

**SUPPLEMENTAL/BID BULLETIN NO. 3
For LBP-HOBAC-ITB-CS-20190218-01**

PROJECT : **New Trade Finance System with One (1) Year Maintenance Service**

IMPLEMENTOR : **Procurement Department**

DATE : **April 17, 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) Requirement No. NTFS-42-44: "The system shall be able to generate hand-off files for CRES" for both Business Requirement Documents (BRD) and Requirements Compliance Form (RCF) have been omitted. Please see attached revised BRD (Annex A) and RCF (Annex B) of the Bidding Documents.
- 2) Invitation to Bid (ITB) and Criteria for Shortlisting have been revised. Please see attached revised ITB, Eligibility Data Sheet (Item Nos. 1.3, 4.2, 5 & 8.1), Notice of Eligibility and Shortlisting (Item No. 6), Section VI (Terms of Reference) and Checklist of Bidding Documents (Item No. 14).



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



Land Bank of the Philippines

Invitation to Bid For

New Finance Trade System with One (1) Year Maintenance Service

1. The LAND BANK OF THE PHILIPPINES (LANDBANK), through its Corporate Budget approved by the Board of Directors for 2019 intends to apply the sum of Fifty Million Pesos Only (Php50,000,000.00) being the Approved Budget for the Contract (ABC) to payments under the contract for New Trade Finance System with One (1) Year Maintenance Service / ITB No. LBP-HOBAC-ITB-CS-20190218-01.

Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.

2. The LANDBANK now calls for the submission of eligibility documents for New Trade Finance System with One (1) Year Maintenance Service. Eligibility documents of interested consultants must be duly received by the BAC Secretariat on or before **April 25, 2019 – 11:00 A.M.** at 25th Floor, Procurement Department, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.
3. Interested bidders may obtain further information from LANDBANK and inspect the Bidding Documents at the address given below during 8:00 A.M. to 5:00 P.M.:
Procurement Department
Land Bank of the Philippines
25th Floor, LANDBANK Plaza
1598 M.H. Del Pilar corner Dr. J. Quintos Streets,
Malate, Manila, 1004
lbphobac@mail.landbank.com
4. A complete set of Bidding Documents may be acquired by interested Bidders on February 28 to **April 25, 2019** from the address indicated above and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of Twenty Five Thousand Pesos Only (Php25,000.00).

It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

5. The LANDBANK will hold a Pre-Bid on March 7, 2019 – 2:00 P.M. , at the **Bidding Room, 25th Floor, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila.** Only those bidders which have purchased the Bidding Documents shall be allowed to request for clarification on any part of the Bidding Documents or for an interpretation, at least three (3) calendar days after the pre-bid conference.

Bidders are prohibited from recording (audio and video) the proceedings of the pre-bid conference.

6. Bidding will be conducted through open competitive bidding procedures using non-discretionary “pass/fail” criterion as specified in the IRR of RA 9184. **Bidding is open to all interested bidders, whether local or foreign, subject to the conditions for eligibility provided in the IRR of RA 9184.**
7. Interested consultants must drop **three (3) sets** of their eligibility/technical and financial components in **three (3) separate sealed envelopes** at the designated Bid Box located at the Procurement Department, PROPERLY SEALED, MARKED AND TIME STAMPED on or before the **11:00 A.M. deadline on April 25, 2019.** All bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB Clause 15.1.**

Bid opening shall be on **April 25, 2019 – 11:00 A.M.** at Bidding Room, 25th Floor, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila. Bids will be opened in the presence of the Bidder’s representatives who choose to attend at the address above. Late bids shall not be accepted.

8. After the receipt of bids, the Eligibility/Technical Component (First Envelope) shall first be opened and evaluated in the presence of the prospective bidder’s representatives who choose to attend at the time, on the date and at the place specified below.
9. The BAC shall draw up the short list of consultants from those who have been determined as eligible in accordance with the provisions of Republic Act 9184 (RA 9184), otherwise known as the “Government Procurement Reform Act”, and its Implementing Rules and Regulations (IRR). The short list shall consist of **three (3)** prospective bidders who will be entitled to submit bids. The criteria and posting system for short listing are:

CRITERIA	Weight	Score	Remarks												
<p>1. Firm Credentials (Experience, Expertise and Capability)</p> <p>1.a Years of experience</p> <table border="1" data-bbox="199 338 906 600"> <tr> <td data-bbox="199 338 785 488">Exceeds minimum qualifications - Six (6) years or more of successfully implementing the proposed solution.</td> <td data-bbox="790 338 906 488">7%</td> </tr> <tr> <td data-bbox="199 488 785 600">Meets minimum qualifications - At least five (5) years of successfully implementing the proposed solution.</td> <td data-bbox="790 488 906 600">5%</td> </tr> </table> <p>1.b Satisfactory Ratings</p> <table border="1" data-bbox="199 674 906 1155"> <tr> <td data-bbox="199 674 785 931">Exceeds minimum qualifications - Four (4) or more fully filled-out Customer Satisfaction Survey Forms with "Satisfactory" ratings for previous successful engagements related to trade finance solution.</td> <td data-bbox="790 674 906 931">6%</td> </tr> <tr> <td data-bbox="199 931 785 1155">Meets minimum qualifications - At least three (3) fully filled-out Customer Satisfaction Survey Forms with "Satisfactory" ratings for previous successful engagements related to trade finance solution.</td> <td data-bbox="790 931 906 1155">4%</td> </tr> </table> <p>1.c Implementation of the Proposed Solution</p> <table border="1" data-bbox="199 1227 906 1525"> <tr> <td data-bbox="199 1227 785 1375">Exceeds minimum qualifications - With at least one (1) successful local implementation in the Philippines</td> <td data-bbox="790 1227 906 1375">7%</td> </tr> <tr> <td data-bbox="199 1375 785 1525">Meets minimum qualifications - At least five (5) successful implementation of the proposed solution within Asia Pacific region.</td> <td data-bbox="790 1375 906 1525">5%</td> </tr> </table>	Exceeds minimum qualifications - Six (6) years or more of successfully implementing the proposed solution.	7%	Meets minimum qualifications - At least five (5) years of successfully implementing the proposed solution.	5%	Exceeds minimum qualifications - Four (4) or more fully filled-out Customer Satisfaction Survey Forms with "Satisfactory" ratings for previous successful engagements related to trade finance solution.	6%	Meets minimum qualifications - At least three (3) fully filled-out Customer Satisfaction Survey Forms with "Satisfactory" ratings for previous successful engagements related to trade finance solution.	4%	Exceeds minimum qualifications - With at least one (1) successful local implementation in the Philippines	7%	Meets minimum qualifications - At least five (5) successful implementation of the proposed solution within Asia Pacific region.	5%	20%		
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<p>2.c Technical Team Lead to be assigned is highly qualified to perform the required tasks</p> <p>i. Years of experience</p> <table border="1" data-bbox="199 1579 901 1836"> <tr> <td data-bbox="199 1579 790 1724">Exceeds minimum qualifications - Three (3) or more years of experience in IT as Technical Team Lead.</td> <td data-bbox="790 1579 901 1724">5%</td> </tr> <tr> <td data-bbox="199 1724 790 1836">Meets minimum qualifications - At least two (2) years of experience in IT as Technical Team Lead.</td> <td data-bbox="790 1724 901 1836">2%</td> </tr> </table>	Exceeds minimum qualifications - Three (3) or more years of experience in IT as Technical Team Lead.	5%	Meets minimum qualifications - At least two (2) years of experience in IT as Technical Team Lead.	2%							
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<p>2.d Technical Support Staff* (i.e. Systems Analyst, Programmer)</p>											

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5. Implementation Methodology		10%		
Proposed Solution Architecture Overview	1%			
Implementation and project management methodology	1%			
LANDBANK Responsibilities	1%			
Assumptions, Constraints, Dependencies	1%			
Schedules				
Delivery schedule/completion date is less than 14 months	5%			
Delivery schedule/completion date is 14 months	4%			
Note: Inclusive of LANDBANK's 3 months UAT				
Organizational Chart of the Project Team	1%			
6. Support Base manned by skilled and experienced technical support staff for the proposed solution		5%		
Within Metro Manila	5%			
Outside Metro Manila	3%			
TOTAL		100%		

Hurdle rate to be met – 79%

3. The Procuring Entity shall evaluate bids using the Quality-Cost Based Evaluation (QCBE) procedure. The weights to be allocated for the Technical and Financial Proposals, and the criteria and rating system for the evaluation of bids shall be as follows:
 - a. Technical Criteria
(Raw score is the shortlisting score) – 80%
 - b. Financial Criteria – 20%
4. The contract shall be completed within fourteen (14) months, inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice to Proceed by the winning bidder from the Procurement Department of the Bank.
5. The LANDBANK reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.

6. The Bidders should have no negative dealings/transactions with LANDBANK and its subsidiaries.

7. For further information, please refer to:
Mr. Alwin I. Reyes, CSSP
Assistant Vice President
Head, Procurement Department
1598 M.H. Del Pilar cor. Dr. J. Quintos Sts.
Malate, Manila, 1004
Tel. (+632) 522-0000 or 551-2200 local 7370
Fax (+632) 528-8587
Email: lbphobac@mail.landbank.com

(Sgd)

JULIO D. CLIMACO JR.
Executive Vice President
Chairman, Bids and Awards Committee

Eligibility Data Sheet

Eligibility Documents	
1.2	No further instructions.
1.3	Foreign bidders, falling under ITB Clause 2 and/or doing business in the Philippines may participate in this Project provided they meet the requirements under Section 24.3 of the Revised IRR of RA 9184.
2.1(a)(ii)	The statement of all ongoing and completed government and private contracts shall include all such contracts within three (3) years prior to the deadline for the submission and receipt of eligibility documents.
2.1(a)(ii.7)	Proof of satisfactory completion of completed contracts: <ul style="list-style-type: none"> ▪ Copy of Purchase Order or Contract or Certificate of Satisfactory Completion issued by the client
4.2	Each Bidder shall submit three (3) sets of Eligibility and Technical Component (First Envelope), Project Technical Component (Second Envelope) and Financial Component (Third Envelope) labeled as “Original Copy 1”, “Original Copy 2” and “Original Copy 3”. The Eligibility/Technical Documents shall be enclosed in the Eligibility/Technical Component (First Envelope) of the Bid.
4.3 (e)	The Procuring Entity’s BAC address is: <p style="margin-left: 40px;">Land Bank of the Philippines 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets Malate, Manila, 1004</p> <p style="margin-left: 40px;">Contact Person: Mr. Alwin I. Reyes, CSSP Assistant Vice President Head, Procurement Department 1598 M.H. Del Pilar corner Dr. J. Quintos Streets Malate, Manila, 1004 Fax (02) 528-8587 lbphobac@mail.landbank.com</p>

