

SUPPLEMENTAL/BID BULLETIN NO. 3
For LBP-HOBAC-ITB-GS-20190325-01

PROJECT : **One (1) Year Engagement of Third Party Service Provider
for the Digitization of Customer Identification Records**

Lot 1 – NCR and Luzon Branches (193 Branches)
Total No. of Pages – 90,000,000

Lot 2 – Visayas and Mindanao Branches (107 Branches)
Total No. of Pages – 52,000,000

IMPLEMENTOR : **Procurement Department**

DATE : **April 25, 2019**

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

Modifications, amendments and/or clarifications:

- 1) The Firm Credentials Information Sheet, Customer Satisfaction Survey Form, and Project Team Information Sheet were added. Kindly see attached Annexes D, E-1 to E-3 & F of the Bidding Documents.
- 2) The Terms of Reference (Annex A), ITB Clause 5.4 of the Bid Data Sheet (BDS), GCC Clause 17.3 of the Special Conditions of Contract (SCC), Section VII (Specifications) and Checklist of the Bidding Documents (Item Nos. 3, 6, 16, 18, 20 & 22) have been revised. Please see attached revised Annexes A-1 to A-16, BDS, SCC and specified sections 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 to **May 2, 2019, 11:00 A.M.** at the Procurement Department, 25th Floor, LANDBANK Plaza Building, 1598 M. H. Del Pilar corner Dr. Quintos Streets, Malate, Manila.



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

Bid Data Sheet

ITB Clause					
1.1	The Procuring Entity is LAND BANK OF THE PHILIPPINES (LANDBANK).				
1.2	<p>The lots and references are:</p> <table border="1" style="margin-left: 20px;"> <tr> <td style="text-align: center;">1</td> <td>NCR and Luzon Branches (193 Branches) Total No. of Pages – 90,000,000.00</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Visayas and Mindanao Branches (107 Branches) Total No. of Pages – 52,000,000.00</td> </tr> </table> <p>LBP-HOBAC-ITB-GS-20190325-01</p>	1	NCR and Luzon Branches (193 Branches) Total No. of Pages – 90,000,000.00	2	Visayas and Mindanao Branches (107 Branches) Total No. of Pages – 52,000,000.00
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2	<p>The Funding Source is:</p> <p>The Government of the Philippines (GOP) through the LANDBANK Corporate Budget for the contract approved by the Board of Directors for 2019 in the amount of One Hundred Sixty Million Seven Hundred Thousand Pesos Only (P160,700,000.00).</p> <p>Project: One (1) Year Engagement of Third Party Service Provider for the Digitization of Customer Identification records</p>				
3.1	No further instructions.				
5.1	No further instructions.				
5.2	Foreign bidders, falling under ITB Clause 5.2 (b) and/or doing business in the Philippines may participate in this Project provided they meet the requirements under Section 23.4.1.2 of the Revised IRR of RA 9184.				
5.4	<p>In view of the determination by LANDBANK that the imposition of the provisions of Section 23.4.1.3 of the IRR of RA 9184 will likely result to failure of bidding, the Bidders should comply with the following requirements:</p> <p>a) Completed at least two (2) similar contracts, the aggregate amount of which should be equivalent to at least fifty percent (50%) of the ABC for this Project; and</p> <p>b) The largest of these similar contracts must be equivalent to at least twenty five percent (25%) of the percentage of the ABC as required above.</p> <p>For this purpose, similar contracts shall refer to contracts involving office solutions and imaging/scanning services.</p> <p>Bidders must submit proof of their respective Single Largest Completed Contract. Proofs shall be:</p> <ul style="list-style-type: none"> • Copy of the contract or purchase order; or • Copy of official receipt/collection receipt or Certificate of Satisfactory Performance from bidder's client. 				
7	No further instructions.				
8.1	As a general rule, subcontracting is not allowed.				

