



MAY 23 2022

MEMORANDUM

FOR/TO : All End-user Units/Implementing Units
DENR Central Office

FROM : The Undersecretary for Legal, Administration, Human Resources and
Legislative Affairs

SUBJECT : **SUBMISSION OF REVISED AND STREAMLINED CERTIFICATE
OF ACCEPTANCE/COMPLETION AND EXTERNAL SERVICE
PROVIDER PERFORMANCE EVALUATION FORM FOR
DELIVERED AND COMPLETED PROCUREMENT PROJECT
REQUIREMENTS**

In line with the Department's continuous implementation of the ISO 9001:2015 Quality Management System, ISO 14001: 2015 Environmental Management System, Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (Republic Act 11032) and other related policies in improving the process, quality, efficiency, transparency and reduce environmental impacts and increase operating efficiency particularly for the delivery of goods and services, as well as institute a culture of excellence in the public service across the bureaucracy, the Property and Supply Management Division (PSMD) is tasked to use External Service Provider Performance Evaluation (ESSPE) Form and to monitor its implementation through a Memorandum No. 2020-100 dated February 5, 2020.

Likewise, as part of continual improvement of the Department's procurement process, the Certificate of Acceptance/Completion (CA/C) and ESPPE form is revised and integrated and shall form part of the document necessary for processing of payment for the delivered and completed projects.

This CA/C and ESSPE Form aims to 1) Streamline the issuance of acceptance certificate and evaluation of ESP; 2) Promote the process of continual improvement in the delivery of contracted procurement projects; 3) Recognize good performing external service provider (ESP) and manage poor performing provider; 4) Foster cooperative relationships between ESP and End-user/Proponent/Implementing Units (EU/P/IU); and 5) Gain measure of the ESP's performance under contract, to allow EU/P/IU to make informed decisions related to contract assessment.

Relative thereto, there is a need to include the result of its evaluation as part of management review in the implementation of its quality management system.

Copy of duly accomplished CA/C and ESPPE form must be submitted by the end-user/implementing units to Property and Supply Management Division -Procurement Management Section ((PSMD-PrMS) and is required to be completed in any of the following (as applicable):

1. Within three (3) calendar days from the date of inspection report and shall form part of the document necessary for processing of payment.
2. Within fifteen (15) calendar days after end of each semester during the contract implementation.
3. At the discretion of the EU/P/IU (e.g. when there is a continuing period of unperformed obligation of the contract by the external service provider, or when a contract is terminated.

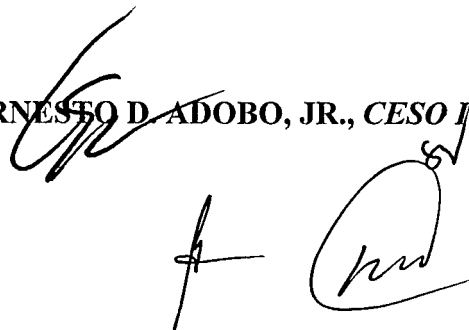
Further, PSMD-PrMS shall be responsible in consolidation, analysis, safekeeping/filing and monitoring to ensure that the End-User units implements performance evaluation of External Service Provider and is hereby instructed to submit the result of evaluation on a quarterly basis on the 15th day of the succeeding month to the Chair, Quality Management System Secretariat-DENR Central Office.

Attached is the copy of the revised and streamlined CA/C and ESSPE Form, for your reference.

For strict compliance.

ATTY. ERNESTO D. ADOBO, JR., *CESO I*

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The block contains three handwritten signatures. The largest signature is in cursive and appears to be 'E. Adobo'. To its right and below are two smaller, more stylized signatures. One is a simple horizontal line with a vertical stroke, and the other is a circular scribble.



CERTIFICATE OF ACCEPTANCE/COMPLETION & EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION (CA/C & ESPPE)

This is to certify that the [Enduser Office] of the Department of Environment and Natural Resources-Central/Bureau/Regional/Provincial Office has inspected and accepted the items/services under PO/Contract No. _____ having been found to be completed and in accordance with the required specifications, with details as follows:

NAME OF THE EXTERNAL SERVICE PROVIDER (ESP)	
PROJECT DESCRIPTION	
TYPE OF PROCUREMENT	<input type="checkbox"/> GOODS <input type="checkbox"/> INFRASTRUCTURE <input type="checkbox"/> CONSULTING SERVICES
CONTRACT AMOUNT	Php
DATE OF DELIVERY/COMPLETION	

Based on our evaluation of the overall performance, we give the above-mentioned ESP the following rating based on the following criteria:

CRITERIA		RATINGS	COMMENT/S IF ANY
QUALITY	1. Work performed in compliance with the contract terms and conditions.		
	2. Quality of work and good customer service.		
	3. Staff availability and professionalism, <i>as required and as applicable.</i>		
QUANTITY	4. Goods are delivered accurately with no missing or excess items.		
	5. Goods are completely delivered at once with no partial delivery.		
TIMELINESS	6. Timeliness of work. Including timely delivery of goods/services required.		
	7. Prompt and effective correction of situation and conditions.		
TOTAL RATING			
OVERALL PERFORMANCE RATING: _____			
Comments: _____			
5 - EXCELLENT 4 - VERY SATISFACTORY 3 - SATISFACTORY 2 - UNSATISFACTORY 1 - POOR			

This certification is issued this _____ for all legal intents and purposes.

