

**SUPPLEMENTAL/BID BULLETIN NO. 2**  
**For LBP-HOBAC-ITB-GS-20210510-01**

**PROJECT** : **EMV VISA Branded GSIS UMID Cards with Personalization, Kitting Services and Collaterals**

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

**DATE** : **September 24, 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 D1 to D26), Schedule of Requirements (Section VI), Technical Specifications (Section VII), and Checklist of Bidding Documents (Item No. 12 of the Eligibility & Technical Components) have been revised. Please see attached revised Annexes D-1 to D-26 and specific sections of the Bidding Documents.
- 3) The deadline for submission of electronic bids for the above project is re-scheduled on **October 1, 2021** at **10:00 A.M.** Submission of physical bids (hard copy) shall not be accepted.



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

## Schedule of Requirements

The delivery schedule/contract period expressed as weeks/months/years stipulates hereafter a delivery/performance period which is the period within which to deliver the goods or perform the services in the project site/s.

| Lot No. | Description   | Quantity     | Delivered, Weeks/Months                                      |
|---------|---|--------------|--|
| 1       | EMV VISA Branded GSIS UMID Cards with Personalization, Kitting Services and Collaterals | 300,000 pcs. | <b>See Delivery Schedule per letter G of the Revised TOR</b> |

### **LBP-Cards and ATM Management Department**

#### **Delivery Sites:**

- **G/F Level 1, GSIS Headquarters Building, Financial Center, Brgy. 076, Pasay City**
- **Cards & ATM Management Department  
11<sup>th</sup> Floor, LANDBANK Plaza Building, 1598 M.H. del Pilar corner Dr. J. Quintos Streets, Malate, Manila**

#### **Contact Persons:**

- **Mr. Manuel A. Dimalaluan**  
Telephones: (02) 8835-7647 and 09989871373  
Email: mdimalaluan@ mail.landbank.com
- **Mr. Gerard D.L. Santiago**  
Telephones: (02) 8405-7182 and 09953219122  
Email: gsantiago@mail.landbank.com
- **Mr. Johnny Anthony M. Reyes**  
Telephones: (02) 8522-0000 local 4609 and 09998836126  
Email: jreyes@mail.landbank.com
- **Mr. Lloyd Edward B. Pascual**  
Telephones: (02) 8522-0000 local 4173 and 09234787947  
Email: lbpascual@mail. landbank.com
- **Ms. Rodalyn L. Soriano**  
Telephones: (02) 8522-0000 local 4173 and 09052271143  
Email: rsoriano@mail. landbank.com
- **Ms. Gerlina Jan Madarang**  
Telephones: (02) 8522-0000 local 4609 and 09173108146  
Email: gmadarang@ mail.landbank.com

**Conforme:**

\_\_\_\_\_  
Name of Bidder

\_\_\_\_\_  
Signature Over Printed Name of  
Authorized Representative

\_\_\_\_\_  
Position

# Technical Specifications

| Specification  | Statement of Compliance  |
|--|--|
|  | <p><b>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</b></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><b>EMV VISA Branded GSIS UMID Cards with Personalization, Kitting Services and Collaterals</b></p> <p>1. Specifications and other terms and conditions per attached <b>Revised Annexes D-1 to D-26</b>.</p> <p>2. The following documents shall be submitted in support of the compliance of the Bid to the Technical Specifications and other requirements:</p> <p>2.1. Current and valid accreditation certificate issued by Visa and Mastercard for EMV Card Production and Personalization.</p> <p>2.2. Certificate of Satisfactory Performance from at least two (2) Universal/Commercial Banks in the Philippines for full EMV Card Production, Personalization and Kitting Services or</p> | <p><b>Please state here either “Comply” or “Not Comply”</b></p>  |

|  |  |
|--|--|
| <p>equivalent document involving completed contracts for the last three (3) years.</p> <p>2.3. Valid ISO/EC 17025 Certificate of Compliance that the bidder is manufacturer and provider of polycarbonate cards that comply with either Fogra Age F02 or ISO 24789 ten (10) years durability test.</p> <p>2.4. Notarized Self-certification attesting compliance of the following terms and conditions:</p> <p>2.4.1. Capacity to accept and personalize the first batch of embossing and output file within fifteen (15) calendar days after the approval of Visa white plastic review, card design approval from Visa BMAS and instruction from the Bank, whichever comes last;</p> <p>2.4.2. Card Personalization Bureau is located in the Philippines;</p> <p>2.4.3. Payment Card Industry Card Production (PCI CP) compliant; and</p> <p><b>2.4.4. No unsatisfactory performance in its ongoing contracts for the last six (6) months per Section 34.3 (b)(iii)(c) of the IRR of RA 9184.</b></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.

