



LANDBANK

SERVING
THE NATION

**SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-GIBAC-ITB-GS-20231116-01**

PROJECT : **ATM Cash Loading and First Level Maintenance Services**
IMPLEMENTOR : **HOBAC Secretariat Unit**
DATE : **January 4, 2023**

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

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Schedule of Prices – For Goods Offered from Within the Philippines and For Goods Offered from Abroad (Form No. 2) and Checklist of Bidding Documents (Item No. 2 of Financial Component) have been revised. Please see attached specific sections of the Bidding Documents.
- 3) Responses to bidder's queries/clarifications per Annexes F-1 to F-11.


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

#	File Name	Page	LBP Requirement	Brinks Clarification	LBP Reply
1	TOR	4 of 41	2. ATM Cash Replenishment c. Resolved all complaints related to supervisory transactions at the ATM and vault end;	Please specify what is covered by supervisory transactions in order to clearly establish the scope.	Transactions that requires further coordination with LANDBANK (e.g. Locked User ID, Damage/Lost Supervisors' Card, Damaged Cassettes, immediate cash loading as requested by the Bank, etc.)
2	TOR	4 of 41	5. Provisions of MIS reports on ATM c. MIS generation as per Bank requirement in accordance to the required format of the Bank	We suggest to agree to the type/format of reports at the onset. Other reports which may be required in the future must be mutually agreed.	The required MIS Reports are the following: a. Daily Cash Summary Report (Exhibit 1) b. Cash Retrieval Proof sheet (Exhibit 2) Generation and the format of MIS reports other than the above shall be mutually agreed between LANDBANK and the TPSP.
3	TOR	5 of 41	V. Quantity	Is 475 estate guaranteed? Does the bank commit to a steady roll-out using success based format for the additional ATMs?	Only the 250 minimum ATMs are guaranteed to be turned-over. The Bank has sole discretion in the turn-over of the additional 225 ATMs. Once the Bank decide to pursue the turn-over, the VII. Expansion Parameters shall apply.
4	TOR	6 of 41	Competency Maintenance support for ATM cassettes with no extra cost to the Bank	We agree to the 3-year lifespan of the cassette. However, the basis for establishing the lifespan of the cassette should be the remaining lifespan upon handover and not the delivery/handover date.	For new cassettes, 3 years is the minimum lifespan. For used cassettes, remaining lifespan upon turn-over will prevail. The remaining lifespan shall be computed as:

Annex F-1

					Remaining Lifespan = 3 years - no. of years in use. LANDBANK will compute and provide the remaining lifespan of the cassettes.
5	TOR	6 of 41	2. System - With system to monitor SLA compliance - With real time SLA report generation - With tool for cash reload forecasting	Does the Bank require a single monitoring system that covers these 3 items? What is the requirement for real time SLA report generation? One click away to generate the individual machines performance or overall performance?	The monitoring tool could be single or separate The monitoring system shall at least generate the individual ATM performance
6	TOR	10 of 41	2. Service Level Agreements Considered Invalid Cash Replenishment and shall not be billed against the Bank: Partial cash loading due to cassette fault/defective cassette	Is the implementation regardless of the cash utilization? Say partial loading from 4.2M to 4.0M (100 denom pulled out) but the retrieval is less than 1.7M, is it should be considered as a valid replenishment.	This is regardless of the retrieval. For a cash loading to be valid, there should be no racked-out cassette.
7	TOR	12 of 41	IX. Liquidated Damages/Penalties SLA d. ATM remains out of cash status after "no cash status" was reported by the bank.	Does this cover out of cash due to cassette fault? If yes, we suggest a 24 hours response. We will require an advance information for faulty cassettes to help avoid out of cash due to cassette faults.	Yes. Out of cash due to cassette fault means multiple racked-out cassettes which should be monitored by the TPSP to avoid the out of cash status. Thus, the existing response time will apply.
8	TOR	15 of 41	XII. Cost of Excess Services	Kindly provide an example how this shall be computed, for clarity.	Please refer to the Item 1 of Detailed Service Requirements or Annex B of the TOR
9	TOR	21 of 41	3. Provide the Bank with access to TPSP's ATM monitoring system/tool via web service or	Is the access being required by the Bank just a viewing access? On the integration with the ATM	The TPSP's monitoring system shall only pertain to the monitoring of the TPSP's activities such as

