

SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-GS-20190319-01

PROJECT : One (1) Lot Supply, Delivery and Installation of 300 Units Thru-The-Wall Automated Teller Machine (ATM) with Four (4)-Year Maintenance Package

IMPLEMENTOR : Procurement Department

DATE : June 6, 2019

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

Modifications, amendments and/or clarifications:

- The Terms of Reference (Annex A), Sections VI (Schedule of Requirements), VII (Specifications), Form No. 2 (Schedule of Prices) and Checklist of the Bidding Documents (Item Nos. 7 & 8 of the Eligibility & Technical Components and Item No. 2 of the Financial Component) have been revised. Please see attached revised Annexes A-1 to A-10 and specified sections of the Bidding Documents.



ALWIN I. REYES, CSSP
Assistant Vice President
Head, Procurement Department and
HOBAC Secretariat

Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item Description			Delivery Period and Destination	
One (1) Lot Supply, Delivery and Installation of 300 Units Thru-The-Wall Automated Teller Machine with Four (4) – Year Maintenance Package			Delivery Period: Please see attached Revised Terms of Reference (Annex A-3).	
<u>Spare Parts:</u>			<u>Deployment Sites:</u>	
No.	ATM Part	Estimated Quantity	NCR ----- 50	
1	Electronic PIN Pad	50	Northern & Central Luzon ---- 65	
2	Currency Cassette	250	Southern Luzon ----- 50	
3	Digital Electronic Lock	25	Visayas ----- 45	
4	Touch Screen Module	25	Mindanao ----- 90	
5	Terminal Power Supply	25	Total 300	
6	Card Reader (EMV)	25		
7	Receipt Printer	25		
8	Vandal Shield w/ Privacy Filter	25		
9	CPU	25		
10	Main Fascia	25		
11	Printer Bezel	25		
12	EPP Bezel	25		
13	Monitor Bezel	25		

Conforme:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Specifications

Specifications	Statement of Compliance																											
	<p>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered.</p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. 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>One (1) Lot Supply, Delivery and Installation of 300 Units Thru-The-Wall Automated Teller Machine with Four (4) – Year Maintenance Package</p> <p><u>Spare Parts:</u></p> <table><tr><th>No.</th><th>ATM Part</th><th>Estimated Quantity</th></tr><tr><td>1</td><td>Electronic PIN Pad</td><td>50</td></tr><tr><td>2</td><td>Currency Cassette</td><td>250</td></tr><tr><td>3</td><td>Digital Electronic Lock</td><td>25</td></tr><tr><td>4</td><td>Touch Screen Module</td><td>25</td></tr><tr><td>5</td><td>Terminal Power Supply</td><td>25</td></tr><tr><td>6</td><td>Card Reader (EMV)</td><td>25</td></tr><tr><td>7</td><td>Receipt Printer</td><td>25</td></tr><tr><td>8</td><td>Vandal Shield w/ Privacy Filter</td><td>25</td></tr></table>	No.	ATM Part	Estimated Quantity	1	Electronic PIN Pad	50	2	Currency Cassette	250	3	Digital Electronic Lock	25	4	Touch Screen Module	25	5	Terminal Power Supply	25	6	Card Reader (EMV)	25	7	Receipt Printer	25	8	Vandal Shield w/ Privacy Filter	25	<p>Please state here either “Comply” or “Not Comply”</p>
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10	Main Fascia	25
11	Printer Bezel	25
12	EPP Bezel	25
13	Monitor Bezel	25

Compliance to the Revised Terms of Reference/Specifications – Annexes A-1 to A-10.

The following documents shall be submitted inside the eligibility/technical envelope:

- Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered brand/model.
- For current suppliers of LANDBANK, Certificate of Satisfactory Performance (for completed contracts for the last five [5] years) or Certificate of No Delayed Projects (for on-going contracts), issued by the Head, DCAMD not earlier than 30 calendar days prior to the deadline of submission of bid; or
- For new suppliers of LANDBANK, Certificate of Satisfactory Performance from at least three (3) existing local bank clients belonging to the top ten (10) banks in terms of assets. The ATMs supplied to each of these clients must have been operational for at least two (2) years and the number of units must be at least fifty percent (50%) of this procurement.

Bidders which fail to submit these certifications/documents shall be automatically disqualified.

The lowest calculated bidder shall deliver one (1) unit at LANDBANK – Head Office within seven (7) working days upon receipt of notice from DCAMD.

Conforme:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Form No. 2

SCHEDULE OF PRICES

1 Lot No	2 Item Description	3 Country of Origin	4 Quantity	5 Unit price EXW per item	6 Transportati on and Insurance and all other costs incidental to delivery, per item	7 Sales and other taxes payable if Contract is awarded, per item	8 Cost of Incidental Services, if applicable, per item	9 Total Price, per unit (col 5+6+7+8)	10 Total Price delivered Final Destination (col 9) x (col 4)
One (1) Lot	Supply, Delivery and Installation of Thru-The-Wall Automated Teller Machine with Four (4) - Year Maintenance Package a) Thru-The-Wall Automated Teller Machine b) 4-Year Maintenance Package c) Spare Parts 1. Electronic PIN Pad 2. Currency Cassette 3. Digital Electronic Lock 4. Touch Screen Module 5. Terminal Power Supply 6. Card Reader (EMV) 7. Receipt Printer	N/A	300 units 300 units 50 units 250 units 25 units 25 units 25 units 25 units	N/A	N/A	N/A	P _____ P _____ P _____ P _____ P _____ P _____ P _____ P _____	P _____ P _____ P _____ P _____ P _____ P _____ P _____ P _____	P _____ P _____ P _____ P _____ P _____ P _____ P _____ P _____

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.

First Envelope – Eligibility and Technical Components

The First Envelope shall contain the following:

o Eligibility Documents – Class “A”

Legal Eligibility Documents

1. PhilGEPS Certificate of Registration under Platinum Membership (all documents enumerated in its Annex A must be updated); or all of the following:
 - 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;
 - Valid and current mayor's/business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or equivalent document for Exclusive Economic Zones or Areas; and
 - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.

Technical Eligibility Documents

2. Duly notarized Omnibus Sworn Statement (sample form - Form No.6)
3. 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).
4. 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 last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
5. 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 sample form (Form No. 4).