8.2	Not applicable.									
9.1	The Procuring Entity will hold a pre-bid conference for this Project on _____ at Bidding Room, 25 th Floor, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila.									
10.1	<p>The Procuring Entity's address is:</p> <p>Land Bank of the Philippines 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets 1004 Malate, Manila www.landbank.com</p> <p>Contact Person :</p> <p>Mr. Alwin I. Reyes Assistant Vice President Procurement Department 1598 M.H. Del Pilar cor. Dr. J. Quintos Sts. 1004 Malate, Manila Tel. (+632) 522-0000 or 551-2200 local 7370 Fax (+632) 528-8587 Email lbphobac@mail.landbank.com</p>									
12.1	Bidders may still submit their Class "A" Eligibility Documents required to be uploaded and maintained current and updated in the PhilGEPS pursuant to Section 8.5.2 of the same IRR, or if already registered in the PhilGEPS under Platinum category, their Certificate of Registration and Membership in lieu of their uploaded file of Class "A" Documents, or a combination thereof. In case the bidder opted to submit their Class "A" Documents, The Certificate of PhilGEPS Registration (Platinum Membership) shall remain as a post-qualification requirement to be submitted in accordance with Section 34.2 of the 2016 Revised IRR of RA 9184.									
12.1(a)(ii)	The statement of all ongoing government and private contracts (use Form No. 3) and Single Largest Completed Contract (use Form No. 4) similar to the contract to be bid shall include all such contracts within five (5) years prior to the deadline for the submission and receipt of bids.									
13.1	Bidders are required to use the Bid Form provided in Section VIII. Bid Form (use Form Nos.1 and 2).									
13.1(b)	No further instructions.									
13.1(c)	Not applicable.									
13.2(a)	<p>The Approved Budget for the Contract (ABC) is One Hundred Sixty Million Seven Hundred Thousand Pesos Only (P160,700,000.00).</p> <table border="1"> <thead> <tr> <th>Lot No.</th> <th>Item/Description</th> <th>Approved Budget for the Contract</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>NCR and Luzon Branches (193 Branches) Total No. of Pages: 90,000,000.00</td> <td>P103,500,000.00</td> </tr> <tr> <td>2</td> <td>Visayas and Mindanao Branches (107 Branches) Total No. of Pages: 52,000,000.00</td> <td>57,200,000.00</td> </tr> </tbody> </table>	Lot No.	Item/Description	Approved Budget for the Contract	1	NCR and Luzon Branches (193 Branches) Total No. of Pages: 90,000,000.00	P103,500,000.00	2	Visayas and Mindanao Branches (107 Branches) Total No. of Pages: 52,000,000.00	57,200,000.00
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	Any bid with a financial component exceeding this amount shall not be accepted.							
13.2(b)	Not applicable.							
15.4(a)(iii)	Please refer to Clause 6.2 of the Special Conditions of the Contract for the incidental services required.							
15.4(b)(i)	The price of the Goods shall be quoted DDP specified delivery site/s.							
15.4(b)(ii)	Please refer to Clause 6.2 of the Special Conditions of the Contract for the incidental services required.							
16.1(b)	The Bid Prices for Goods supplied from outside of the Philippines shall be quoted in Philippine Pesos.							
16.3	No further instructions.							
17.1	Bids will be valid until 120 calendar days from date of opening of bids.							
18.1	<p>The bid security shall be limited to Bid Securing Declaration or any other form in accordance with the following minimum amount:</p> <table border="1" data-bbox="411 887 1358 1592"> <thead> <tr> <th>Form of Bid Security</th> <th>Minimum Amount of Bid Security</th> </tr> </thead> <tbody> <tr> <td>(a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank;</td> <td rowspan="2">Lot 1: P2,070,000.00 Lot 2: P1,144,000.00</td> </tr> <tr> <td>(b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank; and</td> </tr> <tr> <td>(c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.</td> <td>Lot 1: P5,175,000.00 Lot 2: P2,860,000.00</td> </tr> </tbody> </table> <p>1. If bid security is in the form of cash, a bidder is required to secure a Payment Acceptance Order (PAO) from LANDBANK Procurement Department. The PAO shall then be presented to any of the Tellers at the Cash Department (Ground Floor, LANDBANK Plaza Building) together with the corresponding cash. The Cash Department Teller shall issue a machine validated Official Receipt (OR) evidencing payment of the bid security. The original and/or certified true copy of the OR shall be enclosed in Bid Envelope No. 1 (Eligibility and Technical Proposal/Documents). The original official receipt shall be returned by the BAC Secretariat to the bidder immediately after the opening of bids.</p> <p>2. If bid security is in the form of cashier's/manager's check, the check should be payable to LAND BANK OF THE PHILIPPINES.</p>	Form of Bid Security	Minimum Amount of Bid Security	(a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank;	Lot 1: P2,070,000.00 Lot 2: P1,144,000.00	(b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank; and	(c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Lot 1: P5,175,000.00 Lot 2: P2,860,000.00
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	<p>3. If in the form of bank draft/guarantee, the bidder may use the standard format of the issuing Bank, provided the ITB No. and Name of the Project are indicated.</p> <p>4. If in the form of Standby Letter of Credit, it may be secured through LANDBANK Corporate Banking Department 2 (CBD 2) and Small and Medium Enterprises – Market Lending Department 2 (SME-MLD 2) with the following contact details:</p> <p>(a) CBD 2 – 18th Floor, LANDBANK Plaza Building Ms. Erlin G. Del Rosario – Account Officer Telephone No. 405-7345 local 2117 (For Assets 1 Billion and up)</p> <p>(b) SME-MLD 2 – 18th Floor, LANDBANK Plaza Building Mr. Ronaldo Robles – Account Officer Telephone No. 405-7431 local 7431 (For Assets below 1 Billion)</p> <p>5. If in the form of surety bond, it should be issued by a surety or insurance company duly accredited by the Insurance Commission (IC) and has not been issued a cease and desist order by the IC or is currently not included in the list of blacklisted firms.</p> <p>The surety bond may be secured through LANDBANK Insurance Brokerage, Inc. (LIBI) with the following contact details:</p> <p>(a) LIBI-Forex 14th Floor, LANDBANK Plaza Building Telephone No. 710-7114 (Every Tuesday and Thursday)</p> <p>(b) 12th Floor, SSHG Law Center Building 105 Paseo de Roxas, Legaspi Village Makati City Telephone Nos. 812-4911 and 867-1064.</p> <p>Surety bonds with the following or similar conditions/phrases shall not be accepted:</p> <p>(a) “In case of default by the Principal, this bond shall only answer for the difference in the bid price of the winning bidder and that of the next lowest complying bidder or that of the new winning bidder in case of re-bidding plus necessary expenses incurred by the Obligee in the re-bidding which liability shall in no case exceed the amount of the bond”; or</p> <p>(b) “That the amount of liability of the Surety under this bond is limited to the actual loss or damage sustained and duly proven by the Obligee”.</p> <p>6. If in the form of Bid Securing Declaration, the attached form (Form No. 8) must be used.</p>
18.2	The bid security shall be valid until 120 calendar days from date of opening bids.
20.3	Each Bidder shall submit two (2) sets of the Eligibility and Technical Components (First Envelope) and Financial Component (Second Envelope) of its bid labeled as “Original Copy 1” and “Original Copy 2”.

