding date</p>	<p>Project Leader / OIC/ Division Chief</p>

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	13. Endorse the hired applicant to the project team and provide the following: a. Welcoming email (Guide email on first day) b. ASTI email and ERP account c. Non-Disclosure Agreement		Before his/her onboarding date	Administrative Officer V, Human Resources Management Section
TOTAL			Forty four (44) days depending on the availability of the documents	

**Service is covered by the COA and DBM Joint Circulars No. 2 s. 2020 and No. 2 s. 2022*

4. 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		

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
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

04. 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 Chief.	None	Three (3) working days	Administrative Officer V, Human Resources Management Section
	2. The Division Chief submits the 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	Ten (10) days from receipt of list of vacancies	Division Chief/ Director IV

04. Recruitment, Hiring, and Placement of Regular Employees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3. Positions to be filled are posted in the DOST – ASTI website, social media accounts, DOST – ASTI Bulletin Boards, and the CSC Bulletin of Vacant Positions in the Government. All DOST-ASTI personnel are also informed about the vacancy through an e-mail sent to them.</p> <p>The division to submit the set of examination questionnaire for the position / Prepare Position Description Form (PDF).</p>	None	Minimum of ten (10) calendar days inclusive of the duration of publication	Administrative Officer V, Human Resources Management Section, DOST-ASTI Website and Social Media Administrators, CSCFO HR Specialist / Division Chief
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	None	Ten (10) working days	Administrative Officer V, Human Resources Management Section / Division Chief Concerned

04. Recruitment, Hiring, and Placement of Regular Employees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	scheduled for examination and interview.			
3. The qualified applicant/s will attend the interview and be evaluated.	6. HRMPSB panel members will conduct the interview and submit their signed evaluation sheet to the secretariat.	None	Twelve (12) working days after shortlisting of applicants for interview (Limit to one time interview reschedule)	Administrative Officer V (HRMS)/ Applicant/ HRMPSB Members
	7. To assist the Director in deciding who to appoint. The HRMPSB then submits the recommendation report.	None	Ten (10) working days after interview	HRMPSB Members/ Administrative Officer V (HRMS)
	8. The Agency Head decides on who to appoint Decision of the candidate to accept or decline	None	Five (5) working days	Director IV

04. Recruitment, Hiring, and Placement of Regular Employees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The appointee prepares necessary employment requirements such as medical certificates, clearances, etc. once informed being selected.	9. The appointment is prepared and signed by the HRMS, HRMPSB Chairman and Head of Agency. 9.1. The HRMS submits pertinent documents to CSC for validation.	None	HRMS prepares the appointment papers in five (5) working days Other documents to be signed by concerned signatories shall be dependent on their availability.	Administrative Officer V (HRMS)/ HRMPSB Chairperson/ Director IV
5. Appointed employee will assume the duties and responsibilities of the position by signing the Oath of Office and Certificate of Assumption to Duty.		None		Administrative Officer V (HRMS)/ Concerned employee
TOTAL		None	Seventy five (75) working days – depending on the availability of the documents	

**Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018*

5. 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		

05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of the semestral Individual Performance Commitment (IPC).	1. The Division Chiefs and employees discuss the outputs to be accomplished for the following year.	None	1 st Semester – January to February 2 nd Semester - July	Director IV / Division Chief/ Concerned Employees/ Planning Officer III (Planning Unit)

05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Director IV/ Division Chief
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	Review of 1st semester performance – July Review of 2 nd Semester performance – January to February of the succeeding year	Division Chief/ Concerned Employee
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	None	Within January of the following year	Division Chief/ Concerned Employee

05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	must be undertaken to address competency gaps.			
5. Submit the IPCR and PDP.	<p>5. The Individual Performance and Commitment Review Form and the PDP are submitted to the HRMS for consolidation and filing.</p> <p>The Division Chiefs and concerned employee should include training details (cost, target date of attendance, training provider, etc.) in the PDP.</p>	None	Within January of the following year	Division Chief, Concerned Employee, Administrative Officer V (HRMS)
	<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	Administrative Officer V (HRMS)/ Administrative Officer V (Budget Officer)/ Human Resource Development Committee

05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	Administrative Officer V (HRMS), Concerned Employee, Division Chief
<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</p>	Depends on the duration of the training program	Administrative Officer V (HRMS), Concerned Employee

