

TERMS OF REFERENCE
(For Procurement of Goods and Services)

1. **Project Title:** Online Competency Assessment

2. **Project Objective:**

To assess, determine, and establish a baseline of actual proficiency levels of LANDBANK personnel vis-à-vis the required proficiency levels as stated in their current Position Competency Profiles

3. **Project Duration:**

Maximum of six (6) months from **September 2020 to February 2021**

4. **Total Approved Budget:**

Php1.3 Million

5. **Brief background for the need to procure the goods and services:**

On 02 December 2015, the Management Committee approved the Bank's Competency Framework, which is an organizing structure that lists down the competencies required for effective performance of a specific job/role within the organization. Competencies aim to communicate position expectations or standards for learning and development, recruitment decisions, succession planning, rewards and recognition, workforce planning, career development, and performance management in a holistic manner, well within the talent management's lifecycle.

Land Bank of the Philippines (LBP) conducts Competency Assessment which allows Heads of Units, together with personnel with Supervisory/Managerial functions to assess their direct reports vis-à-vis their respective position competency profiles. The assessment helps to identify strengths and growth areas of personnel from which individual development plans/strategies can be crafted around with for them to address any resulting gaps.

The competency assessment result is part of the LBP performance scorecard with the Governance Commission for Government-Owned and Controlled Corporations (GCG).

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6. Scope of Work

On a subscription basis, enhance/customize and implement an internet-based Online Competency Assessment tool which shall include the following:

- a. List of Direct Reports with Position Competency Profiles
- b. Assessment Form with List of Direct Reports, Competency Type, Competency Name, and Competency Description with Behavioral Indicators
- c. Preview of Assessment Results with Status (i.e., "Completed" and "Pending")
- d. Consolidation and analysis of data:
 - Individual Competency Assessment Reports
 - Sector/Group/Department/Unit Level Reports
 - Number of employees who have accessed the tool including name, position, Unit, Group, and Sector details
 - Individual Development Plans

In addition, the provider agrees to enhance/customize and perform services corollary to the development and implementation of the tool including configuration services, users' training development and provision of custom features and functionality, and user interface customization, among others.

7. Detailed specification of the items, materials, equipment/hardware/software, accessories and/or services to be procured

System Requirements

1. Provider-hosted, browser-based online system with SSL encryption, accessible through the Internet (i.e., compatible with latest versions of the following web browsers: Internet Explorer, Mozilla Firefox, Opera, Google Chrome, Safari, etc.)
2. Has a Log-in page that requires the Rater to input their unique Usernames and Passwords; must also have a Forgot Password and Change Password feature
3. **Web server must be Vertically Scalable. Minimum base specifications must handle 15,000 user data with a retention period of 3 years and can average 500 Concurrent Users**
4. Web server must be able to send assessment results after completion through e-mail
5. Supports the Bank's specific Competency Framework with Proficiency Levels and Behavioral Indicators

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6. The designated Raters and corresponding Direct Reports/Employee-Ratees per Unit can be updated as needed
7. Allows employees to perform Competency Assessments based on the Competency Framework, 24/7 upon official opening of the assessment
8. Provides reports on Competency Assessment Results (i.e., in pdf format only) after the assessment process, which can be downloaded by the Raters
9. Provides Raters with Individual Development Plans based on resulting gaps, downloadable in MS Word format
10. Provides weekly consolidated Competency Assessment Results (i.e., in pdf and MS Excel formats) to a specified Organization Development Department (ODD) e-mail address on top of consolidated reports on demand
11. **Reference documents (i.e., Frequently Asked Questions and User Manual) must be readily available to the Users**
12. **Must follow the Bank's guidelines on IT Security Access Control**

