

BID BULLETIN NO. 1
For ITB No. 2016-3-080

PROJECT : **Supply, Delivery and Installation of One (1) Unit Europay MasterCard Visa (EMV) Card Personalization Machine with EMV Personalization Software and Two (2) Hardware Security Module**

IMPLEMENTOR : **Procurement Department**

DATE : **May 18, 2016**

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


The modifications, amendments or clarifications are as follows:

- 1) Changes in the Terms of Reference (TOR) are as follows:

	FROM	TO
Item A.2	Certificate of Satisfactory Performance from existing clients (Banks or EMV Card Personalization Bureau) in the Philippines or abroad for contract(s) involving hardware and software supply, delivery, installation and maintenance.	Certificate of Satisfactory Performance from one (1) of the Top Ten (10) Philippine Banks for contract(s) involving supply, delivery, installation and maintenance of the same brand of EMV Card Personalization Machine which will be supplied to LANDBANK.
Item D.1	The actual new EMV Card Personalization Machine, HSMs and EMV Card Personalization Software must be delivered at Land Bank Head Office – ATM and Cash Department (ACMD) within forty five (45) calendar days after receipt of Notice to Proceed. The delivery should be coordinated with Facilities Management Department and ACMD not later than seven (7) calendar days in advance.	The actual new EMV Card Personalization Machine, HSMs and EMV Card Personalization Software must be delivered at Land Bank Head Office – ATM and Cash Department (ACMD) within eight (8) weeks after receipt of Notice to Proceed. The delivery should be coordinated with Facilities Management Department and ACMD not later than seven (7) calendar days in advance.
Item D.3.a	Layout the required profiles and scripts before the warranty and maintenance agreement of the hardware and software ends.	Layout eight (8) profiles and scripts.

Annex A. Machine Design	Machine Throughput of at least 1,000 EMV cards per hour (includes printing of details on the face of the card, magnetic stripe encoding, chip encoding and CVV printing).	Machine Throughput of at least 1,000 EMV cards per hour (includes Monochrome printing of details on the face of the card, magnetic stripe encoding, chip encoding and CVV printing).
Annex A. EMV Compliant	EMV Compliant Certification	EMV Compliant duly notarized Self Certification.
Annex A. Chip Encoder (Contact)	Available (At least 10 stations)	Available (With required throughput stated in the Machine Design)
Annex A. Chip Encoder (Contactless)	Available (At least 10 stations)	Available (With required throughput stated in the Machine Design)
Annex A. Data Verification	Magnetic Stripe and Chip	Built-in or Separate Module Magnetic Stripe and Chip
Annex A. Communication Interface	USB and Serial or Parallel Port	USB and Serial or Parallel Port or TCP/IP

- 2) The TOR, Section VI (Schedule of Requirements), Section VII (Specifications) and Checklist of the Bidding Documents have been revised. Please see attached revised TOR (Annexes A-1 to A-12) and pages 66, 68, 69, 84, 85 and 86 of the Bidding Documents.
- 3) The deadline of submission and the schedule of opening of eligibility/technical and financial documents/proposals for the above project is re-scheduled from **May 19, 2016 to June 2, 2016, 11:00 A.M.** at the Procurement Department, 25th Floor, LANDBANK Plaza Building, Malate, Manila.


ALWIN I. REYES
 Assistant Vice President
 Procurement Department and
 HOBAC Secretariat

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TERMS OF REFERENCE

IN HOUSE EUROPAY MASTERCARD VISA (EMV) CARD PERSONALIZATION PROJECT

SUPPLY, DELIVERY AND INSTALLATION OF ONE (1) EMV CARD PERSONALIZATION MACHINE WITH EMV PERSONALIZATION SOFTWARE AND TWO (2) HARDWARE SECURITY MODULE (HSM)

A. Documentary Requirements

1. Self-certification stating the following:
 - a. The bidder is a Philippine-based company with at least one (1) year experience in providing or managing EMV Card Personalization Machine with the required EMV Personalization Software and Hardware Security Module (HSM).
 - b. The bidder's offered machine has the capacity to personalize the required throughput of 1,000 EMV cards per hour. Throughput shall include thermal and indent printing, magnetic stripe and chip encoding.
 - c. The bidder has a Service Center in the Philippines. (The address/location of the Service Center in the Philippines should be within Metro Manila and must be included in the Self Certification)
2. Certificate of satisfactory performance from one (1) of the Top Ten (10) Philippine Banks for contract(s) involving a contract for supply, delivery, installation and maintenance of the same brand of EMV Card Personalization Machine which will be supplied to LANDBANK.
3. Copy of current certificate of Authorized Distributorship from the manufacturer of the product being offered, both for its software and hardware products stating validity period.
4. List of Service Technicians/Engineers and their respective resumes and competencies.
5. Brochures, catalogs, installation and user's guide of the Machine, HSM and EMV software.

