

TERMS OF REFERENCE

New Telling System (NTS) with Five (5) Years Maintenance Agreement

1. Name and Description of the Project

The **New Telling System (NTS)** is LANDBANK's front-end facility for its Deposit System with *Systematics* as the core-banking facility.

The telling system is an integrated hardware and software used for retail or wholesale banking transactions. Most systems communicate with a core banking system or mainframe over a secured network. The hardware includes computers or terminals, Receipt and Passbook Printers, magnetic strip readers, and routers. The software is usually based on client/server where several clients (teller stations) are networked to a server which communicates to the mainframe via a dedicated line or satellite.

2. Project Objectives

To implement a new Telling System to:

- a. address system limitations (e.g. restriction in payroll file uploading, online collection fields limitations, limitation in institution tables)
- b. adapt to emerging technology trends (e.g. webservice, API readiness, Internet Protocol enabled.)
- c. address BSP findings on encrypted logs/journal
- d. improve compliance with AMLA regulations in transaction reporting
- e. be capable of Centralized/Remote deployment/installation of new version, patches, software updates, parameter tables, user enrolment, etc.)
- f. comply with Administrative Order No. 140 series of 2018; Guidelines on Security Access Controls on Information Technology System

3. Project Scope

The scope of the Project includes:

- Existing and applicable functionalities of the current Telling System shall be available/fully functional in the New Telling System
- Centralized enrolment, maintenance and deployment
- To capture AMLA required information (e.g. MC encashment, FX purchase)

- Real-time alert notification of transactions
- Processing of bulk transactions
- Centralized updating and maintenance of parameter tables
- Touch point for branch clients as an alternative channel to ATM and eBanking transactions.
- Interface to Government Agencies
- Encryption of Transaction logs/Journals
- Application Programming Interface (API) development ready
- Interface with Systematics
- Cash Card Transaction (Balance Inquiry, Single Debit/Credit)
- Fund Transfer thru PESONET via Hand-off file
- Interface thru DOBS (Queuing System Module under minimum requirements)
- Hand-off files for Data Warehouse

The details and requirements are specified in the attached Business Requirements Document (BRD) – Annex C.

The solution provider is expected to deliver a New Telling System with source code of customized requirements inclusive of 5 years maintenance agreement.

To ensure the highest degree of compliance of the New Telling 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.

3.1 The Training Requirements of the Project include:

- "Train the Trainors" Training

- Training related to the scope/functionalities stated in section 3.0 (project scope) for at least 50 participants covering the following:
 - UAT Walkthrough
 - Process Flow
 - User Administration
 - Back-Office Administration (parameter settings, etc.)
 - Technical Training, including the Facility for Report Generation (e.g. JASPER, etc.)
 - System Development Kit technical training
 - Set-up and Maintenance of Application Servers and databases
 - Technical Walkthrough (e.g. Logs, Journals, etc.)
 - System Maintenance and Troubleshooting
 - Dashboard Creation and Parameterization
 - Other system-related training activities, as may be identified based on the technology, processes, and components implemented to address requirements

Note: The training modules will cover an estimated minimum of 12 days.

- Knowledge Transfer and Handover workshops
- Submission of training manuals and other related materials

3.2 The Approved Budget for the Contract (ABC) shall cover all the following project costs:

- **Software Cost including software application, licenses and other components**
 - Software costs for the New Telling System and Reporting Module
 - License for all applications in the Disaster Recovery (DR) site and UAT environment
 - Licenses for 5,000 Telling Terminals including LANDBANK's subsidiaries.
 - Software development kit/scripts/object codes/web services which shall be turned over to the Bank
 - Escrow Agreement of Source Code for customized requirements
- **150 man-days to be allotted on the customization of existing functionalities which may not have been considered in the baseline requirements.**
 - Cost and allotted man-days of customization shall be agreed upon by LANDBANK and solution provider
 - Rate per man-day of the solution provider shall be fixed for the whole duration of the project
 - The amount equivalent to 150 man-days, if not consumed, will form part of the extended warranty after the 90-day warranty/post go-live period.

