

**MEMORANDUM CIRCULAR**No. 15  
Series of 2024**SUBJECT : GUIDELINES ON THE SUPPLY CHAIN MANAGEMENT FOR  
BUONG BANSA HANDA PROJECT****I. RATIONALE**

The **Philippines** ranked 1st in the World Risk Report among 193 countries worldwide which represents 99 percent of the global population based on the 2022 World Risk Report.

Being situated along the Pacific Ring of Fire and the Typhoon Belt, the Philippines is prone to natural hazards such as typhoons, earthquakes, volcanic eruptions and tsunamis. In addition to these natural threats, the country also faces human-induced hazards such as crimes, terrorism, and bombings, which pose significant risks to the safety and well-being of communities.

Due to its geographical location, the Philippines is prone to tropical cyclones, which typically produce heavy rains and flooding as well as strong winds over large areas, resulting in heavy casualties to human life and destruction to crops and properties. On average, 20 Tropical Cyclones enter the Philippine Area of Responsibility (PAR) annually, about 8 to 9 crossing the region. The peak of the typhoon season is July to October, when nearly 70% of all typhoons develop (DOST-PAGASA).

In 2022, the Department of Social Welfare and Development (DSWD) released a record of **3,181,780 Family Food Packs (FFP)** as part of the Department's disaster response operations, augmenting the needed disaster relief items to various field offices affected by disasters. This included the relief goods released for prepositioning to various local government units that were more vulnerable in the event of disaster.

The FFP serves as the core response modality of the government or in any humanitarian assistance, its source for assistance and provision of immediate relief to the victims in times of emergency or disaster should easily be accessible at the soonest time possible. Food provision during emergencies and disasters addresses not just immediate hunger but also promotes survival, sustenance, community stability, and recovery, ultimately contributing to a more resilient society in the face of adversity. This aspect, among other considerations, must be prioritized.

The DSWD is the forefront government agency for the National Disaster Response. It is also the lead agency for the Food and Non-Food Items (F/NFIs) Cluster, Camp Coordination and Camp Management and Protection of the Response Pillar of the National Disaster Risk Reduction and Management Council (NDRRMC). It carries out programs and projects to meet the basic needs of the disaster-affected population during or immediately after a disaster. As the Vice Chair for Disaster Response and Early Recovery of the NDRRMC, the department also contributes to developing mechanisms for disaster risk reduction and management.

During President Ferdinand R. Marcos, Jr.'s First State of the Nation Address (SONA) on 25 July 2022, he ordered the DSWD to respond quickly to the needs of victims of calamities and other crises.

To address the above-cited order, the DSWD undertakes the implementation of the Buong Bansa Handa Project (BBHP) as a whole-of-nation approach to disaster preparedness for response, which aims to enhance the country's disaster resilience by mobilizing all sectors of society to work together in preparing for and responding to any disasters.

The BBHP underscores the significance of united efforts to safeguard the safety and welfare of all Filipinos during disasters. It acknowledges that all sectors of society share disaster preparedness and response responsibilities. The project recognizes that effective disaster management requires the active participation and collaboration of various stakeholders, including government agencies, non-governmental organizations, private sector entities, communities, and individuals. The project aims to foster a sense of shared responsibility and mobilize the nation toward comprehensive disaster preparedness and response by emphasizing collective action.

One of the preparedness initiatives by the DSWD, as outlined in a memorandum from the Secretary dated 07 July 2022, is the prepositioning of relief goods, including F/NFIs. These items are strategically stored in partner warehouses or facilities, specifically focusing on Geographically Isolated and Disadvantaged Areas (GIDAs) that are prone to typhoons and other calamities. By prepositioning relief goods in these vulnerable areas, the DSWD ensures availability and quick distribution to affected communities when disasters strike.

As one of the frontliners in the disaster and emergency operations of the DSWD, the National Resource and Logistics Management Bureau (NRLMB), composed of the National Resource Operations Center (NROC) and Visayas Disaster Resource Center (VDRC), of the Disaster Response Management Group (DRMG), as mandated, is responsible for augmenting F/NFIs to the Field Offices and subsequent distribution to the LGUs. As such, it is deemed necessary that stocks be readily available. Further, the cluster aims to enhance the DSWD response capacities towards improved disaster response capabilities as it fully supports the DSWD Strategic Plan 2024-2028 under the project name *Sa Panahon ng Kalamidad, Nakahanda ang Lahat*. This guideline is also being issued to address the problems by the DSWD Field Offices (FOs) regarding the need for more suppliers during the procurement stage.

Lastly, the DSWD is committed to continuously improving its systems, processes, and guidelines to adapt to new information, changing risks, and emerging technologies.

## II. LEGAL BASES

These guidelines are hereby promulgated in accordance with the following:

### A. *International Law/ Policies*

1. **Sendai Framework for Disaster Risk Reduction 2015 - 2030**, which outlines seven clear targets and four priorities for action to prevent new and reduce existing disaster risks, applicable priorities of which are as follows:

Priority 3: Investing in Disaster Risk Reduction for Resilience states 'to allocate the necessary resources, including finance and logistics, as appropriate, at all levels of administration for the development and implementation of disaster risk reduction strategies, policies, plans, laws and regulations in all relevant sectors' and Priority 4: Enhancing Disaster Preparedness for Effective Response and To Build Back Better in Recovery, Rehabilitation and Reconstruction states "to establish community centers for promotion of public awareness and the Stockpiling of necessary materials to implement rescue and relief activities'.

## **B. National Legislations**

1. **National Disaster Risk Reduction Management Plan 2020-2030**, establishes the linkage between disaster risk reduction and management, climate change adaptation and human security by focusing on climate and disaster risks;
2. **Government Procurement Policy Board (GPPB) Resolution No. 27-2019** dated 10 December 2019 "Approving the Guidelines on the Use of Framework Agreement by All Procuring Entities";
3. **Republic Act No. 9184 (2016 IRR) - Government Procurement Reform Act (Revised Implementing Rules and Regulations) of 2016**, which gives prescribed necessary rules and regulations for the modernization, standardization, and regulation of the procurement activities and the use of different methods of procuring goods or services necessary for relief operations;
4. **DOH Administrative Order No. 2014-0030, s. 2014** – Revised Rules and Regulations Governing the Labelling of Prepackaged Food Products, which establishes standards and quality measures for public food safety by providing consumer information about the food product through its label;
5. **Republic Act No. 10121 - Philippine Disaster Risk Reduction and Management Act of 2010**, which promotes adherence and adoption of universal norms, principles and standards of humanitarian assistance in a holistic, comprehensive, integrated and proactive approach to reduce risks and lessen the socioeconomic and environmental impacts of disaster, as concrete expression of the country's commitment to overcome human sufferings due to recurring disasters; and
6. **Republic Act 7160 - Local Government Code of 1991**, which recognizes the role of the Local Government units as frontline or service delivery in carrying out emergency measures and relief services as may be necessary during and in the aftermath of natural or human-induced disasters.

## **C. DSWD Policies/ Guidelines**

1. **DSWD AO No. 2, s. 2024** - Adopting and Implementing the DSWD Strategic Plan 2024-2028, specifically on Project Name: Sa Panahon ng Sakuna, Buong Bansa Handa;

2. **DSWD AO No. 17, s. 2023** - Guidelines on the Operation of the DSWD Disaster Response Command Center (DRCC) particularly on the monitoring, coordination, reporting and data management;
3. **Memorandum from the Disaster Response Management Group** - Reiteration on the Conduct of Regular Inspection of DSWD Relief Goods dated 30 August 2023;
4. **Memorandum from the Secretary** - Reiteration of the Administrative Order No. 02 series of 2021 and Recommendation to Consider Inclusion of "Halal" Certified Print and List of Food Components on the Box of Family Food Packs (FFPs) dated 30 June 2023;
5. **Memorandum from the Secretary** - Enhancement of DSWD's Disaster Preparedness and Response Plans and Policies dated 07 July 2022, which includes the strategic prepositioning of relief goods, both F/NFIs in all DSWD and partners' warehouses/facilities, especially in GIDAs and areas prone to typhoons and other calamities;
6. **DSWD AO No. 2, s. 2021** - Omnibus Guidelines on Food and Non-Food Item and Logistics Management for Disaster Operations which ensures that preparedness activities, specifically on the strategic prepositioning and management of F/NFIs are institutionalized as the primary support of the Department, particularly during the Emergency Preparedness for Response phase;
7. **DSWD AO No. 1, s. 2019** - Management Reorganization of the DSWD Central Office, which mandates the NRLMB on the management of Food and Non-Food Items (F/NFIs);
8. **DSWD Memorandum Circular 10, s. 2018** - Guidelines on the provision of technical assistance and resource augmentation to Local Government Units through local social welfare and development;
9. **DSWD AO No. 1, s. 2018** - Functional Structure of the DSWD Field Offices which strengthens the organizational structure of the DSWD Central Office and Field Offices, specifically on its significant role in disaster management;
10. **DSWD AO No. 6, s. 2017** - Comprehensive Guidelines on the Management of DSWD Properties, which governs the management and utilization of DSWD Properties to safeguard against loss or wastage through illegal or improper disposition, which shall further ensure economy, efficiency and effectiveness in the operations of the government;
11. **DSWD AO No. 3, s. 2015** - Disaster Response Operations Guidelines, which identifies the major roles of the DSWD as it is expected to (1) provide leadership and coordination during Disaster Response operations; (2) readily mobilize and deliver material resources for disaster response; and (3) be in the frontline for the delivery of disaster response assistance;
12. **DSWD MC No. 11 s. 2013** - Guidelines in Providing FFP to Legislators

during Disaster Operations, which enumerates the process in the provision of relief assistance requested by Legislators; and

13. **DSWD AO No. 11, s. 2012** - Revised Guidelines in the Management and Processing of Donations, which provides a more comprehensive evaluation and enhanced procedures in the acceptance, processing, and distribution of donations.

