

SUPPLEMENTAL/BID BULLETIN NO. 3
For LBP-HOBAC-ITB-CS-20200623-01(3)

PROJECT : **New Telling System (NTS) with Five (5) Years Maintenance Agreement**

IMPLEMENTOR : **Procurement Department**

DATE : **October 7, 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 (Section VI), Consultant's References (TPF 2), Business Requirements Document (Annex D - 77 pages), Requirements Compliance Form (Annex E - 51 pages) and Checklist of Bidding Documents (Item Nos. 3 & 10 of the Technical Proposal and Items 4 & 5 of Post-Qualification Documents) have been revised. Please see attached revised Section VI, TPF 2, Annexes D & E and specific sections of the Bidding Documents.
- 3) LANDBANK's responses to bidder's clarifications/queries per attached Annexes J-1 to J-14.



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Head, HOBAC Secretariat

Section VI. Terms of Reference

New Telling System

1. ***Name and Description of the Project***

The New Telling System (NTS) is LANDBANK's front-end facility for its Deposit System with *Systematics* as the core-banking facility.

The telling system is an integrated hardware and software used for retail or wholesale banking transactions. Most systems communicate with a core banking system or mainframe over a secured network. The hardware includes computers or terminals, Receipt and Passbook Printers, magnetic strip readers, and routers. The software is usually based on client/server where several clients (teller stations) are networked to a server which communicates to the mainframe via a dedicated line or satellite.

2. ***Project Objectives***

To implement a new Telling System to:

- a. address system limitations (e.g. restriction in payroll file uploading, online collection fields limitations, limitation in institution tables)
- b. adapt to emerging technology trends (e.g. webservice, API readiness, Internet Protocol enabled.)
- c. address BSP findings on encrypted logs/journal
- d. improve compliance with AMLA regulations in transaction reporting
- e. be capable of Centralized/Remote deployment/installation of new version, patches, software updates, parameter tables, user enrolment, etc.)
- f. comply with Administrative Order No. 140 series of 2018; Guidelines on Security Access Controls on Information Technology System

3. ***Project Scope***

The scope of the Project includes:

- Existing and applicable functionalities of the current Telling System shall be available/fully functional in the New Telling System
- Centralized enrolment, maintenance and deployment
- To capture AMLA required information (e.g. MC encashment, FX purchase)
- Real-time alert notification of transactions
- Processing of bulk transactions
- Centralized updating and maintenance of parameter tables
- Touch point for branch clients as an alternative channel to ATM and eBanking transactions.
- Interface to Government Agencies
- Encryption of Transaction logs/Journals
- Application Programming Interface (API) development ready
- Interface with Systematics
- Cash Card Transaction (Balance Inquiry, Single Debit/Credit)
- Fund Transfer thru PESONET via Hand-off file

- Interface thru DOBS (Queuing System Module under minimum requirements)
- Hand-off files for Data Warehouse

The details and requirements are specified in the attached Business Requirements Document (BRD) – Annex D.

The solution provider is expected to deliver a New Telling System with source code of customized requirements inclusive of 5 years maintenance agreement.

To ensure the highest degree of compliance of the New Telling System Project to the Bank's requirements, and to effectively manage change, the project scope likewise covers all the requisite software customizations, as well as change management activities like change management planning and communication, the review of "As Is" processes, business process simplification and improvement, the documentation and training on the "To Be" processes, organizational change assessment, and assistance in the implementation of the required organizational and process changes.

The project must take into account all related implementation activities and processes such as systems integration, project management, system development lifecycle using waterfall approach, change management, technology transfer (training and documentation).

The system requirements are specified in the attached Business Requirement Document – Annex D. Upon contract signing, an initial workshop shall be held between LANDBANK and the solution provider to discuss the BRD and where necessary, perform detailed requirement analysis.

3.1 The Training Requirements of the Project include:

- "Train the Trainors" Training
 - Training related to the scope/functionalities stated in section 3.0 (project scope) for at least 50 participants covering the following:
 - UAT Walkthrough
 - Process Flow
 - User Administration
 - Back-Office Administration (parameter settings, etc.)
 - Technical Training, including the Facility for Report Generation (e.g. JASPER, etc.)
 - System Development Kit technical training
 - Set-up and Maintenance of Application Servers and databases
 - Technical Walkthrough (e.g. Logs, Journals, etc.)
 - System Maintenance and Troubleshooting
 - Dashboard Creation and Parameterization

- Other system-related training activities, as may be identified based on the technology, processes, and components implemented to address requirements

Note: The training modules will cover an estimated minimum of 12 days.

- Knowledge Transfer and Handover workshops
- Submission of training manuals and other related materials

3.2 *The Approved Budget for the Contract (ABC) shall cover all the following project costs:*

- **Software Cost including software application, licenses and other components**
 - Software costs for the New Telling System and Reporting Module
 - License for all applications in the Disaster Recovery (DR) site and UAT environment
 - Licenses for 5,000 Telling Terminals including LANDBANK's subsidiaries.
 - Software development kit/scripts/object codes/web services which shall be turned over to the Bank
 - Cost of Escrow Agreement for the Source Code
- **150 man-days to be allotted on the customization of existing functionalities which may not have been considered in the baseline requirements.**
 - Cost and allotted man-days of customization shall be agreed upon by LANDBANK and solution provider
 - Rate per man-day of the solution provider shall be fixed for the whole duration of the project
 - The amount equivalent to 150 man-days, if not consumed, will form part of the extended warranty after the 90-day warranty/post go-live period.
- **Implementation Cost which includes project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management and other out-of-pocket expenses (e.g. transportation allowance, per diem, etc.):**
 - System Installation, Set-up, and Migration of the Banks existing databases to New Telling System
 - System set-up, configuration, and connectivity with bank's middleware (e.g., connectivity to Systematics, if applicable)
 - On-site support for UAT/Pilot/bank-wide roll-out
 - Training requirements
 - "Train The Trainers" Training
 - Technical Training for a minimum of Fifty (50) business and technical LANDBANK personnel

- Knowledge Transfer and Handover workshops (System and application administration, security, users, reports, dashboard and interface development etc.)
- Other system-related training activities
- Training manuals and other related materials
- UAT Walkthrough
- Ninety (90) days warranty/post go-live support from the completion of pilot implementation provided that all mandatory requirements are 100% delivered and accepted

➤ **Maintenance and support including licenses**

- Five-year (5) maintenance and support for all software components (including source code) will commence after the end of the 90-day warranty/post go-live support;
- The yearly maintenance cost shall not exceed 15% of the software licenses cost. The Bank shall pay the maintenance support at the start of the maintenance period.