- **Implementation Cost which includes project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management and other out-of-pocket expenses (e.g. transportation allowance, per diem, etc.):**
 - System Installation, Set-up, and Migration of the Banks existing databases to New Telling System
 - System set-up, configuration, and connectivity with bank's middleware (e.g., connectivity to Systematics, if applicable)
 - On-site support for UAT/Pilot/bank-wide roll-out
 - Training requirements
 - "Train The Trainers" Training
 - Technical Training for a minimum of Fifty (50) business and technical LANDBANK personnel
 - Knowledge Transfer and Handover workshops (System and application administration, security, users, reports, dashboard and interface development etc.)
 - Other system-related training activities
 - Training manuals and other related materials
 - UAT Walkthrough
 - Ninety (90) days warranty/post go-live support from the completion of pilot implementation provided that all mandatory requirements are 100% delivered and accepted

- **Maintenance and support including licenses**
 - Five-year (5) maintenance and support for all software components (including source code) will commence after the end of the 90-day warranty/post go-live support;
 - The yearly maintenance cost shall not exceed 15% of the software licenses cost. The Bank shall pay the maintenance support at the start of the maintenance period.

- **All applicable taxes**

3.3 Other Requirements

- The customization made from the base system in accordance with the requirement shall be proprietary to LANDBANK (e.g. such as MDS, ARR/FAR, etc.)
- The source code for customized requirements should be the intellectual property right of LANDBANK
- The solution provider must conduct training for system and application administration, security, users, reports, dashboard and interface development etc.

- The solution provider must develop programs/routines necessary to ensure that there will be minimum impact on the interfaced systems (i.e. The proposed solution shall comply with the bank's core system, Systematics and IST required messaging format).
- The solution provider shall deliver a facility to generate in-house reports using a Reporting Module that supports relational database
- The solution provider shall deliver migration facility/program for the database of CT to the New Telling System

3.4 Solution Provider Key Personnel

- 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
- Attendance of the solution provider's concerned personnel during interface discussion with middleware solution provider for the preparation and execution of related activities is mandatory
- In case of change in personnel, the Solution Provider shall notify the Bank within 30 days prior to such change; and shall ensure that the qualification of the new personnel complies with Section 7. A. Shortlisting Qualification Requirements

3.5 User Acceptance Testing

- The UAT Support shall be consumed in accordance with the Delivery Time/Completion Schedule as provided by LANDBANK
- A threshold for the issues/findings (Severity 1 and 2) during User Acceptance Testing (UAT) shall be determined and agreed upon by LANDBANK and solution provider during UAT planning.

If the set threshold for the issues/findings is reached during UAT, LANDBANK will suspend the UAT, require the solution provider to correct all deficiencies, perform and provide LANDBANK with another 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.

- Severity Classification of UAT findings shall follow these criteria:

All Severity 1 and 2 shall be resolved before the start of the next cycle, otherwise, 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.

Severity Classification	Description	Remarks
Severity 1	Major business functions are not working or seriously affected (e.g., inaccessible or inoperable system; lack of data integrity; data corruption)	The findings shall be resolved before the start of next cycle
Severity 2	Impaired use of critical business functions, workaround is difficult	
Severity 3	Minor errors, minor impact on business functions	The findings shall be resolved within extended support
Severity 4	Aesthetic errors, system functionality is not affected	

- Recurring Severity 1 and 2 UAT findings (i.e. 3x failed retest) shall be subjected to penalty equivalent to the number of man-days consumed by UAT Testers for the retesting of the recurring findings.

3.6 Warranty/Post Go-Live Support

- 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 performance security.
- Further, the solution provider shall be liable for actual damages arising from losses incurred by the Bank as a result of the system errors and delays attributable to the solution provider.
 - Additional man-days after the 90-day warranty/post go-live support shall be provided without additional cost to the bank if:
 - All incidents regardless of severity are not resolved within the 90-day warranty/post go-live support after pilot implementation
 - Transaction processing time in production did not improve despite implementation of all recommended adjustments by the solution provider during the 90-day warranty/post go-live support

- Resolution of Production Error
 - All incidents with severity 1 and 2 shall be responded upon within two (2) hours and acted upon until resolved
 - All incidents with severity 3 and 4 shall be responded upon within 24 hours and acted upon until resolved

Severity Classification	DESCRIPTION
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)
2	Impaired use of critical business functions, difficult workaround.
3	Minor errors, minor impact on business functions
4	Superficial errors, system functionality is not affected

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 Requirements Compliance Form (RCF) - Annex D, 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;
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."