### III. OBJECTIVES

Generally, these guidelines aim to enhance the country's disaster resilience through a whole-of-nation approach to disaster preparedness by establishing an effective, efficient and coordinated humanitarian supply chain management system for FNIs.

Specifically, these guidelines aim to achieve the following objectives:

1. Increase DSWD capacity to effectively cater to the needs of all families in disaster-affected areas by propagating capacity-building initiatives;
2. Establish a supply chain management system that is complementary and incorporates fail-safe mechanisms;
3. Promote cost efficiency by minimizing capital expenditures, reducing reliance on middlemen or traders, and implementing efficient inventory management practices for transparency;
4. Ensure the availability of sufficient, readily accessible, and safe FNIs at any given time, irrespective of the nature of operations (normal or special/emergency operations);
5. Reduction of stockholding and warehousing costs by minimizing the need for stockholding or warehousing of goods, thereby reducing the costs and risks associated with inventory management;
6. Encourage the suppliers/ service provider for on time delivery of goods and services despite short notice which minimizes the possibility of incurring additional costs;
7. Strategic location or warehousing of supplier/ service provider's supplies and materials, which can serve as an extended storage facility for raw materials;
8. Ensure that quality assurance and control mechanisms are in place including periodic and compliance checking;
9. Highlight the importance of collaboration between partnerships with public and private sectors in utilizing their resources and expertise, leading to effective disaster response;
10. Benefit from fixed or lower prices throughout the Framework Agreement, providing stability and cost advantages in the procurement of goods; and
11. Minimize the conduct of emergency procurement by achieving the benefits and advantages of lean and just-in-time procurement.

### IV. SCOPE and COVERAGE

These guidelines shall primarily cover the DSWD Central Office, Field Offices, Local Government Units, Government Agencies, Non-Governmental Organizations, Private Sector Entities, Communities and Individuals that may engage in the operationalization of this project from the preparation of proposal, fund sourcing and replenishment,

procurement and contract implementation “promote cost efficiency by minimizing capital expenditures, reducing reliance on middlemen or traders, and implementing efficient inventory management practices”, up to prepositioning of FFP, and resource logistics mobilization to the affected LGUs.

## V. DEFINITION OF TERMS

1. **Call-Off** - refers to a specific procurement request or order made by the procuring entity exercising the option and requiring a supplier or service provider to deliver the goods or render the services agreed upon under the terms of Framework Agreement. May also be referred to as draw down.
2. **Capacity** - is a combination of all strengths and resources available within a community, society or organization that can reduce the level of risk, or effects of a disaster. Capacity may include infrastructure and physical means, institutions, societal coping abilities, human knowledge, skills and collective attributes such as social relationships, leadership and management. Capacity may also be described as capability (RA 10121).
3. **Contingency Planning** - is a management process that analyzes specific potential events or emerging situations that might threaten society or the environment and establishes arrangements in advance to enable timely, effective and appropriate responses to such events and situations (RA 10121).
4. **Disaster** - is a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources. Disasters are often described as a result of the combination of: exposure to a hazard, the conditions of vulnerability that are present; and insufficient capacity or measures to reduce or cope with the potential negative consequences; disaster impacts may include loss of life, injury, disease and other negative effects on human, physical, mental and social well-being, together with damage to property, destruction of assets, loss of services, Social and economic disruption and environmental degradation (RA 10121).
5. **Disaster Preparedness** - is the knowledge and capacities developed by governments, professional response and recovery organizations, communities and individuals to anticipate, respond to, and recover from effectively, the impacts of likely, imminent or current hazard events or conditions. Preparedness action is carried out within the context of disaster risk reduction and management to avert disaster. At the same time, preparedness aims to build the capacities needed to efficiently manage all types of emergencies and achieve orderly transitions from response to sustained recovery. Preparedness is based on a sound analysis of disaster risk and good linkages with early warning systems, and includes such activities as contingency planning, stockpiling of equipment and supplies, the development of arrangements for coordination, evacuation and public

information, and associated training and field exercises. These must be supported by formal institutional, legal, and budgetary capacities (RA 10121).

6. **Disaster Response** - is the provision of emergency services and public assistance during or immediately after a disaster to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected. Disaster response predominantly focuses on immediate and short-term needs and is sometimes called "disaster relief" (RA 10121).
7. **DSWD Response Command Center (DRCC)** - serves as the central coordination and monitoring unit for disaster situations and response operations that may need augmentation, in coordination with the Disaster Response Management Group (DRMG), regional counterparts and/or concerned LGUs and other OBSUs, and as a source of disaster situation reports, among other things.
8. **Emergency** - unforeseen or sudden occurrence, especially danger, demanding immediate action.
9. **Family** - a group of persons usually living together and composed of the head of the family and other persons related to the head by blood, marriage, or adoption; a basic social unit consisting of parent/s and child/children, considered as a group and living in one dwelling.
10. **Family Food Pack (FFP)** - is the Philippine government's core response modality in terms of food assistance distributed to families affected by any disasters.
11. **Forecasting** - refers to the process of making predictions about future events, outcomes, or trends based on historical data and analysis. Forecasting aims to estimate what will happen in the future based on patterns and trends observed in the past.
12. **Framework Agreement** - refers to a written agreement between a procuring entity and a supplier or service provider that identifies the terms and conditions under which specific purchases, otherwise known as "Call-Offs", are made for the duration of the agreement. It is a type of contract between parties that outlines the terms, conditions, and general principles that will govern future transactions or interactions between them. The Key characteristics of a Framework Agreement include:
  - Predefined Terms;
  - Duration;
  - Flexibility;
  - Commitment;
  - Streamlined Process;
  - Risk Sharing;
  - Legal Framework; and
  - Termination Clause.

Organizations might enter into Framework Agreements with suppliers

to secure favorable terms for purchasing goods and services over a specified period.

13. **Framework Agreement List** - refers to the list of goods or services subject to the Framework Agreement and their corresponding technical specifications, scope of work, projected quantities, and estimated prices.
14. **Humanitarian Supply Chain Management** - involves planning, sourcing and logistics for the effective and cost efficient flow and storage of goods, materials and related information from point of origin to consumption to alleviate suffering of vulnerable people, considering the upstream and downstream linkages. It brings a technical perspective (planning, information gathering, warehousing, pre-positioning, transportation, distribution) and a strategic one (decision-making, coordination, inter-organizational cooperation, public-private partnerships).
15. **Interoperability** - refers to the ability of different systems, devices, applications, or components to work together seamlessly and effectively, exchanging and using information without friction. In other words, disparate systems can communicate, interact, and function cohesively, even if developed independently or from different vendors. Interoperability is crucial in various domains, including technology, healthcare, transportation, and more, as it allows different entities to collaborate, share data, and perform tasks without requiring extensive custom integration or modifications.
16. **National Disaster Risk Reduction and Management Fund (NDRRMF)** - refers to the present Calamity Fund appropriated under the annual General Appropriations Act, it shall be used for disaster risk reduction or mitigation, prevention and preparedness activities such as but not limited to training of personnel, procurement of equipment, and capital expenditures. It can also be utilized for relief, recovery, reconstruction and other work or services in connection with natural or human-induced calamities that may occur during the budget year or those that occurred in the past two (2) years from the budget year RA 10121).
17. **Prepositioning** - refers to storing goods in strategic locations for immediate access and mobilization during disaster response and recovery operations.
18. **Private Sector** - refers to the key actor in the economy, where the central social concern and process are the mutually beneficial production and distribution of goods and services to meet human beings' physical needs. The private sector comprises private corporations, households, and nonprofit institutions serving households (RA 10121).
19. **Reconditioning** - refers to restoring rice and other raw materials to a good and acceptable condition.
20. **Relief Operations** - are the immediate provision of essential and appropriate humanitarian response to those affected by a disaster based on



rapid needs assessment. This consists of the delivery of a specific quantity and quality of goods—either food or non-food items or both—to a quantified group of beneficiaries duly recorded and accounted for.

21. **Resource Augmentation (RA)** - refers the provision of support to LGUs/LSWDOs in the following forms for the immediate response and early recovery of disaster victims and the implementation of the other programs and projects mandated by existing laws and as may be provided for by existing DSWD policies and programs: supplies, materials, funding, and human resources (ref. DSWD MC 10.s 2018).
22. **Resource Mobilization** - refers to the organizational capacity and management process for accessing resources and managing them efficiently and effectively to achieve the desired outcome, a resilient and climate change-proof environment per DSWD AO No. 3, s. 2015 and National Disaster Risk Reduction Management Plan 2020-2030.
23. **Standby Funds** - are funds intended for procuring other operational expenses during the disaster preparedness and response operation.
24. **Stockpile** - is defined as the Strategic placement of a supply of food and non-food items at the Central and Field Offices' owned and rented warehouses intended for basic and augmentation support along disaster response and recovery operations.
25. **Warehouse** - general term utilized as a storage/production facility or transshipment point for DSWD relief goods.
26. **Technical Assistance (TA)** - consists of non-monetary interventions designed to enhance the capability of LGUs, based on the needs assessment, for the effective implementation of SWD programs, projects, and services (ref. DSWD MC 10.s 2018).

