



**BID BULLETIN NO. 2**  
**For LBP-HOBAC-ITB-GS-20180710-01**

**PROJECT** : **One (1) Year Outsourcing of Credit Card Statement of Accounts Printing and Mail Envelope Processing**

**IMPLEMENTOR** : **Procurement Department**

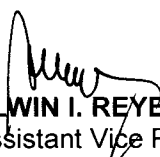
**DATE** : **August 16, 2018**

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

The modifications, amendments or clarifications are as follows:

- The Terms of Reference (Annexes A-1 to A-7), Section VII (Specifications) and Checklist of the Bidding Documents (Items 3.h & 6) have been revised. Please see attached revised Annexes A-1 to A-7 and the specified sections of the Bidding Documents.
- The deadline of submission and the schedule of opening of eligibility/technical and financial documents/proposals for the above project is re-scheduled to **August 23, 2018, 11:00 A.M.** at the Procurement Department, 25th Floor, LANDBANK Plaza Building, 1598 M. H. Del Pilar corner Dr. Quintos Streets, Malate, Manila.

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

# Specifications

<b>Specifications</b>	<b>Statement of Compliance</b>
<p style="text-align: center;"><b>One (1) Year Outsourcing of Credit Card Statement of Accounts (SOA) Printing and Mail Envelope Printing</b></p> <p><b>Per attached Revised Terms of Reference (Annexes A-1 to A-7)</b></p> <p>The following documents shall be submitted inside the eligibility/technical envelope:</p> <ul style="list-style-type: none"> <li><b>a. Revised Terms of Reference (TOR) with responses of the bidder on each of the requirements. (Each page of the duly filled-out TOR must be signed/initialed by the bidder's authorized signatory/ies);</b></li> <li>b. Company Profile;</li> <li>c. Copy of the bidder's Data Privacy Policy;</li> <li>d. At least three (3) references with similar existing/completed projects in local credit card companies/commercial banks that can be verified through phone;</li> </ul>	<p style="text-align: center;"><b>Bidders must state below either "Comply" or "Not Comply" against each of the individual parameters of each specification.</b></p> <p>Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of <b>ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii)</b></p> <p style="text-align: center;"><b>Please state here either "Comply" or "Not Comply"</b></p>

e. Documented Disaster Recovery Plan, to include but not limited to emergency power supplies/equipment, back-up facility system, and a business continuity site as required by the Bangko Sentral ng Pilipinas.	
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**Conforme:**

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Name of Bidder

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Signature over Printed Name of  
Authorized Representative

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Position

## **Checklist of Bidding Documents for Procurement of Goods and Services**

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

**The Technical Component (First Envelope) shall contain the following:**


1. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (sample form - Form No.7).
2. Duly notarized Omnibus sworn statement (sample form - Form No.6).
3. Eligibility requirements
  - **Legal Document**
    - 3.a PhilGEPS Certificate of Registration (Platinum Membership). All documents enumerated in its Annex A must be updated; or
    - 3.b Class "A" eligibility documents as follows:
      - 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 permit issued by the city or municipality where the principal place of business of the prospective bidder is located; and
      - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.
  - **Technical / Financial Documents**
    - 3.c Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 3). The duly signed form shall still be submitted even if the bidder has no on-going contract.

- 3.d Statement of the prospective bidder identifying its single largest completed contract similar to the contract to be bid, equivalent to at fifty percent (50%) of the ABC supported with contract/purchase order, end-user's acceptance or official receipt(s) issued for the contract, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 4).
- 3.e The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
- 3.f The prospective bidder's computation for its Net Financial Contracting Capacity (sample form - Form No. 5).
- 3.g Valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance.
- 3.h Revised Terms of Reference (TOR) with responses of the bidder on each of the requirements. (Each page of the duly filled-out TOR must be signed/initialed by the bidder's authorized signatory/ies).**
- 3.i Company profile.
- 3.j Copy of its Data Privacy Policy.
- 3.k At least three (3) references with similar existing/completed projects in local credit card companies/commercial banks that can be verified through phone.
- 3.l Documented Disaster Recovery Plan, to include but not limited to emergency power supplies/equipment, back-up facility system, and a business continuity site as required by the Bangko Sentral ng Pilipinas.
4. Bid security in the prescribed form, amount and validity period (ITB Clause 18.1 of the Bid Data Sheet);
5. Schedule VI - Schedule of Requirements with signature of bidder's authorized representative.