21	<p>The address for submission of bids is:</p> <p>Procurement Department Land Bank of the Philippines 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets 1004 Malate, Manila</p> <p>The deadline for submission of bids is 11:00 A.M., _____.</p>									
24.1	<p>The place of bid opening is:</p> <p>25th Floor Bidding Room Procurement Department Land Bank of the Philippines LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets 1004 Malate, Manila</p> <p>The date and time of bid opening is 11:00 A.M., _____.</p>									
24.2	No further instructions.									
27.1	No further instructions.									
28.3	<p>All Goods are grouped in lots listed below. Bidders shall have the option of submitting a proposal in any or all lots and; evaluation and contract award will be undertaken on a per lot basis. Lots shall not be divided further into sub-lots for the purpose of bidding, evaluation and contract award.</p> <table border="1" data-bbox="411 1142 1359 1447"> <thead> <tr> <th data-bbox="418 1151 497 1218">Lot No.</th> <th data-bbox="504 1151 1104 1218">Item/Description</th> <th data-bbox="1110 1151 1353 1218">Approved Budget for the Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="418 1227 497 1330">1</td> <td data-bbox="504 1227 1104 1330">NCR and Luzon Branches (193 Branches) Total No. of Pages – 90,000,000.00</td> <td data-bbox="1110 1227 1353 1330">P103,500,000.00</td> </tr> <tr> <td data-bbox="418 1339 497 1442">2</td> <td data-bbox="504 1339 1104 1442">Visayas and Mindanao Branches (107 Branches) Total No. of Pages – 52,000,000.00</td> <td data-bbox="1110 1339 1353 1442">57,200,000.00</td> </tr> </tbody> </table>	Lot No.	Item/Description	Approved Budget for the Contract	1	NCR and Luzon Branches (193 Branches) Total No. of Pages – 90,000,000.00	P103,500,000.00	2	Visayas and Mindanao Branches (107 Branches) Total No. of Pages – 52,000,000.00	57,200,000.00
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28.3(b)	Bid modification is not allowed.									
28.4	No further instructions.									
29.2(a)	Certified true copy of Value Added Tax (VAT) or Percentage Tax (PT) Returns for the last two (2) quarters filed manually or through the BIR Electronic Filing and Payment System (EFPS). Tax returns filed manually or through EFPS and taxes paid shall be accepted.									
29.2(c)	No further instructions.									
32.4(f)	No further instructions.									

33.2	<p>If in the form of Standby Letter of Credit, it may be secured through LANDBANK Corporate Banking Department 2 (CBD 2) and Small and Medium Enterprises – Market Lending Department 2 (SME-MLD 2) with the following contact details:</p> <ul style="list-style-type: none"><li data-bbox="448 353 1150 495">(a) CBD 2 – 18th Floor, LANDBANK Plaza Building Ms. Erlin G. Del Rosario – Account Officer Telephone No. 405-7345 local 2117 (For Assets 1 Billion and up)<li data-bbox="448 510 1230 651">(b) SME-MLD 2 – 18th Floor, LANDBANK Plaza Building Mr. Ronaldo Robles – Account Officer Telephone No. 405-7431 local 7431 (For Assets below 1 Billion)
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Special Conditions of Contract

GCC Clause	
1.1(g)	The Procuring Entity is LAND BANK OF THE PHILIPPINES (LANDBANK).
1.1(i)	The Supplier is _____.
1.1(j)	<p>The Funding Source is:</p> <p>The Government of the Philippines (GOP) through LANDBANK's Corporate Budget for the contract approved by the Board of Directors for 2019 in the total amount of One Hundred Sixty Million Seven Hundred Thousand Pesos Only (P160,700,000.00).</p>
1.1(k)	The Project Site is indicated in Section VI, Schedule of Requirements
5.1	<p>The Procuring Entity's address for Notices is:</p> <p style="padding-left: 40px;">Procurement Department Land Bank of the Philippines 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets 1004 Malate, Manila Telephone (+632) 522-0000 or 5512200 local 7370 Fax (02) 528-8587 Email lbphobac@mail.landbank.com</p> <p>The Supplier's address for Notices is:</p>
6.2	<p>Delivery and Documents –</p> <p>The delivery terms applicable to this Contract are delivered to LANDBANK Plaza Building, Malate, Manila as per Purchase Order/Contract. Risk and title will pass from the Supplier to the Procuring Entity upon receipt and final acceptance of the Goods at their final destination.</p> <p>Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in Section VI. Schedule of Requirements.</p> <p>Upon the delivery of the Goods to LANDBANK Plaza Building, Malate, Manila, the Supplier shall notify LANDBANK Procurement Department and present the following documents:</p> <p>(i) Original and four copies of the Supplier's invoice showing Goods' description, quantity, unit price, and</p>

	<p>total amount;</p> <ul style="list-style-type: none"> (ii) Original and four copies of the Manufacturer's and/or Supplier's warranty certificate; (iii) Delivery receipt detailing number and description of items received signed by the authorized receiving personnel; (iv) Certificate of Acceptance/Inspection Report signed by the Procuring Entity's representative at the Project Site; and <p>For purposes of this Clause, the LANDBANK's Representative at the Project Site shall be the Branch Manager where the Goods are to be delivered.</p> <p>Packaging –</p> <p>The Supplier shall provide such packaging of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in this Contract. The packaging shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packaging case size and weights shall take into consideration, where appropriate, the remoteness of the GOODS' final destination and the absence of heavy handling facilities at all points in transit.</p> <p>Transportation –</p> <p>Where the Supplier is required under this Contract to transport the Goods to a specified place of destination within the Philippines, defined as the Project Site, transport to such place of destination in the Philippines, including insurance and storage, as shall be specified in this Contract, shall be arranged by the Supplier, and related costs shall be included in the Contract Price.</p> <p>The Procuring Entity accepts no liability for the damage of Goods during transit. Risk and title to the Goods will not be deemed to have passed to the Procuring Entity until their receipt and final acceptance at the final destination.</p> <p>Patent Rights –</p> <p>The Supplier shall indemnify the Procuring Entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof.</p>
10.0	<p>Payment shall be through direct credit to the bidder's deposit account with LANDBANK. Bidders are required to maintain a deposit account with LANDBANK's Cash Department or any of its Branches.</p>

13.4(c)	Expiration of performance security should be six (6) months after the last date of delivery/end of contract for staggered deliveries, multi-year contracts and for contracts with adjustment in implementation date, whichever is applicable. In any case, the winning bidder shall cause the extension of the validity of its performance security at no cost to LANDBANK.
16.1	The Goods may be inspected by the LANDBANK's authorized representatives at the Supplier's showroom/ plant/production area and/or in the project site.
17.3	<p>Three (3) months from the time of the acceptance of the last batch of transmitted KYC records. The warranty shall cover correction of re-scanning, re-indexing and other work services necessary to correct the defects of the scanned images and/or indexes.</p> <p>The supplier, at its option, shall post warranty security in the form of either retention money in an amount equivalent to at least three percent (3%) of every progress payment, or a special bank guarantee equivalent to at least three percent (3%) of the total Contract Price.</p>
17.4	No further instructions.
21.1	If the bidder is a joint venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

