

Customer Service Standards for PPADB

The customer service standards are subject to annual review. Any amendments to the standards should be published to ensure that customers align their expectations.

	PROCESS	TURN AROUND TIME	CUSTOMER
1	Open domestic(national) competitive Bidding – publication period	Minimum 4 weeks	External
2	Open International competitive Bidding- publication period	Minimum 6 weeks	External
3	Selective Tendering- floating period	Minimum 2 weeks	External
4	Quotation proposal procurement (RFQ) – floating period	Minimum 2 weeks	External
	Direct procurement method- floating period	Minimum 2 weeks	External
5	Adjudication and award	Maximum 14 calendar days for normal tenders. Maximum 30 calendar days for large ¹ & complex ² tenders (supplies & works).	External
6	Notification of adjudication decisions of the Board to Procuring Entities.	Within 2 days of approval by the Board.	Internal/External
7	Publishing of adjudication decisions of the Board	2 working days following approval by the Board	External
8	Placement of Contract (including contract negotiations)	Maximum 8 weeks	Internal/ External
9	ITT vetting ³	10 working days	Internal/ external
10	Publication of vetted Tender notice	5 working days	External
11	Vetting of procurement procedures for Parastatals	60 calendar days	External
12	Evaluation of tenders	30 calendar days after collection/opening of bid	External

		Forty five (45) calendar days after collection/opening of bid for large complex tenders	
13	Registration of contractors (From receipt of payment of submission fee to award of certificate)	2 weeks for those applications that do not require inspection	External/Internal
	Express Registration	6 weeks for those applications that require inspection	
	Youth	2 working days for applications that do not require inspection	
		4 working days for applications that require inspection	
		14 working days for applications that do not require inspection	
		30 working days for applications that require inspection	
14	Response to general queries	10 working days	External/ Internal
15	Media responses	5 working days	External
16	Suspension and Delisting Queries	30 calendar days	External
17	Payment to PPADB suppliers of goods and services	30 calendar days	External
18	Appointment of DATC and MTC members	10 working days	External
19	Resolution of complaints	14 calendar days	Internal/External
20	Toll Free Responses	1 day	External
21	Monthly performance reports	1 week after month end for all Divisions except Financial Reports 15 th Monthly.	Internal
22	Quarterly Performance Reports	1 week after end of the quarter for all Divisions except for Financial Reports.	Internal

		15 days after month end of quarter for Financial Reports 15 th Monthly.	
23	Response to Correspondence	10 working days	External/Internal
24	Recruitment Process	1 month from the date of the internal advert to the date of offer acceptance.	Internal
		4 months from the date of the issue of the advert to the date of offer acceptance.	External
25	Preparation of file notes	3 Working days	Internal
26	Workshop reports	10 Working days	Internal
27	Site visits reports	10 Working days	Internal
28	MTC visit reports	10 Working days in Divisions.	Internal
30	Compliance audit reports	10 Working days in Divisions	Internal
31	Induction programme	10 Working days after reporting for duty	Internal
32	Signing oath of secrecy by new officers.	1 working day	Internal
33	Notice of committee meetings	10 working days	Internal
34	Production of minutes	30 calendar days for quarterly meetings.	Internal
		10 working days for special meetings	
35	Submission of templates	Every Wednesday – 12:00 hrs.	Internal
36	Management accounts	15 calendar days after month end.	Internal
37	Evaluation of PPADB tenders	10 working days after closing	Internal
38	Preparation of Evaluation Report	5 working days	Internal
39	Submission of evaluation report to the Board	Every Friday	Internal
40	Retrieval of files and bid documents for adjudication	17:00 (5 PM) on Mondays	External/ Internal

41	Retrieval of files and bid documents for action officers	1 hour	Internal
42	Clearing of files from offices & filing back.	Morning and afternoon, within an hour after receiving file.	Internal
43	Boxing and filing Bid documents	Immediately after tender opening same day.	Internal
44	Availing copies of requested documents to external customers.	Within 5 working days upon request.	External
45	Capturing, and forwarding of adjudication submission to reprographics.	1 day	Internal
46	Distribution of submissions to <u>D</u> ivisions	Monday 10am	Internal
47	Circulation of mail to Management	Daily	Internal
48	Circulation of SPADC Submissions.	3 days before the meeting	Internal
49	Forwarding of Tender Notices to Government Printer	Every Tuesday by 12 noon.	Internal
50	Inspection of outsourced services	Month end	Internal
51	Management responses to Internal (quality) Audit findings	10 working days	Internal
52	Management responses to external (quality) Audits	15 working days.	External
53	Circulation of meeting packs for Management Committee, EXMM and Board Committees Meetings	5 working days prior to meeting	Internal/external
54	Circulation of meeting packs for Board Management meetings	5 working days prior to meeting	Internal/external
55	Production of maintenance reports E.g. equipment, building Maintenance reports	By the last working day of every month	Internal
56	Print & distribute telephone bills to Management & staff.	1 st working day of every month	Internal
57	Production of obsolete stock reports.	End of quarter	Internal