

AMS-412-081	d. long outstanding	Mandatory
AMS-412-082	e. All incidents with/without tickets i. Ticket Status (if any)	Mandatory
AMS-412-083	The system shall have a parameterized facility to define allowable aging / downtime before automatic creation of ticket.	Recommended
AMS-412-084	The system shall be able to automatically resend outstanding tickets via email and alert the recipients thru SMS based on defined duration (e.g. 30 minutes)	Mandatory
AMS-412-085	The system shall be able to automatically resend outstanding tickets to the following (parameterized): <i>Note: This may be applicable for both SLA (FLM and SLM)</i> a. First Level Escalation (FLE) i. On site – automatic issuance of ticket ii. Off Site – automatic issuance of ticket	Mandatory
AMS-412-086	b. Second Level Escalation (SLE) i. On site - 30 mins after FLE ii. Off Site - 2 hours after FLE	Mandatory
AMS-412-087	c. Third Level Escalation (TLE) i. On site - 30 mins after SLE ii. Off Site - 2 hours after SLE	Mandatory
AMS-412-088	The system shall have a facility to set schedule for automatic notification/escalation of tickets per recipient (parameterized). Business Rule: • 6:00AM-10:00PM – for branch • 24 hours – for Cash Loading Service Provider and FLM	Mandatory
AMS-412-089	The system shall have a facility to turn-off automatic notification and escalation per incident.	Mandatory
AMS-412-090	The system shall have a facility to allow sending of notifications for specific errors and events (e.g. high criticality) while automatic notification/escalation is turned on/off.	Mandatory
AMS-412-091	The system shall be able to monitor status of Service Level Agreement (SLAs) with ATM/CDM vendors and other concerned units based on the following: a. Response and repair date and time <i>Note: Details will be based from Time and Date Vendor/Branch arrived and Date and Time Ticket was Closed</i>	Mandatory

AMS-412-092	b. Action taken from i. FLM	Mandatory
AMS-412-093	ii. SLM	Mandatory
AMS-412-094	c. Service Location (e.g. Metro Cebu, Metro Davao)	Mandatory
AMS-412-095	The system shall be able to compute ATM/CDM availability.	Mandatory
AMS-412-096	The system shall have a facility to qualify the error to be included in the ATM/CDM Availability Report computation.	Mandatory
AMS-412-097	The system shall be able to record date and time of Cash Loading	Mandatory

4.1.3 Mobile/Remote Access

AMS-413-001	The system shall be able to monitor the status of the whole fleet of machines: a. Via remote/mobile	Mandatory
AMS-413-002	b. Via workstations	Mandatory
AMS-413-003	The system shall have a mobile facility for branches, other LBP units and third party service provider to view/display ticket.	Mandatory
AMS-413-004	The system shall have a graphical representation with percentage of ATM/CDM terminal status per: a. Branch	Mandatory
AMS-413-005	b. Branch Group	Mandatory
AMS-413-006	c. ATM/CDM Location	Mandatory
AMS-413-007	The system shall be able to define/limit user access to remote/mobile facility.	Mandatory
AMS-413-008	The mobile/remote facility shall be capable to display any of the fields defined/listed under the Functional Requirements.	Mandatory
AMS-413-009	The mobile/remote facility shall be able to function in mobile smart devices. (e.g. Android, iOS	Mandatory

4.1.4 Asset Management

AMS-414-001	The system shall be able to monitor status of ATM/CDM parts, devices and consumables which are to reaching its maximum thresholds.	Mandatory
AMS-414-002	The system shall have a facility to record history for the number of replacement per ATM/CDM parts with the following information: a. Part/s replaced	Mandatory
AMS-414-003	b. Last Replacement Date	Mandatory