NOTE: LANDBANK will interpret the statement, "[Solution Provider's Name] understands and will comply" as Solution Provider's commitment to fully comply and deliver each expectation of LANDBANK's requirements.

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 26 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.

Project Phase	Timeline
Analysis Phase	3 months
Design Phase	3 months
Development	10 months
User Acceptance Testing	9 months
Pilot Implementation to Cash Department, Baclaran, and UN Ave. Branches	1 month
Total	26 months

Note: Bankwide Deployment shall be handled by SID and will commence after successful pilot implementation. Overall timeframe is estimated at 6 months.

6. Cost Analysis Sheet

A. Cost Breakdown

Cost Component	Cost (PHP)
Software Cost	
Software Application and Licenses	999,999,999.99
System Development Kit (SDK)	999,999,999.99
Source Code in an Escrow Agreement	999,999,999.99
Other Software Components	999,999,999.99
150 man-days to be allotted on the customization of existing functionalities which may not have been considered in the baseline requirements.	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.) and other out-of-pocket expenses, etc.)	999,999,999.99
Maintenance and Support Cost (including cost of upgrades)	999,999,999.99
1 st Year	999,999,999.99
2 nd Year	999,999,999.99
3 rd Year	999,999,999.99
4 th Year	999,999,999.99
5 th Year	999,999,999.99
TOTAL INVESTMENT COST	999,999,999.99

B. Payment Milestone

Payment Milestone	Amount Due (PHP)
Software Cost	
15% upon delivery and installation of base solution	999,999,999.99
20% upon acceptance of Conceptual Systems Design (CSD Sign-off)	999,999,999.99
20% upon Installation of software for UAT	999,999,999.99
25% upon UAT completion (UAT Sign-off)	999,999,999.99
10% upon Go-Live/Pilot Implementation	999,999,999.99
10% upon completion of post go-live support	999,999,999.99
<p>150 man-days to be allotted on the customization of existing functionalities which may not have been considered in the baseline requirements.</p> <ul style="list-style-type: none"> • Equivalent cost of customization will be paid upon acceptance of LANDBANK • Cost and allotted man-days of customization shall be agreed upon by LANDBANK and solution provider • Rate per man-day of the solution provider shall be fixed for the whole duration of the project • The amount equivalent to 150 man-days, if not consumed, will form part of the extended warranty after the 90-day warranty/post go-live period. 	999,999,999.99
Implementation and Other Costs	
15% of implementation and other costs for mobilization upon contract signing	999,999,999.99
15% upon acceptance of Conceptual Systems Design (CSD Sign-off)	999,999,999.99
15% upon acceptance of Technical Requirements Specifications (TRS Sign-off)	999,999,999.99
15% 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% upon UAT completion (UAT Sign-off)	999,999,999.99
15% upon completion of warranty/post Go Live support	999,999,999.99
Total Implementation and Other Costs	999,999,999.99

<i>Maintenance and Support Costs</i>	
1 st Year Maintenance and Support Cost	999,999,999.99
2 nd Year Maintenance and Support Cost	999,999,999.99
3 rd Year Maintenance and Support Cost	999,999,999.99
4 th Year Maintenance and Support Cost	999,999,999.99
5 th Year Maintenance and Support Cost	999,999,999.99
<i>TOTAL PROJECT COST (VAT and ALL taxes inclusive)</i>	999,999,999.99

TOTAL PROJECT COST (in words):

7. Shortlisting 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 developers / 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 10 years of corporate existence ✓ Have at least 5 years of relevant experience in successfully implementing the proposed solution. Provide the Client Name, Project Name, Project Description (shall include the interface to Core Banking System), Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex E) ✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey Forms with "satisfactory" ratings for previous successful engagements with universal or commercial banks. Submitted CSS form must be sealed and signed when provided to LANDBANK (Annex F) ✓ With at least two (2) implementation of the proposed solution with a Philippine or Asian universal or commercial bank. Provide the Client Name, Project Name, Project Description (shall include the interface to Core Banking System), Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex E) ✓ 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.