4.3 (f)	Consultancy Services for the: <ul style="list-style-type: none"> ➤ New Trade Finance System with One (1) Year Maintenance ➤ LBP-HOBAC-ITB-CS-20190218-01
5	The address for submission of eligibility document/component is: Procurement Department Land Bank of the Philippines 25 th Floor, LANDBANK Plaza Building 1598 M. H. Dell Pilar corner Dr. J. Quintos Streets Malate, Manila, 1004 The deadline for submission of eligibility document/component is 11:00 A.M. on April 25, 2019 .
8.1	The place of opening of eligibility document/component is: Procurement Department Land Bank of the Philippines 25 th Floor, LANDBANK Plaza Building 1598 M. H. Del Pilar corner Dr. J. Quintos Streets Malate, Manila, 1004 The date and time of opening of eligibility document is 11:00 A.M. on April 25, 2019 .
9.1	Similar contracts shall refer to projects involving Information Technology hardware or software.
9.2	Minimum score to be included in the shortlist is seventy nine (79%). The detailed set of criteria and rating system to be used are shown below.

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<p>1. Firm Credentials (Experience, Expertise and Capability)</p> <p>1.a Years of experience</p> <table border="1" data-bbox="181 338 887 600"> <tr> <td data-bbox="181 338 767 488">Exceeds minimum qualifications - Six (6) years or more of successfully implementing the proposed solution.</td> <td data-bbox="772 338 887 488">7%</td> </tr> <tr> <td data-bbox="181 495 767 600">Meets minimum qualifications - At least five (5) years of successfully implementing the proposed solution.</td> <td data-bbox="772 495 887 600">5%</td> </tr> </table> <p>1.b Satisfactory Ratings</p> <table border="1" data-bbox="181 674 887 1155"> <tr> <td data-bbox="181 674 767 931">Exceeds minimum qualifications - Four (4) or more fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.</td> <td data-bbox="772 674 887 931">6%</td> </tr> <tr> <td data-bbox="181 938 767 1155">Meets minimum qualifications - At least three (3) fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.</td> <td data-bbox="772 938 887 1155">4%</td> </tr> </table> <p>1.c Implementation of the Proposed Solution</p> <table border="1" data-bbox="181 1229 887 1525"> <tr> <td data-bbox="181 1229 767 1379">Exceeds minimum qualifications - With at least one (1) successful local implementation in the Philippines</td> <td data-bbox="772 1229 887 1379">7%</td> </tr> <tr> <td data-bbox="181 1386 767 1525">Meets minimum qualifications - At least five (5) successful implementation of the proposed solution within Asia Pacific region.</td> <td data-bbox="772 1386 887 1525">5%</td> </tr> </table>	Exceeds minimum qualifications - Six (6) years or more of successfully implementing the proposed solution.	7%	Meets minimum qualifications - At least five (5) years of successfully implementing the proposed solution.	5%	Exceeds minimum qualifications - Four (4) or more fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.	6%	Meets minimum qualifications - At least three (3) fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.	4%	Exceeds minimum qualifications - With at least one (1) successful local implementation in the Philippines	7%	Meets minimum qualifications - At least five (5) successful implementation of the proposed solution within Asia Pacific region.	5%	20%		
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CRITERIA	Weight	Score	Remarks								
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Within Metro Manila	5%																				
Outside Metro Manila	3%																				
TOTAL	100%																				

Notice of Eligibility and Short Listing

Date

[Name and Address of Short Listed Consultant]

Dear *[Addressee]*:

1. The *LAND BANK OF THE PHILIPPINES* (hereinafter called "Procuring Entity" has received financing (hereinafter called "funds") from its Corporate Budget for the contract approved by the Board of Directors for 2019 (hereinafter called the "Funding Source") toward the cost of New Trade Finance System with One (1) Year Maintenance Service.

The Procuring Entity intends to apply a portion of the funds in the amount of Fifty Million Pesos Only (Php50,000,000.00) to eligible payments under the contract for New Trade Finance System with One (1) Year Maintenance Service. for which the Bidding Documents is issued.

2. The Procuring Entity now invites bids to provide the following Consulting Services: New Trade Finance System with One (1) Year Maintenance Service. More details on the services are provided in the Terms of Reference (TOR) for the project.
3. The Consultant shall be selected and employed in accordance with Quality-Cost Based Evaluation (QCBE) procedures as described in the Bidding Documents.
4. This notice has been addressed to the following short listed consultants:
[Insert list of short listed consultants]
5. It is not permissible for you to transfer this invitation to any other consultant.
6. The Bidding Documents may be acquired at Bidding Room, 25th Floor, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila from 8:00 a.m. to 5:00 p.m. upon payment of an applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of **Twenty Five Thousand Pesos Only (Php 25,000.00)**.
7. The LANDBANK will hold a Pre-Bid Conference on Bidding Room, 25th Floor, LANDBANK Plaza Building, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila, which shall be open to all short listed consultants.

Yours sincerely,

[Insert signature, name, and title of the Procuring Entity's Representative]

SECTION VI. TERMS OF REFERENCE

1. Name and Description of the Project

New Trade Finance System Project was initiated to allow the Bank to cope with the evolving business requirements such as Philippine Financial Reporting System (PFRS) 9, computation of Expected Credit Losses (ECL), AMLA and additional reportorial specifications of the Bank. Further, the new system will be able to handle dollar payment transactions which supports the government thrust of MAV-NFA Rice Importation Program. And, the new system will expand bankwide coverage to fully automate the processing and reporting of trade transactions for operational efficiency.