AMS-414-004	c. Number of Replacement per specified period	Mandatory
AMS-414-005	The system shall have a parameterized facility to generate ticket xx days prior to reaching the usability period of a part/device/consumable.	Mandatory
AMS-414-006	The system shall have a facility to extract the profile of an ATM/CDM unit (hardware and software).	Mandatory
AMS-414-007	The system shall have a facility to define and display ATM/CDM Profiles based on the following: a. TelCo	Mandatory
AMS-414-008	b. ATM/CDM Location/Address	Mandatory
AMS-414-009	c. ATM/CDM Terminal ID	Mandatory
AMS-414-010	d. ATM/CDM Terminal Name	Mandatory
AMS-414-011	e. Serial Number	Mandatory
AMS-414-012	f. Unit Number (per branch)	Mandatory
AMS-414-013	g. Brand	Mandatory
AMS-414-014	h. Model (e.g. lobby type, thru the wall)	Mandatory
AMS-414-015	i. Acquisition Date (MM,DD,YYYY)	Mandatory
AMS-414-016	j. Software profile i. OS version	Mandatory
AMS-414-017	ii. ATM application software	Mandatory
AMS-414-018	iii. Kernel version	Mandatory
AMS-414-019	k. CPU/Processor	Mandatory
AMS-414-020	l. Branch (servicing)	Mandatory
AMS-414-021	m. geographical grouping i. per LBP branch/group	Mandatory
AMS-414-022	ii. cluster	Mandatory
AMS-414-023	iii. Terminal Location ▪ Onsite	Mandatory
AMS-414-024	▪ Offsite	Mandatory
AMS-414-025	n. ATM/CDM IP Address	Mandatory
AMS-414-026	o. ATM/CDM Port Number	Mandatory
AMS-414-027	p. ATM/CDM emulation	Mandatory
AMS-414-028	q. Terminal Risk Classification	Mandatory
AMS-414-029	r. Last Maintenance/Update (Date and Time)	Mandatory
AMS-414-030	s. History i. Date Installed / Re-installed	Mandatory
AMS-414-031	ii. De-installed	Mandatory

AMS-414-032	iii. Location	Mandatory
AMS-414-033	iv. ATM/CDM Terminal ID	Mandatory
AMS-414-034	v. ATM/CDM Terminal Name	Mandatory
AMS-414-035	vi. Branch assigned	Mandatory
AMS-414-036	The system shall have a facility to import/export ATM/CDM profile.	Mandatory

4.1.5 Parameter Settings

AMS-415-001	The system shall have a facility to set all defined parameters online or with user interface.	Mandatory
AMS-415-002	The system shall have a facility for the parameterized definition and maintenance (add/modify/delete) of the following: a. ATM/CDM Terminal Status	Mandatory
AMS-415-003	b. List of Events (e.g. Vault Activities, Maintenance Activities)	Mandatory
AMS-415-004	c. Error and Error Types	Mandatory
AMS-415-005	d. Specific Hardware Problem	Mandatory
AMS-415-006	e. Escalation Level Recipients a. First Level Escalation (FLE) b. Second Level Escalation (SLE) c. Third Level Escalation (TLE) <i>Note: This may be applicable for both SLA (FLM and SLM)</i>	Mandatory
AMS-415-007	f. Escalation Response Time (e.g. every 30 minutes)	Mandatory
AMS-415-008	g. Ticket Aging for determining long outstanding	Mandatory
AMS-415-009	h. Schedule for Automatic Escalation <i>Example: Business Hours: 8:00AM – 5:00PM</i>	Mandatory
AMS-415-010	i. Criticality of Error and Events (e.g. High, Medium, Low)	Mandatory
AMS-415-011	j. Accessibility Schedule	Mandatory
AMS-415-012	k. ATM/CDM Profile	Mandatory
AMS-415-013	l. Ticket details and hand-off files for specific vendors	Mandatory
AMS-415-014	m. Ticket Recipients Profile (e.g. Name, email address, etc.)	Mandatory
AMS-415-015	n. Viewing of tickets per User (e.g., branch group head, branch rep, etc.)	Mandatory

AMS-415-016	o. Parts, devices and consumables usability threshold per terminal	Mandatory
AMS-415-017	The system shall be able to define parameters to be reflected in the graphical / geographical representation.	Mandatory
AMS-415-018	The system shall have a facility to define Cash Level Thresholds per terminal (e.g. onsite-300K, offsite-600K)	Mandatory

