



SERVICE DELIVERY CHARTER

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME TO ACCESS SERVICE
Enquiries (Customer Service Desk)	None	Free	Within a day
Provision of Technical Advice on Public Procurement and Disposal Matters	None	Free	Within a day
Suppliers' Registration	<ul style="list-style-type: none"> • Completed Supplier Registration Application Form • Business Registration Certificate • MRA TPIN Certificate • MRA Tax Clearance Certificate • Previous Certificate (Only for application for renewal of certificate) 	Supplier pays according to the category of registration as shown in the Supplier Registration Application form	Maximum of 7 days

	<ul style="list-style-type: none"> • No agent required 		
Application of Prior Review by PDEs (procurement approval and granting of No Objection)	<ul style="list-style-type: none"> • Covering letter from Controlling Officer indicating that the procurement was planned and budgeted for • Signed Internal Procurement and Disposal Committee Minutes. • Bid opening minutes. • Bid Evaluation Report. • Bidding Document issued to bidders. • Copies of bids of the bidders • All other relevant documentation e.g., Invitation to Bid (advert) • Samples (if any) 	Free	Maximum of 21 days
Application to use other forms of procurement methods (eg. Single sourcing)	<ul style="list-style-type: none"> • IPDC Meeting 	Free	10 Days
Application for Training in Public Procurement and Disposal of Public Assets	<ul style="list-style-type: none"> • Areas of interest for the training • List of participants including their designations, email addresses and cell numbers 	MK400,000 per head per training session	Maximum of 30 days

	<ul style="list-style-type: none"> • Application from Controlling Officer (Cover letter) 		
Enquiry on service charges	None	Free	Within a day
Application for procurement Post Reviews (Demand Driven)	<ul style="list-style-type: none"> • Application Letter from Controlling Officer. • Procurement files for the targeted procurements • Working space (room) • Internet 	To be determined on case-by-case basis	Within 30 days
Conducting of investigations	<ul style="list-style-type: none"> • Access to procurement files • Availability of staff and other stakeholders 	Free	Dependent on the scope
Administrative Review	<ul style="list-style-type: none"> • Application for Review / Complaint Submission. • Supporting documents to the complaint 	Subject to fees contained in subsidiary legislation	Within 14 days, but may be extended up to 30 days
Debarment of Suppliers	<ul style="list-style-type: none"> • Application to commence debarment proceedings. • Supporting documents to the complaints 	Free	Within 30 days