

BID BULLETIN NO. 2
For LBP-HOBAC-ITB-GS-20170314-02

PROJECT : **Supply, Delivery and Installation of Thirty (30) Units Thru-The-Wall Type Cash Deposit Machine**

IMPLEMENTOR : **Procurement Department**

DATE : **July 27, 2017**

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 (Annex A), Section VII (Specifications) and Checklist of Bidding Documents (Item 6) have been revised. Please see attached revised Annexes A-4 to A-9 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 3, 2017, 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

	<p>eligibility/technical envelope:</p> <ul style="list-style-type: none">▪ Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered brand/model.▪ Manufacturer's authorization or back-to-back certification evidencing that the bidder is an authorized distributor/reseller in the Philippines of the product being offered.	
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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)
 - **Technical / Financial Documents**
 - 3.b 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.c Statement of the prospective bidder identifying its single largest completed contract similar to the contract to be bid, equivalent to at least fifty (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.d The prospective bidder's computation for its Net Financial Contracting Capacity (sample form - Form No. 5).
 - 3.e 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.f Duly filled-up Terms of Reference signed in all pages by authorized representative/s.
- 3.g Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered brand/model.
- 3.h Manufacturer's authorization or back-to-back certification evidencing that the bidder is an authorized distributor/reseller in the Philippines of the product being offered.
- 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 through the BIR Electronic Filing and Payments System (EFPS); and
 - 7.b Income Tax Return for 2016

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)

Land Bank of the Philippines
CASH DEPOSIT MACHINE
(THRU-THE-WALL)

Software Components and Settings	MANDATORY	PREFERRED	OPTIONAL	CDM SPECIFICATION DETAILS		REMARKS
FEATURES				As of July 12, 2017		
A. GENERAL REQUIREMENTS						
A.1. LICENSE & INSTALLATION				A.1.1	ALL SOFTWARE MUST BE LICENSED AND PRELOADED (e.g. OPERATING SYSTEM; DATABASE; APPLICATION SOFTWARE; COMPENSATING CONTROL TOOLS SUCH AS WHITELISTING; SECURITY SOFTWARES INCLUDING ANTI-SKIMMING SOLUTION AND COMPRESSION UTILITIES; TLS VERSION 1.2 OR HIGHER; AND END POINT PROTECTION/ANTI-MALWARE)	
				A.1.2	ALL APPLICABLE LICENSE RENEWALS MUST BE COVERED BY THE VENDOR	
				A.1.3	INSTALLATION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING : OPERATING SYSTEM; DATABASE; APPLICATION SOFTWARE; COMPENSATING CONTROL TOOLS SUCH AS WHITELISTING; SECURITY SOFTWARES INCLUDING ANTI-SKIMMING SOLUTIONS; COMPRESSION UTILITIES; TLS VERSION 1.2 OR HIGHER; AND END POINT PROTECTION/ANTI-MALWARE	
B. SYSTEM SOFTWARE						
B.1. OPERATING SYSTEM				B.1.1	WINDOWS 7 OR ANY HIGHER VERSION. IN CASE OF END OF SUPPORT FROM SOFTWARE PROVIDER, UPGRADE OR CHANGE OF OPERATING SYSTEM 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 MESSAGE FORMAT	
				C.1.3	SEND CDM MESSAGE TO HOST ON VAULT ACTIVITIES	
				C.1.4	SEND CDM MESSAGE TO HOST ON CARD READ ERRORS	
				C.1.5	SUPPORT REMOTE HOST DOWNLOADING OF MASTER KEYS	
				C.1.6	SUPPORT SENDING OF CDM MESSAGE FOR STATUS OF ANTI-SKIMMING DEVICE/MODULE IN CASE OF MALFUNCTION	
				C.1.7	SUPPORT SENDING OF CDM MESSAGE FOR STATUS OF CONSUMABLE SUPPLY COUNTERS TO HOST, (RETRIEVE/SET OPERATIONAL COMMAND MESSAGE)	
				C.1.8	THE CDM APPLICATION SHOULD ALWAYS BE ACTIVE AND SHOULD AUTO CONNECT TO THE HOST 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 A MAXIMUM OF THREE (3) IMAGES OF CLIENT FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: 1. PRESS ENTER 2. CONFIRMATION OF DEPOSIT (IF APPLICABLE) 3. RECEIPT PRINT-OUT	
				C.3.2	CAPTURES IMAGES EVERY FIVE (5) MINUTES DURING IDLE PERIOD (NO TRANSACTION)	
				C.3.3	IMAGES ARE DATE AND TIME STAMPED AND CROSS REFERENCED TO 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 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 SCREEN AND ELECTRONIC JOURNAL)	
				C.3.11	SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH' PC	