➤ **All applicable taxes**

3.3 Other Requirements

Once the project is awarded, Solution Provider must comply with the following:

a. Performance Security

(NOTE: this is different from the Security/Bidder's Bond under Sec. 27.1 to 27.2, RA 9184)

FORM OF PERFORMANCE SECURITY		MINIMUM AMOUNT
a.	Cash, certified check, cashier's/manager's check, bank draft; or	5% of contract price
b.	Irrevocable letter of credit issued by a reputable commercial bank or in the case of an irrevocable letter of credit issued by a foreign bank, the same shall be confirmed or authenticated by a reputable local bank; or	5% of contract price
c.	Bank guarantee confirmed by a reputable local bank or in the case of a foreign winning bidder, bonded by a foreign bank; or	10% of contract price
d.	Surety bond callable upon demand issued by any reputable surety or insurance company; or	30% of contract price
e.	Any combination of the foregoing forms; or	The total amount shall not be less than 30 % of the Contract Price.

- Shall be denominated in Philippine Pesos
- Shall be furnished by Solution Provider within a maximum period of ten (10) calendar days from the receipt of the Notice of Award or upon the signing of the contract
- Shall form part of the contract
- Shall be forfeited in the event it is established that the Solution Provider is in default in any of its obligations under the contract
- May be released after the issuance of the Certificate of Final Acceptance, (after the 90 day warranty period) if:

- a) There is no claims filed against the Solution Provider
- b) There is no claims based on the other terms of the contract

Additional

- Additional performance security on cumulative increase of more than ten percent (10%) over the original value of the contract as a result of amendments to order or change orders, extra work orders and supplemental agreements
- Extension of the validity of the performance security to cover approved contract time extensions

Reduction

- Part of the consulting service under the contract had already been delivered or completed, and accepted
- Proportional reduction in the value of the performance security is allowed only when the contract allows for partial deliveries or performance.
- Reductions must be more than ten percent (10%), and the aggregate of such reductions must not be more than fifty percent (50%) of the original performance security

b. Source Code

- Source code shall be provided to the LANDBANK or held through an Escrow Agreement
- Escrow agreement should allow the LANDBANK to access the source programs under conditions, such as, but not limited to, discontinued product support or financial insolvency by the Solution Provider
- Source code of the application to be developed that are proprietary and conceptualized by the Bank shall be provided to LANDBANK
- Proprietary systems conceptualized and designed by LANDBANK shall not be sold to competitors.

c. Personnel

Attendance of the Solution Provider's Business Analyst (BA) during requirements verification/development of the Conceptual System Design/Data Mapping or equivalent document is mandatory.

Attendance of the solution provider's concerned personnel during interface discussion with middleware solution provider for the preparation and execution of related activities is mandatory

Replacement of Consultant and Key Personnel during the effectivity of the Contract:

Once the contract is effective, any change introduced in the key personnel that is not agreed to by the LANDBANK and is not for reasons of death, illness or incapacity of the individual personnel, during the first fifty percent (50%) of the contracted inputs of the said individual, shall result in the imposition of damages. Violators will be fined an amount equal to the refund of the replaced personnel's basic rate, which should be at least fifty percent (50%) of the total basic rate for the duration of the engagement.

LANDBANK shall be notified/advised 30 days before the effectivity of such replacement; and shall ensure that the qualification of the new personnel complies with Section 7. A. Shortlisting Qualification Requirements

Replacement of any Personnel of Solution Provider:

If LANDBANK finds that any of the personnel has committed serious misconduct or has been charged with having committed a criminal action under Philippine law, or has reasonable cause to be dissatisfied with the performance of any of the personnel, then the Solution Provider must, at LANDBANK's written request specifying the grounds therefor, forthwith provide as replacement a person with qualifications and experience acceptable to LANDBANK. The replacement should have equal or better qualifications but will receive remuneration not exceeding that which would have been payable to the person replaced. The Solution Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of staff.

Subcontracting:

Solution Provider shall notify LANDBANK of any subcontracting arrangement and the same shall be agreed upon. The following minimum conditions shall be observed:

- The extent to which subcontractors perform additional services should be limited to peripheral or support functions while the core services should rest with the main service provider
- Contracting service provider shall remain fully responsible with respect to parts of the services which were further outsourced to subcontractors
- It should also consider including notification and approval requirements regarding changes to the service provider's significant subcontractors

d. Threshold for findings during UAT

The UAT Support shall be consumed in accordance with the Delivery Time/Completion Schedule as provided by LANDBANK

A threshold for the issues/findings (Severity 1 and 2) during User Acceptance Testing (UAT) shall be determined and agreed upon by LANDBANK and Solution Provider during UAT planning.

If the set threshold for the issues/findings is reached during UAT, LANDBANK will suspend the UAT, require the Solution Provider to correct all deficiencies, perform and provide LANDBANK with another Unit and Integration Testing (UIT) certificate. This period will be subjected to liquidated damages as specified in the Special Condition Contract (SCC). In addition, due to this delay, equivalent penalty that will be imposed by regulators/agencies will be borne by the Solution Provider.

Severity Classification of UAT findings shall follow these criteria:

All Severity 1 and 2 shall be resolved before the start of the next cycle, otherwise, LANDBANK will suspend the UAT, require the solution provider to correct all deficiencies, perform and provide LANDBANK with a new Unit and Integration Testing (UIT) certificate.

Severity Classification	Description	Remarks
Severity 1	Major business functions are not working or seriously affected (e.g., inaccessible or inoperable system; lack of data integrity; data corruption)	The findings shall be resolved before the start of next cycle
Severity 2	Impaired use of critical business functions, workaround is difficult	
Severity 3	Minor errors, minor impact on business functions	The findings shall be resolved within extended support
Severity 4	Aesthetic errors, system functionality is not affected	

Recurring Severity 1 and 2 UAT findings (i.e. 3x failed retest) shall be subjected to penalty equivalent to the number of man-days consumed by UAT Testers for the retesting of the recurring findings.

Over-all validation of test results against the requirements agreed and accepted shall be made prior to acceptance

e. Issue resolution during warranty period

During the warranty/post Go Live support period, turnaround time for resolution of any related system incident or problem is as follows:

Severity Classification	Description	Resolution Period
1	Major business functions are not working or seriously affected (e.g., inaccessible or	Within 3 days

		inoperable system; lack of data integrity; data corruption or data unavailability)	
2	F	Impaired use of critical business functions, difficult workaround.	Within 5 days
3		Minor errors, minor impact on business functions	Within 1 month
4	I u	Superficial errors, system functionality is not affected	Within 2 months

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e to resolve Severity 1 and 2 within the specified resolution time will extend the warranty/post Go Live support period and maintenance agreement will be put on hold.

Should there be system errors encountered upon production and within 90 days thereof which are attributable to the Solution Provider and such errors remain unresolved resulting to LANDBANK incurring losses, LANDBANK shall have the right to call on the performance security.

Further, the solution provider shall be liable for actual damages arising from losses incurred by the Bank as a result of the system errors and delays attributable to the solution provider.