Evaluation Criteria	Minimum Required Standards
<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 G) and Certificate of Experience issued by the company.</p> <ul style="list-style-type: none"> ✓ Overall Work Commitment: The Personnel that will be engaged must have no more than one (1) current and ongoing project ✓ Project Manager: At least Five (5) years of experience in IT as Project Manager and three (3) years of actual experience in implementing the proposed solution/software applications in banking or financial institution ✓ Business Analyst: At least three (3) years of experience as Business Analyst and two (2) years of actual experience in implementing the proposed solution/software applications in banking or financial institution. ✓ Technical Team Lead: At least five (5) years of experience as Technical Team Lead and three (3) years of actual experience in implementing the proposed solution/software applications in banking or financial institution. ✓ Technical Support Staff (i.e. Systems Analyst, Programmer): At least three (3) years of experience as Technical Support Staff (i.e. Systems Analyst, Programmer) and two (2) years of actual experience in implementing the proposed solution/software applications in banking or financial institution

Evaluation Criteria	Minimum Required Standards
	<p>LANDBANK must satisfy</p> <ol style="list-style-type: none">4. Assumptions, Constraints, Dependencies5. Schedules<ul style="list-style-type: none">• Major milestones,• Delivery schedule, and• Project schedule (major tasks, durations, start and end dates, Gantt chart)6. Organizational Chart of the Project Team <p>Subscription-based implementation strategy is not allowed</p>

8. Shortlisting Evaluation Criteria

A. 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>a. Years of experience</p> <table border="1" data-bbox="236 427 1042 730"> <tr> <td data-bbox="244 439 946 577">Exceeds minimum qualifications – <i>More than five (5) years of relevant experience in successfully implementing the proposed solution</i></td> <td data-bbox="954 439 1034 577">5%</td> </tr> <tr> <td data-bbox="244 589 946 730">Meets minimum qualifications – <i>At least five (5) years of relevant experience in successfully implementing the proposed solution</i></td> <td data-bbox="954 589 1034 730">3%</td> </tr> </table> <p>b. Satisfactory Ratings</p> <table border="1" data-bbox="236 801 1042 1249"> <tr> <td data-bbox="244 813 946 1025">Exceeds minimum qualifications – Submitted four (4) or more fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex F) with “satisfactory” ratings for previous successful universal or commercial bank engagements.</td> <td data-bbox="954 813 1034 1025">5%</td> </tr> <tr> <td data-bbox="244 1037 946 1249">Meets minimum qualifications – Submitted at least three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex F) with “satisfactory” ratings for previous successful universal or commercial bank engagements.</td> <td data-bbox="954 1037 1034 1249">3%</td> </tr> </table> <p>c. Local/Regional Implementation</p> <table border="1" data-bbox="236 1328 1042 1552"> <tr> <td data-bbox="244 1339 946 1440">Exceeds minimum qualifications – Three (3) or more local or regional implementation of the proposed solution</td> <td data-bbox="954 1339 1034 1440">5%</td> </tr> <tr> <td data-bbox="244 1451 946 1552">Meets minimum qualifications – At least two (2) local or regional implementation of the proposed solution</td> <td data-bbox="954 1451 1034 1552">3%</td> </tr> </table> <p>d. Support Base</p> <table border="1" data-bbox="236 1630 1042 1917"> <tr> <td data-bbox="244 1641 946 1776">Local Support Office within the Philippines with more than 10 support staff and with more than 2 (two) years of experience in providing support to the proposed solution</td> <td data-bbox="954 1641 1034 1776">10%</td> </tr> <tr> <td data-bbox="244 1787 946 1917">Local Support Office within the Philippines with 10 support staff and with 1 to 2 years of experience in providing support to the proposed solution</td> <td data-bbox="954 1787 1034 1917">5%</td> </tr> </table>	Exceeds minimum qualifications – <i>More than five (5) years of relevant experience in successfully implementing the proposed solution</i>	5%	Meets minimum qualifications – <i>At least five (5) years of relevant experience in successfully implementing the proposed solution</i>	3%	Exceeds minimum qualifications – Submitted four (4) or more fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex F) with “satisfactory” ratings for previous successful universal or commercial bank engagements.	5%	Meets minimum qualifications – Submitted at least three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex F) with “satisfactory” ratings for previous successful universal or commercial bank engagements.	3%	Exceeds minimum qualifications – Three (3) or more local or regional implementation of the proposed solution	5%	Meets minimum qualifications – At least two (2) local or regional implementation of the proposed solution	3%	Local Support Office within the Philippines with more than 10 support staff and with more than 2 (two) years of experience in providing support to the proposed solution	10%	Local Support Office within the Philippines with 10 support staff and with 1 to 2 years of experience in providing support to the proposed solution	5%	25%		
Exceeds minimum qualifications – <i>More than five (5) years of relevant experience in successfully implementing the proposed solution</i>	5%																		
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Meets minimum qualifications – At least two (2) local or regional implementation of the proposed solution	3%																		
Local Support Office within the Philippines with more than 10 support staff and with more than 2 (two) years of experience in providing support to the proposed solution	10%																		
Local Support Office within the Philippines with 10 support staff and with 1 to 2 years of experience in providing support to the proposed solution	5%																		
<p>2. Personnel Qualifications</p> <p><i>Overall Work Commitment:</i></p>	20%																		