4.2 Interface/Usability Requirements

AMS-420-001	The system shall be able to monitor the node assignment per terminal real time.	Recommended
AMS-420-002	The system shall be able to extract node assignment for all terminals real time.	Recommended
AMS-420-003	The system shall be able to monitor successful consortium transactions (e.g. VISA, BancNet, MasterCard, etc.)	Mandatory
AMS-420-004	The system shall be able to interface with Switch Terminal Counter.	Mandatory
AMS-420-005	The system shall be able to interface with the Bank's SMS gateway facility.	Mandatory
AMS-420-006	The system shall be able to interface with the Bank's emailing facility.	Mandatory
AMS-420-007	The system shall be able to push/pull and execute files, (e.g. EJ files, videos, CIs, etc.) software updates to/from the terminal, (e.g. LARS server) without changing/altering the existing file format.	Mandatory
AMS-420-008	The system shall be able to push/pull data files via web-based secure transmission (i.e. SSLv2-3)	Mandatory
AMS-420-009	The system shall be able to redirect source and destination files to different servers.	Mandatory
AMS-420-010	The system shall be able to generate hand-off files to specific vendors (e.g., G4S)	Mandatory

4.3 Performance Requirements

AMS-430-001	The vendor shall size the application system such that it is able to meet performance requirements: a. Shall not exceed allowable ATM/CDM response or to a maximum of 1 second extension	Mandatory
AMS-430-002	b. Refresh response time shall not exceed 5 seconds for wired connections or 30 seconds for wireless connections	Mandatory

AMS-430-003	c. Shall provide System's time of response in Milliseconds	Mandatory
AMS-430-004	The system shall have a facility to back-up the system files without downtime.	Mandatory
AMS-430-005	The system shall have a facility to archive historical data and define retention period.	Mandatory
AMS-430-006	The system shall not cause performance degradation to the ATM/CDMs and host.	Mandatory

4.4 Operational Requirements

AMS-440-001	The system shall be able to run on the following web browsers existing in the Bank: a. Mozilla (at least version 22)	Mandatory
AMS-440-002	b. Internet Explorer (at least version 8)	Mandatory
AMS-440-003	c. Google Chrome (at least version 27)	Mandatory
AMS-440-004	The system shall be able to connect to the Bank's network.	Mandatory
AMS-440-005	The system shall comply with the existing IT hardware, database and operating systems architecture of the bank. (i.e. AIX, LINUX, and Windows)	Mandatory
AMS-440-006	The system shall have a messaging (e.g. chat dashboard) facility for users.	Recommended
AMS-440-007	The agent shall be compatible with the different versions of ATM/CDM software.	Mandatory
AMS-440-008	The agent shall not consume too much storage in the existing hard disk capacity of ATM/CDMs.	Mandatory

4.5 Reportorial Requirements

AMS-450-001	The system shall be able to generate reports in the following format: a. CSV, Text	Mandatory
AMS-450-002	b. PDF	Mandatory
AMS-450-003	a. Per machine i. per LBP branch	Mandatory
AMS-450-004	ii. per LBP region/group	Mandatory
AMS-450-005	iii. per terminal location (onsite/offsite)	Mandatory
AMS-450-006	iv. bank wide	Mandatory
AMS-450-007	v. Events	Mandatory
AMS-450-008	vi. Status	Mandatory

AMS-450-009	The system shall have a facility to modify computation for Availability Report.	Mandatory
AMS-450-010	The system shall be able to generate separate reports (as needed, daily and scheduled) on the following: a. Newly Installed ATM/CDM	Mandatory
AMS-450-011	b. De-installed ATM/CDM	Mandatory
AMS-450-012	c. Cash Loading	Mandatory
AMS-450-013	d. ATM movement	Mandatory
AMS-450-014	The system shall be able to generate the following reports (as needed, daily and scheduled) with corresponding details: <ul style="list-style-type: none"> • Asset Management Report (ATM Count Report) (Detailed and Summary) <ul style="list-style-type: none"> ○ ATM Type (parameterized) ○ Number of Operational Machines ○ Field Units 	Mandatory
AMS-450-015	<ul style="list-style-type: none"> • ATM/CDM Availability Report based on given events. (Detailed and Summary) (daily, monthly, and yearly) <ul style="list-style-type: none"> ○ Downtime (no. of hrs) ○ Error Type ○ Specific Hardware Problem ○ Accessibility Schedule 	Mandatory
AMS-450-016	<ul style="list-style-type: none"> • ATM/CDM Utilization Report (monthly, yearly) <ul style="list-style-type: none"> a. No. of transactions <ul style="list-style-type: none"> i. Balance Inquiry ii. Withdrawal iii. Bills Payment iv. Deposits for CDM v. Fund Transfer vi. PIN Change vii. Prepaid Auto-reload viii. Cash Advance b. Date and Time (parameterized) <ul style="list-style-type: none"> i. Total Number of Uptime and Downtime hours 	Recommended