Additional man-days after the 90-day warranty/post go-live support shall be provided without additional cost to the bank if:

- All incidents regardless of severity are not resolved within the 90-day warranty/post go-live support after pilot implementation
- Transaction processing time in production did not improve despite implementation of all recommended adjustments by the solution provider during the 90-day warranty/post go-live support

f. Performance Monitoring

LANDBANK, as required under Appendix 75 to Section 148 of the Manual of Regulations for Banks, shall conduct performance monitoring which shall be done annually or upon maturity for contracts with a period of one year or less against the metrics identified and assigned by LANDBANK .

g. Liquidated Damages

- Failure to satisfactorily complete the services required under the contract within the specified period (delay), inclusive of duly granted time extensions, if any
- In an amount equal to one-tenth (1/10) of one percent (1%) or 0.001 of the cost of unperformed portion for every day of delay
- Shall not reach ten percent (10%) of the contract amount
- Automatic contract recission if damages reached more than 10% without prejudice to other courses of action and remedies

- Contract take over by LANDBANK upon rescission or award to a qualified Solution Provider through negotiation
- Erring Solution Provider's performance security shall also be forfeited

h. Review of Contract

- The regular review of the contract shall be at a schedule agreed upon by contracting parties.
- This shall determine whether amendments to the existing contract may be implemented.

i. Modification of Terms and Conditions/Extensions

- Payments for consultancy project shall not exceed the prescribed ceiling or contract amount of the project
- All consultancy contracts shall be fixed price contracts and that any extension of contract time shall not involve any additional cost
- Cumulative increase of more than ten percent (10%) over the original value of the contract as a result of amendments to order or change orders, extra work orders
- Shall be covered by rules on direct contracting or negotiated procurement (adjacent/contiguous)
- Man-day rate to be used for any out of scope services to be performed by the solution provider under a Change Request shall be the same rate as that of the existing contract
- The contractor/consultant shall use the same prices or lower unit prices as in the original contract less mobilization cost

j. Contract Termination

- Termination in whole- shall occur at the end of contract

By LANDBANK:

- Termination for default - any of the following
 - Outside of force majeure, Solution Provider fails to deliver or perform the Outputs and Deliverables within the period(s) specified in the contract, or within any extension thereof granted by LANDBANK pursuant to a request made by the Solution Provider prior to the delay
 - As a result of force majeure, the Solution Provider is unable to deliver or perform a material portion of the Outputs and Deliverables for a period of not less than sixty (60) calendar days after the Solution Provider's receipt of the notice from LANDBANK stating that the circumstance of force majeure is deemed to have ceased

- The Solution Provider fails to perform any other obligation under the contract
- Termination for convenience- in whole or in part, at any time based on any or concurrence of the following:
 - existence of conditions that make Project Implementation economically, financially or technically impractical
 - unnecessary, such as, but not limited to, fortuitous event(s) or changes in law and national government policies
- Termination for Insolvency
 - Consultant is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction
 - Termination will be without compensation to the Consultant
 - Without prejudice to any right of action or remedy which has accrued or will accrue thereafter to the Procuring Entity and/or Consultant
- Termination for Unlawful Acts
 - There is prima facie evidence that Consultant has engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation
 - Unlawful acts include, but are not limited to, the following:
 - a. Corrupt, fraudulent, collusive and coercive practices
 - b. Drawing up or using forged documents
 - c. Using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade

By Consultant/Solution Provider:

LANDBANK is in material breach of its obligations pursuant to the contract and has not remedied the same within sixty (60) calendar days following its receipt of the Solution Provider's notice specifying such breach

k. Support Services

- Solution Provider shall provide responsibilities regarding hardware, software and infrastructure upgrades, including notification of all systems changes that will affect LANDBANK
- Solution Provider shall provide responsibilities regarding on-line communication availability and schedule of availability and timeliness of service:

- All contact information (e.g. telephone number, hotline, email address) must be available and provided in the proposal
- Solution Provider guarantees that it has an established communication transmission line security, and transaction authentication

I. Annual Audited Financial Statement

The winning bidder must provide LANDBANK with annual audited financial statement during the course of the project.

Others

- The customization made from the base system in accordance with the requirement shall be proprietary to LANDBANK (e.g. such as MDS, ARR/FAR, etc.)
- The solution provider must conduct training for system and application administration, security, users, reports, dashboard and interface development etc.
- The solution provider must develop programs/routines necessary to ensure that there will be minimum impact on the interfaced systems (i.e. the proposed solution shall comply with the bank's core system, Systematics and IST required messaging format).
- The solution provider shall deliver a facility to generate in-house reports using a Reporting Module that supports relational database
- The solution provider shall deliver migration facility/program for the database of CT to the New Telling System

4. System Requirements

This section documents the project stakeholders' expectations, and the functional and non-functional requirements that the proposed solution must satisfy or exceed in order for the proposed solution to qualify for consideration.

The solution provider must respond to each requirement in the attached Requirements Compliance Form (RCF) - Annex E, and provide information for the following columns of the RCF:

- A. Percentage Compliance (e.g. 100% - for full compliance, nn% - for partial compliance)
 100% *Fully compliant, base-product functionality*
 nn% *Partially compliant; customization required*
- B. Customization Estimates (expressed in man-days);
- C. Response

If no exception, explanation, or clarification is required in the solution provider's response to a specific requirement, the solution provider shall indicate the following response"

"Solution Provider's Name understands and will comply."

NOTE: LANDBANK will interpret the statement, "[Solution Provider's Name] understands and will comply" as Solution Provider's commitment to fully comply and deliver each expectation of LANDBANK's requirements.

Failure to conform to any of the above specifications may be sufficient grounds for disqualification.

5. Delivery Time/Completion Schedule

The Project must be completed within 26 months, inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice To Proceed (NTP) by the winning bidder from the Procurement Department of the Bank.

Project Phase	Timeline
Analysis Phase	3 months
Design Phase	3 months
Development	10 months
User Acceptance Testing	9 months
Pilot Implementation to Cash Department, Baclaran, and UN Ave. Branches	1 month
Total	26 months

Note: Bankwide Deployment shall be handled by SID and will commence after successful pilot implementation. Overall timeframe is estimated at 6 months.

