DBP DATA CENTER, INC. (DCI)
Validation Result of the 2021 Performance Scorecard

Component						DCI Submission		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating[1]	Actual	Rating		
SO 1	**To Provide Quality and Timely IT Services to Priority Areas to Support their Business Operations**										
STAKEHOLDERS	SM 1 — Number of New Projects	Absolute Number of Signed Memoranda of Agreements (MOA) or Notice of Award (NOA)	20%	(Actual / Target) x Weight	Nine (9) Signed MOA/NOA	**3 NOA** (Securities and Exchange Commission HRIS, Department of Energy (DOE) Video Conferencing, Landbank HRIS); **5 Signed MOA** (DOE, Philippine Science High School, Web Hosting, Ilocos Training and Regional Medical Center (ITRMC) eClaims, ITRMC HIS, Marikina)	-	Eight (8) Signed MOA/NOA	17.78%	Copies of Memoranda of Agreement/ Notices of Award	Target not met.
	SM 2 — Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating / Total Number of Respondents	10%	(Actual / Target) x Weight If Below 80% = 0%	90%	Survey done in 2022	-	82.35%	9.15%	Customer Satisfaction Survey (CSS) Report provided by the Third Party Data Collection Quality Control Report	Target not met. DCI is reminded to fully comply with the *Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey* for the conduct of its succeeding CSS,

[1] No self-rating provided.

		Component					DCI Submission		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating System		Target	Actual	Rating[1]	Actual	Rating		
											Sample of Accomplished Survey Forms	specifically on the timing of data collection and submission of the CSS Final Report.
	Sub-total		**30%**							**26.93%**		
	SO 2	**To Generate Revenues to Support its Own Operation and Provide Returns of Investments to the Stockholders**										
FINANCIAL	SM 3	Value of Services	Absolute Amount of Gross Revenue as of end of the year	20%	(Actual / Target) x Weight If less than ₱106.47 Million = 0%		₱329.27 Million	₱149.90 Million	-	₱152.45 Million	9.26%	DCI Statement of Comprehensive Income 2021 COA Annual Audit Report	Target not met. The validated accomplishment is based on the 2021 COA Annual Audit Report.
	SM 4	Net Income After Tax (NIAT)	Total Revenues – Total Expenses	10%	(Actual / Target) x Weight If less than ₱1.22 Million = 0%		₱9.25 Million	(₱2.43) Million	-	(₱1.31) Million	0%	DCI Statement of Comprehensive Income 2021 COA Annual Audit Report	Target not met. The 0% rating is due to the non-achievement of the minimum required accomplishment. The validated accomplishment is based on the 2021 COA Annual Audit Report.
	Sub-total		**30%**							**9.26%**		
INTERNAL PROCESS	**SO 3**	**To Adopt ISO Requirements and Certification**										
	SM 5	Attain ISO 9001:2015 Certification	Actual Accomplishment	10%	All or Nothing		Attain ISO 9001:2015 Certification	Preparedness for ISO Certification (9001:2015)	-	**_Measure excluded_**	-	Request for Exclusion of the Measure Quality System Procedure (Project Management)	Request for exclusion **APPROVED**. DCI cited the impact of COVID-19 on its operations, which consequently affected its financial resources. Per DCI, its

Component						DCI Submission		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating[1]	Actual	Rating		
											limited financial resources were used to fund its regular operational expenses. As discussed in SM 4, DCI incurred a net loss of ₽(1.31) Million in 2021.
											The exclusion of the strategic measure does not exempt the DCI from the QMS requirement by the AO25 Secretariat and the GCG for the application to grant PBB.
SO 4	**Efficient Delivery of Services**										
SM 6	Percentage of Deliverables Completed	Number of Accomplished Milestone based on the timeline provided in the contract / Total Deliverables	10%	All or Nothing	100% of Project Deliverables Completed within Their Set Timeline[2]	-	-	21.43%	2.14%	Summary Report Copies of Memoranda of Agreement and Amendments to the MOA Copies of Billing Statements Copies of Mobilization/ Inception Reports Notice to Proceed E-mail communication	Target not met. DCI reported a total of 16 projects for 3 agencies. Only 14 project deliverables were considered; 2 were due for completion in 2020. Validation reveals that only 3 out of the 14 project deliverables were completed within the project timeline. The details of the validation are provided in **Appendix 1**.

---

[2] Target refers only to projects with set deliverables for 2021. Milestone/deliverable and timeline will be based on the contract.