AMS-450-017	<ul style="list-style-type: none"> • ATM/CDM End-of-Day Report (Online) <ul style="list-style-type: none"> a. Per branch group b. Per branch (servicing) c. Terminal ID/Name d. Brand 	Mandatory
AMS-450-018	<ul style="list-style-type: none"> • ATM/CDM End-of-Day Report (Offline) <ul style="list-style-type: none"> a. Per branch group b. Per branch (servicing) c. Terminal ID/Name d. Brand e. Responsible (e.g., Branch, Third Party Service Provider, TelCo, etc.) 	Mandatory
AMS-450-019	<ul style="list-style-type: none"> • Machine Status Report <ul style="list-style-type: none"> a. ATM/CDM Terminal ID b. Terminal Location c. Branch Group d. Date and Time Offline e. Date and Time Online f. Referred g. Details h. Action Taken 	Mandatory
AMS-450-020	<ul style="list-style-type: none"> • ATM/CDM Profile Report <ul style="list-style-type: none"> a. Per Branch/Branch Group b. Per Terminal Type 	Mandatory
AMS-450-021	<ul style="list-style-type: none"> • No. of Notifications sent via: <ul style="list-style-type: none"> a. Email b. SMS 	Recommended
AMS-450-022	<ul style="list-style-type: none"> • Predictive Analysis Report <ul style="list-style-type: none"> a. Near thresholds b. Exceeds threshold 	Mandatory
AMS-450-023	<ul style="list-style-type: none"> • Parts Replacement History <ul style="list-style-type: none"> a. Part/s replaced b. Last Replacement Date c. Number of Replacement per specified period 	Mandatory

AMS-450-024	<ul style="list-style-type: none"> • Cash Level Forecasting Report <ol style="list-style-type: none"> a. Near thresholds b. Exceeds threshold c. Per Terminal 	Mandatory
AMS-450-025	<ul style="list-style-type: none"> • List of ATM/CDMs Installed / De-installed Report (for the month) <ol style="list-style-type: none"> a. Number of ATM/CDMs installed b. Number of ATM/CDMs de-installed c. Number of ATM/CDMs per branch group 	Mandatory
AMS-450-026	<ul style="list-style-type: none"> • SLA Monitoring Report (Detailed and Summary) <ol style="list-style-type: none"> a. response and repair date and time b. Action Taken <ol style="list-style-type: none"> i. FLM ii. SLM c. Service Location 	Mandatory
AMS-450-027	<ul style="list-style-type: none"> • Long Outstanding Tickets <ol style="list-style-type: none"> a. Per Branch (servicing) b. Per Branch Group c. Per Error Type 	Mandatory
AMS-450-028	The system shall have a facility to input the Terminal Risk Classification with remarks.	Mandatory
AMS-450-029	The system shall be able to generate report that is printable and compatible to all existing Windows OS of the bank	Mandatory
AMS-450-030	The system shall have a facility to generate adhoc/customizable reports and templates based on the existing data in the system (e.g. Open/Closed/Pending Tickets)	Mandatory

4.6 Maintainability Requirements

AMS-460-001	The system provider shall conduct training for system and application administration, security, users, reports and interface development, etc.	Mandatory
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AMS-460-002	The Bank shall be provided with a Conceptual Systems Design (CSD) or its equivalent document which includes the following: <ul style="list-style-type: none">• System Overview• System Modules• Technical Architecture• Technical Architecture Components• Technical Architecture Diagram• Interface Design• Report Design• Security Design	Mandatory
AMS-460-003	The Bank shall be provided with a Technical Requirements Specification (TRS) or its equivalent document which includes the following: <ul style="list-style-type: none">• System Overview• Programs• Database Design	Mandatory

AMS-460-004	<p>The following Manuals/ Documentations shall be provided to continue maintainability of the system:</p> <ul style="list-style-type: none"> • Server Hardware/ Software Installation Procedures • Front End Hardware/ Software Installation Procedures • Applicable administration/ housekeeping routines • Problem Management Procedures, including documentation on System Errors, Messages and Codes (e.g. Quick Fix/Troubleshooting Guide) • Application information and configuration on: <ul style="list-style-type: none"> ✓ Back-end/front-end software ✓ Server configuration ✓ Storage allocation ✓ IP, Network details ✓ User roles/profiles • Capacity planning • Vendor support contact details • Maintenance Contract with Service Level Agreement • Technical/System Manual • Data Flow Diagrams • Database Schema • Data Dictionary • Disaster Recovery Plan 	Mandatory
AMS-460-005	<p>The Bank shall be provided with an Integration Testing Certification with accompanying Test Result or its equivalent document.</p>	Mandatory
AMS-460-006	<p>The Bank shall be provided with a Generic User's Manual or its equivalent document which shall contain the following information:</p> <ul style="list-style-type: none"> • Definition of Terms • Operating Procedures • Prompts and Messages • Quick Reference (Optional) 	Mandatory