#### ○ **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. **Revised Section VI – Schedule of Requirements with signature of bidder's authorized representative.**

- 12. **Revised Section VII – 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**

EMV VISA Branded GSIS UMID Cards with Personalization, Kitting Services and Collaterals

**B. Objective of the Project**

To comply with the GSIS UMID requirements of LBP Branches

**C. Scope of the Project**

Supply and Delivery of personalized and kitted EMV VISA Branded GSIS UMID Cards with collaterals

**D. Specifications**

Annex A – LANDBANK EMV UMID Card Technical Specifications

Annex B – Kitting Collaterals

**E. Qualifications and Documentary Requirements**

| <b>Qualification Requirements</b>  | <b>Documentary Requirements</b>   |
|--|---|
| 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   |
| 2.Must have Certificate of Satisfactory Performance from at least two (2) Universal/ Commercial Banks in the Philippines for full EMV 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 full EMV Card Production, Personalization and kitting services or equivalent document involving completed contracts for the three (3) years. |
| 3.Must submit a valid certification issued by a laboratory that is ISO/EC 17025 certified, that the bidder is a manufacturer and provider of polycarbonate cards that comply with either Fogra Age F02 or ISO 24789, ten (10) year durability test     | 3.Valid ISO/EC 17025 Certificate of Compliance that the bidder is a manufacturer and provider of polycarbonate cards that comply with either Fogra Age F02 or ISO 24789 ten (10) year durability test   |

|   |   |
|---|---|
| <p>4. Must submit a notarized Self-Certification attesting compliance with the following requirements and/or terms and conditions:</p> <p>a. Bidder has the capacity to accept and personalize the first batch of embossing and output file within fifteen (15) calendar days after the approval of Visa white plastic review, card design approval from Visa BMAS and instruction from the Bank, whichever comes last;</p> <p>b. Bidder has a Card Personalization Bureau which is located in the Philippines (LBP may conduct onsite inspection);</p> <p>c. Bidder is compliant with Payment Card Industry Card Production (PCI CP); and</p> <p><b>d. Bidder has no unsatisfactory performance in its ongoing contracts for the last six (6) months per Section 34.3 (b)(iii)(c) of the IRR of RA 9184.</b></p> | <p>5. Notarized Self Certification attesting compliance of the stated requirements and /or terms and conditions</p> |
|---|---|

## F. Working Arrangements

### 1. POST QUALIFICATION REQUIREMENTS:

The Lowest Calculated Bidder (LCB) shall perform the following within 45 calendar days from the opening of bids

#### 1.1 Provide any of the following:

- Secured File Transfer Protocol server (site to site VPN/IPSEC Tunnel)
- Publicly accessible SSL-VPN facility

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

#### 1.2 Provide a chip reader with application (to enable reading/viewing of the content of UMID and EMV chip), free of charge.

#### 1.3 Provide at least 7 blank SAMM cards for GSIS customization into personalization and terminal SAMM.

## CLASS C

- 1.4 Provide at least twenty (20) white plastic (polycarbonate cards) sample/test personalized EMV cards with UMID personalized applet for testing with sample laser engraved data.

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

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

**1.6 The bidder shall execute and submit a Service and Non-Disclosure Agreement (Annex C) and Acceptable Use Policy (Annex D) to the Bank after proclaiming the LCB**

The foregoing shall be successfully completed by the LCB within the 45 calendar days after opening of bids and if the above are not met within the said period, LCB shall be declared Post Disqualified.

## 2. UPON RECEIPT OF NOTICE TO PROCEED (NTP)

### 2.1 CARD PRODUCTION

- a. The Supplier must submit 5 sets of hard copy-card design artwork proof layout within 3 banking days upon receipt of the UMID Card Design based on Annex B.
- b. Once approved by LANDBANK, the Supplier must submit the actual card proof to Visa for approval within 3 banking days after receipt of LANDBANK notification.
- c. The Supplier must submit five (5) actual card samples to LANDBANK within five (5) banking days after approval of Visa.
- d. The Supplier shall comply with required durability test and ISO 10373-6:2011 proximity card test for the UMID cards which will be based on 21 cards that will be randomly pulled out from the first batch of UMID cards that will be delivered to LBP. The costs of the tests and Certification shall be for the account of the Supplier.
- e. Valid certifications should be issued by a testing laboratory which holds ISO/IEC 17025 accreditation. (Provide contact name, telephone/telefax numbers and email address of the certifying body.)
- f. Ensure that the card has a minimum 10-year card life, guarantee against card creaking, chipping, peeling and fading/discoloration and chip failures. (Submit a Guarantee/Warranty certificate).
- g. **The supplier shall execute and submit a Service and Non-Disclosure Agreement (Annex D) and Acceptable Use Policy (Annex D) to the Bank after the issuance of Notice to Proceed (NTP)**

