

BID BULLETIN NO. 2
For ITB No. 2016-3-012

PROJECT : Three (3) Years ATM Cash Loading and First Level
Maintenance Services for 500 LANDBANK ATM
Units

IMPLEMENTOR : Procurement Department

DATE : May 3, 2016

This Bid Bulletin is issued to modify, amend or clarify items in the Bid Documents. This shall form an integral part of the Bid Documents.

The modifications, amendments or clarifications are as follows:

1. The Terms of Reference (TOR) including its Annexes A, B & C, ITB Clause 8.1 of Bid Data Sheet, Section VII (Specifications) and Checklist of the Bidding Documents have been revised. Please see attached revised TOR, Annexes A, B & C and pages 40, 67, 68, 83, 84 & 85 of the Bidding Documents.
2. The deadline of submission and the schedule of opening of eligibility/technical and financial documents/proposals for the above project is scheduled on **May 12 2016, 11:00 A.M.** at the Procurement Department, 25th Floor, LANDBANK Plaza Building, Malate, Manila.



ALWIN I. REYES
Assistant Vice President
Procurement Department

7	No further instructions.
8.1	Subcontracting is allowed for guards and escorts. Subcontractors must comply with the eligibility criteria and the documentary requirements applicable to the Bidder.
8.2	Not applicable.
9.1	The Procuring Entity will hold a pre-bid conference for this Project on _____ at Bidding Room, 25 th Floor, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila.
10.1	<p>The Procuring Entity's address is:</p> <p>Land Bank of the Philippines 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets 1004 Malate, Manila www.landbank.com</p> <p>Contact person :</p> <p>Mr. Alwin I. Reyes Assistant Vice President Procurement Department 1598 M.H. Del Pilar cor. Dr. J. Quintos Sts. 1004 Malate, Manila Tel. (+632) 522-0000 or 551-2200 local 7370 Fax (+632) 528-8587 lbphobac@mail.landbank.com</p>
12.1(a)	No further instructions.
12.1(a)(i)	No other acceptable proof of registration is recognized.
12.1(a)(iv)	The statement of all ongoing government and private contracts (use Form No. 3) and single largest completed contract (use Form No. 4) similar to the contract to be bid shall include all such contracts within five (5) years prior to the deadline for the submission and receipt of bids.
13.1	Bidders are required to use the Bid Form provided in Section VIII. Bid Form (use Form Nos.1 and 2).
13.1(b)	No further instructions.
13.2	<p>The Approved Budget for the Contract (ABC) is Three Hundred Twenty Four Million Pesos Only (P324,000,000.00)</p> <p>Any bid with a financial component exceeding this amount shall not be accepted.</p>
15.4(a)(iii)	Please refer to Clause 6.2 of the Special Conditions of the Contract.

Specifications

Specification	Statement of Compliance
<p>Three (3) Years ATM Cash Loading and First Level Maintenance Services for 500 LANDBANK ATM Units</p> <p>Compliance to the scope of works and other requirements per attached Revised Terms of Reference (8 pages), Revised Annexes A (15 pages), B (1 page) & C (1 page).</p> <p>Submission of the following:</p> <ul style="list-style-type: none"> ▪ Certificate of satisfactory performance from at least one (1) commercial bank client in the Philippines belonging to top five (5) in terms of number of installed/operational ATMs. ▪ List of local top 10 Bank clients with complete addresses, contact persons and contact number ▪ Names of local staff assigned as Cash Operations Staff ▪ Certification issued by the bidder stating that all ATM cassettes can be supported and maintained at no extra cost to the bank for at least 3 years 	<p>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each specification.</p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii)</p> <p>Please state here either “Comply” or “Not Comply”</p>

<ul style="list-style-type: none"> ▪ Duly filled up Annexes B and C of the TOR ▪ Certification issued by the bidder stating that its Cash Processing Center has: <ul style="list-style-type: none"> ➢ A system that can monitor SLA compliance ➢ A system for trip planning and monitoring ➢ A tool for forecasting cash ➢ An automated system to monitor ATM and branch keys ➢ A dedicated monitoring and emergency response team with 24x7 ▪ Certification issued by bidder stating that its Cash In Transit has: <ul style="list-style-type: none"> ➢ Complied on G2 Level for Armour Vehicles ➢ An ability to track and monitor the fleet ➢ An ability to control and override fleet movement / operation ➢ A functioning Armoured Van CCTV ▪ Certification issued by bidder stating that its vault has: <ul style="list-style-type: none"> ➢ Equipped with CCTV, Intrusion Detection, Motion Sensor and remote and dual authentication system ➢ Cash Segregation System 	<p>Please state here either “Comply” or “Not Comply”</p>
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Conforme:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

Documents should be arranged as per this Checklist. Kindly provide folders or guides, dividers and ear tags with appropriate labels.

The FIRST ENVELOPE shall contain the following technical information/documents (Section 25.2):

1. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (sample form - Form No.7).
2. Duly notarized Omnibus sworn statement (sample form - Form No.6).
3. Eligibility requirements (Section 23.1)

- **Legal Documents**

- 3.a Registration certificate from SEC, Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperatives, or any proof of such registration as stated in the Bidding Documents.
- 3.b Valid and current mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located.
- 3.c Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.

- **Technical / Financial Documents**

- 3.d Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 3). This form may no longer be submitted if bidder has no on-going contract.
- 3.e Statement of the prospective bidder identifying its single largest completed contract similar to the contract to be bid, equivalent to at least fifty percent (50%) of the ABC supported with contract/purchase order, end-user's acceptance or official receipt(s) issued for the contract, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 4).
- 3.f The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized

institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.

- 3.h The prospective bidder's computation for its Net Financial Contracting Capacity (sample form - Form No. 5).
- 3.i Certificate of satisfactory performance from at least one (1) commercial bank client in the Philippines belonging to top five (5) in terms of number of installed/operational ATMs.
- 3.j List of local top 10 Bank clients with complete addresses, contact persons and contact number
- 3.k Names of local staff assigned as Cash Operations Staff
- 3.l Certification issued by the bidder stating that all ATM cassettes can be supported and maintained at no extra cost to the bank for at least 3 years

3.m Duly filled up Revised Annexes B and C of the Revised TOR

- 3.n Certification issued by the bidder stating that its Cash Processing Center has:
 - A system that can monitor SLA compliance
 - A system for trip planning and monitoring
 - A tool for forecasting cash
 - An automated system to monitor ATM and branch keys
 - A dedicated monitoring and emergency response team with 24x7
- 3. o Certification issued by bidder stating that its Cash In Transit has:
 - Complied on G2 Level for Armoured Vehicles
 - An ability to track and monitor the fleet
 - An ability to control and override fleet movement / operation
 - A functioning Armoured Van CCTV
- 3.p Certification issued by bidder stating that its vault has:
 - Equipped with CCTV, Intrusion Detection, Motion Sensor and remote and dual authentication system
 - Cash Segregation System
- 3.q Valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance.

