

SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-GS-20210714-01

PROJECT : **LANDBANK EMV Scheme Contact Cards with
Personalization, Kitting Services and Collaterals**

IMPLEMENTOR : **Procurement Department**

DATE : **September 3, 2021**

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

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Terms of Reference (Annexes D-1 to D-15), Technical Specifications (Section VII) and Checklist of Bidding Documents (Item No. 12 of the Eligibility and Technical Components) have been revised. Please see attached revised Annexes D-1 to D-15 and specific sections of the Bidding Documents.



ATTY. HONORIO T. DIAZ, JR.
Head, HOBAC Secretariat

Technical Specifications

Specification	Statement of Compliance
<p>LANDBANK EMV Scheme Contact Cards with Personalization, Kitting Services and Collaterals</p> <ol style="list-style-type: none"> 1. Specifications and other terms and conditions per attached Revised Annexes D-1 to D-15. 2. The following documents shall be submitted in support of the compliance of the Bid to the Technical Specifications and other requirements: <ol style="list-style-type: none"> 2.1. Current and valid accreditation certificate issued by Visa and Mastercard for EMV Card Production and Personalization or equivalent document. 2.2. Certificate of Satisfactory Performance from at least two (2) Universal/Commercial Banks in 	<p>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each Specification preferably stating the corresponding performance parameter of the product offered</p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. 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 applicable laws and issuances.</p> <p>Please state here either “Comply” or “Not Comply”</p>

<p>the Philippines for Card Production, Personalization and Kitting Services or equivalent document involving completed contracts for the last three (3) years.</p> <p>2.3. Notarized Self-certification attesting compliance of the following terms and conditions:</p> <p>2.3.1. Delivers multiple scheme cards;</p> <p>2.3.2. Production of cards with maximum of three (3) designs;</p> <p>2.3.3. Production of collaterals with maximum of two (2) designs;</p> <p>2.3.4. Capacity to accept and personalize the first batch of embossing file within ten (10) calendar days after the approval of Visa white plastic review or FIME and card design approval of Visa or Mastercard and instruction from the Bank, whichever comes last;</p> <p>2.3.5. Capacity to print PIN using the PIN Offset File in the card carrier;</p> <p>2.3.6. Card Personalization Bureau is located in the Philippines;</p> <p>2.3.7. Payment Card Industry Card Production (PCI CP) compliant; and</p> <p>2.3.8. No unsatisfactory performance in its ongoing contracts in accordance with Section 34.3 (b)(iii)(c) of the IRR of RA 9184.</p> <p>2.4. Documented Business Continuity Plan with VISA and MasterCard accredited site.</p> <p>2.5. List and contact details of the Key Personnel for Card Production, Personalization and Kitting Services.</p> <p>Non-submission of above documents may result to post-disqualification of the bidder.</p>	
--	--

Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

The documents for each component should be arranged as per this Checklist. Kindly provide guides or dividers with appropriate labels.

Eligibility and Technical Components (PDF File)

- The Eligibility and Technical Component shall contain documents sequentially arranged as follows:

- Eligibility Documents – Class “A”

Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages); or all of the following:

- Registration Certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives, or any proof of such registration as stated in the Bidding Documents;
- Valid and current mayor's/business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or equivalent document for Exclusive Economic Zones or Areas.

In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipts as proof that the bidder has applied for renewal within the period prescribed by the concerned local government unit. *Provided*, That the renewed permit shall be submitted as a post-qualification requirement in accordance with Section 34.2 of this IRR; and

- Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).

Technical Eligibility Documents

2. 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 or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).

3. 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 last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar 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 sample form (Form No. 4).

Financial Eligibility Documents

5. 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.
6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

o **Eligibility Documents – Class "B"**

7. Duly signed 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 its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.

○ **Technical Documents**

10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).

11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.

12. Section VII – Revised Specifications with response on compliance and signature of bidder's authorized representative.

13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

○ **Post-Qualification Documents – [The bidder may submit the following documents within five (5) calendar days after receipt of Notice of Post-Qualification]:**

14. 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 EFPS.

15. Latest Income Tax Return filed manually or through EFPS.

16. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).

17. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

Financial Component (PDF File)

• **The Financial Component shall contain the documents sequentially arranged as follows:**

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

A. Name and Description of the Project

LANDBANK EMV Scheme Contact Cards with Personalization, Kitting Services and Collaterals

B. Objective of the Project

To comply with the LBP GSIS temporary card requirement of GSIS

C. Scope of the Project

Supply and Delivery of personalized and kitted LANDBANK EMV Scheme Contact Cards with collaterals

D. Specifications

Annex A – Card Specifications

Annex B – Welcome Letter

E. Qualifications and Documentary Requirements

Qualification Requirements	Documentary Requirements
1. Must be accredited by Visa and Mastercard	1. Current and valid accreditation certificate issued by Visa and Mastercard for EMV Card Production and Personalization or equivalent document
2. Must have Certificate of Satisfactory Performance from at least two (2) Universal/ Commercial Banks in the Philippines for Card Production, Personalization and Kitting Services involving completed contracts for the last three (3) years.	2. Certificate of Satisfactory Performance from at least two (2) Universal/ Commercial Banks in the Philippines for Card Production, Personalization and Kitting Services or equivalent document involving completed contracts for the last three (3) years.
3. Notarized Self-certification attesting compliance with the following requirements and/or terms and conditions: a. Bidder will deliver multiple scheme cards b. Bidder will produce cards with maximum of three (3) card designs;	3. Notarized Self-certification attesting the acceptance of the cited terms and conditions

<ul style="list-style-type: none"> c. Bidder will produce collaterals with maximum of two (2) designs; d. Bidder has the capacity to accept and personalize the first batch of embossing file within ten (10) calendar days after the approval of Visa White Plastic Review or FIME and card design approval of Visa or Mastercard and instruction from the Bank, whichever comes last; e. Bidder has the capacity to print PIN using the PIN Offset file in the card carrier; f. Bidder has a Card Personalization Bureau which is located in the Philippines; g. Bidder is compliant with Payment Card Industry – Card Production (PCI-CP); and h. Bidder has no unsatisfactory performance in its ongoing contracts in accordance with Section 34.3(b)(iii)(c) of the IRR of RA 9184. 	
<p>4. Must have an updated and detailed Business Continuity Plan (BCP) and a Business Continuity Site which is a Visa and Mastercard accredited, as required by BSP</p>	<p>4. Documented BCP with Visa and Mastercard accredited site</p>
<p>5. Must provide the list and contact details of the Key Personnel of the company involved in the engagement</p>	<p>5. List and contact details of the Key Personnel for Card Production, Personalization and Kitting Services</p>

F. Delivery Schedule

- a. Program Development and CPV/White Plastic Review certification must be completed within three (3) weeks upon receipt of NOA including the programming and testing of printing the PIN in the card carrier using the PIN Offset file (if applicable).
- b. Delivery period must begin within thirty (30) calendar days upon receipt of Notice to Proceed (NTP) and to end upon the exhaustion of the contract based on the staggered sending of embossing file of LANDBANK.

- c. The supplier must deliver the total requested personalized EMV Cards within three (3) banking days from the receipt of submitted embossing file (maximum of 20,000 records before 10 AM). Personalized EMV Cards shall be delivered to LBP Head Office via secured cargo.
- d. Liquidated damages for delayed delivery shall be 1/10 of 1% of the value of undelivered cards for every day of non-delivery.

G. Delivery Site and Contact Persons

Cards and ATM Management Department (CAMD), 11th floor LANDBANK Plaza, 1598 M. H. Del Pilar St., Malate Manila

Name	Position	Department/Unit	Contact Number
Ma. Emelita E. Sison	Sr. eProducts Management Specialist	CAMD	(02) 8522-0000 local 4211
Gerard D.L. Santiago	Sr. eProducts Management Specialist	CAMD	(02) 8405-7182
Johnny Anthony R. Reyes	eProducts Management Specialist II	CAMD	(02) 8522-0000 local 4069
Lloyd Edward B. Pascual	eProducts Management Analyst	CAMD	(02) 8522-0000 local 4173
Rodalyn L. Soriano	eProducts Management Analyst	CAMD	(02) 8522-0000 local 4173
Gerlina Jan Madarang	eProducts Management Assistant	CAMD	(02) 8522-0000 local 4069

H. Manner of Payment

LANDBANK will pay the supplier based on the actual volume of personalized eCards delivered based on the submitted EF and card variables.

I. Other Terms and Conditions

a. Post Qualification Requirement

- i. The Lowest Calculated Bidder shall be required to submit twelve (12) sample EMV cards for each payment card types (MasterCard and Visa) within two (2) banking days after the bidding. Samples shall be submitted at the Ground Floor, LANDBANK Plaza 1598 MH del Pilar corner Dr Quintos Streets, Malate Manila from 8AM to 5PM and look for Card and ATM Management Department Personnel with local numbers 7182, 4211, 4173 and 4069. These cards shall be tested by the Bank for their acceptability in LBP and BN ATMs.

