

**SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-ICTBAC- ITB-GS-20250313-01**

PROJECT: Supply and Delivery of Automated Teller Machine inclusive of One (1) Year Warranty, Terminal Integration Certification, Four (4) years Maintenance Support Services and Spare Parts

DATE: 21 April 2025

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. Bidding Documents (page 1), Section II. Instructions to Bidder (page 14), Section VII. Technical Specification (pages 42-43), Checklist of the Bidding Documents (pages 65-67) and Terms of Reference (Annex D-8 to D-33) have been revised. Copies of said revised portions of the Bidding Documents are herein attached.
2. Response to the bidders queries per attached Annexes I-1 to I-16.
3. The Bidder/s are reminded that the deadline of Bid Submission and Opening is on 02 May 2025 at 10:00 AM. **Late bids will not be accepted.**
4. The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.



SVP MARILOU L. VILAFRANCA
Chairperson, ICT-BAC

PHILIPPINE BIDDING DOCUMENTS

**Supply and Delivery of
Automated Teller Machine inclusive of
One (1) Year Warranty,
Terminal Integration Certification,
Four (4) Years Maintenance Support
Services and Spare Parts**



Land Bank of the Philippines
LANDBANK Plaza Building
1598 M.H. Del Pilar corner Dr. J. Quintos Streets
1004 Malate, Manila

5. Eligible Bidders

- 5.1. Only Bids of Bidders found to be legally, technically, and financially capable will be evaluated.
- 5.2. Foreign bidders may be eligible to participate when citizens, corporations, or associations of a country, included in the list issued by the GPPB, the laws or regulations of which grant reciprocal rights or privileges to citizens, corporations, or associations of the Philippines.
- 5.3. Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No.9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be equivalent to at least fifty percent (50%) of the ABC.
- 5.4. The Bidders shall comply with the eligibility criteria under Section 23.4.1 of the 2016 IRR of RA No. 9184.

6. Origin of Goods

There is no restriction on the origin of goods other than those prohibited by a decision of the UN Security Council taken under Chapter VII of the Charter of the UN, subject to Domestic Preference requirements under **ITB** Clause 18.

7. Subcontracts

The Bidder may subcontract portions of the Project to the extent allowed by the Procuring Entity as stated herein, but in no case more than twenty percent (20%) of the Project.

Technical Specifications

<p>Specifications</p>	<p>Statement of Compliance</p> <p>Bidders must signify their compliance to the Technical Specifications/Terms of Reference by stating below either “Comply” or “Not Comply”</p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.</p>
<p>Supply and Delivery of Automated Teller Machine inclusive of One (1) Year Warranty, Terminal Integration Certification, Four (4) Year Maintenance Support Services and Spare Parts</p> <ol style="list-style-type: none"> 1. Minimum technical specifications and other requirements per attached Technical Requirements and Terms of Reference (Revised Annexes D-1 to D-33). 2. The documentary requirements indicated in Technical Requirements and Terms of Reference (Revised Annexes D-1 to D-2 and D-28 D-29) shall be submitted in support of the compliance of the Bid to the technical specifications and other requirements. <p>Non-submission of the above documents may result in the post-disqualification of the bidder.</p>	<p>Please state here either “Comply” or “Not Comply”</p>

The lowest calculated bidder shall deliver one (1) unit of Thru-the-Wall ATM and one (1) unit Lobby Type ATM at LANDBANK Head Office within seven (7) working days upon receipt of the notice from ATM and Card Operations Management Department for post-qualification evaluation.	
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Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

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

○ **Eligibility Documents – Class “B”**

7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.

○ **Technical Documents**

10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
12. **Revised Section VII – Specifications with response on compliance and signature of bidder's authorized representative.**
13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

Note: During the opening of the first bid envelopes (Eligibility and Technical Component), 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 Component)]**
- 14. Technical Specifications and Terms of Reference duly accomplished and signed in all pages by the authorized representative of the bidder.
- 15. **Manufacturer's authorization or any equivalent document confirming that the bidder is authorized to provide the product/brand being offered and consumables supplied by the manufacturer, including any warranty obligations and after sales support as may be required (sample form – Form No. 9).**
- 16. Brochures/pictures and dimension/weight of the actual Automated Teller Machine (ATM) Model.
- 17. **For previous and current suppliers:**
Certificate of Satisfactory Performance for the past twelve months(reckoned from the date of issuance of certificate) issued by the Head, LANDBANK ACOMD
- 18. **For new suppliers:**
Certificate of Satisfactory Performance from at least two (2) existing local bank clients belonging to the top ten (10) banks in terms of assets, for the same project being bidded with at least fifty percent (50%) of this procurement and shall be operational for at least two (2) years.
- 19. Valid and current Certificate from Payment Card Industry Payment Application Data Security Standards (PCI-PA-DSS).
- 20. Valid and current Certificate of compliance with the latest level 1 & 2 from EMVCO.
- 21. List of qualified, competent, and highly trained ATM service engineers employed with the bidder, with corresponding Certificate of Employment, Resume/Curriculum vitae and Certificate of Comprehensive trainings attended on ATM services.
- **Post-Qualification Documents/Requirements – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:**
- 22. 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.
- 23. Latest Income Tax Return filed manually or through EFPS.

24. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
25. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).
26. 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 documents sequentially arranged as follows:***

1. Duly filled out Bid Form signed by the Bidder's authorized representative (sample form - Form No.1).
2. Duly filled out Schedule of Prices signed by the Bidder's authorized representative (sample form - Form No.2).
3. Duly filled-out Bill of Quantities Forms signed by the Bidder's authorized representative (Annex E).

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.

RESPONSES TO **BIDDER'S** QUERIES AND/OR SUGGESTIONS

DATE	April 15, 2025
PROJECT IDENTIFICATION NO.	ITB-GS-20250313-01
PROJECT NAME	Supply and Delivery of Automated Teller Machine inclusive of One (1) Year Warranty, Terminal Integration Certification, Four (4) years Maintenance Support Services and Spare Parts
PROPONENT UNIT/TECHNICAL WORKING GROUP (TWG)	ATM and Card Operations Management Department (ACOMD)

PORTION OF THE BIDDING DOCUMENTS	TOR ITEM NO.	BIDDERS QUERIES/CLARIFICATIONS/ REQUESTS	LANDBANK's RESPONSE
	A.2	It states: "All keylocks should be Abloy Lock with unique keys (Replacement should be requested to ATM Vendor)". Our question is, is the Abloy brand mandatory, or can we provide an equivalent UL47-compliant lock?	No, you cannot provide an equivalent compliant lock. We require Abloy lock.
	P.4	It says: "Downloadable to CD/DVD-R and CD/DVD-RW." Will this be required in the machine? Because we were informed in previous meetings that for the DNCs, our machines are no longer equipped with CD/DVD drives.	This provision was already deleted in the TOR.
	Annex D-18, C.1.5	It says: "Support Remote Host Downloading of Master Keys (Hardware and Software Ready)." We would just like to clarify whether this refers to RKL (Remote Key Loading) or normal key handling?	Yes, this refers to readiness of Remote Key Loading (RKL).
	Annex D-19, C.3.8	Synchronized time between electronic journal file and transaction receipt." Our understanding is that this is handled by the IST-Switch. Is this correct?	Yes, this is handled by the IST-Switch.

	C.4.3	<p>“Shall support display of text/information from the host and ATM monitoring tool.” Our understanding is that this will follow the standard download from the switch as well. Is this correct?</p>	Yes, we have issued an updated provision in the TOR (item C.4.3).
	F.2.1	<p>“The service provider shall provide ATM Monitoring Solution (AMS) at no additional cost to the bank. Delivery of the AMS shall be upon the start of UAT including its license:</p> <ul style="list-style-type: none"> • Able to view and download electronic journal (EJ) (Format of EJ must be loadable to LARS) • Able to view and download ATM images per date (cut-off date/current date)” <p>One of our comments is that for this to happen, LBP needs to upgrade its server capacity.</p>	LBP will upgrade its server capacity, if needed.
	H.1.9:	<p>“Capable to log destination account numbers during fund transfer, bills payment, and prepaid reload.” Our comment is that the destination account data should come from the switch vendor. Vendor application will only log the details provided by the switch.</p>	We have issued an updated provision in the TOR (item H.1.9).
	K.11	<p>“The existing timeline for the issuance of the SIT certificate including charges shall apply.” We would like further clarification on this. Could you provide more details?</p>	The existing timeline for the issuance of the SIT Certificate shall be subject to the provisions of item X.1.
	A.3.15:	<p>“The vendor shall provide support during special activities of the bank (e.g., IT Drill, Vulnerability Testing, Audit-Related Instructions, etc.). The vendor shall also provide assessment, recommendation, and resolution for any noted vulnerabilities identified by LANDBANK which may affect or</p>	We have issued an updated provision in the TOR (item A.3.15 of Maintenance Services Coverage).

		<p>have direct/indirect impact on the ATM's software, build, or image." We'd like to clarify the coverage of these special activities.</p> <p>How often?</p>	
		Regarding pre-termination or termination of the contract, we are requesting at least 90 days written notice prior to the termination date.	To retain at 30 days. Prior the 30 days, a coordination will be made with the vendor prior the formal notification
	Other Requirements, Item No.9	<p>"The total quantity for TTW and LT ATMs can be changed provided the said change is within the contract price. The cost of the ATM shall also be based on the cost of the ATM type being requested. Delivery period for the said change is 240 days upon receipt of advice from ACOMD."</p> <p>From our end, from a documentation and compliance perspective, this may not be feasible. Upon receipt of a customer PO, we create a sales order via SAP. So, is the quantity exchangeable?</p>	This provision was already deleted in the TOR.
	Other Requirements, Item No. 11	<p>"The winning bidder shall be responsible to procure and facilitate the certification processes and related activities on terminal integration certification (TIC) with Bancnet's authorized TIC provider in coordination with LANDBANK-ACOMD."</p> <p>Our comment is that TIC and Bancnet certifications are engagements between the banks and the certifying body. Payments are also made directly by the banks. Vendors only assist with these regulatory certifications. DN can provide ES support during these activities, but payment and coordination should still be handled by LANDBANK and</p>	The Bank shall still perform the necessary debug processes and formal certification for the TIC, although the winning bidder shall coordinate with the authorized certifying body on behalf of the Bank in terms of application, procurement process and payment.

		the framework outlet.	
	Annex D-9, Security Camera P.4	Latest ATMs do not have CD/DVD drives. This comment applies to other items in the TOR referencing CD/DVD drives	This provision was already deleted in the TOR.
	Annex D-10, SIT/UAT Y.2	EMV TIC schedule is generally out of the vendor's control. Vendor shouldn't be penalized if TIC goes beyond the UAT schedule	The vendor shall not be penalized if the delay in the UAT schedule is not attributable to the vendor
	Annex D-10, QR Code	May we confirm if the document that we will use as reference to develop this is RBSD ACRF No. 2024-050?	Yes. This refers to ACRF 2024-050. As implemented in the production, QR code scanner is installed in the ATM.
	Annex D-9, Security Camera P.1 720 resolution	May we request to retain existing minimum resolution requirement of 320x240. 720 resolution takes larger space per snapshot which may be detrimental to remote retrieval	No, we will not retain the existing 320x240 resolution. The new 720P minimum resolution will resolve the complaints from branches on blurred images. In addition, our current leased line bandwidth is capable to retrieve the said image/s.
	Annex D-18, Message to/from Host C.1.5 Remote Key Loading	Are we expected to implement this on the initial SW build? Or is this listed only for readiness? Are we going to include the implementation & license cost in the bid PnL even if Bank isn't ready to implement?	<p>No, this will not be implemented in the initial SW build.</p> <p>This requirement pertains to the readiness in the RKL.</p> <p>The expectation from the winning bidder is to support the Bank should we implement within the contract period.</p>
	Annex D-20, Encryption D.1.3 MACing	Are we expected to implement this on the initial SW build? Or is this listed only for readiness?	No, this requirement is listed for the MAC readiness .

	Annex D-21, Electronic Journal H.1.1 capable to log number of bills retracted	ATMs do not have the capability to count the number of bills when it is retracted	We have issued an updated provision in the TOR (item H.1.1 of Software Components and Settings Features).
	Annex D-24, Maintenance Services A.3.15 Support on special activities	Request for support should be made in advance at least 5 working days in advance. PS can only support during office hours and only within Test environment premises. May we request to remove "ETC" so we can quantify the scope	We have issued an updated provision in the TOR (item A.3.15 of Maintenance Services Coverage).
	Annex D-28, Other Requirements4. Connectivity Testing	Cardless withdrawal covers only cash code. QR isn't covered yet since it's still for development	Cardless withdrawal is not mandatory during the connectivity testing. We have issued an updated provision in the TOR (item AB.9 of the Hardware Features).
	D-23 A3.3	Is this a requirement or just when requested? Where do we send the 3 images of the machine after PMI? Digit copies ok?	This requirement is upon request only via email. Photos can be provided by the vendor electronically via response to the e-mail request.
	D-23 A3.7	95% availability only on HW SLM and with coverage hours/access hours?	Yes, 95% availability on HW SLM. The servicing hours is from 8:00am to 8:00pm with confirmation from the servicing branch through ACOMD-ATM Monitoring Unit.
	D-24 A3.15	Please identify all 'Special Activities of the Bank', frequency and total per year? Request for support should be made in advance at least 5 working days in advance. PS can only support during office hours and only within Test environment premises. May we	We have issued an updated provision in the TOR (item A.3.15 of Maintenance Services Coverage).

		request to remove "ETC" so we can quantify the scope	
	D-24; B3 Service Level Commitments B1.2	Please add branch/site access hours to an exclusion.	The servicing hours is from 8:00am to 8:00pm.
	D-25; B4 Penalty clause B4.1	Needs to exclude access hours; 2500 OOS charge per visit - Shouldn't be per hour?	The P2,500.00 charge is per visit (not per hour).
	D-25; B5 Report B5.3	EOD reporting, Preferred time? Includes weekends?	The EOD reporting is until 5:00pm daily, including weekends and holidays.
	D-25 C3.3	What is LEAF/AGRI-HUB-Identified site? Where are these sites located?	This provision was already deleted in the TOR.
	D-26; E3. Requirement of payment E2.1	What is a scenario where we would have to provide photos? The request must be made prior to engineer visit	If the ATM was vandalized, affected by calamity, or with an incident of suspected fraud, and other related extraordinary incidents. Yes, an advance notification will be made.
	Others AFS	2024 AFS may not be ready in time for the submission. Can we submit 2023 AFS?	Yes, you can submit the 2023 AFS
	page 63 of 67 Bid Docs Form No. 9 Manufacturer's Authorization,	Do we authorize ourselves to sell as an OEM? Form No. 9 is not in Checklist.	Yes, you can authorize yourselves. The form will be included in the bidding documents
	Annex D-31-33 List of Out-of- Scope Services (OOSS)	Considering the effort that will be spent onsite due to OOSS, PHP2500 OOS charge shall be per hour (as per existing rate), not per visit. For scheduled servicing, where servicing is not able to commence due to permit issue, bank staff not available, prolong wait time, we request that this be included in OOSS list.	The P2,500.00 is acceptable per LBP assessment Updated the Annex B
	Annex D-28 No. 11 TIC Test Cards	Kindly confirm that test cards will be provided by LBP. 11. The Winning bidder shall be responsible to procure and facilitate the	The TIC test cards and TIC test tool kit shall be procured by the winning bidder.