		Component					DCI Submission		GCG Validation		Supporting Documents	GCG Remarks
		Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating[1]	Actual	Rating		
											(Acceptance from Client) E-mail communication (transmittal of final documents of the project)	
	SO 5	**Continuous Research & Development thru Delivery of New Solutions and Applications**										
	SM 7	Number of Solutions Implemented	Number of Solutions Approved by the Board with Signed MOA	10%	All or Nothing	Fixed Asset Management System (FAMS) and the Travel Assignment Order Application System (TAOS) with at least 1 Signed MOA	Fixed Asset Management System (FAMS) and Travel Assignment Order Application System (TAOS) being used internally	-	No Signed MOA	0%	No supporting documents submitted	Target not met.
		Sub-total		*30%*						*2.14%*		
LEARNING & GROWTH	**SO 6**	**Empowered Professional Workforce**										
	SM 8	Develop Competency Framework of the Organization	Actual Accomplishment	10%	All or Nothing	Board-Approved Competency Model and Establish the Competency Baseline of Employees	Baseline Competency Framework done; ongoing competency model	-	No Board-Approved Competency Model and No Competency Baseline Established	0%	Progress Report of the Competency Program	Target not met. The DCI has yet to finalize its competency framework and incorporate the Competency program.
		Sub-total		*10%*						*0%*		
		TOTAL		**100%**				-		*38.33% out of 90%*		
										42.59% of 100%		

SM 6: Percentage of Deliverables Completed

Agency/ Proponent	Project Name	Deliverable	Target Completion Date	Final Document Submission Date	Completion Date	GCG Validation
Department of Energy (DOE)	Phase 2: Expansion and Enhancement of the Web-Based National Energy Efficiency and Conservation Database System (NEECDS)	Submission of Inception Report and Formulation	15 July 2021	13 July 2021	21 July 2021	Completed beyond the target completion date.
		Documentation of Systems Requirements and Design Specifications	30 August 2021	08 October 2021	26 October 2021	Completed beyond the target completion date.
		Completion, delivery, and adoption of the enhanced System	30 October 2021	22 December 2021	22 December 2021	Completed beyond the target completion date.
	Customized Video Conferencing Management System (CVCMS)	Inception Report	09 November 2021	03 December 2021	09 November 2021	DCI did not provide an explanation on why the sign-off date was earlier than the date when the final documents were submitted.
		System Requirements and Specifications	01 December 2021	03 December 2021	09 November 2021	DCI did not provide an explanation on why the sign-off date was earlier than the date when the final documents were submitted.
		Delivery of the Custom Video Conferencing Management System	22 December 2021	29 April 2022	10 December 2021	DCI did not provide an explanation on why the sign-off date was earlier than the date when the final documents were submitted.
		Delivery of 50 Professional Virtual Video Monitoring and Communication Hardware and 50 Developer's Licenses with Software Development Kits virtual collaborator client System	02 February 2022	17 December 2021	10 December 2021	**Excluded.** The deliverable was scheduled for completion in 2022.
Philippine Science High School (PSHS)	Web Hosting of LMS and NFAPS	Approved Mobilization Report	Six (6) months duration from Notice to Proceed (NTP) NTP Date: 10 September 2021 *Estimate*: 10 March 2022	20 September 2021	20 September 2021	**Acceptable.**
		Approved deployment of the web hosting service infrastructure		20 September 2021	20 September 2021	**Acceptable.**
		Approved Web Hosting Service Manual and		22 December 2021	22 December 2021	**Acceptable.**

Details of Validation SM 6 (*Appendix 1*)

AGENCY/ PROPONENT	PROJECT NAME	DELIVERABLE	TARGET COMPLETION DATE	FINAL DOCUMENT SUBMISSION DATE	COMPLETION DATE	GCG VALIDATION
		Documentation Backup and Sync to Local Servers				
	Student Information System (SIS)	System Customization and Development	30 October 2020	10 December 2020	29 December 2020	**Excluded.** The deliverable was scheduled for completion in 2020.
		Signed off 100% Developed Customized System Based on SRDS	23 April 2021	06 May 2021	11 May 2021	Completed beyond the target completion date.
		Project Completion	Amendments to the MOA: 30 April 2021	28 May 2021	31 May 2021	Completed beyond the target completion date.
	New Freshmen Application System (NFAPS)	System Customization and Development	12 March 2021	31 March 2021	29 April 2021	Completed beyond the target completion date.
		Approved System Manual	Amendments to the MOA: 31 March 2021	28 April 2021	28 April 2021	Completed beyond the target completion date.
Securities Exchange Commission (SEC)	Human Resource Information System (HRIS)	Implementation (1st Milestone)	19 October 2021	29 October 2021	25 November 2021	Completed beyond the target completion date.