- ii. The supplier must perform SFTP (Secured File Transfer Protocol) set up and test connectivity with LANDBANK within three (3) banking days upon receipt of NTP and must submit certificate of connectivity
- iii. The supplier shall execute and submit a Service and Non-Disclosure Agreement (Annex C) and Acceptable Use Policy (Annex D) to the Bank after the issuance of the Notice of Award
- iv. The Embossing File Format, Templates, Test Keys, sample PIN Offset File, Card and Kitting Collaterals layout shall be provided by LANDBANK to the supplier within two (2) banking days from receipt of NTP.
- v. The supplier must provide the documents needed for the IPK certification within three (3) banking days upon receipt of the files stated in Item iv.
- vi. The card designs and welcome letter in Adobe Illustrator (AI) file shall be provided to the supplier within two (2) banking days from receipt of NTP.
- vii. The card proofs and sample kitting collaterals shall be submitted by the supplier for approval of LBP and MasterCard/VISA authorized representatives within three (3) banking days from receipt of the card design/layout. Paper samples of the kitting collaterals shall be submitted at the Ground Floor, LANDBANK Plaza 1598 MH del Pilar corner Dr Quintos Streets, Malate Manila from 8AM to 5PM and look for Card and ATM Management Department Personnel with local numbers 7182, 4211, 4069 and 4173.
- viii. Upon approval from LBP and MasterCard/VISA, supplier shall submit five (5) actual, personalized and kitted LANDBANK EMV Cards with design within three (3) banking days for another approval from LBP.

b. Other Requirement

- i. The Notice of Award (NOA) shall be given to the lowest bidder after passing the post-qualification tests.
- ii. The supplier must use the latest LOA and CA Public Keys/IPKs both for VISA and MasterCard which is not lower than ten (10) years upon project implementation until the total number of cards is fully consumed. Thus, supplier must provide and use new LOA and CA Public Keys/IPKs for the remaining unused contract to comply the 10-year EF expiry date.
- iii. The Supplier must shoulder the cost of White Plastic Review/CCPV for both MasterCard and VISA cards until certified.
- iv. The EMV chip must be valid for at least ten (10) years from time of delivery (submit LOA and letter of approved renewal for less than 2 years of validity).
- v. The card shall have a five (5) year guaranteed life. All invalid and defective cards related to production defects, must be replaced by the supplier free of charge within three (3) banking days if returned within the guarantee period.

CLASS D

- vi. The security and cost related to keys/key exchange shall be the responsibility and shall be shouldered by the supplier. Moreover, security of customer information shall be the responsibility of the supplier.
- vii. All keys generated for the card personalization by the Supplier shall be turned over to LANDBANK at no cost to the Bank during Key Exchange Ceremony.
- viii. The supplier shall have a monthly report of processed, spoiled and remaining inventory of EMV Cards and kitting collaterals.
- ix. The supplier must ensure that data on the face of the card, EMV Chip, Magnetic stripe and kitting 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.
- x. The supplier must inform LBP whenever they will update the programming and card personalization scripts.
- xi. The supplier must sort the cards in accordance with the following:
 - a) Destination Branch Code
 - b) Cardholder's Name
 - c) Card Number (masked)
- xii. The supplier shall segregate the envelope/box intended to the specific LBP Branch per LBP Mode of Card Transmittal (Pick-up and Courier)
- xiii. The supplier shall insert the envelope for courier in the Bank's official Courier Services pouch with label. (Pouch to be provided by the Bank and the label/sticker format will be provided for Card Vendors layout.
- xiv. The supplier must provide transmittal for each branch per delivered EMV Cards containing the following details (format to be provided; subject to change of details based on the project requirement):
 - a) Card Number (masked)
 - b) Cardholder's Name
 - c) Date of Embossing File
- xv. The supplier shall submit daily the Authorization to Deliver thru email with the following details:
 - a) Purchase Order
 - b) Embossing File Name
 - c) Quantity of Cards to be delivered
 - d) Name of Representative/s (Delivery Boy and Driver) with ID and Signature
 - e) Vehicle Details (Maker and Plate Number)
 - f) Signature of the Card Personalization Bureau Authorized Signatory
 - g) Result of EMV Validation Tool for the 1st card to be delivered
 - h) The supplier shall in no case retain any copy (soft and hard) of the

Revised Annex D-5

CLASS D

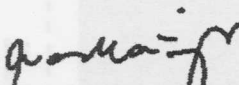
Bank's embossing file, reports and bad/spoiled cards after card personalization duly supported by a one-time notarized certification (for the whole project). All records or any data submitted by the Bank shall be treated as highly confidential.

