

SUPPLEMENTAL/BID BULLETIN NO. 2
For LBP-HOBAC-ITB-CS-20210602-01

PROJECT : **Contact Center System with Three (3) Years Maintenance Service**

IMPLEMENTOR : **Procurement Department**

DATE : **November 23, 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 Terms of Reference (Section VI), TPF 2 & TPF 4 of Bidding Forms (Section VII) and Checklist of Bidding Documents (Item Nos. 3, 5.5, & 10, of the Technical Proposal and Item No. 4 of Post-Qualification Documents) have been revised. Please see attached revised specific sections of the Bidding Documents.
- 2) The deadline for submission of electronic bids for the above project is re-scheduled on **December 10, 2021** at **10:00 A.M.** Submission of physical bids (hard copy) shall not be accepted.
- 3) LANDBANK responses to bidder's queries/clarifications per attached Annexes I-1 to I-21.


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

Section VI. Terms of Reference

Contact Center System

1. Name and Description of the Project

- The Customer Care Center Department or CuCD manages the contact center operations of the Bank. It is presently using independent systems for calls, emails and social media inquiries and handles manual escalation of service requests and transaction disputes to other units of the Bank. CuCD operates 24/7 in 2 sites.
- CuCD also acts as central repository of complaints received from various channels (i.e., BSP, CSC, 8888, ARTA, Malacañang, etc.). To comply with BSP Circular No. 1048 Series of 2019 requirement, CuCD consolidates complaints from all 423 customer facing units (CFUs; Branches, Lending Centers and AOCs) monthly and report it to the management and BSP.
- The customer concerns received by the CuCD increased by 46 % from 2019 to 2020 or an additional of 360,026. The growth is due to increased utilization of eBanking products and services by bank clients. Also, additional function has been given to the CuCD which is the management of the customer care operations of OFBank.
- In view of this, the Contact Center System Project will integrate the existing communication channels being used by CuCD and automate its complaints and performance management for seamless customer experience and compliance to BSP Circular No. 1048 Series of 2019 requirement.

2. Project Objective

Contact Center System Project aims to:

1. To integrate the existing communication channels being used by CuCD (phone, email and social media) and ensure seamless customer experience
2. To streamline processes in handling client concerns (e.g., client verification, sorting of emails, distribution of work) that will improve the following;
 - Average handling time (AHT) from 8 minutes to 5 minutes
 - Percentage of Abandoned Calls from 56% to 15%
 - First Response Time (FRT) from 5 minutes to 2 Minutes
3. To automate complaints management and comply with noted audit recommendation (e.g., BSP, tracking of complaints) thus, improving:
 - Escalation of complaints from 2 days to real-time
 - Availability of Complaint Reports from 3rd week of the following month to 1st week of the following month
4. To automate quality management (e.g., quality evaluation) and ensure adherence of the customer care representatives to service quality standards of the bank from 1 interaction to 5 interactions per agent per week

5. To measure other Key Performance Indicators such as, Net Promoter Score (NPS), Customer Satisfaction (CSAT) and Customer Effort Score (CES)

3. **Project Scope**

The scope of the Project includes:

- A. Procurement of an on-premise Contact Center System which include the following:

- a. Servers for Test, Production and Disaster Recovery environments
Note: The system shall be required to store 5 data fields for approximately 18 million clients, with annual growth of 10-12%. The system shall also be able to handle at least three hundred thousand tickets with annual growth rate of 20%.
- b. Operating System licenses for the servers
- c. Database licenses
- d. Software for solution/s license for OMNI Channel (calls, emails, social media), Case/Complaint Management and Performance Management and other software requirements of the offered solution
- e. All hardware components required for the system to function
- f. User License for the following:

Module	Total Number of Users	
	Users	Supervisor
OMNI Channel	45	5
Performance Management	7	3
Case/Complaint Management	150	

The proposal shall deliver named user licenses for Case/Complaint Management and concurrent user licenses for OMNI Channel and Performance Management. Furthermore, the proposal shall deliver at least 10 user licenses for the test environment covering all system modules.

- g. Implementation services
 - h. Ninety-day warranty/post Go Live support
 - i. Maintenance and support for 3 years
- B. Product Scope High Level Requirements
- o Back Office Administration
 - o OMNI Channel
 - o Performance Management
 - o Case/Complaint Management
 - o Knowledgebase

To ensure the highest degree of compliance of the *Contact Center 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 Hybrid Methodology (an approach which seeks to define the requirements up front as with a waterfall approach, and proceed to an agile model when it comes analysis, design, development and testing)
- change management
- technology transfer (training and documentation)

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

The solution provider shall provide LANDBANK with an estimate of the effort required to develop and test each item in the Product Backlog. These estimates shall be prepared based on fair and reasonable assumptions and shall be agreed upon by both parties.

Once the estimates of effort have been determined, both parties shall agree on the priority of each item, the number of releases and the number of iterations or sprints in each release as applicable.

A sprint backlog containing all tasks to be completed on the current sprint shall be created or updated every sprint by the solution provider. On a regular basis or as requested, the sprint backlog shall be submitted to the LANDBANK PM for status update.

The Training Requirements of the Project include:

- "Train The Trainers" Training;
- Technical Training;
- Knowledge Transfer and Handover workshops; and

- Other system-related training activities.

The Approved Budget for the Contract (ABC) shall be the upper limit or ceiling for the proposal, and shall cover all project costs, including:

1. On-premise Contact Center System which includes the following:

- a. Servers for Test, Production and Disaster Recovery environments
Note: The system shall be required to store 5 data fields for approximately 18 million clients, with annual growth of 10-12%. The system shall also be able to handle at least three hundred thousand tickets with annual growth rate of 20%.
- b. Operating System licenses for the servers
- c. Database licenses
- d. Software for solution/s license for OMNI Channel (calls, emails, social media), Case/Complaint Management and Performance Management and other software requirements of the offered solution
- e. All hardware components required for the system to function
- f. User License for the following:

Module	Total Number of Users	
	Users	Supervisor
OMNI Channel	45	5
Performance Management	7	3
Case/Complaint Management	150	

The proposal shall deliver named user licenses for Case/Complaint Management and concurrent user licenses for OMNI Channel and Performance Management. Furthermore, the proposal shall deliver at least 10 user licenses for the test environment covering all system modules.

2. 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.);

3. Ninety-day warranty/post Go Live support upon complete delivery of the solution in Production;

- After every implementation of system's sub-component, vendor is required to provide technical support. However, warranty period will officially commence after the last implementation in production.
4. Maintenance and support;
- Three-year maintenance and support for all hardware and software components will commence after the end of the 90-day warranty/post Go Live support period;
 - **The annual maintenance cost shall not exceed 20% of the software licenses and hardware cost.** LANDBANK shall pay the maintenance support at the start of the maintenance period.
5. All applicable taxes, service fees and charges (e.g. fund transfers fees, foreign exchange difference)

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 are no claims filed against the Solution Provider
- b) There are 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. 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.

Replacement Before the awarding of Contract:

There should be no replacement of key personnel before the awarding of the contract, except for justifiable reason as may be determined by the BAC (Bids and Award Committees), such as illness, death, or resignation provided it is duly supported by relevant certificates or any delay caused by the Procuring Entity. The BAC shall immediately consider negotiation with the next ranked consultant if unjustifiable the replacement of personnel by the first ranked firm is made.

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.

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

c. Threshold for findings during UAT

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.

