



BID BULLETIN NO. 2
For LBP-HOBAC- ITB-GS-20180201-02

PROJECT : **1,000,000.00 Pieces LANDBANK Europay, Mastercard Visa Branded GSIS UMID Card and Personalization**

IMPLEMENTOR : **Procurement Department**

DATE : **March 8, 2018**

This Bid Bulletin is issued for the information of prospective bidders for the above-mentioned project. This shall form an integral part of the Bid Documents.

- The Terms of Reference (Annex A-1 to A-14), Section VII (Specifications) and Checklist of Bidding Documents have been further revised. Please see attached Annexes A-1 to A-14 (Revised 2.0) and the specified sections of the Bidding Documents.


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

Specifications

Specifications	Statement of Compliance
	<p style="text-align: center;">Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each specification.</p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii)</p>
<p style="text-align: center;">1,000,000 Pieces LANDBANK EMV Branded GSIS UMID Card and Personalization</p> <p>Minimum specifications and other requirements per attached Terms of Reference (Revised Annexes 1 to 11).</p> <p>The following documents shall be submitted inside the eligibility/technical envelope:</p> <ul style="list-style-type: none"> ▪ Duly filled-out Revised Terms of Reference signed in all pages by authorized representative/s. ▪ Current and valid accreditation certificate of the bidder issued by VISA for EMV card production and personalization. ▪ Certificate of Satisfactory Performance (or equivalent document) from at least three 	<p>Please state here either “Comply” or “Not Comply”</p>

<p>(3) existing clients of the bidder in the Philippines or in Asia for full EMV card production and personalization.</p> <ul style="list-style-type: none"> ▪ Valid certification from current local client/s showing that the bidder is a manufacturer and provider of polycarbonate cards that comply with either Fogra Age F02 or ISO 24789, ten (10) years durability test. ▪ Current and valid certification issued to the bidder by an ISO-certified Laboratory that is ISO/IEC 17025 certified. ▪ Self-certification of the bidder on the following: <ul style="list-style-type: none"> ✓ Capability to produce the required initial volume of 800,000 EMV cards within 45 calendar days and at least 200,000 succeeding new EMV cards within the next two (2) years from the date of issuance of the Notice to Proceed. ✓ Location of Production Facility and Personalization Bureau in the Philippines with addresses and contact details. ▪ Current and valid Payment Card Industry Card Production certification of the bidder or equivalent document. ▪ List of certifying bodies with contact person and contact details. 	
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Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

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

The 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 least twenty five percent (25%) 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 Duly filled-out Revised Terms of Reference signed in all pages by authorized representative/s.
- 3.i Current and valid accreditation certificate of the bidder issued by VISA for EMV card production and production.
- 3.j Certificate of Satisfactory Performance (or equivalent document) from at least three (3) existing clients of the bidder in the Philippines or in Asia for full EMV card production and personalization.
- 3.k Valid certification from current local client/s showing that the bidder is a manufacturer and provider of polycarbonate cards that comply with either Fogra Age F02 or ISO 24789, ten (10) years durability test.
- 3.l Current and valid certification issued to the bidder by an ISO-certified Laboratory that is ISO/ IEC 17025 certified.
- 3.m Self-certification of the bidder on the following:
- Capability to produce the required initial volume of 800,000 EMV cards within 45 calendar days and at least 200,000 succeeding new EMV cards within the next two (2) years from the date of issuance of the Notice to Proceed.

- Location of Production Facility and Personalization Bureau in the Philippines with addresses and contact details.
- 3.n Current and valid Payment Card Industry Card Production certification of the bidder or equivalent document.
- 3.o List of certifying bodies with contact person and contact details.
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 2016 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
EMV VISA BRANDED GSIS UMID CARDS AND PERSONALIZATION