6. **Revised Section VII - Specifications with response on compliance and signature of bidder's authorized representative.**
7. Post-Qualification Documents – (Non-submission of these documents during the bid opening shall not be a ground for the disqualification of the bidder):
  - 7.a Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through the BIR EFPS; and
  - 7.b Income Tax Return for 2017 filed manually or through the BIR EFPS

**The Financial Component (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 Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2)

TERMS OF REFERENCE (TOR)				
	<b>Outsourcing of Statement of Account (SOA) Printing, and Mail Envelope Processing (Revised)</b>			
	<b>Credit Card Administration Department</b>		<b>Class</b>	<b>D</b>
	<b>Date</b>	<b>14 August 2018</b>	<b>Revision No.</b>	<b>3.0</b>

### A. PROJECT

Outsourcing of LANDBANK Credit Card Statement of Account (SOA) printing and mail envelope processing for a period of one (1) year.

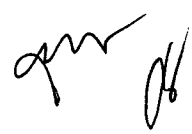
### B. OBJECTIVES


To ensure excellent customer service thru fast and efficient handling of the LANDBANK Credit Card SOAs, there is a need to employ the services of a customer communication management company, hereinafter known as the Company.

### C. REQUIREMENTS FROM THE BIDDERS

*Instructions on responding to this Terms of Reference (TOR) Document:*

- a. *The Service Provider/Bidder must answer at the second column whether the proposed requirements will be complied or not—answer must be **YES** or **NO**.*
- b. *The REMARKS column in the table is to be filled out according to the response in the second column:*
  - b.1. *If answer to the second column is YES: REMARKS column is to be filled out with the complete and specific reference to the supporting document included in the bidding document to support answer/claim.*
  - b.2. *If the answer to the second column is NO: REMARKS column is to be filled out with the justifications why the bidder cannot meet the specified requirement.*
- c. *The supporting documents, cited references to the Outsourcing of SOA Printing and Mail Processing should be indexed or labeled accordingly for easy identification and validation.*



TERMS OF REFERENCE (TOR)				
	<b>Outsourcing of Statement of Account (SOA) Printing, and Mail Envelope Processing</b>			
	Credit Card Administration Department		Class	D
	Date	14 August 2018	Revision No.	3.0

REQUIREMENT	WILL COMPLY? YES/NO	REMARKS
1. The bidder should be duly authorized to operate as a printing service company as evidenced by a Certificate of Registration from the Securities and Exchange Commission (SEC).		
2. The bidder must have at least 10 years of experience/track record in this line of business.		
3. Bidder must have had profitable operations in the last three (3) years as evidenced by their Financial Statements.		
4. The bidder must provide LBP with its company profile.		
5. The bidder must provide LBP a copy of its Data Privacy Policy.		
<b>6. The bidder must provide at least three (3) references from local commercial banks, credit card companies, utilities or telephone companies with similar existing/completed projects, one (1) of which is a credit card SOA printing project that can be verified through phone.</b>		
7. The bidder must have at least four (4) machines of twin units or laser printers and automated mail machines installed in bidder's site, and must be able to provide the required forms, software, fixtures and other related items to ensure rapid and reliable quality of statement printing which can be verified thru a site visit prior to Notice of Award		
8. The bidder must meet the 24-hour turnaround time as defined under Sec. D.		
9. The bidder must provide a documented Disaster Recovery Plan, to include but not limited to emergency power supplies/equipment, back-up facility system, and a business continuity site as required by the BSP.		
10. The bidder must have an in-house, 24/7 technical support team and trained personnel for its printers and equipment. The Technical Team Head/Officer should have completed the Bachelor of Science in Electronics and Communications		





**TERMS OF REFERENCE (TOR)**




**Outsourcing of Statement of Account (SOA) Printing, and Mail Envelope Processing**

<b>Credit Card Administration Department</b>		<b>Class</b>	<b>D</b>
<b>Date</b>	<b>14 August 2018</b>	<b>Revision No.</b>	<b>3.0</b>

Engineering (ECE), preferably with masteral units (copy of diploma must be submitted) and has at least five (5) years of experience in technical services and development.		
<b>11. DELETED</b>		
<p>12. The bidder shall perform the following activities every statement cut-off:</p> <ul style="list-style-type: none"> <li>• Print Monthly Statement of Accounts;</li> <li>• Envelop, insert and seal the SOAs/mails;</li> <li>• Sort mails as specified under Item D;</li> <li>• Deliver all the mails to CCAD or designated courier even during Saturdays, Sundays and other declared holidays;</li> <li>• Ensure safety, security and confidentiality of mails assigned to LBP's preferred Courier; and</li> <li>• Provide LBP with the list of cardholder's SOA one (1) day prior to delivery to LBP. All data (i.e., pdf file) must be archived in a DVD and will be included/together with the SOA delivery.</li> </ul>		
13. The bidder must allow LBP to do site survey during the evaluation period of the bid document.		
14. Dedicated Customer Service Officer who is highly competent shall receive inquiries from LBP to ensure that issues are appropriately addressed.		