2. Project Objective

The New Trade System project aims to:

- ✓ Comply to regulatory requirements (e.g. BSP 1011 s.2018 (PFRS 9 on ECL) and BSP 941 s. 2017 (Regulations on Past Due & Non Performing Loans) and AMLA); and,
- ✓ Implement the New Trade Finance System to International Trade Department and to the pilot Lending Centers, namely, Davao, Cebu, Iloilo, Zamboanga, Cagayan de Oro, and General Santos City.

3. Project Scope

The scope of the project includes acquisition of New Trade Finance System to be used by the Bank's International Trade Department and pilot Lending Centers, namely, Davao, Cebu, Iloilo, Zamboanga, Cagayan de Oro, and General Santos City. The details and requirements are specified in the attached **Revised Business Requirements Document (BRD) – Annex A**.

To ensure the highest degree of compliance of the New Trade Finance System Project to the Bank's requirements, and to effectively manage change, the project scope likewise covers all the requisite software customizations, as well as change management activities like change management planning and communication, the review of "As Is" processes, business process simplification and improvement, the documentation and training on the "To Be" processes, organizational change assessment, and assistance in the implementation of the required organizational and process changes. The project must take into account all related implementation activities and processes such as systems integration, project management, system development lifecycle, change management, technology transfer (training and documentation), and maintenance and support.

The Approved Budget for the Contract (ABC) shall be the upper limit or ceiling for the proposal, and shall cover all project costs, including, but not limited to the following:

- Services and software costs (inclusive of customization, APIs, connectors, middleware and various technical tools, e.g. reporting tool to implement the system;
- Ninety-day warranty starting from the Production cut-over date;

- **Maintenance and support, which includes:**
 - **First year maintenance and support for all software components will commence after the end of the 90-day Warranty period; and,**
 - **Subsequent maintenance cost can be escalated up to 5% only and shall not exceed 20% of the software licenses cost; and**
 - **The Bank shall pay the maintenance support at the start of the maintenance period.**
- Training requirements;
 - “Train The Trainers” Training;
 - Technical Training (e.g. Training for reportorial requirements);
 - Knowledge Transfer and Handover workshops; and,
 - Other system-related training activities.
- Team building activities;
- Out-of-pocket and other expenses (e.g. transportation allowance, per Diem, etc.); and,
- All applicable taxes

The solution provider is expected to deliver a New Trade Finance System inclusive of 1 year maintenance agreement.

Other Requirements

Once the project is awarded, solution provider must comply with the following:

- Attendance of the solution provider’s Business Analyst (BA) during requirements verification/development of the Conceptual System Design/Data Mapping or equivalent document is mandatory. In case of personnel replacement during the course of the project, the solution provider shall submit resume of the incoming personnel for approval of LANDBANK’s project team. Also, LANDBANK shall be notified/advised 30 days before the effectivity of such replacement.
- The threshold for the issues/findings (Severity 1 and 2) during User’s Acceptance Testing (UAT) is 1% for every 1,000 Test Cases/Scenario (e.g. if there are 800 test cases/scenarios then the maximum no. of Severity 1 and 2 issues is 8). If the set threshold for the issues/findings (Severity 1 and 2) is reached during UAT, LANDBANK will suspend the UAT, require the solution provider to correct all deficiencies, perform and provide LANDBANK with a new Unit and Integration Testing (UIT) certificate. This period will be subjected to liquidated damages as specified in the Special Condition Contract (SCC). In addition, due to this delay, equivalent penalty that will be imposed by regulators/agencies will be borne by the solution provider.
- During the warranty period, turnaround time for resolution of any related system incident or problem is as follows:

Severity Classification	DESCRIPTION	Resolution Period
1	Major business functions are not working or seriously affected (e.g., inaccessible or inoperable system; lack of data integrity; data corruption or data unavailability.	Within 2 days
2	Impaired use of critical business functions, difficult workaround.	Within 3 days
3	Impaired use of critical business functions, difficult workaround.	Within 1 month
4	Superficial errors, system functionality is not affected	Within 2 months

Failure to resolve Severity 1 and 2 within the specified resolution time will extend the warranty period and maintenance agreement will be put on hold.

- Should there be system errors encountered upon production and within 90 days therefrom which are attributable to the solution provider and such errors remain unresolved resulting to the Bank incurring losses, the Bank shall have the right to call on the security deposit.
- The solution provider must provide LANDBANK with annual audited financial statement during the course of the project.

4. System Requirements

This section documents the project stakeholders' expectations, and the functional and non-functional requirements that the proposed solution must satisfy or exceed in order for the proposed solution to qualify for consideration.

The solution provider must respond to each requirement in the **attached Revised Requirements Compliance Form (RCF) - Annex B**, and provide information for the following columns of the RCF:

- A. Percentage Compliance (e.g. 100% - for full compliance, nn% - for partial compliance)

100% Fully compliant, base-product functionality; no customization required

nn% Partially compliant; customization required

- B. Customization Estimates (expressed in man-days);

- C. Response

If no exception, explanation, or clarification is required in the solution provider's response to a specific requirement, the solution provider shall indicate the following response:

"<Solution Provider's Name> understands and will comply."

Failure to conform to any of the above specifications may be sufficient grounds for disqualification.

5. Delivery Time/Completion Schedule

The Project must be completed within 14 months, inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice To Proceed (NTP) by the winning bidder from the Procurement Department of the Bank.