## VI. GENERAL POLICY and OPERATIONAL GUIDELINES

The BBHP focuses on humanitarian supply chain management, which promotes coordinated response, strategies, and activities related to procurement, warehousing, inventory management, transportation and distribution of Food and Non-Food Items. The project follows the guidelines and procedures set forth by the laws, such as the existing Government Procurement Law, ensuring transparency, fairness, and accountability in all procurement activities related to disaster response operations. Lastly, the Project ensures that the goods meet quality standards with the DSWD hubs and spokes and comply with all legal and statutory requirements essential for the department to maintain legal and ethical integrity and foster trust and reputation among stakeholders, as clearly stated in the DSWD Quality Policy.

### Operational Guidelines:

Under the National Disaster Risk Reduction and Management Plan 2020–2030, the DSWD as the overall steering and leadership under Disaster Response and Early Recovery shall provide risk-based, timely and anticipatory response actions to address

basic, life preservation and immediate needs of communities and government. To achieve its *well-established disaster response operations with well-equipped workforce and volunteers* outcome, the following related activities<sup>1</sup> must be done:

1. Implement the public policies and actions that support the role of public service workers to establish or strengthen coordination, funding mechanisms, and procedures for relief assistance, as well as plan and prepare for post-disaster recovery and reconstruction (13.3.2);
2. Implement National Disaster Response Plan, Contingency and Continuity Plan (13.3.3);
3. Activate risk and forecast-based financing to support appropriate early actions (13.3.4);
4. Mobilize the strengthened public and private sector partnership for humanitarian response and logistics (13.4.1);
5. Establish grievance and redress mechanism in evacuation centers (13.5.1);
6. Activate relief distribution points/ center (13.6.1); and
7. Activate of the web-based portal on the monitoring of the relief distribution (13.6.6).

#### **A. Operational Planning**

The DRMG shall conduct operational planning to discuss, review and develop activities and policies pertaining to disaster or emergency operations. These activities shall include forecasting and contingency planning necessary to ensure comprehensive response and efficient use of resources. Forecasting shall include response strategy and resource allocation under DRMB. Meanwhile, contingency planning is a shared activity of both bureaus that focuses on risk assessment and hazard mapping, plans development, enhanced protocols and standard operating procedures, and monitoring and evaluating response efforts to identify areas for improvement.

#### **B. Sourcing of Resources**

##### **1. Procurement**

The Central Office shall conduct centralized procurement activities under Competitive Bidding subject to the Framework Agreement pursuant to the guidelines outlined in Government Procurement Policy Board (GPPB) Resolution No. 27-2019 dated 10 December 2019.

The Central Office, through its Bids and Award Committees, Administrative Service-Procurement Management Division, and other procurement-related offices, shall conduct the procurement process in compliance with RA 9184.

The use of Framework Agreement (FA) is deemed appropriate in the conduct of this project since the procurement of the FFPs is repeatedly required. Their natural use, quantity, or exact time of need cannot be accurately predetermined, and is not advisable to carry them in stock.

<sup>1</sup> Thematic Area III - Disaster Response and Early Recovery of the National Disaster Risk Reduction and Management Plan 2020-2030

In addition, the FA is set to be more practical, economical, and advantageous for the department due to the following conditions:

- a. To attain the procurement efficiency considering that the repetitive conduct of procurement or the occasions of failures of biddings will be minimized;
- b. To ensure sufficient and readily available FNIs at any given time regardless of the nature of operations (normal or special emergency operations);
- c. To reduce and/or avoid the stockholding or warehousing of goods and the accompanying costs and risks.
- d. To lessen the incurrence of additional cost as the possibility of delay in the acquisition of the goods or services is minimized. This entails the commitment by the supplier or service provider to immediately deliver at short notice, thus, this will translate to a more efficient means of supplying goods and services;
- e. To have a strategic location and/or warehousing of supplies and/or materials as the winning bidder may be considered as an extended warehouse/storage of raw materials;
- f. To benefit from the fixed price or lower price for the duration of the Framework Agreement; and
- g. To minimize the use of emergency procurement as the benefits and advantages of lean and just-in-time procurement will be achieved.

Further, per Article III of GPPB Resolution No. 27-2019, for the consideration of **one peso (PhP 1.00)**, the procuring entity has the option to purchase any or all of the items in the Framework Agreement List through the issuance of Call-Off. The Supplier commits to deliver the goods and performs the services subject to the conditions of the Call-Off. In addition, the Framework Agreement being an option contract, a procurement contract is perfected only through issuing a Call-Off.

The funding source for this project shall be charged against the Quick Response Fund (QRF). The provisions of RA 10121, specifically Sections 22, (c) and (e) state that:

*(c) Of the amount appropriated for the NDRRM Fund, thirty percent (30%) shall be allocated as Quick Response Fund (QRF) or stand-by fund for relief and recovery programs so that situation and living conditions of people in communities or areas stricken by disasters, calamities, epidemics, or complex emergencies, may be normalized as quickly as possible.*

*(e) All departments, bureaus, offices and agencies of the government are hereby authorized to use a portion of their appropriations to implement projects designed to address DRRM activities in accordance with the guidelines to be issued by the NDRRMC in coordination with the DBM.*

## 2. Donation:

Since the government may need more resources to respond to large-scale disasters or emergencies, any form of donations can help bridge the gap between what is available and what is needed. In Disaster Response Context,

donations like warehouse construction, lot, installation of necessary communication and technological equipment, material handling equipment, food and non-food, among others, can increase the capacity to immediately and effectively respond from any operations that may be required.

### 3. Partnership

By fostering strong partnerships with government agencies, non-government organizations, private sectors, etc, resources and expertise are pooled together toward a common goal. Often, these partnerships pave the way to the achievement of best practices and strategies which can be in the form of infrastructure investment, capacity building, funding for technological innovations and advancement, among others.

## C. FFP Requirements

Given the unpredictability of the magnitude and occurrence of manmade or natural calamities, especially the threat of a 7.2-magnitude earthquake referred to as the "Big One," the Department anticipates and prepares to respond to any type and scale of disaster through this project. The total requirements for this project are based on the 2020 Census of Population and Housing (2020 CPH), particularly the family population.

The Family Population is derived by dividing the individual population by five (5) since a FFP is good for 5-6 persons for 2-3 days. According to the Philippine Statistics Authority (PSA), the total population of the Philippines as of 01 May 2020 is 109,035,343. In addition, the Philippine population increased by 8,053,906 from 100,981,437 in 2015, translating to an annual population growth rate (PGR) of 1.63 percent. The government conducts the census every five years to provide agencies, businesses, and individuals with up-to-date and reliable information on the population.

## D. Lot System

FFP Lot system is computed based on the geographical proximity of provinces and/or municipalities, maximum capacity of the existing DSWD-managed warehouses/ facilities, historical releases and logistical considerations within the FO, and the available grocers, manufacturers, distributors, etc., surrounding the province or region. This lot system simply ensures the efficient supply chain management, allowing a better control and coordination of food packs delivered by a winning supplier in every Call-Offs. Thus, stockouts or excess inventory are minimized while ensuring the demands or needs of the affected FOs/LGUs are met.

The lot system can also foster interoperability with neighboring regions or provinces needing immediate augmentation for FNIs assistance. Regional cooperation is another strategic activity where regions seamlessly collaborate to share available resources. Knowing where the relief supplies are stored or located, the DSWD can effectively maximize its resources within a nearby region or area of responsibility while waiting for the needed/requested augmentation. This strategy ensures any logistical challenges in transporting

goods are minimized especially in responding to island municipalities and provinces.

1. Trigger Mechanism

A request for Call-Offs is usually triggered by the following:

a. Disaster Preparedness

- i. decrease in the mandated stockpile from 75% of the allowable threshold;
- ii. predictive analytics or reports from government instrumentalities like the Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAG-ASA), Philippine Institute of Volcanology and Seismology (PhiVolcs); and
- iii. impending disaster

b. Disaster Response

- i. whenever an ongoing disaster operation warrants continuous releases or dispatches of goods.

The requesting Field Office may determine whether the rice components of Family Food Packs are vacuum-packed or loose packs, depending on the purpose of release or use.

2. Draw down

Upon validation and considerable evaluation, the following may initiate the request for a Call-Off:

- a. The Field Office shall request based on their needs assessment or requests received from its concerned or affected Local Government Units;
- b. Directives from the Department Secretary and/or DRMG Executive Committee members based on the trigger mechanisms; and
- c. Disaster Response Command Center (DRCC) on-duty personnel may prompt the concerned Field Office to immediately request augmentation whenever the inventory level is depleting or decreasing.

Provided, however, that all requests must be validated, assessed and emanated from the Field Office prior the submission of the necessary documentary requirements to DRMB as basis in assessing how and where the goods may be sourced out following the existing Standard Operating Procedures on the FNI augmentation request from Field Offices to support such requests.

Consequently, after careful and meticulous assessment of the request, including the appropriate funding allocation and coordination with the winning supplier, the NRLMB must implement the existing Standard Operating Procedures on facilitating a Request for Call-Off and observe the process flow on complete funding of Call-Offs by the Finance Management Service (FMS).

The quantity for drawdown must be identified or established by the requesting Field Office for smooth and efficient coordination with the winning supplier. Considering the absorptive capacity of the designated storage/ drop-off area, the distribution in waves or tranches and designated representative to receive the goods.