Section VII. Specifications

Lot No.	Specifications	Statement of Compliance
<p>One (1) Year Engagement of Third Party Service Provider for the Digitization of Customer Identification Records</p>		
<p>1</p>	<p style="text-align: center;">NCR and Luzon Branches</p> <ul style="list-style-type: none"> • 193 Branches • Total No. of Deployed Personnel – 475 • Total No. of Pages – 90,000,000 • Specifications per attached Revised Terms of Reference 	<p style="text-align: center;">Please state here either “Comply” or “Not Comply”</p>

One (1) Year Engagement of Third Party Service Provider for the Digitization of Customer Identification Records

2	<p>Visayas and Mindanao Branches</p> <ul style="list-style-type: none"> • 107 Branches • Total No. of Deployed Personnel – 263 • Total No. of Pages – 52,000,000 <p>Specifications per attached Revised Terms of Reference</p>	<p>Please state here either “Comply” or “Not Comply”</p>
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- The following documents shall be submitted inside the eligibility and technical component envelope:
- Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered product.
 - List of Nationwide Support Center/Branch in Luzon, Visayas and Mindanao with their corresponding office addresses.
 - Copy/ies of contract/s or purchase order/s (shall include Client Name, Project Name, Project Description, Project Start Date and Project Completion/Implementation Date) as proof of providing document imaging/scanning services with corresponding certificate of satisfactory performance from at least three (3) clients for the last five (5) years from 2013-2018.
 - Detailed Solution Proposal and Timeline for the Four Major Work Processes (Annex C)
 - **Duly filled-out Firm Credentials Information Sheet (Annex D).**
 - Names of the Area Supervisors
 - **Duly filled-out Customer Satisfactory Survey Form (Annex E).**
 - Deployment Plan for Scanning Machine and List of Manpower Complement
 - **Duly filled-out Project Team Information Sheet (Annex F).**
 - Certification issued by the Third Party Service Provider stating that it is capable of providing the documentary requirements of LANDBANK.

Conforme:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

Documents should be arranged as per this Checklist. Kindly provide folders or guides, dividers and ear tags with appropriate labels.

First Envelope - Eligibility and Technical Components

- **The First Envelope shall contain the following:**

- **Eligibility Documents – Class “A”**

Legal Eligibility Documents

1. PhilGEPS Certificate of Registration under Platinum Membership (all documents enumerated in its Annex A must be updated); or all of the following:
 - Registration Certificate from SEC, Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperatives, or any proof of such registration as stated in the Bidding Documents;
 - Valid and current mayor's/business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or equivalent document for Exclusive Economic Zones or Areas; and
 - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.

Technical Eligibility Documents

2. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
3. **Statement of the prospective bidder identifying its single largest completed contract similar to the contract to be bid, the aggregate amount of at least two (2) similar contracts should be equivalent to at least fifty percent (50%) of the ABC and the largest of these similar contracts must be equivalent to at least twenty five percent (25%) of the ABC as required above supported with contract/purchase order, end-user's acceptance or official receipt(s) issued for the contract, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).**
4. Bid security in the prescribed form, amount and validity period (ITB Clause 18.1 of the Bid Data Sheet).
5. Section VI - Schedule of Requirements with signature of bidder's authorized representative.

6. **Revised Section VII - Specifications with response on compliance and signature of bidder's authorized representative.**
7. Duly notarized Omnibus Sworn Statement (sample form - Form No.6).
8. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (sample form - Form No. 7).

Financial Eligibility Documents

9. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
 10. 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.
- **Eligibility Documents – Class "B"**
 11. 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.
 - **Technical Documents**
 12. Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered product.
 13. List of Nationwide Support Center/Branch in Luzon, Visayas and Mindanao with their corresponding office addresses.
 14. Copy/ies of contract/s or purchase order/s (shall include Client Name, Project Name, Project Description, Project Start Date and Project Completion/Implementation Date) as proof of providing document imaging/scanning services with corresponding certificate of satisfactory performance from at least three (3) clients for the last five (5) years from 2013-2018.
 15. Detailed Solution Proposal and Timeline for the Four Major Work Processes (Annex C).
 16. **Duly filled-out Firm Credentials Information Sheet (Annex D).**
 17. Names of the Area Supervisors

18. **Duly filled-out Customer Satisfactory Survey Form (Annex E).**
 19. Deployment Plan for Scanning Machine and List of Manpower Complement
 20. **Duly filled-out Project Team Information Sheet (Annex F).**
 21. Certification issued by the Third Party Service Provider stating that it is capable of providing the documentary requirements of LANDBANK.
- **Post-Qualification Documents – (Non-submission of the following documents may result in bidder’s post-disqualification):**
22. **Certification of Compliance with LANDBANK’s Management Utility Software or Approved Proof of Operability**
 23. 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.
 24. Income Tax Return for 2017 filed manually or through EFPS.

Second Envelope – Financial Component

- **The Second Envelope shall contain the following:**
 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)



LAND BANK OF THE PHILIPPINES

CLASS C

**ENGAGEMENT OF 3RD PARTY SERVICE PROVIDER FOR
THE DIGITIZATION OF CUSTOMER IDENTIFICATION
RECORDS FOR THE BRANCHES**

TERMS OF REFERENCE

**Mode of Procurement – Public Bidding
(Goods and Services)**

Version Number : 1.2 (*Revised*)
Draft as of : 22 *January 2019*
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Author : Project Team
(Digitization of Bank Documents Project)

REVISED TERMS OF REFERENCE (TOR)

04.25.19

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A. Name and Description of the Project

To enter into a service agreement with a 3rd Party Service Provider (TSP) to assist the Branches on the Digitization of Customer Information Records or Know-Your-Customer (KYC) Records for a period of twelve (12) months.

B. Background of the Project

Engagement of the outsourced support services of a 3rd Party Service Provider (TSP) is one of the Bank's strategies to assist the Branches on their Digitization of KYC Records to comply with the requirements of the Anti-Money Laundering Council Regulatory Issuance (ARI) A, B and C No. 2, Series of 2018 re: *Digitization of Customer Records* wherein the Bank has to undertake the digitization of the following:

1. All existing customer records and establishment of central database; and
2. Closed Accounts from April 13, 2016 to April 13, 2021.