		certification processes and related activities on Terminal Integration Certification (TIC) with Bancnet's authorized TIC provider in coordination with LANDBANK-ACOMD	
	Annex D-10 (TTW) & D-15 (Lobby), D-28 Test Units	<p>There are 2 instances where test units are required to be delivered:</p> <ol style="list-style-type: none"> 1. Within 7 working days upon receipt of notice for post-qual 2. Within 7 calendar days upon receipt of PO for UAT <p>Will these test units be part of 550 units order? If no, the machine will have to be pulled out after Post-Qual Connectivity Test and UAT, respectively. We request LBP to provision/order its own test units as bank asset.</p> <p>X.3 The winning bidder shall deliver one (1) test Unit for UAT to LBP-Head Office within seven calendar days.</p> <p>Y.3 The winning bidder shall deliver one (1) test unit for UAT to LBP-Head Office within seven (7) calendar days upon receipt of P.O</p> <p>TOR D28</p> <ol style="list-style-type: none"> 3. The Lowest Calculated Bidder shall deliver 1 unit of Thru the Wall ATM and 1 unit of Lobby type ATM at LBP-Head Office within 7 working days upon receipt of Notice from ACOMD for Post-Qualification Evaluation 4. The bidder shall secure a certification of connectivity from LANDBANK. Connectivity shall cover basic transaction (Balance Inquiry, Withdrawal (Card-Based and Cardless), Fund Transfer and PIN Change) 	<p>We have issued an updated provision in the TOR (item X.3 and Y.3 of the Hardware Features were already deleted and retain item No. 3 of the Other Requirements).</p> <p>No, the test unit will not form part of the 550 ATMs.</p>

PORTION OF THE BIDDING DOCUMENTS	TOR ITEM NO.	BIDDERS QUERIES/CLARIFICATIONS/ REQUESTS	LANDBANK's RESPONSE
		<p>1. Based on the Bid Docs, "The Supplier shall be paid within sixty (60) calendar days after submission of sales invoice or claim and complete documentary requirements."</p> <p>a. What is the remedy if supplier is not paid within 60 days? Can supplier claim for penalty for delayed payment considering there is also penalty to Supplier for delayed delivery (Y.3 PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1 % OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY.)?</p> <p>b. Please confirm complete list of documentary requirements for LBP to process payment as we observe that some other documents are requested extra along the way.</p> <p>c. What is the documentary requirement for T&M invoices as per observations, we have invoices not yet paid since 2023.</p>	<p>a. No, the supplier cannot claim penalty from LBP. However, LBP shall ensure payment within 60 calendar days provided all documentary requirements are complied with prior to payment and after resolution of issues arising from penalties, if any.</p> <p>b. All documentary requirements are already cited in the TOR (item Z of the Requirement for Payment in the Hardware Features and item E of the Maintenance Services Coverage). The "extra" being mentioned are normally the request for an updated tax clearance certificate or the performance security.</p> <p>c. The documentary requirements are already cited in E.2.1 of the ATM Maintenance Services Coverage.</p>

			<p>The 2023 invoices are not the subject of the current procurement. Nonetheless, we are coordinating with the concerned units to facilitate the payment for the unpaid invoices.</p>
		<p>2. What is the provision for Advance Payment as indicated in Page 30 of Bid Docs? Can we invoice certain % upon Purchase Order as security?</p>	<p>The advance payment is not applicable in this procurement. No, you cannot invoice certain % upon Purchase Order as security. Please refer to item Z of the Requirement for Payment in the Hardware Features and item E of the Maintenance Services Coverage for the payment milestone.</p>
		<p>3. There is no mention of warranty security in the Bid Docs (retention fee of 3% per progress invoice). Kindly confirm that this is no longer required in this bid.</p>	<p>We have issued an updated provision in the TOR (item no. 10 of Other Requirements) for the warranty security. This is based on Section 5, paragraph (m) of the IRR-R.A. 9184</p>
Annex D-10 page 8	Y.4	<p>AMOUNT OF P2,500.00 PER DAY FOR EVERY UNSUCCESSFUL ATM ACTIVATION/INSTALLATION ARISING DUE TO UNAVAILABLE/ DEFECTIVE HARDWARE/ PARTS/ SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN TWO (2) HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER. IF THE DELAYS ON THE ACTIVATION IS CAUSED BY THE BANK, THE VENDOR SHALL BE PAID BY THE BANK IN THE AMOUNT OF P2,500 PER INCIDENT.</p>	<p>Yes, the penalty amounting to P2,500.00 is the same for both vendor and LBP. A validation shall also be performed to prove the penalty claim.</p>

		Vendor & Bank penalty for failed activation must be the same and supported by a process for evaluating the reason for cause of delay and it should be proven that it is a negligence on the part of the vendor.	
Annex D10 page 88	Z.1	<p>IN THE EVENT THE ATM IS NOT YET ACTIVATED, THE BILLING WILL BE PROCESSED SUBJECT TO THE SUBMISSION OF SALES INVOICE AND DELIVERY RECEIPT BUT NET OF THE PS,000.00 INSTALLATION/ACTIVATION FEE</p> <p>After deduction of Php5,000, the bank should process the vendor's invoices and payment.</p>	Yes, payment for the machine net of the P5,000.00 activation fee will be processed as mentioned in the TOR (item Z.1 of the Hardware Features)
Annex D-11 page 89	AB.10	<p>SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL AS PART OF BID DOCUMENTS. THE OFFERED MODEL FOR THRU-THE-WALL TYPE SHOULD MATCH THE</p> <p>For all DN 100D Series there is no separate product brochure for Lobby & TTW types. Both have been combined under a single product brochure.</p> <p>That is how the DN Series product marketing content have been released.</p>	This requirement will still remain
Annex D-20 page 98	H.1.9	<p>CAPABLE TO LOG DESTINATION ACCOUNT NUMBERS DURING FUND TRANSFER, BILLS PAYMENT AND PREPAID RELOAD</p> <p>Destination Account should come from the Switch Vendor, DN application will only logged the details coming from the Switch</p>	We have issued an updated provision in the TOR (item H.1.9 of the Software Components and Settings Features).
Annex D-21 page 99	K.11	THE EXISTING TIMELINE FOR THE ISSUANCE OF SIT CERTIFICATE INCLUDING CHARGES SHALL APPLY	This is "Charges"

		For clarification. Typo - from "Charges" to "Changes" - LBP to confirm	The vendor is given 30 calendar days to complete the SIT per TOR. (If not completed, a penalty will be imposed for vendor-related delays. (Please refer to item X.1. of the Hardware Features of the TOR)
Annex D-10 page 88	Z.2	<p>THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 120 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN 120 CALENDAR DAYS UPON ADVICE FROM ACOMD WHICHEVER COMES LATER</p> <p>DN is requesting please for a 150 calendar days delivery lead time</p> <p>THE 2ND TO 7TH BATCHES SHALL BE READY FOR DELIVERY WITHIN 120 CALENDAR DAYS UPON ACOMD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR</p> <p>DN requests that Bank should receive the remaining machines per batch, 3 months after Availability Notice, the same will be billed and paid by the bank.</p> <p>UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY ACOMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR AN ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK</p> <p>Bank should provide the actual deployment plan for the whole PO quantity in order for the vendors to plan and manage internal costs.</p>	<p>The 120 days delivery period has already been established with the vendors. The only time we made an adjustment was during the pandemic considering the global challenges to manufacture and ship the units to the Philippines</p> <p>The six months period shall remain</p> <p>The Deployment Plan which includes the installation sites is already attached in the TOR.</p>

Annex D-9 page 87	V.1	<p>SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT AND CLEARANCE REQUIREMENTS</p> <p>DN new TTW ATM portfolio (can only accommodate a maximum of 200mm wall thickness.</p> <p>DN requests for a maximum of 200mm wall thickness for TTW ATMs.</p>	<p>We have issued an updated provision in the TOR (Annex D-30 for item V of the Hardware Features for the prescribed ATM height and clearance requirements).</p>
		<p>DN would like to clarify if the vendors MUST have a 100% headcount of its Field Engineers</p> <p>If the bank will allow the vendors to have a mix of inhouse and outsourced field engineers, DN would like to know how the bank intent to monitor if all the vendor's Field Engineers that services LBP machines are inhouse personnel?</p>	<p>As mentioned in the TOR (item C.2 of the Maintenance Services Coverage), the Service Engineer should be an employee of the Vendor and not outsourced from a Third-party Service Provider.</p> <p>We will require a notarized certification from the vendor on this requirement</p>
		<p>Payment of Invoices</p> <p>ATM Maintenance Payment is NET OF PENALTIES.</p> <p>DN requests that Landbank should not directly deduct the possible penalties on DN Invoices since these will still undergo a mitigation process and is subject for discussions and Reconciliation between the bank and the vendor.</p>	<p>The ATM Maintenance Payment is net of penalties. Applicable penalties that will be deducted to the maintenance payment will be subject for discussion and validation with the vendor. Any readjustment in the amount of payment arising from validation of the penalties shall be adjusted in the succeeding payments (item E.1.2 of the Maintenance Services Coverage).</p>
Annex D-27 page 105	Other Requirements item #10	BOLTING OF THE ATM (MAXIMUM OF 200 ATMS) TO THE FLOOR/GROUND SHALL BE FACILITATED UPON THE ADVISE	This requirement is applicable to all

		<p>OF ACOMD DURING REQUEST TO DELIVER THE UNIT.</p> <p>DN is okay for maximum of 50 units to be bolted as long as these terminals are located within Metro Manila.</p>	<p>installation of LT ATMs nationwide.</p>
Annex D-27 page 105	Other Requirements item #11	<p>THE WINNING BIDDER SHALL BE RESPONSIBLE TO PROCURE AND FACILITATE THE CERTIFICATION PROCESSES AND RELATED ACTIVITIES ON TERMINAL INTEGRATION CERTIFICATION (TIC) WITH BANCNET'S AUTHORIZED TIC PROVIDER IN COORDINATION WITH LANDBANK-ACOMD</p> <p>EMV Certification sets standards for the hardware, the software on the authorizing terminals, the connection between the authorizing switch and the software on the switch and for communication with the issuer's host. In addition to using the procedures defined in the specification, each payment network or company defines further specifications for its own products. Vendor (Diebold Nixdorf) will provide the certified hardware (Card Reader) and the software on the authorizing terminals (EMV Kernel), Level 1 and Level 2 certification respectively. However, regarding the connection between the authorizing switch and the software on the switch and for communication with the issuer's host, this would be the Bank's responsibility. DN does not have access to these systems and will not be involved in any development related to the switch.</p> <p>Will the bank perform the EMV testing (in UAT environment)? Then Vendor will provide support during testing.</p>	<p>The winning bidder shall coordinate with the authorized certifying body on behalf of the Bank in terms of the application for the debug process, formal certification, procurement documentation until payment. This is on top of the fix, patch and resolution within terminal level and required documents that the winning bidder shall provide for the Terminal Integration Certification such as certified hardware (card reader), software (EMV Kernel), Levels 1 and 2 certification.</p> <p>Yes, the Bank will still perform the EMV testing for the debug process and formal certification in the Bank's UAT environment, with the professional service support from the winning bidder.</p>

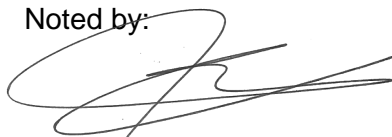
		<p>EMV testing schedule are pre-set with FIME. Will the bank provide the preferred schedule for testing and comply?</p> <p>If issues are encountered, during testing, on the authorizing switch and has caused delay or unable to comply with the original schedule, who will be liable to re-schedule with the authorized TIC provider, bank card scheme contacts and shoulder the cost to re-validate / re-test?</p> <p>However, should the bank require, Diebold Nixdorf may provide necessary support related to testing on its hardware and software to facilitate the certification</p>	<p>The debug process and formal certification (EMV testing) is applied and requested for schedule from the EMV authorized certifying body after the User Acceptance Testing on the hardware and software specifications as per Terms of Reference, and the usual ATM transactions cases/scripts</p> <p>As stated above, the winning bidder will coordinate with the EMV authorized certifying body in terms of application (re-application) and schedule (reschedule) of testing, if needed.</p>
BI page 9 #7		<p>Bid Opening</p> <p>DN requests for 3 weeks extension from May 2 submission specified in the bid document.</p>	<p>Per procurement rules, there shall be no extension for the submission of bid document.</p>

Consolidated by:



ARLENE R. ROXAS
PCMO, ACOMD

Noted by:




JOVEN PAOLO G. VISPERAS
Head, ACOMD

Response to Bidder's Query – Procurement of ATMs

ITB Page 8 item #3		Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA No. 5183		
ITB Clause page 21	5.3	In view of the determination by LANDBANK that the imposition of the provisions of Section 23.4.1 of IRR of RA 9184 will likely result to failure of bidding/monopoly that will defeat the purpose of public bidding, the Bidder should comply with the following requirements:		No. The 60% ownership requirement for Filipino bidders still stand and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA No. 5183.
		a. The Bidder must have completed a contract that is similar to this Project, the value of which, adjusted to current prices using the PSA's CPI, must be equivalent to at least fifty percent (50%) of the ABC of this Project.	As per clause 5.3 ITB, bidder understands that 60% ownership requirement is no longer required and any bidder who fulfills the eligibility criteria mentioned in clause 5.3 will be eligible to bid without having required to fulfill 60%	May we respectfully state that the citations in the clarification are mixed up. The clarification cited Item 5.3 of the ITB and connected it to Section 23.4.1 (Eligibility criteria for the procurement of Goods- RA 9184), and mixed up with some provisions of Section 23.4.1.3. However, Item 5.3 of ITB cites 23.4.1.3 only which pertains to the criteria for Single Largest Completed Contracts (SLCC). The 60% ownership requirement is independent of the requirement for the SLCC.
		OR		
		b. The Bidder must have completed at least two (2) contracts similar to this Project, the aggregate amount of which, adjusted to current prices using the PSA's CPI, must be equivalent to at least fifty percent (50%) of the ABC for this Project, and the largest of these similar contracts must be equivalent to at least twenty five percent (25%) of the ABC for this Project.		

Eligible Bidder page 14	5.2.a.III	Foreign bidders may be eligible to participate when any of the following circumstances exist:	ownership. Kindly confirm.	
		----When the Goods sought to be procured are not available from local suppliers; or		

Thank you.


