

REPUBLIC OF LIBERIA



Service Delivery Charter

Public Procurement and Concessions Commission (PPCC)



Date: November 13, 2024

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Introduction

Background

The Public Procurement and Concessions Commission (PPCC) is a commission established under Procurement & Concessions Act of 2005 to regulate all forms of public procurement and concession activities in Liberia. The Public Procurement & Concessions Commission is committed to promoting transparent, efficient, and accountable public procurement practices in Liberia to ensure value for public expenditure through procurement.

This Service Delivery Charter (SDC) outlines our commitment to uniformed standards and high-quality services delivery to the public, stakeholders, and partners, aligned with national regulations and best practices in public procurement.

Rationale

The development of this Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in a timely fashion. This Charter explains services being offered by PPCC, as well as eligibility conditions for accessing such services. It also serves as a benchmarking tool to assess the PPCC's performance in relations to its statutory mandates and the GOL's "ARREST" agenda.

The SDC shall allow the Commission:

- Define the services offered by us to the citizens of Liberia as well as other stakeholders
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specify needs of the public.

Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between PPCC and all stakeholders. It is designed to guide in delivering high-quality, accessible, and responsive services. Specifically, to:

1. Enhance Service Delivery Culture
2. Clarify Roles and Responsibilities of all parties
3. Promote Accountability and Transparency:
4. Encourage Continuous Improvement
5. Strengthen Public Trust and increase positive perception of the Commission
6. Support National Development Goals through collaboration and aligned vision
7. Promote Ethical Standards through good governance practices

Scope of Application

This SDC applies to all departments, units, and staff of the Public Procurement & Concessions Commission. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia and the general public, to align with standards and commitments outlined within this document.

Specifically, this Charter covers:

1. All Service Personnel
2. All Public Services Provided by PPCC
1. All Interactions with Service Users

This Charter establishes a unified approach to service delivery across all stakeholders and regions, ensuring that every citizen receives the same high standard of service, regardless of location or point of contact.

Our Vision

To be a leading institution in promoting transparency, efficiency, and fairness in public procurement and concessions management across Africa.

Our Mission

To enhance public sector efficiency and foster a culture of transparency and accountability in the management of public procurement and concessions, ensuring value for money in all government spending.

Core Values

1. **Integrity:** We adhere to ethical standards and transparency in all procurement processes.
2. **Accountability:** We are accountable to the public, ensuring that public funds are managed responsibly.
3. **Professionalism:** We deliver services with the highest level of expertise and dedication.
4. **Fairness:** We treat all stakeholders equitably, ensuring equal opportunities in public procurement.
5. **Efficiency:** We work to ensure timely and effective procurement and concessions processes.

Our Customers

The PPCC is committed to serving a wide range of customers which include:

- a. Our Citizens
- b. Foreign Residents and Non-residents
- c. Government Entities
- d. Businesses and Private Sector Organizations registered in Liberia
- e. Development Partners and International Organizations
- f. Civil Society Organizations (CSOs)
- g. Students at all levels

Services We Provide

The PPCC offers the following core services to support public procurement and concessions processes:

- a) **Development and Implementation of Procurement Policies:** We formulate and enforce policies that guide procurement processes across government agencies, ensuring compliance with national standards.
- b) **Training and Capacity Building:** We provide training, workshops, and capacity-building programs for procurement personnel in both public institutions and private businesses to promote best practices.

- c) **Review and Approvals:** We review and approve procurement and concession documents, such as procurement plans, bidding documents, and contracts, request for No Objections, to ensure compliance with regulatory requirements.
- d) **Monitoring and Evaluation:** We monitor procurement activities in public institutions to ensure transparency and effectiveness and assess compliance with the Public Procurement and Concessions Act (PPCA).
- e) **Public Awareness and Stakeholder Engagement:** We engage with the public and stakeholders to educate them on public procurement processes and promote active participation in public procurement.
- f) **Complaint Resolution and Appeals:** We, through the independent “Complaints, Appeals and Review Panel” (CARP), provide a fair and transparent process for handling complaints and appeals from suppliers, contractors, and other stakeholders related to PUBLIC procurement activities.
- g) **Electronic Government Procurement System:** We provide an online procurement platform to enhance transparency, fairness and accountability in public procurement and give easy access to the business community anywhere in Liberia and the world at large.

Our Service Standards

Service	Standard	Timeframe
Policy Formulation and Review	Develop and review policies for efficient procurement processes	Annually or as required
Document Review and Approval	Approve procurement plans and documents	By practice, within 5 working days (by law, up to 14 working days).
Training and Capacity Building	Organize training workshops for public & private sector procurement officials	Quarterly or upon request
Monitoring and Compliance	Conduct regular audits and monitoring of procurement activities	At least once annually
Complaint Resolution	Acknowledge receipt of complaints	Within 3 working days
	Respond and resolve complaints	Within 45 working days
Stakeholder Engagement	Organize forums and public awareness campaigns	Annually or upon request
Information Access	Provide online and offline public access to procurement information	Within 30 working days of request
Vendors' Registration & on Boarding to e-GP online system	Provide access to registration and onboarding for businesses wishing to participate in public tendering/bidding processes	Within 5 working days of request

Our Commitment to You

We are committed to:

- Providing timely, accurate, and accessible information on procurement processes and decisions.
- Ensuring all processes are conducted fairly and transparently, respecting all stakeholders.
- Delivering high-quality services through a professional and responsive team.