			portal and the same shall be equipped to allow integration with monitoring system of ATM vendors.	vendor's monitoring system, how will the Bank envisioned the integration? Should the said monitoring system be in place on date of bid submission? Since subcontracting is not allowed, bidder should have both the monitoring capacity and the CIT capacity?	cash load forecasting, SLA monitoring for the ATM and not the internal activities of the ATM. The access of the Bank shall be for viewing purposes only. The monitoring system should be in place upon submission of bid. The integration of the monitoring tool refers only to its ability to accept data through email, load and process the data automatically and create the necessary ticket for the ATM. Note: The Bank may opt not to implement the system
10	TOR	21 of 41	7. The TPSP shall take adequate insurance policy (including static terrorism)	Is the static terrorism insurance a mandatory requirement? Or can be removed since terrorism is part of the force majeure in the insurance policy.	It should be categorically stated in the insurance policy that static terrorism is included.
11	TOR	22 of 41	10. The TPSP will not be provided of any "shortage allowance" or "unresolve shortage provision" by the Bank	Can the Bank consider retaining the current or existing provision in the contract related to the shortage allowance?	We will not change the provision. No shortage allowance will be provided to the TPSP
12	TOR	22 of 41	11. The TPSP under full camera, should process the cash transferred to its facilities. Should there be any shortage and/or counterfeit currency noticed subsequently, the same shall be reported to the Bank within 24 hours.	What is the coverage of the 24 hours? Is it the collection from the Bank cash center or arrival to TPSP's cash center? With the new requirement to process the cash and report any discrepancy within 24 hours, we will be	24 hours starts upon the collection of the cash from the Bank. A cash buffer of one day will be given to the TPSP.

				needing a cash buffer equivalent to a one day cash requirement.	
13	TOR	23 of 41	12. B. Delivery of Journal paper logs/electronic Journal (EJ) to the designated bank branch or office as needed	Is it a mandatory requirement moving forward? Please consider that this requirement will require additional resources/vehicle stop, which in turn additional cost.	As needed only. This is part of the existing contract with the TPSP
14	Technical Eligibility Documents	62 of 66	Item #3 - Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).	What is the cut-off date? Do we differentiate ongoing contracts with and without NDA?	The cut-off date should be 30 November 2023. There is no need to differentiate ongoing contract whether with or without NDA.
15	Technical Eligibility Documents	63 of 66	Item #7 - Duly signed valid Joint Venture Agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid	Is there a template? If we use our own template, what provisions? For JV partner's AFS, 2 years only (2021 and 2022) acceptable?	No standard template for JVA Per TOR, bidder is required to submit Audited FS for the last three (3) years (2020, 2021 and 2022) (Item 30 of Checklist of the Bidding Documents) Note: Each partner of the joint venture shall submit their respective PhilGEPs Certificates of Registration in accordance with Section 8.5.2 of IRR of RA 9184

			security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.		
16	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #3 - Certificate of Satisfactory Performance in providing both ATM Cash Loading and First Level Maintenance services to at least one (1) local universal bank belonging to top five (5) in terms of number of ATMs being managed (other than LANDBANK).	What should be the date? We already got said certificates and submitted it for another government bid - can we use those, or should we ask for a new one dated December 2023 onwards?	The certificate for the Satisfactory Performance should be dated December 2023 onwards
17	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #8 - Policy insurance covering the risk in the entire ATM servicing operation.	Specific to Landbank or across all operations?	Specific to LANDBANK
18	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #10 - Any document indicating the licensed software products to use in operation or any proof if owned.	Kindly confirm if self-certification is acceptable?	Confirmed

ANNEX F-5

19	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #11 - Process of monitoring/Name of system to monitor Service Level Agreement (SLA) compliance	Kindly confirm if self-certification is acceptable that the TPSP has a system to monitor the SLA, and there is no need to detail the step by step process to monitor the SLA.	Confirmed
20	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #12 - Detailed process for real time SLA report generation	Kindly confirm if self-certification is acceptable that the TPSP has a detailed process for real-time SLA report generation, and there is no need to detail the step by step process for real time SLA report generation	Confirmed
21	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #13 - System and detailed process for trip planning and monitoring	Kindly confirm if self-certification is acceptable that the TPSP has a system and detailed process for trip planning and monitoring, and there is no need to detail the step by step process for the trip planning and monitoring.	Confirmed
22	Other Documents to Support Compliance with Technical Specifications		Item #14 - Name and process of the tool for cash reload forecasting	Kindly confirm if self-certification is acceptable that the TPSP has a system (name) and process for the tool for cash reload forecasting, and there is no need to detail the step by step process.	Confirmed
23	Other Documents to Support Compliance with Technical Specifications		Item #15 - System and detailed process in monitoring ATM keys	Kindly confirm if self-certification is acceptable that the TPSP has system and detailed process in monitoring ATM keys, and there is no need to detail the step by step process.	Confirmed