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**Land Bank of the Philippines
CASH DEPOSIT MACHINE
(THRU-THE-WALL)**

Software Components and Settings	MANDATORY	PREFERRED	OPTIONAL	CDM SPECIFICATION DETAILS	REMARKS
FEATURES				As of July 12, 2017	
C.4. TERMINAL PROGRAMMING, SCREEN/ICON EDIT				C.4.1 SHALL SUPPORT THE FOLLOWING PICTURE FILE FORMATS:	
				A. PCX - PAINT BRUSH	
				B. GIF	
				C. JPEG	
				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	
				C.4.4 SHALL SUPPORT THE FOLLOWING MULTI-MEDIA FILES:	
			A. MP3		
			B. AVI		
			C. MPEG		
			C.4.5 UTILITY FOR ADDING / MAINTAINING CDM SCREENS		
			C.4.6 ACTIVATE SECURITY OF BIOS		
C.5. EMV REQUIREMENT				C.5.1 INSTALLATION, ACTIVATION AND ENABLING OF NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WHILE THE CDM IS OPERATIONAL/INSTALLED SHALL BE FOR THE ACCOUNT OF THE VENDOR. INSTALLATION MAY COINCIDE WITH THE PREVENTIVE MAINTENANCE SCHEDULE. THE CDM SHALL ACCEPT BOTH EMV AND MAGNETIC STRIPE CARDS	
D. SECURITY SOFTWARE					
D.1. ENCRYPTION				D.1.1 SHALL SUPPORT DES - DATA ENCRYPTION STANDARDS	
				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	
				CAPABLE OF USING TLS MESSAGE ENCRYPTION FOR ALL MESSAGES BETWEEN THE CDM AND SWITCH	
				D.1.5	
E. BILL DETECTION SOFTWARE					
				E.1.1 MUST BE ABLE TO PROVIDE UPDATED/LATEST VERSION OF SOFTWARE FOR PROPER DETECTION OF CURRENTLY CIRCULATED BILLS AS ISSUED BY THE BANGKO CENTRAL NG PILIPINAS (BSP)	
				E.1.2 MUST BE ABLE TO PROVIDE UPDATED VERSION OF BILL DETECTION SOFTWARE WITHIN TWO MONTHS OF RELEASE OF NEW BILLS/DESIGN BY THE BSP	
				E.1.3 MUST BE ABLE TO PROVIDE SUPPORT TO ANY CHANGES/UPDATES ON ACCEPTED BILLS AT NO ADDITIONAL COST TO THE BANK	
				E.1.4	
				MUST BE ABLE TO ACCEPT 1000, 500, 200, 100 BILLS AND CAN ALSO BE RECONFIGURED TO ACCEPT 20 AND 50 BILLS AT NO ADDITIONAL COST TO THE BANK	
F. MAINTENANCE					
F.1. CDM MAINTENANCE/ SUPERVISOR FUNCTIONS				F.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) 4-16 ALPHANUMERIC (ALPHA, NUMERIC OR COMBINATION OF BOTH) CHARACTERS	
				3) NOT CASE SENSITIVE	
				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 CDM, 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		

