

2017 LANDBANK ATM Specifications

Software and Components And Settings	MANDATORY	PREFERRED	OPTIONAL	SPECIFICATION DETAILS
FEATURES				As of May 8, 2017
A. GENERAL REQUIREMENTS				
A.1. LICENSE & INSTALLATION	X			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)
	X			A.1.2. ALL APPLICABLE LICENSE RENEWALS MUST BE COVERED BY THE VENDOR FOR TWELVE (12) YEARS AFTER THE DATE OF INSTALLATION
	X			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	X			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.
	X			B.1.2. TIME MUST BE AUTOMATICALLY SYNCHRONIZED WITH HOST TIME AND DATE
	X			B.1.3. PRELOADED INTEGRATED COMMUNICATIONS SOFTWARE APPLICABLE FOR TCP/IP
	X			B.1.4. PRELOADED WITH ETHERNET LAN CARD SOFTWARE DRIVERS
C. APPLICATION SOFTWARE				
C.1. MESSAGE TO / FROM HOST	X			C.1.1. SHALL BE PCI-PA-DSS CERTIFIED
	X			C.1.2. SHALL BE CAPABLE TO RUN USING DIEBOLD 912 AND NDC MESSAGE FORMATS
	X			C.1.3. SEND ATM MESSAGE TO HOST ON VAULT ACTIVITIES
	X			C.1.4. SEND ATM MESSAGE TO HOST ON HARDWARE RELATED ERRORS
	X			C.1.5. SUPPORT REMOTE HOST DOWNLOADING OF MASTER KEYS (HARDWARE READY)
	X			C.1.6. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF ANTI-SKIMMING DEVICE/MODULE IN CASE OF MALFUNCTION
	X			C.1.7. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF CONSUMABLE SUPPLY COUNTERS TO HOST, (RETRIEVE/SET OPERATIONAL COMMAND MESSAGE)
	X			C.1.8. THE ATM APPLICATION SHOULD ALWAYS BE ACTIVE AND SHOULD AUTO CONNECT TO THE HOST UNTIL ONLINE STATUS
C.2. LOCAL SETTINGS	X			C.2.1. CUSTOMIZATION IMAGE(CI) RETAINED AFTER POWER INTERRUPTION
	X			C.2.2. ALL SOFTWARE SETTINGS RETAINED AFTER POWER INTERRUPTION
C.3. DIGITAL IMAGE CAPTURE	X			C.3.1. CAPTURES AT LEAST THREE (3) CLIENT IMAGES <ul style="list-style-type: none"> FOR CASH WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED FOR BALANCE INQUIRY, FUNDTRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	X			C.3.2. CAPTURES IMAGES EVERY FIVE (5) MINUTES DURING IDLE PERIOD (NO TRANSACTION)