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

Financial Eligibility Documents

9. 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.
 10. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank.
- **Eligibility Documents – Class "B"**
 11. 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 its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
 - **Technical Documents**
 12. Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered brand/model.
 13. For current suppliers of LANDBANK, Certificate of Satisfactory Performance (for completed contracts for the last five [5] years) or Certificate of No Delayed Projects (for on-going contracts), issued

by the Head, DCAMD not earlier than 30 calendar days prior to the deadline of submission of bid; or

14. For new suppliers of LANDBANK, Certificate of Satisfactory Performance from at least three (3) existing local bank clients belonging to the top ten (10) banks in terms of assets. The ATMs supplied to each of these clients must have been operational for at least two (2) years and the number of units must be at least fifty percent (50%) of this procurement.
- **Post-Qualification Documents – (Non-submission of the following documents may result in bidder's post-disqualification):**
 14. Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
 15. Income Tax Return for 2018 filed manually or through EFPS.

Second Envelope – Financial Component

- **The Second Envelope shall contain the following:**
 1. Duly filled out Bid Form signed by the bidder's authorized representative (sample form - Form No.1)
 2. Duly filled out Revised Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2)

Land Bank of the Philippines
2019 ATM Minimum Specifications
Cash Dispenser – Thru-the-Wall Type

As of May 30, 2019

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
B. CABINET FEATURES	B.1. REAR ACCESS FOR FLM AND SLM
	B.2. LIGHTED FASCIA
	B.3. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.4. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
	D.6. WITH LOW CASH / OUT-OF-CASH SENSORS
E. SHUTTER SENSOR	E.1. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CASH PRESENTER AREA DURING IDLE PERIOD OR ACTUAL TRANSACTION
	E.2. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	E.3. CHECK CASH PRESENTER AREA, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR (4) CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.4. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.5. CAN BE LOADED WITH MINIMUM 2500 BILLS (ATM FIT)
G. DIVERT CASSETTE	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM. (ALL BRAND NEW)
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM I5 (MINIMUM OF 5 TH GENERATION)
J. MEMORY	J.1. MINIMUM OF 4 GIGABYTES PER SLOT. TOTAL OF 8 GB
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. DVD DRIVE	L.1. DVD+RW / DVD-RW
	L.2. SPEED 20x
M. HARD DISK	M.1. 500 GIGABYTES; 7200 RPM (SATA); PARTITIONED INTO 100GB PLUS FOR OS AND 400 GB FOR DATA TO STORE AND RETAIN ATM LOGS IN 30 DAYS
N. ELECTRONICS ENCLOSURE	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
O. OPERATOR INTERFACE	O.1. REAR ACCESS WITH MAINTENANCE MONITOR, MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD)
P. RETAINED CARD BIN	P.1. RETAINED CARD CASSETTE [SECURED WITH BUILT-IN KEYLOCKING]
	P.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY

Q. SECURITY CAMERA	Q.1. DIGITAL AND COLORED IMAGE MINIMUM OF ONE (1) MEGAPIXEL RESOLUTION
	Q.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	Q.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 to 6 feet in height) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	Q.4. DOWNLOADABLE TO DVD-R AND CD-R
	Q.5. CAN BE DOWNLOADED ANYTIME
	Q.6. PROMPT MESSAGE / ERROR WHEN CD IS FULL
	Q.7. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	Q.8. CAPTURES AT LEAST THREE (3) CLIENT IMAGES <ul style="list-style-type: none"> • FOR CASH WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED • FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	Q.9. IMAGES ARE ARCHIVED FOR 30 DAYS IN THE MACHINE
	Q.10. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	Q.11. STORES IMAGES IN JPG FORMAT
	Q.12. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	Q.13. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
	Q.14. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC
R. VAULT SECURITY	R.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	R.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	R.3. MUST NOT DISPLAY NUMERIC COMBINATION
	R.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
S. CARD READER	S.1. MOTORIZED CARD READER
	S.2. TRACK 1 & 2 - READ ONLY
	S.3. TRACK 3 - READ & WRITE
	S.4. MAGNETIC STRIPE FACING DOWNWARD
	S.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT BOTH EMV AND MAGNETIC STRIPE CARDS.
	S.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK
	S.7. RETURN CARD ON POWER FAILURE
	S.8. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	S.9. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	S.10. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	S.11. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
	S.12. WITH ENHANCED CARD READER BEZEL INSTALLED
	S.13. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER
	S.14. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE
T. POWER SUPPLY	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2. FREQUENCY: 60 HERTZ
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4. THREE-PRONGED PLUG
U. RECEIPT [CONSUMER PRINTER]	U.1. THERMAL PRINTER
	U.2. SUPPORTS 25 CHARACTERS PER LINE
	U.3. SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT (SEE ANNEX A)
V. ATM HEIGHT REQUIREMENT	V.1. SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT REQUIREMENT (SEE ANNEX B)
W. ACCESSORIES	W.1. COMMUNICATIONS CABLE (300 PCS OF THREE-METER CAT-5 CABLE WITH RJ 45 ON BOTH ENDS FOR ALL NETWORK EQUIPMENT DATA CONNECTIONS) [SEE ANNEX B] TO BE DELIVERED ALONG WITH THE MACHINE