3. Timeline

Call-offs may only be done during the period stipulated under the Framework Agreement contract. Thus, the winning supplier must adhere to the delivery schedule, quantity, and designated delivery sites identified by the requesting Field Office. Ergo, the Field Office or the department can use the flexibility and advantages of the Framework Agreement itself.

4. Call-Off Payment

Considering the legal and regulatory requirements governing procurement and financial transactions, guidelines set must be consistently adhere to streamline the Call Off payment process. Adherence to these guidelines foster trust and reliability in supplier relationships, financial prudence and accountability, transparency, resource allocation and operational efficiency.

Thus, all audit requirements for Complete Funding for Call-Offs<sup>2</sup> which are necessary for documentation, record-keeping and reporting must be secure such as:

| # | CENTRAL OFFICE   | FIELD OFFICE                              |
|---|--|---|
| 1 | Purchase Order   | Acknowledgment Receipt / Delivery Receipt |
| 2 | Project Procurement Management Plan (PPMP) or Supplemental PPMP* | Sales Invoice                             |
| 3 | Approved Purchase Request*                                       | Certificate of Completion**               |
| 4 | Call-Off documents   | Supplier's Survey Form**                  |
| 5 | Obligation Request Status  | Summary of Inspection                     |
| 6 | Certificate of Availability of Funds                             | Client Satisfaction Measurement Form**    |

<sup>2</sup> Process Flow: Complete Funding for Call-Off

|   |                                   |  |
|---|-----------------------------------|--|
| 7 | Request for Call-Form and Number* |  |
|---|-----------------------------------|--|

Note: \*End-user

\*\*to be accomplished after the facilitation of ALL completed Call-Offs

**E. Framework Agreement Benefits**

1. The food items indicated in the FA have a minimum shelf life and are prone to deterioration or expiration when not consumed within the specified time;
2. The delay in the delivery of materials caused by repeated procurement activities (and failure of bidding), which in turn causes the delay in the delivery of DSWD relief services, will be eradicated. The benefits and advantages of lean and just-in-time procurement will be achieved since call-off/ ordering is made on a need basis;
3. During disaster operations, supplies needed to produce FFP are vital to provide aid to the disaster-affected families immediately. The supplier's commitment to deliver immediately at short notice will translate to a more efficient supply of goods;
4. DSWD will benefit from the fixed price for the duration of the Framework Agreement. Savings from the budgetary requirement can be used for other projects that would benefit our society's vulnerable and disadvantaged sector; and
5. The framework agreement arrangement will result in efficient utilization of funds because only those delivered shall be paid.

Generally, the Framework Agreement's efficiency, cost savings, and long-term strategic benefits make it ideal for the Buong Bansa Handa Project and its utilization flexibility for stockpiling, prepositioning, and/or disaster operations.

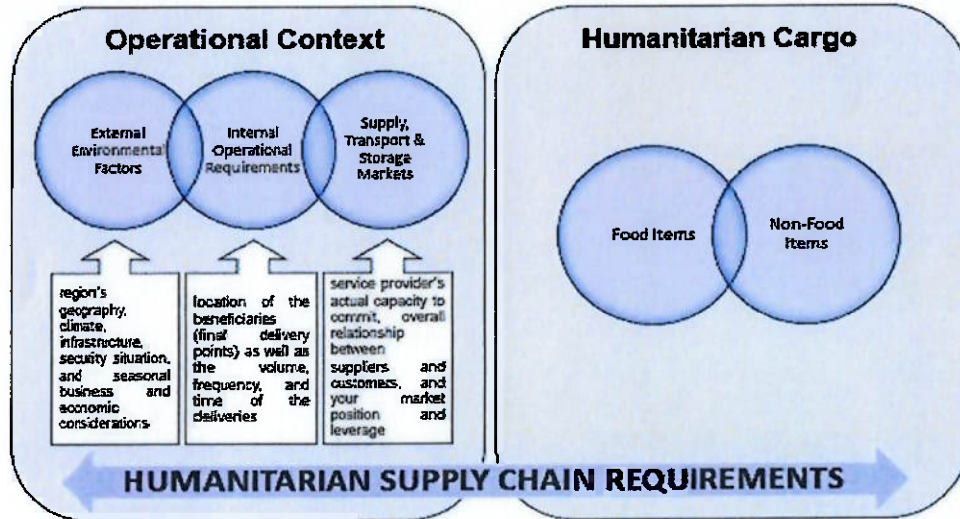
**VII. IMPLEMENTING MECHANISMS**

**A. SUPPLY CHAIN MECHANISMS**

Emergency response is a shared responsibility between the national local government units and private sectors, emphasizing the need to strengthen disaster response activities. The DSWD recognizes this and has taken steps to enhance its disaster response preparedness and response plans and policies.

The BBHP aims to establish two parallel supply chain mechanisms for disaster preparedness and response. These mechanisms are designed to enhance the DSWD's capacity to meet the needs of affected families in various disaster-stricken areas.

The humanitarian Supply Chain often depends on the operational context (external environmental factors, internal operational requirements, and supply, transport, and storage markets) and humanitarian cargo. The operational context determines the constraints that emergency response faces when setting up logistics operations, while humanitarian cargo is classified as food and non-food in the Philippine setting.



In a disaster context, the humanitarian supply chain ensures efficient and effective delivery, ensuring that the appropriate commodities and people reach the emergency victims at the right time. Disaster response management operations are anchored on a whole-of-nation approach that purports that Public + Private + People = Zero Casualties.

These supply chain strategies not only enhance the DSWD's disaster response capabilities but also aim to achieve cost efficiency. The government can minimize capital expenditures by leveraging private sector partners' existing resources and technical capacities while ensuring an effective disaster operation. This collaborative approach emphasizes the importance of complimenting resources and expertise from the public and private sectors, fostering a whole-of-society approach to disaster management.

1. **Supply Chain 1** or the National and Local Government Driven

The **first mechanism** focuses on the National and Local Government Driven Supply Chain. It involves improving production capacities and processes within the government system. This aims to enhance the DSWD's ability to respond effectively by ensuring efficient production, procurement, and distribution of relief goods and services from the NROC in Pasay, VDRC in Cebu and across the 16 Field Offices managing warehouses and storage facilities.

1.1 The National Government-Driven Supply Chain focuses on improving the production capacities and processes of NROC, VDRC, and any Disaster Resource Center (DRC) that may be established following its mandated stockpile as .

a. *Procurement*

The DRMG shall procure FNIs following RA 9184 and its Implementing Rules and Regulations and conduct market scanning based on the guidelines provided by the Administrative Services. The



procurement of FNIs, such as the FFPs, must align with the requirements to meet the mandated stockpile, production, and augmentation requirements using the three-year historical data. The procurement may be done through a Framework Agreement.

This Centralized procurement enables the streamlining activities for sourcing practices consistency from standardization of FNIs, supplier selection criteria, control over procurement activities and quality product, spending optimization, demand forecast visibility and reliability, as well as compliance to legal and statutory regulations and policies for better strategic decision-making and contingency planning.

*b. Production*

The NRLMB which consists of the NROC, VDRC, and any DRC that may be established, shall produce the FFP through the Manual Production and/or Mechanized Production System based on the production requirement which can be computed as:

|                          |   |                     |   |                          |   |                           |
|--------------------------|---|---------------------|---|--------------------------|---|---------------------------|
| STOCKPILE<br>REQUIREMENT | - | ACTUAL<br>INVENTORY | + | AUGMENTATION<br>REQUESTS | = | PRODUCTION<br>REQUIREMENT |
|--------------------------|---|---------------------|---|--------------------------|---|---------------------------|

*c. Warehousing and Inventory*

All procured and produced food packs shall be stored in the NROC and DRC warehouses, and the First In-First Out and First Expiry-First Out systems shall be observed. All goods shall be regularly and properly monitored, recorded and reported using prescribed forms as stated in the Omnibus Guidelines.

*d. Donation*

The NRLMB shall observe the Standard Operating Procedures on donations facilitation pursuant to Enhanced Omnibus Guidelines On Food and Non-Food Items and Logistics Management For Disaster Response Operations.

*e. Augmentation*

The NRLMB shall observe the standard operating procedures for the resource and logistics mobilization of FNIs pursuant to Enhanced Omnibus Guidelines On Food and Non-Food Items and Logistics Management For Disaster Response Operations.

1.2 The Local Government Driven Supply Chain focuses on improving the 16 Field Offices' capacity and processes to attain its mandated stockpile as indicated in the Enhanced Omnibus Guidelines On Food and Non-Food Items and Logistics Management For Disaster Response Operations. This can be done by forging Relief Prepositioning Agreements with the Local Government

Units (LGUs) and other partner agencies or organizations for strategic prepositioning of goods.

The prepositioning of relief goods is just one component of the DSWD's broader efforts to enhance disaster response preparedness. By implementing such measures, the department aims to improve its ability to provide immediate support and relief to affected individuals and communities during disasters, calamities, and other emergencies.

This approach enables the DSWD to respond more efficiently to emergencies, as the prepositioned relief goods can be immediately mobilized to assist those in need. By working closely with partners and stakeholders, the DSWD strengthens its capacity to deliver timely and effective aid, especially in areas that are often geographically challenging and face heightened risks from natural disasters.

*a. Procurement*

Since the procurement shall be done by the NRLMB, the Field Offices shall procure other related activities to disaster preparedness and response using the allocated Standby Funds. Once the standby funds are depleted, the FO can request for replenishment to DRMB following the conditions indicated in Enhanced Omnibus Guidelines On Food and Non-Food Items and Logistics Management For Disaster Response Operations on the replenishment of Standby Funds.

