

BID BULLETIN NO. 2 For ITB No. 2014-4-007 (2)

PROJECT

Internet Banking System Upgrade (IBSU) Project

IMPLEMENTOR

Procurement Department

DATE

February 12, 2015

This Bid Bulletin is hereby issued to inform the participating bidders on the following:

- The Terms of Reference has been revised per attached pages 1 to 19.
- The deadline of submission and the schedule of opening of eligibility/technical and financial documents/proposals for the above project is re-scheduled from February 17, 2015 to <u>February 26, 2015, 11:00 A.M.</u> at the Procurement Department, 25th Floor, LANDBANK Plaza Building, 1598 M. H. Del Pilar corner Dr. Quintos Streets, Malate, Manila.

ALWIN I./REYES
Department Manager
Procurement Department

Internet Banking System Upgrade (IBSU) Project Terms Of Reference

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Author

Technical Working Group

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1.0 Name and Description of the Project

The Internet Banking System Upgrade (IBSU) Project shall:

- Upgrade the Bank's Internet Banking solution by procuring a Best-in-Class e-Banking platform with the following characteristics:
 - More standard features & functionalities -- more capabilities, more value for money
 - Out-of-the-box implementation with limited customization; less risky, faster implementation (9-12 months), earlier realization of benefits
 - Better look and feel -- richer customer experience
 - World-class products -- proven stability
 - Configurable (with Development Tool-Kit) -- easier to maintain and <u>more cost-</u>. <u>effective</u>
 - ✓ to enable LBP to internally custom-fit the product to adapt to everchanging market and customer requirements, thus reducing the need for programmatical enhancements;
 - ✓ to enable LBP to easily re-define system parameters, change processes, and customize the user interface or integrate it with other systems:
 - ✓ to help LBP and its partner-system providers to shorten and simplify customization efforts for user interfaces and batch processes.

2.0 Objectives of the Project

Enhance LANDBANK's e-banking services to:

- Enable the Bank to expand its online transaction banking capabilities with a robust, highly-configurable (less programming, faster time-to-market implementations), truly proven, scalable, and technology platform-agnostic solution;
- Provide its clients with a truly world-class, richer, seamless and consistent customer experience;
- Enable the Bank to not only be at par with, but to challenge the top banks in the Philippines and in the Asia-Pacific region;
- Offer flexibility to interface with third-party applications that will support the Bank's e-government initiatives and future interfaces with global payment gateways
- Enable the Bank to do targeted up-sell and cross-sell campaigns
- Enable the Bank to potentially realize significant savings in the long run
- Offer a 360-degree view of customer relationships and transactional information across channels and enable the Bank to understand its customers' needs, improve customer relationship management by quickly responding to these needs, rapidly identify, cross-sell and up-sell opportunities, and improve productivity;

3.0 Scope of the Project

Bidder is expected to deliver an end-to-end (front-middle-back offices) fully integrated/seamless internet banking system application software inclusive of 3-year annual maintenance.

The details and requirements are specified in the attached Business Requirements Document (BRD) – Appendix A.

To ensure the highest degree of compliance of the Internet Banking System Upgrade (IBSU)Project to the Bank's requirements, and to effectively manage change, the project scope likewise covers all the requisite software customizations, system parameter configuration/setup, as well as change management planning and communication, the review of "As Is" processes, business process simplification and improvement, the documentation and training on the "To Be" processes, organizational change assessment, and assistance in the implementation of the required organizational and process changes.

The project must take into account all related implementation activities and processes such as project management, system development life cycle, consulting, change management, technology transfer (training and documentation), and maintenance and support. Likewise, the solution provider is expected to conduct a post-implementation review within three (3) months after the system has been implemented in Production, to assess the project performance and the effectiveness of the system.