Rights as a Stakeholder

As a user of our services, you have the right to:

1. Access timely and accurate information on procurement opportunities and decisions.
2. Participate in procurement processes in a fair and transparent environment.
3. Receive respectful and professional treatment from all PPCC staff.
4. Provide feedback or file a complaint if you believe procurement processes have not adhered to standards.

Feedback and Complaints

We value your feedback as it helps us improve our services. If you have a complaint or suggestion, please contact us through the following channels:

- Office: Public Procurement and Concessions Commission, [Executive Mansion Grounds, Capitol Hill, Monrovia]
- Email: info@ppcc.gov.lr
- Phone: +231 [0886518215/775146386]
- Website: www.ppcc.gov.lr
- E-GP site: www.eprocurement.ppcc.gov.lr/epps/home.do

All feedback and complaints will be acknowledged within 3 working days, and we aim to resolve all complaints within 30 working days.

How to file a complaint

- **By Phone:** Call us at +231(770555534) to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to:
Office of the Executive Director
Public Procurement & Concessions Commission
Executive Mansion Grounds, Capitol Hill,
Monrovia, Liberia
- **Complaint Form:** Access and fill out our online complaint form on our website at www.ppcc.gov.lr

Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 2 working days.
2. **Investigation:** Your complaint will be assigned to the relevant department for investigation. We will contact you if additional information is needed.
3. **Resolution:** We aim to resolve complaints within 3 weeks. If a resolution requires more time, we will provide you with regular updates.
4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the Commission. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice all their issues.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

Continuous Improvement

The PPCC is dedicated to continuously improving our services. We periodically review our service standards and processes to ensure we meet the needs of our stakeholders effectively.

Thank you for your cooperation and for holding us accountable to this charter. We look forward to serving you and contributing to a transparent and efficient procurement environment in Liberia.

CODE	Provided Services	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
PPCC-01	Registration and Onboarding of Businesses on our online platform (e-GP/VR)	All qualified Liberian, Domestic or foreign Businesses operating in or out of Liberia	Cost ranges from US\$50 to \$10,000 based on the threshold of contracts you wish to bid for.	<ul style="list-style-type: none"> Article of Incorporation/partnership agreement/sole proprietorship registration, LBR Registration, NASSCORP'S Clearance, LRA Tax Clearance Other professional clearance based on your business activities 	At least 5 working days	Vendors' Register Department	- Emmanuel Sackor	Victoria Kabbah Email: vdudley1980@gmail.com	Email: vdudley@gmail.com
PPCC-02	Training and Capacity Building	All In-service Procurement practitioners, decision makers in the public and private sectors engaged in public procurement & concession activities	Annual cost of \$75,000USD	Personal laptops, tablets and phones are required	At least once in every quarter of a given year	Training, Compliance & IT Departments	Maude Saye Email: Maudesaye98@gmail.com	Maude A. Saye	Saye2000@yahoo.com

CODE	Provided Services	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
PPCC-03	Monitoring and Compliance	All public and subsidized entities using public funds to procure goods, works and services.	Annual cost of \$15,000USD	Public procurement documents (plans, minutes, bid documents, evaluation reports, bid publications, bid submissions, etc.....	At least 5 days on average	Compliance & Monitoring Division	Barsay Duwah Email: Barsay.duwah@yahoo.com	Himmie E. Langford Email: helangford@ppcc.gov.lr	helangford@ppcc.gov.lr
PPCC-04	Information Dissemination both on and offline	All stakeholders (PEs, citizens, partners, SOEs, eligible vendors	\$2,00.00	Submission of IFBs, Procurement structures, RFP, RFI, Request for No Objections, Complaints, other notices, procurement plans and quarterly reports	Publication is at least 5 - 10 working days following submission	IT Department	T-Herbert Johnson Email: thjohnson@ppcc.gov.lr	Herbert Bryant Email: thjohnson@ppcc.gov.lr	thjohnson@ppcc.gov.lr
		PEs, citizens, partners, SOEs, eligible vendors	\$5,000.00	Submission of Procurement information, stories and articles	Publication of the ALERT Magazine once every Quarter	Communication Department	Nathan N. Bengu Email: nathanbengu@yahoo.com	Nathan N. Bengu Email: nathanbengu@yahoo.com	nnbengu@ppcc.gov.lr

Your Rights & Obligations as a Service User

Your Rights as a Service User

As a service user, you have the following rights:

- ✓ **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- ✓ **Right to Information:** Access clear information regarding services, requirements, and timelines.
- ✓ **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- ✓ **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

Your Obligations as a Service User

To help us serve you better, we ask that you:

- ✓ **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- ✓ **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- ✓ **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

ANNEXE #1

Feedback Form:



Public Procurement & Concessions Commission (PPCC)
Republic of Liberia
Customer Service Feedback Form

We value your feedback and are committed to improving our services. Please use this form to share your experience with us. Your comments help us serve you better.

Name:	
Date of Service:	
Service Department:	
Feedback/Comments:	
Suggestions for Improvement:	
Contact Information (optional for follow-up):	

Note: Please place comments in suggestion box posted at the exit at the front before leaving. Thank you.