Additional System Features

1. Flexible creation of organizational structures (e.g., Sectors, Groups, Departments & Divisions; assignment of positions to Departments or Units)
2. Has the ability to assign employees to organizational structures with employee details (i.e., ID number, full name, position, Sector, Group, Department/Unit, e-mail address)
3. Dynamic creation of Position Competency Profiles: competencies are assigned per position per department/unit
 - 3.a. Each competency can accommodate different proficiency levels (e.g., Competency 1: Basic, Intermediate, Advanced; Competency 2: Basic, Intermediate, Advanced, Expert)
 - 3.b. Each proficiency level can have one or more behavioral indicators
4. Rating scale is customizable for the organization's requirements:

Numerical Equivalent	Knowledge	Skills
1	Developing	Attained

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2	Attained	Full
3	Surpassed	Mastery

5. The entire Position Competency Profile of the Direct Report/Employee-Ratee can be shown in a single, downward, scrollable page. Competency Assessments are automatically generated within this page
 - 5.1. When the cursor is placed on a Functional Skill item, its corresponding Broad Definition and Element(s) shall appear above it inside a bubble, and disappear when the cursor is removed
 - 5.2. When the cursor is placed upon a Proficiency Level, its corresponding Behavioral Indicators shall appear above it inside a bubble, and disappear when the cursor is removed
 - 5.3. The available Rating Scales appear on the right side of the Proficiency Levels. When the cursor is placed upon a Rating Scale, its corresponding definition shall appear above it inside a bubble, and disappear when the cursor is removed.
 - 5.4. **There shall be a Remarks Column found right after the Rating Scales column wherein a comment drop down box can be found for each number of rows as there are competencies. Clicking the box once enables the Rater to key in comments with a maximum of 250 characters. Raters are recommended to include their remarks for ratings that have Numerical Equivalents of 1 and 3. These drop down boxes will expand three (3) rows down and shall have a maximum of 50 characters per row. The remaining 100 characters can be read thru a slider on the right side of the drop down box. Clicking the drop down box again shall retract the drop down box automatically.**
6. Online assessments can be paused and saved midway an ongoing assessment, and resumed on the Rater's next access.
7. Reports
 - a. Individual Competency Assessment Results (in pdf and MS Excel)
 - b. List of Competency Gaps from Individual to Organizational Level (in pdf and MS Excel)
 - c. Employees who have accessed the tool including Name, Position, Unit, Group, Sector and Evaluation Status (i.e., "Completed" or "Pending") (shall be generated in Excel and PDF)
 - d. Individual Development Plans (shall be generated in Word, Excel and PDF)

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- e. Weekly Consolidated Competency Assessment Results (in PDF and Excel)
 - f. Data Analytics on Time of Day most online assessments are made, average number of time consumed in assessing 1 to N number of employees, etc. (in PDF and Excel)
8. Has the ability to automatically log-out the user if online assessment remains idle for 10 minutes. All entries shall be automatically saved.
 9. Has the ability to automatically prompt Raters to perform the online assessment via e-mail notifications to their registered e-mail accounts every 5th banking day (upon the official start of the online assessment) until said Rater has fully completed the online assessment task.
 10. Integrated with an Online Individual Development Plan form that lists down all resulting Competency Gaps
 11. Once the Raters have submitted their final assessments, the system shall prevent said Raters from performing re-assessments or altering any previous ratings made

8. Manpower Requirements

One (1) Project Manager in-charge of the overall implementation of the project deliverables and one (1) Website Administrator and one (1) Administrative Staff

1. One (1) Project Manager must have the following qualifications:

Qualifications	Documentary Requirements
a. At least two (2) years technical experience in the IT industry	<ul style="list-style-type: none">• Curriculum Vitae• Certificate of Employment or Certificate of Affiliation, whichever is applicable
b. Has undertaken project management responsibility for two (2) projects in one (1) or two (2) different companies for the past 2 years (catering to top 1000 corporations in the Philippines including Government Agencies) on projects which involve the development, customization, implementation, operation and support of any IT systems; and	<ul style="list-style-type: none">• List of contracts• Name of companies• Contact number and contact person/s