B. Technical Specifications

1. EMV Card Personalization Machine Specifications (Annex A)

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2. EMV Card Personalization Software Specifications (Annex B)
3. Hardware Security Module (HSM) Specifications (Annex C)

C. Machine Evaluation

1. Machine evaluation shall cover the specifications and functionalities of EMV Machine, EMV Software and HSM based on brochures and compliance letter submitted by supplier.
2. Supplier must provide twenty (20) pieces actual EMV cards personalized on the EMV Card Personalization Machine, EMV Software and HSM offered and based on the file submitted by LBP. The EMV cards shall successfully pass the test to be conducted by LBP.

Note: Failure to comply with these requirements would mean outright disqualification.

D. Delivery Period

1. The actual new EMV Card Personalization Machine, HSMs and EMV Personalization Software must be delivered at Landbank Head Office – ATM and Cash Management Department (ACMD) within eight (8) weeks after receipt of Notice to Proceed (NTP). The delivery should be coordinated with Facilities Management Department (FMD) and ACMD not later than seven (7) calendar days in advance.
2. User Acceptance Testing
 - a. The User Acceptance Testing (UAT) including programming and connectivity must be completed within forty five (45) calendar days upon delivery of EMV Card Personalization Machine, EMV Personalization Software and HSM.
 - b. The supplier must provide comprehensive training on the EMV Card Personalization Machine, HSM and EMV Software operation, troubleshooting and maintenance to five (5) LBP authorized personnel.

3. Other Deliverables

The vendor shall provide LBP the following for free:

- a. layout eight (8) profiles and scripts.

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- b. a chip reader for chip testing.
- c. EMV Personalization Validation Tool/Tester with corresponding licensed software with three (3) years warranty.
- d. all required personalization machine consumables good for 500,000 EMV Cards.
- e. assistance in lay-outing the whole physical EMV infrastructure.
- f. a standby (onsite) technical engineer for first three (3) months of implementation.

E. Service Level Commitments

1. Technical Support

- a. Monday to Saturday; Eight (8) hours a day (8 A.M. – 5 P.M.); with existing Customer Service Support thru hotline.
- b. Response Time must be within two (2) hours. This refers to the period between the time that the service call was placed and the time which the technical support personnel arrives at LBP.
- c. Penalty clause for not meeting response time per incident basis will be PhP 1000.00 per hour delay.
- d. Service Reports shall be submitted to LBP-ACMD immediately after hardware or software servicing. Service Reports shall be properly accomplished by the Service Technician and duly acknowledged / signed by ACMD authorized personnel.

2. Confidentiality Clause

- a. The supplier shall in no case be allowed to retain any copy (soft and hard) of the Bank's embossing data after the implementation and set-up. All records or any data submitted by the Bank or its client shall be treated as highly confidential. Further, the supplier shall issue a Certification to this effect.
- b. The supplier shall also execute a Service and Non-Disclosure Agreement (NDA) and Acceptable Use Policy (AUP) with the Bank.

TECHNICAL SPECIFICATIONS OF EMV CARD PERSONALIZATION MACHINE

Machine Design	Modular and Upgradeable
	Latest Model (Copy of Date Manufactured)
	Can support any EMV Card Personalization Software
	Can support/communicate/interface with any Hardware Security Module (HSM)
	Machine Throughput of atleast 1,000 EMV cards per hour (includes monochrome printing of details on the face of the card, magnetic stripe encoding, chip encoding and CVV printing).
EMV Compliant	EMV Compliant duly notarized Certification
Embosser	Available
Topper Module	Available
Tipper	Accepts all color of Tipping foil
Thermal Printer	Available (Mono and Colored)
Printing Method	Thermal Transfer and Dual Side Printing
Front and Rear Indent/CVV	Available
Magnetic Stripe Encoder	Available
Chip Encoder (Contact)	Available (With required throughput stated in the Machine Design)
Chip Encoder (Contactless)	Available (With required throughput stated in the Machine Design)
Data Verification	Built in or Separate Module Magnetic Stripe and Chip
Input Hopper	Available