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

d. 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	<p>The system is not operational and could not be recovered immediately, and there is no identified work around that can be performed to deliver the necessary user and business requirements</p> <p>Problem may have been caused by fraudulent activities</p> <p>May compromise data integrity of many accounts/transactions [e.g., intermittent connection or system is inaccessible to all users, misposting of several transactions/ accounts (double posted or unposted), unauthorized access to critical transactions]</p>	Within 3 days
2	<p>There is significant business functionality issue that affects several users [e.g., system slow down, non-generation of hand-off, incorrect information (i.e., history, statement of account) displayed online for three (3) or more accountholders/customers]</p> <p>There is an available work around that can address users and business requirements</p>	Within 5 days
3	<p>The problem is on the delivery of reports/processing of transactions with less significant impact on business operation and affects very few users [e.g., non-generation of report, incorrect data displayed in the report,</p>	Within 1 month

	specific fields are not functioning accordingly, mapping error]	
	There is an available workaround that can address users and business requirements	
4	<p>The effect is on transaction of an individual client, user, terminal or branch and the impact on operations is minimal</p> <p>The problem is aesthetics/cosmetic [e.g., incorrect access of individual users, error encountered while performing a transaction on a single account, discrepancies on the reports/documents of a single account, errors encountered in a particular terminal or ATM machine, incorrect blurbs, messages, screen and report format/layout]</p> <p>There is an available workaround that can address users and business requirements</p>	Within 2 months

Failure 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 until resolution of the system incident or problem.

Should there be system errors encountered upon production and within 90 days therefrom 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.

e. Performance Monitoring

After awarding of the contract:

- LANDBANK, shall conduct performance monitoring which shall be done annually. For contracts with a period of one year or less, assessment shall be made upon maturity. Such monitoring shall be against metrics identified and assigned by LANDBANK (Please see Annex K for the sample Vendor Performance and Monitoring Report).

- The solution provider is also required to submit Net Financial Contracting Capacity (NFCC) to establish its liquidity, capacity to absorb the obligations in connection with the existing contract/project, and to finance its implementation or completion.

The NFCC shall be based on the latest Audited Financial Statements and computes as follows:

Particulars	Amount
Current Assets	XXXX
Less: Current Liabilities	XXXX
Sub-total	XXXX
Multiplied by 15	XXXX
Sub-total	XXXX
Less: Value of Outstanding Contracts	XXXX
NFCC	XXXX

f. 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 recission or award to a qualified Solution Provider through negotiation
- Erring Solution Provider's performance security shall also be forfeited

g. 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

h. 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

i. 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

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; no customization required

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."

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 18 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.

Delivery of the system shall be made in 2 releases following the Hybrid approach. Per release there can be several sprints as agreed upon by both parties.

No. of Release	Component	Delivery Schedule
Release 1	Set up and installation/configuration of hardware and software for: <ol style="list-style-type: none"> 1. OMNI Channel Solution 2. Case/Complaint Management Solution Implementation of OMNI Channel Solution <ul style="list-style-type: none"> ▪ Call Flow ▪ Performance and Quality Management ▪ Interface with <ol style="list-style-type: none"> 1. Lotus Notes 2. SNS 3. LPA-AMS 4. TSEA 5. Biller Webservice 6. Central History Server 7. IST 8. TG Host 9. SMS Application 10. OTP System 	Within 10 months
Release 2	Implementation of Case/Complaint Management Solution <ul style="list-style-type: none"> ▪ Ticket Management ▪ Knowledgebase ▪ Data Migration ▪ Interface with <ol style="list-style-type: none"> 1. Datawarehouse 	Within 8 months from completion of Release 1

6. Cost Analysis Sheet

Cost Breakdown

Item	Amount (Php)
Software License/ Subscription Cost	xxx,xxx,xxxx.xx
Implementation Cost	xxx,xxx,xxxx.xx

Maintenance Cost (3 years)	xxx,xxx,xxxx.xx
Hardware	
- Test environment	xxx,xxx,xxxx.xx
- Production environment	xxx,xxx,xxxx.xx
- DR environment	xxx,xxx,xxxx.xx
Sub-total (VAT Inclusive)	xxx,xxx,xxxx.xx
GRAND TOTAL (VAT Inclusive)	xxx,xxx,xxxx.xx

- All bid prices shall be considered as fixed prices
- Shall not be subject to price adjustment and escalation during contract implementation, except under extraordinary circumstances (under R.A. 9184) and upon prior approval of the GPPB
- Contract price adjustment shall be made or appropriate relief shall be applied on a no loss-no gain basis (actual adjustment or change caused by the supervening issuance or governmental act)* when cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other acts of the Government of the Philippines
- Shall be denominated and payable in Philippine currency OR payable in foreign currency but shall be converted to Philippine currency based on the exchange rate prevailing as established by BSP on the day of the bid opening
- Breakdown of the cost shall be presented
- Breakdown of the cost may include:
 - monthly salaries paid to the consultant's staff
 - per diems for hotel and living expenses for staff away from normal duty station
 - air or land transportation, and other out-of-pocket expenses
- All applicable taxes shall be for the account of the Service Provider
- Cost of all taxes, (e.g. value added tax (VAT), income tax, local taxes, and other fiscal levies and duties) which shall be itemized and reflected in the detailed estimates
- All applicable fees and charges, in instances of fund transfer to and where foreign currency is used for payments shall be for the account of TPSP.

Payment Milestone

Payment Milestone	Amount Due (PHP)
10% of the hardware, software and user licenses and implementation costs for Mobilization, upon submission of Project Work Plan	xxx,xxx,xxxx.xx
Hardware	
100% of the remaining hardware cost for the test environment upon delivery/configuration of the hardware and installation of all software components	xxx,xxx,xxxx.xx
100% of the remaining hardware cost for the production environment upon delivery/configuration of the hardware and installation of all software components	xxx,xxx,xxxx.xx
100% of the remaining hardware cost for the DR environment upon delivery/configuration of the hardware and installation of all software components	xxx,xxx,xxxx.xx
Software and User Licenses	
Release 1	
15% of the remaining OMNI Channel software and user licenses cost upon issuance of Unit and Integration Testing (UIT) Certificate	xxx,xxx,xxxx.xx
20% of the remaining OMNI Channel software and user licenses cost upon UAT completion (UAT Sign-off) of OMNI Channel component	xxx,xxx,xxxx.xx
15% of the remaining OMNI Channel software and user licenses cost upon Go Live of OMNI Channel component	xxx,xxx,xxxx.xx
Release 2	
15% of the remaining Case/Complaint Management software and user licenses cost upon issuance of Unit and Integration Testing (UIT) Certificate	xxx,xxx,xxxx.xx
15% of the remaining Case/Complaint Management software and user licenses cost upon UAT completion (UAT Sign-off)	xxx,xxx,xxxx.xx
10% of the remaining Case/Complaint Management software and user licenses cost upon Go Live	xxx,xxx,xxxx.xx
10% of the remaining Case/Complaint Management software and user licenses cost upon completion of 90-day warranty/post Go Live support (will commence upon go live of all releases)	xxx,xxx,xxxx.xx
Sub-total - 100% of Software and User Licenses Cost	xxx,xxx,xxxx.xx
Implementation Cost	
Release 1	
15% of the remaining implementation cost for OMNI Channel upon issuance of Unit and Integration Testing	xxx,xxx,xxxx.xx

(UIT) Certificate	
20% of the remaining implementation cost for OMNI Channel upon UAT completion (UAT Sign-off)	xxx,xxx,xxxx.xx
15% of the remaining implementation cost for OMNI Channel Upon Go Live	xxx,xxx,xxxx.xx
Release 2	
15% of the remaining implementation cost for Case/Complaint Management upon issuance of Unit and Integration Testing (UIT) Certificate	xxx,xxx,xxxx.xx
15% of the remaining implementation cost for Case/Complaint Management upon UAT completion (UAT Sign-off)	xxx,xxx,xxxx.xx
10% of the remaining implementation cost for Case/Complaint Management upon Go Live	xxx,xxx,xxxx.xx
10% of the remaining implementation cost for Case/Complaint Management upon completion of 90-day warranty/post Go Live support (will commence upon go live of all releases)	xxx,xxx,xxxx.xx
Sub-total - 100% of Implementation Cost	xxx,xxx,xxxx.xx
Maintenance Cost	
1 st Year Maintenance and Support Cost	xxx,xxx,xxxx.xx
2 nd Year Maintenance and Support Cost	xxx,xxx,xxxx.xx
3 rd Year Maintenance and Support Cost	xxx,xxx,xxxx.xx
TOTAL PROJECT COST (VAT and ALL taxes inclusive)	xxx,xxx,xxxx.xx