05. Staff Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		No.563)		
8.The employee writes output in the PDP.	<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 employees.</p>	None	Depending on the availability of the DC and concerned employee.	Concerned Employee, Division Chief
	TOTAL	None	15 days for the processing of L&D depending on the availability of the documents	



DOST-ASTI

Knowledge Management Division

Internal Services

Internal Services

1. 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) (https://kbase.asti.dost.gov.ph/tiki-index.php)

01. 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 <i>AKS/ON under the “ERP System” category (Service Request vs Incident).</i>	1. Acknowledge receipt of request. If received outside <i>AKS/ON</i> , request staff to report via the said tool.	None	Three (3) working days	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)

01. Implementation and Delivery of Internal ERP System Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If general inquiries (e.g., system usage)				
	2. Assist the end user on their inquiry.	None	One (1) working day	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
If bug, new feature, and/or enhancement				
	2. Assist the end user on their inquiry.	None	One (1) working day	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
	2.1. <i>Assess correctness of ticket type (Service Request vs Incident; Bug vs Feature vs Enhancement vs Assistance; Assigned Team).</i> Create a project design document, when necessary. 2.2. If bug, log the details to JIRA for assignment to the developer	None	2.1. Five (5) working days depending on the urgency and importance of the bug.	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)

01. Implementation and Delivery of Internal ERP System Support Services

01. Implementation and Delivery of Internal ERP System Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>concerned. <i>Urgent = Hotfix immediately; Non-urgent = For Sprint Planning.</i></p> <p>2.3. If new feature or enhancement, assess the need to implement request. If needed, log details to JIRA for assignment to the developer concerned. <i>If valid, conduct requirements gathering, then, table for sprint planning. Create verification/ modification document.</i></p>		2.2. Five (5) working days	<p>Administrative Officer V/Administrative Officer III/Chief Administrative Officer, Finance and Administrative Division</p>
	<p>3. Classify and prioritize the request. <i>Create JIRA board and corresponding tickets accordingly.</i></p>	None	Five (5) minutes	<p>Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)</p> <p>Administrative Officer V/Administrative Officer III/Chief Administrative Officer, Finance and Administrative Division</p>

01. Implementation and Delivery of Internal ERP System Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Bug fix/develop new feature or enhancement based on set <i>JIRA Sprint Board</i>	None	Dependent on the complexity of the request/s	Project Technical Specialist III/ Science Research Specialist I, Knowledge Management Division (KMD)
	5. Conduct testing.	None		Science Research Specialist I, Knowledge Management Division (KMD)
2. Confirm successful implementation/deployment of patch/new feature/enhancement.	6. For enhancements and/or new feature, validation by end user. <i>Validation may now be via meeting OR email. End User Validation Document is required.</i>	None	Dependent on the schedule of the end user	Project Technical Specialist I, Knowledge Management Division (KMD)
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. <i>Deployment notice must include manuals, when applicable.</i>	None	Five (5) minutes	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)

01. Implementation and Delivery of Internal ERP System Support Services					
CLIENT STEPS		AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. AKS/ON ticket is resolved AND JIRA board is set to "Released." User receives automated CSAT email; ticket auto-closes after 3 days if not manually closed.		None	Five (5) minutes	Project Technical Specialist I/III/ Science Research Specialist I/II/ Senior Science Research Specialist, Knowledge Management Division (KMD)
		TOTAL	None	Assistance – Four (4) working days and 10 minutes Bug/New Feature/ Enhancement - Eight (8) working days and 15 minutes (excluding programming tasks which depends on the complexity of the bug, new feature, and enhancement)	

2. Implementation and Delivery of Internal Support Services (Simple)

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:	Simple	
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 via AKS/ON

02. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for internal support service/s.	1. Receive requests via AKS/ON Ticketing tool. If the request is received via other media (i.e. phone call, chat, email, and/or face-to-face communication), request the user to file a ticket in AKS/ON.	None	Two (2) hours	End-user and Senior Science Research Specialist, Knowledge Management Division

02. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Assign the ticket to an agent.			
	2. Assess the nature and resource requirements of the ticket.	None	30 minutes <i>Note: For event-related services (i.e. setup of videoconferencing, projector), pause clock during interval from date of request and date of activity.</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
	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	None	Three (3) working days <i>Note: Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division

02. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Maintenance.			
2. Inspect / Verify if the request/s has been successfully resolved.	4. Set the ticket status to "Resolved" once verified.	None	Two (2) hours	End-user and Senior Science Research Specialist, Knowledge Management Division
3. Close the ticket and accomplish the emailed Customer Satisfaction Survey for service evaluation.		None		End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
TOTAL		None	Three (3) working days, 4 hours, and 30 minutes	

3. Implementation and Delivery of Internal Support Services (Complex)

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		To be sent through email via AKS/ON
Note: In case of events, calendar request/invite is required.		
Regular technical support services – None		Knowledge Base (KBase) (https://kbase.asti.dost.gov.ph/tiki-index.php)
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)		

03. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for internal support service/s.	<p>1. Receive requests via AKS/ON Ticketing tool. If the request is received via other media (i.e. phone call, chat, email, and/or face-to-face communication), request the user to file a ticket in AKS/ON.</p> <p>1.1. Assign the ticket to an agent</p>	None	Two (2) hours	<p>End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division</p>
	2. Assess the nature and resource requirements of the ticket	None	One (1) working day	<p>Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division</p>

03. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	Six (6) working days <i>Note: Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
2. Inspect / Verify if the request/s has been successfully resolved.	4. Set the ticket status to "Resolved" once verified.	None	Two (2) hours	End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division

03. Implementation and Delivery of Internal Support Services				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Close the ticket and accomplish the emailed Customer Satisfaction Survey for service evaluation.		None		End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
TOTAL		None	Seven (7) working days, 4 hours	

4. Implementation and Delivery of Internal Support Services (Highly Technical)

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:	Highly Technical	
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 via AKS/ON
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) (https://kbase.asti.dost.gov.ph/tiki-index.php)

04. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send / Submit request for internal support service/s.	<p>1. Receive requests via AKS/ON Ticketing tool. If the request is received via other media (i.e. phone call, chat, email, and/or face-to-face communication), request the user to file a ticket in AKS/ON.</p> <p>1.1. Assign the ticket to an agent</p>	None	Two (2) hours	<p>End-user</p> <p>and</p> <p>Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division</p>
	<p>2. Assess request if troubleshooting (printer error, lost/intermittent connection) and other services (i.e. setup of video conferencing, projector, microphones, etc.). Provide recommendation.</p>	None	Four (4) working days	<p>Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division</p>

04. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	Fifteen (15) working days <i>Note: Dependent on the availability of Support Staff/Client, complexity of request/s, availability of tools and components</i>	Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
2. Inspect / Verify if the request/s has been successfully resolved.	4. Set the ticket status to "Resolved" once verified.	None	One (1) working day	End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division

04. Implementation and Delivery of Internal Support Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Close the ticket and accomplish the emailed Customer Satisfaction Survey for service evaluation.		None		End-user and Technical Support Staff and Senior Science Research Specialist, Knowledge Management Division
TOTAL		None	20 working days and 2 hours excluding procurement process	

5. KM Services Implementation in Projects and Other Activities

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

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Project Manager/Project Team Members/Project Teams	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><i>Filed ticket in AKS/ON</i> (https://aksyon.asti.dost.gov.ph/)</p> <p><i><u>ASTI-FM 02-31</u> Knowledge Sharing Activity Proposal Form (For KSharing)</i></p> <p><i>Copy of project workplan (For pre-mortem and post-mortem)</i></p>		<p><i>AKS/ON System</i></p> <p><i>DOST-ASTI Knowledge Base</i></p> <p><i>Project Team's Files</i></p>

05. KM Services Implementation in Projects and Other Activities				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Create a ticket in AKS/ON under KM Unit.</p> <p>At the minimum, this information shall be included in the request:</p>	<p>1. Conduct a preliminary discussion with the Project Manager to identify and schedule KM Support Activities such as:</p> <p>(a) Premortem or Risk Analysis</p>	None	1 hour	Administrative Officer IV, KM Unit, Knowledge Management Division