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FEATURES				As of July 12, 2017		
F.1. (continuatuation) CDM MAINTENANCE/ SUPERVISOR FUNCTIONS				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	
			F.1.2.	SHALL INCLUDE PER CASSETTE TOTALS AND TOTAL AMOUNT OF FOUR (4) OR FIVE (5) CASSETTES IN THE TERMINAL READING RECEIPTS		
			F.1.3.	ALL MAINTENANCE ACTIVITIES SHALL BE LOGGED AT THE ELECTRONIC JOURNAL & HOST		
G. ADDITIONAL SYSTEM REQUIREMENTS						
G.1. REMOTE CDM READING SYSTEM AND REMOTE RESTART CAPABILITY				G.1.1.	THE SERVICE PROVIDER SHALL PROVIDE A SYSTEM FOR REMOTE PULLING OF EJ & TERMINAL COUNT/READING WITH REMOTE RESTART FUNCTIONALITY. DELIVERY SHALL BE WITHIN SIX (6) MONTHS AFTER START OF UAT	
G.2. CDM MONITORING SYSTEM				G.2.1.	THE SERVICE PROVIDER SHALL PROVIDE A MONITORING SYSTEM THAT MAY ALLOW THE USER THE FOLLOWING FUNCTIONALITY: 1. REAL-TIME STATUS OF THE CDM (ONLINE OR OFFLINE) 2. REASON/CAUSE FOR OFFLINE STATUS 3. PROVISION OF A DASHBOARD/FACILITY TO VIEW ACTUAL STATUS OF THE CDM	
H. UTILITIES SOFTWARE						
H.1. ELECTRONIC JOURNAL				H.1.1.	CAPABLE TO LOG NUMBER OF BILLS REJECTED	
				H.1.2.	SHALL PROVIDE ELECTRONIC JOURNAL BROWSER FACILITY (SEE ANNEX A)	
				H.1.3.	LOGGING AND BROWSE FACILITY WITH DATE ENCRYPTION/PROTECTION	
				H.1.4.	CAPABLE TO SEARCH DATE AND TIME FROM THE TRANSACTION LOGS AT THE CDM LEVEL	
				H.1.5.	UPLOAD FACILITY TO HOST (2nd LU) READY	
				H.1.6.	SHALL SUPPORT DOWNLOAD TO DVD AND CD-R	
				H.1.7.	ALL UTILITIES MUST BE LICENSED AND PRELOADED	

(Rev. 3/28/17)

**THE ABOVE MANDATORY REQUIREMENTS MUST ALL BE MET TO QUALIFY IN THE BIDDING.
FAILURE TO COMPLY IN ANY OF THE REQUIREMENTS MEANS DISQUALIFICATION.**