### 2.2 CARD PERSONALIZATION

- a. The Supplier must comply with the required Visa Template from LANDBANK within fifteen (15) calendar days upon receipt of the embossing file with the following activities:
  - i. Key Exchange Ceremony
  - ii. Conduct testing with LANDBANK for EMV/UMID Card Personalization; &
  - iii. Personalization of at least five (5) test cards
- b. Issuer Public Key (IPK) and all other keys generated (related to card personalization) by the Supplier shall be turned over to LANDBANK at no cost to the Bank during Key Exchange Ceremony.
- c. The Supplier shall allow LANDBANK to randomly pull out 21 cards from the first batch of UMID cards prior to kitting. The same shall apply in succeeding batches as determined by LBP.
- d. The Supplier shall provide a utility where the bank can upload and display in a readable and agreed format, the content of all UMID database. This utility should also have a search engine and facilitate extraction of UMID Data for the reprinting of cards.
- e. The Supplier must ensure that data in Contactless Chip, EMV Card and Magnetic Stripe are of the same person before delivery to LANDBANK. Card replacement cost and other financial losses that may arise from inconsistent data shall be for the account of the Supplier.
- f. The Supplier shall provide a facility that rewrites the biometrics of members in the UMID Chip. This facility should have a built-in Security Module that will allow access by the authorized/defined users only. Also, it should be able to generate necessary and appropriate reports.

2.3 The UMID cards must interface seamlessly with GSIS Gw@ps.

2.4 The Supplier must pass the Visa Brand Management Approval and must submit the Visa email confirmation.

2.5 The EMV Plastic Card produced and personalized by the Supplier must pass the White Plastic Card review conducted by Visa. The cost shall be borne by the Supplier until certified.

2.6 The EMV Chip must be valid for at least two years from receipt of the embossing file. The Supplier must submit a Letter of Approval from Visa covering the latest VSDC Applet for Contact Card indicating the expiry date.

2.7 The card shall have a ten (10) year warranty. All invalid and defective cards-related to production defects must be replaced by the Supplier free of charge within ten (10) banking days if returned within the warranty period.

2.8 The Supplier shall have a monthly report of processed, spoiled, delivered, remaining inventory of EMV cards. The Supplier shall allow the Bank to conduct actual and physical count of cards.

## **CLASS C**

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

### **2.10 KITTING SERVICES**

The Supplier shall provide kitting services (such as folding, insertion, enveloping and sealing in a letter envelope and plastic pouch) and consumables (such as welcome letter, window envelopes with LANDBANK logo and individual plastic pouch).

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

- 2.11 The Supplier shall allow LANDBANK to conduct scheduled plant/site inspection/visit to validate adherence to agreed internal controls.
- 2.12 The Supplier shall submit updated and detailed Business Continuity Plan (BCP) and VISA certified Business Continuity Site (BCS) to ensure continuity of service provided to LANDBANK.
- 2.13 The Supplier shall not retain any copy (soft and hard) of the Bank's Embossing/UMID Data and Reference file and it shall be deleted after card production/personalization duly supported by a notarized certification. The notarized certification shall be submitted only once which is to be incorporated in the contract to be executed after NOA & NTP. All records or any data submitted by the Bank or its client shall be treated as highly confidential.

## **3. DEVELOPMENT AND TURNOVER OF UMID CHIP APPLICATIONS:**

### **3.1 UMID Key Management**

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

### **3.2 Development of the programs/application and keys**

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

### **3.3 Turnover and transfer of Technology**

- a. All programs/source codes used to include proprietary programs, objects, files, databases etc, shall become the properties of LANDBANK.
- b. LBP should be able to compile the program/source code into an executable code.

## **CLASS C**

- c. The Supplier shall turn-over to LANDBANK all programs, scripts, and keys used for the successful seamless interfacing of UMID chip with GSIS Gw@ps including the following; ( in soft and hard copy acceptable to LANDBANK)
  - i. Technical Documentation following LANDBANK format (Conceptual System Design, Technical Requirements Specification, Technical Implementation Plan, Application Maintenance Manual)
  - ii. Messages and codes manual
  - iii. Interface Manual
  - iv. Data Dictionary for all database/files (with table/file/database/structure, etc).
  - v. Personalization script and manual
  - vi. Reference manual for the card and SAMM applets
  - vii. SAMM protocol/communication manual.
- d. Provide 2 sets of workstations with peripherals to simulate contactless chip personalization as test beds for reading/updating of data in the contactless chip. The workstations, peripherals, operating system, program and development tools must conform to LBP minimum standards.
- e. In case there is further program development and customization work requirement, the same must be completed within fifteen (15) calendar days after issuance of Notice to Proceed.