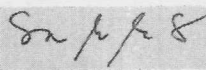
- xvi. The supplier shall in no case retain any copy (soft and hard) of the Bank's embossing file, reports and bad/spoiled cards after card personalization duly supported by a one-time notarized certification (for the whole project). All records or any data submitted by the Bank shall be treated as highly confidential.
- xvii. LANDBANK shall conduct quarterly assessment or evaluation of the performance of the supplier based on the set performance criteria (Annex E)


Prepared by:


Checked by:

Approved by:


GERARD D.L. SANTIAGO
SePMS


MA. EMELITA E. SISON
SePMS


JOANNE A. APRUEBO
Unit Head, CMU §


MARISSA B. PINEDA
AVP, CAMD

Revised

Annex D-6

CLASS D

ANNEX A

GENERAL CARD SPECIFICATIONS

Card Width	85.6mm +/- 0.1mm
Card Height	53.98mm +/- 0.1mm
Card Thickness	0.76mm +/- 0.1mm
Radius (All Corners)	3.175mm +/- 0.125mm
Material	PVC as specified in the ISO Standard 7810.
Opacity	Must meet ISO standard
Finish	Matte Metallic
Personalization	DOD Printing
Chip	Contact
	16KB
	DDA
	Java
	Latest Applet
	6 PIN module
	Palladium/Gold
Scheme Cards	Visa or Mastercard
Front Card	Full Color Offset
	Visa / Mastercard mandatory requirements and security features
Back Card	Full Color Offset
	ISO HICO Matripe
	Visa / Mastercard mandatory requirements and security features (ie. CVV, signature panel)
	LANDBANK logo
	BancNet Logo (for Visa)

Item 1 of 2: LANDBANK EMV CARD ENVELOPE	
Style	Commercial Style
Size	(Spread/Flat) 9" x 10.5" (Folded) 4 1/8" x 9 1/2"
Process / Printing	Offset
Color	4/0
Stock / Material	Book #80
Others	Diecutting Seal Gumming With Plastic Window
General Requirements	<ul style="list-style-type: none"> • Envelopes to be good quality machine-fill envelope. Dimensions and quality to be consistent across manufactured batches. • Windows to be securely affixed to within 1.5mm of top and side edges. Top edge to be flat and free from puckering. • Side seams to be securely glued up to top of seam. • Pre-scored flap crease to enable the envelope flap to open flat. • No twisting, curling or distortion evident. • No glue seepage on interior or exterior of envelope.

Item 2 of 2: LANDBANK EMV CARD WELCOME LETTER	
Size	A4 (8 1/4" x 11 3/4")
Process / Printing	Offset
Color	4/0
Stock / Material	Book #80

Revised

Annex D-8

NON-DISCLOSURE/CONFIDENTIALITY AGREEMENT

In the course of Supply and Delivery of LANDBANK EMV Contactless Scheme with Personalization, Kitting Services and Collaterals to Land Bank of the Philippines (LANDBANK), _____ will have access to, and/or will be in possession of, Confidential Information. "Confidential Information" shall mean information disclosed by LANDBANK in any manner, whether orally, visually, or in tangible form (including without limitation, data, documents, devices and computer readable media) and all copies thereof, which are regarded by LANDBANK as confidential.

Such information includes, but not limited to information relating to the past, present or future research, development or business affairs of LANDBANK, her affiliates, subsidiaries, customers, and any other companies incorporated by LANDBANK. The term "Confidential Information" also includes, but is not limited to information on the strategies, business operations, financial statements, statistics, marketing plans, plans regarding equipment, facilities, operating procedures, organizations, employees, and officers of any of the aforementioned companies.