I. CARD MANUFACTURER/PERSONALIZATION BUREAU

- A. Must be accredited by VISA International and must submit current and valid accreditation certificate issued by Visa for EMV Card Production and Personalization;
- B. Must submit a certificate of Satisfactory Performance (or equivalent document) from at least three (3) existing clients of the bidder in the Philippines or in Asia for full EMV card production and personalization;
- C. Must submit a valid certification from current local client/s showing that the bidder is a manufacturer and provider of polycarbonate cards that comply with either Fogra Age F02 or ISO 24789, ten (10) year durability test;
- D. The Fogra Age F02 or ISO 24789 certification must be issued by a laboratory that is ISO/EC 17025 certified.
- E. Must submit a Self Certification of the bidder on its capability to produce the required initial volume of 800,000 EMV cards within 45 calendar days and at least 200,000 succeeding new EMV cards within the next two (2) years from the date of issuance of the NTP.
- F. Must have a Local Production Facility and Personalization Bureau in the Philippines. The address/location of the Personalization Bureau in the Philippines should be included in the Self Certification. LANDBANK reserves the right to conduct onsite inspection (expenses to be shouldered by LANDBANK) of the Production Facilities and Personalization Bureau of the supplier.
- G. Must submit a current and valid Payment Card Industry Card Production (PCICP) Certificate or equivalent document.
- H. Contact name, telephone/telefax numbers and email address of the certifying bodies must be provided.

II. SPECIFICATIONS

LANDBANK EMV UMID Card Technical Specifications (Annex A)

III. POST QUALIFICATION REQUIREMENTS:

The Lowest Calculated Bidder shall perform the following within 20 calendar days from the opening of bids

- A. Provide any of the following:
 - Secured File Transfer Protocol server (site to site VPN/IPSEC Tunnel)
 - Publicly accessible SSL-VPN facility

Perform connectivity testing with LANDBANK and must submit certificate that connectivity was successful.

- B. Provide a chip reader with application (to enable reading/viewing of the content of UMID chip, free of charge.
- C. Provide at least 7 blank SAMM cards for GSIS customization into personalization and terminal SAMM.
- D. Provide at least twenty (20) white plastic (polycarbonate cards) sample/test personalized EMV cards with UMID personalized applet for testing with sample laser engraved data.

Note: LBP shall provide the Embossing File (test data), while Supplier shall provide the Developed Script for EMV chip personalization.

- E. Ensure that the personalized test cards and existing/issued UMID cards must work and interface with GSIS Wireless Automated Processing System (GW@PS), (Successfully tested the UMID Card in the GW@PS in the presence of LANDBANK representatives and must submit certificate of completion).

The foregoing shall be successfully completed by the LCB within the 20 calendar days after opening of bids and if the above are not met within the said period, LCB shall be declared Post Disqualified.

IV. UPON RECEIPT OF NOTICE TO PROCEED (NTP)

A. CARD PRODUCTION

1. The Supplier must submit 5 sets of hard copy-card design artwork proof layout within 3 banking days upon receipt of the UMID Card Design based on Annex B.
2. Once approved by LANDBANK, the Supplier must submit the actual card proof to Visa for approval within 3 banking days after receipt of LANDBANK notification.
3. The Supplier must submit five (5) actual card samples to LANDBANK within five (5) banking days after approval of Visa.
4. The Supplier shall comply with required durability test and ISO 10373-6:2011 proximity card test for the UMID cards which will be based on 100 cards that will be randomly pulled out from the first batch of UMID cards that will be delivered to LBP. The costs of the tests and Certification shall be for the account of the Supplier.
5. Valid certifications should be issued by a testing laboratory which holds ISO/IEC 17025 accreditation. (Provide contact name, telephone/telefax numbers and email address of the certifying body.)
6. Ensure that the card has a minimum 10 year card life, guarantee against card creaking, chipping, peeling and fading/discoloration and chip failures. (submit a guarantee certificate)