The Approved Budget for the Contract (ABC) shall cover all project costs, including, but not limited to the following:

Software licenses

- Prior to the system "Go Live" for Phase 1, the vendor is expected to initially deliver 1.3 million user licenses (with the corresponding maintenance coverage);
- By the middle of 2016, the Bank expects to have 2 million enrolled users, and by 2019, the number of enrolled accounts is expected to reach 3.0Million;
- After the Phase 1 implementation, the delivery of additional licenses and their corresponding maintenance coverage shall immediately follow once the initial inventory of 1. 3 Million licenses have been used up;
- The payment schedule shall be on a staggered basis depending on the corresponding number of licenses delivered.
- Ninety (90) -day Warranty starting from the Production cut-over date;
- Annual maintenance and support
 - o Three (3)-year maintenance and support for all software components will commence after the end of the 90-day Warranty period:
 - The winning vendor shall ensure that the Bank will be provided with adequate support. LBP shall allocate at least 15% of the software licenses cost for the annual maintenance support. The Bank shall pay the annual maintenance support at the start of the maintenance period.

- Training and team building;
- · Out-of-pocket expenses; and
- · All applicable taxes.

4.0 Technical and Other Specifications

See attached Business Requirements Document (BRD) - Attachment A and Requirements Compliance Form (RCF) - Attachment B.

The proposed solution must satisfy or exceed the project stakeholders' expectations, and the functional and non-functional requirements in order for the proposed solution to be considered.

The solution provider must respond to each and every section, sub-section or item/requirement in the attached *Requirements Compliance Form (Attachment B)*, and must provide the following information for each requirement:

- Percentage Compliance (i.e 100% for full compliance, nn% for partial compliance)
 - 100% Fully compliant, base-product functionality; no customization required
 - nn% Partially compliant; customization required (state percentage of compliance)
 Required Customization Effort* (expressed in man-days);
- Explanation to expound on the vendors' response.

5.0 Delivery Time / Completion Schedule

Timeline: Nine (9) to twelve (12) months from contract signing

6.0 Payment Milestones

Cost Breakdown

Cost Component

Software Licenses (up to 3.0 million subscribers)

Cost

PhP XX,XXX,XXX.XX

^{*} Budgetary estimation (-10% / +25% accuracy) of the effort required to customize the proposed solution to make it fully compliant with the requirement

Implementation Services	XX,XXX,XXX
Three (3)-year Maintenance	XX,XXX,XXX.XX
Out-of-pocket (OOP) Expenses	XX,XXX,XXX.XX
Sub-total	XX,XXX,XXX.XX

Payment Milestone

Payment Milestone	Amount Due (PHP)
Upon signing of contract and installation of solution	XXX,XXX,XXX
Upon Acceptance of	XXX,XXX,XXX
Upon Acceptance of	XXX,XXX,XXX
Upon Acceptance of	XXX,XXX,XXX.XX
Upon Acceptance of	XXX,XXX,XXX.XX
TOTAL PROJECT COST (VAT inclusive)	XXX,XXX,XXX

TOTAL PROJECT COST (in words):

Note: All charges related to the remittance of payment (e.g. bank service charge) shall be for the account of the vendor.

7.0 Qualification Requirements

Evaluation Criteria Minimum Required Standards A. Fit to Functional Requirements Base system should be at least 70% fit to the Mandatory Functional requirements (i.e. This criterion assesses the proposed solution the base solution needs no more than 30% against the user requirements that it must customization to make it fully fit with all the satisfy and the functions that it should perform, Mandatory Functional requirements); to support the system owner's business needs and objectives. For each Mandatory Functional requirement with less than 100% fit, customization/workaround must be provided to make the solution 100% fit to the requirement: Each and every Mandatory requirement must be fully complied with and delivered (Bidder shall signify its commitment to fully comply with and deliver each of the Mandatory requirement by stating "Bidder's Name understands and will comply" under the Remarks column of the Requirements Compliance Form); At least 60% of the total Recommended Functional requirements must be fully complied with and delivered (i.e. if the total number of Recommended requirements is N, then bidder must state "Bidder's Name understands and will comply" under the Remarks column of the RCF for at least 60% of the Ν Recommended requirements). B. Fit to Non-Functional Requirements Base system should be at least 70% fit to Non-Functional Mandatory This criterion considers the proposed solution's requirements (i.e., the base solution needs fit to the non-functional requirements, i.e., the no more than 30% customization to make it constraints on various attributes of the system fully fit with all the Mandatory Functional and the development process relating to the requirements); functional requirements For each Mandatory Non-Functional requirement with less than 100% fit. customization/work-around must be provided to make the solution 100% fit to the requirement; Each and every Mandatory requirement must be fully complied with and delivered (Bidder shall signify its commitment to fully comply with and deliver each of the Mandatory requirement by stating "Bidder's Name understands and will comply" under