Under this confidentiality agreement, _____ agrees that any such information will be treated with the utmost confidentiality, and that _____ will use reasonable efforts to protect such information in their possession. _____ agrees that such information shall not be disclosed to third parties without the prior written consent of LANDBANK, and that _____ will exercise the same degree of care as it applies to protect its own Confidential Information of similar nature that it does not desire to publish, disclose, or disseminate. Moreover, disclosures of such information shall be restricted to those individuals who are directly participating in the Supply and Delivery of various LBP ATM (EMV and magstripe) Cards to Land Bank of the Philippines (LANDBANK). In case of breach by _____ of the provisions in this agreement, the Bank reserves the right to avail of any or all legal remedies available to it.

This agreement shall remain in effect and shall apply to all proprietary or confidential information unless the information has been made available to the general public without restrictions by the Land Bank of the Philippines.

Conforme:

Signature over Printed Name

Date Signed:

Revised Annex D-9

Acceptable Use Policy

Compliance Commitment Certificate

I received, read and understood the Acceptable Use Policy (AUP) of the Land Bank of the Philippines.

I agree to abide by its terms and will immediately report any violation of the policy.

I understand that the violation of the AUP's provisions may be subject to sanctions under the law and the rules and regulations of the Bank.

Signature

Name (Print)

Company

Date

NOTED BY:

Name and Position
(Head of Unit/Proponent Unit)

Date : _____

(To be printed at the back of the certificate)

Acceptable Use Policy Commitment

1. I understand that:
 - a. electronic files created, sent, received or stored on devices owned/leased/ administered or otherwise under the custody and control of the Bank shall be the property of the Bank. My use of these files shall neither be treated as personal nor private;
 - b. all Bank-owned IT systems shall be equipped with Bank's licensed software only, including anti-virus and TMG-approved open-source software or freeware;
 - c. only Bank employees and designated authorized users from proponent units/third-party service providers deployed in the Bank shall be allowed to use Bank-owned IT systems as supported by a user request; and
 - d. all devices to be connected to the network shall require prior approval from unit concerned thru a memo or job order request.

2. As Information Resource Users, I shall –
 - a. be responsible for use of own ID/s and password/s in IT systems;
 - b. keep the confidentiality of account(s), passwords, Personal Identification Numbers (PIN) or similar information on devices used for identification and authorization purposes;
 - c. protect mobile device with password;
 - d. ensure that the assigned personal computers and laptops are secured by automatic activation of lock feature when not in use for more than fifteen (15) minutes, or by logging off when it shall be left unattended;
 - e. ensure that remote access technologies are activated only when needed and immediately deactivated after specified time of use;
 - f. access data, documents, e-mail correspondence and programs contained on Bank's IT systems for which I have authorization and not obtain extra resources beyond those allocated;
 - g. access, create, store or transmit material that is only legal according to law so as not to degrade the performance of information resources;
 - h. report immediately to the concerned Helpdesk any weaknesses (e.g., unexpected software, system behavior, virus infection) in Bank's IT system security which may result to unintentional disclosure of information or exposure to security threats;
 - i. observe compliance with the existing policies on handling of information to prevent unauthorized access to Bank's information i.e., saving of files in the present form of medium available (e.g., compact disc or diskette) and/or safekeeping of files in a secured area;
 - j. consult supervisor if there is any uncertainty on the use of IT systems; and
 - k. be aware that the data created, sent, received and stored on Bank's IT systems remain the property of the Bank.

3. I understand that the following activities are strictly prohibited:
 - a. make unauthorized copies of copyrighted or Bank-owned software/s;
 - b. download any file or software from sites or sources which are not familiar or hyperlinks sent by strangers, which may expose the IT system to a computer virus and could hi-jack Bank information, password or PIN;
 - c. download, install, run security programs or utilities (e.g., password cracking programs, packet sniffers, port scanners), or circumvent IT system security measures (e.g., port scanning or security scanning) that shall reveal or exploit weaknesses in the security of the information assets, unless properly approved by the Bank's Chief Information Officer;
 - d. divulge to anyone the access points to Bank's information resources without proper authorization;
 - e. disclose information which might be used for personal benefit, political activity, unsolicited advertising, unauthorized fund raising, or for the solicitation or performance of any unlawful activity;
 - f. make fraudulent or unofficial offers of products, items or services using the Bank's information resources;
 - g. effect security breaches or disruptions of network communications, such as, but not limited to, network sniffing, ping floods, packet spoofing, denial of service and forged routing information for malicious purposes;
 - h. provide critical information on the Bank and its employees (e.g., software inventory, list of personnel) to parties outside the Bank without proper authorization;
 - i. make unauthorized disclosure of confidential data (e.g., on depositors/investors/borrower's accounts); and
 - j. copy, move, and store cardholder data, including personal, sensitive personal, and privileged information, onto local hard drives and removable electronic media, unless explicitly authorized and approved to perform a business function and/or need.

