

ACCREDITATION AND PERFORMANCE EVALUATION OF EXTERNAL PROVIDERS

OBJECTIVE

To ensure high quality of supplies, equipment, and outsourced services by accrediting critical external providers and regularly evaluating their performance.

SCOPE

The procedure covers accreditation and evaluation of critical external providers.

POLICIES

- A. All External Providers who supply goods and/or services whose total contracts for the year would cost at least P500,000 shall be accredited and evaluated.
- B. Such Goods and Services include but are not limited to the following: Lottery Equipment, Lottery Operating Supplies, Data Center Equipment, Information, Communication and Technology Solutions, Security Services, Health Maintenance Organization (HMO), and Group Life and Accident Insurance.
- C. The Administration Division shall be responsible in the accreditation and evaluation of external providers. External providers with service contracts not covered by Purchase Order shall be evaluated by the contract administrator. However, accreditation of said external providers is still under the Administration Division.
- D. Non-Disclosure Agreements (NDAs) shall be signed by external providers who offer products or services which have impact on the security of the premises or access to sensitive areas and information. (A.13.2.4, A.15.1.1, A.15.1.2)
- E. Accreditation Requirements
 - a) Company Profile or CV for Single Proprietors and Consultants
 - b) Certificate of Registration from Securities and Exchange Commission/ DTI
 - c) Valid Government Permits/ Licenses
 - d) Audited Financial Statements for Proof of Financial Capacity
- F. Exceptions to accreditation requirements require the approval of the Administration Division Head and are limited to the following:
 - a) Emergency/ Urgent Purchases
 - b) Specialized items or services

- G. Accreditation Criteria for External Providers of Goods:
 - a) Quality of Product based on product sample, demonstration or brochures
 - b) Price of products offered
 - c) Terms of Payment
 - d) Committed Delivery Lead Time
 - e) Availability/Capacity

- H. Accreditation Criteria for External Providers of Services:
 - a) Availability/Capacity/Scope of Work
 - b) Price of services offered
 - c) Committed Delivery Lead Time
 - d) Terms of Payment

- I. Accreditation rating shall be from 0 to 2. External Providers who were not able to meet a score of 1.0 shall not be accredited.

- J. Administration Division shall maintain an updated List of Accredited External Providers.

- K. External providers shall be evaluated based on their ability to meet company requirements. (A.15.2.1)

- L. Evaluation of accredited external providers shall be done annually but an update of the evaluation shall be performed whenever the external providers fail to comply with the requirement/s of the Company.

- M. Evaluation of External Providers for Goods shall be based on the following criteria:
 - a) Consistency of product quality
 - b) Price of products offered
 - c) Terms of Payment
 - d) Timeliness of Delivery
 - e) After-sales Service

- N. Evaluation of External Providers for Services shall be based on the following criteria:
 - a) Quality of Service
 - b) Timeliness of Delivery of Service
 - c) Price of services Offered
 - d) Terms of Payment
 - e) After-sales Service

- O. Only external providers with at least 1.00 total rating shall be retained in the List of Accredited External Providers.