B. CARD PERSONALIZATION

1. The Supplier must comply with the required Visa Template from LANDBANK within fifteen (15) calendar days upon receipt of the embossing file with the following activities:
 - a. Key Exchange Ceremony
 - b. Conduct testing with LANDBANK for EMV/UMID Card Personalization; &
 - c. Personalization of at least five (5) test cards
 2. Issuer Public Key (IPK) and all other keys generated by the Supplier shall be turned over to LANDBANK at no cost to the Bank during Key Exchange Ceremony.
 3. The Supplier shall provide a utility where the bank can upload and display in a readable and agreed format, the content of all UMID database. This utility should also have a search engine and facilitate extraction of UMID Data for the reprinting of cards.
 4. The Supplier shall provide the bank a file containing the necessary data (e.g., member's information) in bank required file format of successfully created UMID Cards.
 5. The Supplier must ensure that data in Contactless Chip, EMV Card and Magnetic Stripe are of the same person before delivery to LANDBANK. Card replacement cost and other financial losses that may arise from inconsistent data shall be for the account of the Supplier.
 6. The Supplier shall provide a facility that rewrites the biometrics of members in the UMID Chip. This facility should have a built-in Security Module that will allow access by the authorized/defined users only. Also, it should be able to generate necessary and appropriate reports
- C. The UMID cards must interface seamlessly with GSIS Gw@ps.
- D. The Supplier must pass the Visa Brand Management Approval and must submit the Visa email confirmation.
- E. The EMV Plastic Card produced and personalized by the Supplier must pass the White Plastic Card review conducted by Visa. The cost shall be borne by the Supplier.
- F. The EMV Chip must be valid for at least one year from receipt of the embossing file. The Supplier must submit a Letter of Approval from Visa covering the latest VSDC Applet for Contact Card indicating the expiry date.
- G. The card shall have a Ten (10) year warranty. All invalid and defective cards-related to production defects must be replaced by the Supplier free of charge within ten (10) banking days if returned within the warranty period.
- H. The Supplier's Personalization Bureau shall safekeep the EMV cards in their vault at no cost to the Bank, and retrieval of which shall only be allowed upon receipt of request for card personalization from LANDBANK authorized personnel.
- I. The Supplier shall have a daily/weekly/monthly report of processed, spoiled, delivered, remaining inventory of EMV cards and reports on incomplete/incorrect

UMID data. The Supplier shall allow the Bank to conduct surprise actual/physical count of cards for at least once a month.

- J. The Supplier must allow the Bank to witness the perforation of spoiled EMV cards to be scheduled on a monthly basis and should issue a corresponding certificate of completion.

K. KITTING SERVICES

The Supplier shall provide kitting services including consumables

For the re-carding of 800,000 EMV UMID Cards: (welcome letter, window envelopes with LANDBANK logo)

For the new cards (welcome letter, window envelopes with LANDBANK logo and plastic pouch) of 200,000 EMV UMID Cards)

Note: LANDBANK to provide the content of the welcome letter and details of the addressee that will appear in the window envelope after issuance of Notice of Award (NOA). Sample Welcome Letter and Window Envelopes should be approved by LANDBANK before production.

L. DELIVERY OF CARDS

The Supplier must complete the delivery of the EMV UMID Cards as follows:

1. Total of 800,000 initially requested Card Production/Personalization within 45 calendar days from the receipt of the embossing file
2. Succeeding 200,000 new EMV UMID Cards to be requested within the next two (2) years – should be delivered within three (3) banking days from receipt of complete data files (Embossing files and UMID data files).

Note: The start of the two (2) year contract shall be reckoned from the date of acceptance by LANDBANK of the deliverables of the winning bidder. The acceptance period shall be made by LANDBANK within thirty (30) calendar days from the issuance of the winning bidder of Official Notice of Complete Delivery and Readiness of the Card Personalization Facility.

3. **Minimum 16,000 kitted cards should be produced daily. These should be ready for pickup-up or delivered immediately to LANDBANK whichever is applicable.**

Note:

For weekends and holidays, the embossing file shall be provided on the last banking day before the weekend or holiday. While the produced and kitted cards should be ready for pickup/delivered on the next banking day.

(e.g.: for weekends - on a Friday LANDBANK will forward an embossing file containing a total of 48,000 records and all the kitted cards are expected to be delivered/ready for pickup by Monday morning)

4. Every delivered cards shall be accompanied with a Delivery Receipt indicating the No. of Cards Delivered and LBP's Reference Batch Number in a soft (excel file) and hard copy containing the following fields:

1. Name of Members
2. GSIS ID Numbers
3. LBP Destination Branch Code

5. Sorting requirement:

For the re-carding of 800,000 EMV UMID Cards:

- 5.1 By LBP Destination Branches
- 5.2 By Agency Codes
- 5.3 Alphabetically arranged (SN, FN, MI)

For the new cards of 200,000 EMV UMID Cards:

- 5.4 GSIS Branch Code
- 5.5 By Agency Code
- 5.6 Alphabetically arranged (SN, FN, MI)

6. Manner of Delivery

Delivery shall be made by the supplier on a daily basis based on the agreed volume and schedule.