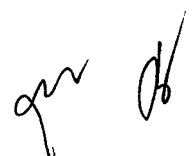
**D. SCOPE OF WORK AND OTHER SPECIFICATIONS**


Volume and Frequency	180,000 images (3 sheets) per month in 2 cycles (15 <sup>th</sup> & 28 <sup>th</sup> ) or a total of 2,160,000 images for one (1) year.
Data Transmission	Transmission shall be via Secured File Transfer Protocol (SFTP) or by other high capacity media (USB, DVD, etc.) in case SFTP is unavailable or for back-up purposes.
Printing, Envelope Processing and Sorting	<ul style="list-style-type: none"> <li>• Laser printing (per image/sheet) - Duplex printing</li> <li>• Automated envelope processing</li> <li>• Additional Inserts which should be FREE OF CHARGE - 2 to 4 inserts or flyers are included as</li> </ul>

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	<b>Date</b>	<b>14 August 2018</b>	<b>Revision No.</b>	<b>3.0</b>

	<p>required by the Bank</p> <ul style="list-style-type: none"> <li>Segregation/sorting of SOAs is based on the following criteria in which the parameters are available in LBP's Credit Card SOA as follows:               <ol style="list-style-type: none"> <li>1. LANDBANKERS                   <ol style="list-style-type: none"> <li>a. Head Office</li> <li>b. Per Branch</li> </ol> </li> <li>2. NON-LANDBANKERS                   <ol style="list-style-type: none"> <li>a. Per NCR</li> <li>b. Per Luzon</li> <li>c. Per Visayas</li> <li>d. Per Mindanao</li> </ol> </li> <li>3. CORPORATE ACCOUNTS/CARDS</li> </ol> </li> </ul>
Stock Requirements	<ul style="list-style-type: none"> <li>Continuous Stationery stock requirement: 11" x 15", Woodfree Laser White Paper, 80gsm, Color 1/0 (LBP &amp; MC logos)</li> <li>Landbank SOA printout Cutsheet Size: 7"x11"</li> <li>Envelope stock requirement: 4" x 7-3/4"(folded), Woodfree Laser White Window; 90gsm, With gum/adhesive on flap of envelope. Color 3/1; Plastic Window size: 29mm x 68mm</li> </ul>
Turnaround Time	Turnaround time is 24 hours. Turnaround time refers to the time the Service Provider has reconciled the SOA file received and approval of mock-ups for printing up to the time the SOAs are ready for delivery to LBP.
Data Archiving	Data in PDF Format shall be archived in DVD (free of charge) every billing cycle (2x per month)
Dispatch/Delivery	Delivery of LBP credit card mailpacks shall be made at LBP or other specified site designated by the Bank (free of charge) within Metro Manila only.
Programming & Program Modifications	Shall be free of charge even after User Acceptance of the First Live run.

The Service Provider/Bidder understands and agrees that the requirements specified in this document are deliverables for the proposed Outsourcing of Statement of Account Printing, and Envelope Processing.



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All deliverables, its specifications and functionalities, must be satisfied including its necessary prerequisites without additional cost to the Bank.

#### E. ESTIMATED PROJECT COST

The estimated total cost of the outsourcing of SOA printing for one (1) year is Three Million One Hundred Thirty-Eight Thousand Two Hundred Forty pesos only (**Php3,138,240.00**). See Annex A.

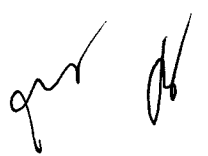
Bid price shall be composed of the following cost components inclusive of VAT and all applicable taxes:


- Laser Printing (Duplex Print Imaging) on Continuous Form size: 7"x11", Color: 3/0 (LBP & MC logos)
- Automated Envelope Processing Size 7.88"x13"(folded & sealed), 90gsm, color: 3/1
- Stationery stock supply with a Paper size of 7"x11", 80gsm, Woodfree White Laser paper, Color 1/0
- Envelope Stock Supply with size 4" x 7-3/4"(folded), Woodfree Laser White Window; 90gsm, With gum/adhesive on flap of envelope. Color 3/1; Plastic Window size: 29mm x 68mm