*b. Warehouse and Inventory*

The FOs shall properly document all managed goods stored in its regional satellite warehouses and prepositioned in LGUs and other partners. FOs shall also observe the First In-First Out and First Expiry-First Out systems. The FOs are required to regularly update in the shared file and inventory system using prescribed forms as stated in the Omnibus Guidelines, together with the absorptive capacity of its managed warehouses.

*c. Prepositioning*

One of the key benefits of prepositioning food packs is that it enables quick response times during disasters and/or emergencies, optimizing logistical operations by strategically placing resources closer to the point of need. It further reduces transportation time and costs from point A to B, minimizes bottlenecks and ensures a more efficient supply chain management through the Relief Prepositioning Agreement signed by the LGUs, partner agencies and other organizations. It is reiterated that the goods stored in the prepositioning areas are still in the management of the FO under its jurisdiction.

*d. Distribution*

The FO shall observe the Standard Operating Procedures on the Resource and Logistics Mobilization of FNIs to LGUs in consonance with the Enhanced Omnibus Guidelines On Food and Non-Food Items and Logistics Management For Disaster Response Operations.

e. *Partnership*

With the limited resources of the DSWD, the FOs can strategize activities that can further increase its capacity. These activities can be through a partnership with the LGUs, other partner agencies and/or organizations through the Memorandum of Agreement for workforce augmentation, outsourcing prospective donors for lot and/or warehouse construction, and submit project proposals on the strategic area identified for leasing or rental.

2. **Supply Chain 2** or the Private Sector Driven

The **second mechanism** is the Private Sector Driven Supply Chain. This involves partnerships with established large and small groceries, supermarkets, manufacturers, and distributors. By collaborating with these private sector entities, the DSWD aims to leverage their technical expertise, resources, and nationwide presence. This partnership enables the DSWD to achieve a more effective and reliable supply chain, ensuring comprehensive coverage and timely assistance to affected families in all disaster-affected areas.

a. *Procurement*

The procurement will undergo competitive bidding as stipulated under RA 9184, the Government Procurement Reform Act. Prospective bidders must submit samples and comply with the documentary requirements set in the bidding documents.

b. *Production*

This refers to the production of FFP by the outsourced provider as part of the awarded contract/ lot. Under the Terms of References, the DSWD representatives can conduct spot-check audits during production activities. The production area/ facility should be within the province/s indicated in the lot or within its area of ownership.

c. *Warehouse and Inventory*

The winning supplier, grocers, manufacturers, distributors, etc., shall store goods in their designated warehouse or facilities. The warehouse/ storage facility should be within the province or lot. The supplier can use its other storage outside the premises of the said province or lot.

d. *Distribution*

The hauling or transport of relief goods to the DSWD-managed warehouses or identified LGU is included in the contract price. This is to facilitate the immediate release of FFPs.

## B. DISASTER OPERATIONS

1. **For stockpiling purposes using vacuum-packed rice**, the delivery shall commence/ start as provided in the Call-Offs or within a maximum of seven (7) calendar days upon issuance of the Call-Offs. Should the bureau require a maximum quantity of each item, different delivery time will be provided in the call-offs, in which case, the period stated in the latter shall prevail;
2. **For disaster response operations using loose-packed rice**, the delivery shall commence/ start as provided in the Call-Offs or within a maximum of two (2) calendar days upon issuance of the Call-Offs. Should the bureau require a maximum quantity of each item, different delivery time will be provided in the call-offs, in which case, the period stated in the latter shall prevail;
3. The Regional Offices shall determine the delivery site in coordination with the DRCC and the supplier.

The Delivery Receipt (DR) must be duly signed and received by DSWD authorized personnel. Moreover, the Head of the Office/Bureau/Service or Regional Director must sign the Final Acceptance;

4. DSWD personnel shall allot time to inspect the products during repacking delivery to any DSWD-designated delivery locations. The DSWD reserves the right to conduct inspections or tests on the goods and has the authority to accept or reject any items that do not meet the specifications outlined in the contract;
5. The supplier must replace any damaged or visually unacceptable items within one (1) year after the DSWD accepts the delivered supplies. Upon receipt of a notice to replace goods, the supplier must complete the replacement process within seven (7) calendar days. This is part of the FFP's reconditioning process;
6. Payment shall be made within thirty (30) days of delivery per Call-Off and after completion of supporting documents; and
7. Minimum order per call-offs:
  - 5,000 Prepacked Family Food Packs

## VIII. INSTITUTIONAL ARRANGEMENTS

### Office of the Undersecretary for Disaster Response Management Group.

1. Ensures that the DRMB, NRLMB, and Field Offices assigned to disaster management perform DSWD roles and responsibilities embodied in the DSWD

- Vision, Mission, Values, and its corresponding 2028 Strategic Focus;
2. Approves sub-allotment requests for fund augmentation to Field Offices;
  3. Approves documents for FNI procurement;
  4. Spearheads the securing of fund sources to NDRRMC; and
  5. Leads in the planning and evaluation of response operations.

**Office of the Assistant Secretary for Disaster Response Management Group**

1. Assists in leading the planning and evaluation of response operations;
2. Monitors and ensure that issues or complaints in the delivery of services coursed through DSWD Central Office are addressed, if any; and
3. Leads in the conduct of the annual program review and evaluation workshop (PREW)

**National Resource and Logistics Management Bureau (NRLMB)**

1. Prepares project proposal on the Buong Bansa Handa requirements;
2. Prepares the Project Procurement Management Plan (PPMP) and other procurement-related documents for FNIs' requirements for timely procurement of goods;
3. Attends conferences/meetings relative to the project's procurement-related activities;
4. Representation in the Technical Working Group (TWG);
5. Facilitates the resource mobilization and logistics for augmentation;
6. Provides technical assistance and resource augmentation (TARA) in resource and logistics management, particularly call-offs, quality inspection, etc;
7. Provides capability training and technical assistance to the FO counterparts and stakeholders relative to the bureau's mandates;
8. Develops new or enhancement of existing operations standards for FNI management and its logistical requirements;
9. Conducts market scanning with updated prices and specifications;
10. Regular updating and monitoring of inventories;
11. Accepts and inspects all incoming procured and donated FNIs and ensures proper storage;
12. Conducts monitoring of Field Office warehouse or other storage facilities that may be established;
13. Monitors the compliance of FO in the minimum FNI stockpile requirements;
14. Facilitates the release and transport of FNIs to FOs based on the assessment of DRMB;
15. Assists in the conduct of joint assessments at Field Offices to identify response requirements;
16. Strengthens partnership engagement;
17. Assists DRMB in the allocation and sourcing of FNIs;
18. Maintains a repository of historical data on its FNI releases; and
19. Provides data to DRMB on DSWD-managed warehouses, storage facilities/areas, local groceries, manufacturers, distributors, supermarkets, and the like for mapping purposes.

**Disaster Response Management Bureau (DRMB)**

1. Leads in the conduct of joint assessments at FOs to identify requirements for disaster response;
2. Provides technical assistance on predictive analytics as a basis for prepositioning FNI to LGUs;
3. Monitors and replenishes standby funds and stockpiles if below allowable threshold;
4. Facilitate FO requests for augmentation regarding disaster operations and/or FNI requirements;
5. Allocate FNIs sourced from DRCs and available Call-Offs;
6. Member of the Quality Control Committee that inspects and accepts deliveries of all procured FFPs;
7. Maintains a repository of historical data on relief assistance provided to the beneficiaries and fund utilization for disaster response operations;
8. Assesses the FNI requests of the FOs;
9. Provides capability training and technical assistance to the FO counterparts and stakeholders relative to the bureau's mandates;
10. Maps out DSWD warehouse and storage facilities/areas;
11. Maps out local groceries, manufacturers, distributors, supermarkets, etc;
12. Seeks or secures certification or any equivalent document necessary to support the funding requirements from relevant government authority in compliance with applicable laws, rules, circulars and issuances; and
13. In coordination with the Finance Management Service and Office of the Secretary (OSEC), will facilitate the request for replenishment of the Quick Response Fund (QRF).

#### **DSWD Command Center Personnel**

1. Command Center Manager - Oversees the overall operation of the command center, including coordination and communication with concerned FOs and OBSUs;
2. Report Writer/ Developer—Provides accurate, timely, concise, but comprehensive reports that clearly overview the current situation, including the nature and extent of the disaster, affected areas, casualties, deployed resources, and ongoing operations;
3. Information Officer—Monitors and collects relevant information, such as preparedness and response activities and other important details, which must be highlighted, with relevant visuals from DRMB, NRLMB, FOs, and various sources like government agencies, media, and other stakeholders, which must be included when appropriate;
4. Geographic Information Specialist (GIS): Provides spatial data information and analysis on the mapping of DSWD-managed warehouses and storage facilities, including the winning suppliers (grocers, manufacturers, distributors, etc.), vulnerable areas, and potential hazards within the area;
5. Information Technology Officer: This position ensures the smooth functioning of technology infrastructure and systems, serves as a reliable source of communication and coordination, and addresses any IT-related challenges;
6. Administrative Support—Procurement/ Finance Planning: Drafts and endorses the request for Sub-Allotment and Transfer of Funds to the DRMB Finance Officer and the Purchase Request to the NRLMB Procurement Officer with corresponding relevant attachments to proceed with the Call-Off; and
7. Logistics Officer - ensures that logistics operations are properly coordinated

and aligned with the needs of the affected areas, as such:

- a. Prompts the DRMG and the Field Offices to submit a requests whenever there is significant decrease from the mandated stockpile;
- b. Coordinates with the winning supplier the quantity and location under Call-Offs for direct FFP deliveries;
- c. Keeps track of the status of delivered Call-Offs;
- d. Coordinates with the FOs the actual acceptance or receipt of goods delivered by the winning supplier; and
- e. Monitors the movement of relief goods through the DRCC Dashboard.