AUXILLADOR AVITUS D. DOFELIZ
 Acting Head

Annex- I- IG

Land Bank of the Philippines
2025 ATM Minimum Specifications
Cash Dispenser – Thru-the-Wall Type

As of April 21, 2025

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
	A.2. ALL KEYLOCKS SHOULD BE ABLOY LOCK WITH UNIQUE KEYS (REPLACEMENT SHOULD BE REQUESTED TO ATM VENDOR)
	A.3. NO GAPS/OR OPENINGS FOR FORCE OPENING OR REAR CABINET, CONSUMER MONITOR AND FRONT MONITOR IF LOBBY TYPE
B. CABINET FEATURES	B.1. REAR ACCESS FOR FLM AND SLM
	B.2. LIGHTED FASCIA
	B.3. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.4. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
	C.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. WITH LOW CASH / OUT-OF-CASH SENSORS
	D.6. CAPABLE TO DISPENSE POLYMER NOTES ISSUED BY THE BSP
E. SHUTTER SENSOR	E.1. PUT THE MACHINE IN UNAVAILABLE MODE IF ABNORMALITY IS DETECTED. IF NO ABNORMALITY, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. ABLE TO SUPPORT CASSETTE COMBINATION WITH NO ADDITIONAL COST TO THE BANK: <ul style="list-style-type: none"> • 4.2M CASSETTE (ONE CASSETTE OF P1000, TWO CASSETTES OF P500 & ONE CASSETTE OF P100) • 5.2M CASSETTE (TWO CASSETTES OF P1000, ONE CASSETTE OF P500 & ONE CASSETTE OF P100) • 7.0M CASSETTE (THREE CASSETTES OF P1000 AND ONE CASSETTE OF P500) • ABLE TO HANDLE POLYMER AND NON-POLYMER NOTES
	F.4. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.5. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.6. CAN BE LOADED WITH MINIMUM 2500 BILLS PER CASSETTE (FOR ATM FIT AND NON-POLYMER/POLYMER NOTES)
	F.7. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM (ALL BRAND NEW).
G. DIVERT CASSETTE	
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM OF 4 CORES
	I.2. MINIMUM OF 4 THREADS
	I.3. MINIMUM PROCESSOR BASE FREQUENCY: 2.9 GHZ
	I.4. MINIMUM CACHE: 6 MB

J. MEMORY	J.1. MINIMUM OF 16 GIGABYTES FOR THE FIRST SLOT
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. STORAGE	L.1. MINIMUM 480 GIGABYTES SOLID STATE DRIVE; PARTITIONED INTO 100GB FOR OS 380 GB (FOR SSD) FOR DATA TO STORE AND RETAIN ATM EJ, LOGS AND IMAGES IN 90 DAYS
M. ELECTRONICS ENCLOSURE	M.1. SECURED COMPUTER COMPONENTS (METAL CASING)
N. OPERATOR INTERFACE	N.1. FULL REAR ACCESS WITH MAINTENANCE TOUCH SCREEN MONITOR, MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD)
	N.2. CAPABLE FOR INPUTTING ALPHANUMERIC USER ID AND PASSWORD.
O. RETAINED CARD BIN	O.1. RETAINED CARD CASSETTE (SECURED WITH BUILT-IN KEYLOCKING)
	O.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
P. SECURITY CAMERA	P.1. DIGITAL AND COLORED IMAGE MINIMUM OF 720P HD RESOLUTION
	P.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	P.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 TO 6 FEET IN HEIGHT) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	P.4. CAN BE DOWNLOADED ANYTIME
	P.5. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	P.6. PORTRAIT CAMERA CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED FOR CARDLESS WITHDRAWAL TRANSACTION - CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	P.7. CASH SLOT CAMERA / HAND TO CASH CAMERA CAPTURES AT LEAST FOUR (4) IMAGES FOR BOTH CARD-BASED AND CARDLESS, COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> FOR CARD-BASED WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE FOR CARDLESS WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE
	P.8. IMAGES ARE ARCHIVED FOR 90 DAYS IN THE MACHINE
	P.9. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	P.10. STORES IMAGES IN JPG FORMAT
	P.11. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	P.12. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
	P.13. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH's PC
Q. VAULT SECURITY	Q.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	Q.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	Q.3. MUST NOT DISPLAY NUMERIC COMBINATION
	Q.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
R. CARD READER	R.1. MOTORIZED CARD READER
	R.2. TRACK 1 & 2 - READ ONLY
	R.3. TRACK 3 - READ & WRITE
	R.4. MAGNETIC STRIPE FACING DOWNWARD
	R.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS (e. g., EMV KERNEL UPGRADE) WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT EMV CARDS.

	R.6.	ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK/HOST
	R.7.	ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	R.8.	AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	R.9.	PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	R.10.	CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
	R.11.	WITH ENHANCED CARD READER BEZEL INSTALLED
	R.12.	SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER
	R.13.	SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE
	R.14.	SHALL BE ABLE TO ACCEPT CARD WITHOUT MAGNETIC STRIPE AND WITH MAGNETIC STRIPE CHANGES IN HARDWARE AND SOFTWARE AT NO COST TO THE BANK
S. QUICK RESPONSE (QR) CODE SCANNER	S.1.	SHALL BE CAPABLE TO SCAN THE QR CODE GENERATED FROM THE LANDBANK MOBILE BANKING APPLICATION FOR THE ATM CARDLESS WITHDRAWAL
	S.2.	ABLE TO SCAN DIRECT FROM MOBILE DEVICE
	S.3.	ABLE TO SCAN QR FROM PRINTED PAPER (CLEARLY PRINTED)
	S.4.	ABLE TO SCAN QR CODE AND NOT DEPENDENT ON NON-ATM LIGHT SOURCE
T. POWER SUPPLY	T.1.	AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2.	FREQUENCY: 60 HERTZ
	T.3.	SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4.	THREE-PRONGED PLUG
U. RECEIPT [CONSUMER PRINTER]	U.1.	THERMAL PRINTER
	U.2.	SUPPORTS 25 CHARACTERS PER LINE
	U.3.	ABLE TO VIEW PRINT COUNTERS VIA MAINTENANCE MENU
	U.4.	SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT
V. ATM HEIGHT REQUIREMENT	V.1	SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT AND CLEARANCE REQUIREMENTS (FOR DISPENSER, KEYPAD AND MONITOR) (SEE ANNEX D-30), SUBJECT TO THE ACTUAL INSPECTION AND EVALUATION BY LBP-PMED
W. ACCESSORIES	W.1.	COMMUNICATIONS CABLE (350 PCS OF THREE-METER CAT-5 CABLE WITH RJ 45 ON BOTH ENDS FOR ALL NETWORK EQUIPMENT DATA CONNECTIONS) TO BE DELIVERED ALONG WITH THE MACHINE.
	W.2.	ATM STICKERS FOR THE FOLLOWING:
	a.	NETWORK LOGOS STICKER TO BE INSERTED IN THE LED PORTION OF THE ATM, IF APPLICABLE
	b.	PLEASE GET CASH HERE
	c.	HOTLINE NUMBERS
	d.	NON-CARDHOLDERS OF THIS BANK MAY BE CHARGED A FEE FOR A CERTAIN TRANSACTIONS
	e.	QR CODE SCANNER
	W.2.1	ATM STICKERS FOR THE FOLLOWING:
	DESCRIPTION	
	FILM	800MICRON GLOSSY WHITE POLYMERIC VINYL
	ADHESIVE	REMOVABLE, GREY ACRYLIC BASED
	BACKING PAPER	TWO-SIDED POLYETHYLENE COATED KRAFT PAPER, 140G//M ²
	CONVERSION	
	SUITABLE FOR WIDE FORMAT PRINTERS USING SOLVENT, ECO/MILD SOLVENT, UV CURABLE AND LATEX INKS	
X. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	X.1	THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED. ANY DELAY IN THE COMPLETION OF THE SIT SHALL BE SUBJECT TO LIQUIDATED DAMAGES IN AN AMOUNT EQUAL TO 1/10 OF 1% OF THE COST OF THE DELAYED OR UNPERFORMED PORTION SCHEDULED FOR DELIVERY FOR EVERY DAY OF DELAY UNTIL SUCH PORTION ARE FINALLY DELIVERED AND ACCEPTED BY THE PROCURING ENTITY.

Y. DELIVERY AND PAYMENT TERMS	X.2.	THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	X.3	THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
	Y.1.	ATMS SHALL BE DELIVERED AND INSTALLED, TO SITE OR MOTHER BRANCH
	Y.2.	DELIVERY OF ATMS IN THE VENDOR'S WAREHOUSE SHALL BE IN SEVEN (7) BATCHES, 50 UNITS EACH BATCH. <ul style="list-style-type: none"> THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 120 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN 120 CALENDAR DAYS UPON ADVICE FROM ACOMD WHICHEVER COMES LATER THE 2ND TO 7TH BATCHES SHALL BE READY FOR DELIVERY WITHIN 120 CALENDAR DAYS UPON ACOMD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY ACOMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR AN ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK. UPON RECEIPT OF NOTICE FROM ACOMD TO DELIVER TO THE BRANCHES, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE (5) BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE TWENTY (20) BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL, EXCEPT FOR THE FOLLOWING AREAS WHICH WILL REQUIRE TWENTY FIVE (25) BANKING DAYS: <ol style="list-style-type: none"> DINAGAT ISLANDS MISAMIS OCCIDENTAL ZAMBOANGA DEL NORTE (E.G., SINDANGAN) DAVAO DEL NORTE (E.G., TAGUM) CAMPOSTELA VALLEY PROVINCE (DAVAO DE ORO, MONTEVISTA, MAWAB, LAAK) AGUSAN DEL SUR SARANGANI PROVINCE CAMIGUIN BOHOL MISAMIS ORIENTAL CEBU COTABATO MAGUINDANAO ZAMBOANGA DEL SUR DAVAO DEL SUR NEGROS ORIENTAL NORTH COTABATO ANTIQUE NEGROS OCCIDENTAL BILIRAN ILOILO SURIGAO DEL NORTE SURIGAO DEL SUR BILIRAN
	Y.3.	ANY FAILURE OR NON-COMPLIANCE WITH THE DELIVERY PERIOD PROVIDED UNDER Y.2 SHALL BE SUBJECT TO LIQUIDATED DAMAGES AMOUNTING TO 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM/S FOR EACH DAY OF DELAY UNTIL FULLY DELIVERED.
	Y.4.	A PENALTY IN THE AMOUNT OF P2,500.00 PER INCIDENT FOR EVERY UNSUCCESSFUL ACTIVATION/OPERATIONALIZATION/ ARISING FROM ANY OR SEVERAL OF THE FOLLOWING: <ol style="list-style-type: none"> UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER) LATE ARRIVAL OF MORE THAN TWO (2) HOURS FROM THE SCHEDULED TIME/DATE NON-APPEARANCE OF SERVICE ENGINEER IF THE DELAYS IN THE ACTIVATION ARE ATTRIBUTABLE TO THE BANK, THE ATM VENDOR SHALL BE PAID IN THE AMOUNT OF P2,500 PER INCIDENT.

	Y.5. PAYMENT TERMS: UNIT COST NET OF P5,000.00 FOR THE INSTALLATION/ACTIVATION
Z. REQUIREMENT FOR PAYMENT	<p>Z.1. THE VENDOR SHALL BE PAID UPON SUBMISSION TO LANDBANK-ACOMD OF THE FOLLOWING:</p> <ol style="list-style-type: none"> 1. SALES INVOICE 2. DELIVERY RECEIPT 3. CERTIFICATE FOR THE CONDUCT OF TRAINING/SERVICE REPORT FOR ACTIVATED ATM. <p>IN THE EVENT THE ATM IS NOT YET ACTIVATED, THE BILLING WILL BE PROCESSED SUBJECT TO THE SUBMISSION OF SALES INVOICE AND DELIVERY RECEIPT BUT NET OF THE P5,000.00 INSTALLATION/ACTIVATION FEE</p>
	<p>Z.2. UPON REQUEST OF ACOMD, THE SERVICE PROVIDER SHALL SUBMIT TO ACOMD PICTURES OF THE ATM AND ATM SITE TAKEN DURING THE INITIAL ACTIVATION OF THE ATM, WITH DETAILS AS FOLLOWS:</p> <ol style="list-style-type: none"> 1. MACHINE SERIAL NUMBER 2. ATM RECEIPT GENERATED FROM THE CONCERNED ATM THAT INDICATES THE DATE, TERMINAL ID AND TERMINAL NAME 3. FRONT VIEW OF THE ATM SITE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES 4. BACK/SIDE IMAGE (SHALL CAPTURE THE WHOLE BODY)
	<p>Z.3. FOR THE PAYMENT OF THE WITHHELD ACTIVATION FEE, ACOMD SHALL ISSUE A CERTIFICATION THAT THE ATM IS ALREADY ACTIVATED. IN ADDITION, A CERTIFICATION ON THE CONDUCT OF TRAINING SHALL BE PROVIDED BY THE SERVICE PROVIDER OR SHALL SUBMIT A SERVICE REPORT INDICATING THAT THE TRAINING WAS CONDUCTED DURING THE INITIAL ACTIVATION OF THE ATM. THE SERVICE REPORT SHALL BE SIGNED BY THE SERVICE ENGINEER AND ATM IN-CHARGE/BRANCH REPRESENTATIVE.</p>
AA. BENCHMARK	AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	AA.1.1. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	AA.1.2. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)
AB. OTHERS	AB.1. CAPABLE TO RUN VIA TCP-IP
	AB.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	AB.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	AB.4. BUILT-IN SPEAKERS (8 WATTS)
	AB.5. ALL WEATHER ATM MODEL
	AB.6. USER'S MANUAL/GUIDE FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	AB.7. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	AB.8. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	AB.9. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST OF THE OFFERED BRAND MODEL UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL, FUND TRANSFER AND PIN CHANGE. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY ACOMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
	AB.10. SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL AS PART OF BID DOCUMENTS. THE OFFERED MODEL FOR THRU-THE-WALL TYPE SHOULD MATCH IN THE VENDOR'S BROCHURE OR OFFICIAL DOCUMENT FOR THRU-THE-WALL TYPE ATMS.

Land Bank of the Philippines
2025 ATM Minimum Specifications
Cash Dispenser - Lobby Type

As of April 21, 2025

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
	A.2. ALL KEYLOCKS SHOULD BE ABLOY LOCK WITH UNIQUE KEYS (REPLACEMENT SHOULD BE REQUESTED TO ATM VENDOR)
	A.3. NO GAPS/OR OPENINGS FOR FORCE OPENING OR REAR CABINET, CONSUMER MONITOR AND FRONT MONITOR IF LOBBY TYPE
B. CABINET FEATURES	B.1. FRONT ACCESS WITH UNIQUE KEY WHICH CAN ONLY BE DUPLICATED THRU THE PROVIDER
	B.2. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.3. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
	C.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. WITH LOW CASH / OUT-OF-CASH SENSORS
	D.6. CAPABLE TO DISPENSE POLYMER NOTES ISSUED BY THE BSP
E. SHUTTER SENSOR	E.1. PUT THE MACHINE IN UNAVAILABLE MODE IF ABNORMALITY IS DETECTED. IF NO ABNORMALITY, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. ABLE TO SUPPORT CASSETTE COMBINATION WITH NO ADDITIONAL COST TO THE BANK: <ul style="list-style-type: none"> • 4.2M CASSETTE (ONE CASSETTE OF P1000, TWO CASSETTES OF P500 & ONE CASSETTE OF P100) • 5.2M CASSETTE (TWO CASSETTES OF P1000, ONE CASSETTE OF P500 & ONE CASSETTE OF P100) • 7.0M CASSETTE (THREE CASSETTES OF P1000 AND ONE CASSETTE OF P500) • ABLE TO HANDLE POLYMER AND NON-POLYMER NOTES
	F.4. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.5. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.6. CAN BE LOADED WITH MINIMUM 2500 BILLS PER CASSETTE (FOR ATM FIT AND NON-POLYMER/POLYMER NOTES)
G. DIVERT CASSETTE	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM. (ALL BRAND NEW)
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM OF 4 CORES
	I.2. MINIMUM OF 4 THREADS
	I.3. MINIMUM PROCESSOR BASE FREQUENCY: 2.9 GHZ
	I.4. MINIMUM CACHE: 6 MB
J. MEMORY	J.1. MINIMUM OF 16 GIGABYTES FOR THE FIRST SLOT
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. STORAGE	L.1. MINIMUM 480 GIGABYTES SOLID STATE DRIVE; PARTITIONED INTO 100GB FOR OS AND 380 GB FOR DATA TO STORE AND RETAIN ATM EJ, LOGS AND IMAGES IN 180 DAYS