6. Cost Analysis Sheet

Cost Breakdown

Cost Component	Cost (PHP)
Software Cost	
Software Application and Licenses	999,999,999.99
Other Software Components	999,999,999.99
Implementation Cost (project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management, etc.)	999,999,999.99
Others (out-of-pocket expenses, etc.)	999,999,999.99
1st Year Maintenance and Support Cost (including cost of upgrades)	999,999,999.99
TOTAL INVESTMENT COST	999,999,999.99

Payment Milestone

Payment Milestone	Amount Due (PHP)
15% of software, implementation and other costs upon signing of contract and installation of base solution	999,999,999.99
15% of software, implementation and other costs upon acceptance of Conceptual Systems Design (CSD Sign-off)	999,999,999.99
15% of software, implementation and other costs upon acceptance of Technical Requirements Specifications (TRS Sign-off)	999,999,999.99
15% of software, implementation and other costs upon installation of system in LANDBANK's environment; issuance of Unit and Integration Testing (UIT) Certificate, if applicable and conduct of system walkthrough	999,999,999.99
25% of software, implementation and other costs upon UAT completion (UAT Sign-off)	999,999,999.99
15% of software, implementation and other costs upon completion of warranty period	999,999,999.99
Total Software, Implementation and Other Costs	999,999,999.99
1st Year Maintenance and Support Cost	999,999,999.99
TOTAL PROJECT COST (VAT and ALL taxes inclusive)	XXX,XXX,XXXX.XX

TOTAL PROJECT COST (in words):

7. Qualification Requirements

Evaluation Criteria	Minimum Required Standards
<p>A. Firm Credentials (Experience, Expertise and Capability)</p> <p>This criterion evaluates the bidder's and/or system developer's / licensor's experience, expertise and capability to deliver the proposed solution, as well as the results of satisfaction ratings of previous engagements, are considered.</p>	<p>Bidders must:</p> <ul style="list-style-type: none"> ✓ Have at least five (5) years of relevant experience in successfully implementing the proposed solution. Provide the Client Name, Project Name, Project Description, Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex C). ✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey Forms with "satisfactory" ratings for previous successful engagements related to trade finance solution. Submitted CSS form must be sealed and signed when provided to LANDBANK. ✓ Have at least five (5) successful implementation of the proposed solution within Asia Pacific Region.
<p>B. Personnel Qualifications</p> <p>This criterion assesses the relevant work experience and educational attainment of the bidder key personnel (i.e., Project Manager, Business Analyst, Technical Lead, and Technical Support Staff) identified to implement the proposed solution.</p>	<p>Submit biographical information using the prescribed Project Team Information Sheet template (Annex E).</p> <ul style="list-style-type: none"> ✓ Project Manager: <ul style="list-style-type: none"> ▪ At least three (3) years of experience in IT as Project Manager; and ▪ At least one (1) successful implementation of the proposed solution ✓ Business Analyst: <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Business Analyst; and ▪ At least one (1) successful implementation of the proposed solution ✓ Technical Team Lead: <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Technical Team Lead ✓ Technical Support Staff (i.e. Systems Analyst, Programmer): <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Technical Support Staff (i.e. Systems Analyst, Programmer); ▪ At least one (1) successful implementation of the proposed solution

Evaluation Criteria	Minimum Required Standards
<p>C. Fit to Functional Requirements</p> <p>This criterion assesses the proposed solution against the user requirements that it must satisfy and the functions that it should perform, to support the system owner's business needs and objectives.</p>	<p>✓ The software solution should be 100% compliant to the Mandatory Functional requirements* with maximum 20% for customization</p> <p>✓ The software solution should be at least 75% compliant to Recommended Functional requirements*</p> <p><i>* Based on the solution provider's accomplished Requirements Compliance Form (RCF).</i></p>
<p>D. Fit to Non-Functional Requirements</p> <p>This criterion considers the proposed solution's fit to the non-functional requirements, i.e., the constraints on various attributes of the system and the development process relating to the functional requirements.</p>	<p>✓ The software solution should be 100% compliant to the <i>Mandatory</i> Non-Functional requirements* with maximum 30% for customization</p> <p>✓ The software solution should be at least 75% compliant to Recommended Non-Functional requirements*</p> <p><i>*Based on the solution provider's accomplished Requirements Compliance Form (RCF).</i></p>
<p>E. Implementation Methodology</p> <p>This criterion evaluates the proposed implementation approach with regards to the logical and systematic sequencing of activities, realistic estimation of work effort and duration, timely and quality delivery of work products, management of project schedule, scope and resources, and the overall soundness of the implementation methodology.</p>	<p>✓ Bidder's proposed solution must clearly discuss the following:</p> <ol style="list-style-type: none"> 1. Proposed Solution Architecture Overview <ul style="list-style-type: none"> ○ Technical Architecture ○ Solution components (software, services) 2. Implementation and project management methodology <ul style="list-style-type: none"> ○ Statement Of Work ○ Detailed description of all major tasks, ○ Deliverable item, if any, for each of the major tasks, and ○ Completion criteria for each of the major tasks 3. LANDBANK Responsibilities <ul style="list-style-type: none"> ○ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy 4. Assumptions, Constraints, Dependencies 5. Schedules <ul style="list-style-type: none"> ○ Major milestones, ○ Delivery schedule, and ○ Project schedule (major tasks,

Evaluation Criteria	Minimum Required Standards
	<p>durations, start and end dates, Gantt chart).</p> <p>6. Organizational Chart of the Project Team.</p>
<p>F. Support Base</p> <p>This criterion considers capability of the bidder to provide immediate and cost-effective on-site/off-site support or assistance</p>	<p>✓ Bidder must have or must set up a Support Center within the Philippines manned by skilled and experienced technical support staff for the proposed solution. This shall be stipulated in the contract. Provide proof of location or certification that support center is within the Philippines.</p>