AMS-460-007	The Bank shall be provided with an Application Maintenance Manual with the following information: <ul style="list-style-type: none"> • Overview • Document Location • Files and Databases • Application Code • Job Information • Test Environment 	Mandatory
AMS-460-008	The Bank shall be provided with a Technical Implementation Plan or its equivalent document with the following information: <ul style="list-style-type: none"> • Target Participants • Roles and Responsibilities • Implementation Schedule • Technical Details - Mainframe • Technical Details – Open Systems • Procedures • Back-out Procedures • Legacy Shutdown (If Applicable) • Technical Implementation Checklist • Issues • Assumptions and Constraints • Backup and Restore Approach • Back up/Retention Scheme • Interface Considerations (Optional) • Recovery Procedure 	Mandatory
AMS-460-009	There shall be knowledge transfer through trainings and complete systems and user's documentation for both system maintenance and for future system enhancements.	Mandatory
AMS-460-010	There shall be Adhoc Reporting User Manual provided.	Mandatory

4.7 Portability Requirements

AMS-470-001	The system shall be adaptable to changes in LBP IT architecture, hardware, software and database platforms	Mandatory
AMS-470-002	The system shall be scalable to accommodate multiple users at any given time	Mandatory

4.8 Security Requirements

4.8.1 Confidentiality Requirements

AMS-481-001	The system shall have separate facilities for setting-up business and security parameters.	Mandatory
AMS-481-002	The proposed solution shall work with the Bank's existing security infrastructure. The security parameters must be set up in accordance with LBP's EO 75 series of 2015: Guidelines on Security and Access Controls on Information Technology Systems	Mandatory
AMS-481-003	The system shall be accessed through user ID and password	Mandatory
AMS-481-004	The User ID shall be unique	Mandatory
AMS-481-005	The User ID shall not be case-sensitive	Mandatory
AMS-481-006	The User ID shall accept alpha, numeric or combination of both characters	Mandatory
AMS-481-007	The following User ID properties shall not be hard-coded. Fields shall be provided to define and adjust security parameter values based on minimum/maximum requirements approved by the Bank:	Mandatory
	a. minimum length (i.e, 4 chars)	
AMS-481-008	b. maximum length (i.e., 16)	Mandatory
AMS-481-009	c. Inactivity period – global parameter (i.e., the number of days of inactivity before a user ID becomes inactive in status and unable to access the system)	Mandatory
AMS-481-010	d. The number of days before an inactive ID is automatically deleted/purged by the system	Recommended
AMS-481-011	The User ID shall be the LBP assigned ID number or approved ID convention /format for specific system	Mandatory
AMS-481-012	Functionality to override the global parameter for inactivity period in a per user enrolment basis in order to set expiry for special access	Recommended
AMS-481-013	Changing of default/super ID password shall not affect system operations	Mandatory
AMS-481-014	Password shall accept alpha and numeric characters	Mandatory
AMS-481-015	Password shall be case-sensitive	Mandatory
AMS-481-016	Password shall be different from User ID	Mandatory