The **Digitization of Customer Identification Records for Branches** is part of the continuing project on the digitization of Bank's and customer's records (identification documents, account files and business correspondence) to digital form using LANDBANK's upgraded Management Utility Software (MUS)/other Applicable Solutions for indexing, scanning, and transmitting to Integrated Document and Reports Archival and Retrieval System (IDRARS), central repository of the digitized copies.

The above undertaking should be complied with on or before **April 13, 2021**. Non-compliance to the said regulation shall be considered Grave Violation and may subject the Bank to administrative sanctions and penalties.

C. Project Objective

The Project aims to achieve the following:

- Grooming, indexing and scanning of all **Active Deposit Accounts** and **Dormant Accounts** as of **November 30, 2018**, and **Closed Deposit Accounts** from **April 13, 2016 to November 30, 2018**;
- Transmitting the digital copy of KYC records to the Bank's IDRARS; and
- Ensuring that all digitized KYC records are accurate, reliable and faithful reproduction of customer records.

D. Project Scope

To ensure the highest degree of compliance, planning, management, deployment and operationalization of the project, the following business requirements should be complied:

I. General Requirements

- A. The TSP shall provide the needed manpower services, capture software and scanning machines for the digitization of the KYC records as follow:

1. Scanning Machines, Capture Software and Maintenance Services

- a. If the scanner to be used is not the standard specifications used by the Bank, the TSP, at its own expense, shall ensure that the Application Program Interface (API) comply with the LANDBANK's MUS/Other Applicable Solution which may necessary include all conversion/development tools, programs and other related components, if any.
- b. For efficiency, the TSP may be allowed to use its own system application subject to the established indices, reportorial requirements, quality of the scanned images and proposed transmission of scanned images to LANDBANK IDRARS. The proposed Proof of Operability should be presented to and approved by the Project Team during the pre-qualification stage.
- c. As the documents for scanning may vary in size, color, paper quality, printed text quality and no uniformed type of documents are scanned at all times, the TSP shall ensure the highest quality of the image output within acceptable file size prior to and during the actual production of the images by conducting document scanner calibration. Such tests shall include but not limited to the following:
 - 1) Input Consideration
 - Volume (minimum of 40ppm/80ipm for B/W)
 - various document types, dimension, sizes and copies
 - clarity, presence of shades, written marks and/or lines
 - black and white threshold/scaling required
 - brightness and contrast levels
 - 2) Output Consideration
 - schedule/duration, capacity
 - resolution in dots per inch (dpi)
 - image file format/type
 - automatic line removal
 - deskewing, despeckling
 - output dimension
 - level sharpening

- cropping, rotating
 - intelligent filtering
- d. Document scanning shall be bi-tonal for black and white documents. Flat-bed scanned may be used for delicate documents. The TSP shall provide industrial or production-type scanners to be used in the conversion process.
- e. Scanned images shall be saved in .tiff file format/applicable file type with scanning resolution of minimum of two hundred (200) dots per inch (DPI).
- f. The scanning software to be used should provide but not limited to the following image enhancement capabilities:
- | | | |
|-----------------------------|-------------------------------|---------------------|
| ✓ Deskew | ✓ Bar Code Detection | ✓ Erosion |
| ✓ Despeckle (Noise removal) | ✓ Extended Bar Code Detection | ✓ Half tone removal |
| ✓ Color Detection | ✓ Patch Code Detection | ✓ Smooth |
| ✓ Color Drop Out | ✓ Blank Page Detection | ✓ Hole Removal |
| ✓ Color Deskew | ✓ Border Removal | ✓ Image scaling |
| ✓ Black Overscan Removal | ✓ Crop | ✓ Dilation |
| ✓ Binary Thresholding | ✓ Invert Image | ✓ Skeleton |
| ✓ Color Crop | ✓ Line removal | |
- g. Provision of service/replacement scanner with the same brand, model, features or its equivalent or higher capacity in case of scanner/component failure.
- h. The TSP shall ensure that all KYC records have been deleted on the scanning devices. As such, the TSP shall issue a Data and Image Deletion Certification for this purpose on a monthly basis.

2. Manpower Complement

- a. The TSP shall deploy the required minimum manpower requirement stated in **Annex A – Projected TSP Manpower Complement** for scanning and may provide additional manpower for grooming, if necessary.
- b. The TSP shall maintain a pool of manpower of the daily workforce as possible substitute in case of absences.
- c. The TSP shall undertake to cause the performance of any work-related activities to the functions and duties of its manpower deployed at LANDBANK.

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- d. The TSP retains administrative control and supervision over their manpower deployed at LANDBANK including the power to recall, replace or dismiss/terminate. However, LANDBANK shall have the authority to give direct instructions to the TSP insofar as the results of the performance of their assigned tasks are concerned.
- e. The manpower deployed by the TSP to LANDBANK are, for all legal intents, the employees of the TSP. Hence, LANDBANK does not maintain any employer-employee relationship with the said TSP.
- f. The TSP shall assume any and all liabilities, cause/s of action, claim/s that may be filed by TSP manpower under the Labor Laws, Employees Compensation Law and other pertinent laws including those which may hereinafter be enacted.
- g. The TSP shall submit a certification under oath upon receipt of Notice of Award:
 - 1) That it will pay its manpower deployed at LANDBANK, salaries, allowances and benefits in accordance with applicable government wage orders and labor laws;
 - 2) That it will regularly and timely remit the contributions of its manpower to the SSS, Pag-ibig and PHIC.
- h. The TSP manpower shall take all necessary precautions for the safety of all person and properties at or near their work area and shall comply with all the standard and established safety regulations, rules and practices.
- i. The TSP shall submit the list of their manpower complement to be assigned at the identified Branches before their actual deployment. The TSP manpower shall present the copy of their NBI Clearances duly certified by the TSP, together with their Company ID, on their 1st day to the Head of LANDBANK Branch where they will be deployed.
- j. The TSP shall maintain copies of the Curriculum Vitae, NBI Clearance and Medical Health Certificate of their TSP manpower and should be made available upon the request of LANDBANK.
- k. The TSP shall provide six (6) Area Supervisors for Lot 1 and four (4) Area Supervisors for Lot 2 to address all work-related concerns and weekly production performance quota.
- l. The TSP's manpower team shall report to work at 8:00 A.M. to 5 P.M. from Mondays to Fridays. The TSP may request work schedule beyond 5 P.M., during weekends and holidays subject to LANDBANK approval.