Note: All developed and customized work must be fully compatible with the existing UMID system card applet, Card Management System (CMS), Key Management System (KMS), Card Readers/Writers, SSITs and existing applications deployed on the chip. The existing Hardware Security Module (HSM) of the KMS will be used in smartchip personalization.
- f. Ensure that recurring licenses, maintenance fees, development/customizations cost and turnover cost are part of the bid quote and no additional fees shall be charged to LANDBANK.

### **3.4 Technical Assistance and Support**

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

- a. Turn-over of programs and keys used in reading/writing on new cards.
- b. Provide copy of updated source codes.
- c. Provide necessary training
- d. Provide adequate number of user and technical manuals/user guide.

### **3.5 Warranty Requirements**

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

## CLASS C

The winning bidder shall replace a "bad card" free of any charge to the LANDBANK or the cardholder, within ten (10) banking days from date of receipt of a report from the LANDBANK stating the occurrence of such circumstance, unless within three (3) days from the date of such receipt, the winning bidder disputes the contents of the report and informs the LANDBANK of such in writing.

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

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

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

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

- c. The winning bidder should warrant that should there be announced improvements on the proposed product and/or any of its components, after date of submission of proposals and before date of implementation, such improved product or its components should be delivered to and installed at the LANDBANK by the winning bidder without affecting the submitted bid price proposal.
- d. If announced improvement is made within six (6) months after installed product has already been accepted for LANDBANK use, the winning bidder must replace already installed product or its components with the improved product or its components at no additional cost to LANDBANK.

### G. Delivery Schedule

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

1. EMV UMID Cards to be requested should be delivered within three (3) banking days from receipt of complete data files from LBP (Embossing files and UMID data files) with a maximum volume of 40,000 cards per day. Personalized UMID Cards shall be delivered to LBP Head Office via secured cargo as required by PCIDSS

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

2. Every delivered card must be complete in number and packed per destination branch based on the Data Files submitted by LBP and must be supported by:
  - a) a Delivery Receipt (DR) indicating the LBP's Reference Batch Number \* and corresponding number of cards delivered

## CLASS C

Output\_YYYYMMDD\_BXX\_BN\_Qty\_txt.lbp (New Card or BN)  
 Output\_YYYYMMDD\_BXX\_BR\_Qty\_txt.lbp (Replacement Card or BR)  
 Output\_YYYYMMDD\_BXX\_BW\_Qty\_txt.lbp (Replacement under Warranty or BW)

- b) Detailed Transmittal Report in hard copy and soft copy (excel file) containing the following fields which shall be emailed to LBP Head Office (CAMD) cc: LBP GSIS Branch through its respective official email address.

| For New Card (BN)  | For Replacement Card (BR or BW)  |
|--|--|
| LBP Reference Batch Number   | LBP Reference Batch Number   |
| Common Reference Number (CRN)  | Common Reference Number (CRN)  |
| First Name   | First Name   |
| Middle Name  | Middle Name  |
| Last Name  | Last Name  |
| Suffix   | Suffix   |
| Status (Active or Pensioner)   | Status (Active or Pensioner)   |
| GSIS Branch Code   | LBP Branch Code  |
| GSIS Branch Group  |  |
| GSIS ID Number   | GSIS ID Number   |
| Card Number (Masked middle 6 number)                                     | Card Number (Masked middle 6 number)                                     |
| Bar Code   | Bar Code   |
| Account Number   | Account Number   |
| Agency Name (in case of Active member) or Address (in case of pensioner) | Agency Name (in case of Active member) or Address (in case of Pensioner) |

### 3. Sorting requirement:

#### 3.1 For new EMV UMID Cards

| Active Members   | Pensioners  |
|--|---|
| by GSIS Branch Group                                   | by GSIS Branch Group                                      |
| by GSIS Branch Office Code                             | by GSIS Branch Office code                                |
| by Member's Agency Code                                |   |
| by Name of Member (LN, FN, MN) alphabetically arranged | by Name of Pensioner (LN, FN, MN) alphabetically arranged |

#### 3.2 For Replacement EMV UMID Cards:

| Active Members   | Pensioners  |
|--|---|
| by LBP Destination Branch                              | by LBP Destination Branch                                 |
| by Member's Agency Code                                |   |
| By Name of Member (LN, FN, MN) alphabetically arranged | by Name of Pensioner (LN, FN, MN) alphabetically arranged |

Note: The sorting of the physical cards should be consistent to the sequence and arrangement cards in the hard and soft copy of transmittal report.