05. KM Services Implementation in Projects and Other Activities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(a) Title of project/event</p> <p>(b) Preferred date, time, and setup (online/face-to-face) of KM activity</p> <p>(c) Names of target participants to be invited</p> <p>For Knowledge Sharing, a filled-out Knowledge Sharing Activity Proposal Form (ASTI-FM 02-31) must be attached to the email/ ticket.</p> <p><i>For pre- and post-mortem of R&D projects, a copy of the project workplan must be submit</i></p>	<p>activity to preempt possible project vulnerabilities and plan for contingencies.</p> <p>(b) Knowledge Sharing – ASTI staff shares their knowledge to target 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 <i>Officer</i> 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 <i>Officer</i> 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 post-mortem of events, the KM analyst and the event organizer will discuss the best practices, issues encountered,</p>			<p>Project Manager Concerned Division</p> <p><i>Project Administrative Assistant II, KM Unit, Knowledge Management Division</i></p>

05. KM Services Implementation in Projects and Other Activities				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and lessons learned in the recently concluded event.</p> <p>(d) After-Action Review - a short, facilitated meeting aimed at capturing important lessons learned by team members, and making these available to the rest of the organization.</p> <p><i>Once all the required information is submitted, the KM Assistant will schedule the KM activity via email calendar and/or ProcessFASTER System.</i></p>			
<p>2. The project team members and concerned staff participate on the agreed upon schedule of the activity.</p>	<p>2. Facilitate the activity</p>	<p>None</p>	<p>Three (3) hours</p> <p>(Note: Pause clock during interval from date of request and agreed date of activity)</p>	<p>Administrative Officer IV, KM Unit, Knowledge Management Division</p> <p>Project Manager Concerned Division</p>

05. KM Services Implementation in Projects and Other Activities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. <i>Fill out</i> the Customer Satisfaction Survey Form.	3. Collect the project team members' feedback	None	Five (5) minutes	Administrative Officer IV, KM Unit, Knowledge Management Division Project Administrative Assistant II, KM Unit, Knowledge Management Division
	4. Document the results of the discussions.	None	Three (3) working days	Administrative Officer IV, KM Unit, Knowledge Management Division Project Administrative Assistant II, KM Unit, Knowledge Management Division
4. Check and approve the activity documentation.		None	Two (2) working days	Project Manager Concerned Division

05. KM Services Implementation in Projects and Other Activities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5. 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	Three (3) working days	<p><i>Project Administrative Assistant II, KM Unit, Knowledge Management Division</i></p> <p><i>Administrative Officer IV, KM Unit, Knowledge Management Division</i></p> <p><i>Chief Science Research Specialist, Knowledge Management Division</i></p>
TOTAL		None	Eight (8) working days, 4 hours, 5 minutes	

6. Request for QMS-related Manuals

This procedure applies to DOST-ASTI employees' requests for retrieval of QMS-related manuals.

Office or Division:	Knowledge Management Division – Knowledge Management (KM) Unit	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DOST-ASTI staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Filed ticket in AKS/ON sss(https://aksyon.asti.dost.gov.ph/)		AKS/ON System

06. Request for QMS-related Manuals				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Identify the specific QMS-related manual to be requested (i.e. Forms Manual, Work Instruction, Procedures Manual, Quality Manual)</p> <p>1.2 Create a ticket in the AKS/ON System under KM Unit Services.</p>	<p>1. Claim/assign the AKS/ON ticket.</p>	<p>None</p>	<p>Four (4) hours</p>	<p>Administrative Officer IV, KM Unit, Knowledge Management Division</p> <p>Project Administrative Assistant II, KM Unit, Knowledge Management Division</p>
	<p>2.1 Retrieve the requested QMS-related manual from KBase or KM Unit OneDrive.</p> <p>2.2 Send the copy of the requested QMS-related manual to the client through the AKS/ON</p>	<p>None</p>	<p>Ten (10) minutes</p>	<p>Project Administrative Assistant II, KM Unit, Knowledge Management Division</p>

06. Request for QMS-related Manuals				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	system.			
	3. Mark the AKS/ON ticket as "Resolved"		Two (2) minutes	Project Administrative Assistant II, KM Unit, Knowledge Management Division
4. Fill out the Customer Satisfaction Survey Form.	4. Collect the project team members' feedback.	None	Five (5) minutes	Project Administrative Assistant II, KM Unit, Knowledge Management Division
TOTAL		None	4 hours and 17 minutes	



DOST-ASTI

Office of the Director

Internal Services

Internal Service

1. Intellectual Property Filing

This internal service, offered by the Technology Licensing Office, aims to ensure that DOST-ASTI's research and development outputs are safeguarded and protected through timely and proper filing of intellectual property rights, including but not limited to Patent/Utility Model, Industrial Design, Trademarks, and Copyrights.