6. **Cost Analysis Sheet**

A. Cost Breakdown

Cost Component	Cost (PHP)
Software Cost Software Application and Licenses System Development Kit (SDK) Source Code in an Escrow Agreement Other Software Components	XXX,XXX,XXX.XX XXX,XXX,XXX.XX XXX,XXX,XXX.XX XXX,XXX,XXX.XX
150 man-days to be allotted on the customization of existing functionalities which may not have been considered in the baseline requirements.	XXX,XXX,XXX.XX
Implementation Cost (project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management, etc.) and other out-of-pocket expenses, etc.)	XXX,XXX,XXX.XX
Maintenance and Support Cost (including cost of upgrades) 1 st Year XXX,XXX,XXX.XX 2 nd Year XXX,XXX,XXX.XX 3 rd Year XXX,XXX,XXX.XX 4 TH Year XXX,XXX,XXX.XX 5 th Year XXX,XXX,XXX.XX	XXX,XXX,XXX.XX
TOTAL INVESTMENT COST	XXX,XXX,XXX.XX

B. Payment Milestone

Payment Milestone	Amount Due (PHP)
Software Cost	
15% upon delivery and installation of base solution	XXX,XXX,XXX.XX
20% upon acceptance of Conceptual Systems Design (CSD Sign-off)	XXX,XXX,XXX.XX
20% upon Installation of software for UAT	XXX,XXX,XXX.XX
25% upon UAT completion (UAT Sign-off)	XXX,XXX,XXX.XX
10% upon Go-Live/Pilot Implementation	XXX,XXX,XXX.XX
10% upon completion of post go-live support	XXX,XXX,XXX.XX
150 man-days to be allotted on the customization of existing functionalities which may not have been considered in the baseline requirements. <ul style="list-style-type: none"> • Equivalent cost of customization will be paid upon acceptance of LANDBANK • Cost and allotted man-days of customization shall be agreed upon by LANDBANK and solution provider • Rate per man-day of the solution provider shall be fixed for the whole duration of the project • The amount equivalent to 150 man-days, if not consumed, will form part of the extended warranty after the 90-day warranty/post go-live period. 	XXX,XXX,XXX.XX
Implementation and Other Costs	
15% of implementation and other costs for mobilization upon contract signing	XXX,XXX,XXX.XX
15% upon acceptance of Conceptual Systems Design (CSD Sign-off)	XXX,XXX,XXX.XX
15% upon acceptance of Technical Requirements Specifications (TRS Sign-off)	XXX,XXX,XXX.XX
15% upon installation of system in LANDBANK's environment; issuance of Unit and Integration Testing (UIT) Certificate, if applicable and conduct of system walkthrough	XXX,XXX,XXX.XX
25% upon UAT completion (UAT Sign-off)	XXX,XXX,XXX.XX
15% upon completion of warranty/post Go Live support	XXX,XXX,XXX.XX
Total Implementation and Other Costs	XXX,XXX,XXX.XX

<i>Maintenance and Support Costs</i>	
1 st Year Maintenance and Support Cost	XXX,XXX,XXX.XX
2 nd Year Maintenance and Support Cost	XXX,XXX,XXX.XX
3 rd Year Maintenance and Support Cost	XXX,XXX,XXX.XX
4 th Year Maintenance and Support Cost	XXX,XXX,XXX.XX
5 th Year Maintenance and Support Cost	XXX,XXX,XXX.XX
<i>TOTAL PROJECT COST (VAT and ALL taxes inclusive)</i>	XXX,XXX,XXX.XX

TOTAL PROJECT COST (in words):

7. Qualification Requirements

A. Shortlisting

Evaluation Criteria	Minimum Required Standards
<p>a. Firm Credentials (Experience, Expertise and Capability)</p> <p>This criterion evaluates the bidder's and/or system developers / licensor's experience, expertise and capability to deliver the proposed solution, as well as the results of satisfaction ratings of previous engagements, are considered.</p>	<p>Bidders must:</p> <ul style="list-style-type: none"> ✓ Have at least 10 years of corporate existence ✓ Have at least 5 years of relevant experience in successfully implementing the proposed solution. Provide the Client Name, Project Name, Project Description (shall include the interface to Core Banking System), Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex F) ✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey Forms with "satisfactory" ratings for previous successful engagements with universal or commercial banks. Submitted CSS form must be sealed and signed when provided to LANDBANK (Annex G) ✓ With at least two (2) implementation of the proposed solution with a Philippine or Asian universal or commercial bank. Provide the Client Name, Project Name, Project Description (shall include the interface to Core Banking System), Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex F) ✓ The Bidder must have a Local Support Office within the Philippines with at least five (5) support staff and with equivalent training/s in providing technical support to the similar banking solution. This shall be stipulated in the contract. Provide proof of location or certification that support center is within the Philippines.
<p>b. Personnel Qualifications</p> <p>This criterion assesses the relevant work experience and educational attainment</p>	<p>Submit biographical information using the prescribed Project Team Information Sheet template (Annex H) and Certificate of Experience issued by the company.</p>

Evaluation Criteria	Minimum Required Standards
<p>of the bidder key personnel (i.e., Project Manager, Business Analyst Technical Lead, and Technical Support Staff) identified to implement the proposed solution.</p>	<ul style="list-style-type: none"> ✓ Overall Work Commitment: The Personnel that will be engaged must have no more than one (1) current and ongoing project ✓ Project Manager: At least Five (5) years of experience in IT as Project Manager and three (3) years of actual experience in implementing the proposed solution/software applications in banking or financial institution ✓ Business Analyst: At least three (3) years of experience as Business Analyst and two (2) years of actual experience in implementing the proposed solution/software applications in banking or financial institution. ✓ Technical Team Lead: At least five (5) years of experience as Technical Team Lead and three (3) years of actual experience in implementing the proposed solution/software applications in banking or financial institution. ✓ Technical Support Staff (i.e. Systems Analyst, Programmer): At least three (3) years of experience as Technical Support Staff (i.e. Systems Analyst, Programmer) and two (2) years of actual experience in implementing the proposed solution/software applications in banking or financial institution

B. Technical Criteria

Evaluation Criteria	Minimum Required Standards
<p>a. Fit to Functional Requirements (100%</p>	<p>✓ The base solution is 50% up to 59% compliant to the mandatory requirements and subject to customization of 41% up to 50%*.</p>

Evaluation Criteria	Minimum Required Standards
<p>compliant to the mandatory requirements)</p> <p>This criterion assesses the proposed solution against the user requirements that it must satisfy and the functions that it should perform, to support the system owner's business needs and objectives.</p>	<p>✓ The software solution should be at least 70% compliant to <i>Recommended</i> Functional requirements*</p> <p><i>* Based on the solution provider's accomplished Requirements Compliance Form (RCF).</i></p>
<p>b. Fit to Non-Functional Requirements (100% compliant to the mandatory requirements)</p> <p>This criterion considers the proposed solution's fit to the non-functional requirements, i.e., the constraints on various attributes of the system and the development process relating to the functional requirements</p>	<p>✓ The base solution is 50% up to 59% compliant to the mandatory requirements and subject to customization of 41% up to 50%*.</p> <p>✓ The software solution should be at least 70% compliant to the <i>Recommended</i> Non-Functional requirements*</p> <p><i>*Based on the solution provider's accomplished Requirements Compliance Form (RCF).</i></p>
<p>c. Implementation Methodology</p> <p>This criterion evaluates the proposed implementation approach with regards to the logical and systematic sequencing of activities, realistic estimation of work effort and duration, timely and quality delivery of work products, management of project schedule, scope and resources, and the overall soundness of the implementation methodology.</p>	<p>✓ Bidders' proposed solution must clearly discuss the following"</p> <ol style="list-style-type: none"> 1. Proposed Solution Architecture Overview <ul style="list-style-type: none"> • Technical Architecture • Solution Components (software, services) 2. Implementation and project management methodology <ul style="list-style-type: none"> • Statement of Work • Detailed description of all major tasks, • Deliverable item, if any, for each of the major tasks, and • Completion criteria of each of the major tasks 3. LANDBANK Responsibilities <ul style="list-style-type: none"> • Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy 4. Assumptions, Constraints, Dependencies