**LANDBANK OF THE PHILIPPINES
CDM MAINTENANCE AGREEMENT COVERAGE**

As of July 12, 2017

FEATURES	MINIMUM REQUIREMENTS	REMARKS
A. TERM AND SERVICES		
A.1. AGREEMENT TERM	A.1.1. ONE (1) YEAR WARRANTY ON 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) YEAR SERVICE MAINTENANCE PACKAGE ON LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE.	
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/MEET THE SPECIFICATIONS IN ACCORDANCE WITH THE REQUIREMENTS.	
A.3. BILL DETECTION	A.3.1. MUST BE ABLE TO PROVIDE UPDATED/LATEST VERSION OF SOFTWARE FOR PROPER DETECTION OF CURRENTLY CIRCULATED BILLS AS ISSUED BY THE BANGKO CENTRAL NG PILIPINAS (BSP)	
	A.3.2. MUST BE ABLE TO PROVIDE UPDATED VERSION OF BILL DETECTION SOFTWARE WITHIN TWO MONTHS OF RELEASE OF NEW BILLS/DESIGN BY THE BSP	
	A.3.3. MUST BE ABLE TO PROVIDE SUPPORT TO ANY CHANGES/UPDATES ON ACCEPTED BILLS AT NO ADDITIONAL COST TO THE BANK	
A.4. MAINTENANCE SERVICES	A.4.1. ON-SITE REPAIR / AT THE EXISTING SITES OF INSTALLATION OF THE CDM LOCATED AT THE ADDRESSES PROVIDED BY ACMD.	
	A.4.2. ALL REPLACEMENT PARTS MUST BE NEW, ORIGINAL AND AVAILABLE AT ALL TIMES.	
	A.4.3. QUARTERLY PREVENTIVE MAINTENANCE (PM) SERVICE SHALL BE DONE ON THE CDMs AT THE START OF THE QUARTER FROM THE DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST. QUARTERLY PM SHALL ALSO INCLUDE UPDATING OF ANTI-MALWARE/END-POINT PROTECTION	
	A.4.4. 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.4.5. REMEDIAL MAINTENANCE AT THE REQUEST OF THE CUSTOMER BASED ON THE SPECIFIC NEEDS OF EACH MACHINE.	
	A.4.6. FOR RECURRING CDM SOFTWARE/HARDWARE PROBLEMS OF THE SAME DEVICE (AT LEAST 4 TIMES WITHIN A MONTH), TOTAL OVERHAUL AND COMPLETE REPLACEMENT OF CDM PART(S) SHALL BE DONE ON THE CDM AT NO ADDITIONAL CHARGE.	
	A.4.7. TO IMPROVE AVAILABILITY OF CDM UNITS WHICH WILL ENCOUNTER HIGH RECURRENCE OF ACCEPTOR-RELATED HARDWARE FAILURE/PROBLEM, ALL APPLICABLE CONSUMABLE PARTS SHALL BE REPLACED EVERY OTHER QUARTER.	
	A.4.8. FOR THE IMMEDIATE REPAIR OF THE MACHINE, THE SERVICE ENGINEER SHOULD BRING WITH HIM REPLACEMENT/SPARE PARTS OF FREQUENTLY MALFUNCTIONING COMPONENTS OF CARD READER, ACCEPTOR, AND RECEIPT PRINTER ON THE LOCATION OF THE CDM BEING SERVICED.	
	A.4.9. THE ATM VENDOR SHALL PERFORM HARDENING OR REMOVAL OF UNUSED SERVICES AND APPLICATIONS (E.G. WINDOWS AUTO-PLAY FACILITY, ETC.)	
	A.4.10. TECHNICAL ASSISTANCE ON ANY TERMINAL PROGRAMMING, NEW SCREENS/CONS INSTALLATION, CDM RELOCATION, MACHINE RECONFIGURATION (CHANGE OF TERMINAL ADDRESS AND ID), CURRENCY CASSETTE RECONFIGURATION (CHANGE OF DENOMINATION), TRIPLE DES AND TCP-IP CONFIGURATION, EMV MIGRATION (SOFTWARE INSTALLATION) OPERATING SYSTEM(OS) UPGRADE AND SECURITY SOFTWARE INSTALLATION/UPGRADE AT NO ADDITIONAL COST TO THE BANK.	
	A.4.11. THE CDM VENDOR SHALL CONDUCT COMPREHENSIVE TRAINING TO BRANCH PERSONNEL DURING CDM ACTIVATION, THESE ACTIVITIES INCLUDE BUT NOT LIMITED TO CHANGE OF VAULT COMBINATION, USER ENROLLMENT (ADD/DELETE), CDM MAINTENANCE PROCEDURES SUCH AS COPY PICTURE/E), HARDWARE MODULE DIAGNOSTIC TESTS, PROPER CDM RESET/SHUTDOWN, TERMINAL READING COUNTERS (VIEW/PRINT/CLEAR), THERMAL RECEIPT, AND CASH HARVESTING PROCEDURES	
	A.4.11.2 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.4.13 SUBMISSION OF NON-DISCLOSURE AGREEMENT SIGNED BY ALL SUPPORT PERSONNEL/SERVICE ENGINEERS	
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 CDM 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.2.1. 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 CDM SITE.	