Office or Division:	Office of the Director	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DOST-ASTI researchers/project teams	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Industrial Design		
<ul style="list-style-type: none"> • Designs (hand drawn or provided in CAD or any appropriate format) 	Project Team's files	
For Trademark		
<ul style="list-style-type: none"> • Marks to be registered 	Project Team's files	
For Copyright		
<ul style="list-style-type: none"> • Project outputs for copyright protection 	Project Team's files	
<ul style="list-style-type: none"> • Designation and ID details of authors/creator 	Project Team's files	

01. Intellectual Property Filing (Industrial Design)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Submit final designs for industrial design protection to the TLO through AKS/ON IP Filing Request ticket</i>	1. Check the conformity of the design to the industrial design guidelines. 2. Prepare description of the design including the ff: <ul style="list-style-type: none"> - Title - Brief description of the drawing's/ illustration's different views - Characteristic feature description of the design - Claim/s 	None	<i>Within five (5) working days upon complete submission of documents from the project team and filing of AKS/ON ticket</i>	Project Manager (KMD, CSD, SSED or RDD) SRS II / IP Officer (Technology Licensing Office)
	3. Accomplish Request for the Registration of Industrial Design.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	2. <i>Submit request to IPOPHL's eIDfile system and pay applicable filing fees.</i>	Applicable filing fees shall be paid by TLO.	One (1) working day	SRS II / IP Officer (Technology Licensing Office)

01. Intellectual Property Filing (Industrial Design)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Submit request to IPOP HL's eIDfile system and pay applicable filing fees.	Applicable filing fees shall be paid by TLO.	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	4.1 Record details in the IP Database. 4.2 Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered/filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting.	None	Upon issuance of e-receipt and acknowledgment of trademark filing from IPOP HL	SRS II / IP Officer (Technology Licensing Office)
	5. Respond to Office Actions (if any).	None	Upon receipt of Registrability Report from IPOP HL	

01. Intellectual Property Filing (Industrial Design)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Retrieve Certificate of Registration*. *Certificate from IPOPHL will be mailed to DOST-ASTI through a courier.	None	One (1) working day <i>after receipt of confirmation of registration of ID from IPOPHL</i>	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	Seven (7) working days <i>(Note: This is the processing time until TLO's submission of request to IPOPHL's eIDfile system Around two to three months from the time of filing, TLO will receive either a Notice of Allowance or Office Action to continue the filing process until the registration of the industrial design)</i>	

03. Intellectual Property Filing (Trademark)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Identify marks to be registered before releasing any publicity/ marketing materials to the public</p> <p>2. <i>Project team to submit an IP Filing Request ticket through AKS/ON</i></p>	<p>1. Identify Class of Goods and Services based on Nice Classification and discuss it with the Project Team.</p> <p>2. Prepare marks to be registered, as well as requirements.</p>	None	<i>Five (5) working days after the Project Team's submission of identified marks</i>	<p>Project Manager (KMD, CSD, SSED or RDD)</p> <p>SRS II / IP Officer (Technology Licensing Office)</p>
	<p>3.1 Accomplish Trademark Application form through <i>IPOPHL's eTMfile</i>.</p> <p>3.2 Submit request to <i>IPOPHL's eTMfile</i> system and pay applicable fees.</p>	Applicable filing fees shall be paid by TLO.	<i>Within five (5) working days upon filing of AKS/ON ticket</i>	SRS II / IP Officer (Technology Licensing Office)
	4. <i>Record details of filing in IP Database / Notify the Planning Unit, Division Chiefs,</i>	None	<i>Upon issuance of e-receipt and acknowledgment of trademark filing from IPOPHL</i>	SRS II / IP Officer (Technology Licensing Office)

03. Intellectual Property Filing (Trademark)				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Director, and the Project Team about the newly filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting</i>			
TOTAL		None	Ten (10) working days <i>(Note: This is the processing time until the acknowledgment of filed trademark. Around two months from the time of filing, TLO will receive either a Notice of Allowance or Office Action to continue the filing process until the registration of the trademark)</i>	