M. ELECTRONICS ENCLOSURE	M.1. SECURED COMPUTER COMPONENTS (METAL CASING)
N. OPERATOR INTERFACE	N.1. FRONT ACCESS WITH MAINTENANCE TOUCH SCREEN MONITOR, MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD)
	N.2. CAPABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD.
O. RETAINED CARD BIN	O.1. RETAINED CARD CASSETTE [SECURED WITH BUILT-IN KEYLOCKING]
	O.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
P. SECURITY CAMERA	P.1. DIGITAL AND COLORED IMAGE MINIMUM OF 720P HD RESOLUTION
	P.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	P.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 TO 6 FEET IN HEIGHT) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	P.4. CAN BE DOWNLOADED ANYTIME
	P.5. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	P.6. PORTRAIT CAMERA CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> • FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED • FOR CARDLESS WITHDRAWAL TRANSACTION CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED • FOR BALANCE INQUIRY, FUNDTRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	P.7. CASH SLOT CAMERA / HAND TO CASH CAMERA CAPTURES AT LEAST FOUR (4) CASH IMAGES FOR BOTH CARD-BASED AND CARDLESS, COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> • FOR CARD-BASED WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE • FOR CARDLESS WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE
	P.8. IMAGES ARE ARCHIVED FOR 90 DAYS IN THE MACHINE
	P.9. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	P.10. STORES IMAGES IN JPG FORMAT
	P.11. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	P.12. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
	P.13. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC
Q. VAULT SECURITY	Q.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	Q.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	Q.3. MUST NOT DISPLAY NUMERIC COMBINATION
	Q.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
R. CARD READER	R.1. MOTORIZED CARD READER
	R.2. TRACK 1 & 2 - READ ONLY
	R.3. TRACK 3 - READ & WRITE
	R.4. MAGNETIC STRIPE FACING DOWNWARD
	R.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS (e.g., EMV KERNEL UPGRADE) WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT EMV CARDS.
	R.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK/HOST
	R.7. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	R.8. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	R.9. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED

	R.10. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE											
	R.11. WITH ENHANCED CARD READER BEZEL INSTALLED											
	R.12. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER											
	R.13. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE											
	R.14. SHALL BE ABLE TO ACCEPT CARD WITHOUT MAGNETIC STRIPE AND WITH MAGNETIC STRIPE CHANGES IN HARDWARE AND SOFTWARE AT NO COST TO THE BANK											
S. QUICK RESPONSE (QR) CODE SCANNER	S.1 SHALL BE CAPABLE TO SCAN THE QR CODE GENERATED FROM THE LANDBANK MOBILE BANKING APPLICATION FOR THE ATM CARDLESS WITHDRAWAL											
	S.2. ABLE TO SCAN DIRECT FROM MOBILE DEVICE											
	S.3. ABLE TO SCAN QR FROM PRINTED PAPER (CLEARLY PRINTED)											
	S.4. ABLE TO SCAN QR CODE AND NOT DEPENDENT ON NON-ATM LIGHT SOURCE											
T. POWER SUPPLY	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)											
	T.2. FREQUENCY: 60 HERTZ											
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED											
	T.4. THREE-PRONGED PLUG											
U. RECEIPT [CONSUMER PRINTER]	U.1. THERMAL PRINTER											
	U.2. SUPPORTS 25 CHARACTERS PER LINE											
	U.3. ABLE TO VIEW PRINT COUNTERS VIA MAINTENANCE MENU											
	U.4. SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT											
V. ATM HEIGHT REQUIREMENT	V.1 SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT AND CLEARANCE REQUIREMENT (DISPENSER, KEYPAD AND MONITOR) (SEE ANNEX D-30), SUBJECT TO THE ACTUAL INSPECTION AND EVALUATION BY LBP-PMED											
W. ACCESSORIES	W.1. COMMUNICATIONS CABLE (200 PCS OF THREE-METER LONG CAT-5 CABLE WITH RJ 45 ON BOTH ENDS) TO BE DELIVERED ALONG WITH THE MACHINE											
	<p>W.2. ATM STICKERS FOR THE FOLLOWING:</p> <p>a. NETWORK LOGOS STICKER TO BE INSERTED IN THE LED PORTION OF THE ATM, IF APPLICABLE</p> <p>b. PLEASE GET CASH HERE</p> <p>c. HOTLINE NUMBERS</p> <p>d. NON-CARDHOLDERS OF THIS BANK MAY BE CHARGED A FEE FOR A CERTAIN TRANSACTIONS</p> <p>W.2.1 ATM STICKERS FOR THE FOLLOWING:</p> <table border="1"> <tr> <th colspan="2">DESCRIPTION</th></tr> <tr> <td>FILM</td><td>800MICRON GLOSSY WHITE POLYMERIC VINYL</td></tr> <tr> <td>ADHESIVE</td><td>REMOVABLE, GREY ACRYLIC BASED</td></tr> <tr> <td>BACKING PAPER</td><td>TWO SIDED POLYETHYLENE COATED KRAFT PAPER, 140G//M²</td></tr> <tr> <th colspan="2">CONVERSION</th></tr> <tr> <td colspan="2">SUITABLE FOR WIDE FORMAT PRINTERS USING SOLVENT, ECO/MILD SOLVENT, UV CURABLE AND LATEX INKS</td></tr> </table>	DESCRIPTION		FILM	800MICRON GLOSSY WHITE POLYMERIC VINYL	ADHESIVE	REMOVABLE, GREY ACRYLIC BASED	BACKING PAPER	TWO SIDED POLYETHYLENE COATED KRAFT PAPER, 140G//M ²	CONVERSION		SUITABLE FOR WIDE FORMAT PRINTERS USING SOLVENT, ECO/MILD SOLVENT, UV CURABLE AND LATEX INKS
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X. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	X.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED. ANY DELAY IN THE COMPLETION OF THE SIT SHALL BE SUBJECT TO LIQUIDATED DAMAGES IN AN AMOUNT EQUAL TO 1/10 OF 1% OF THE COST OF THE DELAYED OR UNPERFORMED PORTION SCHEDULED FOR DELIVERY FOR EVERY DAY OF DELAY UNTIL SUCH PORTION ARE FINALLY DELIVERED AND ACCEPTED BY THE PROCURING ENTITY.											
	X.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY											
	X.3 THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT											
Y. DELIVERY AND PAYMENT TERMS	Y.1. ATMS SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH											
	Y.2. DELIVERY OF ATMS IN THE VENDOR'S WAREHOUSE SHALL BE IN FOUR (4) BATCHES, 50 UNITS FOR EACH BATCH											

	<ul style="list-style-type: none"> • THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 120 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN 120 CALENDAR DAYS UPON ADVICE FROM ACOMD WHICHEVER COMES LATER • THE 2ND TO 4TH BATCH SHALL BE READY FOR DELIVERY WITHIN 120 CALENDAR DAYS UPON ACOMD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR • UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY ACOMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK. • UPON RECEIPT OF NOTICE FROM ACOMD TO DELIVER TO THE BRANCHES, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE (5) BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE TWENTY (20) BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL, EXCEPT TO THE FOLLOWING AREAS WHICH WILL REQUIRE TWENTY-FIVE (25) BANKING DAYS: <ul style="list-style-type: none"> 25. DINAGAT ISLANDS 26. MISAMIS OCCIDENTAL 27. ZAMBOANGA DEL NORTE (E.G., SINDANGAN) 28. DAVAO DEL NORTE (E.G., TAGUM) 29. CAMPOSTELA VALLEY PROVINCE (DAVAO DE ORO, MONTEVISTA, MAWAB, LAAK) 30. AGUSAN DEL SUR 31. SARANGANI PROVINCE 32. CAMIGUIN 33. BOHOL 34. MISAMIS ORIENTAL 35. CEBU 36. COTABATO 37. MAGUINDANAO 38. ZAMBOANGA DEL SUR 39. DAVAO DEL SUR 40. NEGROS ORIENTAL 41. NORTH COTABATO 42. ANTIQUE 43. NEGROS OCCIDENTAL 44. BILIRAN 45. ILOILO 46. SURIGAO DEL NORTE 47. SURIGAO DEL SUR 48. BILIRAN
	Y.3. ANY FAILURE OR NON-COMPLIANCE WITH THE DELIVERY PERIOD PROVIDED UNDER Y.2 SHALL BE SUBJECT TO LIQUIDATED DAMAGES AMOUNTING TO 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM/S FOR EACH DAY OF DELAY UNTIL FULLY DELIVERED.
	Y.4. A PENALTY IN THE AMOUNT OF P2,500.00 PER INCIDENT FOR EVERY UNSUCCESSFUL ACTIVATION/OPERATIONALIZATION/ ARISING FROM ANY OR SEVERAL OF THE FOLLOWING: <ul style="list-style-type: none"> a. UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER) b. LATE ARRIVAL OF MORE THAN TWO (2) HOURS FROM THE SCHEDULED TIME/DATE c. NON-APPEARANCE OF SERVICE ENGINEER <p>IF THE DELAYS IN THE ACTIVATION ARE ATTRIBUTABLE TO THE BANK, THE ATM VENDOR SHALL BE PAID IN THE AMOUNT OF P2,500 PER INCIDENT.</p>
	Y.5. PAYMENT TERMS: UNIT COST NET OF P5,000 FOR THE ACTIVATION/OPERATIONALIZATION
Z. REQUIREMENT FOR PAYMENT	Z.1. THE VENDOR SHALL BE PAID UPON SUBMISSION TO LANDBANK-ACOMD OF THE FOLLOWING: <ul style="list-style-type: none"> 1. SALES INVOICE 2. DELIVERY RECEIPT 3. CERTIFICATE FOR THE CONDUCT OF TRAINING/SERVICE REPORT FOR ACTIVATED ATM. <p>IN THE EVENT THE ATM IS NOT YET ACTIVATED, THE BILLING WILL BE PROCESSED SUBJECT TO THE SUBMISSION OF SALES INVOICE AND DELIVERY RECEIPT BUT NET OF THE P5,000.00 INSTALLATION/ACTIVATION FEE</p>
	Z.2. UPON REQUEST OF ACOMD, THE SERVICE PROVIDER SHALL SUBMIT TO ACOMD PICTURES OF THE ATM AND ATM SITE TAKEN DURING THE INITIAL ACTIVATION OF THE ATM, WITH DETAILS AS FOLLOWS:

	<ol style="list-style-type: none"> 1. MACHINE SERIAL NUMBER 2. ATM RECEIPT GENERATED FROM THE CONCERNED ATM THAT INDICATES THE DATE, TERMINAL ID AND TERMINAL NAME 3. FRONT VIEW OF THE ATM SITE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES 4. BACK/SIDE IMAGE (SHALL CAPTURE THE WHOLE BODY) <p>Z.3. FOR THE PAYMENT OF THE WITHHELD ACTIVATION FEE, ACOMD SHALL ISSUE A CERTIFICATION THAT THE ATM IS ALREADY ACTIVATED. IN ADDITION, A CERTIFICATION ON THE CONDUCT OF TRAINING SHALL BE PROVIDED BY THE SERVICE PROVIDER OR SHALL SUBMIT A SERVICE REPORT INDICATING THAT THE TRAINING WAS CONDUCTED DURING THE INITIAL ACTIVATION OF THE ATM. THE SERVICE REPORT SHALL BE SIGNED BY THE SERVICE ENGINEER AND ATM IN-CHARGE/BRANCH REPRESENTATIVE.</p>
AA. BENCHMARK	AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	AA.1.1 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	AA.1.2 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)
AB. OTHERS	AB.1. CAPABLE TO RUN VIA TCP-IP
	AB.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	AB.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	AB.4. BUILT-IN SPEAKERS (8 WATTS)
	AB.5. ALL WEATHER ATM MODEL
	AB.6. USER'S MANUAL/GUIDE FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	AB.7. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	AB.8. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	AB.9. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST OF THE OFFERED BRAND MODEL UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL, FUND TRANSFER AND PIN CHANGE. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY ACOMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
	AB.10. SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL AS PART OF BID DOCUMENTS. THE OFFERED MODEL FOR THRU-THE-WALL TYPE SHOULD MATCH IN THE VENDOR'S BROCHURE OR OFFICIAL DOCUMENT FOR THRU-THE-WALL TYPE ATMS.

2025 LANDBANK ATM Specifications	
SOFTWARE COMPONENTS AND SETTINGS FEATURES	SPECIFICATION DETAILS
	As of April 21, 2025
A. GENERAL REQUIREMENTS	
A.1. LICENSE/CERTIFICATE & INSTALLATION	A.1.1. ALL SOFTWARE MUST BE LICENSED AND PRELOADED {(e.g. OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, ATM PLATFORM, COMPENSATING CONTROL TOOLS, WHITELISTING, ANTI-SKIMMING SOLUTION AND COMPRESSION UTILITIES, TRANSPORT LAYER SECURITY (TLS) VERSION 1.2 OR HIGHER WHICHEVER IS COMPATIBLE WITH LBP'S TLS VERSION, END POINT PROTECTION AND ANTI-MALWARE (FIREWALL)}
	A.1.2. ALL APPLICABLE LICENSE/CERTIFICATE RENEWALS/UPGRADES (e.g. TERMINAL SOFTWARE, KERNEL, ATM PLATFORM CURRENTLY INSTALLED IN THE ATM) MUST BE COVERED BY THE VENDOR INCLUDING ITS INSTALLATION ON THE ATMS FOR FIVE (5) YEARS AFTER THE DATE OF INSTALLATION
	A.1.3. IN CASE THE NEW/UPGRADED SOFTWARE REQUIRES HARDWARE REPLACEMENT, SUCH REPLACEMENT SHALL BE PROVIDED BY THE VENDOR WITHOUT ADDITIONAL COST TO THE BANK FOR FIVE (5) YEARS AFTER THE DATE OF INSTALLATION.
	A.1.4. INSTALLATION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, COMPENSATING CONTROL TOOLS INCLUDING WHITELISTING, INTRUSION PROTECTION (IP), HARD DISK ENCRYPTION (HDE), ANTI-SKIMMING SOLUTIONS, COMPRESSION UTILITIES, TLS VERSION 1.2, INCLUDING RENEWAL OF TLS CERTIFICATE PRIOR TO EXPIRATION OR HIGHER END POINT PROTECTION/ANTI-MALWARE (FIREWALL).
	A.1.5 CAPABLE TO RUN IN DUAL/MULTI TLS CERTIFICATES. THE NEW CERTIFICATES CAN BE DEPLOYED VIA REMOTE APPLICATION, LOCAL PATCH AND GOLDEN IMAGE
	A.1.6. THE VENDOR SHALL PROVIDE AN ATM SECURITY DASHBOARD/CONSOLE TO MONITOR THAT ALL SECURITY REQUIREMENTS (e.g. WHITELISTING, IP AND HDE) ARE IN PLACE. THE SERVER SHALL BE PROVIDED BY THE BANK.
	A.1.7. THE VENDOR SHALL UPDATE LANDBANK AND SEEK APPROVAL ON ALL LATEST ATM SOFTWARE RELATED UPDATES.
B. SYSTEM SOFTWARE	
B.1. OPERATING SYSTEM	B.1.1. WINDOWS 10 OR ANY HIGHER VERSION. IN CASE OF END OF SUPPORT FROM SOFTWARE PROVIDER, UPGRADE OR CHANGE OF OPERATING SYSTEM AND ALL OTHER RELATED COMPONENTS INCLUDING ITS ROLL-OUT/IMPLEMENTATION SHALL BE FOR THE ACCOUNT OF THE VENDOR, SUBJECT TO LBP APPROVAL. THIS IS APPLICABLE FOR THE DURATION OF THE FIVE-YEAR CONTRACT
	B.1.2. TIME MUST BE AUTOMATICALLY SYNCHRONIZED WITH HOST TIME AND DATE
	B.1.3. PRELOADED INTEGRATED COMMUNICATIONS SOFTWARE APPLICABLE FOR TCP/IP
	B.1.4. PRELOADED WITH ETHERNET LAN CARD SOFTWARE DRIVERS
	B.1.5. THE ATM VENDOR SHALL TURNOVER TO THE BANK UPON REQUEST THE FINAL/UPDATED SOFTWARE BUILD/ SOFTWARE IMAGE/ GOLDEN IMAGE AT NO COST TO THE BANK
C. APPLICATION SOFTWARE	
C.1. MESSAGE TO / FROM HOST	C.1.1. SHALL BE PCI-PA-DSS CERTIFIED
	C.1.2. SHALL BE CAPABLE TO RUN USING DIEBOLD 912/ DDC MESSAGE FORMATS OR LATEST ATM PROTOCOL/MESSAGE FORMAT OF THE ATM SWITCH AT NO ADDITIONAL COST TO THE BANK (E.G. NDC, ISO8583, API, ETC.)
	C.1.3. SEND ATM MESSAGE TO HOST ON VAULT ACTIVITIES
	C.1.4. SEND ATM MESSAGE TO HOST ON HARDWARE RELATED ERRORS
	C.1.5. SUPPORT REMOTE HOST DOWNLOADING OF MASTER KEYS (HARDWARE AND SOFTWARE READY)
	C.1.6. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF ANTI-SKIMMING DEVICE/MODULE IN CASE OF MALFUNCTION
	C.1.7. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF CONSUMABLE SUPPLY COUNTERS TO HOST, (RETRIEVE/SET OPERATIONAL COMMAND MESSAGE)
	C.1.8. THE ATM APPLICATION SHOULD ALWAYS BE ACTIVE AND SHOULD AUTO CONNECT TO THE HOST AND ATM MONITORING SOLUTION (AMS) UNTIL ONLINE STATUS
C.2. LOCAL SETTINGS	C.2.1. CUSTOMIZATION IMAGE(CI) RETAINED AFTER POWER INTERRUPTION