- 6.1 For the re-carding of 800,000 EMV UMID Cards:

- 6.1.1 Directly to LANDBANK Head Office via secured cargo (for branches i in Visayas, Mindanao and island provinces)
- 6.1.2 Pick up by LANDBANK Destination Branch's authorized representative/s at the Supplier's designated pick up site/location (for Metro Manila, Luzon and nearby provincial branches)

- 6.2 For the new cards of 200,000 EMV UMID Cards:

For the 200,000 new EMV UMID Cards to be requested, delivery shall be made by the supplier to LANDBANK within three (3) banking days upon receipt of complete data files

- M. Supplier shall bill LANDBANK based on the actual and complete delivery of EMV UMID Cards per batch while LANDBANK shall pay Supplier within a month from receipt of billing.
- N. In case the Supplier fails to deliver all provisions herewith resulting to the Bank's delayed compliance to BSP deadline of full EMV migration, the corresponding BSP financial penalty shall be charged to the Supplier, except if the delay is due to LBP.
- O. Liquidated damages for delayed delivery shall be 1/10 of 1% of the value of undelivered cards for everyday of non-delivery.
- P. The Supplier shall allow LANDBANK to conduct scheduled/surprise plant/site inspection/visit to validate adherence to agreed internal controls.

- Q. The Supplier shall submit a Business Continuity Plan (BCP) to ensure continuity of service provided to LANDBANK.
- R. The Supplier shall not retain any copy (soft and hard) of the Bank's Embossing/UMID Data and Reference file and it shall be deleted by the bank representative after card production/personalization duly supported by a notarized certification. The notarized certification shall be submitted only once which is to be incorporated in the contract to be executed after NOA & NTP. All records or any data submitted by the Bank or its client shall be treated as highly confidential.
- S. The Supplier shall comply with LANDBANK's Service Level Agreement and Non-Disclosure Agreement (NDA) and Acceptable Use Policy (AUP)

V. DEVELOPMENT AND TURNOVER OF UMID CHIP APPLICATIONS:**A. UMID Key Management**

- 1. During the post qualification phase, the personalization SAMM shall be provided to the LCB for testing purposes.
- 2. The personalization SAMM will be provided to the winning bidder.

B. Development of the programs/application and keys

The Supplier shall develop the necessary interfaces to comply with the GSIS requirements on chip reading and updating of UMID data on all issued UMID cards.

C. Turnover and transfer of Technology

- 1. All programs/source codes used including proprietary programs, objects, files, databases etc, shall become the properties of LANDBANK.
- 2. LBP should be able to compile the program/source code into an executable code.
- 3. The Supplier shall turn-over to LANDBANK all programs, scripts, and keys used for the successful seamless interfacing of UMID chip with GSIS Gw@ps including the following; (in soft and hard copy acceptable to LANDBANK)
 - 3.1 Technical Documentation following LANDBANK format (Conceptual System Design, Technical Requirements Specification, Technical Implementation Plan, Application Maintenance Manual)
 - 3.2 Messages and codes manual
 - 3.3 Interface Manual
 - 3.4 Data Dictionary for all database/files(with table/file/database/structure etc).
 - 3.5 Personalization script and manual
 - 3.6 Reference manual for the card and SAMM applets
 - 3.7 SAMM protocol/communication manual.
- 4. Provide 2 sets of workstations with peripherals to simulate contactless chip personalization as test beds for reading/updating of data in the contactless

chip. The workstations, peripherals, operating system, program and development tools must conform to LBP minimum standards.

5. In case there is further program development and customization work requirement, the same must be completed within fifteen (15) calendar days after issuance of Notice to Proceed.

Note : All developed and customized work must be fully compatible with the existing UMID system card applet, Card Management System (CMS), Key Management System (KMS), Card Readers/Writers, SSITs and existing applications deployed on the chip. The existing Hardware Security Module (HSM) of the KMS will be used in smartchip personalization.

6. Ensure that recurring licenses, maintenance fees, development/customizations cost and turnover cost are part of the bid quote and no additional fees shall be charged to LANDBANK.