Evaluation Criteria	Minimum Required Standards
	5. Schedules <ul style="list-style-type: none"> • Major milestones, • Delivery schedule, and • Project schedule (major tasks, durations, start and end dates, Gantt chart) 6. Organizational Chart of the Project Team Subscription-based implementation strategy is not allowed
d. Firm Credentials (Experience, Expertise and Capability) The criterion evaluates the bidder's and/or system developers/licensor's experience, expertise and capability to deliver the proposed solution.	Philippine Bank implementation of the proposed system ✓ Proposed solution was implemented to at least one (1) Philippine Bank belonging to Top-15 Bank in terms of assets (CY 2020)

7. Evaluation Criteria

A. Shortlisting

Bidders will be rated accordingly as shown in the table below:

CRITERIA	WEIGHT	SCORE	REMARKS
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CRITERIA	WEIGHT	SCORE	REMARKS														
1. Firm Credentials (Experience, Expertise and Capability) a. Years of experience <table><tr><td>Exceeds minimum qualifications – More than five (5) years of relevant experience in successfully implementing the proposed solution</td><td>10%</td></tr><tr><td>Meets minimum qualifications – At least five (5) years of relevant experience in successfully implementing the proposed solution</td><td>7%</td></tr></table> b. Satisfactory Ratings <table><tr><td>Exceeds minimum qualifications – Submitted four (4) or more fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex D) with “satisfactory” ratings for previous successful universal or commercial bank engagements.</td><td>10%</td></tr><tr><td>Meets minimum qualifications – Submitted at least three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex D) with “satisfactory” ratings for previous successful universal or commercial bank engagements.</td><td>7%</td></tr></table> c. Local/ASIAN Implementation <table><tr><td>Exceeds minimum qualifications – Three (3) or more local or ASIAN Countries implementation of the proposed solution</td><td>10%</td></tr><tr><td>Meets minimum qualifications – At least two (2) local or ASIAN Countries implementation of the proposed solution</td><td>7%</td></tr></table> d. Support Base (Individual CV's of technical support staff must be submitted for proper evaluation of experience) <table><tr><td>Local Support Office within the Philippines with more than five (5)</td><td>20%</td></tr></table>	Exceeds minimum qualifications – More than five (5) years of relevant experience in successfully implementing the proposed solution	10%	Meets minimum qualifications – At least five (5) years of relevant experience in successfully implementing the proposed solution	7%	Exceeds minimum qualifications – Submitted four (4) or more fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex D) with “satisfactory” ratings for previous successful universal or commercial bank engagements.	10%	Meets minimum qualifications – Submitted at least three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex D) with “satisfactory” ratings for previous successful universal or commercial bank engagements.	7%	Exceeds minimum qualifications – Three (3) or more local or ASIAN Countries implementation of the proposed solution	10%	Meets minimum qualifications – At least two (2) local or ASIAN Countries implementation of the proposed solution	7%	Local Support Office within the Philippines with more than five (5)	20%	50%		
Exceeds minimum qualifications – More than five (5) years of relevant experience in successfully implementing the proposed solution	10%																
Meets minimum qualifications – At least five (5) years of relevant experience in successfully implementing the proposed solution	7%																
Exceeds minimum qualifications – Submitted four (4) or more fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex D) with “satisfactory” ratings for previous successful universal or commercial bank engagements.	10%																
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Exceeds minimum qualifications – Three (3) or more local or ASIAN Countries implementation of the proposed solution	10%																
Meets minimum qualifications – At least two (2) local or ASIAN Countries implementation of the proposed solution	7%																
Local Support Office within the Philippines with more than five (5)	20%																

CRITERIA		WEIGHT	SCORE	REMARKS
support staff and with more than two (2) years of experience in providing technical support to the proposed solution.				
Local Support Office within the Philippines with at least five (5) support staff and with one (1) to two (2) years of experience in providing technical support to the proposed solution.	15%			
Local Support Office within the Philippines with at least five (5) support staff and with equivalent training/s in providing technical support to the similar banking solution.	10%			

CRITERIA	WEIGHT	SCORE	REMARKS				
2. Personnel Qualifications <i>Overall Work Commitment:</i> <i>The Personnel that will be engaged must have no more than one (1) current and ongoing project</i> a. Project Manager to be assigned is highly qualified to implement the engagement Years of experience <table><tr><td>Exceeds minimum qualifications – More than Five (5) years of experience in IT as Project Manager – More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution</td><td>15%</td></tr><tr><td>Meets minimum qualifications – At least Five (5) years of experience in IT as Project Manager – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution</td><td>10%</td></tr></table>	Exceeds minimum qualifications – More than Five (5) years of experience in IT as Project Manager – More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	15%	Meets minimum qualifications – At least Five (5) years of experience in IT as Project Manager – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%	50%		
Exceeds minimum qualifications – More than Five (5) years of experience in IT as Project Manager – More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	15%						
Meets minimum qualifications – At least Five (5) years of experience in IT as Project Manager – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%						
b. Business Analyst to be assigned is highly qualified to implement the engagement even in the absence of the Team Leader Years of experience <table><tr><td>Exceeds minimum qualifications – More than Three (3) years of experience in IT as Business Analyst – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution</td><td>10%</td></tr><tr><td>Meets minimum qualifications</td><td>7%</td></tr></table>	Exceeds minimum qualifications – More than Three (3) years of experience in IT as Business Analyst – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%	Meets minimum qualifications	7%			
Exceeds minimum qualifications – More than Three (3) years of experience in IT as Business Analyst – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%						
Meets minimum qualifications	7%						