- 4. Bid security in the prescribed form, amount and validity period (ITB Clause 18.1 of the Bid Data Sheet);
- 5. Schedule VI - Schedule of Requirements with signature of bidder's authorized representative.
- 6. **Revised Section VII - Specifications with response on compliance and signature of bidder's authorized representative.**

7. Post-Qualification Documents – (Non-submission of the following documents during the bidding date shall not be a ground for the disqualification of the bidder):

- 7.a Business Tax Returns per Revenue Regulations 3-2005 (BIR No. 2550 Q) VAT or Percentage Tax Returns for 3rd and 4th Quarters of 2015;

- 7.b Valid and current PhilGEPS Registration Certificate; and

- 7.c Income Tax Return for 2014

The SECOND ENVELOPE shall contain the following (Section 25.3):

1. Duly filled up Bid Form signed by the bidder's authorized representative (sample form - Form No.1)
2. Duly filled up Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2)

TERMS OF REFERENCE OUTSOURCING OF ATM CASH LOADING AND FIRST LEVEL MAINTENANCE (FLM) SERVICES

Introduction

On 06 February 2013, LANDBANK started its engagement with the Third Party Service Provider to handle the Bank's outsourcing of its ATM cash loading and First Level Maintenance (FLM) functions initially covering onsite and offsite ATMs in Metro Manila. As of December 31, 2015, the Bank has handed over a total of 257 ATMs (45 onsite and 212 offsite ATMs) out of the 343 operational ATMs in National Capital Region (NCR). On the same period, the Service Provider has extended its ATM servicing to 23 offsite ATMs in Rizal, Cavite and Batangas areas.

As of December 31, 2015, the Bank has 1,503 ATMs nationwide. With the annual target growth rate of 10% in the next four years where bulk of the increase is in the provinces, the Bank intends to expand the ATM Cash Loading and FLM outsourcing to LBP ATMs in the nearby key cities and municipalities in the provinces. The outsourcing will also cover additional ATMs (both onsite and offsite) within the period of service engagement.

It is critical that Service Providers who are interested to submit their proposals have proven expertise and competence in the area of ATM Cash Management Services. The Service Providers shall be solely responsible for their act including that of their employees, partners, and sub-contractors/vendors. The Service Provider shall undertake full responsibility for the compliance of all laws and regulations including but not limited to labor laws (like minimum wages, hours of duty, etc.) covering their employees, sub-contractors and agencies.

It is essential that Service Providers have an acceptable standard of automation, high level of security, dedicated facilities, tools and processes to deliver the required services.

It shall be binding on the chosen Service Provider to provide the services at the rate quoted as mutually agreed upon with LANDBANK. Details of activities to be performed are enumerated in the attached ***Outsourcing of ATM Cash Loading and First Level Maintenance Services (Annex A)***.

Objectives

- To improve ATM availability rate resulting to enhanced customer service
- To improve efficiencies in ATM Cash Loading and FLM
- To allow LANDBANK to focus on core functions and activities

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Scope of Work

The Service Provider shall manage the logistics, processing, maintenance and monitoring of ATM units. The scope of work shall include:

- ATM Cash Management and Forecasting
 - Manage a Cash Processing Facility, including the security of the cash processing center, vault, loading bay and offices
 - Conduct the processing of cash required for ATM loading
 - Monitor cash usage
 - Advise the Bank of bulk cash order requirements
- Cash Replenishment Services
 - Conduct physical reconciliation of returned ATM cassettes against journal and vault holdings
 - Prepare and communicate trip planning
- First Level Maintenance Services (FLM)
 - Conduct First Level repairs on ATM hardware defect/malfunction, ATM currency and divert cassettes
 - Monitor and report condition of each ATM to appropriate LBP unit
 - Plan, dispatch & monitor FLM & ATM teams
- Provide the Bank with timely & accurate MIS reports on ATM units
- Provide the Bank with access to Service Provider's ATM monitoring system/tool via a web service or portal and the same shall be equipped to allow integration with monitoring system of ATM Vendors
- Create and implement effective Business Continuity Plan subject to approval of the Bank

Terms of Reference (TOR)

A. The Service Provider shall:

1. Have a minimum of at least one (1) year (as of December 31, 2015) satisfactory experience in providing **both ATM cash replenishment/cash outsourcing and First Level Maintenance Services** to at least one (1) commercial bank in the Philippines belonging to top five (5) in terms of number of installed/operational ATMs;
2. Be responsible in providing FLM and Support Services on all identified ATM units in all locations;
3. Provide prompt FLM, in response to oral, including telephone notice (provided such notice will leave an electronic trail which can serve as audit trail), emails by the Bank through its Service Provider's service personnel wherever the ATM is installed; the service shall be made available within the time frame of

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two (2) hours for Metro Manila locations and four (4) hours for provincial locations (e.g., Rizal, Cavite, Batangas, Laguna, Bulacan, Pampanga);

4. Deliver an ATM availability rate of 96% within six months from the start of engagement. The Bank's report shall prevail, in case of discrepancy, in determining the percentage accomplishment. Computation of ATM availability rate shall include:

- Out-of-cash
- All downtime problems included in the FLM, such as:
 - a. Dispenser problems
 - b. Jammed cards
 - c. Card reader problems
 - d. Currency/bill jam
 - e. Currency cassette problem
 - f. Basic remedial maintenance (i.e., ATM resetting)
 - g. Local LAN issue at ATM site

The ATM availability service level agreement is subject to the exclusions below:

- No site access - (e.g., ATM cash loading/servicing/site visit not allowed by host agency/LGU after office hours and during weekends)
- ATM Network Communication failures
- Scheduled site outages
- Force majeure events
- No fault found
- Project work (e.g., renovation, repair, etc.)
- Vandalism (foreign objects)
- Second line maintenance – (ATM problems within the ATM vendor's scope, e.g., dislodged belt, defective card reader, parts for replacement, etc.)
- Unavailability of cash (bill shortage)
- Unavailability of working admin cards and any other Bank provided supplies/tools which Service Provider needs in order to carry out the work efficiently and effectively, provided the request was placed to the Bank at least 5 working days in advance
- Unavailability of cassettes for request made at least 2 months (with acceptable ratio of machine to set of cassette is minimum of 1:1.5)
- Chronic machine faults which unnecessarily generates recurring calls to attributable to machine hardware/software/firmware issues or switch/host related limitation issues
- Preventive Maintenance
- In-replenishment activities

5. Not bill the Bank of excess transactions on FLM and Cash Replenishment for the following reasons:

- a. The cause/reason of ATM servicing to a particular ATM is the fault of Service Provider; and
- b. The cash level is more than P2.0M except for those ATMs due for SLM or as a result of fortuitous events.