TOTAL PROJECT COST (in words):

Note: For the financial portion of the proposal, the Solution Provider must utilize the form Cost Analysis Sheet and Payment Milestones found in this section, which will serve as the basis for evaluating its price quotation

7. Qualification Requirements

A. Shortlisting

Evaluation Criteria	Minimum Required Standards
A. Firm Credentials (Experience,	Bidders must: ✓ Have at least three (3) years of relevant

Evaluation Criteria	Minimum Required Standards
<p>Expertise and Capability)</p> <p>This criterion evaluates the bidder's and/or system developer's / 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>experience in successfully implementing a Contact Center Solution. Provide the Client Name, Project Name, Project Description, Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex F).</p> <ul style="list-style-type: none"> ✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey Forms (Annex G) with "satisfactory" ratings for previous successful engagements for Contact Center Solution. Submitted CSS form must be sealed and signed by clients when provided to LANDBANK. <p>Note: Submission of the Customer Satisfaction Survey Forms shall permit LANDBANK to contact the resource person indicated in the form to verify the rating provided by the client during post qualification stage.</p> <ul style="list-style-type: none"> ✓ With at least one local implementation of Contact Center Solution in banking or financial institution.
<p>B. Personnel Qualifications</p> <p>This criterion assesses the relevant work experience and educational attainment of the bidder key personnel (i.e., Project Manager, Business Analyst Technical Lead, and Technical Support Staff) identified to implement the proposed solution.</p>	<p>Submit biographical information using the prescribed Project Team Information Sheet template (Annex H)</p> <ul style="list-style-type: none"> ✓ Project Manager: <ul style="list-style-type: none"> ▪ At least three (3) years of experience in IT as Project Manager; and ▪ At least one (1) successful implementation of the proposed solution/software application in banking or financial institution. ✓ Business Analyst: <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Business Analyst; and

Evaluation Criteria	Minimum Required Standards
	<ul style="list-style-type: none"> ▪ At least one (1) successful implementation of the proposed solution/software application in banking or financial institution. ✓ Technical Team Lead: <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Technical Team Lead; and ▪ At least one (1) successful implementation of the proposed solution/software application in banking or financial institution. ✓ Technical Support Staff (i.e., Systems Analyst, Programmer): <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Technical Support Staff (i.e., Systems Analyst, Programmer): ▪ Each technical support staff should have at least two (2) years of actual experience in implementing the solution/software application in banking or financial institution <p>Note: Proposed Technical Support Staff will be rated individually and the final rating will be the average score.</p>

B. Technical Criteria

<p>A. Fit to Functional 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>	<ul style="list-style-type: none"> ✓ The software solution should be 100% compliant to the <i>Mandatory</i> Functional requirements* with maximum 20% for customization ✓ The software solution should be at least 66% compliant to <i>Recommended</i> Functional requirements* <p><i>*Based on the Solution Provider's accomplished Requirements Compliance Form (RCF).</i></p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>B. Fit to Non-Functional 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>	<ul style="list-style-type: none"> ✓ The software solution should be 100% compliant to the <i>Mandatory</i> Non-Functional requirements* with maximum 30% for customization ✓ The software solution should be at least 80% compliant to the <i>Recommended</i> Non-Functional requirements* <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>	<ul style="list-style-type: none"> ✓ Bidder's proposed solution must clearly discuss the following: <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 for 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 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

<p>D. Support Base</p> <p>This criterion considers capability of the bidder to provide immediate and cost-effective on-site/off-site support or assistance</p>	<p>✓ Bidder must have or must set up a 24x7 Support Center within the Philippines manned by skilled and experienced technical support staff for the proposed solution. Provide proof of location or certification that support center is within the Philippines.</p> <p>✓ Dedicated technical support personnel shall be assigned to LBP during production.</p> <p>Note: This shall be stipulated in the contract.</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

8. Evaluation Criteria

A. Shortlisting

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

CRITERIA		WEIGHT	SCORE	REMARKS
1. Firm Credentials (Experience, Expertise and Capability) a. Years of experience		50%		
Exceeds minimum qualifications – More than three (3) years of relevant experience in successfully implementing the proposed solution	15%			
Meets minimum qualifications – With three (3) years of relevant experience in successfully implementing the proposed solution	12%			
b. Satisfactory Ratings				
Exceeds minimum qualifications – Submitted more than three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution.	15%			
Meets minimum qualifications – Submitted three (3) fully filled-out Customer Satisfaction Survey	12%			

CRITERIA		WEIGHT	SCORE	REMARKS
(CSS) Forms (Annex G) with "satisfactory" ratings for previous successful engagements for Contact Center Solution.				
c. Local Implementation of the proposed solution				
Exceeds minimum qualifications – More than one (1) local implementation of the proposed solution	20%			
Meets minimum qualifications – One (1) local implementation of the proposed solution	15%			
2. Personnel Qualification		50%		
a. Project Manager to be assigned is highly qualified to implement the engagement				
i. Years of experience				
Exceeds minimum qualifications – More than three (3) years of experience in IT as Project Manager	7%			
Meets minimum qualifications – With three (3) years of experience in IT as Project Manager	5%			
ii. Implementation of proposed solution				
Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution	6%			
Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution	4%			
b. Business Analyst to be assigned is highly qualified to implement the engagement even in				

CRITERIA	WEIGHT	SCORE	REMARKS																
<p>the absence of the Team Leader</p> <p>i. Years of experience</p> <table><tr><td>Exceeds minimum qualifications – More than two (2) years of experience in IT as Business Analyst</td><td>7%</td></tr><tr><td>Meets minimum qualifications – With two (2) years of experience in IT as Business Analyst</td><td>5%</td></tr></table> <p>ii. Implementation of proposed solution</p> <table><tr><td>Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution</td><td>6%</td></tr><tr><td>Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution</td><td>4%</td></tr></table> <p>c. Technical Team Lead to be assigned is highly qualified to perform the required tasks</p> <p>i. Years of experience</p> <table><tr><td>Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Team Lead</td><td>7%</td></tr><tr><td>Meets minimum qualifications – With two (2) years of experience in IT as Technical Team Lead</td><td>5%</td></tr></table> <p>ii. Implementation of proposed solution</p> <table><tr><td>Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution</td><td>6%</td></tr><tr><td>Meets minimum qualifications – With one (1) successful</td><td>4%</td></tr></table>	Exceeds minimum qualifications – More than two (2) years of experience in IT as Business Analyst	7%	Meets minimum qualifications – With two (2) years of experience in IT as Business Analyst	5%	Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution	6%	Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution	4%	Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Team Lead	7%	Meets minimum qualifications – With two (2) years of experience in IT as Technical Team Lead	5%	Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution	6%	Meets minimum qualifications – With one (1) successful	4%			
Exceeds minimum qualifications – More than two (2) years of experience in IT as Business Analyst	7%																		
Meets minimum qualifications – With two (2) years of experience in IT as Business Analyst	5%																		
Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution	6%																		
Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution	4%																		
Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Team Lead	7%																		
Meets minimum qualifications – With two (2) years of experience in IT as Technical Team Lead	5%																		
Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution	6%																		
Meets minimum qualifications – With one (1) successful	4%																		