CRITERIA		WEIGHT	SCORE	REMARKS				
<ul style="list-style-type: none">– At least Three (3) years of experience in IT as Business Analyst– At least two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution								
<p>c. Technical Team Lead to be assigned is highly qualified to perform the required tasks</p> <p>Years of experience</p> <table><tr><td>Exceeds minimum qualifications<ul style="list-style-type: none">– More than Five (5) years of experience in IT as Technical Team Lead– More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution</td><td>15%</td></tr><tr><td>Meets minimum qualifications<ul style="list-style-type: none">– At least Five (5) years of experience in IT as Technical Team Lead– At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution</td><td>10%</td></tr></table>		Exceeds minimum qualifications <ul style="list-style-type: none">– More than Five (5) years of experience in IT as Technical Team Lead– More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	15%	Meets minimum qualifications <ul style="list-style-type: none">– At least Five (5) years of experience in IT as Technical Team Lead– At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%			
Exceeds minimum qualifications <ul style="list-style-type: none">– More than Five (5) years of experience in IT as Technical Team Lead– More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	15%							
Meets minimum qualifications <ul style="list-style-type: none">– At least Five (5) years of experience in IT as Technical Team Lead– At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%							
<p>d. Technical Support Staff (Developer, Systems Analyst, Software Engineer, QA, etc.)</p> <p>Years of experience</p> <table><tr><td>Exceeds minimum qualifications<ul style="list-style-type: none">– More than Three (3) years of experience in IT as Technical Support Staff– More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution</td><td>10%</td></tr></table>		Exceeds minimum qualifications <ul style="list-style-type: none">– More than Three (3) years of experience in IT as Technical Support Staff– More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%					
Exceeds minimum qualifications <ul style="list-style-type: none">– More than Three (3) years of experience in IT as Technical Support Staff– More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	10%							

CRITERIA		WEIGHT	SCORE	REMARKS
Meets minimum qualifications	7%			
<ul style="list-style-type: none"> – At least Three (3) years of experience in IT as Technical Support Staff – At least two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution 				
Note: Proposed Technical Support Staff will be rated individually and the final rating will be the average score.				
TOTAL		100%		

- Non-compliance to any of the Minimum Required Standards specified in Section 7.A Qualification Requirements - Shortlisting would automatically result to the disqualification of the Bidder.
- Bidders must obtain a minimum score of **sixty five percent (65%)** in the Evaluation Criteria - Shortlisting to be included in the list of qualified bidders. Only the top three (3) bidders who meet the hurdle rate shall be eligible for the next stage of bidding.

B. Technical Criteria

For short listed bidders, their submitted technical bid proposal will be rated accordingly as shown in the table below:

CRITERIA	WEIGHT	SCORE	REMARKS										
<div>1. Functional Requirements</div> <div><div>a. Mandatory Requirements (100% Compliant)</div><table><tr><td>The base solution is more than 70% compliant to the requirements and subject to customization of less than 30%.</td><td>30%</td></tr><tr><td>The base solution is 60% up to 70% compliant to the requirements and subject to customization of 30% up to 40%</td><td>25%</td></tr><tr><td>The base solution is 50% up to 59% compliant to the requirements and subject to customization of 41% up to 50%</td><td>20%</td></tr></table><div>b. Recommended Requirements</div><table><tr><td>More than 70% compliant to recommended requirements</td><td>10%</td></tr><tr><td>At least 70% compliant to recommended requirements</td><td>8%</td></tr></table></div>	The base solution is more than 70% compliant to the requirements and subject to customization of less than 30%.	30%	The base solution is 60% up to 70% compliant to the requirements and subject to customization of 30% up to 40%	25%	The base solution is 50% up to 59% compliant to the requirements and subject to customization of 41% up to 50%	20%	More than 70% compliant to recommended requirements	10%	At least 70% compliant to recommended requirements	8%	40%		
The base solution is more than 70% compliant to the requirements and subject to customization of less than 30%.	30%												
The base solution is 60% up to 70% compliant to the requirements and subject to customization of 30% up to 40%	25%												
The base solution is 50% up to 59% compliant to the requirements and subject to customization of 41% up to 50%	20%												
More than 70% compliant to recommended requirements	10%												
At least 70% compliant to recommended requirements	8%												
<div>2. Non-Functional Requirements</div> <div><div>a. Mandatory Requirements (100% Compliant)</div><table><tr><td>The base solution is more than 70% compliant to the requirements and subject to customization of less than 30%.</td><td>30%</td></tr><tr><td>The base solution is 60% up to 70% compliant to the requirements and subject to customization of 30% up to 40%</td><td>25%</td></tr><tr><td>The base solution is 50% up to 59% compliant to the requirements and subject to customization of 41% up to 50%</td><td>20%</td></tr></table><div>b. Recommended Requirements</div><table><tr><td>More than 70% compliant to recommended requirements</td><td>10%</td></tr><tr><td>At least 70% compliant to recommended requirements</td><td>7%</td></tr></table></div>	The base solution is more than 70% compliant to the requirements and subject to customization of less than 30%.	30%	The base solution is 60% up to 70% compliant to the requirements and subject to customization of 30% up to 40%	25%	The base solution is 50% up to 59% compliant to the requirements and subject to customization of 41% up to 50%	20%	More than 70% compliant to recommended requirements	10%	At least 70% compliant to recommended requirements	7%	40%		
The base solution is more than 70% compliant to the requirements and subject to customization of less than 30%.	30%												
The base solution is 60% up to 70% compliant to the requirements and subject to customization of 30% up to 40%	25%												
The base solution is 50% up to 59% compliant to the requirements and subject to customization of 41% up to 50%	20%												
More than 70% compliant to recommended requirements	10%												
At least 70% compliant to recommended requirements	7%												