The Service Provider shall provide justification the next banking day for cash loading activities made at more than P2.0M cash level to determine its reasonableness. Otherwise, the activity shall not be counted and shall be non-billable;

6. Have a secured Cash Processing Facility with cash processing center, vault, loading bay and offices;
7. Have a capability to service ATMs with installed 5th currency cassette. The 5th cassette (configured to 1000s) is an additional currency cassette to the existing four with the purpose of increasing the optimum ATM cash load from P4.2M to P6.2M;
8. Conduct all replenishment and First Level Maintenance services, replenish consumables (supplied by the Bank) and maintain the target uptime for all ATMs on a fixed service charge, per device type, per month, over a minimum period of 3 years. All prices quoted should be in Philippine Peso and inclusive of the 12% Value Added Tax (VAT);
9. Conduct an average of five (5) cash loading/cash replenishment and an average of seven (7) First Level Maintenance services per ATM unit per month.

Note: The average of five (5) cash replenishments per ATM unit per month shall be reduced to four (4) cash replenishments once an ATM is upgraded to 5th cassette.

Cost of additional charges will be based on the whole ATM population being serviced. However, computation of additional charges to be paid to the Service Provider shall be based on the actual excess services rendered for each Cash Loading and FLM which shall be tallied every month covering a period of six months which shall be reckoned from the initial takeover and every six months thereafter.

For example, in servicing of 500 ATMs:

Services	Excess(Shortage) of Visits						No. of Adt'l Visits to be Paid
	Month 1	2	3	4	5	6	
Cash Loading	(50)	100	100	(50)	50	(50)	100
FLM	50	50	(50)	(100)	50	50	50

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10. Be responsible for all the necessary investments in the hardware and technology infrastructure, namely; processing hardware, maintenance vehicles, software tools, telecommunications equipment, insurance premiums and other consumables. Cost of licenses/software/hardware/services required to provide the service shall be borne by the Service Provider.

B. Evaluation Process/Post Qualification

1. The evaluation will focus on the degree of fit to requirements, such as:
 - Demonstration of proposed hardware and software solutions on cash management and cash forecasting
 - Security and risk assessment
 - Site visit to Service Provider and visits to its selected customers

The Service Provider should accomplish the attached evaluation forms/questionnaires (Annex B and C) and submit them as part of the bidding documents. To qualify, Service Provider should obtain a rating of at least 80% on both evaluation forms/questionnaires; and

2. As part of evaluation process of technical bids, the Bank may inspect the Service Provider's offices/cash center and disaster recovery site put in place by the Service Provider. The Service Provider shall facilitate inspection of sites selected by the Bank.

C. The Contract/Service Level Agreement (SLA)

1. At the completion of the selection process, the Bank shall enter into an agreement with the selected Service Provider for service. The Bank reserves the right to customize the contract to meet its requirements;
2. The agreement shall be based on this TOR and shall also include the following documents/provisions:
 - a. Copies of the licenses, certification, etc.;
 - b. Monthly or Ad Hoc availability review meetings/presentations at the Bank's office, with sufficient participation of senior officers from the Service Provider's side;
 - c. The Bank reserves the right to stipulate, at the time of finalization, any other document(s) to be enclosed as part of the final contract. The Service Provider shall not transfer at any stage any of its duties, obligations and benefits committed to the Bank as per the agreement to any third party, unless otherwise indicated and agreed upon previously; and

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3. The following specify the agreed service levels at which the Service Provider shall provide the Services to LBP, including the method by which the service level shall be measured and the action to be taken where there is a failure to meet the service level specified.
- a) SLA Objectives – The Service Provider shall provide the Bank with monthly reports of its performance relative to the management of the ATM Services. These include ATM Availability Rate, Summary of FLM and Cash Replenishment activities, Summary of Shortages/Overages and other reports that may be needed by the Bank. These reports shall be in accordance to the required format of the Bank.
 - b) SLA Principles
 - i) The Service Provider shall manage the various services such that there is no significant service degradation to LBP;
 - ii) In the event of unacceptable SLA service degradation, the Service Provider shall develop a Rectification Plan to detail the corrective actions being taken in collaboration with the Bank;
 - iii) The overriding principle with all SLA's is to measure the Service Provider's performance as a direct result of its actions. Where proven incident/s outside the Service Provider's control occur, then the Bank will give the Service Provider reasonable dispensation; Measurements will be taken on a Month by Month basis.
 - c) Access to ATM Sites and LBP Premises LBP shall use its reasonable endeavours to permit (or procure permission for) the Service Providers' Staff, on the production of satisfactory evidence of identity and authority, to have reasonable access to the ATM Sites and to LBP premises to the extent necessary for (and for the sole purpose of) the performance of the Services, provided that:
 - i) The Service Providers' Staff shall comply at all times with the regulations (including without limitation health and safety policies) and security arrangements in force at the Sites and LBP premises and notified to the Service Provider from time to time and with all instructions given by or on behalf of LBP;
 - ii) if the Service Provider becomes aware that there has been or may be a breach of such regulations or security arrangements, the Service Provider shall immediately notify LBP and shall take all practical steps (including but not limited to such steps as may be requested by LBP) to mitigate the breach;
 - iii) The Service Provider shall take all reasonable care to protect and maintain in good condition (save for reasonable wear and tear) any equipment belonging to LBP while that equipment is under the control of G4S, and shall return the same upon completion of use or otherwise upon termination of this Agreement in good condition save for reasonable wear and tear; The Service Provider shall not utilize

the materials and facilities owned or controlled by LBP except as required to perform the Services or for any purpose other than for the authorized operation of existing software, or developing and testing of any new software while performing the Services. In no event shall the Provider utilize the Facilities to develop programs or process data for any reason or entity other than LBP. Where the materials and facilities are used by the Service Provider outside of LBP premises, the Service Provider shall provide for adequate insurance for fidelity and fire liability;

- iv) The Service Provider shall make all efforts to avoid any damage or injury to Sites and LBP premises and the personnel, systems and records located at LBP Sites or disruption to the business of LBP Group which may arise as a result; provided further that, the Service Provider shall indemnify LBP in the event of any such damage or injury to Sites, LBP premises, personnel, systems or records located at LBP Sites; and
- v) The Service Provider shall maintain all working spaces and supplies provided by LBP in a safe, clean and orderly manner and remove all their materials from the Site following the performance of the Services.