Revised Annex A-2

X. OTHERS	X.1. CAPABLE TO RUN VIA TCP-IP
	X.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	X.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	X.4. BUILT-IN SPEAKERS (8 WATTS)
	X.5. ALL WEATHER ATM MODEL
	X.6. USER'S MANUAL FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	X.7. WITH THE FOLLOWING CAPABILITIES:
	X.7.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	X.7.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	X.8. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES FIVE (5) BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL, FASTCASH, FUND TRANSFER AND PAYMENT. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY LBP-DCAMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
Y. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	X.9. WITHIN FIVE (5) WORKING DAYS UPON RECEIPT OF NOTIFICATION FROM THE LBP-PROCUREMENT DEPT., THE LOWEST CALCULATED BIDDER (LCB) SHALL BE REQUIRED TO SUBMIT CERTIFICATE OF CONNECTIVITY AS PART OF THE POST-QUALIFICATION DOCUMENT ISSUED BY TWG. NON-SUBMISSION WITHIN THE PRESCRIBED PERIOD WILL MEAN POST-DISQUALIFICATION.
	X.10. SHOULD SUBMIT BROCHURES/ PICTURE AND DIMENSION/ WEIGHT OF THE ACTUAL ATM MODEL AS PART OF BID DOCUMENTS.
	Y.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
Z. DELIVERY AND PAYMENT TERMS	Y.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN 7 CALENDAR DAYS UPON RECEIPT OF P.O.
	Y.4. THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
	Z.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH
	Z.2. DELIVERY SHALL BE IN SIX (6) BATCHES, 50 UNITS FOR EACH BATCH
	<ul style="list-style-type: none"> • THE 1ST TO 6TH BATCHES SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF ADVICE FROM DCAMD • UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF ADVICE, SHALL BE RECEIVED BY DCAMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK • UPON RECEIPT OF NOTICE TO DELIVER, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE 15 BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL
	Z.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY
AA. BENCHMARK	Z.4. AMOUNT OF P5,000.00 PER DAY FOR UNSUCCESSFUL ACTIVATION/INSTALLATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN 2 HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER
	Z.5. PAYMENT TERMS: UNIT COST NET OF P5,000.00 FOR THE INSTALLATION/ACTIVATION
	AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	AA.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	AA.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)

2019 LANDBANK ATM Specifications	
SOFTWARE AND COMPONENTS AND SETTINGS	SPECIFICATION DETAILS
FEATURES	As of May 30, 2019
A. GENERAL REQUIREMENTS	
A.1. LICENSE & INSTALLATION	A.1.1. ALL SOFTWARE MUST BE LICENSED AND PRELOADED (e.g. OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, ATM PLATFORM, COMPENSATING CONTROL TOOLS, WHITELISTING, ANTI-SKIMMING SOLUTION AND COMPRESSION UTILITIES, TLS VERSION 1.2 OR HIGHER, END POINT PROTECTION AND ANTI-MALWARE)
	A.1.2. ALL APPLICABLE LICENSE RENEWALS/UPGRADES (e.g. TERMINAL SOFTWARE, KERNEL, ATM PLATFORM CURRENTLY INSTALLED IN THE ATM) MUST BE COVERED BY THE VENDOR INCLUDING ITS INSTALLATION ON THE ATMS FOR SIX (6) YEARS AFTER THE DATE OF INSTALLATION.
	A.1.3. IN CASE THE NEW/UPGRADED SOFTWARE REQUIRES HARDWARE REPLACEMENT, SUCH REPLACEMENT SHALL BE PROVIDED BY THE VENDOR WITHOUT ADDITIONAL COST TO THE BANK FOR SIX (6) YEARS AFTER THE DATE OF INSTALLATION.
	A.1.4. INSTALLATION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, COMPENSATING CONTROL TOOLS INCLUDING WHITELISTING, INTRUSION PROTECTION (IP), HARD DISK ENCRYPTION (HDE), ANTI-SKIMMING SOLUTIONS, COMPRESSION UTILITIES, TLS VERSION 1.2 OR HIGHER AND END POINT PROTECTION/ANTI-MALWARE (FIREWALL)
	A.1.5. THE VENDOR SHALL PROVIDE AN ATM SECURITY DASHBOARD/CONSOLE TO MONITOR THAT ALL SECURITY REQUIREMENTS (e.g. WHITELISTING, IP AND HDE) ARE IN PLACE. THE SERVER SHALL BE PROVIDED BY THE BANK
	A.1.6. THE VENDOR SHALL QUARTERLY UPDATE LANDBANK AND SEEK APPROVAL ON ALL LATEST ATM SOFTWARE RELATED UPDATES
B. SYSTEM SOFTWARE	
B.1. OPERATING SYSTEM	B.1.1. WINDOWS 10 OR ANY HIGHER VERSION. IN CASE OF END OF SUPPORT FROM SOFTWARE PROVIDER, UPGRADE OR CHANGE OF OPERATING SYSTEM AND ALL OTHER RELATED COMPONENTS INCLUDING ITS ROLL-OUT/IMPLEMENTATION SHALL BE FOR THE ACCOUNT OF THE VENDOR, SUBJECT TO LBP APPROVAL. THIS IS APPLICABLE FOR THE DURATION OF THE FIVE-YEAR CONTRACT
	B.1.2. TIME MUST BE AUTOMATICALLY SYNCHRONIZED WITH HOST TIME AND DATE
	B.1.3. PRELOADED INTEGRATED COMMUNICATIONS SOFTWARE APPLICABLE FOR TCP/IP
	B.1.4. PRELOADED WITH ETHERNET LAN CARD SOFTWARE DRIVERS
C. APPLICATION SOFTWARE	
C.1. MESSAGE TO / FROM HOST	C.1.1. SHALL BE PCI-PA-DSS CERTIFIED
	C.1.2. SHALL BE CAPABLE TO RUN USING DIEBOLD 912 AND NDC MESSAGE FORMATS
	C.1.3. SEND ATM MESSAGE TO HOST ON VAULT ACTIVITIES
	C.1.4. SEND ATM MESSAGE TO HOST ON HARDWARE RELATED ERRORS
	C.1.5. SUPPORT REMOTE HOST DOWNLOADING OF MASTER KEYS (HARDWARE READY)
	C.1.6. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF ANTI-SKIMMING DEVICE/MODULE IN CASE OF MALFUNCTION
	C.1.7. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF CONSUMABLE SUPPLY COUNTERS TO HOST, (RETRIEVE/SET OPERATIONAL COMMAND MESSAGE)
	C.1.8. THE ATM APPLICATION SHOULD ALWAYS BE ACTIVE AND SHOULD AUTO CONNECT TO THE HOST AND ATM MONITORING TOOL UNTIL ONLINE STATUS
C.2. LOCAL SETTINGS	C.2.1. CUSTOMIZATION IMAGE(CI) RETAINED AFTER POWER INTERRUPTION
	C.2.2. ALL SOFTWARE SETTINGS RETAINED AFTER POWER INTERRUPTION
C.3. DIGITAL IMAGE CAPTURE	C.3.1. CAPTURES AT LEAST THREE (3) CLIENT IMAGES <ul style="list-style-type: none"> FOR CASH WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	C.3.2. CAPTURES IMAGES EVERY FIVE (5) MINUTES DURING IDLE PERIOD (NO TRANSACTION)