CRITERIA	WEIGHT	SCORE	REMARKS																				
<div>3. Implementation Methodology</div> <table><tr><td>1. Proposed Solution Architecture Overview</td><td>1%</td></tr><tr><td>2. Implementation and project management methodology</td><td>1%</td></tr><tr><td>3. LANDBANK Responsibilities</td><td>1%</td></tr><tr><td>4. Assumptions, Constraints, Dependencies</td><td>1%</td></tr><tr><td>5. Schedules</td><td>5%</td></tr><tr><td> a. Delivery schedule/completion date is less than xx months – (5%)</td><td></td></tr><tr><td> b. Delivery schedule/completion date is xx months – (4%)</td><td></td></tr><tr><td>Note: Inclusive of LANDBANK’s UAT</td><td></td></tr><tr><td>6. Organizational Chart of the Project Team</td><td>1%</td></tr><tr><td>Total</td><td>10%</td></tr></table>	1. Proposed Solution Architecture Overview	1%	2. Implementation and project management methodology	1%	3. LANDBANK Responsibilities	1%	4. Assumptions, Constraints, Dependencies	1%	5. Schedules	5%	a. Delivery schedule/completion date is less than xx months – (5%)		b. Delivery schedule/completion date is xx months – (4%)		Note: Inclusive of LANDBANK’s UAT		6. Organizational Chart of the Project Team	1%	Total	10%	10%		
1. Proposed Solution Architecture Overview	1%																						
2. Implementation and project management methodology	1%																						
3. LANDBANK Responsibilities	1%																						
4. Assumptions, Constraints, Dependencies	1%																						
5. Schedules	5%																						
a. Delivery schedule/completion date is less than xx months – (5%)																							
b. Delivery schedule/completion date is xx months – (4%)																							
Note: Inclusive of LANDBANK’s UAT																							
6. Organizational Chart of the Project Team	1%																						
Total	10%																						
<div>4. Firm Credentials (Experience, Expertise and Capability)</div> <div>Philippine Bank implementation of the proposed system</div> <table><tr><td>Proposed solution was implemented to more than 1 Philippine Bank belonging to Top-15 Banks in terms of assets (CY 2020)</td><td>10%</td></tr><tr><td>Proposed solution was implemented to at least 1 Philippine Bank belonging to Top-15 Bank in terms of assets (CY 2020)</td><td>8%</td></tr></table>	Proposed solution was implemented to more than 1 Philippine Bank belonging to Top-15 Banks in terms of assets (CY 2020)	10%	Proposed solution was implemented to at least 1 Philippine Bank belonging to Top-15 Bank in terms of assets (CY 2020)	8%	10%																		
Proposed solution was implemented to more than 1 Philippine Bank belonging to Top-15 Banks in terms of assets (CY 2020)	10%																						
Proposed solution was implemented to at least 1 Philippine Bank belonging to Top-15 Bank in terms of assets (CY 2020)	8%																						
TOTAL	100%																						

8. Bid Evaluation

- A. Bid Evaluation Procedure – Quality-Cost Based Evaluation (QCBE)/Selection (per RA 9184)
- B. Short listed bidders must obtain a minimum score of **seventy percent (70%)** for the technical criteria to be qualified for the opening of their financial bids.
- ✓ A bidder must fully comply with and deliver each and every *Mandatory* requirement. Bidder shall signify its commitment to fully comply with and deliver each of the *Mandatory* requirement by stating “*Bidder's Name* understands and will comply” under the *Remarks* column of the

Requirements Compliance Form (RCF) for each and every *Mandatory* requirement;

- ✓ A bidder must fully comply with and deliver at least 70% of the total *Recommended* requirements; that is, if the total number of *Recommended* requirements is *N*, then bidder must state "*Bidder's Name* understands and will comply" under the *Remarks* column of the RCF for at least 70% of the *N Recommended* requirements.

Illustration 1: If $N = 10$, then bidder must state "*Bidder's Name* understands and will comply" for at least 7 of the *Recommended* requirements.

NOTE: *LANDBANK* will interpret the statement "[*Bidder's Name*] understands and will comply" as bidder's commitment to fully comply with and deliver the *LANDBANK* requirement.

C. Overall Bid Evaluation Criteria and Rating System

	Weight (a)	Raw Score(b)	Score (ab)	Remarks
1. Technical criteria (Fit to Functional and Non-Functional Requirements, Implementation Methodology, Firm Credential - Experience)	80%			
2. Financial Criteria The proposed bid price of participating bidder:	20%			
Condition				
Lowest Bid				
Other Bids				
$BS = 100 * BL/B$ Where: BS – Score of bid under consideration BL – Price of lowest bid B – Price of bid under Consideration				
GRAND TOTAL	100%			

9. Proposal Requirements

The technical proposal must include the following required information/documents:

- A. Requirements Compliance Form (RCF) with response to each requirement. Standard response to each requirement shall be "*Solution Provider's Name* understands and will comply". Refer to Section 4. System Requirements on how to fill-out the RCF.
- B. Implementation Methodology Document which discusses the following information:
 1. Proposed Solution Architecture Overview
 - ✓ Technical Architecture,
 - ✓ Solution components (software, services), and
 2. Implementation and project management methodology
 - ✓ Statement Of Work
 - ✓ Detailed description of all major tasks,
 - ✓ Deliverable item, if any, for each of the major tasks, and
 - ✓ Completion criteria for each of the major tasks
 3. LANDBANK Responsibilities
 - ✓ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy
 4. Assumptions, Constraints, Dependencies
 5. Schedules
 - ✓ Major milestones,
 - ✓ Delivery schedule, and
 - ✓ Project schedule (major tasks, durations, start and end dates, Gantt chart).
 6. Organizational Chart of the Project Team
- C. **Firm Credentials Information Sheet – Annex F**
- D. **Customer Satisfaction Survey Forms – Annex G**
- E. Brief Company Profile
- F. Business Continuity Plan (BCP) of the solution provider

How the Solution Provider plans to continue to undertake the services needed due from disastrous scenarios, pandemics, calamities and catastrophic events that have impact on the delivery of services brought by either Acts of Nature or are Man-made (should also include the Solution Provider assurance that it has acquired the necessary insurance for fidelity and fire)
- G. Service Level Agreement (SLA) for the maintenance and support to all software components which shall include details on production incidents as to Severity, Response Time, Resolution Time and Permanent Solution.
- H. License, Maintenance Agreements, as applicable
- I. **Project Team Information Sheet – Annex H**
- J. Notarized certification by the umbrella organization as to the accreditation of the Solution Provider (as may be applicable)

- K. Notarized certification that the bidder has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank's data and privacy of personal information
- L. In compliance with the Bank's Administrative Order (AO) 100 Series of 2018 on Payment Card Industry Data Security Standards (PCIDSS) Policy Set, the following documentation shall also be provided if applicable:
 - i. Source Code Review Confirmation/Report
 - ii. Cryptographic Architecture
- M. Notarized Independence of the Solution Provider- Solution Provider and its key staff shall agree to limit their role to that of consultant/developer and shall disqualify themselves and their affiliates for bidding for products and services of the same government project

Failure to submit any of the above requirements is sufficient cause for disqualification.

10. Other Terms and Conditions

11.1 Terms of Reference Standard Information

This Terms of Reference (TOR) is issued in accordance with the Implementing Rules and Regulations Part A (IRR-A) of Republic Act Number 9184 (RA 9184). In case of conflict, the more stringent guideline/provision shall prevail.

The contents of this document, including all appendices and attachments, are confidential to LANDBANK and are provided solely for the purpose of this TOR.

11.1.1 Discussions

Notwithstanding the acceptance of the proposal and award in favor of the solution provider without discussions, LANDBANK is not precluded and has the right to initiate discussions with the solution provider as LANDBANK deems necessary. The solution provider should be prepared to send qualified personnel to the LANDBANK office to discuss the technical, commercial and other contractual aspects of its proposal.

11.1.2 Award of Contract

Award of contract will be made to the solution provider only after successful negotiations and determination that its proposal is the most advantageous to LANDBANK

11.2 Proposal Preparation

This TOR provides the instructions governing the proposal to be submitted and a description of the mandatory requirements. To be eligible for consideration, the solution provider must meet the intent of all mandatory requirements. Compliance with the intent of all the requirements will be

determined by the LANDBANK Head Office Bids and Awards Committee (HOBAC).