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

	X			1) MINIMUM OF 8 ALPHA AND NUMERIC CHARACTERS
	X			2) MUST NOT CONTAIN THREE CONSECUTIVE CHARACTERS
	X			3) CASE SENSITIVE
	X			4) MASKED
	X			5) ADMIN ID CAN ADD, DELETE AND MODIFY OTHER USER IDs
	X			6) ALL USERS MAY CHANGE PASSWORD ANYTIME EXCEPT FOR LOCK OUT
	X			7) SHALL AUTOMATICALLY EXPIRE AFTER NINETY (90) DAYS. THE ATM, THRU ITS MAINTENANCE MENU, SHALL INFORM THE USER AT LEAST 15 DAYS PRIOR TO PASSWORD EXPIRATION. IN THE EVENT THE PASSWORD WAS NOT CHANGED PRIOR TO EXPIRATION, THE MAINTENANCE MENU MAY ONLY BE ACCESSED BY CHANGING THE PASSWORD.
	X			8) MINIMUM OF THREE PREVIOUS PASSWORDS USED
	X			9) AUTOMATIC LOCK/SUSPEND/REVOKE ON MAXIMUM OF THREE UNSUCCESSFUL ATTEMPTS PER DAY AND REVERT THRU ADMIN
	X			10) AUTOMATIC LOCK/LOG-OFF ON A MAXIMUM OF 15 MINUTES OF INACTIVITY
E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	X			11) DEFAULT PASSWORD SHALL BE CHANGED ON INITIAL LOG-IN
	X			C. USER ID AND PASSWORD DATABASE SHALL BE ENCRYPTED
	X			E.1.2. SHALL INCLUDE PER CASSETTE TOTALS AND TOTAL AMOUNT OF FOUR (4) OR FIVE (5) INCLUDING DIVERT CASSETTES IN THE TERMINAL READING RECEIPTS
	X			E.1.3. ALL MAINTENANCE ACTIVITIES SHALL BE LOGGED AT THE ELECTRONIC JOURNAL & HOST
F. ADDITIONAL SYSTEM REQUIREMENTS				
F.1. REMOTE ATM READING SYSTEM AND REMOTE RESTART CAPABILITY	X			F.1.1. THE SERVICE PROVIDER SHALL PROVIDE REMOTE ATM READING SYSTEM WITH REMOTE RESTART FUNCTIONALITY. DELIVERY SHALL BE WITHIN SIX MONTHS AFTER START OF UAT
F.2. SOFTWARE DISTRIBUTION CAPABILITY	X			F.2.1. THE SERVICE PROVIDER SHALL PROVIDE A SOFTWARE DISTRIBUTION APPLICATION THAT WILL ALLOW USER TO REMOTELY DEPLOY AND RUN/EXECUTE SOFTWARE UPDATES TO THE MACHINE
G. UTILITIES SOFTWARE				
G. ELECTRONIC JOURNAL	X			G.1.1. CAPABLE TO LOG NUMBER OF BILLS RETRACTED
	X			G.1.2. SHALL COMPLY WITH THE BANK'S STANDARD RECONCILIATION SYSTEM FORMAT [ANNEX A] (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	X			G.1.3. REFER TO THE ATTACHED MINIMUM REQUIREMENTS (ANNEX B)
	X			G.1.4. LOGGING AND BROWSE FACILITY WITH DATE ENCRYPTION/PROTECTION
	X			G.1.5. CAPABLE TO SEARCH DATE AND TIME FROM THE TRANSACTION LOGS AT THE ATM LEVEL
	X			G.1.6. UPLOAD FACILITY TO HOST VIA TCP-IP
	X			G.1.7. SHALL SUPPORT DOWNLOAD TO DVD-R AND CD-R
	X			G.1.8. ALL UTILITIES MUST BE LICENSED AND PRELOADED

Land Bank of the Philippines
2017 ATM Minimum Specifications
Cash Dispenser – Thru-the-Wall Type

As of May 8, 2017

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
B. CABINET FEATURES	B.1. REAR ACCESS FOR FLM AND SLM
	B.2. LIGHTED FASCIA
	B.3. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.4. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
	D.6. WITH LOW CASH / OUT-OF-CASH SENSORS
E. SHUTTER SENSOR	E.1. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CASH PRESENTER AREA DURING IDLE PERIOD OR ACTUAL TRANSACTION
	E.2. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	E.3. CHECK CASH PRESENTER AREA, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.4. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.5. CAN BE LOADED WITH MINIMUM 2000 BILLS (WHETHER ATM FIT OR UNFIT BILLS)
G. DIVERT CASSETTE	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM. (ALL BRAND NEW)
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM i5
J. MEMORY	J.1. MINIMUM OF 4 GIGABYTES
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. DVD DRIVE	L.1. DVD+RW / DVD-RW
	L.2. SPEED 20x
M. HARD DISK	M.1. AT LEAST 250 GIGABYTES; 7200 RPM (SATA) PLUS ADDITIONAL HARD DISK SPACE TO STORE AND RETAIN ATM LOGS IN 30 DAYS
N. ELECTRONICS ENCLOSURE	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
O. OPERATOR INTERFACE	O.1. REAR ACCESS WITH MAINTENANCE MONITOR, MOUSE AND KEYBOARD