C.3. DIGITAL IMAGE CAPTURE	C.3.3.	IMAGES ARE DATE AND TIME STAMPED AND CROSS REFERENCED WITH THE FOLLOWING DETAILS: DATE, TIME, TERMINAL ID, TERMINAL NAME, TRANSACTION TYPE, ACCOUNT TYPE, SEQUENCE NUMBER, TOTAL BALANCE, AVAILABLE BALANCE, AND ERROR
	C.3.4.	STORES IMAGES IN JPG FORMAT
	C.3.5.	IMAGES ARE ARCHIVED FOR 30 DAYS IN THE MACHINE. AUTO DELETION OF IMAGES BEYOND 30 DAYS
	C.3.6.	DIGITAL AND COLORED IMAGE MINIMUM OF ONE(1) MEGAPIXEL RESOLUTION
	C.3.7.	DOWNLOADABLE TO THE DVD-R AND CD-R
	C.3.8.	SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	C.3.9.	COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	C.3.10.	ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING TOOL AND ELECTRONIC JOURNAL)
C.4. TERMINAL PROGRAMMING, SCREEN / ICON EDIT	C.3.11.	REQUIRES SECURITY PASSWORD WHEN COPYING AND VIEWING PICTURES/IMAGES AT THE MACHINE
	C.4.1.	SHALL SUPPORT THE FOLLOWING PICTURE FILE FORMATS:
	A.	JPEG
	B.	GIF
	C.4.2.	SHALL BE ABLE TO CUSTOMIZE SCREENS VIA DVD/CD / AUTOEXEC.BAT AND REMOTE UPDATE
	C.4.3.	SHALL SUPPORT DISPLAY OF TEXT/INFORMATION FROM THE HOST AND ATM MONITORING TOOL
	C.4.4.	SHALL SUPPORT THE FOLLOWING MULTI-MEDIA FILES:
	A.	MP3
C.5. EMV REQUIREMENT	B.	AVI
	C.	MPEG
D.1. ENCRYPTION	C.4.5.	UTILITY FOR ADDING / MAINTAINING ATM SCREENS
	C.4.6.	ACTIVATE SECURITY OF BIOS
E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	C.5.1.	THE ATM SHALL ACCEPT BOTH EMV AND MAGNETIC STRIPE CARDS. INSTALLATION, ACTIVATION AND ENABLING OF NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. INSTALLATION MAY COINCIDE WITH THE PREVENTIVE MAINTENANCE SCHEDULE.
	NOTE:	SUCCESSING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT
D.1. ENCRYPTION	D.1.1.	SHALL SUPPORT DATA ENCRYPTION STANDARDS (DES)
	D.1.2.	3-DES ENCRYPTION COMPLIANT (FOR BOTH HARDWARE AND SOFTWARE)
	D.1.3.	SHALL SUPPORT MESSAGE AUTHENTICATION CODE (MAC) FUNCTIONALITIES
	D.1.4.	DATA-AT-REST PROTECTION/DISK ENCRYPTION AND TRUSTED BOOT. THE SERVER SHALL BE PROVIDED BY THE BANK IN ACCORDANCE TO THE SPECIFICATIONS REQUIRED BY THE VENDOR
	D.1.5.	CAPABLE OF USING TLS MESSAGE ENCRYPTION FOR ALL MESSAGES BETWEEN ATM AND SWITCH
E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	E.1.1.	SHALL CONFORM WITH BASELINE REQUIREMENT FOR ID / PASSWORD HANDLING:
	A.	USER ID
	1)	LBP ASSIGNED ID NUMBER OR AGREED ID CONVENTION/FORMAT FOR SPECIFIC SYSTEM
	2)	MINIMUM OF 4 AND MAXIMUM OF 16 ALPHANUMERIC (ALPHA, NUMERIC OR COMBINATION OF BOTH) CHARACTERS
	3)	NOT CASE SENSITIVE