#### **Finance Management Service (FMS)**

1. Facilitates and approves/certifies the fund availability of the project, including actual Call-Offs;
2. Facilitates the request for sub-allotment of funds; and
3. Assists in the facilitation of QRF Replenishment.

#### **Administrative Service - Procurement Management Division (AS-PMO)**

1. Prepares bidding documents;
2. Facilitates procurement process up to contract implementation; and
3. Serves Call-Off order.

#### **Administrative Service - Contract Monitoring Section (AS-CMS)**

1. Monitors the contract implementation;
2. Facilitates requests relative to contract implementation;
3. Monitors Supplier's Performance through CSMR; and
4. Facilitates payment per Call-Offs.

#### **Legal Service**

1. Reviews contract; and
2. Provides technical assistance and legal advice, if needed.

#### **Field Office**

1. **Supply Chain Line 1:**
  - a. The Field office should mobilize the regional risk reduction committee, mirroring the NDRRMC arrangements, to maximize the resources of the other agencies mandated under RA 10121;
  - b. Adheres to the Standard Operating Procedures on the Processing of Relief Augmentation Request;
  - c. Implements the policies on Prepositioning and Management of Food and Non-Food Items;
  - d. Assesses and validates requests for resource augmentation from LGUs and legislators;
  - e. Provides Technical Assistance and Resource Augmentation (TARA) to Local Government Units (LGUs) on the Management of Stockpile, Prepositioning of Relief Resources for Disaster Response Augmentation;
  - f. Performs duties and responsibilities as indicated in the Relief

Prepositioning Agreement;

- g. Ensures timely procurement disaster-related requirements;
- h. Facilitates the release and transport of FFP based on the approved RIS to DSWD-managed warehouses or to any storage/distribution hub, as agreed;
- i. Ensures sufficient supply of goods by regular monitoring, updating and reporting of the inventory level; and
- j. Establishes, maintains, and updates warehouse/ prepositioning address, capacity and directory.

**2. Supply Chain Line 2:**

- a. Authorizes to accept/ inspect, account for, and allocate procured relief goods;
- b. Upon receipt, conducts quality inspection and verifies the received relief goods against the call-off order, reconciles any discrepancies and updates inventory records;
- c. Ensures implementation of warehousing standards;
- d. Conducts spot checks on the production site to ensure quality food packs;
- e. Maintains records on the number of Call-Offs or FNIs received;
- f. Ensures sufficient supply of goods by regular monitoring of the inventory level and setting of the threshold for the Call-Off orders;
- g. Informs the DRCC and NRLMB on the FFP requirements for Call-Off, Delivery address and schedule;
- h. Ensures close coordination with the DRCC, LGUs and DRMG;
- i. Documents reports relative to the performance of the supplier; and
- j. Ensures regular and timely updating and submission of inventory reports

**Local Government Unit**

- 1. Adheres to the Standard Operating Procedures on the Processing of Relief Augmentation Request;
- 2. Adopts, establishes and implements good warehousing standards;
- 3. Ensures timely and complete submission of the Relief Distribution Sheet to and other liquidation documents the FOs;
- 4. Ensures immediate distribution of goods intended for emergency or disaster operation
- 5. Performs duties and responsibilities as indicated in the Relief Prepositioning Agreement;
- 6. Designates a focal person per identified areas;
- 7. Provides feedback relative to the goods and service delivery; and
- 8. Ensures close coordination with FOs

**Private Sectors**

- 1. Adhere to the RA 9184 and its implementing rules and regulations;
- 2. Prospective suppliers shall submit a maximum of three (3) different brands and a specific quantity per brand, per food item, except rice, during the bid submission process;



3. Specify focal persons who shall act and commit on behalf of the supplier or bidder without needing further validation from higher management, as the case may be;
4. Bound to deliver the goods or perform the services identified at the time and date specified in the Call-Off; and
5. The winning bidder's focal person shall be available 24/7 to answer and address calls from the DSWD.

## IX. OTHER ARRANGEMENTS

1. **Coordination and Collaboration:** The DSWD collaborates closely with other government agencies, local government units, non-governmental organizations (NGOs), and community-based organizations to ensure a unified emergency response. Through the DRCC, central information and real-time monitoring of activities and ground situations/ operations can easily be channeled and communicated. This collaboration allows for efficient resource allocation, information sharing, and effective implementation of relief efforts;
2. **Capacity Building and Training:** The DSWD conducts capacity-building programs and training sessions for its staff, partner organizations, and community volunteers to enhance their knowledge and skills in disaster responses and preparedness such as, but not limited to:
  - Basic Warehouse Operations and Management;
  - Quality Inspection;
  - Humanitarian Supply Chain Management;
  - Inventory Management and Reporting;
  - Orientation/ Training on Procurement; and
  - Quick Response Team (QRT) Orientation
3. **Contingency Planning:** The DSWD develops and regularly updates contingency plans that outline specific actions and procedures for different disasters or emergencies. These plans shall be conducted locally and/or nationally to ensure that the specific needs, characteristics, and diverse disaster scenarios are accounted for and anticipated for any potential challenges. These plans provide a framework for efficient response operations and help ensure a swift and coordinated deployment of resources and assistance;
4. **Information Management System:** The DSWD utilizes information management systems to collect, analyze, and disseminate data related to disaster situations. This gives the department real-time information on affected areas, population needs, available resources, and response activities, facilitating informed decision-making and efficient resource allocation.
  - **Data Privacy and Security** - Robust data privacy and security measures are implemented to protect sensitive information and ensure compliance with relevant data protection regulations;
  - **User-friendly Interfaces** are essential for promoting accessibility, efficiency, accuracy, and user satisfaction even for those with limited technical expertise; and
  - **Documentation and Reporting** - This allows real-time reporting and information gathering, including actual inventory of resources,

augmentation provided, historical data, and insights from past response operations, which is valuable in disaster preparedness, response, and recovery planning and activities.

The specific arrangements and initiatives can vary and evolve based on the changing needs and priorities in different regions and disaster scenarios.

## **X. MONITORING and EVALUATION**

These activities involve data collection and privacy, analysis, reporting, and stakeholder engagement. They can be done through surveys, interviews, site visits, data analysis, and performance reviews. The findings shall aid decision-making and accountability and drive improvements in disaster and supply chain management processes.

1. **Supplier Performance Evaluation**—This evaluation assesses the performance of suppliers from initial Call-Offs to contract completion. It ensures that the suppliers meet specified standards regarding quality products and services, timeliness, reliability, compliance with contractual obligations, and adherence to ethical standards. Please see Annex C, D, E, F, G;
2. **Inventory Management** - This monitoring and evaluation assesses the inventory level, allowable Call-Offs threshold, and overall management of food packs to minimize stockouts and avoid incidents of expiration or spoilage. Please see Annex A, B, H;
3. **Collaboration and Coordination** - This monitoring and evaluation focuses on assessing the effectiveness of collaboration and coordination efforts from the DRCC, FOs, stakeholders, and the DRMG through the use of the Client Satisfaction Measurement Form and other reports and feedback mechanisms that may be gathered; and
4. **Partner Evaluation**—This evaluation assesses all partner organizations, whether academe, LGUs, PNP, OCD, or AFP, on their adherence to minimum standards in warehousing, inventory, facility, and quality management as agreed in the Relief Prepositioning Agreement.
  - **Premises, Warehousing, and Storage**—Storage areas should be sufficient to allow orderly FFP storage. They should also be clean and free from accumulated waste and vermin.
  - Rejected, expired, recalled, returned, and suspected counterfeit products should be stored separately. Broken or damaged items should be removed from usable stock and stored separately.

## **XI. FEEDBACK MECHANISM**

This mechanism allows individuals and communities to raise concerns, complaints, or grievances about this project.

Individuals or communities with favorable or unfavorable concerns should submit a duly accomplished DSWD-Client Satisfaction Measurement Form to any DSWD focal

point. While verbal manifestations can be valuable for immediate clarification and discussion, written responses or reports will be valid and counted as it constitutes accountability, formality, tangible and structured documentation.

**XII. EFFECTIVITY CLAUSE**

This Memorandum Circular shall take effect within fifteen (15) days after the publication in the official gazette or in a newspaper of general circulation. Copies of this guideline shall be disseminated to all DSWD OBSUs and FOs, LGUs, and other key stakeholders.

Issued in Quezon City, this \_\_\_\_ day of \_\_\_\_\_, 2024.