D. Miscellaneous Provisions

1. The Service Provider shall assist the Bank in securing appropriate documents and approvals required by the BSP and other government agencies to implement the services. In case the proposal is denied, LBP has the right to terminate the awarded contract without any cost on its part.
2. Pilot implementation shall cover identified ATM sites for a maximum period of six months to check the project's operation, acceptability and security.
3. The Service Provider shall submit their Implementation Plan for proper monitoring and coordination with affected units of the Bank. Actual implementation shall cover all ATMs identified by the Bank.
4. Prior to actual implementation, the Service Provider shall conduct familiarization training to orient affected units of the Bank on the basic concept, functions and operations of the project.
5. The Service Provider shall take over all the ATMs identified by the Bank to be part of the service upon receipt of order from the Bank. Subsequently, ATM deployment is an ongoing process and additional ATMs identified for inclusion into the service must be taken over no more than seven (7) days as and when the Bank desires.
6. The Service Provider shall be responsible in collecting all the required information and customizing the system to communicate with the Bank switch and the ATM network.

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E. Cost of Excess Services

The Service Provider shall include proposal/quotation on the cost of excess trip for both FLM and Cash Loading. Cost of excess trip of FLM and cash loading shall not exceed 7% and 11%, respectively, of the quoted service package cost per ATM unit per month. However, cost of excess trip of ATM servicing shall not be applied to the Bank as stated in Item A.5.

For clarity, baseline costs are the following:

Activity	Baseline Cost
FLM	P1,050.00
Cash Loading – Four cassettes	P2,000.00
Cash Loading – Five cassettes	P2,300.00

F. Payment

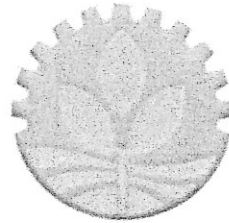
1. The monthly service fee shall be invoiced semi-monthly not later than first week after the end of every month. The correctness of the invoice shall be subject to review within seven (7) days after receipt of the invoice.
2. The Service Provider shall attach in the invoices original copies of proof of services rendered to all covered ATMs. No payment shall be made without the attached proof of services rendered. The Bank may require additional documents to support the claim, if necessary.

G. Rectification Plan

The Rectification Plan is the plan to be completed by the Service Provider that details the steps, activities, time lines and persons responsible for the return to service performance. The plan must be documented to such detail as to allow measurement of its implementation progress.



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Outsourcing of ATM Cash Loading and First Level Maintenance (FLM) Services

This document contains information for the preparation of Bid for the Outsourcing of ATM Cash Loading and First Level Maintenance Services required by Land Bank of the Philippines.

A handwritten signature or set of initials, possibly 'Lb' or 'Lb', is written in the bottom right corner of the page. It is written in a cursive, fluid style.

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1. Detailed Description of the Services – ATM Managed Services

A. First Level Maintenance (FLM) Services

1. Service shall be available based on the allowable access time to the ATM, Monday to Sunday including holidays
2. Retrieval of jammed cards for placement into card capture bin
3. Retrieval of captured ATM images as the need arises
4. Reloading of consumable supplies on an emergency basis
5. Clearing of paper jams and currency or bill jams
6. Basic remedial maintenance (i.e., ATM resetting)
7. Checking and clearing of media transports
8. Supply and replenishment of consumables as needed
9. Monitoring and reporting of site condition of ATM and other equipment related problems (e.g. electrical problem, environmental conditions) to LANDBANK.
10. Reporting to the central monitoring office of LANDBANK ATM and ATM premise problems (e.g. UPS, VSAT, network, Air Conditioner and electrical equipment) for early resolution
11. Local LAN issue at ATM site
12. Procedure for FLM takeover
 - a. The Service Provider shall make arrangements to take over the hood keys from the existing service provider, if any
 - b. The ATM safe keys along with combination password for Cash Replenishment service purpose will also be taken over with the help of the Bank branch officers. The Service Provider must ensure that the old combination password is changed immediately after taking over the ATM
 - c. The Service Provider will take over keys to access the site of the ATM from the Bank branch/FLM custodian
 - d. At the time of takeover, the Service Provider must list all items received and hand over the acknowledgement of the same to the designated Bank branch officer
 - e. In cases where Bank specify EJ pull up, the physical takeover of ATMs will be allowed only after enabling EJ pull successfully on an ATM
 - f. The timetable for the completion of ATM take over shall be mutually agreed upon

B. ATM Cash Management and Cash Forecasting

1. Dynamic forecasting based on past trends for all the ATMs
2. Ensure monitoring and optimization of cash in ATMs
3. Daily recommendations for optimum amount of cash to be loaded per ATM to avoid out of cash and/or dead cash
4. Appropriate cash replenishment activity scheduling based on predictive cash analysis
5. Set and meet cash optimization rates per year
6. Perform "What If" simulation and analysis for recommending the best case
7. Analysing performance of all ATMs and suggest improvements, if required
8. Ensuring minimum out of cash on the ATMs
9. Optimize Cash Replenishment visits



C. Cash Replenishment Services

Cash replenishment services include end to end Cash Reconciliation where all ATMs are booked centrally to an ATM account.

1. Service shall be available 24/7, Monday to Sunday including holidays
2. The vaults of the Cash Replenishment and Transport arrangement of the Service Provider should satisfy the necessary security requirements. The Bank shall have rights to conduct a security audit through its own personnel or agents
3. For Cash Replenishment Service, Service Provider shall be accountable to the Bank and responsible for the mandatory Service Level Agreement (SLA).

The replenishment process includes receiving cash from a designated center/branch of the Bank and/or BSP, making supervisory transactions at ATM, performing End of Day (EOD) and furnishing detailed MIS as required by the Bank. The Service Provider shall be responsible for reconciliation of cash and resolution of all complaints related to supervisory transactions at the ATM and vault end. Cash provided by the Bank shall be exclusively utilized for cash loading/replenishment purposes only.