Revised Annex A-5

E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	B. PASSWORD
	1) MINIMUM OF 8 ALPHA AND NUMERIC CHARACTERS
	2) MUST NOT CONTAIN THREE CONSECUTIVE CHARACTERS
	3) CASE SENSITIVE
	4) MASKED
	5) ADMIN ID CAN ADD, DELETE AND MODIFY OTHER USER IDs
	6) ALL USERS MAY CHANGE PASSWORD ANYTIME EXCEPT FOR LOCK OUT
	7) SHALL AUTOMATICALLY EXPIRE AFTER NINETY (90) DAYS. THE ATM, THRU ITS MAINTENANCE MENU, SHALL INFORM THE USER AT LEAST 15 DAYS PRIOR TO PASSWORD EXPIRATION. IN THE EVENT THE PASSWORD WAS NOT CHANGED PRIOR TO EXPIRATION, THE MAINTENANCE MENU MAY ONLY BE ACCESSED BY CHANGING THE PASSWORD.
	8) MINIMUM OF THREE PREVIOUS PASSWORDS USED
	9) AUTOMATIC LOCK/SUSPEND/REVOKE ON MAXIMUM OF THREE UNSUCCESSFUL ATTEMPTS PER DAY AND REVERT THRU ADMIN
	10) AUTOMATIC LOCK/LOG-OFF ON A MAXIMUM OF 15 MINUTES OF INACTIVITY
	11) DEFAULT PASSWORD SHALL BE CHANGED ON INITIAL LOG-IN
	C. USER ID AND PASSWORD DATABASE SHALL BE ENCRYPTED
	E.1.2. SHALL INCLUDE PER CASSETTE TOTALS AND TOTAL AMOUNT OF ALL CASSETTES INCLUDING DIVERT CASSETTES IN THE TERMINAL READING RECEIPTS
	E.1.3. ALL MAINTENANCE ACTIVITIES SHALL BE LOGGED AT THE ELECTRONIC JOURNAL & HOST
F.1. REMOTE ATM READING SYSTEM AND REMOTE RESTART CAPABILITY	<p>F.1.1. THE SERVICE PROVIDER SHALL PROVIDE REMOTE ATM READING SYSTEM WITH REMOTE RESTART FUNCTIONALITY. DELIVERY SHALL BE WITHIN SIX MONTHS AFTER START OF UAT OR SHALL PERFORM REMOTE READING AND REMOTE MAINTENANCE USING THE BANK'S ATM MONITORING TOOL AT NO ADDITIONAL COST TO THE BANK.</p> <p>NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT</p>
F.2. SOFTWARE DISTRIBUTION CAPABILITY	F.2.1. THE SERVICE PROVIDER SHALL PROVIDE A SOFTWARE DISTRIBUTION APPLICATION THAT WILL ALLOW USER TO REMOTELY DEPLOY AND RUN/EXECUTE APPLICATION SOFTWARE UPDATES/UPGRADES/PATCHES/HOT FIXES TO THE MACHINE
F.3. INTERFACE CAPABILITY	F.3.1. CAPABLE TO INTERFACE WITH REMOTE KEY LOADING AND ATM MONITORING TOOLS AVAILABLE IN THE MARKET. THE VENDOR SHALL SUBMIT A CERTIFICATE OF VENDOR AGNOSTICISM TO LANDBANK
	F.3.2. CAN EXECUTE THE FULL FUNCTIONALITY OF THE BANK'S ATM MONITORING TOOL
F.4. SYSTEM CONFIGURATION	F.4.1. THE ATM SHOULD BE ABLE TO RUN USING CI FROM LBP HOST WITHOUT REVISION/CHANGES/HARDCODING IN THE MACHINE
G.1. ELECTRONIC JOURNAL	G.1.1. CAPABLE TO LOG NUMBER OF BILLS RETRACTED
	G.1.2. SHALL COMPLY WITH THE BANK'S STANDARD RECONCILIATION SYSTEM FORMAT [ANNEX C] (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	G.1.3. REFER TO THE ATTACHED MINIMUM REQUIREMENTS [ANNEX D] (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	G.1.4. LOGGING AND BROWSE FACILITY WITH DATE ENCRYPTION/PROTECTION
	G.1.5. CAPABLE TO SEARCH DATE AND TIME FROM THE TRANSACTION LOGS AT THE ATM LEVEL
	G.1.6. UPLOAD FACILITY TO HOST VIA TCP-IP
	G.1.7. SHALL SUPPORT DOWNLOAD TO DVD-R AND CD-R
	G.1.8. ALL UTILITIES MUST BE LICENSED AND PRELOADED

LANDBANK OF THE PHILIPPINES

2019 ATM MAINTENANCE AGREEMENT COVERAGE

As of May 30, 2019

FEATURES	MINIMUM REQUIREMENTS
A. TERM AND SERVICES	
A.1. AGREEMENT TERM	A.1.1. ONE (1) YEAR WARRANTY ON SOFTWARE (OWNED AND THIRD PARTY), LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE FROM DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST.
	A.1.2. FOUR (4) YEARS SERVICE MAINTENANCE PACKAGE ON LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE.
	A.1.3. THE VENDOR SHALL PROVIDE MAINTENANCE AGREEMENT CONTRACT SIX MONTHS PRIOR TO HARDWARE WARRANTY EXPIRATION
A.2. TERMINATION	A.2.1. THE AGREEMENT MAY BE PRETERMINATED BEFORE THE EXPIRY DATE BY GIVING A WRITTEN NOTICE AT LEAST THIRTY (30) DAYS PRIOR TO THE TERMINATION DATE.
	A.2.2. THE AGREEMENT MAY BE TERMINATED WHEN:
	A.2.2.1 ONE OF THE PARTIES COMMITS A SUBSTANTIAL BREACH OF ITS OBLIGATION AND SUCH BREACH IS NOT CORRECTED WITHIN THIRTY (30) DAYS FROM THE DATE OF THE RECEIPT OF WRITTEN NOTICE, DULY SERVED, REGARDING SUCH BREACH; AND
	A.2.2.2 THE SERVICE PROVIDER IS UNABLE TO COMPLY/MET THE SPECIFICATIONS IN ACCORDANCE TO THE REQUIREMENTS.
A.3. MAINTENANCE SERVICES	A.3.1. ON-SITE REPAIR AT THE EXISTING SITES OF INSTALLATION OF THE ATM LOCATED AT THE ADDRESSES PROVIDED BY LANDBANK
	A.3.2. ALL REPLACEMENT PARTS MUST BE NEW, ORIGINAL AND AVAILABLE AT ALL TIMES.
	A.3.3. QUARTERLY PREVENTIVE MAINTENANCE (PM) SERVICE SHALL BE DONE ON THE ATMs ON THE FOLLOWING CONDITIONS: <ul style="list-style-type: none"> SHALL BE DONE AT THE START OF THE QUARTER FROM THE DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST QUARTERLY PM SHALL INCLUDE UPDATING OF ANTI-MALWARE/END-POINT PROTECTION IT SHALL ALSO INCLUDE TAKING OF AT LEAST 4 PICTURES OF THE ATM WITH THE FOLLOWING DESCRIPTION: <ol style="list-style-type: none"> COLORED IMAGE MINIMUM OF THREE (3) MEGAPIXEL RESOLUTION THE FRONT VIEW SHALL TO BE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES THE BACK/SIDE IMAGE OF THE ATM SHALL CAPTURE THE WHOLE BODY (WITH OPEN AND CLOSED VAULT DOOR) SHALL INCLUDE DETAILS OF THE ATM (e.g. BRANCH, TERMINAL ID, TERMINAL NAME AND ATM BRAND/MODEL) PREVENTIVE MAINTENANCE (PM) SHALL BE PERFORMED AT AN INTERVAL NOT EXCEEDING THREE (3) MONTHS AND PM SCHEDULE SHALL BE SUBMITTED TO DCAMD ONE (1) MONTH PRIOR TO PM SCHEDULE
	A.3.4. REMEDIAL MAINTENANCE AT THE REQUEST OF THE BANK BASED ON THE SPECIFIC NEEDS OF EACH MACHINE.
	A.3.5. FOR RECURRING ATM SOFTWARE/HARDWARE PROBLEMS OF THE SAME DEVICE (AT LEAST 4 TIMES WITHIN A MONTH), TOTAL OVERHAUL AND COMPLETE REPLACEMENT OF ATM PART(S) SHALL BE DONE ON THE ATM AT NO ADDITIONAL CHARGE.
	A.3.6. EVERY SIX (6) MONTHS RECKONED FROM THE DATE OF INSTALLATION/OPERATIONALIZATION OR AS THE NEED ARISES WHICHEVER COMES FIRST, THE VENDOR SHALL PERFORM THE FOLLOWING: <p>STAGE 1 - REPLACE ALL CONSUMABLE PARTS (E.G., TAKE-AWAY WHEEL, FEED SHAFT AND STRIPPER WHEEL)</p> <p>STAGE 2 - REPLACE THE PICKER MODULE</p> <p>STAGE 3 - REPLACE THE STACKER AND PRESENTER MODULES</p> <p>EXIT CRITERIA: NO DISPENSER-RELATED HARDWARE FAILURE IN THE NEXT 45 DAYS</p>
	A.3.7. MONTHLY ATM AVAILABILITY RATE OF ATM HARDWARE (DISPENSER, CARD READER, EJ, AND OTHER HARDWARE-RELATED) SHOULD NOT FALL BELOW 95%. MONTHLY DISPENSER DOWNTIME SHALL NOT EXCEED 3% OF TOTAL ATM DOWNTIME.
	A.3.8. FOR THE IMMEDIATE REPAIR OF THE MACHINE, THE SERVICE ENGINEER SHOULD BRING WITH HIM REPLACEMENT/SPARE PARTS OF FREQUENTLY MALFUNCTIONING COMPONENTS OF CARD READER, DISPENSER, ELECTRONIC JOURNAL, NETWORK CABLE AND RECEIPT PRINTER ON THE LOCATION OF THE ATM BEING SERVICED.
	THE SERVICE ENGINEER SHALL BE EQUIPPED WITH OTHER NECESSARY TOOLS/EQUIPMENT (E.G., LAPTOP FOR LAN CARD TROUBLESHOOTING) IN SERVICING THE ATM.