B. Project Resource Requirement

1. LANDBANK shall provide the TSP with office supplies, PC and work area in the performance of the services for the duration of the project. Necessary local area network (LAN) connection shall be made available to the TSP manpower for the transmission of the KYC records from MUS/other Applicable Solutions to the IDRARS.
2. At the start of the engagement, LANDBANK shall provide the TSP with the following trainings:
 - a. Anti-Money Laundering Act, Payment Card Industry Data Security Standard (PCIDSS), Data Privacy Act;
 - b. Executive Order (EO) No. 62, Series of 2011 re: Guidelines on Classification, Handling, Access and Disclosure of Information Assets, and EO No. 29, Series of 2014, addendum thereto;
 - c. Hands-on training on the use of the MUS/other Applicable Solutions, and System's User Manual;
 - d. Familiarization on the KYC documents based on the Grooming Guide;
3. The TSP manpower are prohibited to perform errands outside the Branch premises where they will be deployed for security and data privacy purposes.

II. Detailed Requirements

- A. The volume of the documents for grooming, indexing, scanning, transmitting and quality assurance as follows:
 1. All **Active Deposit Accounts** and **Dormant Accounts** as of **November 30, 2018**, and **Closed Deposit Accounts** from **April 13, 2016** to **November 30, 2018** divided into **two (2) lots**:

Lots	Branches Group Covered	No. of Branches	Estimated No. of Pages
1	NCR and Luzon	193	90,000,000
2	Visayas and Mindanao	107	52,000,000
TOTAL		300	142,000,000

Annex B - Detailed List of Active, Dormant and Closed Accounts per Branches per Group

2. Payment shall be made on the actual number of pages delivered, uploaded and accepted. In case the TSP is able to complete the project earlier than 12 months, their last payment shall be based on the actual last remaining pages or a fraction thereof, but not to exceed the total contract price.

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- B. The TSP is expected to deploy its scanning machine, manpower and related resources needed to digitize and convert the branch documents with the following size and format:

1. LBP Forms	Document Width: Autofeed Min. 2.5 inches – Max 12 inches Document Length: Autofeed Min. 2.5 inches – Max 34 inches
2. Client Records	Document type: Multi-page, Simplex, Duplex, Skip Blank page Paper thickness: 34-413 g/m ² (9-110 lb) Resolution: 200 Dots Per Inch (DPI)
3. Other Records	Output type: black and white File type: .tiff/applicable file type

- C. The TSP's manpower who will be deployed in the Branches shall deliver the production performance quota as follows:

Activities	Minimum No. of Accounts per day per person
Grooming	100 accounts
Indexing and Scanning	150 accounts
Quality Assurance and Transmitting to IDRARS	150 accounts

Note: To prevent system interruption with the Branches' day-to-day operation, the uploading of scanned KYC records through MUS/other Applicable Solutions shall be done daily. However, the actual online transmission of all uploaded scanned images to IDRARS shall be done every Friday.

- D. The TSP must be able to setup a work plan and submit a detailed solution proposal and timeline for the following four (4) major work processes:

1. Grooming of customer identification records or KYC Records

- a. LBP Designated Custodian shall provide the TSP Designated Manpower with the KYC records based on the following masterlists (in Batch of 50 accounts):
 - 1) List of Active Accounts
 - 2) List of Dormant Accounts
 - 3) List of Closed Accounts
- b. Based on the masterlists, the TSP Designated Manpower shall ensure the completeness of the received KYC records to be groomed;
- c. The TSP Designated Manpower shall groom the KYC records as follows:
 - 1) Remove the staple wires, fasteners, binders and the like;
 - 2) Separate the duplicate copies from the original;

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- 3) Strictly observe the sequential order of the filing of KYC records based on the Grooming Guide (Exhibit 1); and
 - 4) Indicate the total no. of pages in the space provided for the masterlist excluding pages that do not form part of the official records (e.g., printed on scratch or crossed-out page, blank page, etc.);
- d. The TSP Designated Manpower shall forward the groomed KYC records together with the Masterlist to the scanning area.
2. **Scanning of KYC Records** – The TSP Designated Manpower shall undertake the following:
- a. Encode the customer's account name and account number in the MUS/other Applicable Solutions based on the masterlist;
 - b. Scan the KYC records by observing the sequencing per the Grooming Guide;
 - c. Check encoded Customer's Account Name and Account Number as to **100%** accuracy and completeness;
 - d. View and check **all** scanned images as to clarity, completeness and accuracy vis-à-vis the actual KYC records;
- Note: Any scanned image that does not form part of the official record (e.g., printed on scratch or crossed-out, blank page, etc.) shall be deleted from the LANDBANK MUS/other Applicable Solutions.*
- e. Ensure that the total number of pages per Masterlist tally with the scanned images;
 - f. To consolidate scanned documents for the day, generate Report on Scanned KYC records from the MUS/other Applicable Solutions;
 - g. Submit the report together with the KYC records to the TSP Designated Manpower.
3. **Transmitting of KYC Records to the IDRARS** – The TSP Designated Manpower shall undertake the following:
- a. Upload and transmit the scanned documents to MUS/other Applicable Solutions central database in accordance with the System User's Manual;
 - b. Return all KYC records together with the Masterlist and the Report on Scanned KYC Records to the LBP Designated Custodian within the day.

4. Conducting Quality Assurance

- a. The TSP must establish a quality assurance process that shall ensure the preservation and careful handling of the original KYC documents, and the quality of their scanned images.
- b. Each KYC records shall be properly indexed based on account name and account number. Every pages of the KYC records shall be the accurate, reliable and complete images of the original KYC documents, and chronologically arranged based on the Grooming Guide.
- c. Each range of pages or images shall be assigned a unique text file or batch number that will directly relate and create the link between the documents that are electronically controlled.
- d. The MUS/other Applicable Solutions shall be utilized to review the individual images that are created during scanning. All poor quality or rejected images shall be detected and re-scanned before they are transmitted to the IDRARS.
- e. All unsuccessful transmitted scanned images (i.e., corrupted image, MUS/other Applicable Solutions system error, etc.) must be corrected by TSP Designated Manpower within three (3) days from receipt of Correction Notice from FMD.