**REX GATCHALIAN**

Secretary

Date: 25 APR 2024

Certified True Copy

Ramil R. Egamino

Administrative Officer V  
Records and Archives Mgt. Division

02 MAY 2024

ANNEX A



**NRLMB SOURCES OF AUGMENTATION**

| <b>AUGMENTATION PARAMETERS</b>         | <b>Below 50% FFP Inventory Level</b>   | <b>51 – 75% FFP Inventory Level</b>         | <b>76 – 99% Inventory Level</b>    |
|--|--|---|------------------------------------|
| 1. Stockpiling or Prepositioning       | activation of Call-Off order   | combination of Call-Off and NRLMB Stockpile | to be sourced from NRLMB Stockpile |
| 2. Ongoing disaster response operation | recommended for immediate augmentation by NRLMB, interoperability of FOs, activation of Call-Off Orders (loose packed, if NRLMB has depleting inventory) |   |                                    |




*Note: Sourcing of FFPs still depends on the recommendations and result of the Inventory Capacity conducted by the DRCs.*

ANNEX B

INVENTORY CAPACITY ASSESSMENT

|  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
|--|---|---|---------------------------------------|------------|-----------------------------|-------------------|-----------------------------------|-------------|--|--|--|--|--|--|---------------------------------------|--|--|--|---|--|---|--|
|   |  | OFFICE NAME<br>CLUSTER NAME / FIELD OFFICE<br><small>DISKORBAT/REG/GRU / JAY/RE / AK/AN/AN/VA</small>       |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <b>INVENTORY CAPACITY ASSESSMENT</b>   |   | ICA YEAR MONTH XXX  |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <b>A. PURPOSE</b><br>Check ( ) the box that corresponds to the purpose of your request<br><input type="checkbox"/> STOCKPILE (Owned / Rented Warehouse)<br><input type="checkbox"/> PREPOSITIONING (LGUs / Other Partners)<br><input type="checkbox"/> DISASTER / EMERGENCY OPERATIONS <span style="float: right;">(Specify: _____)</span>   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <b>B. INVENTORY</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%;">1. FO ACTUAL INVENTORY (as of: _____)</td> <td></td> </tr> <tr> <td>    a. TOTAL REQUEST FROM LGUs</td> <td></td> </tr> <tr> <td>    b. TOTAL REQUEST FOR AUGMENTATION</td> <td></td> </tr> <tr> <td>2. NRLMB ACTUAL INVENTORY (as of: _____)</td> <td></td> </tr> <tr> <td>    a. AVAILABLE NRLMB - FFP FRAMEWORK AGREEMENT</td> <td></td> </tr> <tr> <td>    b. EQUIVALENT RAW MATERIALS FOR PRODUCTION</td> <td></td> </tr> <tr> <td>    c. AVAILABLE RAW MATS UNDER FRAMEWORK</td> <td></td> </tr> <tr> <td>3. PENDING REQUESTS FROM OTHER FIELD OFFICES</td> <td></td> </tr> <tr> <td>4. NRLMB ENDING INVENTORY (2 + 2 a + 2 b + 2 c - 3)</td> <td></td> </tr> <tr> <td>5. REMAINING INVENTORY FOR AUGMENTATION (4 - 1 b)</td> <td></td> </tr> </table>   |   |   | 1. FO ACTUAL INVENTORY (as of: _____) |            | a. TOTAL REQUEST FROM LGUs  |                   | b. TOTAL REQUEST FOR AUGMENTATION |             | 2. NRLMB ACTUAL INVENTORY (as of: _____) |  | a. AVAILABLE NRLMB - FFP FRAMEWORK AGREEMENT |  | b. EQUIVALENT RAW MATERIALS FOR PRODUCTION |  | c. AVAILABLE RAW MATS UNDER FRAMEWORK |  | 3. PENDING REQUESTS FROM OTHER FIELD OFFICES |  | 4. NRLMB ENDING INVENTORY (2 + 2 a + 2 b + 2 c - 3) |  | 5. REMAINING INVENTORY FOR AUGMENTATION (4 - 1 b) |  |
| 1. FO ACTUAL INVENTORY (as of: _____)  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| a. TOTAL REQUEST FROM LGUs   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| b. TOTAL REQUEST FOR AUGMENTATION  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| 2. NRLMB ACTUAL INVENTORY (as of: _____)   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| a. AVAILABLE NRLMB - FFP FRAMEWORK AGREEMENT   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| b. EQUIVALENT RAW MATERIALS FOR PRODUCTION   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| c. AVAILABLE RAW MATS UNDER FRAMEWORK  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| 3. PENDING REQUESTS FROM OTHER FIELD OFFICES   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| 4. NRLMB ENDING INVENTORY (2 + 2 a + 2 b + 2 c - 3)  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| 5. REMAINING INVENTORY FOR AUGMENTATION (4 - 1 b)  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <b>C. SOURCE OF AUGMENTATION</b><br><input type="checkbox"/> FRAMEWORK AGREEMENT (LOT SYSTEM) <input type="checkbox"/> STOCKPILE <input type="checkbox"/> COMBINATION<br>QUANTITY: _____    QUANTITY: _____    QUANTITY: _____   |   | <b>D. HUBS</b><br><input type="checkbox"/> NROC <input type="checkbox"/> VDRC <input type="checkbox"/> MORC |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <b>E. CALL-OFF REQUEST ORDER DETAILS</b><br>Please fill out the form completely <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="width:30%;">ITEM :</td><td></td></tr> <tr><td>TOTAL QUANTITY :</td><td></td></tr> <tr><td>REQUESTING REGION :</td><td></td></tr> <tr><td>REQUESTOR'S NAME :</td><td></td></tr> <tr><td>REQUESTOR'S DESIGNATION :</td><td></td></tr> <tr><td>DATE :</td><td></td></tr> </table>  |   |   | ITEM :                                |            | TOTAL QUANTITY :            |                   | REQUESTING REGION :               |             | REQUESTOR'S NAME :                       |  | REQUESTOR'S DESIGNATION :                    |  | DATE :                                     |  |                                       |  |  |  |   |  |   |  |
| ITEM :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| TOTAL QUANTITY :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| REQUESTING REGION :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| REQUESTOR'S NAME :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| REQUESTOR'S DESIGNATION :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| DATE :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <b>F. DELIVERY PLAN</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="width:30%;">DELIVERY SITE :</td><td></td></tr> <tr><td>AUTHORIZED REPRESENTATIVE :</td><td></td></tr> <tr><td>CONTACT DETAILS :</td><td></td></tr> <tr><td>DELIVERY START DATE :</td><td></td></tr> <tr><td>QUANTITY PER DELIVERY :</td><td></td></tr> </table> <small>Note: Please attached delivery schedule</small>  |   |   | DELIVERY SITE :                       |            | AUTHORIZED REPRESENTATIVE : |                   | CONTACT DETAILS :                 |             | DELIVERY START DATE :                    |  | QUANTITY PER DELIVERY :                      |  |  |  |                                       |  |  |  |   |  |   |  |
| DELIVERY SITE :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| AUTHORIZED REPRESENTATIVE :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| CONTACT DETAILS :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| DELIVERY START DATE :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| QUANTITY PER DELIVERY :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| PREPARED BY<br>_____<br><small>Name and Signature</small><br>Date: _____   |   | NOTED BY<br>_____<br><small>Name and Signature</small><br>Date: _____                                       |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <small>(To be filled out by NRLMB Procurement Officer)</small>   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="width:50%;">FRAMEWORK AGREEMENT NO. / REFERENCE NO. :</td><td></td></tr> <tr><td>SUPPLIER :</td><td></td></tr> <tr><td>REMAINING BALANCE</td><td></td></tr> <tr><td>as of _____</td><td></td></tr> </table>   |   | FRAMEWORK AGREEMENT NO. / REFERENCE NO. :   |                                       | SUPPLIER : |                             | REMAINING BALANCE |                                   | as of _____ |  | <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="width:50%;">REQUEST FACILITATED BY :</td><td></td></tr> <tr><td>DATE :</td><td></td></tr> <tr><td>STATUS:</td><td></td></tr> </table> | REQUEST FACILITATED BY :                     |  | DATE :                                     |  | STATUS:                               |  |  |  |   |  |   |  |
| FRAMEWORK AGREEMENT NO. / REFERENCE NO. :  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| SUPPLIER :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| REMAINING BALANCE  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| as of _____  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| REQUEST FACILITATED BY :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| DATE :   |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
| STATUS:  |   |   |                                       |            |                             |                   |                                   |             |  |  |  |  |  |  |                                       |  |  |  |   |  |   |  |
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| <br>Department of Social Welfare and Development   | Insert Insignia (if APPLICABLE)<br><small>Insert specifications as indicated in the DSWD Branding Guidelines</small> | <br>BAGONG PILIPINAS | <b>OFFICE NAME</b><br><b>CLUSTER NAME / FIELD OFFICE</b> _____<br>DSWD-NRLMB-GF-004   REV 00   22 MAR 2024 |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|---|--|-----------|----------|---|---------|---------|-------------------|-----------|-----|------|---------|---------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-----|------|---------|---------|--|--|-----|------|---------|---------|--|--|--|--|--|--|--|--|--|--|--|--|
| DELIVERY RECEIPT   |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| DATE:  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| RECIPIENT:   |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
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| MODE OF TRANSPORTATION:  | DSWD-Owned:  |   | Government Asset:  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Service Provider:  |   | Partner:   |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%; text-align: center; border-bottom: 1px solid black;">ISSUED</td> <td style="width:50%; text-align: center; border-bottom: 1px solid black;">RECEIVED</td> </tr> <tr> <td style="text-align: center;"> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:10%;">QTY</th> <th style="width:10%;">UNIT</th> <th style="width:40%;">ITEMS DESCRIPTION</th> <th style="width:10%;">UNIT COST</th> <th style="width:10%;">QTY</th> <th style="width:10%;">UNIT</th> <th style="width:10%;">ITEM(S)</th> <th style="width:10%;">REMARKS</th> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table> </td> <td style="text-align: center;"> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:10%;">QTY</th> <th style="width:10%;">UNIT</th> <th style="width:40%;">ITEM(S)</th> <th style="width:10%;">REMARKS</th> </tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </table> </td> </tr> </table> |  |   |  | ISSUED    | RECEIVED | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:10%;">QTY</th> <th style="width:10%;">UNIT</th> <th style="width:40%;">ITEMS DESCRIPTION</th> <th style="width:10%;">UNIT COST</th> <th style="width:10%;">QTY</th> <th style="width:10%;">UNIT</th> <th style="width:10%;">ITEM(S)</th> <th style="width:10%;">REMARKS</th> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table> | QTY     | UNIT    | ITEMS DESCRIPTION | UNIT COST | QTY | UNIT | ITEM(S) | REMARKS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:10%;">QTY</th> <th style="width:10%;">UNIT</th> <th style="width:40%;">ITEM(S)</th> <th style="width:10%;">REMARKS</th> </tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </table> | QTY | UNIT | ITEM(S) | REMARKS |  |  |  |  |  |  |  |  |  |  |  |  |
| ISSUED   | RECEIVED   |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
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| QTY  | UNIT   | ITEMS DESCRIPTION   | UNIT COST  | QTY       | UNIT     | ITEM(S)   | REMARKS |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| QTY  | UNIT   | ITEM(S)   | REMARKS  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| PURPOSE:   |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| ISSUANCE APPROVED BY:  |  | RELEASED BY:  |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| SIGNATURE:   |  | RECEIVED BY:  |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| NAME:  |  | DRIVER:   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| POSITION:  |  | CONTACT NO.:  |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| OFFICE/ UNIT/ SECTION:   |  | PLATE NO.:  |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| DATE SIGNED:   |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| RECIPIENT'S INFORMATION  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| NAME OF CONTACT PERSON:  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| CONTACT NUMBER:  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| REMARKS:   |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
| PAGE 1 of 1<br>DSWD Central/Field Office _____ (address), Philippines (Zip Code)<br>Website: <a href="http://www.dswd.gov.ph">http://www.dswd.gov.ph</a> Tel Nos.: _____ Telefax: _____  |  |   |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |                  |  |           |          |   |         |         |                   |           |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |     |      |         |         |  |  |     |      |         |         |  |  |  |  |  |  |  |  |  |  |  |  |