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

V. OTHERS	V.1. COMMUNICATIONS CABLE (180 PCS OF THREE-METER CAT-5 cable with RJ 45 on both ends) TO BE DELIVERED ALONG WITH THE MACHINE
	V.2. CAPABLE TO RUN VIA TCP-IP
	V.3. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	V.4. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	V.5. BUILT-IN SPEAKERS (8 WATTS)
	V.6. ALL WEATHER ATM MODEL
	V.7. USER'S MANUAL FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	V.8. WITH THE FOLLOWING CAPABILITIES:
	V.8.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	V.8.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	V.9. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES FIVE (5) BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL, FASTCASH, FUND TRANSFER AND PAYMENT. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY LBP-ACMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
V.10. WITHIN FIVE (5) WORKING DAYS UPON RECEIPT OF NOTIFICATION FROM THE LBP-PROCUREMENT DEPT., THE LOWEST CALCULATED BIDDER (LCB) SHALL BE REQUIRED TO SUBMIT CERTIFICATE OF CONNECTIVITY AS PART OF THE POST-QUALIFICATION DOCUMENT ISSUED BY LBP-ACMD. NON-SUBMISSION WITHIN THE PRESCRIBED PERIOD WILL MEAN POST-DISQUALIFICATION.	
V.11. SHOULD SUBMIT BROCHURES/ PICTURE AND DIMENSION/ WEIGHT OF THE ACTUAL ATM MODEL AS PART OF BID DOCUMENTS.	
W. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	W.1 THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	W.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	W.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN 7 CALENDAR DAYS UPON RECEIPT OF P.O.
	W.4 THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
X. DELIVERY AND PAYMENT TERMS	X.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH
	X.2. DELIVERY SHALL BE IN FOUR (4) BATCHES, 45 UNITS FOR EACH BATCH <ul style="list-style-type: none"> • THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED (NTP) FROM PROCUREMENT DEPARTMENT • THE 2ND TO 4TH BATCHES SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF NOTICE FROM DCAMD • UPON RECEIPT OF NOTICE TO DELIVER, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE 15 BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL • UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM THE LAST BATCH SHALL BE RECEIVED BY DCAMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS WITH COMPREHENSIVE INSURANCE COVERAGE, AT NO COST TO THE BANK
	X.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY
	X.4. AMOUNT OF P5,000.00 PER DAY FOR UNSUCCESSFUL ACTIVATION/INSTALLATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN 2 HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER
	X.5. PAYMENT TERMS: UNIT COST NET OF P5,000.00 FOR THE INSTALLATION/ACTIVATION
Y. BENCHMARK	Y.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	Y.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	Y.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)

**Land Bank of the Philippines
2017 ATM Minimum Specifications
Cash Dispenser - Lobby Type**

As of May 8, 2017

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
B. CABINET FEATURES	B.1. FRONT ACCESS WITH UNIQUE KEY LOCK WHICH CANNOT BE DUPLICATED
	B.2. LIGHTED FASCIA
	B.3. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.4. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
	D.6. WITH LOW CASH / OUT-OF-CASH SENSORS
E. SHUTTER SENSOR	E.1. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CASH PRESENTER AREA DURING IDLE PERIOD OR ACTUAL TRANSACTION
	E.2. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	E.3. CHECK CASH PRESENTER AREA, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.4. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.5. CAN BE LOADED WITH MINIMUM 2000 BILLS (WHETHER ATM FIT OR UNFIT BILLS)
G. DIVERT CASSETTE	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM. (ALL BRAND NEW)
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM i5
J. MEMORY	J.1. MINIMUM OF 4 GIGABYTES
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. DVD DRIVE	L.1. DVD+RW / DVD-RW
	L.2. SPEED 20x
M. HARD DISK	M.1. AT LEAST 250 GIGABYTES; 7200 RPM (SATA); PLUS ADDITIONAL HARD DISK SPACE TO STORE AND RETAIN ATM LOGS IN 30 DAYS
N. ELECTRONICS ENCLOSURE	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
O. OPERATOR INTERFACE	O.1. FRONT ACCESS