#### F. COMPLIANCE WITH LAWS, POLICIES, PROCESSES, REGULATIONS AND STANDARDS

Service Provider must comply with the requirements under the Appendix 100 (Appendix to Sec. X162.6) of the Manual of Regulations for Banks (MORB) which states among others the following:

1. Service level agreement of contract between the bank and the service provider, which shall, at a minimum, include all of the following:
  - a. Complete description of the work to be performed or services to be provided;
  - b. Fee structure;
  - c. Provisions governing amendment and pre-termination of contract;
  - d. Responsibility, fines, penalties and accountability of the service provider for errors, omissions and frauds;

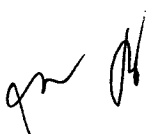



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- e. Confidentiality clause covering all data and information; solidarity liability of service provider and bank for any violation of R.A. No. 1405, (the Bank Deposits Secrecy Law) actions that the bank may take against the service provider for breach of confidentiality or any form of disclosure of confidential information; and the applicable penalties;
- f. Segregation of the data of the bank from that of the service provider and its other clients;
- g. Disaster recovery/business continuity contingency plans and procedures;
- h. Guarantee that the service provider will provide necessary levels of transition assistance if the bank decides to convert to other service providers or other arrangements;
- i. Access to the financial information of the service provider;
- j. Access of internal and external auditors to information regarding the outsourced activities/ services which they need to fulfill their respective responsibilities;
- k. Access of Bangko Sentral to the operations of the service provider in order to review the same in relation to the outsourced activities/ services;
- l. Service provider shall immediately take the necessary corrective measures to satisfy the findings and recommendations of Bangko Sentral examiners and those of the internal and/or external auditors of the bank and/or the service provider;
- m. Remedies for the bank in the event of change of ownership, assignment, attachment of assets, insolvency, or receivership of the service provider; and
- n. Bank may cancel the contract by contractual notice of dismissal or extraordinary notice of cancellation if so required by the Bangko Sentral.

#### **G. OTHER TERMS AND CONDITIONS**

- a. **EMPLOYER – EMPLOYEE RELATIONSHIP** - It is understood that the service personnel of the Service Provider are not employees of LANDBANK. The Service Provider shall be solely responsible under existing labor laws, rules and regulations or those that may hereafter be enacted regulating employer-employee relationship, and/or other employment benefits which the service



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	<b>Date</b>	<b>14 August 2018</b>	<b>Revision No.</b>	<b>3.0</b>

personnel may be entitled. The Service Provider hereby warrants that it shall fully and faithfully comply with the labor laws, including but not limited to the statutory minimum wage decrees, rules and regulations and that it shall keep LANDBANK free and harmless from any liability whatsoever in the event that any claim arising under such laws, decrees, rules and regulations is presented/filed;

- b. BILLING – Service Provider shall provide timely billing to LANDBANK to avoid delays/overdue in payment.
- c. LOSS/DAMAGE OF SOA – The Service Provider shall be financially liable for any loss of the SOA while in transit in the event of loss or damage. The Service Provider shall pay the cost of the SOAs. In the case of loss of accountable forms, the Service Provider shall publish at its expense a notice of loss in newspapers of general circulation;
- d. PENALTY – SOAs not delivered within the prescribed Turnaround Time of 24 hours shall be charged 1/10<sup>th</sup> of 1% of the total cost of charges (for the affected Billing/Invoice) multiplied by the maximum number of days of delay except for those affected by fortuitous events or with prior notice to the Bank.
- e. ACCIDENTS AND DAMAGES – The Service Provider shall be solely responsible for any and all injuries or damages to persons or property caused by it and/or of its service personnel assigned to LANDBANK in the course of the performance of its obligations. LANDBANK shall not be responsible for the death or injury sustained by the Service Provider's service personnel while in the performance of their obligation to LANDBANK. In case of such death, accident or damage, LANDBANK is specifically relieved of any damage and responsibility therefore;
- f. PRE-TERMINATION – In case of delay in the delivery or non-performance of the terms and conditions by the Service Provider where, damages to the operations of the branch were ascertained, LANDBANK reserves the right to pre-terminate the contract. A thirty (30) day notice of pre-termination shall be sent to the Service Provider, the period of which will run upon receipt of such notice.
- g. Any action that may arise from the contract shall be filed in the Courts of the City of Manila. It is expressly agreed that in case of litigation, the party at fault shall pay the aggrieved party an amount equivalent to 10% of the amount due as Attorney's Fees.

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