8. Proposal Requirements

The technical proposal must include the following required information/documents:

- A. Firm Credentials Information Sheet – Annex C
- B. Customer Satisfaction Survey Forms – Annex D
- C. Project Team Information Sheet – Annex E
- D. **Revised Requirements Compliance Form (RCF) - Annex B** with response to each requirement. Standard response to each requirement shall be “Bidder’s Name understands and will comply”. Refer to Section 4. System Requirements on how to fill-out the RCF.
- E. Implementation Methodology Document which discusses the following information:
 - 1. Proposed Solution Architecture Overview
 - ✓ Technical Architecture
 - ✓ Solution components (software, services)
 - 2. Implementation and project management methodology
 - 3. Statement Of Work
 - ✓ Detailed description of all major tasks,
 - ✓ Deliverable item, if any, for each of the major tasks, and
 - ✓ Completion criteria for each of the major tasks
 - 4. LANDBANK Responsibilities
 - ✓ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy
 - 5. Assumptions, Constraints, Dependencies
 - 6. Schedules
 - ✓ Major milestones,
 - ✓ Delivery schedule, and
 - ✓ Project schedule (major tasks, durations, start and end dates, Gantt chart).
 - 7. Organizational Chart of the Project Team
- F. Proof of Support Center within the Philippines
- G. Other Requirements:
 - 1. Brief Company Profile
 - 2. Certification and Brief Description of the Business Continuity Plan (BCP) of the bidder with reference to the proposed solution

3. Certification that the bidder has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank's data and privacy of personal information
4. Draft Contract containing the terms and conditions specified in Annex F. General Guidelines Section 7. Outsourcing Process, item e. Contract and Service Level Management of Administrative Order No. 013 Series of 2018 Guidelines on Outsourcing
5. License Agreement
6. Service Level Agreement (SLA) for the maintenance and support to all software components which shall include details on production incidents as to Severity, Response Time, Resolution Time and Permanent Solution.

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

9. Technical Criteria

Non-compliance to any of the Minimum Required Standards below would automatically result to the disqualification of the bidder.

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

CRITERIA	Weight	Score	Remarks												
<p>1. Firm Credentials (Experience, Expertise and Capability)</p> <p>1.a Years of experience</p> <table border="1" data-bbox="172 300 880 562"> <tr> <td data-bbox="175 300 762 450">Exceeds minimum qualifications - Six (6) years or more of successfully implementing the proposed solution.</td> <td data-bbox="762 300 877 450">7%</td> </tr> <tr> <td data-bbox="175 450 762 562">Meets minimum qualifications - At least five (5) years of successfully implementing the proposed solution.</td> <td data-bbox="762 450 877 562">5%</td> </tr> </table> <p>1.b Satisfactory Ratings</p> <table border="1" data-bbox="172 636 880 1115"> <tr> <td data-bbox="175 636 762 891">Exceeds minimum qualifications - Four (4) or more fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.</td> <td data-bbox="762 636 877 891">6%</td> </tr> <tr> <td data-bbox="175 891 762 1115">Meets minimum qualifications - At least three (3) fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.</td> <td data-bbox="762 891 877 1115">4%</td> </tr> </table> <p>1.c Implementation of the Proposed Solution</p> <table border="1" data-bbox="172 1189 880 1487"> <tr> <td data-bbox="175 1189 762 1339">Exceeds minimum qualifications - With at least one (1) successful local implementation in the Philippines</td> <td data-bbox="762 1189 877 1339">7%</td> </tr> <tr> <td data-bbox="175 1339 762 1487">Meets minimum qualifications - At least five (5) successful implementation of the proposed solution within Asia Pacific region.</td> <td data-bbox="762 1339 877 1487">5%</td> </tr> </table>	Exceeds minimum qualifications - Six (6) years or more of successfully implementing the proposed solution.	7%	Meets minimum qualifications - At least five (5) years of successfully implementing the proposed solution.	5%	Exceeds minimum qualifications - Four (4) or more fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.	6%	Meets minimum qualifications - At least three (3) fully filled-out Customer Satisfaction Survey Forms with “Satisfactory” ratings for previous successful engagements related to trade finance solution.	4%	Exceeds minimum qualifications - With at least one (1) successful local implementation in the Philippines	7%	Meets minimum qualifications - At least five (5) successful implementation of the proposed solution within Asia Pacific region.	5%	20%		
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2. Personnel Qualifications	20%														
<p>2.a Project Manager to be assigned is highly qualified to implement the engagement</p> <p>i. Years of experience</p> <table border="1" data-bbox="172 1727 880 1951"> <tr> <td data-bbox="175 1727 762 1839">Exceeds minimum qualifications - Four (4) years of experience or more in IT as Project Manager</td> <td data-bbox="762 1727 877 1839">3%</td> </tr> <tr> <td data-bbox="175 1839 762 1951">Meets minimum qualifications - At least three (3) years of experience in IT as Project Manager</td> <td data-bbox="762 1839 877 1951">2%</td> </tr> </table>	Exceeds minimum qualifications - Four (4) years of experience or more in IT as Project Manager	3%	Meets minimum qualifications - At least three (3) years of experience in IT as Project Manager	2%											
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Exceeds minimum qualifications - Two (2) or more successful implementations of the proposed solution.	2%										
Meets minimum qualifications - At least one (1) successful implementation of the proposed solution.	1%										
<p>2.b Business Analyst to be assigned is highly qualified to implement the engagement even in the absence of the Team Leader</p> <p>i. Years of experience</p> <table border="1"> <tr> <td data-bbox="177 734 762 846"> Exceeds minimum qualifications - Three (3) years of experience or more in IT as Business Analyst. </td> <td data-bbox="762 734 882 846">3%</td> </tr> <tr> <td data-bbox="177 846 762 958"> Meets minimum qualifications - At least two (2) years of experience in IT as Business Analyst. </td> <td data-bbox="762 846 882 958">2%</td> </tr> </table> <p>ii. Implementation of proposed solution</p> <table border="1"> <tr> <td data-bbox="177 1032 762 1178"> Exceeds minimum qualifications - Two (2) or more successful implementations of the proposed solution. </td> <td data-bbox="762 1032 882 1178">2%</td> </tr> <tr> <td data-bbox="177 1178 762 1323"> Meets minimum qualifications - At least one (1) successful implementation of the proposed solution. </td> <td data-bbox="762 1178 882 1323">1%</td> </tr> </table>	Exceeds minimum qualifications - Three (3) years of experience or more in IT as Business Analyst.	3%	Meets minimum qualifications - At least two (2) years of experience in IT as Business Analyst.	2%	Exceeds minimum qualifications - Two (2) or more successful implementations of the proposed solution.	2%	Meets minimum qualifications - At least one (1) successful implementation of the proposed solution.	1%			
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Exceeds minimum qualifications - Two (2) or more successful implementations of the proposed solution.	2%										
Meets minimum qualifications - At least one (1) successful implementation of the proposed solution.	1%										
<p>2.c Technical Team Lead to be assigned is highly qualified to perform the required tasks</p> <p>i. Years of experience</p> <table border="1"> <tr> <td data-bbox="177 1536 762 1682"> Exceeds minimum qualifications - Three (3) years of experience or more in IT as Technical Team Lead. </td> <td data-bbox="762 1536 882 1682">5%</td> </tr> <tr> <td data-bbox="177 1682 762 1794"> Meets minimum qualifications - At least two (2) years of experience in IT as Technical Team Lead. </td> <td data-bbox="762 1682 882 1794">2%</td> </tr> </table>	Exceeds minimum qualifications - Three (3) years of experience or more in IT as Technical Team Lead.	5%	Meets minimum qualifications - At least two (2) years of experience in IT as Technical Team Lead.	2%							
Exceeds minimum qualifications - Three (3) years of experience or more in IT as Technical Team Lead.	5%										
Meets minimum qualifications - At least two (2) years of experience in IT as Technical Team Lead.	2%										