	C.2.2. ALL SOFTWARE SETTINGS RETAINED AFTER POWER INTERRUPTION
C.3. DIGITAL IMAGE CAPTURE	C.3.1. PORTRAIT CAMERA CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS (CASH CODE/QR CODE), COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED FOR CARDLESS (CASH CODE/QR CODE) WITHDRAWAL TRANSACTION - CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	C.3.2. CASH SLOT CAMERA / HAND TO CASH CAMERA CAPTURES AT LEAST FOUR (4) CASH IMAGES FOR BOTH CARD-BASED AND CARDLESS (CASH CODE/QR CODE), COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> FOR CARD-BASED WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE FOR CARDLESS (CASH CODE/QR CODE) WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE
	C.3.2. CAPTURES IMAGES EVERY FIVE (5) MINUTES DURING IDLE PERIOD (NO TRANSACTION (FOR PORTRAIT CAMERA ONLY
	C.3.3. IMAGES ARE DATE AND TIME STAMPED AND CROSS REFERENCED WITH THE FOLLOWING DETAILS: DATE, TIME, TERMINAL ID, TERMINAL NAME, TRANSACTION TYPE, ACCOUNT TYPE, SEQUENCE NUMBER, TOTAL BALANCE, AVAILABLE BALANCE, AND ERROR
	C.3.4. STORES IMAGES IN JPG FORMAT
	C.3.5. IMAGES ARE ARCHIVED FOR 180 DAYS IN THE MACHINE. AUTO DELETION OF IMAGES BEYOND 180 DAYS
	C.3.6. DIGITAL AND COLORED IMAGE MINIMUM OF 720P HD RESOLUTION
	C.3.8. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	C.3.9. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE). SEPARATE FOLDER FOR TRANSACTIONAL AND IDLE PERIODS
	C.3.10. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING TOOL AND ELECTRONIC JOURNAL)
	C.3.11. REQUIRES SECURITY PASSWORD WHEN COPYING AND VIEWING PICTURES/IMAGES AT THE MACHINE
C.4. TERMINAL PROGRAMMING, SCREEN / ICON EDIT	C.4.1. SHALL SUPPORT THE FOLLOWING PICTURE FILE FORMATS:
	A. JPEG
	B. GIF
	C.4.2. SHALL BE ABLE TO CUSTOMIZE SCREENS VIA AUTOEXEC.BAT AND REMOTE UPDATE
	C.4.3. SHALL SUPPORT DISPLAY OF TEXT/INFORMATION FROM THE HOST
	C.4.4. SHALL SUPPORT THE FOLLOWING MULTI-MEDIA FILES:
	A. MP3 / MP4
	B. AVI
	C. MPEG
	C.4.5. UTILITY FOR ADDING / MAINTAINING ATM SCREENS
	C.4.6. ACTIVATE SECURITY OF BIOS

C.5. EMV REQUIREMENT	<p>C.5.1. THE ATM SHALL ACCEPT EMV CARDS. INSTALLATION, ACTIVATION AND ENABLING OF NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. INSTALLATION MAY COINCIDE WITH THE PREVENTIVE MAINTENANCE SCHEDULE.</p> <p>NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT</p>
D.1. ENCRYPTION	<p>D.1.1. SHALL SUPPORT DATA ENCRYPTION STANDARDS (DES) OR ADVANCED ENCRYPTION STANDARD (AES) – 256</p> <p>D.1.2. 3-DES ENCRYPTION OR ADVANCED ENCRYPTION STANDARD (AES) - 256 COMPLIANT (FOR BOTH HARDWARE AND SOFTWARE)</p> <p>D.1.3 SHALL SUPPORT MESSAGE AUTHENTICATION CODE (MAC) FUNCTIONALITIES</p> <p>D.1.4 DATA-AT-REST PROTECTION/DISK ENCRYPTION AND TRUSTED BOOT. THE SERVER SHALL BE PROVIDED BY THE BANK IN ACCORDANCE TO THE SPECIFICATIONS REQUIRED BY THE VENDOR</p>
E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	<p>E.1.1. SHALL CONFORM WITH BASELINE REQUIREMENT FOR ID / PASSWORD HANDLING:</p> <p>A. USER ID</p> <ol style="list-style-type: none"> 1) LBP ASSIGNED ID NUMBER OR AGREED ID CONVENTION/FORMAT FOR SPECIFIC SYSTEM 2) MINIMUM OF 4 AND MAXIMUM OF 16 ALPHANUMERIC (ALPHA, NUMERIC OR COMBINATION OF BOTH) CHARACTERS 3) NOT CASE SENSITIVE <p>B. PASSWORD</p> <ol style="list-style-type: none"> 1) MINIMUM OF 8 ALPHA AND NUMERIC CHARACTERS 2) MUST NOT CONTAIN THREE CONSECUTIVE CHARACTERS 3) CASE SENSITIVE 4) MASKED 5) ADMIN ID CAN ADD, DELETE AND MODIFY OTHER USER IDs 6) ALL USERS MAY CHANGE PASSWORD ANYTIME EXCEPT FOR LOCK OUT 7) SHALL AUTOMATICALLY EXPIRE AFTER NINETY (90) DAYS. THE ATM, THRU ITS MAINTENANCE MENU, SHALL INFORM THE USER AT LEAST 15 DAYS PRIOR TO PASSWORD EXPIRATION. IN THE EVENT THE PASSWORD WAS NOT CHANGED PRIOR TO EXPIRATION, THE MAINTENANCE MENU MAY ONLY BE ACCESSED BY CHANGING THE PASSWORD. 8) MINIMUM OF THREE PREVIOUS PASSWORDS USED 9) AUTOMATIC LOCK/SUSPEND/REVOKE ON MAXIMUM OF THREE UNSUCCESSFUL ATTEMPTS PER DAY AND REVERT THRU ADMIN 10) AUTOMATIC LOCK/LOG-OFF ON A MAXIMUM OF 15 MINUTES OF INACTIVITY 11) DEFAULT PASSWORD SHALL BE CHANGED ON INITIAL LOG-IN <p>C. USER ID AND PASSWORD DATABASE SHALL BE ENCRYPTED</p> <p>E.1.2. SHALL INCLUDE PER CASSETTE TOTALS AND TOTAL AMOUNT OF ALL CASSETTES INCLUDING DIVERT CASSETTES IN THE TERMINAL READING RECEIPTS</p> <p>E.1.3. CAPABLE TO VIEW TERMINAL READING RECEIPTS AT ANY GIVEN TIME IN THE MAINTENANCE MENU</p> <p>E.1.4. ALL MAINTENANCE ACTIVITIES SHALL BE LOGGED AT THE ELECTRONIC JOURNAL & HOST (LBP'S IDRARS)</p>
F.1. REMOTE ATM READING SYSTEM AND REMOTE RESTART CAPABILITY	<p>F.1.1. THE SERVICE PROVIDER SHALL PROVIDE REMOTE ATM READING SYSTEM WITH REMOTE RESTART FUNCTIONALITY. DELIVERY SHALL BE WITHIN SIX MONTHS AFTER START OF UAT OR SHALL PERFORM REMOTE READING AND REMOTE MAINTENANCE USING THE BANK'S ATM MONITORING TOOL AT NO ADDITIONAL COST TO THE BANK:</p> <ul style="list-style-type: none"> • ATM RESTART • VIEWING OF SCREEN (CONSUMER MONITOR AND MAINTENANCE MONITOR) • DAILY REMOTE EJ PULLING • DOWNLOAD AND UPLOAD FILE FUNCTION • REMOTE DEPLOYMENT OF PATCHES/FIXES <p>NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT</p>
F.2. ATM MONITORING SOLUTION	<p>F.2.1. THE SERVICE PROVIDER SHALL PROVIDE ATM MONITORING SOLUTION (AMS) AT NO ADDITIONAL COST TO THE BANK. DELIVERY OF THE AMS SHALL BE UPON THE START OF UAT INCLUDING ITS LICENSE:</p> <ul style="list-style-type: none"> • ABLE TO VIEW AND DOWNLOAD ELECTRONIC JOURNAL(EJ) (FORMAT OF EJ MUST BE LOADABLE TO LARS)

	<ul style="list-style-type: none"> • ABLE TO VIEW AND DOWNLOAD ATM IMAGES PER DATE (CUT OFF DATE/CURRENT DATE)
F.3. SOFTWARE DISTRIBUTION CAPABILITY	F.3.1. THE SERVICE PROVIDER SHALL PROVIDE A SOFTWARE DISTRIBUTION APPLICATION THAT WILL ALLOW USER TO REMOTELY DEPLOY AND RUN/EXECUTE APPLICATION SOFTWARE UPDATES/UPGRADES/PATCHES/HOT FIXES TO THE MACHINE
G.1. QR CODE SCAN CAPABILITY	<p>G.1. THE SERVICE PROVIDER SHALL PERFORM CUSTOMIZATION AND DEVELOPMENT TO ENABLE AND SUPPORT THE QR READING OF THE ATM</p> <p>G.2. THE SERVICE PROVIDER SHALL PERFORM DEVELOPMENT IN THE ATM FOR THE CHANGES RELATED TO THE CUSTOMIZED IMAGE FROM THE IST-ATM SWITCH</p> <p>G.3. THE SERVICE PROVIDER SHALL BE ABLE TO READ/SCAN ALL THE QR FORMATS THAT WILL BE USED BY THE BANK FOR QR CASH WITHDRAWAL</p> <p>G.4. THE QR SCANNER SHALL BE ABLE TO READ THE QR CODE UNDER POOR LIGHTING CONDITION</p>
H.1. ELECTRONIC JOURNAL	<p>H.1.1. CAPABLE TO LOG THE RETRACTED BILLS VIA EJ FOR CASH WITHDRAWAL (THE COUNT OF RETRACTED BILLS IS NOT MANDATORY).</p> <p>H.1.2. CAPABLE TO LOG THE ACCUMULATED NUMBER OF BILLS DISPENSED IN EVERY TRANSACTION</p> <p>H.1.3. SHALL COMPLY WITH THE BANK'S STANDARD RECONCILIATION SYSTEM FORMAT (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)</p> <p>H.1.4. REFER TO THE ATTACHED MINIMUM REQUIREMENTS (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)</p> <p>H.1.5. LOGGING AND BROWSE FACILITY WITH DATE ENCRYPTION/PROTECTION</p> <p>H.1.6. CAPABLE TO SEARCH DATE AND TIME FROM THE TRANSACTION LOGS AT THE ATM LEVEL</p> <p>H.1.7. UPLOAD FACILITY TO HOST VIA TCP-IP</p> <p>H.1.8 CAPABLE TO GENERATE EJ FILES LOADABLE TO LARS WHEN THE MACHINE IS POWERED-OFF. EJ FILE SHOULD BE GENERATED AS FILE FROM THE DATE OF POWER LOSS AND NOT MERGED WITH ANOTHER EJ FROM ANOTHER DATE. FILE SHOULD BE COMPLETED SAME AS BAU WITH TERMINAL READING AT THE END OF THE EJ FILE</p> <p>H.1.9 CAPABLE TO LOG CLIENT INPUTTED TRANSACTION DETAILS (E.G., ACCOUNT NUMBER, AMOUNT, CASH CODE, BILLS PAYMENT REFERENCE NUMBER)</p> <p>H.1.10 ABLE TO LOG IN EJ CARDLESS WITHDRAWAL WITH IDENTIFIER IF DONE VIA QR CODE OR CASH CODE OPTION IS SELECTED</p> <p>H.1.11 PERIODIC PRINTING OF TERMINAL READING TO ATM EJ - 6:00 AM, 09:00AM, 12:00PM, 06:00PM, 09:00PM AND 11:58PM</p> <p>H.1.12. THE EJ SHOULD CONFORM TO THE BANK'S LANDBANK ATM RECONCILIATION SYSTEM (LARS) AND EJ BROWSER AT NO COST TO THE BANK</p>
I.1. ATM/CDM EJ BROWSER	<p>I.1.1 THE WINNING BIDDER SHALL PROVIDE AN ELECTRONIC JOURNAL (EJ BROWSER WITH THE FOLLOWING FEATURES:</p> <p>I.1.1.1 CAPABLE TO PROCESS EXISTING ATM AND CDM MODELS (WITH ALL THE FEATURES AND FUNCTIONALITIES) OF THE WINNING BIDDER</p> <p>I.1.1.2 INSTALLER IS DOWNLOADABLE AND CAN BE SENT VIA EMAIL</p> <p>I.1.1.3 CAPABLE TO UPLOAD EITHER SINGLE OR MULTIPLE EJ FILES AT THE SAME TIME</p> <p>I.1.1.4 CAPABLE TO DECRYPT EJ AS PRESENT ATM TRANSACTION JOURNAL</p> <p>I.1.1.5 CAPABLE TO DISPLAY ATM COUNTERS AT THE END OF THE JOURNAL</p> <p>I.1.1.6 CAPABLE TO:</p> <ul style="list-style-type: none"> ➤ PASSWORD COUNTER FOR INCORRECT ATTEMPTS LIMITED TO 3 TIMES ➤ BROWSER MUST HAVE 2 SET OF GROUPS (1 ADMIN/MANAGER AND ATM INCHANGE/USER) ADMIN SHOULD HAVE ADD, RESET AND DELETE USER FUNCTION ➤ PASSWORD MUST CONTAIN CAPITAL LETTER/S, SYMBOL AND NUMBER CHARACTER COMBINATION ➤ BROWSER SHOULD BE ABLE TO DECRYPT EJ AS PRESENT ATM TRANSACTION JOURNAL ➤ BROWSER SHOULD BE ABLE TO DISPLAY ATM COUNTERS AT THE END OF THE JOURNAL ➤ BROWSER SHOULD BE ABLE TO FILTER AND PRODUCE A SUMMARY OF CARDLESS WITHDRAWAL OR DEPOSIT