04. Intellectual Property Filing (Copyright- Direct to NLP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the TLO - IPM: <ul style="list-style-type: none"> - project outputs for copyright protection - designation and ID details of authors/ creator 2. Project team to submit an IP Filing Request ticket through AKS/ON	1. Execute deed of assignment encompassing all copyrightable works and route for signature of the authors and the head of agency.	None	Within five (5) working days	Project Manager and authors/ researchers (KMD, CSD, SSED or RDD) SRS II / IP Officer (Technology Licensing Office)
	3. Prepare Copyright Application Form and Notarized Affidavit of Ownership.	None	Within five (5) working days	SRS II / IP Officer (Technology Licensing Office)
	4. Have deed of assignment, application form, and affidavit notarized.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	5. Prepare two (2) copies of the work to be deposited.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	6. Submit the Copyright Application Form and pay applicable filing fees.	Applicable filing fees shall be paid by TLO	One (1) working day	SRS II / IP Officer (Technology Licensing Office)

	7. Retrieve Certificate of Registration from the NLP.	None	Dependent on the date of pick-up indicated in the claim stub	SRS II / IP Officer (Technology Licensing Office)
	8. Record details in the ASTI's IP Database. 8.1 Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered/filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	<i>Fourteen (14) working days</i> <i>Note: This is the processing time until TLO's submission of application form to NLP)</i>	

04. IP Filing (Copyright – Direct Filing to IPOPHL)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the TLO - IPM: <ul style="list-style-type: none"> - project outputs for copyright protection - designation and ID details of authors/c reator 2. Project team to submit an IP Filing Request ticket through AKS/ON	1. Execute deed of assignment encompassing all copyrightable works and route for signature of the authors and the head of agency.	None	Within five (5) working days	Project Manager and authors/researchers (KMD, CSD, SSED or RDD) SRS II / IP Officer (Technology Licensing Office)
	3. <i>Prepare IPOPHL BCRR Application Form</i>	None	Within five (5) working days	SRS II / IP Officer (Technology Licensing Office)
	4. <i>Have fully routed deed of assignment notarized.</i>	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)

	5. Prepare digital data attachment of the work to be protected for copyright.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	6. Submit the IPOPHL BCRR Application Form and pay applicable filing fees.	Applicable filing fees shall be paid by TLO	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
	7. Retrieve Certificate of Registration from IPOPHL.	None	<i>Dependent on response of IPOPHL BCRR</i>	SRS II / IP Officer (Technology Licensing Office)
	8. Record details in the ASTI's IP Database. 8.1 Notify the Planning Unit, Division Chiefs, Director, and the Project Team about the newly registered/filed Industrial Design during quarterly MFO/PREXC and Tech Core reporting.	None	One (1) working day	SRS II / IP Officer (Technology Licensing Office)
TOTAL		None	Fourteen (14) working days <i>Note: This is the processing time until TLO's submission of application form to IPOPHL)</i>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints?	<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>
How are feedback and complaints processed?	Feedback/complaints will be reviewed, and additional details will be requested if necessary.

FEEDBACK AND COMPLAINTS MECHANISM	
	<p>The copy of the letter/survey forms will be forwarded to concerned division/section.</p> <p>The feedback/complaint will be discussed with the staff and chief of concerned division/s.</p> <p>Concerned division chief approves action to be taken, which must be acted upon within 15 working 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 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>If for service-related or contract research-related, refer to ASTI- PM 05-02 Correction and Corrective Action Procedure</p> <p>5) The agency will respond to the customer or interested party through written communication.</p>
Contact Information of ARTA, PCC, and CCB	<p>Anti-Red Tape Authority Email: complaints@arta.gov.ph Hotline: 1-ARTA (1-2782)</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICES		
DIVISION	ADDRESS	CONTACT INFORMATION
Office of the Director	2 nd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1100 info@asti.dost.gov.ph
Finance and Administrative Division	1 st Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1200 may@asti.dost.gov.ph
Knowledge Management Division	1 st Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1602 pol@asti.dost.gov.ph
Research and Development Division	2 nd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1304 peterb@asti.dost.gov.ph
Solutions and Services Engineering Division	2 nd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City	(02) 8249-8500 loc 1408 ning@asti.dost.gov.ph
Computer Software Division	3 rd Flr., DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon Citys	(02) 8249-8500 loc 1300 joan@asti.dost.gov.ph