2.d Technical Support Staff* (i.e. Systems Analyst, Programmer)

i. Years of experience

Exceeds minimum qualifications - Three (3) years of experience or more in IT as Technical Support Staff.	3%
Meets minimum qualifications - At least two (2) years of experience in IT as Technical Support Staff.	2%

ii. Implementation of proposed solution

Exceeds minimum qualifications - Two (2) or more successful implementations of the proposed solution.	2%
Meets minimum qualifications - At least one (1) successful implementation of the proposed solution.	1%

** Proposed Technical Support Staff will be rated individually and the final rating will be the average score.*

3. Functional Requirements

25%

Mandatory requirements	20%
Recommended requirements	
100% compliance	5%
At least 75% compliance	3%

4. Fit to Non-Functional Requirements

20%

Mandatory requirements	15%
Recommended requirements	
100% compliance	5%
At least 75% compliance	3%

5. Implementation Methodology		10%		
Proposed Solution Architecture Overview	1%			
Implementation and project management methodology	1%			
LANDBANK Responsibilities	1%			
Assumptions, Constraints, Dependencies	1%			
Schedules				
Delivery schedule/completion date is less than 14 months	5%			
Delivery schedule/completion date is 14 months	4%			
Note: Inclusive of LANDBANK's 3 months UAT				
Organizational Chart of the Project Team	1%			
6. Support Base manned by skilled and experienced technical support staff for the proposed solution		5%		
Within Metro Manila	5%			
Outside Metro Manila	3%			
TOTAL		100%		

Bidders must obtain a minimum score of 79% for the technical criteria. Only the top three (3) bidders who meet the hurdle rate for the Technical Criteria shall be eligible for the next stage of bidding.

10. Bid Evaluation

- A. Bid Evaluation Procedure – Quality-Cost Based Evaluation (QCBE)/Selection (per RA 9184)
- B. Bidder must obtain a minimum score of 79% for the Technical Criteria specified in Section 9.
 - ✓ A bidder must fully comply with and deliver each and every Mandatory requirement. Bidder shall signify its commitment to fully comply with and deliver each of the Mandatory requirement by stating "Bidder's Name understands and will comply" under the Remarks column of the Requirements Compliance Form (RCF) for each and every Mandatory requirement;
 - ✓ A bidder must fully comply with and deliver at least 75% of the total Recommended requirements; that is, if the total number of Recommended requirements is N, then bidder must state "Bidder's Name understands and will comply" under the Remarks column of the RCF for at least 75% of the N Recommended requirements.

Illustration 1: If N = 12, then bidder must state "Bidder's Name understands and will comply" for at least 9 of the Recommended requirements.

Illustration 2: If N = 51, then bidder must state "Bidder's Name understands and will comply" for at least 39 of the Recommended requirements.

NOTE: LANDBANK will interpret the statement "[Bidder's Name] understands and will comply" as bidder's commitment to fully comply with and deliver the LANDBANK requirement.