4. Standard Operating Procedures
 - a. The Service Provider shall provide LANDBANK the replenishment plan two (2) days before the actual cash loading schedule
 - b. The following day after the request was made, LANDBANK Cash Center shall have the cash ready to be collected by the Service Provider at an agreed time. For weekend and holiday cash loading, LANDBANK shall have the cash ready on the last banking day
 - c. The Service Provider shall collect cash from the specified LANDBANK Cash Center, BSP or a designated location and deliver the cash to the Service Provider's cash processing center and fill and seal the cassettes according to the replenishment plan
 - d. The Service Provider shall deliver the sealed cassettes to the ATM and carry out the replenishment services
 - e. The Service Provider shall return the retrieved cassettes to their cash processing center for cash balancing, audit check and reporting to LANDBANK by uploading to the Service Provider's web portal. The Service Provider shall e-mail LANDBANK of the actual replenishment on such time before 8AM the next banking day
 - f. The Service Provider shall store the returned cash (including unfit notes) at the Service Provider's vault for onward replenishment use. Turn-over of unfit notes to LANDBANK shall be every Monday. For holidays, the Service Provider shall turn-over the unfit notes to LANDBANK on the next banking day
 - g. Co-mingling of ATM bills/currencies with other banks at the Service Provider's central cash vault shall not be allowed.

Annex A

5. For ATM safes fitted with locks which can be managed and controlled locally and centrally for combination, the Service Provider shall be able to use this capability of the locks and change the combinations remotely every time the safe needs to be accessed (one time passcodes) to provide more security for all the ATMs whether or not under Cash Replenishment, without any extra cost to the Bank. A full audit trail from both the central lock system and physical lock must be available.
6. The Service Provider shall ensure that armoured vehicles have operational experience in handling ATM cash replenishment.
7. The Service Provider shall ensure that armoured vehicles have vaults, security guards and other necessary infrastructure (radio communication, firearms, etc.).
8. The Service Provider shall take adequate insurance policy (including static terrorism) with Bank Clause for the value of entire cash throughout the Cash Replenishment Services Cycle (receipt from Bank, delivery to cash processing center, and delivery and loading to ATM) for all sorts of risks including fidelity clause arising from acts of omission/commission/dishonesty of its employees and /or its authorized agents. The loss-payee endorsement of such insurance policies shall be in favor of the Bank and it shall ensure that the insurance companies shall pay the amount of claim directly to LANDBANK. Copy of the insurance policy shall be submitted to the Bank. However, it need not be an exclusive policy, if covered under an umbrella policy of the Service Provider. The Service Provider shall pay the premium for obtaining insurance cover. Further, the Bank must approve the insurer and amount of insurance. Insurance companies must have a minimum financial rating of 'AA-' from both Standard & Poor's and Fitch Rating and 'A+' from A.M. Best.
9. The Service Provider has to provide an insurance policy in favor of the Bank for an amount covering the Cash in transit insurance, vaulting arrangements, fidelity of its employees, which should also cover other risk-mitigating factors with the Bank as beneficiary and the copy, should be made available to the Bank before commencement of Cash Replenishment service. The amount of the policy may vary depending upon the actual denomination of the currency. In case of claim, Service Provider shall provide copies of the arrangement/letter to support claims.

A. **For Vault Limits** – Amount of insurance cover on the main vault of the service provider for Landbank

ATM Load	ATM Count	Total Cash in Vault	Occasional Increase (2 x)	Total Amount to Be Insured
P 4.2M	500	P 2.1B	P4.2B	P 4.2B

Annex A

B. **For Pavement Limits** – Amount of insurance cover while the cash is in transit outside of the armored car en route to ATM

ATM Load	% Return	Returned Cash	Target Amount	In case of Defective Cassette	Total Amount to Be Insured
P 4.2M	30%	P 1.26M	P 5.46M	P 8.4M	P 10.0M

C. **For Vehicle Limits** – Amount of insurance cover while the cash is in transit

ATM Load	Max.	No. of Bags That Can Be Loaded	Total Amount to Be Insured
P4.2M		30	P 126.0M
ATM Load P 4.2M	Average Machines Loaded Daily Less 24% Usable Residual		Total Amount to Be Insured
		90	P 287.0M

10. Any shortage of cash on account of Cash Replenishment services whatsoever and for whatever reason shall be made good to the Bank within 20 banking days without waiting for settlement of the insurance claim. The Bank shall have the right to recover such shortage from any payment due to the Service Provider. Any amount of such insurance claims received by the Bank shall be remitted to the Service Provider by the Bank after adjustment of outstanding dues, if any.
11. The Bank shall ensure correctness and genuineness of the cash and shall take the ATM currency notes to its possession. Once the notes are taken out of Bank premises, the Service Provider can, under full camera, do spot check of the cash transferred to the Service Provider's facilities. Should there be any shortage and fake, counterfeit currency, noticed subsequently, the same shall be reported to the Bank within 24 hours. The Service Provider commits to have a cash segregation system to identify ownership of cash by each bank they service.
12. The basic scope of work for the Service Provider shall be replenishment of cash at the selected ATMs of the Bank. The replenishment shall be on "Cassette Swap" method. The scope of work includes coordinating and rendering other services, as follows:
 - a. Provide Cash loading requirements on daily basis.
 - b. Delivery of Journal Paper logs/Electronic Journal (EJ) to the designated bank branch or office as needed.
 - c. Pick up the cash from the designated LANDBANK Cash Centers, designated locations or BSP, along with the request for supply of cash.
 - d. Use only appropriate currency in ATMs
 - e. Follow the prescribed procedures for cash replenishment and performance of administrative jobs on ATMs.
 - f. Attend to the analysis of disputed transactions/ cash shortage issues by verifying the ATM journal log and reject/purge bin cash.
 - g. The Service Provider shall load the cash at the respective ATMs based on the

- approved amount requested by the Service Provider as a result of Cash Forecasting amount and schedule. The Service Provider shall reconcile the physical cash at ATM versus the host counter
- h. Whenever there is a Second Level Maintenance (SLM) call, the Service Provider shall send their representative to assist and enable the SLM engineer to work on the ATM.
 - i. The Service Provider shall send their representative and set right the cash jams and cassette faults, whenever necessary, as per the calls made (Service Provider's help desk, Bank branch, Bank authorized office).
 - j. The Service Provider shall make two copies of the print of the machine reading and leave a copy in the machine for reference to the bank team, whenever cash replacement is done along with other daily reports and keep the other copy for the same purpose of countback balancing. The Service Provider shall also confirm cash loading to the Bank head office.
 - l. The Service Provider shall ensure that optimum amount of cash to be loaded in ATMs to avoid cash outs and dead cash. The optimum (full load) amount of cash to be loaded in ATMs shall be determined by the Bank.
 - m. Ensure no ATM is under cash-out or cash-dry situation.
 - n. Loading and unloading of cash in the ATM by "Cassette Swap" method The use of Tamper Evident (TE) bag shall secure all the cash in the reject/divert bin.
 - o. Transportation of cash from designated Bank branch or office or BSP to ATM sites and vice versa.
 - p. Management of cash in ATMs.
 - q. Cash EOD to be done daily.
 - r. Resolution of CIT caused errors.