	Evaluation Criteria	Minimum Required Standards
		the <i>Remarks</i> column of the Requirements Compliance Form);
		At least 60% of the total Recommended Non-Functional requirements must be fully complied with and delivered (i.e. if the total number of Recommended requirements is N, then bidder must state "Bidder's Name understands and will comply" under the Remarks column of the RCF for at least 60% of the N Recommended requirements).
C.	Implementation Methodology This criterion evaluates the proposed	Bidder's proposed solution must clearly discuss the following:
	implementation approach with regards to the logical and systematic sequencing of activities, realistic estimation of work effort and duration,	Proposed architecture implementation and project management methodology
	timely and quality delivery of work products, management of project schedule, scope and	Scope of work and deliverables
resources, and the overall soundness of implementation methodology.		Major milestones and activities with their estimated durations, start and completion dates
D.	Firm Credentials (Experience, Expertise and Capability)	Bidders must: ✓ Have at least three (3) years of relevant
	This criterion evaluates the solution provider's and/or system developer's / licensor's	experience in successfully implementing internet, mobile or electronic payments solutions.
	experience, expertise and capability to deliver the proposed solution, as well as the results of satisfaction ratings of previous engagements, are considered.	✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey Forms with "satisfactory" ratings for any of its previous successful engagements. ✓ Have or must set up a Support Center
		manned by skilled and experienced technical support staff for the proposed solution.
		The proposed solution must: Must have been successfully completed in at least five (5) reference sites outside of ASEAN region.
		✓ Must have been successfully completed in at least three (3) reference sites in ASEAN region.
		✓ The proposed internet banking solution must have been successfully

	Evaluation Criteria Minimum Required Standards					
		implemented in a universal bank with minimum of 1,000,000 enrolled users.				
E.	Personnel Qualifications	✓	Project Manager:			
	This criterion assesses the relevant work experience and educational attainment of the solution provider key personnel (i.e., Project		 At least five (5) years actual IT Project Manager experience; 			
	Manager, Technical Lead, Business Lead and Change Management Team Leads) identified to implement the proposed solution.		 At least two (2) successful implementations of the proposed solution. 			
		✓	Business Team Lead:			
			 At least four (4) years banking experience; 			
			 At least two (2) years IT experience; 			
			 At least two (2) successful implementations of the proposed solution; 			
		✓ Technical Team Lead:				
			 At least five (5) years IT experience; 			
		 At least two (2) successful implementations of the proposed solution 				
		V	Technical Support Staff:			
			 At least three (3) years IT experience; 			
			 At least one (1) successful implementation of the proposed solution. 			
F.	Support Base	V	Solution provider must have or must set up a			
pr	nis criterion considers capability of the solution ovider to provide immediate and cost-effective on- ce/off-site support or assistance.	Support Center within the Philippines manned				

8.0 Documentary Requirements

The technical proposals must include the following required information/documents:

- Executive Summary
- Proposed Solution Overview
 - ✓ Architecture (Technical Architecture Components, Technical Architecture Diagram),
 - ✓ Solution components (hardware, software, services), and
 - ✓ Methodology
- Detailed point-by-point response to all numbered sections and subsections of the following documents:
 - ✓ Terms of Reference (TOR)
 - ✓ Requirements Compliance Form (RCF)
 - ✓ All Supplemental/Bid Bulletins that may be issued by the BAC
- Draft Contract
- Statement of Work
 - ✓ Detailed description of all major tasks (including warranty support),
 - ✓ Deliverable items, if any, for each of the major tasks, and
 - Completion criteria for each of the major tasks.
- Deliverable Items Summary (e.g., System Development Life Cycle documents)
 - ✓ Description, quantity, delivery media and other details of the deliverables
- LBP Responsibilities
 - ✓ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LBP must satisfy
- Assumptions
 - ✓ Constraints, dependencies
- Schedules
 - ✓ Major milestones,
 - ✓ Delivery schedule, and
 - ✓ Project schedule (major tasks, durations, start and end dates, Gantt chart).
- License, Maintenance, Exchange of Confidential Information, and Other Agreements
- Organizational Chart of the Project team
- List of Projects and Project Team Information using the Project Team Information Sheet
- Business Continuity Plan (BCP) of Vendor
- Sworn Statement in the Form Prescribed by the GPPB as to the following: [Section 25.2.c.iv of IRR-A of RA 9184]
 - It is not "blacklisted" or barred from contracting by the GOP or any of its agencies, offices, corporations, or LGUs, foreign government / foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;

- Each of the documents submitted in satisfaction of the requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
- o It is authorizing the Head of the Procuring Entity or his duly authorized representative/s to verify all the documents submitted;
- The signatory is the duly authorized representative of the prospective contractor, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective contractor, with the duly notarized Secretary's Certificate attesting to such fact, if the prospective contractor is a corporation, partnership or joint venture;
- It complies with the disclosure provision under Section 47 of the Act in relation to other provisions of RA 3019;
- It complies with the responsibilities of a prospective or eligible contractor provided in the PBDs; and
- t complies with existing labor laws and standards.
- Brief Company Profile
- Analyst reports, articles, brochures, white papers and other relevant materials.

9.0 Other Terms and Conditions

9.1 Discussions/Negotiations

Although bidder's proposal may be accepted and a contract awarded without discussions, LBP may initiate discussions with the bidder as it deems necessary. Bidder should be prepared to send qualified personnel to the LBP office to discuss the technical, commercial and other contractual aspects of its proposal.

9.2 Proposal Preparation

To be eligible for consideration, bidder must meet the intent of all mandatory requirements. Compliance with the intent of all the requirements will be determined by the LBP Head Office Bids and Awards Committee (HOBAC).

9.2.1 Point-by-point Response

A point-by-point response to all numbered sections and subsections of the TOR, including the *Requirements Compliance Form (RCF)* and all Supplemental/Bid Bulletins that may be issued by the BAC, must be submitted by each bidder in order to qualify and be considered for selection.

Bidders must organize their proposals into sections following the format of this TOR, with tabs separating each section.

If no exception, explanation, or clarification is required in the bidder's response to a specific subsection, the bidder shall indicate so in the point-by-point response with the following:

"Bidder's Name understands and will comply"

Points may be deducted for non-compliance with these specified proposal format requests. The BAC may also choose to not evaluate, may deem non-responsive, and/or may disqualify from further consideration any proposals that do not follow this TOR format, are difficult to understand, are difficult to read, or are missing any requested information.

Responses similar to, "Refer to our literature..." or "Please see www.....com" are not acceptable. All materials related to a response must be submitted together with the proposal and not just referenced. Any references in an answer to another location in the TOR materials must indicate the specific page numbers and sections stated in the reference.

9.2.2 Price Sheet

For the financial portion of the proposal, bidder must utilize the format found in Section 6 – Payment Milestones, which will serve as the basis for evaluating its price quotation.