The solution provider must organize its proposal into sections following the format of this TOR, with tabs separating each section. Refer to Section 10 Proposal Requirements for the required information/document that must be included in the proposal.

In case the solution provider's proposal does not comply with the specified proposal format, or is difficult to understand, read, or lacks any of the requested information, the proposal will be returned for immediate revision. Revision shall be undertaken not later than three (3) days from its return.

Responses similar to, "Refer to our literature..." or "Please see [www.....com](#)" are not acceptable. All materials related to a response must be submitted together with the proposal and not just referenced. Any references in an answer to another location in the TOR materials must indicate the specific page numbers and sections stated in the reference.

11.2.1 Price Sheet

For the financial portion of the proposal, the solution provider must utilize the form Cost Analysis Sheet and Payment Milestones found in Section 6, which will serve as the basis for evaluating its price quotation. The solution provider should include additional information as necessary to explain in detail its price quotation.

11.3 Proposal Submission

Only electronic bids that are successfully uploaded to the Secure File Transfer Facility (SFTF) of LANDBANK on or before the deadline shall be accepted. Submission of physical bid (hard copy) shall not be accepted. The prescribed procedures in the submission and opening of electronic bids are stated in the Detailed Procedures in Submission and Opening of Electronic Bids. Late bids shall not be accepted.

The Solution Provider must submit:

- Two (2) sets of its technical and financial proposals
- Its proposal to the LANDBANK's HOBAC on or before the deadline set.

11.3.1 Signed Proposals

The proposals must be signed in ink by the solution provider's authorized personnel to make them legally binding documents.

11.3.2 Validity Period

The submitted proposal will not be modified, withdrawn or cancelled by the solution provider for a 90-day period following the deadline for submission, or receipt of best and final offer, if required.

11.4 Oral Presentation / Product Demonstration

The solution provider may be required to make an oral presentation and product demonstration to clarify its response or to further define its proposals. Oral presentations and product demonstrations, if requested, shall be at the solution provider's expense.

11.5 Compliance with Laws, Policies, Processes, Regulations and Standards

The solution provider must, in performance of work under this contract, fully comply with all applicable national or local laws and executive orders, regulations, and LANDBANK policies, processes; and Project Management and System Development Life Cycle standards. Any subletting or subcontracting by the Contractor subjects subcontractors to the same provision.

11.6 Contract Contents

This TOR and any addenda, the solution provider's response including any amendments, any best and final offers, any Supplemental/Bid Bulletins, and any negotiations shall be included in any resulting contract. Section 10. Proposal Requirements enumerates all the required information and documents that the solution provider must submit as part of its proposal to qualify for further consideration, and will serve as basis for any contract between the Bank and the solution provider.

11.7 Security Measures

Physical and Environmental Protection

Solution Provider shall be subject to LANDBANK's physical security measures established to protect computer facilities and equipment from damage or unauthorized access

Security Administration And Monitoring

Solution Provider shall be subject to LANDBANK's procedures on access rights and use of system resources and application systems

11.8 Confidentiality

The solution provider must comply with the LANDBANK's Information Security policies and guidelines to ensure confidentiality and security of LANDBANK's data.

The solution provider representative/s must sign Confidentiality Agreement and Acceptable Use Policy Compliance Commitment Certificate.

11.9 Settlement of dispute and venue of suit

- Resolution of dispute or difference shall be through mutual consultation
- Governing law shall be the laws of the Philippines
- Venue of suit shall be the Courts of the City of Manila

TPF 2. CONSULTANT'S REFERENCES

Relevant Services Carried Out in the Last Fifteen (15) Years That Best Illustrate Qualifications

Using the format below, provide information on each project for which your firm/entity, either individually, as a corporate entity, or as one of the major companies within an association, was legally contracted.

Project Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Project:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, if any:		No. of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Consultant's Name

Consultant's Representative/Authorized Signatory
(Signature over Printed Name)

The following document/s shall be submitted in support of the compliance of the Bid to the TPF 2:

- a. Brief Company Profile

Non-submission of the above mentioned document/requirement may result in bidder's post disqualification.

Checklist of Bidding Documents for Procurement of Consulting Services

Technical Proposal (PDF File)

The Technical Proposal shall contain documents sequentially arranged as follows (may include other documents as stated in the Bidding Documents):

1. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (see sample form - Form No. 3).
2. TPF 1 – Technical Proposal Submission Form
3. **Revised TPF 2 – Experience of the Firm/Consultant References**
 - 3.1 Brief Company Profile
4. TPF 3 – Comments and Suggestions of Consultant on the Terms of Reference and on Data, Services, and Facilities to be Provided by the Procuring Entity
5. TPF 4 – Description of the Methodology and Work Plan for Performing the Project
 - 5.1 Duly accomplished Requirement Compliance Form (RCF)
 - 5.2 Implementation Methodology Document
 - 5.3 Business Continuity Plan
 - 5.4 Service Level Agreement
 - 5.5 License, Maintenance Agreements
 - 5.6 Proof of Support Center within the Philippines
 - 5.7 Source Code Review Confirmation/Report
 - 5.8 Cryptographic Architecture
 - 5.9 Notarized certification that the bidder has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank's data and privacy of personal information
6. TPF 5 – Team Composition and Task
 - 6.1 Independence of the Solution Provider- Solution Provider and its key staff shall agree to limit their role to that of consultant/developer and shall disqualify themselves and their affiliates for bidding for products and services of the same government project
7. TPF 7 – Time Schedule for Professional Personnel
8. TPF 8 – Activity (Work) Schedule
9. Form No. 6 – Deliverable Items Summary

10. Bid Security

11. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.2).

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

1. 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.
2. Latest Income Tax Return filed manually or through EFPS.
3. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
4. Original copy of duly notarized Omnibus Sworn Statement (OSS) (**sample form - Form No.2**).
5. **Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding.**

Financial Proposal (PDF File)

The Financial Component shall contain documents sequentially arranged as follows:

1. FPF 1 – Financial Proposal submission Form
2. FPF 2 – Summary of Costs
 - 2.1 Cost Analysis Breakdown in Section 6 of the TOR
 - 2.2 Payment Milestones Sheet in Section 6 of the TOR
3. FPF 3 – Breakdown of Price per Activity
4. FPF 4 – Breakdown of Remuneration per Activity
5. FPF 5 – Travel Expenses, Office Rent, Accommodation and Clerical Assistance per Activity per Activity
6. FPF 6 – Miscellaneous Expenses

“The forms attached to the Bidding Documents may be reproduced or reformatted provided the information required in the original forms and other requirements like signatures, if applicable, are complied with in the submittal.”