C. Overall Bid Evaluation Criteria and Rating System

	Weight (a)	Raw Score (b)	Score (ab)	Remarks						
Technical Criteria (Fit to Functional and Non-Functional Requirements, Implementation Methodology)	80%									
Financial Criteria The proposed bid price of participating bidder: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Condition</th> <th>Raw Score</th> </tr> </thead> <tbody> <tr> <td>Lowest Bid</td> <td>100%</td> </tr> <tr> <td>Other Bids</td> <td>BS</td> </tr> </tbody> </table> $BS = 100 * BL/B$ Where: BS – Score of bid under consideration BL – Price of lowest bid B – Price of bid under Consideration	Condition	Raw Score	Lowest Bid	100%	Other Bids	BS	20%			
Condition	Raw Score									
Lowest Bid	100%									
Other Bids	BS									
GRAND TOTAL	100%									

11. Other Terms and Conditions

11.1 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.

11.1.1 Discussions/Negotiations

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

11.1.2 Award of Contract

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

11.2 Proposal Preparation

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

The solution provider must organize its proposal into sections following the format of this TOR, with tabs separating each section. Refer to Section 8 Proposal Requirements for the required information/document that must be included in the proposal.

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

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

11.2.2 Price Sheet

For the financial portion of the proposal, the solution provider must utilize the form Cost Analysis Sheet and Payment Milestones found in Section 6.0, which will serve as the basis for evaluating its price quotation. The solution provider should include additional information as necessary to explain in detail its price quotation.

11.3 Proposal Submission

The solution provider 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.

11.3.1 Signed Proposals

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

11.3.2 Validity Period

The submitted proposal will not be modified, withdrawn or cancelled by the solution provider for a 90-day period following the deadline for submission, or receipt of best and final offer, if required.

11.4 Oral Presentation / Product Demonstration

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

11.5 Compliance with Laws, Policies, Processes, Regulations and Standards

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

11.6 Contract Contents

This TOR and any addenda, the solution provider's response including any amendments, any best and final offers, any Supplemental/Bid Bulletins, and any negotiations shall be included in any resulting contract. Section 8. Proposal Requirements enumerates all the required information and documents that the solution provider must submit as part of its proposal to qualify for further consideration, and will serve as basis for any contract between the Bank and the solution provider.

11.7 Confidentiality

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

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

Checklist of Bidding Documents for Procurement of Consulting 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. Eligibility Documents Submission Form
2. PhilGEPS Certificate of Registration (Platinum Membership). All documents enumerated in its Annex A must be updated; or
 - 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 permit issued by the city or municipality where the principal place of business of the prospective bidder is located; and
 - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.

Technical Eligibility Documents

3. Duly notarized Omnibus sworn statement (sample form - Form No.2)
4. 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.3).
5. Statement of the prospective bidder of all its ongoing and completed 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 relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 1). The duly signed form shall still be submitted even if the bidder has no on-going contract. Copy of Purchase Order or Contract or Certificate of Satisfactory Performance issued by the Client must also be submitted as proof of satisfactory completion of completed contracts.

6. Bid security in the prescribed form, amount and validity period (ITB Clause 15.1 of the Bid Data Sheet)

Financial Eligibility Documents

7. 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.

○ **Eligibility Documents – Class "B"**

8. 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 the legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance.

○ **Post-Qualification Documents – (Non-submission of the following documents may result in bidder's post-disqualification):**

9. 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.
10. Income Tax Return for 2017 filed manually or through EFPS.

Second Envelope - Project Technical Component

- **The Second Envelope shall contain the following:**
 1. TPF 1 – Technical Proposal Submission Form
 2. TPF 2 – Experience of the Firm/Consultant References
 3. TPF 3 - Comments and Suggestions of Consultant on the Terms of Reference and on Data, Services, and Facilities to be Provided by the Procuring Entity
 4. TPF 4 - Description of the Methodology and Work Plan for Performing the Project
 5. TPF 5 – Team Composition and Task
 6. TPF 6 – Curriculum Vitae for Proposed Professional Staff
 7. TPF 7 – Time Schedule for Professional Personnel
 8. TPF 8 – Activity (Work) Schedule

9. Form No. 5 – Statement of Consultant’s Nationality
10. Form No. 6 – Deliverable Items Summary
11. Firm Credentials Information Sheet – Annex C
12. Customer Satisfaction Survey Forms – Annex D
13. Project Team Information Sheet – Annex E
14. **Revised Requirements Compliance Form (RCF) - Annex B with Bidder’s response to each requirement.**
15. Implementation Methodology Document
16. Proof of Support Center within the Philippines
17. Brief Company Profile
18. Certification and Brief Description of the Business Continuity Plan (BCP) of the bidder with reference to the proposed solution
19. Certification that the bidder has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank’s data and privacy of personal information
20. Draft Contract containing the terms and conditions specified in Annex F. General Guidelines Section 7. Outsourcing Process, item e. Contract and Service Level Management of Administrative Order No. 013 Series of 2018 Guidelines on Outsourcing
21. License Agreement
22. Service Level Agreement (SLA) for the maintenance and support to all software components which shall include details on production incidents as to Severity, Response Time, Resolution Time and Permanent Solution.

Third Envelope - Financial Component

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

The following must be duly filled out and signed by the bidder’s authorized representative:

1. FPF 1 – Financial Proposal submission Form
2. FPF 2 – Summary of Costs
3. FPF 3 – Breakdown of Price per Activity
4. FPF 4 – Breakdown of Remuneration per Activity
5. FPF 5 – Reimbursables per Activity
6. FPF 6 – Miscellaneous Expenses