NOTE: All existing statutory guidelines with regard to cash replenishment should be followed by the Service Provider. In case of cash coming from sources other than LANDBANK, any incidents of spurious or counterfeit Currency Note or short of cash, the Service Provider has to indemnify the Bank if the source was processed through the Service Provider's sorting services. The cash is deemed to have been processed by Service Provider only if the Service Provider had billed for sorting services charge prior to being used for packing to ATM cassettes of LANDBANK.

13. ATM End to End Cash Reconciliation

- a. The Service Provider shall also be responsible for the physical cash reconciliation and verification at each ATM where Cash replenishment is outsourced. The Service Provider shall have the complete responsibility of Cash reconciliation with Cash per machine versus physical cash at the ATM.

For clarification, if the Bank is handing P100M to the Service Provider for cash replenishment, the Service Provider shall be fully responsible for the P100M. Physical balance in ATM and balance with Bank account should be reconciled and tallied. The Service Provider has to check and verify all the suspect transaction/s and resolve as per the prevailing guidelines.

- b. The reconciliation reports should be submitted on a daily basis to Bank head office or any designated centralized location along with count for invoicing for Cash Replenishment.
- c. If required, the Service Provider shall provide all the logs and report for the representation of the issue before interchanges or other regulatory authorities; the Service Providers shall also arrange the machine logs and/or EJ for such cases.

D. MIS Reports

1. MIS generation as per Bank's requirement
2. MIS reports include reports for SLA management
3. Precise and timely submission of required reports
4. Assistance in meaningful analysis of performance of improving uptime and availability of ATMs

2. Intellectual Property Rights

The Bank shall own all intellectual property rights to all designs, software and/or systems existing and created by the Bank specifically for implementation under the arrangement. The Service Provider shall fully protect/indemnify the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by the Service Provider.

3. Service Provider's Responsibility vis-à-vis Third Party Products/Equipment/Software

If the proposal includes equipment or software marketed and/or supported by other companies or individuals, the Service Provider, as the prime contractor for the delivery, installation and maintenance of the entire system, must declare that they possess the requisite permission/license for the equipment/software and indemnify the Bank from all legal actions, claims or damages from 3rd parties arising out of the use of such equipment or software.

4. Indemnity

The Service Provider shall undertake thorough background check and due diligence in verifying the antecedents of its employees particularly those who are engaged in providing FLM services. The Service Provider shall indemnify and protect the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from:

- a. Any actions of the employees or agents of the Service Provider;
- b. Infringement of any law pertaining to patents, trademarks, copyrights etc. or such other statutory infringements in respect of all hardware and software used by them and the local laws of the state or labor laws or tax laws.

The Service Provider warrants that it has in effect and shall maintain in effect suitable and sufficient insurance coverage with a reputable insurance company at least equal to the minimum cover of its liability under this Agreement. The insurance policy shall name the Service Provider as the insured and contractors and agents as co-insured persons and name the Bank as a loss payee.

Upon request from the Bank, the Service Provider must provide the Bank adequate proof of insurance cover in respect of its entire liability under this Agreement. The Service Provider shall also promptly notify the Bank of any material adverse changes to its insurance cover.

5. Audit

The Bank may, at its discretion, audit the software and services of the Service Provider by its external/internal auditors. The Service Provider shall, whenever required, furnish all relevant information, records, and data to inspecting officials of the Bank's external/internal auditors or authorized officials. The Bank reserves the right to call for any relevant material information/report.

Cash-on-hand shall be subject to surprise cash count by the Bank's external/internal auditors at the Service Provider's Cash Processing Center and at the ATM site.

The following procedures shall be observed during audit:

- a. Authorized Bank personnel to conduct monthly cash count shall be allowed to enter the Service Provider's premises immediately upon presentation of introduction letter;
- b. LANDBANK shall send an advance list of authorized personnel to conduct cash count at Service Provider's Cash Processing Center at least one (1) week prior to the reference month;
- c. On ATM Terminal cash count, LANDBANK shall send notice to Service Provider one (1) day before the actual cash count at selected terminal;
- d. The retrieved currency cassettes from the ATM Terminal shall be forwarded immediately to the Service Provider's Cash Processing Center for actual cash count and balancing; and
- e. In case of discrepancy found during actual cash count, settlement of the same shall be made within twenty (20) banking days from the date of cash count and receipt of a confirmed claim.

Bank personnel or their authorized agents may undertake surprise inspection of ATMs for Cash loading by the Service Provider. Bank may also undertake periodic verification of cash held in ATMs. The Service Provider shall ensure that cash verification by Bank official /authorized agents are accommodated by the Service Provider without delay.

6. Maintenance and Resolution Time

- a. The Service Provider shall ensure improvement in uptime and availability of ATMs.
- b. The Service Provider shall analyse the performance of the ATM network and suggest ways to improve uptime and availability.
- c. The Service Provider shall provide prompt FLM within two (2) hours for Metro Manila locations and four (4) hours for provincial locations upon receipt of notification from the Bank. The manner of notification may be thru telephone call, e-mail or any other means acceptable to both parties provided that the method implemented shall allow effective, efficient, and accurate record capture of the notification for both parties.
- d. The Service Provider is responsible for ensuring minimum time to diagnose/identify problem part or consumable outage and is expected to escalate an event promptly and follow it up continuously until closure of the ticket.

7. Service Level Computation

A. FLM Response Time

The Service Provider's commitment to ensure improvement in uptime and ATM availability is directly proportional to the quick and speedy delivery of FLM services to ATMs with reported problems. The Service Provider shall maintain a prompt response time on the conduct FLM within the acceptable two (2) hours upon receipt of call/notice from the Bank for Metro Manila locations and four (4) hours for Provincial locations.