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c. Has worked as a Project Manager in one (1) IT industry company	<ul style="list-style-type: none"> • Curriculum Vitae • Certificate of Employment or Certificate of Affiliation, whichever is applicable
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2. One (1) Website Administrator must have the following qualifications:

Qualifications	Documentary Requirements
a. At least two (2) years technical experience in the IT industry	<ul style="list-style-type: none"> • Curriculum Vitae • Certificate of Employment or Certificate of Affiliation, whichever is applicable
b. Has undertaken website administration responsibility for two (2) projects in one (1) or two (2) different companies for the past 2 years (catering to top 1000 corporations in the Philippines including Government Agencies) on projects which involve the development, customization, implementation, operation and support of any IT systems; and	<ul style="list-style-type: none"> • List of contracts • Name of companies • Contact number and contact person/s
c. Has worked as a Website Administrator in one (1) IT industry company	<ul style="list-style-type: none"> • Curriculum Vitae • Certificate of Employment or Certificate of Affiliation, whichever is applicable

3. One (1) Administrative Staff must have the following qualifications:

Qualifications	Documentary Requirements
a. At least two (2) years technical experience in the IT industry	<ul style="list-style-type: none"> • Curriculum Vitae • Certificate of employment
b. Has undertaken administrative staff responsibility for two (2) projects in one (1) or two (2) different companies for the past 2 years (catering to top 1000 corporations in the Philippines including Government Agencies) on projects which involve the development, customization, implementation,	<ul style="list-style-type: none"> • List of contracts • Name of companies • Contact number and contact person/s

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operation and support of any IT systems; and	
c. Has worked as an Administrative Staff in one (1) IT industry company	<ul style="list-style-type: none"> • Curriculum Vitae • Certificate of employment

9. Support Service Requirements

- Provision of technical support (i.e., NOD and Service Provider) such as responding to system inquiries and troubleshooting (e.g., broken URL links, password or browser related issues, etc.) throughout the duration of the online assessment, including generation of reports and assessments

Error Category	Response Time
1. Simple (e.g., broken URL links & password issues)	24 hours
2. Moderate (e.g., browser-related issues)	48 hours
3. Complex (e.g., Website-related issues)	72 hours

- A Chat Support Group shall be created to accommodate online chat inquiries
- Must be available for phone calls, e-mail, or chat within the actual assessment period, from Mondays to Fridays, from 8 AM to 6 PM

10. Clear statement of the required standards of workmanship, material, and performance of goods and services to be procured

The Service Provider Company (herein to include its designated Project Manager, Website Administrator, Technical and Administrative Staff for the sole purpose of this particular project) must have designed, created, and implemented a similar information Technology solution for a Human Resources setting in any Top 1,000 corporations or Government Agencies in the Philippines in the last five (5) years, as evidenced in a **Certificate of Project Completion document**.

The Service Provider Company must also possess a Certificate of Satisfactory Performance (CSP) received from their clients for at least 2 previous projects in the last five (5) years. Said CSP may either be signed or confirmed through e-mail.

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11. Confidentiality

The winning Service Provider Company must comply with LANDBANK's Information Security policies and guidelines to ensure confidentiality and security of LANDBANK's data.

For this purpose, the winning Service Provider Company and its representative(s) must sign a Confidentiality Agreement (*Annex A*) and Acceptable Use Policy Compliance Commitment Certificate (*Annex B*) during Contract Preparation and Signing.