#### 3.3 The supplier shall segregate the envelope/box intended to the specific LBP Branch



## CLASS C

per LBP Mode of card transmittal. (Pick-up and Courier)

3.4 The supplier shall insert the envelope for courier in the Bank's official Courier Service pouch with label (Pouch to be provided by the back and the label/sticker format will be given for Card Vendors layout)

### H. Delivery Sites and Contact Persons

- **G/F Level 1 GSIS Headquarters Bldg., Financial Center, Brgy 076, Pasay City**
- Cards and ATM Management Department (CAMD), 11th floor LANDBANK Plaza, 1598 M.H. Del Pilar St., Malate Manila

| Name                     | Position                             | Department /Unit   | eMail Address                        | Contact Number                                 |
|--------------------------|--------------------------------------|--------------------|--------------------------------------|--|
| <b>Manuel Dimalaluan</b> | <b>Assistant Vice President/Head</b> | <b>GSIS Branch</b> | <b>mdimalaluan@mail.landbank.com</b> | <b>(02) 8835-7647; 0998-9871373</b>            |
| Gerard D.L. Santiago     | Sr. eProducts Management Specialist  | CAMD               | <b>gsantiago@mail.landbank.com</b>   | (02) 8405-7182; <b>0995-3219122</b>            |
| Johnny Anthony R. Reyes  | eProducts Management Specialist II   | CAMD               | <b>jreyes@mail.landbank.com</b>      | (02) 8522-0000 local 4069; <b>0999-8836126</b> |
| Lloyd Edward B. Pascual  | eProducts Management Analyst         | CAMD               | <b>lbascual@mail.landbank.com</b>    | (02) 8522-0000 local 4173; <b>0923-4787947</b> |
| Rodalyn L. Soriano       | eProducts Management Analyst         | CAMD               | <b>rsoriano@mail.landbank.com</b>    | (02) 8522-0000 local 4173; <b>0905-2271143</b> |
| Gerlina Jan Madarang     | eProducts Management Assistant       | CAMD               | <b>gmadarang@mail.landbank.com</b>   | (02) 8522-0000 local 4069; <b>0917-3108146</b> |

### I. Manner of Payment

1. Supplier shall bill LANDBANK based on actual and completely delivered EMV UMID Cards per batch duly acknowledged by Bank authorized representative indicating the Delivery No. and No. of Cards Delivered.
2. Liquidated damages for delayed delivery shall be 1/10 of 1% of the value of undelivered cards for everyday of non-delivery.

### J. Other Terms and Conditions

1. Minimum Requirements for Card Manufacturing Facility:
  - 1.1 One compound for background printing and card personalization.

## **CLASS C**

1.2 Must conform to the facility security standards mentioned in item VI.B.2 below.

### **2. Minimum Requirements for Card Personalization Facility**

#### **2.1 Location**

- a. A local, single-site for personalization, final assembly and quality control. Personalization is defined as encoding member information in contactless chip and printing of member details on card.
- b. The card production facility must have a process and equipment to integrate the required DOVID into the card in its supply chain.
- c. The card personalization facility must be accredited by VISA.

#### **2.2 Facility Security**

- a. Adequate security for perimeter, building, card personalization area.
- b. The card personalization facility should be equipped with security systems such as electronic building access control (e.g. finger scan), security alarms, CCTV surveillance system, key management, and vault.
- c. Separate secured storage room each for pre-printed materials and finished cards in the personalization facility. Each storage room must have an automated access facility only for designated personnel.
- d. Must have automated tracking system for the inventory, utilization, and waste disposal of pre-printed materials
- e. Dedicated data communication line 24/7 between the card personalization facility and LANDBANK to the account of the winning bidder.
- f. Data transfer from LANDBANK to card personalization facility must be secured with at least DES3 encryption.
- g. Gateway servers secured logically through a firewall and physically through key or fingerprint access by at least two (2) heads from different departments/sections of the plant.

### **3. Personalization System**

- 3.1 Must provide a Card Production and Personalization System accessible to LANDBANK to be used for:
  - a. Submission and receipt of electronic reports
  - b. Receipt and confirmation of good and rejected cards
  - c. Logging of accepted and rejected cards
- 3.2 Provide onsite personnel of LANDBANK to perform tasks such as but not limited to the following:
  - a. confirmed card orders
  - b. received rejected cards
  - c. received card production problems
- 3.3 Capacity
  - a. Capable of producing maximum of 40,000 cards per day on a regular basis.

## CLASS C

- b. Service Level Guarantee – three (3) working days or 72 hours turnaround time from ordering to delivery to LANDBANK for orders up to maximum of 40,000 cards per day. The batch of personalized cards must be delivered at LANDBANK together with the printed delivery receipt, and the electronic report of printed cards must be made available at CMS.