CRITERIA		WEIGHT	SCORE	REMARKS
implementation of the proposed solution/software applications in banking or financial institution				
d. Technical Support Staff				
i. Years of experience				
Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Support Staff		6%		
Meets minimum qualifications – With two (2) years of experience in IT as Technical Support Staff		5%		
ii. Years of experience in Implementing the proposed solution				
Exceeds minimum qualifications – More than two (2) years of actual experience in implementing the solution/software applications in banking or financial institution		5%		
Meets minimum qualifications – With two (2) years of actual experience in implementing the proposed solution/software application – s in banking or financial institution		4%		
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 75% in the Evaluation Criteria – Shortlisting to be included in the list of qualified bidders. Only the top 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> <table><tr><td>Mandatory requirements</td><td></td></tr><tr><td>i. 100% compliance with less than 20% customizations</td><td>25%</td></tr><tr><td>ii. 100% compliance with 20% customizations</td><td>20%</td></tr><tr><td>Recommended requirements</td><td></td></tr><tr><td>i. 100% compliance</td><td>10%</td></tr><tr><td>ii. At least 66% compliance</td><td>5%</td></tr></table>	Mandatory requirements		i. 100% compliance with less than 20% customizations	25%	ii. 100% compliance with 20% customizations	20%	Recommended requirements		i. 100% compliance	10%	ii. At least 66% compliance	5%	35%		
Mandatory requirements															
i. 100% compliance with less than 20% customizations	25%														
ii. 100% compliance with 20% customizations	20%														
Recommended requirements															
i. 100% compliance	10%														
ii. At least 66% compliance	5%														
<div>2. Fit to Non-Functional Requirements</div> <table><tr><td>Mandatory requirements</td><td></td></tr><tr><td>i. 100% compliance with less than 30% customizations</td><td>25%</td></tr><tr><td>ii. 100% compliance with 30% customizations</td><td>20%</td></tr><tr><td>Recommended requirements</td><td></td></tr><tr><td>i. 100% compliance</td><td>10%</td></tr><tr><td>ii. At least 80% compliance</td><td>5%</td></tr></table>	Mandatory requirements		i. 100% compliance with less than 30% customizations	25%	ii. 100% compliance with 30% customizations	20%	Recommended requirements		i. 100% compliance	10%	ii. At least 80% compliance	5%	35%		
Mandatory requirements															
i. 100% compliance with less than 30% customizations	25%														
ii. 100% compliance with 30% customizations	20%														
Recommended requirements															
i. 100% compliance	10%														
ii. At least 80% compliance	5%														
<div>3. Implementation Methodology</div> <table><tr><td>Proposed Solution Architecture Overview</td><td rowspan="7">15%</td></tr><tr><td>Implementation and project management methodology</td></tr><tr><td>LANDBANK Responsibilities</td></tr><tr><td>Assumptions, Constraints, Dependencies</td></tr><tr><td>Schedules</td></tr><tr><td>Note: Inclusive of LANDBANK's UAT</td></tr><tr><td>Organizational Chart of the Project Team</td></tr></table>	Proposed Solution Architecture Overview	15%	Implementation and project management methodology	LANDBANK Responsibilities	Assumptions, Constraints, Dependencies	Schedules	Note: Inclusive of LANDBANK's UAT	Organizational Chart of the Project Team	15%						
Proposed Solution Architecture Overview	15%														
Implementation and project management methodology															
LANDBANK Responsibilities															
Assumptions, Constraints, Dependencies															
Schedules															
Note: Inclusive of LANDBANK's UAT															
Organizational Chart of the Project Team															

4. Support Base		15%		
Within Metro Manila	15%			
Outside Metro Manila	8%			
TOTAL		100%		

9. Bid Evaluation

A. Bid Evaluation Procedure – Quality-Cost Based Evaluation (QCBE)/Selection (per RA 9184)

B. Bidder must obtain a minimum score of 70% for the Technical Criteria specified in Section 8.

- ✓ 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 66% of the total *Recommended* Functional requirements; that is, if the total number of *Recommended* functional requirements is *N*, then bidder must state "*Bidder's Name* understands and will comply" under the *Remarks* column of the RCF for at least 66% of the *N Recommended* requirements.

Illustration 1: If $N = 6$, then bidder must state "*Bidder's Name* understands and will comply" for at least 4 of the *Recommended* Functional requirements.

- ✓ A bidder must fully comply with and deliver at least 80% of the total *Recommended* Non-Functional requirements; that is, if the total number of *Recommended* Non-Functional requirements is *N*, then bidder must state "*Bidder's Name* understands and will comply" under the *Remarks* column of the RCF for at least 80% of the *N Recommended* requirements.

Illustration 1: If $N = 4$, then bidder must state "*Bidder's Name* understands and will comply" for at least 3 of the *Recommended* Non-functional 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 Functional and Non-Functional Requirements, Implementation Methodology and Support Base)	80%									
2. Financial Criteria The proposed bid price of participating bidder: <table><tr><td>Condition</td><td>Raw Score</td></tr><tr><td>Lowest Bid</td><td>100%</td></tr><tr><td>Other Bids</td><td>BS</td></tr></table> <div>BS = 100 * BL/B Where: BS – Score of bid under consideration BL – Price of lowest bid B – Price of bid under Consideration</div>	Condition	Raw Score	Lowest Bid	100%	Other Bids	BS	20%			
Condition	Raw Score									
Lowest Bid	100%									
Other Bids	BS									
GRAND TOTAL	100%									

10. 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 (shall be stipulated in any form of documentation)

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. Proof of Support Center within the Philippines
- K. 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:
 - ✓ Source Code Review Confirmation/Report
 - ✓ Cryptographic Architecture
- L. 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

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

11. Other Terms and Conditions

11.1 Terms of Reference Standard Information

This Terms Of Reference (TOR) is issued in accordance with the 2016 Implementing Rules and Regulations 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/Negotiations

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.

11.2.2 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 6.0, 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 120-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 Php):
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: _____

The following documents 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.

TPF 4. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE PROJECT

The following documents shall be submitted in support of the compliance of the Bid to the TPF 4:

- a. Duly accomplished Requirement Compliance Form (RCF).
- b. Implementation Methodology Document
- c. Business Continuity Plan
- d. Service Level Agreement
- e. License, Maintenance Agreements, if applicable**
- f. Proof of Support Center within the Philippines
- g. Source Code Review Confirmation/Report
- h. Cryptographic Architecture
- i. 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

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.a 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, if applicable**
 - 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** (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission)
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**).

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
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
7. Cost Analysis Sheet and Payment Milestones based from the Terms of Reference

“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.”

TRENDS QUERIES	CCS RESPONSE
Bid Datasheet	
1. Can we adjust the start of release II to 2 months from Release 1 instead of 10 months or can we just start parallel?	<p>We are amenable to start the release 2 either in parallel or at least 4 months after release1 provided that the vendor will ensure availability of resources needed from their end.</p> <p>Discussion: This has been clarified with and understood by the vendor.</p>
2. Is it amenable to shorten the warranty/post Go Live Support period from 90 days to 30 days?	<p>No. LANDBANK standard of warranty period is 90 days. Said period was also approved by the ITCOM.</p> <p>Discussion: Warranty period of 90 days was approved by the ITCOM. Since this is an approved requirement, the team shall await for the final proposal of the vendor for assessment of the TWG.</p>
Technical Question:	
3. What is the current version of existing Lotus Notes System?	<p>Lotus Notes version 9.0 Feature Pack 10</p> <p>Discussion: This has been clarified with and understood by the vendor.</p>
4. What is the current social media engagement per month? How many messages that the agent is responding per day in facebook, twitter or Instagram	<p>FB- 200 messages per day IG – 10 messages per day Twitter- 15 messages per day</p> <p>Discussion: This has been clarified with and understood by the vendor.</p>
5. What is the application software and version of the data warehouse?	<p>Oracle 11g. Though data will be extracted separately and will be handed-off to CCS. No direct connection with DWH will be made.</p> <p>Discussion: This has been clarified with and understood by the vendor.</p>

6. What Rest API or way of integration supported by the data warehouse?

Informatica 9.5 may be used as API. Though data will be extracted separately and will be handed-off to CCS. No direct connection with DWH will be made.