12. Schedule and Delivery

ACTIVITIES	SCHEDULE
1. Data Gathering	Week 2 September 2020
2. System Design and Build	Week 3 September to Week 1 October 2020
3. System Testing	Week 1 October 2020
4. Actual Assessment	Week 2 October to Week 1 December 2020
5. Post Assessment	Week 2 December 2020

13. Terms of Payment

Payments shall be made with the following schedule:

Schedule	Documentary Requirements
20% Upon submission of the customized project plan and other documentary requirements and upon completion of activities included in 1. Data Gathering phase	<ul style="list-style-type: none">List of Projects and Project Team Information<ul style="list-style-type: none">➤ Curriculum Vitae➤ Employment Certificates➤ Project Completion CertificatesProject Plan/ProposalNon-Disclosure Agreement of Bank Acquired InformationBusiness Continuity Plan
40% Upon completion of 2. System Design and Build (data build-up into the online assessment platform), and 3. System Testing (pilot testing, and	<ul style="list-style-type: none">Proof of Availability for Demonstration TestingSample URL link with User CredentialsSample Generated Reports and

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	granting of access to Rater-employees)	transmission to specified ODD e-mail address <ul style="list-style-type: none"> • UAT Certification
30%	Upon completion of 4. Actual Assessment (the results of the online competency assessment and turnover of all related results)	<ul style="list-style-type: none"> • Competency Assessment summaries and results • IDPs of all employees • Certificate of Assessment Completion
10%	Upon fulfillment of 5. Post Assessment activities and submission of other post implementation requirements and documentation	<ul style="list-style-type: none"> • Certificate of Post Assessment Completion

14. Responsibilities of the Organization Development Department during project implementation

1. Must have conducted a Competency Framework Cascade and an Online Competency Assessment Training to the following groups:
 - a. Group Heads
 - b. Department/Branch Heads
 - c. Supervisors (below Department Heads)
2. Submit the updated Position Competency Profiles and current Bank Roster for uploading to the Online Competency Assessment Platform
3. Remind the Raters to familiarize themselves with the Position Competency Profiles of their direct reports
4. Remind the Raters to take care of their Usernames and Passwords

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5. In coordination with the Service Provider, provide the Raters and their representatives with a System Demonstration including a User Acceptance Testing (to be participated in by a limited number of personnel) of the online assessment tool prior to actual assessment

Prepared by:



CHRISTOPHER A. PAMATMAT
Junior Management Associate
Organization Development Department

Reviewed by:



BLESILDA C. VELASCO
Assistant Department Manager
Organization Development Department

Approved by:



EMMANUEL G. HIO, JR.
Vice President
Organization Development Department



Land Bank of the Philippines

CONFIDENTIALITY AGREEMENT

In the course of the hiring/engagement of _____ (Recipient), external consultant or service provider for the Land Bank of the Philippines (Discloser), the former hereby acknowledges that the latter would be disclosing data considered "Classified Information" as defined in the Discloser's Guidelines on Classification, Handling, Access and Disclosure of Information Assets. To ensure the protection of **all information**, including personal and sensitive personal information, the Recipient hereby agrees to faithfully observe/comply with the following terms and conditions:

1. In addition to the Classified Information defined in the Discloser's Guidelines which include among others, technical information such as methods, processes, formulae, compositions, systems, techniques, machines, computer programs and research projects, Confidential Information covered by this Agreement shall also include information deemed classified under the General Banking Law (GBL), rules and regulations of the Bangko Sentral ng Pilipinas (BSP) and other laws, rules and regulations that may hereafter be enacted/issued;
2. Any Classified Information received, before hiring/engagement, shall be used by the Recipient exclusively for the purpose of evaluating its prospective engagement by the Discloser;
3. Recipient shall limit disclosure of Classified Information within its own organization on a need to know basis. Recipient shall not disclose Classified Information to anyone (individual or corporation) who/which is not officially concerned with the Recipient's prospective or existing engagement with the Discloser;
4. This Agreement does not include information: (a) already in Recipient's possession without obligation of confidentiality; (b) publicly available when received or thereafter becomes publicly available through no fault of the Recipient; (c) obtained from a source other than the Discloser without obligation of confidentiality; (d) disclosed by the Discloser to another party without obligation of confidentiality; and (e) developed independently by the Recipient;
5. This Agreement shall not be construed as creating, conveying, transferring, granting or conferring upon the Recipient any rights, license or authority in or to the information exchanged, except the limited right to use Classified Information permitted under this Agreement. No license or conveyance of any intellectual property rights is granted or implied by this Agreement;
6. The Discloser has no obligation under this Agreement to acquire any service or purchase any goods or intangibles from the Recipient. Further, the Recipient acknowledges that the exchange of information contemplated herein shall neither commit or bind the Discloser to any present or future contractual relationship (except as specifically stated herein), nor construed as an inducement to act or not to act in any given manner;