**ANNEX F**

**SUMMARY OF INSPECTION**

The \_\_\_\_\_ conducted a total of \_\_\_\_\_ incoming quality inspections of Pre-Packed Family Food Packs delivered by the \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_.

(NRLMB / FIELD OFFICE) (QUANTITY RECEIVED) (NAME OF SUPPLIER) (MONTH) (MONTH) (YEAR)

**I. CALL-OFF ORDER DETAILS**

|                     |  |
|---------------------|--|
| SUPPLIER            |  |
| CALL-OFF NO.        |  |
| MODE OF PROCUREMENT |  |
| TOTAL QUANTITY      |  |
| UNIT COST           |  |
| TOTAL AMOUNT        |  |
| CALL-OFF DATE       |  |

**II. RESULT OF THE QUALITY INSPECTION**

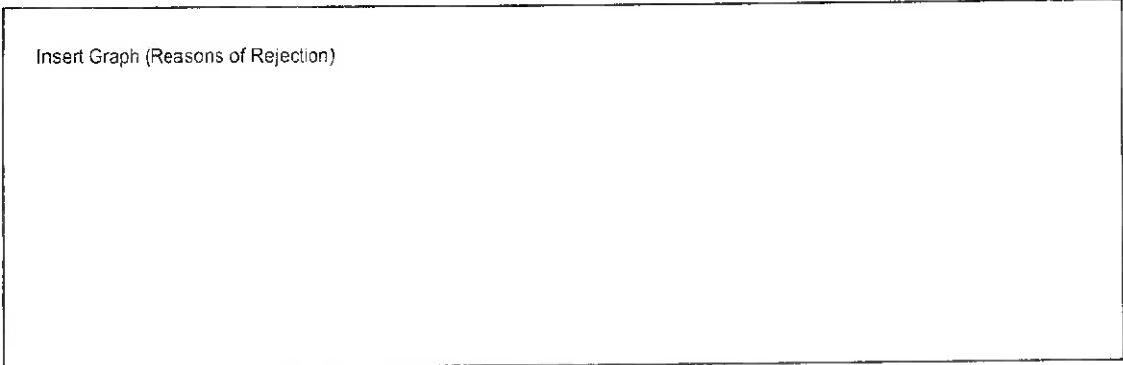
| NO. OF INSPECTION | TOTAL QTY DELIVERED | TOTAL NO. OF SAMPLE | TOTAL QTY. REJECTED | TOTAL QTY. ACCEPTED | % REJECTED | % ACCEPTED |
|-------------------|---------------------|---------------------|---------------------|---------------------|------------|------------|
|                   |                     |                     |                     |                     |            |            |

The table shows the results of the quality inspection of the Pre-Packed-Family Food Packs where \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Insert Graph (Reasons of Rejection)



The graph shows the percentage of rejection reasons for the prepacked FFPs delivered

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Prepared by:

Noted by:

\_\_\_\_\_  
**NAME and SIGNATURE**

\_\_\_\_\_  
**NAME and SIGNATURE**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## ANNEX G

**SERVICE PROVIDER'S PERFORMANCE SURVEY FORM**

|                                     |  |
|-------------------------------------|--|
| <b>End User / Requesting Office</b> |  |
| <b>Procurement Activity</b>         |  |
| <b>Purchase/ Call Off Order No.</b> |  |
| <b>Supplier / Service Provider</b>  |  |
| <b>Respondent</b>                   |  |
| <b>Date</b>                         |  |

**“How are our service providers doing?”** By taking a few moments to complete this form, you will help us improve the services provided by the Service Provider / Consultant / Contractor. KINDLY RATE EACH ITEM based on your satisfaction with the services/goods provided.

| INDICATORS   | Outstanding<br>(5) | Very<br>Satisfactory<br>(4) | Satisfactory<br>(3) | Dissatisfactory<br>(2) | Poor<br>(1) |
|--|--------------------|-----------------------------|---------------------|------------------------|-------------|
| <b>How would you rate your satisfaction with the performance of the service provider / supplier?</b> |                    |                             |                     |                        |             |
| Courteous / Professional Attitude  |                    |                             |                     |                        |             |
| Quality of service   |                    |                             |                     |                        |             |
| Ability to provide clear answers to your questions   |                    |                             |                     |                        |             |
| Flow and timeliness of Documents   |                    |                             |                     |                        |             |
| Submission of drafts / approval of design  |                    |                             |                     |                        |             |
| Proper communication (i.e. Notice of rescheduling, Notice of Suspension, etc.)                       |                    |                             |                     |                        |             |
| <b>How would you rate the quality of the output?</b>   |                    |                             |                     |                        |             |
| Output meets the specifications / requirements stated in the request                                 |                    |                             |                     |                        |             |

|  |  |  |  |  |  |
|--|--|--|--|--|--|
| Other services were provided to meet customer requirement                                |  |  |  |  |  |
| Resolves complaints within the agreed time, when applicable                              |  |  |  |  |  |
| Changes in work are performed under applicable provisions of the contract/purchase order |  |  |  |  |  |
| <b>How would you rate the timeliness of the process?</b>                                 |  |  |  |  |  |
| Services/goods were delivered on the date agreed upon by the parties.                    |  |  |  |  |  |
| Services were delivered within the approved extension of time, if applicable.            |  |  |  |  |  |
| There are no delays during contract implementation.                                      |  |  |  |  |  |
| <b>How would you rate the Quantity?</b>  |  |  |  |  |  |
| Goods/services were entirely delivered on the due date.                                  |  |  |  |  |  |
| Partial deliveries are in accordance with the approved timeline/schedule of activities.  |  |  |  |  |  |

|   |
|---|
| <b>Comments and Suggestions to Suppliers</b>  |
|   |
| <p><i>We truly appreciate your willingness to assist us.<br/>Thank you for taking the time to respond to our questions. ☺</i></p> |

| <b>AVERAGE RATING (Range)</b> | <b>ADJECTIVAL INTERPRETATION</b> |
|-------------------------------|----------------------------------|
| 1 – 1.99                      | Poor Performance                 |
| 2 – 2.99                      | Dissatisfactory Performance      |
| 3 – 3.99                      | Satisfactory Performance         |
| 4 – 4.5                       | Very Satisfactory Performance    |
| 4.6 – 5                       | Outstanding                      |

ANNEX H

### CERTIFICATE OF COMPLETION

This is to certify that the \_\_\_\_\_, supplier of Pre-packed Family Food Packs for the project “**Buong Bansa Handa: Procurement of Prepacked Family Food Packs for \_\_\_\_\_ through Framework Agreement for CY \_\_\_\_\_**” of the National Resource and Logistics Management Bureau (NRLMB) has successfully fulfilled the delivery with the following details:

| Reference Number | Particular                  | Quantity | UoM  | Amount | Date of Completion |
|------------------|-----------------------------|----------|------|--------|--------------------|
| Call Off No.     | Prepacked Family Food Packs |          | pack | Php    |                    |

Done this \_\_\_\_ day of \_\_\_\_\_ at the Department of Social Welfare and Development, Batasan Hills, Quezon City.

**NAME**  
DESIGNATION/ OFFICE