Discussion:

This has been clarified with and understood by the vendor.

7. When implemented, which will be the source of truth of the information? The data warehouse or the Case management db?

DWH will be the source of client data and will prevail over CCS client data.

Discussion:

This has been clarified with and understood by the vendor.

8. In page 117 of binding document, please expound the data migration? What is the existing case management system? What data are going to be migrated? What is the expectation of this migration?

Data Migration: There will be no data migration

Existing Case Management System: CA Service desk

Note: The new case management system shall have a client database. Customer records will come from the data warehouse. There will be a daily activity to handle changes/additional customer records

Discussion:

This has been clarified with and understood by the vendor.

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> Transaction Destination Bank Destination Account LBP ATM location Contact Number Remarks 			<ul style="list-style-type: none"> Level 2: Dept Head Level 3: Group/Sector Head
		• Off-Us, Push Thru	<ul style="list-style-type: none"> Masked Card Number FT Amount Date and Time of Transaction Destination Bank Destination Account LBP ATM location Contact Number Remarks 			
		• On-Us, Credit Back	<ul style="list-style-type: none"> Masked Card Number FT Amount Date and Time of Transaction LBP Destination Account No. LBP ATM location Contact Number Remarks 			
		• On-Us, Push Thru	<ul style="list-style-type: none"> Masked Card Number FT Amount Date and Time of Transaction LBP Destination Account No. LBP ATM location 			

9. What is the current back-up system and licenses available of LBP?

CCS-117 *"The system shall have a facility to back-up and restore all files including user profiles and databases."*

Net Backup. To clarify, this requirement covers the functionality of the system to backup and restore databases and the hardware requirements needed to store the same.

Discussion:

There will be no requirement for a separate server. Requirement is that the system is capable to back-up and restore all its file. Back-up file will be saved within the server being used by the system.
The vendor requested if it would be possible for LBP to provide repository for database backup.

10. CCS-003, please discuss and clarify the call queue categories?

ID	Theme	As a...	I want to ...	So that ...	Priority
----	-------	---------	---------------	-------------	----------

Parameters Set-up

CCS-003	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the business parameters For example: - Required Data Fields for Ticket Entry per Concern Type (refere to Appendix 3-6) - List of Fulfillment Unit - Category - Ticket Priority - Escalation Matrix - Status - call queue categories	Required business parameters will be available in the system	Mandatory
---------	----------------------------	---------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------	-----------

Same with existing call queue (deposit, lost card, credit card, e-banking, and OF Bank)

Discussion:

This has been clarified with and understood by the vendor.

11. Please elaborate CCS-009

Automatic classification of emails based on keywords from subject/contents

Discussion:

CCS-009	Back Office Administration	Application Administrator	Define folder rules in the email For example: weAccess Folder Name - weAccess Credit Card - Mastercard, credit card Lost/Stolen/Unauthorize - Lost, Stolen, Unauthorize Dispute - Dispute, Dispute Form, TDF LANDBANK VISA Debit Card (LVDC) OFBank Inquiries - OFBank, OFB	Email will be transferred to folders based on type of concern, we can prioritize emails that need to be answered immediately	Mandatory	Per vendor, incoming emails will be assigned to agent/fulfillment units based on the defined business rules (e.g., based on the defined keywords)
12. Please elaborate CCS-012 <i>Knowledge Base</i>						Case management solution have a knowledge management capability (e.g., posting of announcement, guidelines, processes)
CCS-012	Knowledge Base	Supervisors	Set-up (create, edit, delete), view and upload the contents and information of the Knowledge Base module in various formats For example: pdf/ppt/txt/jpeg	Contents and information will be readily available for the users	Mandatory	Discussion: This has been clarified with and understood by the vendor.
13. Please elaborate CCS-023						Same as above
CCS-023	OMNI Channel	Phonebanker	View the contents and information of the Knowledge Base module For example: Read articles, product manuals	User can get information about bank products and services easily	Mandatory	Discussion: This has been clarified with and understood by the vendor.
14. Please elaborate CCS-025, is current survey process amenable?						Yes, but should be able to improve on reporting and customization of questions
CCS-025	OMNI Channel	Phonebanker	Perform Client Satisfaction Survey	User can gather client feedback and improve client service delivery	Mandatory	Discussion: This has been clarified with and understood by the vendor.

15. Please elaborate CCS-026

CCS-026	OMNI Channel	All users	View the client information should the mobile number / email address matched the existing records upon receipt of email/call	User can easily perform client verification / positive identification	Mandatory
---------	--------------	-----------	------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------	-----------

Case management should be able to trace the client information based on the mobile number/email address used by the client in contacting the customer care

Discussion:

Per vendor, this can be done via manual search using mobile number or name in the case management

16. Please elaborate CCS-028, what does non-client means?

CCS-028	OMNI Channel	All users	Maintain (create, edit, delete) the client profile (Non-client)	User can have a record of the client profile	Mandatory
---------	--------------	-----------	-----------------------------------------------------------------	----------------------------------------------	-----------

If the client does not have customer records available in the case management solution, the customer care personnel can add/create their profile

Discussion:

Per vendor, system is capable of creating new profile of non-client

17. Please elaborate CCS-031, there are details in the RCF that pre-populated fields that in the case management system which will be the bases in creation of tickets

CCS-031	OMNI Channel	Email / SNS Specialist	Have a ticket automatically created based on the subject / keywords set	User can route client queries and concerns accordingly	Mandatory
---------	--------------	------------------------	-------------------------------------------------------------------------	--------------------------------------------------------	-----------

The system should have an automatic creation of ticket creation

Discussion:

Per vendor, there should be a pre-defined subject and creation of business rule

18. Please elaborate CCS-032, this is a capability of LBP email system.

CCS-032	OMNI Channel	Email / SNS Specialist	have the duplicate emails/SNS be automatically deleted from the system. Business rule: Emails/SNS from the same sender with the same subject and content	User can reduce manual task/s of deleting duplicate emails	Recommended
---------	--------------	------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------	-------------

The system should detect duplicate emails received

Discussion:

Per discussion, this will be handled by the LBP email facility. Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.

19. Please elaborate CCS-051; what is the expectation of the "link"

The system should be able to have a parent-child ticket linking

Discussion:

This has been clarified with and understood by the vendor.