Revised Annex A-7

A.3. MAINTENANCE SERVICES	A.3.9.	AN ATM THAT INCURRED THREE (3) CONSECUTIVE RETRIEVAL SHORTAGES REGARDLESS OF AMOUNT OR ANY SHORTAGE MORE THAN P2,500.00 SHALL BE PLACED UNDER CONTROL ENVIRONMENT PROCEDURE.
	A.3.10	FOR COMPLIANCE REQUIREMENTS TO ALL VISA, EMVCO, BANCNET, BSP ATM/CARD BASED RELATED COMPLIANCES , THE VENDOR MUST PROVIDE PATCHES RELATED TO THESE COMPLIANCES WITHIN THE DURATION OF THE PROJECT
	A.3.11	THE ATM VENDOR SHALL CONDUCT COMPREHENSIVE TRAINING TO BRANCH PERSONNEL DURING ATM ACTIVATION. THESE ACTIVITIES INCLUDE BUT NOT LIMITED TO CHANGE OF VAULT COMBINATION, USER ENROLLMENT (ADD/DELETE), ATM MAINTENANCE PROCEDURES SUCH AS COPY PICTURE/EJ, HARDWARE MODULE DIAGNOSTIC TESTS, PROPER ATM RESET/SHUTDOWN, TERMINAL READING COUNTERS (VIEW/PRINT/CLEAR), SUPPLY REPLENISHMENT (THERMAL RECEIPT/CASH LOADING PROCEDURES)
	A.3.12.	ANNUAL TRAINING ON FIRST LEVEL MAINTENANCE (FLM) FOR ONE DAY TO ALL BRANCHES ON A PER REGION/AREA BASIS SHALL BE CONDUCTED BY THE VENDOR, FREE OF CHARGE
	A.3.13	THE ATM VENDOR SHALL PERFORM HARDENING OR REMOVAL OF UNUSED SERVICES AND APPLICATIONS (E.G. WINDOWS AUTO-PLAY FACILITY, ETC.)
	A.3.14	FOR RESETING OF USER'S PASSWORD IN CASE OF EXPIRATION, THE VENDOR SHALL ASSIST THE BRANCH IN ORDER TO ACCESS THE MAINTENANCE MENU AT NO ADDITIONAL COST TO THE BANK. EACH TERMINAL IS ALLOWED FOR TWO (2) PASSWORD RESETTINGS IN A YEAR AT NO COST
B. SERVICE LEVEL COMMITMENTS		
B.1. COVERAGE	B.1.1.	NATIONWIDE
	B.1.2.	MONDAY TO SUNDAY INCLUDING HOLIDAYS; 12 HOURS A DAY (8:00AM - 8:00PM); WITH EXISTING 24/7 HELP DESK.
B.2. RESPONSE TIME. This refers to the period between the time that the service call was placed and the time at which the service engineer arrives at the ATM site or provides phone assistance.	B.2.1.	WITHIN METRO MANILA, METRO CEBU, METRO DAVAO AND IN THOSE AREAS WHERE THERE ARE ASSIGNED/STATIONED SERVICE ENGINEERS: WITHIN 2 HOURS (LIST OF EXTENSION OFFICES OR BASES AND AREAS WHERE THERE ARE ASSIGNED SERVICE ENGINEERS TO BE SUBMITTED DURING THE PRE-BID)
	B.2.2.	OUTSIDE METRO MANILA BUT WITHIN 50-KM RADIUS (RIZAL, LAGUNA, CAVITE, BULACAN): WITHIN 4 HRS BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE.
	B.2.3.	OUTSIDE METRO MANILA (BEYOND 50-KM RADIUS), METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS OR BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE.
B.3. REPAIR TIME. This refers to the time the service engineer starts the repair works up to the completion of the restoration of the unit to its operational/ usable status.	B.3.1.	WITHIN METRO MANILA AND WITHIN THE 50-KM RADIUS FROM MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS.
	B.3.2.	OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN 48 HOURS UPON THE START OF THE REPAIR WORKS.
B.4. PENALTY CLAUSE	B.4.1.	NOT MEETING RESPONSE TIME PER INCIDENT BASIS : PHP 100.00 PER HOUR OF DELAY OR A FRACTION THEREOF.
	B.4.2.	NOT MEETING REPAIR TIME (INCLUDING REPLACEMENT OF PARTS) ON PER INCIDENT BASIS: PHP 100.00 PER HOUR OF DELAY OR A FRACTION THEREOF.
	B.4.3.	NON-PERFORMANCE OF PREVENTIVE MAINTENANCE ON AN ATM: NON PAYMENT OF THE MONTHLY MAINTENANCE AGREEMENT COST (3 MONTHS) COVERING THE REFERENCE QUARTER.
	B.4.4.	ATM AVAILABILITY RATE OF HARDWARE BELOW 95% OR DISPENSER DOWNTIME OF MORE THAN 3%, A PENALTY RATE OF 1% OF THE MONTHLY MAINTENANCE COST
	B.4.5	THE VENDOR SHALL BE LIABLE ON ANY LOSS INCURRED BY THE BANK DUE TO THE NEGLIGENCE/NON-PERFORMANCE OF REQUIREMENTS IN THIS TOR
B.5. REPORTING OF SERVICE ENGINEER AFTER SERVICING	B.5.1.	SERVICE REPORTS SHALL BE SUBMITTED TO THE CONCERNED BRANCH REGULARLY AND IMMEDIATELY AFTER ATM SERVICING. SERVICE REPORTS SHALL BE PROPERLY ACCOMPLISHED BY THE SERVICE ENGINEER AND DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL.
	B.5.2.	THE SERVICE ENGINEER SHALL IMMEDIATELY REPORT TO THE BANK'S ATM MONITORING UNIT THE COMPLETION OF THE ATM SERVICING OR THE STATUS OF THE SERVICING, IF NOT YET COMPLETED, BEFORE LEAVING THE ATM SITE.
	B.5.3	SUBMISSION OF END OF DAY REPORT ON ALL PENDING AND COMPLETED SERVICES WITH UPDATES ON PARTS REPLACEMENT, RE-SCHEDULED SERVICES, ASSIGNED SERVICE ENGINEER, DETAILS OF SERVICING SUCH AS TIME STARTED AND FINISHED, DESCRIPTION OF WORK PERFORMED ETC.