AMS-481-017	Password shall be masked/not in clear text (during input and submission/transport to server)	Mandatory
AMS-481-018	The following password properties shall not be hard-coded. Fields shall be provided to define and adjust security parameter values based on minimum/maximum requirements approved by the Bank: a. minimum length of characters, except when input device is limited to numeric keypad (i.e. 7 – for PCI DSS compliance)	Mandatory
AMS-481-019	b. maximum length	Mandatory
AMS-481-020	c. expiry period (i.e., the system shall require user to change password after a given period/number of days from the date of last PW change; otherwise, the system will not allow the user to login until his/her PW is changed); (i.e. maximum of 90 days – for PCI DSS compliance)	Mandatory
AMS-481-021	d. password re-use/history (i.e., the system will not allow the user to use his previous password/s when nominating a new password, (i.e., a parameter value of 4 will not allow the user to use again his/her current password as his new password – for PCI DSS compliance); minimum of last previous password used	Mandatory
AMS-481-022	e. Automatic lock/suspend/revoked (i.e., the maximum number of unsuccessful attempts to log-in before the User ID becomes locked/suspended; the counter for unsuccessful attempts shall reset to zero once the user has logged in or the user ID's lock/suspension is lifted); (i.e. maximum of 3 consecutive unsuccessful attempts – for PCI DSS compliance)	Mandatory
AMS-481-023	f. Automatic log-off/log out (i.e., the maximum period/no. of minutes of user inactivity before the user is automatically logged out of the system); (i.e. maximum of 15 minutes of inactivity – for PCIDSS compliance)	Mandatory
AMS-481-024	All users may opt to change his/her own password anytime and when needed or every after ninety (90) days or as the need arises	Mandatory

AMS-481-025	Force change passwords (i.e., User must change PW upon initial log in after creation of account/resetting of password except when password is user-nominated)	Mandatory
AMS-481-026	Password file/database shall be encrypted	Mandatory
AMS-481-027	Facility to define flexible user access level policy (including access to reports) and limit user access in a need-to-know-and-need-to-do basis through parameterized: a. Access rights per transaction/menu (Create/Read/Update/Delete)	Mandatory
AMS-481-028	b. Profiles – grouping of access rights	Mandatory
AMS-481-029	c. Roles – grouping of profiles	Mandatory
AMS-481-030	Facility to modify access rights	Mandatory
AMS-481-031	Facility to modify profiles	Mandatory
AMS-481-032	Facility to modify roles	Mandatory
AMS-481-033	Facility to delete profiles	Mandatory
AMS-481-034	Facility to delete roles	Mandatory
AMS-481-035	Facility to display and print all defined roles and attached profiles	Mandatory
AMS-481-036	Facility to print/output to a report access rights attached to a profile/role	Mandatory
AMS-481-037	Changes in access rights/profiles/roles shall update the related access of all existing users	Mandatory
AMS-481-038	Deletion of roles and profiles shall validate that no existing user is assigned with roles/profiles for deletion	Mandatory
AMS-481-039	Facilities for the following user administration activities: a. Search/query/find – to facilitate locating specific user ID/profile/role for modification of record or access/deletion	Mandatory
AMS-481-040	b. Addition/enrolment	Mandatory
AMS-481-041	c. Deletion – must not affect previously completed activities	Mandatory
AMS-481-042	d. Modification of user information (e.g., Department)	Mandatory
AMS-481-043	e. Modification of user profile/role	Mandatory
AMS-481-044	f. Resetting of password	Mandatory
AMS-481-045	g. Suspension/locking of access	Mandatory

AMS-481-046	h. Lifting of suspension/unlocking of access (i.e. shall change user access to active)	Mandatory
AMS-481-047	Facility to generate reports/logs on list of system users with the following information on any given date: a. User role	Mandatory
AMS-481-048	b. User profile/access level	Mandatory
AMS-481-049	c. User ID	Mandatory
AMS-481-050	d. User Name	Mandatory
AMS-481-051	e. User Status (e.g., active/inactive/purged)	Mandatory
AMS-481-052	f. User Department/Unit	Mandatory
AMS-481-053	g. Last log-on date	Mandatory
AMS-481-054	Manual for user and security administration	Mandatory
AMS-481-055	User and other related files shall be included in the backup files to allow restoration of system users when needed	Mandatory
AMS-481-056	The filter criteria for List of System Users shall be: a. User role b. User profile c. User status d. User department	Mandatory

4.8.2 Integrity Requirements

AMS-482-001	The System shall implement encryption/decryption technologies that are appropriate with the data being protected (e.g. SHA256, 3DES, etc.)	Mandatory
AMS-482-002	The application shall pass the vulnerability assessment of the Bank	Mandatory
AMS-482-003	A vulnerability report shall be provided by the vendor which will be cross verified by LBP IT Security	Mandatory
AMS-482-004	The system shall be able to ensure integrity of data. All successful and rejected transactions shall be accounted for not only during online but also through reports.	Mandatory

4.8.3 Availability Requirements

AMS-483-001	The Bank and the system provider shall have a Maintenance Agreement and Service Level Agreement.	Mandatory
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