CCS-051	Case/ Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Link a new ticket to a closed ticket For example: The second ticket which is the child ticket, is created in response to a related	User can link related tickets should client call back to make a follow-up/additional concern (eg. Client calls re a certain ticket but has an additional concern regarding the	Mandatory	
20. Please elaborate CCS-056, what is the purpose of the encoding of the resolution date of the ticket? What is the use case?						<p>Use case: Undispensed withdrawal; the system credited the amount on October 25, but the fulfillment unit was only able to check the transaction on October 26. Instead of recording the date of checking which is October 26, the fulfillment unit can encode the actual resolution date which is October 25</p> <p>Discussion: Per vendor, they can include additional field for the initial resolution date</p>
CCS-056	Case/ Complaint Management	Backroom Support / Complaints Team and Fulfillment Unit	Encode the actual resolution date of the tickets	User can know the aging of the tickets	Mandatory	
21. Please elaborate CCS-061, this needs a process and procedure from LBP contact center						<p>Discussion: Per vendor, quality management is part of the solution but automatic retrieval is not possible. Ticket can be retrieved via manual search based on search criteria: Ticket no./ Client Name.</p>
CCS-061	Performance Management	QAO	Retrieve the created ticket for a particular call / email/ SNS selected	User can easily perform quality checking	Recommended	
22. Please elaborate CCS-063,						<p>The system is capable to rate the certain standards, such as greetings, length of call and spiel.</p> <p>Discussion: Per discussion, Business Team will provide the standards for quality criteria. Per vendor this will require add-on license. The team shall await for the final proposal of the vendor for the assessment of the TWG.</p>
CCS-063	Performance Management	QAO	Get automatic rating for standard quality criteria For example: greetings, length of call, hold spiel	User can review more calls / emails	Mandatory	
23. Please elaborate CCS-070, most of recordings in industry use wav compression due to file size compression. Is it amenable that the file will be getting is in wav file and convert to MP3 file extension?						<p>YES</p> <p>Discussion: This has been clarified with and understood by the vendor.</p>

CCS-070	Performance Management	QAO	Download recordings in the following formats: -WAV -MP3	User can use it for calibration purposes and easily share the audio recording	Mandatory	
24. Please elaborate CCS-071						<p>The recordings can be transcribed from voice to txt</p> <p>Discussion: Per vendor this will entail additional cost. Since the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.</p>
CCS-071	Performance Management	QAO	Have a voice transcription (to text)	User can easily transcribe recorded calls to text doc	Recommended	
25. Please elaborate CCS-082, when will the client directly use the case/complaint management?						<p>Once the system sends the survey to client via SMS, related to CCS-095</p> <p>Discussion: This has been clarified with and understood by the vendor.</p>
CCS-082	Case/ Complaint Management	Client	Answer a Client Survey or provide feedback regarding service rendered by the client Service personnel	We could measure client satisfaction	Mandatory	
26. Please elaborate CCS-083, we are 100 compliant however there will be a customization and development of AVAYA SDK to LBP website.						<p>What type of customization and development are required so we can raise a necessary ACRF to the concerned unit.</p> <p>Discussion: Per vendor, SDK will be provided to the vendor/provider of the website; customization will be handled separately.</p>
CCS-083	OMNI Channel	Clients	To make a call via the bank website or an application. For example: Web RTC	Clients can save from telephone cost when calling the Bank	Mandatory	
27. Please elaborate CCS-084.						<p>There will be a link in LBP website where clients will be redirected to a "site" where they can log their complaints which will automatically create a ticket in case management system.</p> <p>Discussion:</p>

CCS-084	Case/ Complaint Management	Client	Log/submit complaints via web and automatically escalated to fulfillment unit for resolution	Clients will have seamless client experience	Mandatory
---------	----------------------------------	--------	----------------------------------------------------------------------------------------------------------	----------------------------------------------------	-----------

Per vendor:

- Client can log via self-service portal; the link can be included in the website
- For the self-service portal, mandatory fields are contact name, email address, phone no., subject line, description box; no need for log in credentials if via link
- If self-service will require another domain

28. Please elaborate CCS-095, what is use case or application of the SMS survey?

ID	Theme	Requirements	Priority
<u>SMS Application</u>			
CCS-095	Interface/ Usability Requirements	The system shall be able to interface with the existing SMS Application for the following: - Notification to clients - Survey	Mandatory

Once the tickets are closed, an automatic SMS survey will be sent to the client

Discussion:

Per vendor, survey can be handled via email only. Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.

29. Please elaborate CCS-096 – 102, what is the software of data warehouse.

<u>Data Warehouse</u>			
CCS-096	Interface/ Usability Requirements	The system shall be able to store the following required client data (e.g., hand-off files) from the Data Warehouse: /Account Name	Mandatory
CCS-097	Interface/ Usability Requirements	- Account Number	Mandatory
CCS-098	Interface/ Usability Requirements	Date of Birth	Mandatory
CCS-099	Interface/ Usability Requirements	- TIN, if available	Mandatory
CCS-100	Interface/ Usability Requirements	- Contact Number	Mandatory
CCS-101	Interface/ Usability Requirements	The system shall automatically update client information based on data from the Data Warehouse periodically (e.g., daily, weekly, monthly) through a data integration process or using a prescribed hand-off file format	Mandatory

Oracle 11g

Discussion:

This has been clarified with and understood by the vendor.

30. Please elaborate CCS-101,

The new case management system shall have a client database. Customer records will come from the data warehouse. There will be a daily activity to handle changes/additional customer records

CCS-101	Interface/ Usability Requirements	The system shall automatically update client information based on data from the Data Warehouse periodically (e.g., daily, weekly, monthly) through a data integration process or using a prescribed hand-off file format.	Mandatory	Discussion: Changes can be provided via flat file.
31. Please elaborate CCS-103, what is the current brand of LBP MFA? Available license for this system?				Current MFA was developed for LANDBANK by TERA.
<u>OTP System</u>				
CCS-103	Interface/ Usability Requirements	The system shall be able to interface with the Bank's OTP System for the multi-factor authentication for Back Office Users (e.g. Application/User Administrator, Security Administrator, System Administrator) and remote network access originating from outside the Bank's network.	Mandatory	Discussion: Vendor's Case Management solution has built in MFA. AVAYA SSO will use the Bank's OTP system. Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.
32. Please elaborate CCS-104, is the current MFA has this capability?				YES
CCS-104	Interface/ Usability Requirements	The system shall be able to send One-Time PIN (OTP) to the user via email or SMS.	Mandatory	Discussion: This has been clarified with and understood by the vendor.
33. Please elaborate CCS-105, our solution is 100 compliant however this item has dependency on LBP network infrastructure.				Noted
<u>Performance Requirements</u>				
CCS-105	Performance Requirements	The system shall have a maximum 90 second response time.	Mandatory	Discussion: Vendor understood the requirement, assuming the normal state of LBP network. LBP added that aside from the network, hardware specification should be sufficient to handle the workload to ensure that required response time is complied with.
34. Please elaborate CCS-109, we will provide all ports need to open by LBP IT security. We need to discuss and agree should the vulnerability findings of LBP IT will not affect the compatibility and system performance of the solution when remediated				All VA findings shall be remediated by the vendor in coordination with LBP IT. Discussion: As discussed, VA shall be done upon setup of UAT and production servers, prior to implementation.

CCS-109	Performance Requirements	The service provider shall address the findings in the vulnerability report provided by LANDBANK IT Security	Mandatory	LBP agreed that applicable VA findings shall be referred to the vendor to assist in and/or provide recommendations on the remediation of the identified vulnerabilities. The vendor shall provide response to the VA findings if the vendor's solution requires such services in the VA findings to be enabled in order to serve the functionality to address LBP requirement. Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.
35. Please elaborate CCS-117, is VM level acceptable?				YES
CCS-117	Operational Requirements	The system shall have a facility to back-up and restore all files	Mandatory	Discussion: Please refer to item no. 9
36. Please elaborate CCS-118, what is the "data" here pertains to? What is the retention period that you are considering?				Historical data, logs and standard reports
CCS-118	Operational Requirements	The system shall have a facility to archive data after a specified retention period in the database.	Mandatory	Discussion: As discussed, solution is capable for archiving the data; Archiving can be done online 6 months (CCS max of 3 years) and after 6 months will be forwarded to archive DB. LBP is responsible for archiving using the facility and based on the procedures to be provided by the vendor. Recommended retention period is 5 years. This has been clarified with and understood by the vendor.
37. Please elaborate CCS-119, is the expectation here is like banks' mainframe process?				As EOD processes are assumed to be automated, with the ability to manually trigger EOD processes in special cases that require manual intervention
CCS-119	Operational Requirements	The system shall have a facility to run batchend-of-day processes manually in case automated batch is not available.	Mandatory	Discussion: This refers to the manual trigger of end-of-day processes, which includes backup of databases, loading of client data changes, defined