E. Production Personnel Security

1. All TSP manpower shall be required to undergo LANDBANK's Training Programs enumerated in Section I, Item B.2. They shall be required to sign a Non-Disclosure Agreement (NDA).
2. In addition, the TSP manpower shall observe the following office decorum:
 - a. At the start of the day, they shall surrender all personal belongings (e.g., bags, cellular phones, etc.) to the Branch officer/s before entering the work area.
 - b. They shall not be allowed to use handheld devices (i.e., mobile phone, camera, external drive or writeable device, and the likes)
 - c. They shall be required to wear proper office uniforms (pocketless pants, shirts, blazers or blouse) and IDs.
 - d. They shall protect and properly use the LANDBANK's properties and facilities.
 - e. They shall observe proper handling and preservation of all KYC records.

- f. They shall also comply with LANDBANK's Integrated Management System to ensure conformity with ISO Standards for Quality and Environment.
3. The TSP shall only conduct the actual grooming, scanning, transmitting and quality assurance of all KYC records at the designated work place provided for in the Branches.
4. LANDBANK shall be allowed to conduct unannounced audit on the work area and server being used by the TSP manpower.
5. All customer information documents, KYC records, MUS/other Applicable Solutions, its components, parts and all products, product samples and specifications, data, ideas, technology, and non-technology materials, all or any part of which may be derived from any of the foregoing (all of which, individually and collectively, referred to as "Proprietary Information") are confidential and proprietary to LANDBANK.
6. The TSP agrees to hold the Proprietary Information in strict confidence and shall neither divulge nor disclose to third parties the same without written approval of LANDBANK.
7. The TSP manpower shall issue a Data and Image Deletion Certificate on a monthly basis.

F. Warranties of the TSP

1. The TSP warrants the strict conformity and adherence to the terms and conditions of this TOR.
2. The TSP must provide a **warranty period of three (3) months from the time of the acceptance of the last batch of transmitted scanned KYC records**. The warranty shall cover correction of re-scanning, re-indexing and other work services necessary to correct the defects of the scanned images and/or indexes.
3. The TSP warrants, represents and undertakes reliability of the services and that their manpower complements are well-behaved, honest, hardworking, organized, dedicated and reliable to do the service required to the satisfaction of the LANDBANK.
4. The TSP shall comply with the existing government laws, policies, rules and regulations governing its business and operations.
5. The TSP shall ensure compliance with labor laws and regulations or administrative issuances for the protection of the rights and the grant of allowances and benefits of its manpower deployed in LANDBANK.

6. The TSP shall be liable for the loss, damage or injury due directly or indirectly through the fault or negligence of its manpower. It shall assume full responsibility thereof and LANDBANK shall be specifically released from any and all liabilities arising therefrom.
7. The TSP shall neither assign, transfer, pledge nor sub-contract any part or interest therein.

E. Minimum Specifications

Name and Description	Minimum Specifications
1. Scanning machines	<ul style="list-style-type: none"> • Brand new industrial or production type scanning machine which should comply with the specification requirements indicated in Section I, Item A.
2. Qualification for TSP Manpower	<ul style="list-style-type: none"> • At least two (2) years of College Education; • Must not be related to any regular LANDBANK officer and staff within third degree by consanguinity or affinity
3. Area Supervisors	<ul style="list-style-type: none"> • Completion of a Bachelor's degree preferably Business Related Course; • With two (2) years Supervisory Experience • Must not be related to any regular LANDBANK officer and staff within third degree by consanguinity or affinity

F. Qualification and Documentary Requirements

Qualification Requirement	Documentary Requirement
a. The TSP must have nationwide support center/ branch each in Luzon, Visayas and Mindanao, to meet the nationwide manpower requirements of LANDBANK (<i>Annex A – Projected TSP Manpower Complement</i>).	<ul style="list-style-type: none"> ✓ List of Nationwide Support Center/Branch in Luzon, Visayas and Mindanao with their corresponding office addresses.
b. The TSP must have at least three (3) clients/completed project of satisfactory performance in providing document imaging/scanning services for the last five (5) years from 2013-2018	<ul style="list-style-type: none"> ✓ Copy/ies of contract/s or purchase orders as proof of providing document imaging/scanning services with corresponding certificate of satisfactory performance from at least three (3) clients for the last five (5) years from 2013-2018; ✓ Such document shall include Client Name, Project Name, Project Description, Project Start Date and Project Completion/Implementation Date.

Qualification Requirement	Documentary Requirement
c. The TSP must be able to submit the following documentary requirements: <ol style="list-style-type: none"> 1) Certification of Compliance with LANDBANK MUS or Approved Proof of Operability 2) Deployment Plan for Scanning Machine and List of Manpower Complement 3) Provision of the names of the Area Supervisors per LOT [six (6) for LOT 1; four (4) for LOT 2] 4) Detailed Solution Proposal and Timeline for the Four Major Work Processes (Annex C) 	✓ Certification issued by the TSP stating that it is capable of providing the documentary requirements of LANDBANK. ✓ TSP must also submit the proposed Detailed Solution with Timeline for the Four Major Work Processes (Annex C)

G. Delivery Schedule

The contract shall commence upon receipt of notice to proceed and must be completed within a period of **twelve (12) months** from receipt therefrom.

H. Payment Terms

Below are the payment milestones for LOT 1:

% of Payment	Description of Deliverables	Amount Due (in PHP)
10%	10% of the Contract Price (CP) upon acceptance of the Project Plan and deployment of scanning machine and manpower; and delivery, uploading and acceptance of nine (9) million pages	XXX
90%	10% of the CP for every delivery, uploading and acceptance of nine (9) million pages (in 9 tranches)	XXX
100%	TOTAL PROJECT COST (Inclusive of VAT and All Taxes)	XXX

TOTAL PROJECT COST (in words): _____

Note: The TSP shall be paid for the actual number of pages delivered, uploaded and accepted. In case the TSP is able to complete the project earlier than 12 months, their last payment shall be based on the actual last remaining pages or a fraction thereof, but not to exceed the total contract price.