Revised

Annex D-II

Vendor Assessment		Annex E
Evaluation Criteria	Performance Standards	Rating
A. Conform to the LANDBANK EMV Card Specifications (Design and Personalization)	<p>Able to deliver the EMV Cards following the LANDBANK Specifications.</p> <p>4 – Excellent</p> <p>No findings/error on the delivered LANDBANK EMV Cards</p> <p>3 – Good</p> <p>Less than 10 cards of the total card delivered have errors/findings.</p> <p>2 – Needs Improvement</p> <p>More than 10 but Less than 20 cards of the total card delivered have errors/findings.</p> <p>1 – Poor</p> <p>More than 20 cards of the total card delivered have errors/findings.</p>	
B. Submission of Monthly Card Report (Processed, Spoiled and Remaining Inventory)	<p>Able to submit the required Card Reports on time</p> <p>4 – Excellent</p> <p>Submitted reports regularly</p> <p>1 – Poor</p> <p>Failed to submit reports regularly</p>	

<p>C. Packaging of cards must be segregated per Destination Branch</p>	<p>Able to pack and deliver EMV Cards via its Destination Branch.</p> <p>4 – Excellent</p> <p>No findings/error on the delivered LANDBANK EMV Cards</p> <p>3 – Good</p> <p>Less than 10 cards are not packed and segregated per Destination Branch.</p> <p>2 – Needs Improvement</p> <p>More than 10 but Less than 20 cards are not packed and segregated per Destination Branch.</p> <p>1 – Poor</p> <p>More than 20 cards are not packed and segregated per Destination Branch.</p>	
<p>D. Sorting of EMV Cards and transmittals</p>	<p>Able to sort the EMV Cards and transmittals as required manner</p> <p>4 – Excellent</p> <p>No findings/error on the sorting of delivered LANDBANK EMV Cards and transmittals</p> <p>3 – Good</p> <p>Less than 10 cards and transmittals are not sorted properly</p> <p>2 – Needs Improvement</p> <p>More than 10 but Less than 20 cards and transmittals are not are not sorted properly</p> <p>1 – Poor</p> <p>More than 20 cards and transmittals are not are not sorted properly</p>	

CLASS D

<p>E. Delivery of EMV Cards</p>	<p>Able to deliver the total requested EMV Cards within three (3) banking days from the receipt of the submitted embossing file.</p> <p>4 – Excellent</p> <p>EMV Cards were delivered on or before the 3rd Banking Days</p> <p>1 – Poor</p> <p>EMV Cards were delivered beyond the 3rd Banking Days.</p>	
<p>F. Business Continuity Plan/Site Available</p>	<p>Vendor can provide contingency measures for continued delivery of services to the bank in case of adverse events and these must be stated in the maintenance agreement, annual report or any form of certification.</p> <p>4 – Excellent</p> <p>Vendor has a Business Continuity Plan/Site to provide contingency measures specific to the bank.</p> <p>3 – Good</p> <p>Vendor has a Business Continuity Plan/Site to provide contingency measures, in general, to its clients.</p> <p>2 – Needs Improvement</p> <p>Vendor has a Business Continuity Plan/Site to provide contingency measures but on a limited basis only.</p> <p>1 – Poor</p> <p>Vendor has no Business Continuity/Site to provide contingency measures to its clients.</p>	

Revised Annex D-14

CLASS D

G. Support assistance from the Vendor	<p>Able to provide continuous assistance from the Sales and technical Team/Manager for any concern related to the project.</p> <p>4 – Excellent</p> <p>More than 80% of the total concerns reported related to the project were provided with assistance and resolution.</p> <p>3 – Good</p> <p>60% - 79% of the total concerns reported related to the project were provided with assistance and resolution.</p> <p>2 – Needs Improvement</p> <p>40% - 59% of the total concerns reported related to the project were provided with assistance and resolution.</p> <p>1 – Poor</p> <p>Below 40% of the total concerns reported related to the project were provided with assistance and resolution.</p>	
Total Point Score		
Average Score		
Equivalent Adj. Rating		

Reference Range	Adjectival Score
4.0 – 3.4	Excellent
3.3 – 2.3	Good
2.2 – 1.7	Needs Improvement
1.6 – 1.0	Poor

Revised Annex D-15