				<p>archiving processes in cases where automated backup jobs fail to run or needs to be executed manually.</p> <p>Note: Delta discussed in this requirement is that of client information updates/changes and not that of differential database backups.</p> <p>This has been clarified with and understood by the vendor.</p>
38. Please elaborate CCS-121 and 122, what is the difference?				<p>CCS-121 – process of encryption and decryption CCS-122 – storing of encrypted data</p> <p>Discussion: CCS 121 refers to the process of encryption and decryption of sensitive card data to be stored in the database. CCS 122 refers to storing of encrypted data.</p> <p>Account number is encrypted in the database (including account numbers from DWH). However, this will not be included in the generated report.</p> <p>Per vendor's confirmation, there will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS</p> <p>For Case Management, currently, encryption is supported only for the request additional fields of the types single line, pick list, and multi-line. Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.</p>
CCS-121	Operational Requirements	The system shall have the ability to encrypt and decrypt sensitive card data in the tickets stored in the database (e.g., card number, Account Number).	Mandatory	
CCS-122	Operational Requirements	The system shall be able to store the encrypted sensitive card data in the CCS database.	Mandatory	
39. Please elaborate CCS-123, 100 percent comply on the IP since this is the current setup. Remove others as they are not applicable. <u>IVRS</u>				<p>This is just an example</p> <p>Discussion: Others (digital, analog, and VoIP) were only cited as example. Vendor will qualify their response in their proposal.</p>
CCS-123	Operational Requirements	The system shall be able to record in multiple types of recording interfaces For example: IP, digital, analog and VoiP in one server.	Mandatory	

40. Please elaborate CCS-124-128, are all these pertain to CCS system?				Under IVR Discussion: Per vendor's confirmation, this is existing in the IVRS. There will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS.
CCS-124	Operational Requirements	The system shall be able to encrypt the following: - TAN	Mandatory	
CCS-125	Operational Requirements	- Cash Card Number	Mandatory	
CCS-126	Operational Requirements	- Cash Card PIN	Mandatory	
CCS-127	Operational Requirements	- ATM PIN	Mandatory	
CCS-128	Operational Requirements	- Credit Card Number	Mandatory	
41. Please elaborate CCS-129, elaborate the use case				Under IVR. The new call flow should follow the same process of encryption based on PCIDSS requirement Discussion: Per vendor's confirmation, this is existing in the IVRS. There will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS.
CCS-129	Operational Requirements	The system shall be able to render all sensitive data (e.g. PIN, PIN Block) unrecoverable upon completion of the authorization process.	Mandatory	
42. Please elaborate CCS-131;				Existing in the LPA System Discussion: Per vendor's confirmation, this is existing in the IVRS. There will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS.
CCS-131	Operational Requirements	The system shall be able to hide/mask the sensitive data in the logs. (e.g., TAN, PIN, etc.)	Mandatory	
43. Please elaborate CCS-134				Activity logs of users with admin role Discussion: Requirement refers to activity logs of users with admin role/root shall be captured in the audit logs. Per vendor's confirmation, this will be included in the audit/system logs available in the system wherein all activities of admin user are logged.
CCS-134	Operational Requirements	b All actions taken by any individual with root or administrative privileges	Mandatory	

				<p>Per vendor's confirmation, system is capable of capturing the activity logs of users with admin role/root</p> <p>This has been clarified with and understood by vendor.</p>
44. Please elaborate CCS-136				<p>Example for LPA: logs of invalid tan, pin, and merchant reference number (Existing in the LPA System)</p> <p>Example in Case Management: logs of invalid log-in</p> <p>Discussion: For Case Management, invalid attempts can be generated through query reports (for checking and confirmation by the vendor)</p> <p>Per vendor's confirmation, this is existing in the IVRS. There will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS</p>
CCS-136	Operational Requirements	d. Invalid logical access attempts	Mandatory	
45. Please elaborate CCS-137				<p>Activity logs of security admin</p> <p>Discussion: Requirement refers to activity logs of users with security admin role/root shall be captured in the audit logs.</p> <p>Per vendor's confirmation, this will be included in the audit/system logs available in the system wherein all activities of admit user are logged.</p> <p>Per vendor's confirmation, this is existing in the IVRS. There will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS</p>
CCS-137	Operational Requirements	e. Use of and changes to identification and authentication mechanism including but not limited to creation of new accounts and elevation of privileges and all changes, additions, or deletions to accounts with root or administrative privileges	Mandatory	
46. Please elaborate CCS-138; please site use case of this				<p>All audit activities should be captured in audit logs</p> <p>Discussion: Per vendor's confirmation, this will be included in the audit/system logs available in the system wherein all activities of admin user are logged.</p>
CCS-138	Operational Requirements	f. Initialization, stopping or pausing of the audit logs	Mandatory	

47. Please elaborate CCS-139				<p>A system-level object is anything on a computer system required for its operation, including but not limited to database tables, stored procedures, application executables and configuration files, system configuration files, static and shared libraries and DLLs, system executables, device drivers and device configuration files, and third-party components.</p> <p>Discussion: Vendor to provide explanation/justification that requirement is not applicable given that they do not have access/control to programming/source code. Vendor will provide certification on the system's compliance to PCIDSS.</p> <p>Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.</p>
CCS-139	Operational Requirements	g. Creation and deletion of system level objects		

48. Please elaborate CCS-140; please site use case/example				<p>Existing in the LPA System</p> <p>Discussion: Per vendor's confirmation, this is existing in the IVRS. There will be no changes in the encryption/decryption processes in place in the Contact Center/IVRS For Case Management, cardholder data will be encrypted in the database</p>
CCS-140	Operational	The system shall be able to encrypt transmission of cardholder		



LANDBANK

ID	Theme	Requirements	Priority
	Requirements	data across open, public networks.	

49. Please elaborate CCS-141; please site an example when and how encryption applied in the current operation process

CCS-141	Operational Requirements	The system shall use the latest encryption protocol per PCI DSS Requirement Ex: TLS Version 1.2 and above	Mandatory
---------	--------------------------	------------------------------------------------------------------------------------------------------------------	-----------

Servers must have TLS version 1.2 and above

Discussion:

Per vendor's confirmation, TLS 1.2 is supported; aside from TLS, AVAYA has built-in encryption tool (AVAYA Oceana).

Relative to the TOR requirement on the submission of Source Code Review Confirmation Report and Cryptographic Architecture, vendor to coordinate with Avaya and Manage Engine. In case that both documents cannot be provided, a certification signifying that both systems are PCI-DSS compliant will be submitted. The team shall await for the final proposal of the vendor for assessment of the TWG.

50. Please elaborate CCS-142; all is supported except on the Doc/docx which not a standard in reporting. Is conversion of PDF to word is acceptable?

CCS-142	Reportorial Requirement	The system shall be able to generate the reports in various format. For example: DOC/DOCX, PDF, XLSX, CSV	Mandatory
---------	-------------------------	------------------------------------------------------------------------------------------------------------------	-----------

YES

Discussion:

Formats provided were cited as examples only. Vendor will qualify their response in their proposal.

51. Please elaborate CCS-166; is through conversion to have MP3, Mp4 from WAV acceptable? WAV is common for recording system due to efficient file compression

CCS-166	Portability Requirement	The system shall be able to record conversation in different file formats (i.e. wav, avi, mp3 or mp4)	Mandatory
---------	-------------------------	-------------------------------------------------------------------------------------------------------	-----------

YES

Discussion:

Vendor will qualify their response in their proposal. The team shall await for the final proposal of the vendor for assessment of the TWG.