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7. The Discloser shall not be liable to the Recipient in any manner whatsoever for any decisions, obligations, costs or expenses incurred, changes in business practices, plans, organization, products, services, or otherwise, based on the latter's decision to use or rely on any information disclosed covered by this Agreement;
8. If there is a breach or threatened breach of any provision of this Agreement, and the Discloser has no adequate remedy in money or indemnity for damages, the Discloser shall be entitled to injunctive relief. However, the use/application by the Discloser of any particular remedy shall not be construed as a waiver or prohibition of other remedies to which the Discloser is entitled under the laws, rules and regulations;
9. This document covers the entire Agreement of the parties concerning the protection of Classified Information and supersedes any prior agreement, understanding, or representation relative thereto. Any addition or modification to this Agreement must be in writing and signed by the parties;
10. If any provision of this Agreement is found unenforceable, the remaining provisions shall be enforced as fully as possible.

WHEREFORE, the parties have signed this Agreement this _____ day of _____ 20____.

Recipient:

Discloser:

(Signature Over Printed Name)

(Signature Over Printed Name)

(Company Name)

Land Bank of the Philippines

Acceptable Use Policy Compliance Commitment Certificate

I received, read and understood the Acceptable Use Policy (AUP) of the Land Bank of the Philippines.

I agree to abide by its terms and will immediately report any violation of the policy.

I understand that the violation of the AUP's provisions may be subject to sanctions under the law and the rules and regulations of the Bank.

Signature

Name (Print)

Date

NOTED BY:

Name and Position
(Head of Unit/Proponent Unit)
Date : _____

(To be printed at the back of the certificate)