B. ATM Downtime Calculation

- i. The Bank is committed to provide world-class services through its ATM network with high 24x7x365 availability to customers. The Service Provider is therefore expected to keep the downtime for ATMs to a minimum level. The "ATM downtime" means ATM not available to the user for whatever reason, except for the afore-cited exclusions.
- ii. "Percentage Downtime" shall mean the aggregate of downtime of the particular ATM during a month expressed as a percentage of total available time in a month, i.e. no. of days x 24 hours less time factors beyond the Service Provider's control (e.g., communication line problem, etc.) less time whereby the ATM is not accessible to the Service Provider (Mall hours, floods, etc.). For example, if the aggregate downtime of an ATM works out to 24 hours during a 30-day month, then the percentage downtime shall be calculated as follows:

ATM Availability = $\frac{\text{Total Duration of controllable downtime (in minutes) less "In Replenishment" Downtime}}{\text{Total duration that the machine supposed to be available (total minutes for the month; or 24 hours x 60 minutes x 30 days) less "In Replenishment" Downtime}}$

Total duration that the machine supposed to be available (total minutes for the month; or 24 hours x 60 minutes x 30 days) less "In Replenishment" Downtime

¹"In Replenishment" refers to a special category of necessary downtime whilst machine is being replenished

- iii. The Bank shall not rely only on the Service Provider's report but shall also cross-check the data through independent verification from its switch and other sources. The Bank further agrees that Mitigation on the ATM Availability shall be agreed between both parties based on exclusions of non-controllable downtime reasons including systemic faults.

8. Penalties

- a. If the Service Provider fails in providing the proper services and complying with the Service Level Agreement, as per the terms and requirements specified, the Bank shall charge the Service Provider with the following penalties:
 1. A penalty of 2% of the total monthly charges of the total ATM population turned over to the Service Provider shall be imposed for failure to meet the Total Uptime Maintenance Rate of 96%.
 2. Penalty on late response time in the conduct of FLM after the acceptable two (2) hours response time for Metro Manila sites and four (4) hours for provincial sites shall be imposed on the following manner:

Time of Delay	Amount of Penalty per ATM per Incident (Php)
Up to 1 hour	50.00
More than 1 hour but less than 2 hours	100.00
More than 2 hours	200.00

Note: The Bank shall record the Service Provider's response time and determine the time of delay which shall be the basis of penalty computation.

3. The Service Provider shall pay a fine of Php500.00 per incident if the ATM remains on out of cash status four (4) hours after the "no-cash status" is reported by the Bank. If the same ATM is still out of cash eight (8) hours after it was reported by the Bank, an additional penalty of Php500.00 shall be imposed. If the same ATM is still out of cash twenty four (24) hours after it was reported by the Bank, an additional penalty of Php500.00 per day shall be imposed and shall continue until the ATM is loaded and OPERATIONAL. The ATM is considered operational if the ATM renders successful withdrawal transaction..
4. On MIS report Daily Cash Summary Reports, the Service Provider shall provide the Bank with accurate MIS reports on or before the agreed cut-off time. (e.g. For the initial Cash Summary Report must be submitted at 8:00AM on the following banking day.) In the event of failure to submit a correct and timely report, the Service Provider agrees to pay the Bank during the term of the contract a fine in the amount of P250 on the day the report is submitted late. A report is deemed incorrect only if there is an error in booking of cash in/out and balancing of the overall cash holdings. This does not include balancing against ATM machine readings.

- b. The total monthly charges shall be collected on the following month after the month where the deficiency is incurred which shall commence within six (6) months from the commencement of the contract and shall continue until the termination of the contract.
- c. The deficiency shall be tallied on a monthly basis and the Bank shall bill the Service Provider of the total amount of penalty thru a Claim Letter every 10th day of the following month.
- d. If the Service Provider claims that there were some issues from the Bank or SLM side, the Service Provider should submit the sufficient proof for the same within ten (10) days after the receipt of the Claim Letter.
- e. The Bank reserves the right to recover these amounts by off-setting from any payments to be made by the Bank to the Service Provider.

9. Penalty Exclusions

The penalty shall not be imposed on the Service Provider in the following cases, subject to proof acceptable to the Bank:

- a. Where ATM safe is required to be forced open (proof from the respective SLM Service Provider)
- b. ATMs' UPS or batteries are to be replaced by the Bank
- c. Instances of force majeure (in such cases, the Service Provider shall inform and seek Bank's confirmation of its non-liability for penalty)
- d. Network equipment to be replaced by the Bank
- e. Failure of switch
- f. Disruption of power supply/link failure from the electricity company
- g. Force Majeure
- h. Limited Business access
- i. Communication failure
- j. Vandalism
- k. Others as agreed upon in the Standard Operating Procedure to be developed between the Bank and Service Provider which shall exclude unusual spikes in activities due to circumstances beyond the control of the Service Provider.

It is understood that Penalties shall not be imposed on faults which are not attributable to the Service Provider. These faults shall be mitigated for the purpose of calculation of Service Level Agreement.

10. Review of Services

The services of the Service Provider including fees and charges shall be reviewed annually or as per Bank's requirement.

11. Disaster Recovery (DR) Site

The DR shall support a system Recovery Time Objective (RTO) of one and a half hours for the system and a Cash Servicing Recovery Time Objective of three hours.

12. Validity

The term of the contract shall commence from the date of takeover of the first ATM during the pilot implementation.

13. Extension of Contract Period

The Bank reserves the right to extend the agreement after the expiry of the term of the contract with the same terms and conditions.

14. ATM Uptime Maintenance

- a. The Service Provider should ensure prescribed uptime of individual ATMs (to be calculated on monthly basis independently through ATM switch or otherwise) during the contract period.
- b. The Bank is expected to coordinate with all other parties involved in the ATM operations including UPS, AC, SLM and Switch for the Service Providers to achieve prescribed uptime of ATM.
- c. In the event of failure of maintaining the uptime of 96%, (based on the report from the Bank ATM switch collaborated with other reports coming from ATM Incident Management Systems, if any, and also other agreed sources), a penalty shall be levied per month of the charges.