52. Please elaborate CCS-167; is through integration (SAML authentication) in LBP AD is acceptable?

CCS-167	Security Requirement	A valid user ID and at least one of the following authentication methods is needed in order to gain system access: - Something the user knows, such as a password - Something the user has, such as a token device or a smart card - Something the user is, such as a biometric	Mandatory
---------	----------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------

Integration with AD is ok.

Discussion:

Definition of roles will be done in the system for both AVAYA and Case Management. Active Directory will only handle the authentication of users.

				Vendor to provide explanation regarding the configuration in connection with AD. The team shall await for the final proposal of the vendor for assessment of the TWG.
53. Please elaborate CCS-166 - 197; is integration to AD acceptable which will address this item.				Integration with Ad is ok.
CCS-166	Portability Requirement	The system shall be able to record conversation in different file formats (i.e. wav, avi, mp3 or mp4)	Mandatory	Discussion: Definition of roles will be done in the system for both AVAYA and Case Management. Active Directory will only handle the authentication of users. Vendor to provide explanation regarding the configuration in connection with AD. The team shall await for the final proposal of the vendor for assessment of the TWG.
Security Requirements				
CCS-167	Security Requirement	A valid user ID and at least one of the following authentication methods is needed in order to gain system access: - Something the user knows, such as a password - Something the user has, such as a token device or a smart card - Something the user is, such as a biometric	Mandatory	
CCS-168	Security Requirement	The User ID shall be unique.	Mandatory	
CCS-169	Security Requirement	The User ID shall accept alphabetic, numeric or alphanumeric characters (shall not be case-sensitive).	Mandatory	

ID	Theme	Requirements	Priority
CCS-170	Security Requirement	The password shall be a combination of alphabetic and numeric characters except when input device is limited to a numeric keypad	Mandatory
CCS-171	Security Requirement	The password shall be case-sensitive	Mandatory
CCS-172	Security Requirement	The password shall be different from user ID	Mandatory
CCS-173	Security Requirement	The password shall not be readable when entered, displayed and stored	Mandatory
CCS-174	Security Requirement	The password shall require to be changed at initial logon and after resetting by an administrator	Mandatory
CCS-175	Security Requirement	The user shall have a facility to change own password when desired	Mandatory
CCS-176	Security Requirement	The system shall have fields for setting the necessary parameters concerning the following user ID, password (if used for authentication) and logon properties/controls. An admin user shall be able to set and modify the needed values. a. The user ID shall be a minimum of 4 characters	Mandatory
CCS 177	Security Requirement	b. The user ID shall be automatically locked after three consecutive unsuccessful logon attempts (e.g., disable in status); set by the Bank. Locked out ID needs to be lifted by an administrator/authorized user to make the ID usable again.	Mandatory
CCS-178	Security Requirement	c. Re-logon is required if session is inactive for more than 15 minutes Note: Re-logon can be done either at the terminal/machine, or at the application level.	Mandatory
CCS-179	Security Requirement	d. The password shall have a minimum length of 7 characters	Mandatory

ID	Theme	Requirements	Priority
CCS-180	Security Requirement	e. The password shall expire and need to be changed by the user in 90 days from the date of last change	Mandatory
CCS-181	Security Requirement	f. The password shall be different from the last password	Mandatory
CCS-182	Security Requirement	The changing of default/super ID password must not affect system operations.	Mandatory
CCS-183	Security Requirement	The system shall have an access control system that is set to "deny all" unless specifically allowed. An administrator shall grant access based on user function/role.	Mandatory
CCS-184	Security Requirement	The system shall have facility for the following security administration functions: a. Set and modify values assigned to ID, password and logon properties/controls (as identified above)	Mandatory
CCS-185	Security Requirement	b. Addition, modification and deletion of User Role/Group. The User Role or Group refers to a collection of permissions to view/update/delete transactions and reports	Mandatory
CCS-186	Security Requirement	c. Addition, assignment to a User Role/Group and deletion of user	Mandatory
CCS-187	Security Requirement	d. Modification of user record (e.g., Name or assigned User Role/Group)	Mandatory
CCS-188	Security Requirement	e. Search/query/find – to facilitate locating specific user ID or User Profile/Group	Mandatory
CCS-189	Security Requirement	f. Resetting of user password	Mandatory
CCS-190	Security Requirement	g. Unlocking of User ID (can be assigned to Helpdesk)	Mandatory
CCS-191	Security Requirement	h. Manual deactivation of user ID	Recommended
CCS-192	Security Requirement	Generate List of System Users (all and per User Unit/Department/Location) with the following details: a. User ID	Mandatory
CCS-193	Security Requirement	b. User Name	Mandatory
CCS-194	Security Requirement	c. User Role/Group	Mandatory
CCS-195	Security Requirement	d. User Unit/Location	Mandatory
CCS-196	Security Requirement	e. Status	Mandatory
CCS-197	Security Requirement	f. Date of Last Logon	Recommended

54. Please elaborate CCS-203;

CCS-203	Audit Requirement	e. Terminal ID/IP Address/Computer Name (whichever is applicable)	Mandatory
---------	-------------------	-------------------------------------------------------------------	-----------

To capture the terminal id/ IP address or computer name of the user in the audit logs

				Discussion: For Case Management, vendor to verify if this will be addressed in system logs. Per vendor's confirmation, AVAYA is compliant to the requirement.
55. Please elaborate CCS-204-205;				Before and after values of system parameters must be captured in audit logs Discussion: For AVAYA and Case Management, only the value after is being captured in the system logs. Since this is a baseline requirement and the project is still in the bidding process, the team shall await for the final proposal of the vendor for assessment of the TWG.
CCS-204	Audit Requirement	f. Value before	Mandatory	
CCS-205	Audit Requirement	g. Value after	Mandatory	
56. Please elaborate CCS-207				Viewing and printing of audit trail report based on search criteria Discussion: Per vendor, audit trail report cannot be downloaded but can be viewed and printed. This has been clarified with and understood by the vendor.
CCS-207	Audit Requirement	The system should be able to view and print audit trail report based on the range of the selected data.	Mandatory	
57. Please elaborate CCS-208;				All system user activities should be captured in audit logs Discussion: Vendor to check query report for the login activities specifically for invalid logins. For case management, a report can be generated including the history/status of tickets. The team shall await for the final proposal of the vendor for assessment of the TWG.
CCS-208	Audit Requirement	The system should be able to log activities, meaning all successful, cancelled and rejected transactions should be accounted for.	Mandatory	

58. Please elaborate CCS-209; who is the user pertain to this item?				All systems users Discussion: Per vendor, system logs include all activities of user (agent and admin). There is also a report for the ticket history which includes activities for each ticket. Vendor to check all audit requirements. The team shall await for the final proposal of the vendor for assessment of the TWG.
CCS-209	Audit Requirement	The system shall have the facility to store and retrieve Audit Trail data of all user activities	Mandatory	
59. Please elaborate CCS-212				Sprint backlog (Vendor's Work Plan) -contain all tasks to be completed on the current sprint. Shall be created or updated every sprint. Discussion: This has been clarified with and understood by the vendor.
CCS-212	Miscellaneous Requirement	The Bank must be provided with the following or its equivalent document: - Sprint Backlog	Mandatory	
60. Please elaborate CCS-213				A prototype represents a mock-up of the graphical user interface of the application to test a concept or process. The prototype will be presented to the users for initial evaluation and revised according to the user's feedback and recommendation. Applicable to customized screen designs Discussion: Prototype of screens will be provided by the vendor. This has been clarified with and understood by the vendor.
CCS-213	Miscellaneous Requirement	- Prototype	Recommended	
61. Please elaborate CCS-216; is there a format on this? who will provide the certification?				Any equivalent document or the team can provide sample template Discussion: This is equivalent to System Integration Testing (SIT) Certificate.
CCS-216	Miscellaneous Requirement	- Unit and Integration Testing Certificate	Mandatory	

This has been clarified with and understood by the vendor.