B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING	B.6.1. PROVIDE TECHNICAL SUPPORT/PROBLEM RESOLUTION FOR SOFTWARE RELATED PROBLEM MANAGEMENT REPORT (PMR) INCLUDING THIRD PARTY SOFTWARE INSTALLED IN THE MACHINE. TECHNICAL SUPPORT SHALL INCLUDE PROBLEM INVESTIGATION, DETERMINATION OF FIXES OR WORK-AROUND AND APPLICATION, SYSTEM TESTING AND IMPLEMENTATION SUPPORT FOR FIXES.
	B.6.2. INCIDENTS/PROBLEMS SHALL BE RESPONDED TO WITHIN 24 HRS FROM RECEIPT OF PMR.
	B.6.3. PROBLEM FIXES SHALL BE DELIVERED TO LBP WITHIN TWO (2) MONTHS FROM THE RECEIPT OF PMR.
	B.6.4. PROBLEM FIXES SHALL BE APPLIED WITHIN THREE (3) MONTHS FROM THE RECEIPT OF INSTRUCTION. A REPORT SHALL BE PROVIDED TO DCAMD ON THE MONTHLY STATUS OF DEPLOYMENT.
	B.6.5. FIXES FOR SOFTWARE RELATED INCIDENT THAT CAUSES DOWNTIME AND UNAVAILABILITY OF MACHINE SHALL BE DELIVERED WITHIN ONE (1) MONTH FROM RECEIPT OF PMR.
C. SERVICE PERSONNEL	
C.1. SERVICE CALL PLACED THRU DISPATCH	C.1.1. IMMEDIATE ASSIGNMENT OF SERVICE CALLS TO ATM SERVICE ENGINEERS.
C.2. SKILLS OF SERVICE ENGINEERS	C.2.1. QUALIFIED, COMPETENT & HIGHLY TRAINED ATM SERVICE ENGINEERS (Pls. provide list & resume)
	• Graduate of Engineering, IT-related or two-year IT-related technical course
	• Underwent at least two months comprehensive training on ATM servicing with Certification
	• With at least six (6) months actual experience on ATM servicing
	• Familiar with all the preloaded software in the machine
C.3. DEPLOYMENT OF SERVICE ENGINEERS	• The Service Engineer should be an employee of the Vendor and not outsourced from a Third-party Service Provider
	C.3.1. ON STAND-BY AT STRATEGIC LOCATION NATIONWIDE PROVIDED WITH CELLULAR PHONE/RADIO FOR IMMEDIATE RESPONSE AND CONTACT.
	C.3.2. NOD-MONITORING SHOULD BE PROVIDED QUARTERLY WITH THE LIST OF THE NAMES OF THE ATM SERVICE ENGINEERS AND THEIR CORRESPONDING AREAS OF ASSIGNMENT AND CONTACT NUMBERS.
	C.3.3. SHALL HAVE SERVICE ENGINEERS COVERING AREAS OF LEAF-IDENTIFIED SITES
	C.3.4. WITH AT LEAST ONE ENGINEER ASSIGNED PER EVERY FIFTEEN (15) LBP ATMs.
D. PRICE	
D.1. CONTRACT PRICE	D.1.1. CONTRACT PRICE SHALL COVER THE COSTS OF ALL DELIVERABLES AND SERVICES, INCLUDING ALL APPLICABLE TAXES, COSTS OF IMPORTATION, INSURANCE, TRANSPORTATION AND DELIVERY AT THE TIME AND LOCATIONS OF THE ATMs. NO ADDITIONAL INCIDENTAL CHARGES SUCH AS TRANSPORTATION, HOTELS, PER DIEM, BOARD AND LODGING, ETC. OF THE SERVICE ENGINEERS CAN BE CLAIMED BY THE SERVICE PROVIDER.
E. PAYMENT	
E.1. PAYMENT OF INVOICES	E.1.1. THE SERVICE PROVIDER SHALL BE PAID QUARTERLY AFTER THE END OF EVERY QUARTER BASED ON THE 4-YEAR ATM MAINTENANCE AGREEMENT COST AND NET OF PENALTIES AND UPON RECEIPT OF THE INVOICE AND COMPLETE PM REPORTS.
E.2. REQUIREMENT FOR PAYMENT	E.2.1. THE SERVICE PROVIDER SHALL ATTACH IN THE INVOICES ORIGINAL COPIES OF THE ATM SERVICE REPORTS AND/OR PREVENTIVE MAINTENANCE REPORTS (DULY ACKNOWLEDGED/ SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL) OF SERVICES RENDERED WITHIN THE QUARTER. NO SERVICE/PM, NO PAYMENT.
F. OTHER TERMS AND CONDITIONS	
F.1. ATM REPORT	F.1.1. THE SERVICE PROVIDER SHALL PROVIDE ATM RELATED REPORTS SUCH AS AVAILABILITY REPORT AND INCIDENT ACTIVITY REPORT
F.2. MAINTENANCE OF NON-FRICTION TYPE ELECTRONIC LOCK	F.2.1. THE BATTERY IN THE ELECTRONIC LOCK SHALL BE REPLACED EVERY OTHER QUARTER OR AS NEEDED WHICHEVER COMES FIRST TO BE DONE BY THE SERVICE ENGINEERS DURING PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT OF BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER
F.3. MAINTENANCE OF THE COMPLEMENTARY METAL OXIDE SEMICONDUCTOR (CMOS) BATTERY OF THE CPU/MOTHER BOARD	F.3.1. THE CMOS BATTERY SHALL BE REPLACED YEARLY OR AS NEEDED WHICH WILL BE DONE BY THE SERVICE ENGINEERS DURING THE CONDUCT OF ATM SERVICING AND PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER
F.4. CONTRACT	F.4.1. THE ATM MAINTENANCE SERVICE AGREEMENT SHOULD BE INDEPENDENT FROM OTHER EXISTING CONTRACTS WITH LAND BANK OF THE PHILIPPINES, INCLUDING MOTHER CONTRACT.
F.5. DETAILED SCOPE OF AGREEMENT	F.5.1. THE DETAILED SCOPE OF AGREEMENT IS SPECIFIED IN THE BANK'S PRO-FORMA ATM SERVICE MAINTENANCE AGREEMENT CONTRACT AND MUST BE AGREED UPON BY ALL PARTIES CONCERNED.

