



## Call for Expression of Interest Partner Agency for the Public Sector Productivity Innovation Laboratory

### I. Introduction

The Public Sector Productivity (PSP) Innovation Laboratory is a program designed by the Development Academy of the Philippines (DAP). It aims to leverage the requirement of the quality management system for continual improvement and attainment of full potential by introducing innovative solutions or ground-breaking new services to address opportunities that highly impact the provision of quality public services.

The program’s priority is on advancing innovation to provide the utmost public services for the Filipino citizens and stakeholders, adhering to the changes on public demand, policy challenges, global trends, fiscal pressures and technological development.

The DAP, through the General Appropriations Act of 2019, has a funding support for the workshops and technical guidance on the Public Sector Productivity (PSP) Innovation Laboratory for two (2) Partner Agencies of this program.

### II. Goals and Objectives

The PSP Innovation Laboratory aims to put forward and implement innovative projects for the public sector that will generally contribute to:

- a) Enhance citizens satisfaction;
- b) Improve government efficiency; and
- c) Build an innovation culture in the public sector.

### III. Co-Creation Innovation Process

Co-Creation Innovation Process is adopted to ensure that the innovations identified are co-created with key stakeholders, thus ensuring relevance and value. Four phases of innovation is described as follows:

	<b>Process</b>	<b>Activities</b>	<b>Outputs</b>	<b>Duration</b>
Phase 1	<b>Identifying Opportunities &amp; Challenges</b>	Establishing the context Data exploration	Scope List of opportunities and challenges	Month 1
Phase 2	<b>Generating Ideas</b>	Downloading of insights Identifying related worlds Combining ideas Creating value	Downloaded learnings Themes and insights Value proposition	Months 1 - 2

	Process	Activities	Outputs	Duration
		propositions	canvas	
	<b>Creating A Solution</b>	Idea prioritization Developing concepts Testing the alternatives Packaging the innovation project Planning of the implementation Performing stakeholder analysis Conducting risk evaluation	Prototypes Recommendations Business case List of resources required for the solution Communication plan Implementation schedule Mitigation plan	
Phase 3	<b>Implementing the Solution</b>	Implementing the innovation project Managing change	Improved or new product, service, system	Months 3 - 4
	<b>Evaluating the Solution</b>	Quantifying the project costs and benefits Documenting lessons learned	Project evaluation results New issues and opportunities uncovered	
Phase 4	<b>Growing and Scaling Up</b>	Managing knowledge Reviewing and redesigning the solution Expanding the implementation	Redesigned project Recommendation for scaling up Documentation	Month 5

#### IV. Project Responsibilities

##### A. DAP Support

The DAP shall provide technical support and guidance to the Partner Agency in completing the Co-Creation Innovation Process. Specifically, the DAP shall:

- a. Convene Innovation Teams to serve as key players in promoting, developing and implementing innovation in the organization;
- b. Provide necessary capacity building interventions for the Innovation Teams;
- c. Provide technical expert(s), as necessary, based on the identified technology for application; and,
- d. Facilitate and provide guidance in developing strategic, innovative, and concrete solutions that will address opportunities and challenges.

##### B. Role of the Partner Agency

- a. Designate a counterpart support team who will work closely with the DAP Project Team regarding technical and administrative requirements of the project, including the monitoring of the project's progress and coordinating various project activities with concerned officers and staff;

- b. Create two (2) Innovation Teams composed of 5 – 7 (five to seven) members who will be oriented on the basic concepts, tools and techniques of innovation, and be guided in completing the four (4) phases of Co-Creation Innovation Process;
- c. Ensure that the Innovation Team shall develop an innovation laboratory project that will address issues related to improving delivery of public services, and pursue its implementation and evaluation;
- d. Submit a progress report on the data gathering and project implementation;
- e. Provide logistical requirements of the project such as workshop/meeting venue, accommodation (when necessary), transportation, equipment (LCD projector with desktop or laptop), supplies, reproduction of workshop materials, and meals and snacks of participants and resource persons;
- f. Ensure implementation of relevant project activities, availability of information, and provide policy support for the implementation of the innovation project;
- g. Submit a progress report during data gathering and project implementation;
- h. Ensure availability and participation of staff/participants concerned during the conduct of workshops and other activities necessary in the course of the project; and,
- i. Share the experience in Innovation Laboratory to other agencies during an event that may be organized by the DAP for the purpose.

## V. Application and Selection of Partner Agencies

### A. Who Can Apply

This is open to all government agencies that are willing to tackle issues within the PSP Innovation Laboratory focus areas:

- a. **Government to Citizens (G2C)** – Government services that are generally directed to citizens, such as issuance of driver's license, processing of birth certificate, education services, and the like
- b. **Government to Business (G2B)** – Government services that are provided to business sector such as issuance of business permits, accreditation of products and services, issuance of import/export permits, taxation services, and the like
- c. **Government to Government (G2G)** – Transactions between government offices, such as member registration and transactions with GSIS, reportorial transactions with DBM, data generation of PSA, and the like
- d. **Internally Focused** – Internal control of operations of an agency such as HR management, research and development, procurement, information management, inventory of supplies, and the like

## **B. Submission of Expression of Interest**

1. Agencies who wish to apply may send their **Expression of Interest (see attached form)** to:

**Ms. Racquel M. Barbecho**

Program Manager, Government Quality Management  
Program Office  
Productivity and Development Center  
Development Academy of the Philippines  
DAP Building, San Miguel Avenue  
Ortigas Center, Pasig City

2. The Expression of Interest form should be signed by authorized representative of the agency and must contain the possible focus area/s to work on for their innovation project/s. The focus area must be relevant to the agency's mandate, mission and vision, and service delivery.
3. The agency should provide a contact person. He/she will be contacted for validation of the agency's application.
4. Deadline for submission of the Expression of Interest is on **31 December 2018**.

## **C. Selection of Partner Agencies**

1. Partner Agencies will be selected based on the following:
  - a. Impact to citizen satisfaction of the identified focus areas
  - b. Management support to implement the project
  - c. Organizational readiness for innovation
2. The agency will receive a written notification whether or not they are selected as partner agency for this program **on or before 15 January 2019**.
3. Selected agencies will be informed through a Letter of Acceptance with attached Draft Memorandum of Understanding (MOU). Unsigned MOU within two (2) weeks upon turnover of DAP will forfeit the application, and the next in rank waitlisted agencies will take the slot as the partner agency.

## **VI. Contact Details**

For inquiries and details, please contact:

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Government Quality Management Program Office  
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