### 3.4 Monitoring and Control

- a. There should be an automated control to ensure that the personal data printed at the front of the card and the 1-D barcode printed at the back of the card belongs to the same person/record.
- b. Must have application system to monitor and audit deleted data by print order.
- c. Automated Tracking
  - i. Able to track and account for all card, including defective cards and spoilage
  - ii. Able to handle/generate automated card billing facility
  - iii. Automatic Reproduction of identified defective cards

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

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

- d. To secure LANDBANK personal data from card ordering up to automatic deletion, a tamper proof system shall be developed by the winning bidder and tested by LANDBANK prior to production.
- e. Confine administrator log-in to the server console containing LANDBANK personal data, Terminal log-in should be confined only to User IDs with privilege and access limited for card personalization functions. Any change in the server must have prior clearance by LANDBANK and should be documented. For replacement of disk storage containing LANDBANK data, the disk that will be pulled out should undergo "wipe" facility or low-level formatting to ensure that all data are erased/deleted.
- f. Secure the server and its console inside an enclosed cabinet. The cabinet should be secured through a key or fingerprint access by at least two (2) from different departments/sections of the production plant.
- g. Provide fully redundant server.
- h. The card production system shall be periodically audited by LANDBANK.
- i. Only LANDBANK personal data of current order are kept on-site. Personal data are automatically deleted after completion of batch production. Deletion shall be validated through random testing by the LANDBANK personnel at the card personalization site.

## CLASS C

- j. Cards for delivery to LANDBANK shall be secured in a vault and to be securely transported to LANDBANK.
- k. The supplier shall have a monthly report of processed, spoiled and remaining inventory of EMV Cards and kitting collaterals.

### 4. Reliability/Backup


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

### 5. Semi Annual Quality Assurance

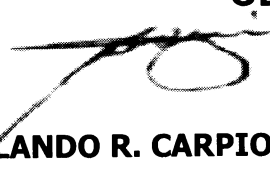
- 5.1 Twenty-one (21) cards shall be randomly pulled out by LANDBANK every six months, as deemed necessary. These cards shall undergo accelerated-life and card durability test based on Fogra Age F02 or ISO/IEC 24789 for artificial ageing and simulation of 10 years minimum card life.

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

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



MANUEL A. DIMALALUAN



ROLANDO R. CARPIO



MARY LILLIAN M. CRUZ



JOAQUIN A. CAMACHO



ELSIE MAY H. LUBGOAN



STEPHEN E. CASTILLO



GLENN B. SANTIAGO



LLOYD EDWARD B. PASCUAL

**LANDBANK EMV VISA UMID CARD TECHNICAL**

**SPECIFICATIONS**

**A. CARD**

|               |   |   |
|---------------|---|---|
| DIMENSION     | - | Length 85.5 mm,   |
| WIDTH         | - | 54.00 mm,   |
| THICKNESS     | - | 0.76 mm.  |
| CORNER RADIUS | - | 3.18 mm/+/-   |
|               |   | variance indicated in ISO/IEC 7810:2003(E) 5.1.1 ID-1 specifications.   |
| OPACITY       | - | Must meet ISO standard  |
| FRONT OF CARD | - | Full Color Offset<br>Ultraviolet element  |
| BACK OF CARD  | - | Full Color Offset<br>VISA Branch Mark<br>Visa Hologram<br>HICO Magnetic Stripe (Silver colored)<br>LANDBANK LOGO<br>GSIS LOGO<br>BancNet LOGO<br>PhilHealth LOGO<br>Plus Symbol CVV2<br>Box |

1. Co-branded UMID cards shall have two (2) chips and a magnetic stripe at the back of the card. The first chip (contactless chip) shall contain the UMID data. The second chip (EMV contact chip) and the magstripe shall contain bank data.
2. The card must be made of minimum 5-layer polycarbonate material from its core up to its outermost transparent layers.
3. Physical Card Security Features:
  - a. Overt
    - I. Guilloche background, produced using artwork securitization software used in high security documents (e.g., banknotes and passports).
    - II. Ghost image
 

DOVID (Diffractive Optical Variable Image Device) of UMID logo/texts with rotation-induced color shift and change of color contrast between two design elements upon rotation by 90 degrees. It must contain a design element which seems to protrude out the plane, but is fully flat with Diffractive Watermarks, Surface Relief Effect, Movement, Pump Effects, RICS, Colorful Mini Texts-800um. Colorful Micro Texts - 250um and Nanotext Colorful UMID-75um.
    - III. UMID logo using color-shifting ink.
    - IV. Specified pantone colors, font types and sizes.