CRITERIA	WEIGHT	SCORE	REMARKS				
<p><i>The Personnel that will be engaged must have no more than one (1) current and ongoing project</i></p> <p>a. Project Manager to be assigned is highly qualified to implement the engagement</p> <p>Years of experience</p> <table border="1" data-bbox="236 483 1042 1010"> <tr> <td data-bbox="236 483 951 745"> Exceeds minimum qualifications – More than Five (5) years of experience in IT as Project Manager – More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution </td> <td data-bbox="951 483 1042 745">5%</td> </tr> <tr> <td data-bbox="236 745 951 1010"> Meets minimum qualifications – At least Five (5) years of experience in IT as Project Manager – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution </td> <td data-bbox="951 745 1042 1010">3%</td> </tr> </table>	Exceeds minimum qualifications – More than Five (5) years of experience in IT as Project Manager – More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	5%	Meets minimum qualifications – At least Five (5) years of experience in IT as Project Manager – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	3%			
Exceeds minimum qualifications – More than Five (5) years of experience in IT as Project Manager – More than Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	5%						
Meets minimum qualifications – At least Five (5) years of experience in IT as Project Manager – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	3%						
<p>b. Business Analyst to be assigned is highly qualified to implement the engagement even in the absence of the Team Leader</p> <p>Years of experience</p> <table border="1" data-bbox="236 1193 1042 1715"> <tr> <td data-bbox="236 1193 951 1456"> Exceeds minimum qualifications – More than Three (3) years of experience in IT as Business Analyst – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution </td> <td data-bbox="951 1193 1042 1456">5%</td> </tr> <tr> <td data-bbox="236 1456 951 1715"> Meets minimum qualifications – At least Three (3) years of experience in IT as Business Analyst – At least two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution </td> <td data-bbox="951 1456 1042 1715">3%</td> </tr> </table>	Exceeds minimum qualifications – More than Three (3) years of experience in IT as Business Analyst – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	5%	Meets minimum qualifications – At least Three (3) years of experience in IT as Business Analyst – At least two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	3%			
Exceeds minimum qualifications – More than Three (3) years of experience in IT as Business Analyst – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	5%						
Meets minimum qualifications – At least Three (3) years of experience in IT as Business Analyst – At least two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	3%						
<p>c. Technical Team Lead to be assigned is highly qualified to perform the required tasks</p> <p>Years of experience</p> <table border="1" data-bbox="236 1865 1042 2016"> <tr> <td data-bbox="236 1865 951 2016"> Exceeds minimum qualifications – More than Five (5) years of experience in IT as Technical Team Lead – More than Three (3) years of successful </td> <td data-bbox="951 1865 1042 2016">5%</td> </tr> </table>	Exceeds minimum qualifications – More than Five (5) years of experience in IT as Technical Team Lead – More than Three (3) years of successful	5%					
Exceeds minimum qualifications – More than Five (5) years of experience in IT as Technical Team Lead – More than Three (3) years of successful	5%						