D. Technical Assistance and Support

The proposed UMID card must interface seamlessly with the-readers/writers.

1. Turn-over of programs and keys used in reading/writing on new cards.
2. Provide copy of updated source codes.
3. Provide necessary training
4. Provide adequate number of user and technical manuals/user guide.

E. Warranty Requirements

1. A guaranteed ten (10) year card life is required on all delivered cards. cards must be fully functional with no observable cracks, chipping, peeling or fading within 10 years from issuance.
2. Full Card replacement guarantee.

The winning bidder shall replace a "bad card" free of any charge to the LANDBANK or the cardholder, within fifteen (15) days from date of receipt of a report from the LANDBANK stating the occurrence of such circumstance, unless within five (5) days from the date of such receipt, the winning bidder disputes the contents of the report and informs the LANDBANK of such in writing.

In case of dispute, the controversy shall be resolved amicably by the parties within ten (10) days. The winning bidder shall replace the bad card subject of the controversy within fifteen (15) days from the time it was resolved.

A card is considered a "bad card" when anytime from date of its issuance to the cardholder and before the end of its warranty Ten-year life the card is no longer usable for the purpose it was intended, except when such circumstance arose out of or resulted from the following acts:

- Willful intention to destroy the card, or
- Gross negligence in handling the card.

The winning bidder must submit proposed Terms and Conditions/Standard Operating Procedure on the Warranty Procedure for approval of the LANDBANK.

3. The winning bidder should warrant that should there be announced improvements on the proposed product and/or any of its components, after date of submission of proposals and before date of implementation, such improved product or its components should be delivered to and installed at the LANDBANK by the winning bidder without affecting the submitted bid price proposal.
4. If announced improvement is made within six (6) months after installed product has already been accepted for LANDBANK use, the winning bidder must replace already installed product or its components with the improved product or its components at no additional cost to LANDBANK.
5. The winning bidder should warrant that in the event that card production should exceed the targeted 1 million, it shall continue to generate, if required, additional cards under the same terms, conditions, and unit cost within the two (2) year contract.

On the other hand, should card production be lower than the annual indicative volume or the volume of 1 million cards, the winning bidder is barred from applying penalties and surcharges. The monthly progress billing shall be based on delivered good cards.

VI. MANUFACTURING AND PERSONALIZATION FACILITY

A. Minimum Requirements for Card Manufacturing Facility:

1. One compound for background printing and card personalization.
2. Must conform to the facility security standards mentioned in item VI.B.2 below.

B. Minimum Requirements for Card Personalization Facility

1. Location

- 1.1 A local, single-site for personalization, final assembly and quality control. Personalization is defined as encoding member information in contactless chip and printing of member details on card.
- 1.2 The card production facility must have a process and equipment to integrate the required DOVID into the card in his supply chain.
- 1.3 The card personalization facility must be accredited by VISA or Mastercard, and optionally, by the other affiliated institutions of the EMV Co.

2. Facility Security

- 2.1 Adequate security for perimeter, building, card personalization area.
- 2.2 The card personalization facility should be quipped with security systems such as electronic building access control (e.g. finger scan), security alarms, CCTV surveillance system, key management, and

vault.

- 2.3 Separate secured storage room each for pre-printed materials and finished cards in the personalization facility. Each storage room must have an automated access facility only for designated personnel.
- 2.4 Must have automated tracking system for the inventory, utilization, and waste disposal of pre-printed materials
- 2.5 Dedicated data communication line 24/7 between the card personalization facility and LANDBANK to the account of the winning bidder.
- 2.6 Data transfer from LANDBANK to card personalization facility must be secured with at least DES3 encryption and a maximum order of 10,000 cards completed within 3 hours.
- 2.7 Gateway servers secured logically through a firewall and physically through a key or fingerprint access by at least two (2) heads from different departments/sections of the plant.