P. RETAINED CARD BIN	P.1. RETAINED CARD CASSETTE [SECURED OR KEYLOCKING]
	P.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
Q. SECURITY CAMERA	Q.1. DIGITAL AND COLORED IMAGE MINIMUM OF ONE (1) MEGAPIXEL RESOLUTION
	Q.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	Q.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 to 6 feet in height) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	Q.4. DOWNLOADABLE TO DVD-R AND CD-R
	Q.5. CAN BE DOWNLOADED ANYTIME
	Q.6. PROMPT MESSAGE / ERROR WHEN CD IS FULL
	Q.7. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	Q.8. CAPTURES AT LEAST THREE (3) CLIENT IMAGES: <ul style="list-style-type: none"> • FOR CASH WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED • FOR BALANCE INQUIRY, FUNDTRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	Q.9. IMAGES ARE ARCHIVED FOR 30 DAYS IN THE MACHINE
	Q.10. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	Q.11. STORES IMAGES IN JPG FORMAT
	Q.12. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	Q.13. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
	Q.14. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC
R. VAULT SECURITY	R.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	R.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	R.3. MUST NOT DISPLAY NUMERIC COMBINATION
	R.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
S. CARD READER	S.1. MOTORIZED CARD READER
	S.2. TRACK 1 & 2 - READ ONLY
	S.3. TRACK 3 - READ & WRITE
	S.4. MAGNETIC STRIPE FACING DOWNWARD
	S.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WHILE THE ATM IS OPERATIONAL/INSTALLED SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT BOTH EMV AND MAGNETIC STRIPE CARDS.
	S.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK
	S.7. RETURN CARD ON POWER FAILURE
	S.8. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	S.9. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	S.10. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	S.11. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
	S.12. WITH ENHANCED CARD READER BEZEL INSTALLED
	S.13. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER
	S.14. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE
T. POWER SUPPLY	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2. FREQUENCY: 60 HERTZ
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4. THREE-PRONGED PLUG
U. RECEIPT [CONSUMER PRINTER]	U.1. THERMAL PRINTER
	U.2. SUPPORTS 25 CHARACTERS PER LINE
	U.3. SHALL REFLECT THE PRESCRIBED LBP LOGO
V. OTHERS	V.1. COMMUNICATIONS CABLE (70 PCS OF FIVE-METER LONG CAT-5 cable with RJ 45 on both ends) TO BE DELIVERED ALONG WITH THE MACHINE

	V.2. CAPABLE TO RUN VIA TCP-IP
	V.3. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	V.4. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	V.5. BUILT-IN SPEAKERS (8 WATTS)
	V.6. ALL WEATHER ATM MODEL
	V.7. USER'S / MANUAL FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	V.8. WITH THE FOLLOWING CAPABILITIES:
	V.8.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	V.8.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	V.9. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES FIVE (5) BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL, FASTCASH, FUND TRANSFER AND PAYMENT. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY LBP-ACMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
	V.10. WITHIN FIVE (5) WORKING DAYS UPON RECEIPT OF NOTIFICATION FROM THE LBP-PROCUREMENT DEPT., THE LOWEST CALCULATED BIDDER (LCB) SHALL BE REQUIRED TO SUBMIT CERTIFICATE OF CONNECTIVITY AS PART OF THE POST-QUALIFICATION DOCUMENT ISSUED BY LBP-ACMD. NON-SUBMISSION WITHIN THE PRESCRIBED PERIOD WILL MEAN POST-DISQUALIFICATION.
	V.11. SHOULD SUBMIT BROCHURES/ PICTURE AND DIMENSION/ WEIGHT OF THE ACTUAL ATM MODEL AS PART OF BID DOCUMENTS.
W. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	W.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	W.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY
	W.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN 7 CALENDAR DAYS UPON RECEIPT OF P.O.
	W.4 THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
X. DELIVERY AND PAYMENT TERMS	X.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH
	X.2. DELIVERY SHALL BE IN TWO (2) BATCHES, 35 UNITS FOR EACH BATCH <ul style="list-style-type: none"> • THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED (NTP) FROM PROCUREMENT DEPARTMENT • THE 2ND BATCH SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF NOTICE FROM DCAMD • UPON RECEIPT OF NOTICE TO DELIVER, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE 15 BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL • UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM THE LAST BATCH SHALL BE RECEIVED BY DCAMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS WITH COMPREHENSIVE INSURANCE COVERAGE, AT NO COST TO THE BANK
	X.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY
	X.4. AMOUNT OF P5,000.00 PER DAY FOR UNSUCCESSFUL ACTIVATION/INSTALLATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN 2 HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER
	X.5. PAYMENT TERMS: UNIT COST NET OF P5,000 FOR THE INSTALLATION/ACTIVATION
Y. BENCHMARK	Y.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	Y.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	Y.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)