<p>J. 1. COPY EJ AND COPY IMAGE APPLICATION</p>	<p>J.1. FOR COPYING OF EJ AND CO IMAGE</p> <ol style="list-style-type: none"> 1. ABLE TO COPY SINGLE FILES 2. ABLE TO COPY MORE THAN 1 FILES/DAYS 3. ABLE TO COPY CURRENT/PRESENT DATE 4. ABLE TO COPY ALL FILES (INCLUDING THE AS OF THE TIME OF COPYING) 5. ABLE TO VIEW FILES BACK TO LAST 180 FILES FOR EJ 6. ABLE TO GENERATE EJ FILES BEFORE OR AFTER POWER LOSS BAU/ENCRYPTED FORMAT AVAILABLE FOR COPY 7. IMAGES AND EJS GENERATED OUT OF NORMAL TIME GENERATION SHALL BE DATED ON THE SAME DATE OF POWER OUTAGE AND NOT MIXED WITH OTHER EJ DATES AVAILABLE FOR COPY <p>J.2 COPYING OF EJ AND ATM IMAGES SHALL BE PERFORMED THROUGH THE VENDOR'S ATM MONITORING SOLUTION</p>
<p>K. OTHERS</p>	<p>ATM SUPERVISOR FUNCTIONALITIES:</p> <ol style="list-style-type: none"> 1. NO DELAY IN PRINTING OF TERMINAL COUNTER, VERICATION KEYS, AND OTHER PRINTED ATM RECEIPT VIA MAINTENANCE ID/SUPERVISOR/ATM TELLER ACCESS 2. NO DELAY ON TRANSITIONING BACK TO WORKING SCREEN, AFTER PRINTING VIA MAINTENANCE MODE/SUPERVISOR ACCESS MODE 3. ALL MODULES SHOULD BE OUTRIGHT COMPATIBLE WITH ATM VENDOR SECURITY POLICIES. 4. ATM MODULES SHOULD NOT CAUSE INTERFERENCE WITH OTHER MODULES, E.G. PROBLEM IN QR CODE READER SHOULD HAVE NO SIDE DEFECT TO RECEIPT PRINTER, DISPENSER, CARD READER. 5. ATM MODULES WITH ERRORS MESSAGE SHOULD BE ALSO LOGGED IN ATM EJ. 6. ATM VENDOR SHOULD BE ABLE TO PROVIDE ERROR MAPPING FOR ATM SWITCH TO LOGGED HARDWARE ERROR E. G., QR CODE READER. 7. ATM CAMERA ERROR SHALL BE LOGGED IN EJ AND IST 8. ATM QR CODE ERROR SHALL BE LOGGED IN EJ AND IST 9. THE ATM BUILD/GOLDEN IMAGE SHALL BE UPDATED, FREE OF DEFECTS AND NO EXISTING THE SAME PRODUCTION ISSUE, DURING A HARDWARE AND SOFTWARE ENHANCEMENTS WITHIN THE PERIOD OF THE CONTRACT. 10. THE WINNING BIDDER SHALL ISSUE A SYSTEM INTEGRATION TESTING (SIT) CERTIFICATE AS A PROOF OF PRIOR TESTING FOR THESE HARDWARE AND SOFTWARE ENHANCEMENTS. 11. THE EXISTING TIMELINE FOR THE ISSUANCE OF SIT CERTIFICATE SHALL BE SUBJECT TO THE PROVISIONS OF ITEM X.1. 12. ATM SOFTWARE VERSION SHOULD BE VISIBLE ON THE MAINTENANCE MENU OR VIA THE OTHER MENU

LANDBANK OF THE PHILIPPINES

2025 ATM MAINTENANCE SERVICES COVERAGE

As of April 15, 2025

FEATURES	MINIMUM REQUIREMENTS
A. TERM AND SERVICES	
A.1. AGREEMENT TERM	A.1.1. ONE (1) YEAR WARRANTY ON SOFTWARE (OWNED AND THIRD PARTY), LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE FROM DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST.
	A.1.2. FOUR (4) YEARS SERVICE MAINTENANCE PACKAGE ON LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE.
A.2. TERMINATION	A.2.1. THE AGREEMENT MAY BE PRETERMINATED BY THE PROCURING ENTITY BEFORE THE EXPIRY DATE BY GIVING A WRITTEN NOTICE AT LEAST THIRTY (30) DAYS PRIOR TO THE TERMINATION DATE.
	A.2.2. THE AGREEMENT MAY BE TERMINATED WHEN:
	A.2.2.1 THE SUPPLIER COMMITS A SUBSTANTIAL BREACH OF ITS OBLIGATION AND SUCH BREACH IS NOT CORRECTED WITHIN THIRTY (30) DAYS FROM THE DATE OF THE RECEIPT OF WRITTEN NOTICE, DULY SERVED, REGARDING SUCH BREACH; AND
	A.2.2.2 THE SERVICE PROVIDER IS UNABLE TO COMPLY/MET THE SPECIFICATIONS IN ACCORDANCE TO THE REQUIREMENTS.
A.3. MAINTENANCE SERVICES	A.3.1. ON-SITE REPAIR AT THE EXISTING SITES OF INSTALLATION OF THE ATM LOCATED AT THE ADDRESSES PROVIDED BY LANDBANK.
	A.3.2. ALL REPLACEMENT PARTS MUST BE NEW (FOR CONSUMABLE), ORIGINAL AND AVAILABLE AT ALL TIMES.
	A.3.3. QUARTERLY PREVENTIVE MAINTENANCE (PM) SERVICE SHALL BE DONE ON THE ATMS ON THE FOLLOWING CONDITIONS: <ul style="list-style-type: none"> SHALL BE DONE AT THE START OF THE QUARTER FROM THE DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST. QUARTERLY PM SHALL INCLUDE UPDATING OF ANTI-MALWARE/END-POINT PROTECTION, IF APPLICABLE. UPON ADVISE OF ACOMD, PM SHALL ALSO INCLUDE TAKING OF AT LEAST 3 PICTURES OF THE ATM WITH THE FOLLOWING RECOMMENDED IMAGES: <ol style="list-style-type: none"> COLORED IMAGE MINIMUM OF THREE (3) MEGAPIXEL RESOLUTION THE FRONT VIEW SHALL BE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES THE BACK/SIDE IMAGE OF THE ATM SHALL CAPTURE THE WHOLE BODY (WITH OPEN AND CLOSED VAULT DOOR) SHALL INCLUDE DETAILS OF THE ATM (e.g. BRANCH, TERMINAL ID, TERMINAL NAME AND ATM BRAND/MODEL) PREVENTIVE MAINTENANCE (PM) SHALL BE PERFORMED AT AN INTERVAL NOT EXCEEDING THREE (3) MONTHS OR ON A QUARTERLY BASIS WHICHEVER IS APPLICABLE/ DOABLE TO THE BRANCH. IT IS RECOMMENDED THAT PM SCHEDULE SHALL BE SUBMITTED TO ACOMD ONE (1) MONTH PRIOR TO PM SCHEDULE.
	A.3.4. REMEDIAL MAINTENANCE AT THE REQUEST OF THE BANK BASED ON THE SPECIFIC NEEDS OF EACH MACHINE.
	A.3.5. FOR RECURRING ATM SOFTWARE/HARDWARE PROBLEMS OF THE SAME DEVICE (AT LEAST 4 TIMES WITHIN A MONTH), TOTAL OVERHAUL AND COMPLETE REPLACEMENT OF ATM PART(S) SHALL BE DONE ON THE ATM AT NO ADDITIONAL CHARGE.
	A.3.6. EVERY SIX (6) MONTHS RECKONED FROM THE DATE OF INSTALLATION/OPERATIONALIZATION OR AS THE NEED ARISES WHICHEVER COMES FIRST, THE VENDOR SHALL PERFORM THE FOLLOWING: <p>STAGE 1 - REPLACE ALL CONSUMABLE PARTS (E.G., TAKE-AWAY WHEEL, FEED SHAFT AND STRIPPER WHEEL)</p> <p>STAGE 2 - REPLACE THE PICKER MODULE</p> <p>STAGE 3 - REPLACE THE STACKER AND PRESENTER MODULES</p> <p>EXIT CRITERIA: NO DISPENSER-RELATED HARDWARE FAILURE IN THE NEXT 45 DAYS</p>
	A.3.7. MONTHLY ATM AVAILABILITY RATE OF ATM HARDWARE (DISPENSER, CARD READER, EJ, AND OTHER HARDWARE-RELATED) SHOULD NOT FALL BELOW 95%. MONTHLY DISPENSER DOWNTIME SHALL NOT EXCEED 3% OF TOTAL ATM DOWNTIME.
	A.3.8. FOR THE IMMEDIATE REPAIR OF THE MACHINE, THE SERVICE ENGINEER SHOULD BRING WITH HIM REPLACEMENT/SPARE PARTS OF FREQUENTLY MALFUNCTIONING COMPONENTS OF CARD READER, DISPENSER, ELECTRONIC JOURNAL, NETWORK CABLE AND RECEIPT PRINTER ON THE LOCATION OF THE ATM BEING SERVICED.

	THE SERVICE ENGINEER SHALL BE EQUIPPED WITH OTHER NECESSARY TOOLS/EQUIPMENT (E.G., LAPTOP FOR LAN CARD TROUBLESHOOTING) IN SERVICING THE ATM.																											
A.3. MAINTENANCE SERVICES	A.3.9. AN ATM THAT INCURRED THREE (3) CONSECUTIVE RETRIEVAL SHORTAGES REGARDLESS OF AMOUNT OR ANY SHORTAGE MORE THAN P2,500.00 SHALL BE PLACED UNDER CONTROL ENVIRONMENT PROCEDURE.																											
	A.3.10 FOR COMPLIANCE REQUIREMENTS TO ALL VISA, EMVCO, BANCNET, BSP ATM/CARD BASED RELATED COMPLIANCES, THE VENDOR MUST PROVIDE PATCHES RELATED TO THESE COMPLIANCES WITHIN THE DURATION OF THE PROJECT.																											
	A.3.11 THE ATM VENDOR SHALL CONDUCT COMPREHENSIVE TRAINING TO BRANCH PERSONNEL DURING ATM ACTIVATION. THESE ACTIVITIES INCLUDE BUT NOT LIMITED TO CHANGE OF VAULT COMBINATION, USER ENROLLMENT (ADD/DELETE), ATM MAINTENANCE PROCEDURES SUCH AS COPY PICTURE/EJ, HARDWARE MODULE DIAGNOSTIC TESTS, PROPER ATM RESET/SHUTDOWN, TERMINAL READING COUNTERS (VIEW/PRINT/CLEAR), SUPPLY REPLENISHMENT (THERMAL RECEIPT/CASH LOADING PROCEDURES).																											
	A.3.12. VENDOR'S PARTICIPATION TO TRAINING ON FIRST LEVEL MAINTENANCE (FLM) FOR ONE DAY TO ALL BRANCHES ON A PER REGION/AREA BASIS SHALL BE CONDUCTED, FREE OF CHARGE																											
	A.3.13 THE ATM VENDOR SHALL PERFORM HARDENING OR REMOVAL OF UNUSED SERVICES AND APPLICATIONS (E.G. WINDOWS AUTO-PLAY FACILITY, ETC.), IF APPLICABLE.																											
	A.3.14 FOR RESETTNG OF USER'S PASSWORD IN CASE OF EXPIRATION, THE VENDOR SHALL ASSIST THE BRANCH IN ORDER TO ACCESS THE MAINTENANCE MENU AT NO ADDITIONAL COST TO THE BANK. EACH TERMINAL IS ALLOWED FOR TWO (2) PASSWORD RESETTINGS IN A YEAR AT NO COST.																											
	A.3.15 THE VENDOR SHALL PROVIDE SUPPORT DURING SPECIAL ACTIVITIES OF THE BANK. THE VENDOR SHALL ALSO PROVIDE ASSESSMENT, RECOMMENDATION AND RESOLUTION FOR ANY NOTED VULNERABILITIES IDENTIFIED BY LANDBANK WHICH MAY AFFECT OR HAVE DIRECT/INDIRECT IMPACT ON THE ATMS' SOFTWARE, BUILD OR IMAGE.																											
	<table><tr><th>ACTIVITY</th><th>FREQUENCY IN A YEAR</th><th>NO. OF HOURS PER ACTIVITY</th><th>MAXIMUM NO. OF HOURS IN A YEAR</th></tr><tr><td>I.T. DRILL</td><td>4</td><td>4</td><td>16</td></tr><tr><td>VULNERABILITY ASSESSMENT PENETRATION TESTING</td><td>2</td><td>5</td><td>10</td></tr><tr><td>CONNECTIVITY TESTING WITH INTERNET SERVICE PROVIDER</td><td>4</td><td>2</td><td>8</td></tr><tr><td>AUDIT COMPLIANCE (INTERNAL)</td><td>4</td><td>2</td><td>8</td></tr><tr><td>COMPLIANCE TO EXTERNAL/REGULATORY BODIES (E.G., BSP)</td><td>4</td><td>2</td><td>8</td></tr></table>				ACTIVITY	FREQUENCY IN A YEAR	NO. OF HOURS PER ACTIVITY	MAXIMUM NO. OF HOURS IN A YEAR	I.T. DRILL	4	4	16	VULNERABILITY ASSESSMENT PENETRATION TESTING	2	5	10	CONNECTIVITY TESTING WITH INTERNET SERVICE PROVIDER	4	2	8	AUDIT COMPLIANCE (INTERNAL)	4	2	8	COMPLIANCE TO EXTERNAL/REGULATORY BODIES (E.G., BSP)	4	2	8
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NOTES: 1. REQUEST FOR SUPPORT SHALL BE MADE 3-5 WORKING DAYS PRIOR THE ACTIVITY 2. PREFERABLY DURING OFFICE HOURS BUT MAY EXTEND AS THE NEED ARISES 3. TEST ENVIRONMENT AND/OR PRODUCTION ENVIRONMENT, AS THE NEED ARISES																												
B. SERVICE LEVEL COMMITMENTS																												
B.1. COVERAGE	B.1.1. NATIONWIDE																											
	B.1.2. MONDAY TO SUNDAY INCLUDING HOLIDAYS; 12 HOURS A DAY (8:00AM - 8:00PM); WITH EXISTING 24/7 HELP DESK.																											
B.2. RESPONSE TIME. This refers to the period between the time that the service call was placed and the time at which the service engineer arrives at the ATM site or provides phone assistance.	B.2.1. WITHIN METRO MANILA, METRO CEBU, METRO DAVAO: WITHIN 2 HOURS																											
	B.2.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS OR BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE. RESPONSE TIME SHALL START FROM THE TIME OF NOTIFICATION FROM LBP UP TO THE NEXT 24 HOURS.																											
B.3. REPAIR TIME. This refers to the time the service engineer starts the repair works up to the completion of the restoration of the unit to its operational/ usable status.	B.3.1. WITHIN METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN UPON THE START OF THE REPAIR WORKS. REPAIR TIME SHALL START FROM THE TIME OF REPAIR WORKS UP TO THE NEXT 24 HOURS.																											
	B.3.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN UPON THE START OF THE REPAIR WORKS. REPAIR TIME SHALL START FROM THE TIME OF REPAIR WORKS UP TO THE NEXT 24 HOURS OR 48 HOURS IF THERE'S A PART REPLACEMENT																											