CRITERIA		WEIGHT	SCORE	REMARKS
implementation of the proposed solution/software applications in banking or financial institution				
Meets minimum qualifications – At least Five (5) years of experience in IT as Technical Team Lead – At least Three (3) years of successful implementation of the proposed solution/software applications in banking or financial institution	3%			
d. Technical Support Staff Years of experience				
Exceeds minimum qualifications – More than Three (3) years of experience in IT as Technical Support Staff – More than two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	5%			
Meets minimum qualifications – At least Three (3) years of experience in IT as Technical Support Staff – At least two (2) years of successful implementation of the proposed solution/software applications in banking or financial institution	3%			
Note: Proposed Technical Support Staff will be rated individually and the final rating will be the average score.				
3. Functional Requirements a. Mandatory Requirements		25%		
100 % compliant to mandatory requirements with less than 30% for customization	20%			
100 % compliant to mandatory requirements with 30% to 40% for customization	10%			
100 % compliant to mandatory requirements with 41% and above for customization	5%			
b. Recommended Requirements				
More than 70% compliant to recommended requirements	5%			
Up to 70% compliant to recommended requirements	3%			

CRITERIA	WEIGHT	SCORE	REMARKS										
4. Non-Functional Requirements a. Mandatory Requirements <table border="1"> <tr> <td>100 % compliant to mandatory requirements with less than 30% for customization</td> <td>15%</td> </tr> <tr> <td>100 % compliant to mandatory requirements with 30% to 40% for customization</td> <td>10%</td> </tr> <tr> <td>100 % compliant to mandatory requirements with 41% and above for customization</td> <td>5%</td> </tr> </table> b. Recommended Requirements <table border="1"> <tr> <td>More than 70% compliant to recommended requirements</td> <td>5%</td> </tr> <tr> <td>Up to 70% compliant to recommended requirements</td> <td>3%</td> </tr> </table>	100 % compliant to mandatory requirements with less than 30% for customization	15%	100 % compliant to mandatory requirements with 30% to 40% for customization	10%	100 % compliant to mandatory requirements with 41% and above for customization	5%	More than 70% compliant to recommended requirements	5%	Up to 70% compliant to recommended requirements	3%	20%		
100 % compliant to mandatory requirements with less than 30% for customization	15%												
100 % compliant to mandatory requirements with 30% to 40% for customization	10%												
100 % compliant to mandatory requirements with 41% and above for customization	5%												
More than 70% compliant to recommended requirements	5%												
Up to 70% compliant to recommended requirements	3%												
5. Implementation Methodology <table border="1"> <tr> <td>Documentations of the Proposed Solution were complete and discussed based on Section 10. Proposal Requirements; 2. Implementation Methodology Document</td> <td>10%</td> </tr> <tr> <td>Documentations of the Proposed Solution were lacking based on Section 10. Proposal Requirements; 2. Implementation Methodology Document</td> <td>5%</td> </tr> </table>	Documentations of the Proposed Solution were complete and discussed based on Section 10. Proposal Requirements; 2. Implementation Methodology Document	10%	Documentations of the Proposed Solution were lacking based on Section 10. Proposal Requirements; 2. Implementation Methodology Document	5%	10%								
Documentations of the Proposed Solution were complete and discussed based on Section 10. Proposal Requirements; 2. Implementation Methodology Document	10%												
Documentations of the Proposed Solution were lacking based on Section 10. Proposal Requirements; 2. Implementation Methodology Document	5%												
TOTAL	100%												

B. Non-compliance to any of the Minimum Required Standards specified in Section 7.0 Shortlisting Qualification Requirements would automatically result to the disqualification of the Bidder.

C. Bidders must obtain a minimum score of seventy percent (70%) in the Shortlisting Evaluation Criteria to be included in the list of qualified bidders. Only the top three (3) bidders who meet the hurdle rate shall be eligible for the next stage of bidding.