15. Termination of Contract

The Bank reserves the right to cancel or terminate the contract after a 90 days notice for the following reasons:

- a. The services are found to be unsatisfactory and there is a consistent failure to maintain the SLAs for six (6) consecutive months;
- b. The overall average availability of all ATMs in the network falls below 90% for three consecutive months (an initial notice to rectify shall be sent) and after a further three consecutive months for rectification is issued and no improvement occurs, a final notice to terminate shall be sent

16. Terms of Execution of Work

- a. The Service Provider is required to provide a 24x7 toll free phone number for technical help desk to the Bank for resolving problems through their Main Operations office. This office should be available 24x7.
- b. The Service Provider is required to submit a detailed project plan within seven days after receiving the order for ATM services bringing out the schedule of activities and expected dates of their completion. This shall be done in collaboration with the Bank..

17. Dispute Resolution

The Bank and the Service Provider shall make every effort to resolve amicably, by direct informal negotiation, any disagreements or disputes arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Bank and the Service Provider have been unable to resolve amicably a contract dispute, either party shall require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two arbitrators, one arbitrator to be nominated by the Bank and the other to be nominated by the Service Provider. In the case of the said arbitrators cannot agree and then the matter shall be referred to courts, subject to Philippine laws and jurisdiction and settled in Manila City. The decision of the courts shall be final and binding on the parties.

18. Disclaimer

- a. Subject to any laws to the contrary and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") or suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in their RFP document or conduct ancillary to it whether or not the Losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.
- b. No binding legal relationship shall exist between any Service Provider and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

19. General Terms and Conditions

- a. The Service Providers must provide categorical and factual replies to specific questions. Correct and current technical details must be completely provided. The Bank may, at its discretion, waive any minor non-conformity in the proposal. The waiver shall be binding on all other Service Providers.
- b. An official authorized to commit the Service Provider to the terms and conditions of the proposal must sign the proposal. The signatory should submit a copy of the Power of Attorney/Board Resolution/Letter from Director(s) authorizing him to sign the proposal documents on behalf of the Service Provider.
- c. The proposal and all supporting documentations submitted by the Service Providers shall become the property of the Bank.



- d. The Service Provider shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses action suits and other proceedings, resulting from infringement of any patent, trademark, copyrights etc., or any other statutory infringement in respect of all the material/services supplied by them.
- e. Any publicity by the Service Provider in which the name of the Bank is to be used, written permission should be obtained only with the explicit agreement of the Bank.

A handwritten signature or mark, possibly a stylized 'L' or a signature, located in the bottom right corner of the page.

	VENDOR INFORMATION (INCLUDE INFO OF PARTNERS)	Response (YES/NO)	Scoring Matrix	Remarks
1	Do you have an office locally? If so, where is it located?	5	Yes - 5; No-disqualified	
2	How many local top 10 bank clients do you have --in terms of number of outsourced Cash Operations of ATMs? Local clients of the proposed ATM Outsourced Cash Operations solution, in particular? (Please do not include ATMs managed by bank clients). Detail name of client and ATM count managed.	10	3 and up Top 10 Clients - 10; 1 to 2 Top 10 Clients - 5; No-disqualified	
3	How many local staff do you have who are assigned as cash operations staff? (Please do not include count of manpower outsourced to banks under bank control).	10	200 and above- 10; below 200 - 5; No Staff-disqualified	
4	Do you own the software product being used for your operations or are you a licensed user of the application being used for the operations? Please explain the relationship in detail. <u>Must show an Official License to use Certificate, Joint Venture Agreement and Appointment from Principal Company for at least 5 years and above.</u> Submit as part of "Documentary Requirements" Annex of the Main Proposal	10	If owned/licensed - 10; No-0	
5	How many field technicians and loading personnel do you have as technical team to service the ATM and its cassettes directly in support of the operation?	20	100 and above- 20; Below 100 - 10; No Staff-disqualified	
6	Must submit a certification that all ATM cassettes can be supported and maintained at no extra cost to the Bank for at least 3 years. Part of Documentary Requirements Annex of the Main Proposal	10	Can support all three - 10; Support only two - 5; only one - disqualified	
7	Vendor's ability to provide support within Metro Manila for ATM Cash Outsourcing within 2016. Please provide depot sites and operational dates.	15	Can support - 15; Can not - 0	
8	Vendor has insurance coverage for all risk on its entire Cash Outsourcing operation. Please include Insurance policy cover. Submit as part of the Documentary Requirements Annex of the Main Proposal	10	Can support - 10; Can not - 0	
9	Vendor's ability to provide enough or sufficient ATM Cash Operations support (e.g. coordination from ACMD to Account Officers and Supervisors, and problem escalation) as supported by communication infrastructure and facilities. Please provide hotline nos. to call or Call Center no.	10	Can support - 10; Can not - disqualified	
*	Do you have global office doing Cash Services? If so, how many locations?	5	Yes - plus 5; No - 0	additional points

100

105 WITH BONUS POINTS

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ANNEX B

	SECURITY AND RISK	Response (YES/NO)	Scoring Matrix	Remarks
	Cash Processing Center			
1	Do you have a system to monitor the SLA compliance?	5	Yes-5; No-0	
2	Is the SLA report generated as required real time?	5	Yes-5; No-0	
3	Do you have automated system for trip planning and monitoring?	10	Yes-10; No-0	
4	Do you have a tool for forecasting cash?	10	Yes-10; No-0	
5	keys?	5	Yes-5; No-0	
6	Do you have an automated system for monitoring branch/facilities keys?	5	Yes-5; No-0	
7	Do you have dedicated monitoring and emergency response team with 24 x 7 operation? Please define.	10	Yes-10; No-0	
8	Do you have an oversight function for any type of risk? Please define.	5	Yes-5; No-0	
	Cash In Transit			
1	Vehicle Fleet fully Armoured up to G2 level?	5	Yes-5; No-0	
2	Number of Vehicle Compartments (Distinct with door locks)	5	3-5; 2-3; 1-0	
3	Equipped with CCTV?	5	Yes-5; No-0	
4	Ability to Monitor and Track the Fleet?	5	Yes-5; No-0	
5	Ability to Control and Override Fleet Access Operation/Fleet Movement?	5	Yes-5; No-0	
6	Ability to remotely observe Fleet Operation?	5	Yes-5; No-0	
	Vault			
1	Vault equipped with CCTV?	3	Yes-3; No-0	
2	Vault equipped with Intrusion Detection?	3	Yes-3; No-0	
3	Vault equipped with Motion Sensor?	3	Yes-3; No-0	
4	Vault has Cash Segregation System?	3	Yes-3; No-0	
5	Vault equipped with Remote and dual authentication system?	3	Yes-3; No-0	
	Total Score	100		

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ANNEX C