Acceptable Use Policy Commitment

1. I understand that:
 - a. electronic files created, sent, received or stored on devices owned/leased/ administered or otherwise under the custody and control of the Bank shall be the property of the Bank. My use of these files shall neither be treated as personal nor private;
 - b. all Bank-owned IT systems shall be equipped with Bank's licensed software only, including anti-virus and TMG-approved open-source software or freeware;
 - c. only Bank employees and designated authorized users from proponent units/third-party service providers deployed in the Bank shall be allowed to use Bank-owned IT systems as supported by a user request; and
 - d. all devices to be connected to the network shall require prior approval from unit concerned thru a memo or job order request.
2. As Information Resource Users, I shall –
 - a. be responsible for use of own ID/s and password/s in IT systems;
 - b. keep the confidentiality of account(s), passwords, Personal Identification Numbers (PIN) or similar information on devices used for identification and authorization purposes;
 - c. protect mobile device with password;
 - d. ensure that the assigned personal computers and laptops are secured by automatic activation of lock feature when not in use for more than fifteen (15) minutes, or by logging off when it shall be left unattended;
 - e. ensure that remote access technologies are activated only when needed and immediately deactivated after specified time of use;
 - f. access data, documents, e-mail correspondence and programs contained on Bank's IT systems for which I have authorization and not obtain extra resources beyond those allocated;
 - g. access, create, store or transmit material that is only legal according to law so as not to degrade the performance of information resources;
 - h. report immediately to the concerned Helpdesk any weaknesses (e.g., unexpected software, system behavior, virus infection) in Bank's IT system security which may result to unintentional disclosure of information or exposure to security threats;
 - i. observe compliance with the existing policies on handling of information to prevent unauthorized access to Bank's information i.e., saving of files in the present form of medium available (e.g., compact disc or diskette) and/or safekeeping of files in a secured area;
 - j. consult supervisor if there is any uncertainty on the use of IT systems; and
 - k. be aware that the data created, sent, received and stored on Bank's IT systems remain the property of the Bank.
3. I understand that the following activities are strictly prohibited:
 - a. make unauthorized copies of copyrighted or Bank-owned software/s;
 - b. download any file or software from sites or sources which are not familiar or hyperlinks sent by strangers, which may expose the IT system to a computer virus and could hi-jack Bank information, password or PIN;
 - c. download, install, run security programs or utilities (e.g., password cracking programs, packet sniffers, port scanners), or circumvent IT system security measures (e.g., port scanning or security scanning) that shall reveal or exploit weaknesses in the security of the information assets, unless properly approved by the Bank's Chief Information Officer;
 - d. divulge to anyone the access points to Bank's information resources without proper authorization;
 - e. disclose information which might be used for personal benefit, political activity, unsolicited advertising, unauthorized fund raising, or for the solicitation or performance of any unlawful activity;
 - f. make fraudulent or unofficial offers of products, items or services using the Bank's information resources;
 - g. effect security breaches or disruptions of network communications, such as, but not limited to, network sniffing, ping floods, packet spoofing, denial of service and forged routing information for malicious purposes;
 - h. provide critical information on the Bank and its employees (e.g., software inventory, list of personnel) to parties outside the Bank without proper authorization;
 - i. make unauthorized disclosure of confidential data (e.g., on depositors/investors/borrowers accounts); and
 - j. copy, move, and store cardholder data, including personal, sensitive personal, and privileged information, onto local hard drives and removable electronic media, unless explicitly authorized and approved to perform a business function and/or need.

**LBP SECURE FILE TRANSFER FACILITY
REGISTRATION FORM**

Name of Participating Bidder/"Company"		
Complete Address of the Company:		Contact Number/s:
AUTHORIZED LBP SECURE FILE TRANSFER USER/S:		
Name of Authorized Representative:	Official Email Address:	Contact Number/s:
TERMS AND CONDITIONS:		
<p>The Company, through its Authorized User/s, shall:</p> <ol style="list-style-type: none"> 1. Use LBP's Secure File Transfer Facility to securely transmit files to LBP Procurement Department only for the purpose of online submission of bidding documents. 2. Be responsible for the confidentiality of its assigned log-in credentials. (i.e. assigned user ID) 3. Only upload agreed upon file formats and shall not upload any file/s containing inappropriate content, material that violates or infringes in any manner on the intellectual or proprietary rights of others, and any malwares, software virus, "Trojan Horse" program, "worm" or other harmful or damaging software or software component. 4. Agree and ensure that the computing devices to be used for LBP's Secure File Transfer Facility have the updated anti-virus software and operating system security patches, as minimum requirements in order to establish connectivity, to maintain and ensure the security, integrity and availability of the LBP Secure File Transfer Facility. 5. Agree not to use a public wi-fi/hotspot such as but not limited to those offered in coffee shops, malls, restaurant or hotels to access into the LBP Secure File Transfer Facility. 6. Agree that LANDBANK may revoke, block, or permanently disallow the use of this facility without prior notice due to reasons that may compromise the Bank's security. 		
AGREEMENT:		
<p>As an Authorized User, I hereby agree:</p> <p>To the above terms and conditions Not to disclose any confidential information regarding the LBP Secure File Transfer Facility. To avoid using unauthorized users/computers to input credentials; and That unauthorized dissemination of information about the LBP Secure File transfer Facility shall be considered a security breach and is ground for the immediate termination of the account.</p>		
<p>_____</p> <p>Authorized User (Signature over Printed Name)</p>		

Please print N/A in blank spaces