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Below are the payment milestones for LOT 2:

% of Payment	Description of Deliverables	Amount Due (in PHP)
10%	10% of the Contract Price (CP) upon acceptance of the Project Plan and deployment of scanning machine and manpower; and delivery, uploading and acceptance of five million two hundred thousand (5,200,000) pages	XXX
90%	10% of the CP for every delivery, uploading and acceptance of five million two hundred thousand (5,200,000) pages (in 9 tranches)	XXX
100%	TOTAL PROJECT COST (Inclusive of VAT and All Taxes)	XXX

TOTAL PROJECT COST (in words): _____

Note: The TSP shall be paid for the actual number of pages delivered, uploaded and accepted. In case the TSP is able to complete the project earlier than 12 months, their last payment shall be based on the actual last remaining pages or a fraction thereof, but not to exceed the total contract price.

I. Other Terms and Conditions

I. Terms Of Reference Standard Information

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

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

A. Discussions/Negotiations

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

B. Award of Contract

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

II. Proposal Preparation

This TOR provides the instructions governing the proposal to be submitted and a description of the mandatory requirements. To be eligible for consideration, the TSP must meet the intent of all mandatory requirements. Compliance with the intent of all the requirements will be determined by the LANDBANK Head Office Bids and Awards Committee (HOBAC).

The TSP must organize its proposal into sections following the format of this TOR, with tabs separating each section. Refer to *Section F. Qualification and Documentary Requirements* for the required information/document that must be included in the proposal.

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

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

A. Price Sheet

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

III. Proposal Submission

The TSP must submit:

- Three (3) sets (one original and two true copies) of its technical and financial proposals
- Its proposal to the LANDBANK's HOBAC on or before the deadline set.

Facsimile or electronic submissions are not acceptable.

A. Signed Proposals

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

B. Validity Period

The submitted proposal will not be modified, withdrawn or cancelled by the TSP for a 120-day period following the deadline for submission, or receipt of best and final offer, if required.

IV. Oral Presentation/Product Demonstration

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

V. Compliance With Laws, Policies, Processes, Regulations and Standards

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

VI. Contract Contents

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

VII. LANDBANK shall maintain a Service Level Agreement (SLA) with the TSP, with provision for penalty for their non-compliance.

Description	SLA	PENALTY
Project Mobilization and Kick-off	Approval of the Project Plan and deploy of scanning machine and manpower; and delivery, uploading and acceptance of nine million (9,000,000) pages for LOT 1 or five million two hundred thousand (5,200,000) pages for LOT 2, within two (2) months upon receipt of Notice to Proceed.	1/10 th of one percent (1%) of the total cost of the undelivered deliverables shall be imposed per day of delay or a fraction thereof.
Output Submission/ Turn-Around-Time	After the project mobilization and kick-off, the TSP shall comply with delivery, uploading and acceptance of nine million pages (9,000,000) for LOT 1 or five million two hundred thousand (5,200,000) pages for LOT 2 every end of the month.	1/10 th of one percent (1%) of the total cost of the undelivered deliverables shall be imposed per day of delay or a fraction thereof.
Final Output Submission	The TSP shall complete the project within Twelve (12) months as per TOR of LANDBANK.	1/10 th of one percent (1%) of the total cost of the undelivered deliverables shall be imposed per day of delay or a fraction thereof.

VIII. Confidentiality

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


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



Firm Credentials Information Sheet

List of Implemented Projects

Client Name	Project Name	Project Description	Project Start Date	Project Completion/ Implementation Date	Contact Person and Contact Number/Email Address

	Project Name Procurement of xxx	LANDBANK OF THE PHILIPPINES 1598 M. H. del Pilar corner Dr. J. Quintos St., Malate, Manila Tel No. 5220000
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CUSTOMER SATISFACTION SURVEY FORM

Name of Reference Company	
Project Referenced	
Resource Person	
Telephone no./ Email Address	

	Very Satisfactory	Satisfactory	Unsatisfactory	Remarks
1. How are you going to rate their performance on this project?				
2. When was it completed? _____ _____ What was the project duration? _____ Was the duration considerable? _____ Was it completed on time? _____ Please rate.				
3. What is the scope of the engagement? _____ _____ _____ How are you going to rate the specific functions they have performed?				
Major tasks:				
Task 1:				
Task 2:				
Task 3:				
Task 4:				
Task 5:				
4. Was the budget, cost and other financial matters within the set controls and limitations? _____ Was there any form of				

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financial disagreements that surfaced during the engagement? _____ Please rate financial matters.				
5. How would you rate the value of their services as against the project cost?				
6. How are you going to rate the project relationship of the firm with your company? Did the firm personnel have a harmonious relationship with your employees? _____ _____				
7. How are you going to rate the usefulness of the software you acquired in relation to your actual operations?				
8. How user-friendly is their system? Have you encountered major problems in using the system? _____ _____ _____				
9. How are you going to rate their post implementation support? How responsive and accommodating are they with your problems and queries?				
10. What is your overall rating with the following based on your experience?				
a. firm				
b. product Would you still consider this firm on your next projects? _____ _____				

<p>Would you recommend the following to other companies?</p> <p>a. firm _____ _____</p> <p>b. product _____ _____ _____</p>				
<p>11. OVERALL RATING</p>				

ANNEX F

Project Team Information Sheet

Name	
Proposed Project Team Role	
Responsibilities	

Educational Attainment

Name of Institution	Period of Attendance	Diploma/Degree/ Equivalent	Awards/Distinctions Received

Work Experience as to the Proposed Project Role

Client Name	Project Name	Project Description	Role	Start and End Dates of Project Involvement (mm/yyyy to mm/yyyy)	Contact Person and Contact Number/Email Address

Actual Experience in Implementing the Proposed Solution/Software Application

Client Name	Project Name	Project Description	Role	Start and End Dates of Project Involvement (mm/yyyy to mm/yyyy)	Contact Person and Contact Number/Email Address