C. Personalization System

1. Must provide a Card Production and Personalization System accessible to LANDBANK to be used for :
 - Submission and receipt of electronic reports
 - Receipt and confirmation of good and rejected cards
 - Logging of accepted and rejected cards
2. Provide onsite personnel of LANDBANK to perform tasks such as but not limited to the following :
 - confirmed card orders
 - received rejected cards
 - received card production problems
3. Capacity
 - 3.1 **Capable of producing minimum of 16,000 cards per day on a regular basis.**
 - 3.2 Service Level Guarantee – three (3) working days or 72 hours turnaround time from ordering to delivery to LANDBANK for orders up to **minimum of 16,000 cards per day**. The batch of personalized cards must be delivered at LANDBANK together with the printed delivery receipt, and the electronic report of printed cards must be made available at CMS.
4. Monitoring and Control
 - 4.1 There should be an automated control to ensure that the personal data printed at the front of the card and the 1-D barcode printed at the back of the card belongs to the same person/record.
 - 4.2 Must have application system to monitor and audit deleted data by print order.

4.3 Automated Tracking

- 4.3.1 Able to track and account for all card, including defective cards and spoilage
- 4.3.2 Able to handle/generate automated card billing facility
- 4.3.3 Automatic Reproduction of identified defective cards

Authorized LANDBANK personnel shall randomly inspect card personalization facility. LANDBANK personnel will audit/validate

- Exclusivity of the server and database for UMID personalization data:
- Personalization and quality control processes;
- Deleted data by print order and Disposal of defective cards.

4.4 To secure LANDBANK personal data from card ordering up to automatic deletion, a tamper proof system shall be developed by the winning bidder and tested by LANDBANK prior to production.

4.5 Confine administrator log-in to the server console containing LANDBANK personal data, Terminal log-in should be confined only to User IDs with privilege and access limited for card personalization functions. Any change in the server must have prior clearance by LANDBANK and should be documented. For replacement of disk storage containing LANDBANK data, the disk that will be pulled out should undergo "wipe" facility or low level formatting to ensure that all data are erased/deleted.

4.6 Secure the server and its console inside an enclosed cabinet. The cabinet should be secured through a key or fingerprint access by at least two (2) from different departments/sections of the production plant.

4.7 Provide fully redundant server.

4.8 The card production system shall be periodically audited by LANDBANK.

4.9 Only LANDBANK personal data of current order are kept on-site. Personal data are automatically deleted after completion of batch production. Deletion shall be validated through random testing by the LANDBANK personnel at the card personalization site.

4.10 Cards for delivery to LANDBANK shall be secured in a vault and to be securely transported to LANDBANK.

D. Reliability/Backup

Facility must have a stand-by power generator and Uninterruptible Power Supply (UPS) to continue personalization even in case of a grid brown-out.

VII. OTHER RELATED REQUIREMENTS:**A. Semi Annual Quality Assurance**

1. One hundred (100) cards shall be randomly pulled out by LANDBANK every six months. These cards shall undergo accelerated-life and card durability test based on Fogra Age F02 or ISO/IEC **24789** for artificial ageing and simulation of 10 years minimum card life.

Mandatory tests to be conducted shall include 90 degree peel test, Temperature Induced Dye Migration, Sunlight exposure Corner Impact and Reagent exposure based on the latest ANSI-INCITS standards.

2. The test shall be conducted by Fogra or a testing laboratory which holds ISO/IEC 17025 accreditation.
3. The delivery and testing cost of batch samples shall be for the account of the winning bidder. The winning bidder shall be notified by LANDBANK thirty (30) days prior to the scheduled testing.
4. In the event of failure to obtain the Certificate of Compliance with the required durability tests specified in no.1 above, a new batch of cards will be tested not later than 60 days from the time the results of the previous batch is known. If after the third test, and no Certificate of Compliance is obtained, this shall be a ground for contract termination.
5. LANDBANK shall conduct an annual assessment or evaluation of the performance of the vendor based on the set performance criteria. The BANK based on its assessment may terminate the contract for failure of the contractor/vendor to perform its obligations.

Technical Working Group:**ROD ROCK CANETE****Member**

ATM and Cash Management Dept.

DIVINE GRACE B. KUAN**Member**

Retail Banking Systems Dept

MARIETTA E. GALIDO**Member**

Systems Implementaion Dept.

JOANNE A. OCAMPO**Member**

Debit Card and ATM Management Dept.

AVP MARY LILIAN M. CRUZ**Member**

Relationship Officer, SNCRBG Cluster C

AVP ROLANDO R. CARPIO**Lead**

Head, GSIS Branch