Annex A

Output Hopper	Available
Reject Tray	Available
User Management	Customized
Communication Interface	USB and Serial or Parallel port or TCP/IP.
Controller-Personal Computer	For Machine, Server and Data Preparations (Refer to Annex D)
Agreement Term	Three (3) years warranty on labor, parts and incidental charges for remedial and monthly preventive hardware and software maintenance from the date of actual production.
	Annual Maintenance for the next two (2) years after the three (3) years warranty period, free of charge.
	For recurring problem on the machine hardware and software which is defined as at least two (2) times in a quarter, the supplier shall provide complete replacement of the specific part of machine hardware and software at no additional charge.
	Monthly Preventive Maintenance (PM) service shall be done from the first month of actual production or eight (8) weeks after delivery whichever comes first.
	Preventive Maintenance (PM) shall be performed on a semi-monthly basis specifically on the first and third week of the month (Tuesday) and notify ACMD two (2) days prior to actual PM schedule.
	For on call service repair of the machine, the Service Engineer should bring with him replacement/spare parts of frequently malfunctioning components of the machine.
	All replacement parts and consumables must be new, original and available at all times.
	Technical assistance/any machine programming/any software upgrading and any machine reconfiguration will be free of charge.

Annex A

Contingency Plan	<p>The supplier must provide a back-up machine stationed in the supplier's office or personalize the scheduled card for processing on that day and deliver the same within three (3) calendar days whenever the EMV Card Personalization Machine is not operational/down for eight (8) hours as part of the contingency measure.</p> <p>Note: The Card Personalization Bureau where the back-up machine is stationed should be VISA and MasterCard accredited. Should provide latest copy of the certification.</p> <p>Note: The Supplier must perform SFTP (Secured File Transfer Protocol) Set up and test connectivity with LANDBANK within five (5) days upon acceptance of the machine and must submit certificate of connectivity.</p>
Technical Support	<p>Service Technicians must be qualified, competent and highly trained EMV Card Personalization Machine Service Technician and Programmer.</p>

TECHNICAL SPECIFICATIONS OF EMV CARD PERSONALIZATION SOFTWARE

Software Design	Perpetual Licensed
	Can be customized
	Can support and be configured with any EMV Card Personalization Machine.
	Can support, communicate, interfaces and be configures with any Hardware Security Module (HSM) model and type.
	Can support multiple file formats, scripts and templates.
	Data Conversion and EMV Data Preparation Capabilities
	Supported all Chip Operating Systems
	Should be PCIDSS compliant
Agreement Term	Three (3) years warranty on incidental charges for remedial and monthly preventive software maintenance from the date of actual production.
	Annual Maintenance for the next two (2) years after the three (3) years warranty period, free of charge.
	Technical assistance/any machine programming/any software upgrading and any software reconfiguration will be free of charge.
Contingency Plan	The supplier must provide two (2) back-up CD installer and assist the bank in installing the EMV Software.
Technical Support	Service Technicians/Programmer must be qualified, competent and highly trained EMV Card Personalization Software Service Technician/Programmer.

TECHNICAL SPECIFICATIONS OF HARDWARE SECURITY MODULE (HSM)

Features
<p>Operating System</p> <ul style="list-style-type: none"> - Supports atleast Windows 7
<p>Performance</p> <ul style="list-style-type: none"> - capable of performing 50 transaction per second(TPS)
<p>Power</p> <ul style="list-style-type: none"> - has dual power inputs for redundancy - supports input voltage range of 100 to 240V - power consumption of not more than 100W - includes power cable(PDU)
<p>Mounting</p> <ul style="list-style-type: none"> - supports standard 1U or 2U rack mount
<p>Environment</p> <ul style="list-style-type: none"> - can operate at temperature ranges from 0 to 40 deg C
<p>Interface</p> <ul style="list-style-type: none"> - supports gigabit ethernet ports for Host interface - supports USB for console/monitoring interface
<p>Cyrptography</p> <ul style="list-style-type: none"> - supports cryptography for DES,3DES, AES - FIPS 140-2 Level 2 & 3 certified - supports FIPS 140-2 functions/standards for: <ul style="list-style-type: none"> - Triple Data encryption (TDES) - RSA (Assymetric) - Secure Hash Algorithm (SHA) - Keyed-Hash Message Authentication Code(HMAC) - Deterministic Random Bit Generator/Random Number Generator(DRBG/RNG) - Advanced Encryption Standard(AES)
<p>Physical Security</p> <ul style="list-style-type: none"> - has physical security features such as: <ul style="list-style-type: none"> - Dual Physical Locks - Smart card authorization
<p>Operations</p> <ul style="list-style-type: none"> - supports EMV(AS ISSUER) as core capability - HSM software/license version upgradable - capable of providing log, audit trail, utilization, health, network and configuration reports/statistics - supports PIN Block Formats for the ff: <ul style="list-style-type: none"> - ISO 9564-1 & ANSI X9.8 format 0 & 3 - ISO 9564-1 format 1 - Diebold & IBM ATM format - MasterCard Pay Now and Pay Later format - Visa/Amex new PIN only format