LANDBANK OF THE PHILIPPINES

ATM MAINTENANCE AGREEMENT COVERAGE

As of May 8, 2017

FEATURES	MINIMUM REQUIREMENTS
A. TERM AND SERVICES	
A.1. AGREEMENT TERM	<p>A.1.1. ONE (1) YEAR WARRANTY ON SOFTWARE (OWNED AND THIRD PARTY), LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE FROM DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST.</p> <p>A.1.2. FOUR (4) YEARS SERVICE MAINTENANCE PACKAGE ON LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE.</p> <p>A.1.3. THE VENDOR SHALL PROVIDE MAINTENANCE AGREEMENT CONTRACT SIX MONTHS PRIOR TO HARDWARE WARRANTY EXPIRATION</p>
A.2. TERMINATION	<p>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.</p> <p>A.2.2. THE AGREEMENT MAY BE TERMINATED WHEN:</p> <p>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</p> <p>A.2.2.2 THE SERVICE PROVIDER IS UNABLE TO COMPLY/MEET THE SPECIFICATIONS IN ACCORDANCE TO THE REQUIREMENTS.</p>
A.3. MAINTENANCE SERVICES	<p>A.3.1. ON-SITE REPAIR / AT THE EXISTING SITES OF INSTALLATION OF THE ATM LOCATED AT THE ADDRESSES PROVIDED BY ACMD.</p> <p>A.3.2. ALL REPLACEMENT PARTS MUST BE NEW, ORIGINAL AND AVAILABLE AT ALL TIMES.</p> <p>A.3.3. QUARTERLY PREVENTIVE MAINTENANCE (PM) SERVICE SHALL BE DONE ON THE ATMs AT THE START OF THE QUARTER FROM THE DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST. 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. QUARTERLY PM SHALL ALSO INCLUDE UPDATING OF ANTI-MALWARE/END-POINT PROTECTION</p> <p>A.3.4. REMEDIAL MAINTENANCE AT THE REQUEST OF THE BANK BASED ON THE SPECIFIC NEEDS OF EACH MACHINE.</p> <p>A.3.5. FOR RECURRING ATM SOFTWARE/HARDWARE PROBLEMS OF THE SAME DEVICE (AT LEAST 4 TIMES WITHIN A MONTH), TOTAL OVERHAUL AND COMPLETE REPLACEMENT OF ATM PART(S) SHALL BE DONE ON THE ATM AT NO ADDITIONAL CHARGE.</p> <p>A.3.6. EVERY SIX (6) MONTHS RECKONED FROM THE DATE OF INSTALLATION/OPERATIONALIZATION OR AS THE NEED ARISES WHICHEVER COMES FIRST, THE VENDOR SHALL PERFORM THE FOLLOWING: STAGE 1 - REPLACE ALL CONSUMABLE PARTS (E.G., TAKE-AWAY WHEEL, FEED SHAFT AND STRIPPER WHEEL) STAGE 2 - REPLACE THE PICKER MODULE. STAGE 3 - REPLACE THE STACKER AND PRESENTERE MODULES. EXIT CRITERIA: NO DIPENSER-RELATED HARDWARE FAILURE IN THE NEXT 45 DAYS</p> <p>A.3.7. MONTHLY ATM AVAILABILITY RATE OF ATM HARDWARE (DISPENSER, CARD READER, EJ, AND OTHER HARDWARE-RELATED) SHOULD NOT FALL BELOW 95%. MONTHLY DISPENSER DOWNTIME SHALL NOT EXCEED 3% OF TOTAL ATM DOWNTIME.</p> <p>A.3.8. FOR THE IMMEDIATE REPAIR OF THE MACHINE, THE SERVICE ENGINEER SHOULD BRING WITH HIM REPLACEMENT/SPARE PARTS OF FREQUENTLY MALFUNCTIONING COMPONENTS OF CARD READER, DISPENSER, ELECTRONIC JOURNAL, NETWORK CABLE AND RECEIPT PRINTER ON THE LOCATION OF THE ATM BEING SERVICED. THE SERVICE ENGINEER SHALL BE EQUIPPED WITH OTHER NECESSARY TOOLS/EQUIPMENT (E.G., LAPTOP FOR LAN CARD TROUBLESHOOTING) IN SERVICING THE ATM.</p> <p>A.3.9. AN ATM THAT INCURRED THREE (3) CONSECUTIVE RETRIEVAL SHORTAGES REGARDLESS OF AMOUNT OR ANY SHORTAGE MORE THAN P3,500.00 SHALL BE PLACED UNDER CONTROL ENVIRONMENT PROCEDURE.</p> <p>A.3.10. TECHNICAL ASSISTANCE ON ANY TERMINAL PROGRAMMING (IF NOT SUPPORTED BY DIEBOLD 912), NEW SCREENS/ICONS INSTALLATION, ATM RELOCATION (DE-INSTALLATION AND RE-INSTALLATION OF ATM FRAME OF THRU-THE -WALL TYPE), 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, SECURITY SOFTWARE</p>