	B.2.1. 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 CDM 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 A CDM, NON PAYMENT OF THE MONTHLY MAINTENANCE AGREEMENT COST (3 MONTHS) COVERING THE REFERENCE QUARTER.	
B.5. REPORTING OF SERVICE ENGINEER AFTER SERVICING	B.5.1	SERVICE REPORTS SHALL BE SUBMITTED TO THE CONCERNED BRANCH REGULARLY AND IMMEDIATELY AFTER CDM SERVICING. SERVICE REPORTS SHALL BE PROPERLY ACCOMPLISHED BY THE SERVICE ENGINEER AND DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED CDM PERSONNEL	
	B.5.2	THE SERVICE ENGINEER SHALL IMMEDIATELY REPORT TO THE BANK'S CDM MONITORING UNIT THE COMPLETION OF THE CDM SERVICING OR THE STATUS OF THE SERVICING, IF NOT YET COMPLETED, BEFORE LEAVING THE CDM 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 THREE (3) MONTHS FROM THE RECEIPT OF PMR.	
	B.6.4	PROBLEM FIXES SHALL BE APPLIED WITHIN SIX (6) 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 CDM SERVICE ENGINEERS.	
C.2. SKILLS OF SERVICE ENGINEERS	C.2.1.	QUALIFIED, COMPETENT & HIGHLY TRAINED CDM 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 CDM servicing with Certification • With at least six (6) months actual experience on CDM servicing • Knowledgeable with the preloaded software in the machine Service Engineer should be an employee of the Vendor and not outsourced from third party company	
	C.3. DEPLOYMENT OF SERVICE ENGINEERS	C.3.1.	ON STAND-BY AT STRATEGIC LOCATION NATIONWIDE PROVIDED WITH CELLULAR PHONE / RADIO FOR IMMEDIATE RESPONSE AND CONTACT.
	C.3.2.	ACMD SHOULD BE PROVIDED QUARTERLY WITH THE LIST OF THE NAMES OF THE CDM SERVICE ENGINEERS AND THEIR CORRESPONDING AREAS OF ASSIGNMENT AND CONTACT NUMBERS.	
	C.3.3.	SHALL HAVE SERVICE ENGINEERS COVERING AREAS OF THE LEAF-IDENTIFIED SITES	
	C.3.4.	WITH AT LEAST ONE ENGINEER ASSIGNED FOR EVERY FIFTEEN (15) LBP CDMs	
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 CDMs. 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 CDM MAINTENANCE AGREEMENT COST AND NET OF PENALTIES AND UPON RECEIPT OF THE INVOICE AND COMPLETE PM REPORTS.	
E.2. REQUIREMENT FOR PAYMENT	E.1.2.	THE SERVICE PROVIDER SHALL ATTACH IN THE INVOICES, ORIGINAL COPIES OF THE CDM SERVICE REPORTS AND/OR PREVENTIVE MAINTENANCE REPORTS (DULY ACKNOWLEDGED/ SIGNED BY THE BRANCH AUTHORIZED CDM PERSONNEL) OF SERVICES RENDERED WITHIN THE QUARTER. NO SERVICE/PM REPORT, NO PAYMENT.	
F. OTHER TERMS AND CONDITIONS			
F.1. CDM MONITORING SOLUTION	F.1.1.	THE SERVICE PROVIDER SHALL ALSO PROVIDE CDM MONITORING SERVICES WHICH WILL MONITOR, CORRELATE, IDENTIFY, FILTER, HOST, AND NETWORK EVENTS.	
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 WHICH WILL BE DONE BY THE SERVICE ENGINEERS DURING PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE CDM 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 CDM SERVICING AND PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE CDM VENDOR / SERVICE PROVIDER.	
F.4. CONTRACT	F.4.1.	THE CDM 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 CDM SERVICE MAINTENANCE AGREEMENT CONTRACT AND MUST BE AGREED UPON BY ALL PARTIES CONCERNED.	

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F.6. CDM MANUAL	F.6.1.	THE SERVICE PROVIDER SHALL PROVIDE A CDM MANUAL CONTAINING THE FILE STRUCTURES OR DATA DICTIONARY, MESSAGE FORMAT AND RESPONSE CODES TABLE AND TERMINAL PROGRAMMING MANUAL	
F.7. CDM AS A RECYCLING MACHINE	F.7.1.	<u>THE SERVICE PROVIDER SHALL PROVIDE A CERTIFICATION THAT THE CASH DEPOSIT MACHINE IS READY FOR CASH RECYCLER FUNCTIONALITIES</u>	

(Rev. 03/28/17)