- b. Covert
  - I. Background micro-printing smaller than 0.25mm/0.7 pica points.
  - II. Pattern on background using UV (ultra-violet) ink.
- 4. The supplier shall comply with the approved UMID Card Design
- 5. Printing
  - a. Personalization of data must not be on the outer layer. Text data and the ghost image of the photo must be through laser engraving while the colored photo can either be laser engraved, laser printed or other method with at least 300 DPI resolution in color as long as it passes the Fogra or ISO 24789 durability test.

**B. EMV (CONTACT AND CONTACTLESS) CHIP**

|                    |   |                                   |
|--------------------|---|-----------------------------------|
| MEMORY             | - | Minimum of 16kb                   |
| AUTHENTICATION     | - | Dynamic Data Authentication (DDA) |
| APPLET             | - | JAVA                              |
| LATEST VSDC APPLET |   |                                   |
| 6 PIN MODULE       |   |                                   |
| COLOR              | - | SILVER COLORED                    |

**C. UMID CARD CONTACTLESS CHIP SPECIFICATIONS:**

## Contactless Chip

- a. Minimum 80 KB of usable memory
- b. Chip has security certification CC EAL 4+ or higher
- c. Operating frequency and speed as specified in ISO 14443 (Type A )
- d. Crypto coprocessor:
  - i. DES. 3 DES
  - ii. RSA up to 2048-bit
- e. Secured by transport key prior to personalization
- f. Chip Operating system minimum platform specification
  - i. Global Platform version 2.1.1
  - ii. Javacard version 2.2.2
- g. Certified CC EAL 4+ or higher, certified on the proposed contactless chip;
- h. Protect applications and data from unauthorized access;
- i. No additional charge for Operating System (OS) fees after card issuance, regardless of use of the chip. All OS-related fees should be part of the card price.

## Applet Specification:

- a. Single chip applet to manage the whole 80KB of usable memory
- b. Certified CC EAL4+ or Higher (Protection Profile SSCD)
- c. Based on ISO 7816-4 class APDU command for the following:
  - i. Contents of command-response pairs exchanged at the interface.
  - ii. Means of retrieval of data elements and data objects in the card.
  - iii. Access methods to files and data in the card.
  - iv. A security architecture defining access rights to files and data in the card.
  - v. Methods for secure messaging.
- d. Applet, specification, and communication procedures should be transferred to LANDBANK in soft and hard copy.
- e. User information in the card should be protected by an authentication mechanism involving a SAMM (Security Access Management Module) present in the contactless reader.

## CLASS C

- f. The data elements for personalized encoding in chip consists of approximately 835 characters exclusive of the images will be provided to the Lowest Calculated Bidder. The fingerprint images are in INCITS 378, the photo is JPEG-ICAO compliant and the signature is in TIFF format.
- g. Each of the 136 data blocks should have its own read and write keys.
- h. PKI ready.

Note: LANDBANK shall provide the following to:

### Lowest Calculated Bidder (LCB)

#### A) Documents

- Personalization script and manual
- SSS UMID API Specification
- SSS SAM Card Specification
- Chip Data Format

B) Source Code (Smart Card personalization program) under controlled environment.

### Winning Bidder

A) Authority to order DOVID

B) Technical Specification of the rewriting facility

\*LANDBANK does not guarantee the accuracy, reliability, compatibility and completeness of the Source Code and the documents provided by the UMID technical Working Group. It is the responsibility of the LCB/Winning Bidder to review, to the necessary revisions/enhancement to ensure that programs should work for the successful development/production of the GSIS UMID EMV Card.

**\*\* The custodian of the source code is the Social Security System (SSS) and for the purposes of bidding of GSIS UMID Cards, SSS allows LBP thru GSIS to access the source code.**

\*\*\*In case the LCB is declared as post disqualified, all documents, executable file and SAMM provided shall be returned to LANDBANK.



**LANDBANK EMV CARD KITTING COLLATERALS****Printing Specifications**

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

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

**NON-DISCLOSURE/CONFIDENTIALITY AGREEMENT**

In the course of \_\_\_\_\_ (PROJECT/PURCHASE ORDER NO.) \_\_\_\_\_ to Land Bank of the Philippines (LANDBANK), \_\_\_\_\_ (SUPPLIER COMPANY NAME) 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 \_\_\_\_\_ (SUPPLIER COMPANY NAME) \_\_\_\_\_ agrees that any such information will be treated with the utmost confidentiality, and that \_\_\_\_\_ (SUPPLIER COMPANY NAME) \_\_\_\_\_ will use reasonable efforts to protect such information in their possession. \_\_\_\_\_ (SUPPLIER COMPANY NAME) \_\_\_\_\_ agrees that such information shall not be disclosed to third parties without the prior written consent of LANDBANK, and that \_\_\_\_\_ (SUPPLIER COMPANY NAME) \_\_\_\_\_ 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 compliance with the Certification issued by SSS, the \_\_\_\_\_ (SUPPLIER COMPANY NAME) \_\_\_\_\_ shall only use the UMID Card Contactless Smart Chip Personalization Program during the course and for the performance of the card production service contract and will return to SSS the two (2) personalization SAMM cards within 30 days upon the expiration of the card production contract. In case of breach \_\_\_\_\_ (SUPPLIER COMPANY NAME) \_\_\_\_\_ of the provisions in this agreement, the Bank reserves the right to avail of any or all legal remedies available to it.