	INSTALLATION/UPGRADE AND INSTALLATION AND MAINTENANCE OF REMOTE APPLICATIONS/FACILITIES AT NO ADDITIONAL COST TO THE BANK.
	A.3.11 FOR COMPLIANCE REQUIREMENTS TO ALL VISA, EMVCO, BANCNET, BSP ATM/CARD BASED RELATED COMPLIANCES , THE VENDOR MUST PROVIDE PATCHES RELATED TO THESE COMPLIANCES WITHIN THE DURATION OF THE PROJECT
	A.3.12 THE ATM VENDOR SHALL CONDUCT COMPREHENSIVE TRAINING TO BRANCH PERSONNEL DURING ATM ACTIVATION. THESE ACTIVITIES INCLUDE BUT NOT LIMITED TO CHANGE OF VAULT COMBINATION, USER ENROLLMENT (ADD/DELETE), ATM MAINTENANCE PROCEDURES SUCH AS COPY PICTURE/EJ, HARDWARE MODULE DIAGNOSTIC TESTS, PROPER ATM RESET/SHUTDOWN, TERMINAL READING COUNTERS (VIEW/PRINT/CLEAR), SUPPLY REPLENISHMENT (THERMAL RECEIPT/CASH LOADING PROCEDURES)
	A.3.13. ANNUAL TRAINING ON FIRST LEVEL MAINTENANCE (FLM) FOR ONE DAY TO ALL BRANCHES ON A PER REGION/AREA BASIS SHALL BE CONDUCTED BY THE VENDOR, FREE OF CHARGE
	A.3.14 THE ATM VENDOR SHALL PERFORM HARDENING OR REMOVAL OF UNUSED SERVICES AND APPLICATIONS (E.G. WINDOWS AUTO-PLAY FACILITY, ETC.)
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. (PLEASE PROVIDE HOTLINE)
B.2. RESPONSE TIME. This refers to the period between the time that the service call was placed and the time at which the service engineer arrives at the ATM site or provides phone assistance.	B.2.1. WITHIN METRO MANILA, METRO CEBU, METRO DAVAO AND IN THOSE AREAS WHERE THERE ARE ASSIGNED/STATIONED SERVICE ENGINEERS: WITHIN 2 HOURS (LIST OF EXTENSION OFFICES OR BASES AND AREAS WHERE THERE ARE ASSIGNED SERVICE ENGINEERS TO BE SUBMITTED DURING THE PRE-BID)
	B.2.2. OUTSIDE METRO MANILA BUT WITHIN 50-KM RADIUS (RIZAL, LAGUNA, CAVITE, BULACAN): WITHIN 4 HRS BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE.
	B.2.3. OUTSIDE METRO MANILA (BEYOND 50-KM RADIUS), METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS OR BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE.
B.3. REPAIR TIME. This refers to the time the service engineer starts the repair works up to the completion of the restoration of the unit to its operational/ usable status.	B.3.1. WITHIN METRO MANILA AND WITHIN THE 50-KM RADIUS FROM MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS.
	B.3.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN 48 HOURS UPON THE START OF THE REPAIR WORKS.
B.4. PENALTY CLAUSE	B.4.1. NOT MEETING RESPONSE TIME PER INCIDENT BASIS : PHP 100.00 PER HOUR OF DELAY OR A FRACTION THEREOF.
	B.4.2. NOT MEETING REPAIR TIME (INCLUDING REPLACEMENT OF PARTS) ON PER INCIDENT BASIS: PHP 100.00 PER HOUR OF DELAY OR A FRACTION THEREOF.
	B.4.3. NON-PERFORMANCE OF PREVENTIVE MAINTENANCE ON AN ATM, NON PAYMENT OF THE MONTHLY MAINTENANCE AGREEMENT COST (3 MONTHS) COVERING THE REFERENCE QUARTER.
	B.4.4. ATM AVAILABILITY RATE OF HARDWARE BELOW 95% OR DISPENSER DOWNTIME OF MORE THAN 3%, A PENALTY RATE OF 1% OF THE MONTHLY MAINTENANCE COST
B.5. REPORTING OF SERVICE ENGINEER AFTER SERVICING	B.5.1. SERVICE REPORTS SHALL BE SUBMITTED TO THE CONCERNED BRANCH REGULARLY AND IMMEDIATELY AFTER ATM SERVICING. SERVICE REPORTS SHALL BE PROPERLY ACCOMPLISHED BY THE SERVICE ENGINEER AND DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL.
	B.5.2. THE SERVICE ENGINEER SHALL IMMEDIATELY REPORT TO THE BANK'S ATM MONITORING UNIT THE COMPLETION OF THE ATM SERVICING OR THE STATUS OF THE SERVICING, IF NOT YET COMPLETED, BEFORE LEAVING THE ATM SITE.
	B.5.3 SUBMISSION OF END OF DAY REPORT ON ALL PENDING AND COMPLETED SERVICES WITH UPDATES ON PARTS REPLACEMENT, RE-SCHEDULED SERVICES, ASSIGNED SERVICE ENGINEER, DETAILS OF SERVICING SUCH AS TIME STARTED AND FINISHED, DESCRIPTION OF WORK PERFORMED ETC.