LAND BANK OF THE PHILIPPINES

As of May 30, 2019

OTHER REQUIREMENTS

1. SCHEDULE OF FLM ANNUAL TRAINING TO ALL BRANCHES/EOS. THE VENDOR SHALL INCLUDE PROVISION OF INSTRUCTIONAL KIT (VIDEO) COVERING FLM ACTIVITIES
2. THE VENDOR SHOULD OBTAIN AN AVERAGE RATING OF AT LEAST SATISFACTORY PERFORMANCE FROM LBP BRANCHES (TO BE ISSUED BY THE HEAD-DCAMD) COVERING BOTH HARDWARE AND AFTER SALES SERVICE OR SUBMIT A CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST THREE (3) OF EXISTING LOCAL BANK CLIENTS BELONGING TO THE TOP TEN BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS EXISTING LOCAL BANKS (TOP TEN IN TERMS OF ASSETS) SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS, NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT
3. THE QUALIFIED BIDDER SHALL DELIVER ONE (1) UNIT AT LBP-HEAD OFFICE WITHIN 7 WORKING DAYS UPON RECEIPT OF NOTICE FROM DCAMD FOR POST-QUALIFICATION EVALUATION
4. THE VENDOR SHALL SECURE A CERTIFICATION OF CONNECTIVITY FROM LANDBANK. CONNECTIVITY SHALL COVER BASIC TRANSACTIONS (BALANCE INQUIRY, WITHDRAWAL, FUND TRANSFER AND PIN CHANGE).
5. SHALL SUBMIT THE FOLLOWING CERTIFICATIONS (UNIQUE KEY LOCK, PCI-DA-DSS, ETC.)
6. SHALL SUBMIT NON-DISCLOSURE AGREEMENT SIGNED BY ALL SUPPORT PERSONNEL /SERVICE ENGINEERS
7. THE BANK'S STANDARD CI DOWNLOAD SHALL BE PROVIDED TO THE WINNING VENDOR
8. THE BANK SHALL APPROVE THE STANDARD ACKNOWLEDGEMENT FORM THAT WILL BE ISSUED BY THE VENDOR TO THE BANK'S RECIPIENT FOR SIGNATURE DURING THE DELIVERY OF ATM
9. THE VENDOR SHALL ACCOMMODATE THE REQUIREMENT OF THE SUPPLIER OF ATM ACCESSORIES (e.g. WRAP-AROUND STICKER, TOPPER & METAL BASE), WHICH INCLUDES BUT NOT LIMITED TO THE FOLLOWING:
 - PROVISION OF WORK SPACE
 - TAKING OF PICTURES ON THE COMPLETED ATMS FOR REFERENCE PURPOSES
 - ASSISTANCE NEEDED IN ORDER TO PERFORM THE SUPPLY, DELIVERY AND INSTALLATION OF THE ABOVE MENTIONED ACCESSORIES AT THE ATM VENDOR'S WAREHOUSE
10. **THE REQUIREMENTS IN THIS TOR SHALL BE PROVIDED WITH COST EQUIVALENT/ BREAKDOWN OF COST (e. g., MACHINE, MAINTENANCE, DELIVERY CHARGES, ETC.)**
11. SHALL PROVIDE THE FOLLOWING CONSUMABLE/PARTS DURING THE FIVE-YEAR PERIOD* AT THE BID PRICE (UNIT COST) SUBMITTED:

No.	ATM Part	Estimated Quantity**
1	Electronic PIN Pad	50
2	Currency Cassette	250
3	Digital Electronic Lock	25
4	Touch Screen Module	25
5	Terminal Power Supply	25
6	Card Reader (EMV)	25
7	Receipt Printer	25
8	Vandal Shield w/ Privacy Filter	25
9	CPU	25
10	Main Fascia	25
11	Printer Bezel	25
12	EPP Bezel	25
13	Monitor Bezel	25

* Reckoning of the five-year period shall be on the last day of Maintenance Agreement (MA) date of the last unit activated

** Subject to actual consumption