Bidder should include additional information as necessary to explain in detail its price quotation.

9.3 Proposal Submission

Bidder must submit:

- The required number of sets of their technical and financial bids complying with the instructions in Section II. Instructions to Bidders, C. Preparation of Bids (11 to 20) of the Philippine Bidding Documents;
- Their proposals to the LBP HOBAC on or before the deadline specified.

Facsimile or electronic submissions are not acceptable.

Validity Period

The submitted proposal will not be modified, withdrawn or canceled by the bidder for a one hundred twenty-day period following the deadline for submission, or receipt of best and final offer, if required.

9.4 Presentations / Product Demonstrations

Bidders may be required to make an oral presentation and product demonstration to clarify their response or to further define their proposals. Oral presentations and product demonstrations, if requested, shall be at the bidders' expense.

9.5 Compliance with Laws, Policies, Processes, Regulations and Standards

Bidder must, in performance of work under this contract, fully comply with all applicable national or local laws and executive orders, policies, processes, regulations and standards required by law, and LBP Project Management and System Development Life Cycle standards.

9.6 Contract Contents

This TOR and any addenda, bidder's responses including any amendments, any best and final offers, and any negotiations shall be included in any resulting contract. Section 8 – Documentary Requirements, enumerates all the required information and documents that the bidder must submit as part of its proposal to qualify for further consideration, and will serve as basis for any contract between LBP and the bidder.

10.0 Short Listing

To be considered for short listing, a Bidder must meet all of the following criteria listed below:

- ✓ A bidder must satisfy all of the Minimum Required Standards specified in Section 7.0

 Qualification Requirements.
- ✓ A bidder must obtain a minimum score of seventy-eight percent (78%) for the Technical Criteria specified in Section 12.0.
- A bidder must fully comply with and deliver each and every *Mandatory* requirement. Bidder shall signify its commitment to fully comply with and deliver each of the *Mandatory* requirement by stating "*Bidder's Name* understands and will comply" under the *Remarks* column of the Requirements Compliance Form (RCF) for each and every *Mandatory* requirement;
- ✓ A bidder must fully comply with and deliver at least 60% of the total Recommended requirements; that is, if the total number of Recommended requirements is N, then bidder must state "Bidder's Name understands and will comply" under the Remarks column of the RCF for at least 60% of the N Recommended requirements.
 - Illustration 1: If N = 12, then bidder must state "Bidder's Name understands and will comply" for at least 8 of the Recommended requirements.
 - Illustration 2: If N = 51, then bidder must state "Bidder's Name understands and will comply" for at least 31 of the Recommended requirements.

NOTE: LANDBANK will interpret the statement "[Bidder's Name] understands and will comply" as bidder's commitment to fully comply with and deliver the LANDBANK requirement.

11.0 Bid Evaluation

- A. Bid Evaluation Procedure Quality-Cost Based Evaluation (QCBE)/Selection (per RA 9184)
- B. Overall Bid Evaluation Criteria and Rating System

		Weight (a)	Raw Score (b)	Score (ab)	Remarks
Technical Cr	teria	80%			
Requirements Methodology, Personnel Qu Demonstratio					
2. Financial Crit	eria	20%			·
The proposed bidder:	bid price of participating	ļ			
Condition	Raw Score				
Lowest Bid	100%				
Other Bids	BS				
Where: BS – Scor cons BL – Pric B – Pric	= 100 * BL/B e of bid under deration e of lowest bid e of bid under sideration				
GRAND TOT	AL	100%			