SITES WITH SPECIAL CONSIDERATION ON RESPONSE AND REPAIR TIME	<p>THE FOLLOWING AREAS WILL HAVE A 48 HOURS RESPONSE TIME AND 72 HOURS REPAIR TIME</p> <ol style="list-style-type: none"> 1. BILAO AND SAPIAN (CAPIZ) 2. PROVINCE OF SIKUJOR 3. PROVINCE OF ROMBLON 4. PROVINCE OF MARINDUQUE 5. ALABAT (QUEZON, PROVINCE) 6. PROVINCE OF CATANDUANES 7. TUAO (CAGAYAN) 8. MOUNTAIN PROVINCE 9. PROVINCE OF KALINGA 10. PROVINCE OF SULU 11. PROVINCE OF TAWI-TAWI 12. SIOCON (ZDN) 13. DINAGAT ISLANDS 14. SIARGAO ISLAND 15. CAMIGUIN ISLAND 16. PROVINCE OF BATANES
B.4. PENALTY CLAUSE	<p>B.4.1. NOT MEETING RESPONSE AND REPAIR TIME (INCLUDING REPLACEMENT OF PARTS) ON PER INCIDENT BASIS: PHP 100.00 PER HOUR OF DELAY OR A FRACTION THEREOF (12 HOURS/DAY). THE COMPUTATION OF DELAYS SHALL EXCLUDE LANDBANK-INITIATED DEFERMENT LIKE NON-AVAILABILITY OF BRANCH ATM-ASSIGNED PERSONNEL. IN ADDITION. OUT OF SCOPE SERVICES (PLEASE SEE ANNEX D-31) RENDERED BY THE ATM VENDOR CAN BE DEDUCTED TO THE IMPOSED PENALTIES SUBJECT TO SUBMISSION OF REPORT/SUPPORTING DOCUMENTS AND VALIDATION OF ACOMD. A P2,500.00 OUT OF SCOPE CHARGE PER VISIT CAN BE DEDUCTED TO PENALTIES</p>
	<p>B.4.2. NON-PERFORMANCE OF PREVENTIVE MAINTENANCE ON AN ATM: NON PAYMENT OF THE MONTHLY MAINTENANCE AGREEMENT COST (3 MONTHS) COVERING THE REFERENCE QUARTER.</p>
	<p>B.4.3. THE VENDOR SHALL BE LIABLE ON ANY LOSS INCURRED BY THE BANK DUE TO THE NEGLIGENCE/NON-PERFORMANCE OF REQUIREMENTS IN THIS TOR.</p>
B.5. REPORTING OF SERVICE ENGINEER AFTER SERVICING	<p>B.5.1. SERVICE REPORTS SHALL BE SUBMITTED TO THE CONCERNED BRANCH REGULARLY AND IMMEDIATELY AFTER ATM SERVICING. SERVICE REPORTS SHALL BE PROPERLY ACCOMPLISHED BY THE SERVICE ENGINEER AND DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL.</p>
	<p>B.5.2. THE SERVICE ENGINEER SHALL IMMEDIATELY REPORT TO THE BANK'S ATM MONITORING UNIT THE COMPLETION OF THE ATM SERVICING OR THE STATUS OF THE SERVICING, IF NOT YET COMPLETED, BEFORE LEAVING THE ATM SITE.</p>
	<p>B.5.3. SUBMISSION OF END OF DAY REPORT ON ALL PENDING AND COMPLETED SERVICES WITH UPDATES ON PARTS REPLACEMENT, RE-SCHEDULED SERVICES, ASSIGNED SERVICE ENGINEER, DETAILS OF SERVICING SUCH AS TIME STARTED AND FINISHED, DESCRIPTION OF WORK PERFORMED ETC.</p>
<p>B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING</p> <p>B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING</p>	<p>B.6.1. PROVIDE TECHNICAL SUPPORT/PROBLEM RESOLUTION FOR SOFTWARE RELATED PROBLEM MANAGEMENT REPORT (PMR) INCLUDING THIRD PARTY SOFTWARE INSTALLED IN THE MACHINE. TECHNICAL SUPPORT SHALL INCLUDE PROBLEM INVESTIGATION, DETERMINATION OF FIXES OR WORK-AROUND AND APPLICATION, SYSTEM TESTING AND IMPLEMENTATION SUPPORT FOR FIXES.</p>
	<p>B.6.2. INCIDENTS/PROBLEMS SHALL BE RESPONDED TO WITHIN 24 HRS FROM RECEIPT OF PMR.</p>
	<p>B.6.3. PROBLEM FIXES SHALL BE DELIVERED TO LBP WITHIN TWO (2) MONTHS FROM THE RECEIPT OF PMR.</p>
	<p>B.6.4. PROBLEM FIXES SHALL BE APPLIED WITHIN THREE (3) MONTHS FROM THE RECEIPT OF INSTRUCTION. A REPORT SHALL BE PROVIDED TO ACOMD ON THE MONTHLY STATUS OF DEPLOYMENT.</p>
	<p>B.6.5. FIXES FOR SOFTWARE RELATED INCIDENT THAT CAUSES DOWNTIME AND UNAVAILABILITY OF MACHINE SHALL BE DELIVERED WITHIN ONE (1) MONTH FROM RECEIPT OF PMR.</p>
C. SERVICE PERSONNEL	
C.1. SERVICE CALL PLACED THRU DISPATCH	<p>C.1.1. IMMEDIATE ASSIGNMENT OF SERVICE CALLS TO ATM SERVICE ENGINEERS.</p>
C.2.SKILLS OF SERVICE ENGINEERS	<p>C.2.1. QUALIFIED, COMPETENT & HIGHLY TRAINED ATM SERVICE ENGINEERS (Pls. provide list & resume)</p>
	<ul style="list-style-type: none"> • Graduate of Engineering, IT-related or two-year IT-related technical course
	<ul style="list-style-type: none"> • Underwent at least two months comprehensive training on ATM servicing with Certification
	<ul style="list-style-type: none"> • With at least six (6) months actual experience on ATM servicing
	<ul style="list-style-type: none"> • Familiar with all the preloaded software in the machine

	<ul style="list-style-type: none"> The Service Engineer should be an employee of the Vendor and not outsourced from a Third-party Service Provider
C.3. DEPLOYMENT OF SERVICE ENGINEERS	C.3.1. ON STAND-BY AT STRATEGIC LOCATION NATIONWIDE PROVIDED WITH CELLULAR PHONE/RADIO FOR IMMEDIATE RESPONSE AND CONTACT.
	C.3.2. NOD-MONITORING SHOULD BE PROVIDED QUARTERLY WITH THE LIST OF THE NAMES OF THE ATM SERVICE ENGINEERS AND THEIR CORRESPONDING AREAS OF ASSIGNMENT AND CONTACT NUMBERS.
	C.3.3. WITH AT LEAST ONE ENGINEER ASSIGNED PER EVERY FIFTEEN (15) LBP ATMs.
D. PRICE	
D.1. CONTRACT PRICE	D.1.1. CONTRACT PRICE SHALL COVER THE COSTS OF ALL DELIVERABLES AND SERVICES, INCLUDING ALL APPLICABLE TAXES, COSTS OF IMPORTATION, INSURANCE, TRANSPORTATION AND DELIVERY AT THE TIME AND LOCATIONS OF THE ATMs. NO ADDITIONAL INCIDENTAL CHARGES SUCH AS TRANSPORTATION, HOTELS, PER DIEM, BOARD AND LODGING, ETC. OF THE SERVICE ENGINEERS CAN BE CLAIMED BY THE SERVICE PROVIDER.
D.2. MAINTENANCE COST	D.2.1. THE MAINTENANCE PRICE IN THIS PROCUREMENT SHOULD BE AT LEAST 20% OF THE TOTAL CONTRACT PRICE.
E. PAYMENT	
E.1. PAYMENT OF MAINTENANCE INVOICES	E.1.1. FULL MAINTENANCE SERVICES PAYMENT ON TERMINAL WITH RENDERED PREVENTIVE MAINTENANCE SERVICE
	E.1.2. THE SERVICE PROVIDER SHALL BE PAID QUARTERLY AFTER THE END OF EVERY QUARTER BASED ON THE 4-YEAR ATM MAINTENANCE AGREEMENT COST AND NET OF PENALTIES AND UPON RECEIPT OF THE INVOICE AND COMPLETE PM REPORTS. ANY READJUSTMENT IN THE AMOUNT OF PAYMENT ARISING FROM VALIDATION OF THE PENALTIES SHALL BE ADJUSTED IN THE SUCCEEDING PAYMENTS
	E.1.3. CHARGES FOR A PARTIAL MONTH'S SERVICE WILL BE PRORATED BASED ON THE ACTUAL NUMBER OF DAYS IN A MONTH.
	E.1.4. PARTIAL PAYMENT EQUIVALENT TO 50% OF THE TOTAL HARDWARE MAINTENANCE COST SHALL BE MADE ON TERMINALS WITH NO PREVENTIVE MAINTENANCE SERVICE REPORTS BUT WITH MAINTENANCE SERVICES CONDUCTED BY THE VENDOR DURING THE PERIOD. SAID PAYMENT SHALL BE CONSIDERED PROVIDED THE DOWNTIME RELATED TO HARDWARE PROBLEM OF THE CONCERNED TERMINAL IS NOT MORE THAN 50% OF THE TOTAL DOWNTIME FOR THE COVERED PERIOD.
	E.1.5. THERE SHALL BE NO CONSECUTIVE NON-PERFORMANCE OF PM SERVICES. OTHERWISE, THE PARTIAL PAYMENT FOR THE SUCCEEDING QUARTER WILL BE FORFEITED.
	E.1.6. ACOMD-ATM MONITORING UNIT SHALL PROVIDE INFORMATION ON AVAILABILITY/DOWNTIME AS REFERENCE FOR THE PARTIAL PAYMENT, SUBJECT TO VALIDATION WITH THE WINNING BIDDER.
E.2. PAYMENT OF SPARE PARTS INVOICES	E.2.1. THE SPARE PARTS SHALL BE PAID UPON SUCCESSFUL INSTALLATION AT THE ATM PART WITHIN THE 5-YEAR CONTRACT PERIOD (RECKONED FROM THE ACTIVATION DATE OF THE CONCERNED ATM) AND UPON RECEIPT OF THE SALES INVOICE, AND DELIVERY AND ACKNOWLEDGEMENT RECEIPTS DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED PERSONNEL FOR THE ATM PART REPLACEMENT.
E.3. REQUIREMENT FOR PAYMENT	E.2.1. UPON REQUEST OF ACOMD, THE SERVICE PROVIDER SHALL SUBMIT TO ACOMD PICTURES OF THE ATM AND ATM SITE TAKEN DURING THE CONDUCT OF PM OR SLM, WITH DETAILS AS FOLLOWS: <ol style="list-style-type: none"> MACHINE SERIAL NUMBER ATM RECEIPT GENERATED FROM THE CONCERNED ATM THAT INDICATES THE DATE, TERMINAL ID AND TERMINAL NAME FRONT VIEW OF THE ATM SITE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES BACK/SIDE IMAGE (SHALL CAPTURE THE WHOLE BODY)
	E.2.2. THE SERVICE PROVIDER SHALL ATTACH IN THE INVOICES ORIGINAL COPIES OF THE ATM SERVICE REPORTS AND/OR PREVENTIVE MAINTENANCE REPORTS (DULY ACKNOWLEDGED/ SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL) OF SERVICES RENDERED WITHIN THE QUARTER.
	E.2.3. PAYMENT FOR PREVENTIVE MAINTENANCE SERVICES WILL NOT BE PROCESSED IF SERVICE REPORT IS NOT PROVIDED.
NOTE: ADDITIONAL DOCUMENTS MAY STILL BE REQUESTED, IF NECESSARY.	

F. OTHER TERMS AND CONDITIONS	
F.1. ATM MONITORING SOLUTION	<p>F.1.1. THE SERVICE PROVIDER SHALL ALSO PROVIDE ATM MONITORING SERVICES/SOLUTION WHICH WILL MONITOR, CORRELATE, IDENTIFY, AND FILTER ATM, ATM HOST AND NETWORK EVENTS. THE MONITORING SOLUTION SHALL INCLUDE SOFTWARE MAINTENANCE SUPPORT AND MINOR/MAJOR UPGRADES FOR THE DURATION OF THE 5-YEAR CONTRACT PERIOD AT NO ADDITIONAL COST TO THE BANK.</p> <p>F.1.2. IT SHALL ALSO PROVIDE ACCESS TO THE BRANCH FOR THEM TO PERFORM DOWNLOADING OF ATM FILES (E.G., EJ AND IMAGES). IMPLEMENTATION OF THE SAID ACCESS SHALL BE UPON ADVISE OF LBP-ACOMD.</p>
F.2. ATM REPORT	F.2.1 THE SERVICE PROVIDER SHALL PROVIDE ATM RELATED REPORTS SUCH AS AVAILABILITY REPORT AND INCIDENT ACTIVITY REPORT.
F.3. MAINTENANCE OF NON-FRICTION TYPE ELECTRONIC LOCK	F.3.1. THE BATTERY IN THE ELECTRONIC LOCK SHALL BE REPLACED EVERY OTHER QUARTER OR AS NEEDED WHICHEVER COMES FIRST TO BE DONE BY THE SERVICE ENGINEERS DURING PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT OF BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER.
F.4. MAINTENANCE OF THE COMPLEMENTARY METAL OXIDE SEMICONDUCTOR (CMOS) BATTERY OF THE CPU/MOTHER BOARD	F.4.1. THE CMOS BATTERY SHALL BE REPLACED YEARLY OR AS NEEDED WHICH WILL BE DONE BY THE SERVICE ENGINEERS DURING THE CONDUCT OF ATM SERVICING AND PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER.