The terms of this agreement are perpetual and 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:*  
\_\_\_\_\_  
(SUPPLIER AUTHORIZED REPRESENTATIVE, COMPANY NAME)

Signature over Printed Name

Date Signed:

# **CLASS D**

## **ANNEX D**

### **NON-DISCLOSURE/CONFIDENTIALITY AGREEMENT**

In the course of \_\_\_\_\_ **(PROJECT/PURCHASE ORDER NO.)** to Land Bank of the Philippines (LANDBANK), \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** 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 \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** agrees that any such information will be treated with the utmost confidentiality, and that \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** will use reasonable efforts to protect such information in their possession. \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** agrees that such information shall not be disclosed to third parties without the prior written consent of LANDBANK, and that \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** 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 compliance with the Certification issued by SSS, the \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** shall only use the UMID Card Contactless Smart Chip Personalization Program during the post qualification activity to produce an executable program/working source code and same shall be returned to LANDBANK immediately before the end of the Post Qualification period. In case of breach \_\_\_\_\_ **(SUPPLIER COMPANY NAME)** of the provisions in this agreement, the Bank reserves the right to avail of any or all legal remedies available to it.

The terms of this agreement are perpetual and 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:*  
**(SUPPLIER AUTHORIZED REPRESENTATIVE,**  
**COMPANY NAME)** \_\_\_\_\_

Signature over Printed Name

Date Signed:

## ***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/borrowers 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.

| Evaluation Criteria   | Performance Standards   | Rating |
|---|---|--------|
| <p>A. Conform to the LANDBANK EMV Card Specifications (UMID Design and Personalization)</p> | <p>Able to deliver the EMV GSIS UMID Cards following the LANDBANK Specifications.</p> <p>4 – Excellent</p> <p>No findings/error on the delivered LANDBANK EMV GSIS UMID 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> |        |
| <p>B. Submission of Monthly Card Report (Processed, Spoiled and Remaining Inventory)</p>    | <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>   |        |

## CLASS D

|  |   |  |
|--|---|--|
| <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 GSIS UMID 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 GSIS UMID Cards and transmittals as required manner</p> <p>4 – Excellent</p> <p>No findings/error on the delivered GSIS UMID Cards</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

|   |   |  |
|---|---|--|
| E. Provides CD Transmittal (Batch)                          | <p>Able to deliver cards with corresponding CD Transmittal per branch.</p> <p>4 – Excellent</p> <p>EMV Cards were delivered with CD Transmittal per Branch</p> <p>1 – Poor</p> <p>EMV Cards were delivered without CD Transmittal per Branch</p>  |  |
| F. Allow the representative to witness the card perforation | <p>Able to provide access to LBP representative to witness the card perforation at Card Vendor's site</p> <p>4 – Excellent</p> <p>Provide access and allowed to witness the card perforation.</p> <p>1 – Poor</p> <p>No Access and witnessing of card perforation.</p>  |  |
| G. Delivery of EMV Cards                                    | <p>Able to deliver the total requested EMV GSIS UMID Card Production and Personalization within three (3) banking days from the receipt of submitted embossing and output file.</p> <p>4 – Excellent</p> <p>EMV Cards were delivered on or before the 3<sup>rd</sup> Calendar Days</p> <p>1 – Poor</p> <p>EMV Cards were delivered beyond the 3<sup>rd</sup> Calendar Days.</p> |  |



|   |  |  |
|---|--|--|
| <p>H. Business Continuity Plan 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 to provide contingency measures specific to the bank.</p> <p>3 – Good</p> <p>Vendor has a Business Continuity Plan to provide contingency measures, in general, to its clients.</p> <p>2 – Needs Improvement</p> <p>Vendor has a Business Continuity Plan to provide contingency measures but on a limited basis only.</p> <p>1 – Poor</p> <p>Vendor has no Business Continuity to provide contingency measures to its clients.</p> |  |
| <p>I. Support / assistance from Card Supplier</p> | <p>Able to provide continuous assistance from the Card Supplier 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>  |  |
| <p>Total Point Score</p>                          |  |  |

**CLASS D**

|                        |  |
|------------------------|--|
| 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              |