24	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #18 - Detailed process in monitoring and tracking the armored fleet	Kindly confirm if self-certification is acceptable that the TPSP has a detailed process for monitoring and tracking the armored fleet, and there is no need to detail the step by step process.	Confirmed
25	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #19 - Detailed process of control and override fleet access operation/fleet movement	Kindly confirm if self-certification is acceptable that the TPSP has detailed process of control and override fleet access operation/fleet movement, and there is no need to detail the step by step process.	Confirmed
26	Other Documents to Support Compliance with Technical Specifications	64 of 66	Item #20 - Detailed process of observing fleet operation	Kindly confirm if self-certification is acceptable that the TPSP has detailed process of observing fleet operation, and there is no need to detail the step by step process.	Confirmed
27	Other Documents to Support Compliance with Technical Specifications	65 of 66	Item #28 - Accreditation/Certificate, if available, showing that the bidder is engaged in the business for at least three (3) years as of date of opening of bid	Kindly confirm what document is being requested. Is the Security Exchange Commission (SEC) or General Information Sheet (GIS) acceptable?	SEC
28	Other Documents to Support Compliance with Technical Specifications	65 of 66	Item #31 - Performance Assessment Report with passed status if with existing contract with the LANDBANK.	Can we already reach out to our counterparts for them to accomplish report?	LANDBANK to provide

ANNEX F-7

29	Other Documents to Support Compliance with Technical Specifications	65 of 66	Item #34 - Certificate of compliance with industry standards (e.g. ISO/PCIDSS)	Is this mandatory?	Any certificate of compliance with industry standards related to the line of business
30	Financial Component	66 of 66	Dully filled out Schedule of Prices signed by the bidder's authorized representative (sample form - Form No. 2)	Clarify pricing matrix form 2. Column 6 and 7 be left blank? Column 5 will be all-in cost, column 7 for VAT? Clarify excess service, in excess of bucket?	Column 6 & 8 can be left blank or indicate N/A Column 5 should indicate the unit price Column 7 should indicate the unit cost inclusive of taxes

#	Queries	Response
1	What is LBP's target date for the awarding and commencement of contract?	The Bank is looking at February 2024. However, based on the TOR the contract may only commence upon the issuance of the Notice to Proceed.
2	Will the turnover of ATMs be in batches/per cluster? What would be the approximate volume per batch/cluster?	Yes, turn-over could be in batches. Maximum will depend on the TPSP capability but minimum should be 30 ATMs per day.
3	Does the Approved Budget for the Contract (ABC) cover excess servicing – (Schedule of Requirements pg. 39/66)	Yes
4	Will the TPSP be allowed to install agents to the ATMs?	No. The LANDBANK ATM monitoring team shall provide the necessary data for the TPSPs forecasting
5	On FLM, what is the specific cut-off time in receiving servicing tickets from LBP? Please clarify if it is 9PM or 10PM, and if FLM service starts 3AM the following day as mentioned in the Pre-bid Conference. What is the window hours in receiving servicing tickets? Do you have a required service window for FLM service or it is up to the CIT?	Depending on the access time of the ATM, the TPSP can service the ATM as early as 3AM and as late as 10PM. However, for the sake of ATM availability rate and penalty computation, the official time to respond to a ticket shall only be 6am to 8pm. LANDBANK may issue a ticket anytime. If the ticket is issued between 8pm and 6am of the following

ANNEX F-8

		<p>LANDBANK may issue a ticket anytime. If the ticket is issued after 10pm, the TPSP's response time will start at 6am or depending on the access time of the ATM the following day.</p> <p>If the servicing of the ATM goes beyond 10pm, the TPSP may continue the servicing at 6am the following day provided that the allotted response time is not fully consumed. However, if the response time is consumed before 10pm and the ATM did not go online until the following day, the corresponding penalty shall be applied between 10pm and 6am.</p>
6	<p>Are the LBP cassettes to be turned over to the TPSP brand new units? Please clarify the process on assessment of cassettes.</p>	<p>No. There used cassettes to be turned-over to the TPSP. The remaining lifespan shall prevail and shall be computed as: Remaining lifespan = (3 years) – (no. of years in use)</p> <p>Note: LANDBANK will compute and provide the remaining lifespan of the cassettes.</p>
7	<p>What are the items covered by the consumables? Who provides the paper rolls?</p>	<p>For item 2 of detailed service requirements: Consumables pertaining to TPSPs own operation and not of the ATM. Paper rolls/ATM receipt shall be provided by the Bank.</p>
8	<p>Which service, FLM or SLM, does defective card reader/clear card fall under? TOR pg. 4/4.1 says it is under FLM, while in pg. 10/4.1 it's under SLM)</p>	<p>For Card reader under FLM- Basic troubleshooting (e.g. restart) For card reader under SLM – Repair or replacement</p>
9	<p>On Penalty, what does no reading mean?</p>	<p>Clear card is FLM as indicated in page 4. There is no clear card mentioned in page 10. There is no provision of terminal reading (printed receipt) at the time of cash replenishment</p>

ANNEX F-9

<p>Non-compliance is subject to fines and penalties including cessation of armored vehicle operations.</p> <p>➤ Will the License to Operate (LTO) of ATP1 issued by the PNP-SOSIA be sufficient to satisfy the requirement?</p>	
---	--

Annex F-11

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Please credit payment to:

Account Name: _____

Account Number: _____

LBP Branch: _____

Please credit payment to:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Account Name: _____

Account Number: _____

LBP Branch: _____

Checklist of Bidding Documents
for Procurement of Goods and Services

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

Eligibility and Technical Components (PDF File)

- The Eligibility and Technical Component shall contain documents sequentially arranged as follows:
 - Eligibility Documents – Class “A”

Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages).