LAND BANK OF THE PHILIPPINES

As of April 21, 2025

OTHER REQUIREMENTS

1. PARTICIPATION TO THE BANK'S CONDUCT OF FIRST LEVEL MAINTENANCE (FLM) TRAINING TO ALL BRANCHES. THE VENDOR SHALL INCLUDE PROVISION OF INSTRUCTIONAL KIT (VIDEO) COVERING FLM ACTIVITIES.
2. CERTIFICATE OF SATISFACTORY PERFORMANCE ISSUED BY LANDBANK-ACOMD OR CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN (10) BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS LOCAL BANKS SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS AND NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT.
3. THE LOWEST CALCULATED BIDDER SHALL DELIVER ONE (1) UNIT OF THRU THE WALL ATM AND ONE (1) UNIT OF LOBBY TYPE ATM AT LBP-HEAD OFFICE WITHIN 7 WORKING DAYS UPON RECEIPT OF NOTICE FROM ACOMD FOR POST-QUALIFICATION EVALUATION AND UAT.
4. THE BIDDER SHALL SECURE A CERTIFICATION OF CONNECTIVITY FROM LANDBANK. CONNECTIVITY SHALL COVER BASIC TRANSACTIONS (BALANCE INQUIRY, WITHDRAWAL, FUND TRANSFER AND PIN CHANGE).
5. SHALL SUBMIT THE FOLLOWING CERTIFICATIONS:
 - VALID AND CURRENT COMPLIANCE CERTIFICATE FROM PCI-PA-DSS
 - VALID AND CURRENT LATEST LEVEL 1 & 2 COMPLIANCE CERTIFICATE FROM EMV CO
6. THE BANK'S STANDARD CI DOWNLOAD SHALL BE PROVIDED TO THE WINNING VENDOR.
7. THE BANK SHALL APPROVE THE STANDARD ACKNOWLEDGEMENT FORM THAT WILL BE ISSUED BY THE VENDOR TO THE BANK'S RECIPIENT FOR SIGNATURE DURING THE DELIVERY OF ATM.
8. THE WINNING BIDDER SHALL ACCOMMODATE THE REQUIREMENT OF THE SUPPLIER OF ATM ACCESSORIES (e.g. WRAP-AROUND STICKER, TOPPER, ETC.), WHICH INCLUDES BUT NOT LIMITED TO THE FOLLOWING:
 - PROVISION OF WORK SPACE
 - TAKING OF PICTURES ON THE COMPLETED ATMS FOR REFERENCE PURPOSES
 - ASSISTANCE NEEDED IN ORDER TO PERFORM THE SUPPLY, DELIVERY AND INSTALLATION OF THE ABOVEMENTIONED ACCESSORIES AT THE ATM VENDOR'S WAREHOUSE
9. BOLTING OF THE ATM (MAXIMUM OF 200 ATMS) TO THE FLOOR/GROUND SHALL BE FACILITATED UPON THE ADVISE OF ACOMD DURING REQUEST TO DELIVER THE UNIT. **THIS REQUIREMENT IS APPLICABLE TO ALL INSTALLATION OF LT ATM NATIONWIDE**
10. THE WINNING BIDDER SHALL BE RESPONSIBLE TO PROCURE AND FACILITATE THE CERTIFICATION PROCESSES AND RELATED ACTIVITIES ON TERMINAL INTEGRATION CERTIFICATION (TIC) **INCLUDING PROVISION OF TIC TEST CARDS (TEST TOOL KIT)** WITH BANCNET'S AUTHORIZED TIC PROVIDER IN COORDINATION WITH LANDBANK-ACOMD
11. THE REQUIREMENTS IN THIS TOR SHALL BE PROVIDED WITH COST EQUIVALENT/ BREAKDOWN OF COST (e. g., MACHINE, HARDWARE MAINTENANCE, SOFTWARE MAINTENANCE, DELIVERY CHARGES, TERMINAL INTEGRATION CERTIFICATION, ETC.)
12. THE OBLIGATION FOR THE WARRANTY SHALL BE COVERED BY EITHER RETENTION MONEY IN AN AMOUNT EQUIVALENT TO THREE PERCENT (3%) OF EVERY PROGRESS PAYMENT, OR A SPECIAL BANK GUARANTEE EQUIVALENT TO THREE PERCENT (3%) OF THE TOTAL CONTRACT PRICE.

13. SHALL PROVIDE THE FOLLOWING CONSUMABLE PARTS INCLUDING DELIVERY, LABOR AND MOBILIZATION COSTS TO REMOVE/INSTALL NEW PARTS DURING THE FIVE-YEAR PERIOD* AT THE BID PRICE (UNIT COST) SUBMITTED:

NO.	ATM PART	QUANTITY
1	ELECTRONIC PIN PAD	10
2	CURRENCY CASSETTE	100
3	POWER SUPPLY	10
4	CARD READER (EMV)	10
5	RECEIPT PRINTER	10
6	CPU	10
7	MONITOR	10
8	DISPENSER MODULE (PICKER MODULE/ EXTRACTOR OR DISPENSER BOARD ONLY)	10
9	DIGITAL LOCK	10
10	FASCIA	10
11	SOLID STATE DRIVE	10
12	QR CODE SCANNER	10

* Reckoning of the 5-year period shall be from the date each ATM unit was activated

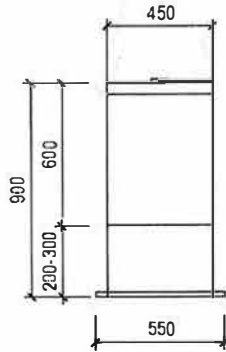
* Subject to actual consumption and submission of monthly inventory report

14. SHALL COMPLY THE FOLLOWING QUALIFICATIONS AND DOCUMENTARY REQUIREMENTS

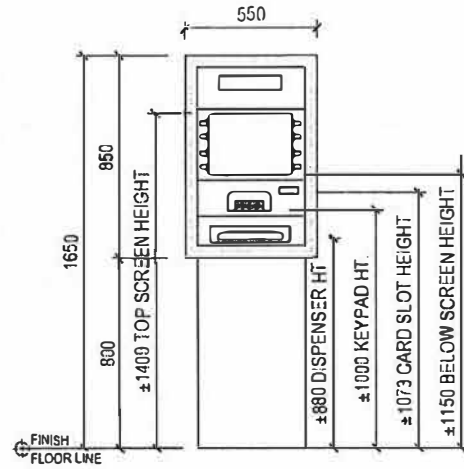
QUALIFICATION REQUIREMENTS	DOCUMENTARY REQUIREMENTS
1. HAS A COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL OF ATMS	BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL THE OFFERED MODEL FOR THRU-THE-WALL/LOBBY TYPE SHOULD MATCH IN THE VENDOR'S BROCHURE OR OFFICIAL DOCUMENT FOR THRU-THE-WALL TYPE/LOBBY TYPE ATMS.
2. CERTIFICATE OF SATISFACTORY PERFORMANCE ISSUED BY LANDBANK-ACOMD OR CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN (10) BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS LOCAL BANKS SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS AND NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT.	CERTIFICATE OF SATISFACTORY PERFORMANCE FROM LANDBANK-ACOMD OR FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN BANKS IN TERMS OF ASSETS.
3. THE BIDDER MUST BE COMPLIANT WITH PAYMENT CARD INDUSTRY PAYMENT APPLICATION DATA SECURITY STANDARDS (PCI-PA-DSS)	VALID AND CURRENT CERTIFICATE FROM PCI-PA-DSS
4. THE BIDDER MUST BE COMPLIANT WITH THE LATEST LEVEL 1 & 2 FROM EMVCO	VALID AND CURRENT LATEST LEVEL 1 & 2 COMPLIANCE CERTIFICATE FROM EMVCO.
5. HAS QUALIFIED, COMPETENT, AND HIGHLY TRAINED ATM SERVICE ENGINEERS: <ul style="list-style-type: none"> GRADUATE OF ENGINEERING, IT-RELATED OR TWO-YEAR IT-RELATED TECHNICAL COURSE. UNDERWENT AT LEAST TWO (2) MONTHS COMPREHENSIVE TRAINING ON ATM SERVICING WITH CERTIFICATION. WITH AT LEAST SIX (6) MONTHS ACTUAL EXPERIENCE ON ATM SERVICING. FAMILIAR WITH ALL THE PRELOADED SOFTWARE IN THE MACHINE. THE SERVICE ENGINEER SHOULD BE AN EMPLOYEE OF THE SUPPLIER AND NOT OUTSOURCED FROM A THIRD-PARTY SERVICE PROVIDER. 	LIST AND RESUMES OF ATM SERVICE ENGINEERS

Revised Annex D-30

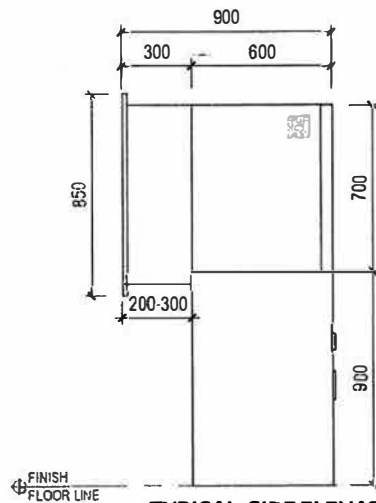
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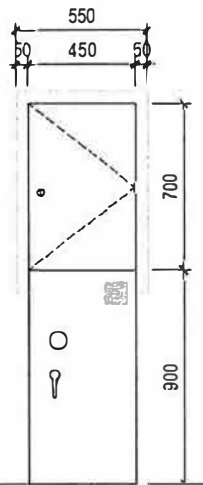
PLAN



FRONT ELEVATION

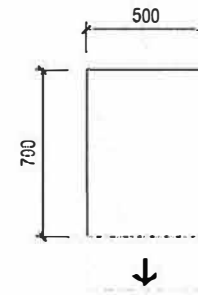


TYPICAL-SIDE ELEVATION

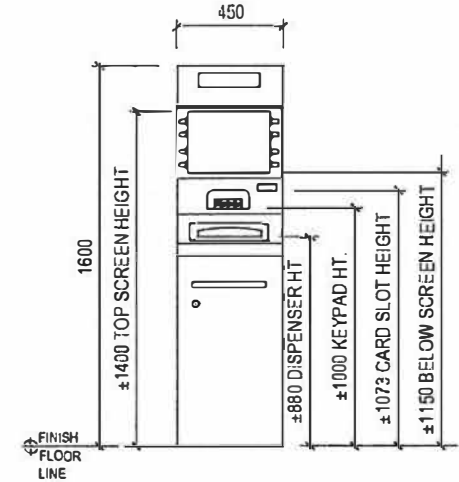


REAR ELEVATION

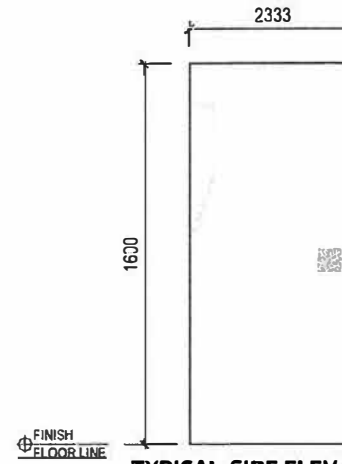
FOR THRU-THE-WALL ATM UNIT



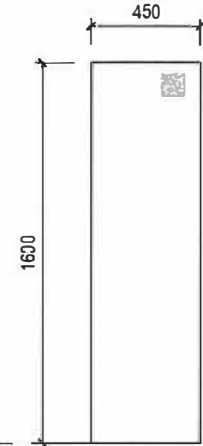
PLAN



FRONT ELEVATION



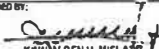




TYPICAL-SIDE ELEVATION



REAR ELEVATION

FOR LOBBY-TYPE ATM UNIT

 LANDBANK PROJECT MANAGEMENT & ENGINEERING DEPT. <small>1500 MARIKINA AVENUE, SUITE 1500, MARIKINA CITY, PASIG, METRO MANILA</small>	TITLE: TYPICAL DIMENSIONS OF LANDBANK ATM UNIT				APPROVED BY:  DIMENRICO D.J. SAMANIEGO PROJECT MANAGEMENT AND ENGINEERING DEPARTMENT	SHEET CONTENT: FOR THRU-THE-WALL ATM UNIT FOR LOBBY-TYPE ATM UNIT	SHEET NO.: 1
	RECOMMENDED BY:  KARAN K. V. MISLANG TECHNICAL SUPPORT UNIT	REVIEWED BY:  MCP	DRAWN BY:  AVE	DATE: 01-27-2014 2024 BRAND REFRESH			SHEET NO.: 1

ANNEX B

List of Out-of-Scope Services (OOSS)

Out-of-Scope Activities	Specification Details
No fault found	<ul style="list-style-type: none"> ➤ Upon the arrival of Field Engineer (FE), the ATM/CDM is online and operational <p>Note: Except if defects were duly noted or recorded</p>
Reset / Restart	<ul style="list-style-type: none"> ➤ Upon arrival, FE performed reset/restart on the machine, ATM/CDM went up and running, and no errors were seen <p>Note: Except if the ATM/CDM encounters same problem again within 24 hours</p>
Jam Removal	<ul style="list-style-type: none"> ➤ Removal of jam on the receipt printer, card reader, and visible parts of the dispenser (e.g. rear part of the dispenser, top of presenter module, within the cassette area)
Communication Error	<ul style="list-style-type: none"> ➤ Line problem ➤ Modem checking ➤ Network problem (wiring issues such as LAN cable from ATM/CDM, from modem to router, from router to server)
Vandalism	<ul style="list-style-type: none"> ➤ Physically tampered ➤ Infestations ➤ First/initial visit only <p>Note: replacement of part is no longer part of the OOSS since this will be covered by the service level agreement on billable parts</p>
Problem solved thru full download	<ul style="list-style-type: none"> ➤ FE visually checked the machine and requested for full download. Afterwards, the ATM/CDM already went online and operational
Cassette Problem	<ul style="list-style-type: none"> ➤ Racked out cassette ➤ Defective cassette ➤ Cassette empty ➤ Divert full counters not cleared ➤ Tampered cassette ➤ Found foreign object inserted in the cassette
Receipt printer error	<ul style="list-style-type: none"> ➤ Paper out ➤ Supply low status in the maintenance menu ➤ Mishandling
Error not reproducible	<ul style="list-style-type: none"> ➤ The reported problem was not found when FE arrived <p>Note: Except if defects were duly noted or recorded</p>

Out-of-Scope Activities	Specification Details
ATM/CDM checking	<ul style="list-style-type: none"> ➤ Upon the arrival of FE, he only performed visual checking, and checking of modules and sensors and the ATM/CDM went online
Vault Problem	<ul style="list-style-type: none"> ➤ If the combination was accidentally forgotten by the officer ➤ If the vault is not functioning and the last activity made was changing the combination (no issue on battery, dial module, and other technical issues) ➤ Assistance on change combination (special request) ➤ Mishandling (e.g., corroded)
Uninterruptible Power Supply (UPS)	<ul style="list-style-type: none"> ➤ Call related to UPS malfunction ➤ No UPS or AVR at site
Dispenser error related due to Bills quality	<ul style="list-style-type: none"> ➤ Upon the arrival of FE, found out that there was a dispenser error but it was related to the quality of the bills loaded (e.g. unshuffled, folded, crumpled, unfit bills) <p>Note: Should not include new and crispy bills as the machine should dispense new and crispy bills. High divert should also be not included for these types of bills</p>
Shortage/Overages – No fault found	<ul style="list-style-type: none"> ➤ Reported a shortage problem but upon arrival of FE, no fault was found. The reported shortage cannot be found on the machine. <p>Note: Shortage/overage shall be validated first by the LBP reconciliation team before placing a second level maintenance (SLM) service</p>
Electrical issue	<ul style="list-style-type: none"> ➤ No power due to outage or electrical malfunction (e.g., power outlet malfunction, mutilated electrical wirings, and powered generator used at the site)
Request for assistance	<ul style="list-style-type: none"> ➤ ATM/CDM mounting ➤ Dismantling of ATM/CDM during relocation or de-installation
Project related calls	<ul style="list-style-type: none"> ➤ Retrieval of logs ➤ AMS checking – network-related issue ➤ Assistance in copying ATM camera images ➤ Assistance in copying ATM electronic journal
Non-appearance of LBP personnel	<ul style="list-style-type: none"> ➤ Non-appearance of LBP personnel during the scheduled activity without prior notice

Out-of-Scope Activities	Specification Details
Others	<ul style="list-style-type: none"> ➤ User log-on enrollment due to password mismanagement ➤ E-keys reentry ➤ Calamity-stricken related SLM calls (e.g., assessment of a damaged ATM/CDM after the calamity) <p>Note: ATM/CDMs placed for SLM within the calamity area should not be part of the OOSS provided the terminal requested for checking is readily available (with power onsite and the ATM is dry)</p>