B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING	B.6.1. PROVIDE TECHNICAL SUPPORT/PROBLEM RESOLUTION FOR SOFTWARE RELATED PROBLEM MANAGEMENT REPORT (PMR) INCLUDING THIRD PARTY SOFTWARE INSTALLED IN THE MACHINE. TECHNICAL SUPPORT SHALL INCLUDE PROBLEM INVESTIGATION, DETERMINATION OF FIXES OR WORK-AROUND AND APPLICATION, SYSTEM TESTING AND IMPLEMENTATION SUPPORT FOR FIXES.
	B.6.2. INCIDENTS/PROBLEMS SHALL BE RESPONDED TO WITHIN 24 HRS FROM RECEIPT OF PMR.
	B.6.3. PROBLEM FIXES SHALL BE DELIVERED TO LBP WITHIN 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 ATM SERVICE ENGINEERS.
C.2.SKILLS OF SERVICE ENGINEERS	C.2.1. QUALIFIED, COMPETENT & HIGHLY TRAINED ATM SERVICE ENGINEERS (Pls. provide list & resume)
	• Graduate of Engineering, IT-related or two-year IT-related technical course
	• Underwent at least two months comprehensive training on ATM servicing with Certification
	• With at least six (6) months actual experience on ATM servicing
	• Familiar-with all the preloaded software in the machine
C.3. DEPLOYMENT OF SERVICE ENGINEERS	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 ATM SERVICE ENGINEERS AND THEIR CORRESPONDING AREAS OF ASSIGNMENT AND CONTACT NUMBERS.
	C.3.3. SHALL HAVE SERVICE ENGINEERS COVERING AREAS OF LEAF-IDENTIFIED SITES
	C.3.4. WITH AT LEAST ONE ENGINEER ASSIGNED PER EVERY FIFTEEN (15) LBP ATMs.
D. PRICE	
D.1. CONTRACT PRICE	D.1.1. CONTRACT PRICE SHALL COVER THE COSTS OF ALL DELIVERABLES AND SERVICES, INCLUDING ALL APPLICABLE TAXES, COSTS OF IMPORTATION, INSURANCE, TRANSPORTATION AND DELIVERY AT THE TIME AND LOCATIONS OF THE ATMS. NO ADDITIONAL INCIDENTAL CHARGES SUCH AS TRANSPORTATION, HOTELS, PER DIEM, BOARD AND LODGING, ETC. OF THE SERVICE ENGINEERS CAN BE CLAIMED BY THE SERVICE PROVIDER.
E. PAYMENT	
E.1. PAYMENT OF INVOICES	E.1.1. THE SERVICE PROVIDER SHALL BE PAID QUARTERLY AFTER THE END OF EVERY QUARTER BASED ON THE 4-YEAR ATM MAINTENANCE AGREEMENT COST AND NET OF PENALTIES AND UPON RECEIPT OF THE INVOICE AND COMPLETE PM REPORTS.
E.2. REQUIREMENT FOR PAYMENT	E.2.1. THE SERVICE PROVIDER SHALL ATTACH IN THE INVOICES ORIGINAL COPIES OF THE ATM SERVICE REPORTS AND/OR PREVENTIVE MAINTENANCE REPORTS (DULY ACKNOWLEDGED/ SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL) OF SERVICES RENDERED WITHIN THE QUARTER. NO SERVICE/PM, NO PAYMENT.
F. OTHER TERMS AND CONDITIONS	
F.1. ATM MONITORING SOLUTION	F.1.1. THE SERVICE PROVIDER SHALL ALSO PROVIDE ATM MONITORING SERVICES WHICH WILL MONITOR, CORRELATE, IDENTIFY, AND FILTER ATM, ATM HOST AND NETWORK EVENTS.
	F.1.2. THE SERVICE PROVIDER SHALL PROVIDE ATM RELATED REPORTS SUCH AS AVAILABILITY REPORT AND INCIDENT ACTIVITY REPORT
F.2. MAINTENANCE OF NON-FRICTION TYPE ELECTRONIC LOCK	F.2.1. THE BATTERY IN THE ELECTRONIC LOCK SHALL BE REPLACED EVERY OTHER QUARTER OR AS NEEDED WHICHEVER COMES FIRST TO BE DONE BY THE SERVICE ENGINEERS DURING PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT OF BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER
F.3. MAINTENANCE OF THE COMPLEMENTARY METAL OXIDE SEMICONDUCTOR (CMOS) BATTERY OF THE CPU/MOTHER BOARD	F.3.1. THE CMOS BATTERY SHALL BE REPLACED YEARLY OR AS NEEDED WHICH WILL BE DONE BY THE SERVICE ENGINEERS DURING THE CONDUCT OF ATM SERVICING AND PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER
F.4. CONTRACT	F.4.1. THE ATM MAINTENANCE SERVICE AGREEMENT SHOULD BE INDEPENDENT FROM OTHER EXISTING CONTRACTS WITH LAND BANK OF THE PHILIPPINES, INCLUDING MOTHER CONTRACT.
F.5.DETAILED SCOPE OF AGREEMENT	F.5.1. THE DETAILED SCOPE OF AGREEMENT IS SPECIFIED IN THE BANK'S PRO-FORMA ATM SERVICE MAINTENANCE AGREEMENT CONTRACT AND MUST BE AGREED UPON BY ALL PARTIES CONCERNED.