12.0 Technical Criteria

1. Fit to Functional Requirements 1.a Mandatory Requirements Exceeds minimum qualifications (i.e. 85% 22% and above fit) Exceeds minimum qualifications (i.e. 71% 20% to 84% fit) Exceeds minimum qualifications (i.e. 71% 19% 1.b Recommended Requirements Exceeds minimum qualifications (i.e. 81% 18% and above fit) Exceeds minimum qualifications (i.e. 81% 18% and above fit) Exceeds minimum qualifications (i.e. 61% 16% to 70% fit) Meets minimum qualifications (i.e. 60% fit) Exceeds minimum qualifications (i.e. 85% 18% and above fit) Exceeds minimum qualifications (i.e. 85% 18% and above fit) Exceeds minimum qualifications (i.e. 81% 17% to 84% fit) Exceeds minimum qualifications (i.e. 81% 17% to 84% fit) Exceeds minimum qualifications (i.e. 71% 16% to 80% fit) Meets minimum qualifications (i.e. 71% 15% 2.b Recommended Requirements Exceeds minimum qualifications (i.e. 71% 11% to 80% fit) Exceeds minimum qualifications (i.e. 81% 12% and above fit) Exceeds minimum qualifications (i.e. 60% fit) 11% to 80% fit) Exceeds minimum qualifications (i.e. 61% 10% to 70% fit) Meets minimum qualifications (i.e. 61% 10% to 70% fit) Meets minimum qualifications (i.e. 60% fit) 9% 3. Implementation Methodology Exceeds minimum qualifications (i.e. 60% fit) 9% 4. Firm Credentials (Experience, Expertise and Capability) 4. A Years of experience	CRITERIA		WEIGHT	SCORE	REMARKS
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3. Implementation Methodology 5% Exceeds minimum qualifications 5% Meets minimum qualifications 4% 4. Firm Credentials (Experience, Expertise and Capability)	Exceeds minimum qualifications (i.e. 61% to 70% fit)	10%			
Exceeds minimum qualifications 5% Meets minimum qualifications 4% 4. Firm Credentials (Experience, Expertise and Capability)		9%			
Meets minimum qualifications 4% 4. Firm Credentials (Experience, Expertise and Capability)		• • • • • • • • • • • • • • • • • • • •	5%		~~~
Firm Credentials (Experience, Expertise and Capability)	Exceeds minimum qualifications	5%			
Capability)			1		
4.a Years of experience	Capability)	rtise and	10%		
Exceeds minimum qualifications 7%		70/	,]		

	Meets minimum qualifications	5%			
	4.b Satisfactory Ratings	· · · · · · · · · · · · · · · · · · ·	;		
ſ	Exceeds minimum qualifications	3%			
	Meets minimum qualifications	2%			
	Personnel Qualifications	2.70	15%		
			1070		
a.	Project Manager to be assigned is highly qu	ualified to			
١	mplement the engagement		,		
 [Exceeds minimum qualifications	00/			
	Meets minimum qualifications	6% 4%			
'	Meets minimum qualifications	470			
<u></u>					
	CRITERIA		WEIGHT	SCORE	REMARKS
b.	Business Team Leader to be assigned	is highly			
	qualified to implement the engagement ev	en in the			
	absence of the Team Leader				
	Exceeds minimum qualifications	40/			
İ	Meets minimum qualifications	4% 2%		 -	
	weets minimum qualifications	2.70			
c.	Technical Team Lead to be assigned	is highly	_		
	qualified to perform the required tasks	is ingiliy		1	
	Exceeds minimum qualifications	3%			
	Meets minimum qualifications	2%			
d.	Technical Support Staff				
	Tryonala minimum III.	T			
	Exceeds minimum qualifications	2%			
	Meets minimum qualifications	1%			
-					
	TOTAL		100%		
·			100/0		ŀ

NOTE: Non-compliance to any of the Minimum Required Standards specified in Section 7.0 Qualification Requirements would automatically result to the disqualification of the Bidder.

IBSU Technical Working Group:

Name

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Jason L. Cabuyao, eBSD

Mary Ann Tonette B. Ganias, ITPMO

Arnel F. De Leon, SID

Remedios S. Lacaden, ProcD

LSG representative

Signature

AVAILABLE

NOT

Internet Banking System Upgrade Project