 Signature over Printed Name of End-user Unit & Designation

Received by:

 Authorized Representative of the ESP/Date

INSTRUCTIONS FOR COMPLETING THE CERTIFICATE OF ACCEPTANCE/COMPLETION & EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION (CA/C & ESPPE) FORM

Objectives:

1. Streamline the issuance of acceptance certificate and evaluation of ESP
2. Promote the process of continual improvement in the delivery of contracted procurement projects
3. Recognize good performing ESP and manage poor performing provider
4. Foster cooperative relationships between ESP and End-User/Proponent/Implementing Units (EU/P/IU)
5. Gain measure of the ESP's performance under contract, to allow EU/P/IU Units to make informed decisions related to contract assessment

Responsible Person:

DENR Official/Personnel responsible for the completion of the Certificate of Acceptance/Completion and External Service Provider Performance Evaluation Form must be able to make accurate and factual assessments in accordance with the evaluation criteria. This must be the EU/P/IU and has given the authority to represent the Department to such a Contract. The EU/P/IU shall ensure that the report is objective and accurate to the extent that it can be relied upon to make accountable decisions related to contract assessment.

All documents must be forwarded to the Property and Supply Management Division (PSMD) or counterpart in the Bureau/Regional/Field Offices for consolidation, analysis and safekeeping/filing. Further, PSMD and its counterpart offices shall be responsible for the monitoring of compliance by the EU/P/IU.

The completed form will become retained documented information and upon request, will be released to the ESP or any other entity.

Frequency:

The form is required to be completed in any of the following (as applicable):

1. **Within three (3) calendar days from the date of inspection report and shall form part of the document necessary for processing of payment.**
2. Within fifteen (15) calendar days after end of each semester during the contract implementation
3. At the discretion of the EU/P/IU (e.g. when there is a continuing period of unperformed obligation of the contract by the external service provider, or when a contract is terminated)

Note: For transparency purposes, the performance criteria and preliminary assessment should be discussed with the EU/P/IU prior to the allocation of the final score.

Response of the External Service Provider

The ESP must be given a copy of each duly accomplished form. The same is to be discussed with the ESP, who must be given the opportunity to comment on the assessment within fifteen (15) calendar days or other period as may be determined by the EU/P/IU.

In all cases, the reviewing/assessing official of rating must address any issues raised by the ESP and respond in writing. The ESP's comments and the written response by the reviewing/assessing official shall form part of the report. All documents must be forwarded to the Property and Supply Management Division (PSMD) or counterpart in the Bureau/Regional/Field Offices for consolidation, analysis and safekeeping.

Performance Ratings

The ESP's performance is to be assessed against the performance criteria and scored in line with the description outlined below to promote consistency across EU/P/IU. There should be no poor performance unless evidence exists to demonstrate lack of achievement of the required standard performance. Overall score is made up of the average of the criteria. (Overall Performance = Total Score/No. of Criteria).

Please evaluate the ESP's contract performance in each of rating areas (as applicable). On the ESP's Performance Evaluation Form, please indicate the rating from 1 to 5 that most closely matches your evaluation of the provider's performance. You may also include your comments in the area provided to further support your rating.

SCORE	DESCRIPTION (THE EXTENT TO WHICH THE ESP MEETS PERFORMANCE REQUIREMENTS)
5 - Excellent	<ul style="list-style-type: none"> • Exceptional. Always well above the required standard of performance. Demonstrated strengths and use of innovation where appropriate. No errors, risks, weaknesses or omissions.
4 - Very Satisfactory	<ul style="list-style-type: none"> • Often exceeds the required standard of performance. Demonstrated strengths and use of innovations where appropriate. Negligible minor errors, risks, weaknesses or omissions which are acceptable as offered. • Sound achievement of the required standard of performance. Minimal minor errors, risks, weaknesses or omissions which are acceptable as offered.
3 - Satisfactory	<ul style="list-style-type: none"> • Reasonable achievement of the required standard of performance. Some minor errors, risks, weaknesses or omissions which may be acceptable as offered. • Reasonable achievement of the required standard of performance. Some errors, risks, weaknesses or omissions which can be corrected/overcome with minimum effort. • Minimal achievement of the required standard of performance. Some errors, risks, weaknesses or omissions which are possible to correct/overcome and make acceptable
2 - Unsatisfactory	<ul style="list-style-type: none"> • Moderate weaknesses. Does not always meet the required standard of performance. • Significant weaknesses. Performance is often below the required standard of performance.
1 - Poor	<ul style="list-style-type: none"> • Major weaknesses. Rarely meets the required standard performance. • General non-compliance. Has not met the required standard performance. • Severe non-compliance. Does not meet the required standard of performance and is not recommended to carry out its obligation.