OTHER REQUIREMENTS

1. SCHEDULE OF FLM ANNUAL TRAINING TO ALL BRANCHES/EOS
2. THE VENDOR SHOULD OBTAIN AN AVERAGE RATING OF AT LEAST SATISFACTORY PERFORMANCE FROM LBP BRANCHES (TO BE ISSUED BY THE HEAD-DCAMD) COVERING BOTH HARDWARE AND AFTER SALES SERVICE OR SUBMIT A CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST THREE (3) OF EXISTING LOCAL COMMERCIAL BANK CLIENTS
3. THE QUALIFIED BIDDER SHALL DELIVER ONE (1) UNIT AT LBP-HEAD OFFICE WITHIN 7 CALENDAR DAYS UPON RECEIPT OF NOTICE FROM DCAMD FOR POST-QUALIFICATION EVALUATION
4. SHALL SUBMIT THE FOLLOWING CERTIFICATIONS (UNIQUE KEY LOCK, PCI-DA-DSS, ETC.)
5. SHALL SUBMIT NON-DISCLOSURE AGREEMENT SIGNED BY ALL SUPPORT PERSONNEL /SERVICE ENGINEERS
6. SHALL PROVIDE THE FOLLOWING CONSUMABLE/PARTS DURING THE FIVE-YEAR PERIOD* AT THE BID PRICE (UNIT COST) SUBMITTED:

A. For Thru-the-Wall Type ATM

No.	ATM Part	Estimated Quantity**
1	Electronic PIN Pad	40
2	Currency Cassette	125
3	Digital Electronic Lock	12
4	Touch Screen Module	12
5	Terminal Power Supply	12
6	Card Reader (EMV)	12
7	Receipt Printer	12
8	Vandal Shield w/ Privacy Filter	12
9	CPU	12
10	Main Fascia	12
11	Printer Bezel	12
12	EPP Bezel	12
13	Monitor Bezel	12

B. For Lobby Type ATM

No.	ATM Part	Estimated Quantity**
1	Electronic PIN Pad	15
2	Currency Cassette	50
3	Digital Electronic Lock	5
4	Touch Screen Module	5
5	Terminal Power Supply	5
6	Card Reader (EMV)	5
7	Receipt Printer	5
8	Vandal Shield w/ Privacy Filter	5
9	CPU	5
10	Main Fascia	5
11	Printer Bezel	5
12	EPP Bezel	5
13	Monitor Bezel	5

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