Technical Eligibility Documents

2. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar to the contract to be bid within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).

Financial Eligibility Documents

5. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation

- Eligibility Documents – Class "B"
 7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
 8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
 9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder, if applicable.
 - Technical Documents
 10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
 12. Section VII – Specifications with response on compliance and signature of bidder's authorized representative.
 13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).
- Note: During the opening of the first bid envelopes (Eligibility and Technical Components) only the above documents will be checked by the BAC if they are all present using a non-discretionary "pass/fail" criterion to determine each bidder's compliance with the documents required to be submitted for eligibility and the technical requirements.*
- Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Components)]
 1. List of local offices and cash processing facilities with corresponding addresses at least in Metro Manila and Cebu
 2. List of client local banks (at least [1] local bank belonging to top 10 in terms of number of ATMs] with corresponding number of ATMs being managed.

3. Certificate of Satisfactory Performance in providing both ATM Cash Loading and First Level Maintenance services to at least one (1) local universal bank belonging to top five (5) in terms of number of ATMs being managed (other than LANDBANK).
4. Self-Certification from the Third-Party Service Provider indicating that the service is available 24/7, Monday to Sunday including holidays rendered in the allowable access time of the ATM.
5. Certification stating that the 50% of ATM field technician has at least six (6) months of experience.
6. Certification that the cassettes shall be maintained for three (3) years with no cost to the Bank.
7. Certification that the service provider has the ability to support ATM servicing in Metro Manila and Metro Cebu from 2024 to 2027.
8. Policy insurance covering the risk in the entire ATM servicing operation.
9. List of hotline numbers or call center numbers operational 24/7 to provide support in ATM Cash Servicing.
10. Any document indicating the licensed software products to use in operation or any proof if owned.
11. Process of monitoring/Name of system to monitor Service Level Agreement (SLA) compliance.
12. Detailed process for real time SLA report generation.
13. System and detailed process for trip planning and monitoring.
14. Name and process of the tool for cash reload forecasting.
15. System and detailed process in monitoring ATM keys.
16. Coverage of the emergency response team.
17. Self-Certification for the usage of fully armored vehicle fleet with G2 level.
18. Detailed process in monitoring and tracking the armored fleet.
19. Detailed process of control and override fleet access operation/fleet movement.
20. Detailed process of observing fleet operation.
21. Self-Certification report that the vault is equipped with the following:
 - 21.1 Closed Circuit Television
 - 21.2 Intrusion Detection
 - 21.3 Motion Sensor
 - 21.4 Cash Segregation System
 - 21.5 Remote and Dual Authentication System

22. Omnibus Sworn Statement executed by the bidder or its duly authorized representative indicating the following:
 - 22.1 Has NO derogatory record, record of conviction or pending legal case in proper court.
 - 22.2 Has NO adverse credit finding or no history of past-due loans with any lending institutions.
 - 22.3 No adverse feedback on the company, owners, BOD and key officers.
 - 22.4 Consent for the conduct of information verification by the Bank.
 23. Copy of company profile
 24. Latest General Information Sheet
 25. Mayor's/Business Permit Registration
 26. Certificate from SEC/DTI/CDA
 27. Articles of Incorporation and By-laws, including Amendments
 28. Accreditation/Certificate, if available, showing that the bidder is engaged in the business for at least three (3) years as of date of opening of bid.
 29. List of technical staff indicating their retention period of at least three (3) years.
 30. BIR Filed/Audited Financial Statements for the last three (3) years.
 31. Performance Assessment Report with passed status if with existing contract with the LANDBANK.
 32. Any document/report/certification on the availability of contingency measures/ Business Continuity Plans and Procedures.
 33. Confidentiality Agreement
 34. Certificate of compliance with industry standards, e.g. ISO/PCIDSS certification.
- o Post-Qualification Documents/Requirements – [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.6).

5. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding (sample form – Form No. 7).

Financial Component (PDF File)

- The Financial Component shall contain the documents sequentially arranged as follows:
 1. Duly filled out Bid Form signed by the bidder's authorized representative (sample form - Form No.1).
 2. Duly filled out Revised Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2).

Note: 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.