9. Bid Evaluation

A. Bid Evaluation Procedure – Quality-Cost Based Evaluation (QCBE)/Selection (per RA 9184)

B. Bidder must obtain a minimum score of *seventy percent (70%)* in the Shortlisting Evaluation Criteria.

✓ 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 70% 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 70% of the *N Recommended* requirements.

Illustration 1: If $N = 10$, then bidder must state "*Bidder's Name* understands and will comply" for at least 7 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.

D. Overall Bid Evaluation Criteria and Rating System

	Weight (a)	Raw Score (b)	Score (ab)	Remarks						
1. Shortlisting (Technical) Evaluation Criteria (Firm Credentials, Personnel Qualification, Fit to Functional and Non-Functional Requirements, Implementation Methodology)	80%									
2. Financial Criteria The proposed bid price of participating bidder:	20%									
<table border="1" style="width: 100%;"> <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				
Condition	Raw Score									
Lowest Bid	100%									
Other Bids	BS									
GRAND TOTAL	100%									

10. Proposal Requirements

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

- A. Requirements Compliance Form (RCF) with response to each requirement. Standard response to each requirement shall be "*Solution Provider's Name* understands and will comply". Refer to Section 4. System Requirements on how to fill-out the RCF.
- B. Implementation Methodology Document which discusses the following information:
 1. Proposed Solution Architecture Overview
 - ✓ Technical Architecture,
 - ✓ Solution components (software, services), and
 2. Implementation and project management methodology
 - ✓ 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
 - ✓ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy
 4. Assumptions, Constraints, Dependencies
 5. Schedules
 - ✓ Major milestones,
 - ✓ Delivery schedule, and
 - ✓ Project schedule (major tasks, durations, start and end dates, Gantt chart).
 6. Organizational Chart of the Project Team
- C. Firm Credentials Information Sheet – Annex E
- D. Customer Satisfaction Survey Forms – Annex F
- E. Brief Company Profile
- F. Business Continuity Plan (BCP) of the solution provider
- G. 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.
- H. License, Maintenance Agreements, as applicable

Note: If HOBAC disapproves the procurement of maintenance, the solution provider shall have the capability to support the system.

- I. Project Team Information Sheet – Annex G
- J. Proof of Support Center within the Philippines
- K. 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

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

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

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 evaluation 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 10 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.

11.2.1 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, 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:

- Five (5) sets (one original and four 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 120-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 10. 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.

Form No. 2

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, *[Name of Affiant]*, of legal age, *[Civil Status]*, *[Nationality]*, and residing at *[Address of Affiant]*, after having been duly sworn in accordance with law, do hereby depose and state that:

1. **Select one, delete the other:**

If a sole proprietorship: I am the sole proprietor or authorized representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

If a partnership, corporation, cooperative, or joint venture: I am the duly authorized and designated representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

2. **Select one, delete the other:**

If a sole proprietorship: As the owner and sole proprietor, or representative/authorized signatory of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the Land Bank of the Philippines, as shown in the attached duly notarized Special Power of Attorney;

If a partnership, corporation, cooperative, or joint venture: I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the Land Bank of the Philippines, as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable);]*;

3. *[Name of Bidder]* is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. *[Name of Bidder]* is authorizing the President and CEO of Land Bank of the Philippines or its duly authorized representative(s) to verify all the documents submitted;

6. **Select one, delete the rest:**

If a sole proprietorship: The owner or sole proprietor and his/her representative(s)/authorized signatory(ies) are not related, by consanguinity or affinity up to the third civil degree, to the following LANDBANK officers, employees and consultants: 1) members of the Board of Directors; 2) President and CEO; 3) members of the Head Office Bids and Awards Committee (HOBAC); 4) members of the Technical Working Group, if applicable; 5) personnel of Procurement Department; 6) personnel of the implementing unit or the end-user unit; and 7) project consultants, if applicable;

If a partnership or cooperative: None of the officers, members, and representative(s)/authorized signatory(ies) of *[Name of Bidder]* are related, by consanguinity or affinity up to the third civil degree, to the following LANDBANK officers, employees and consultants: 1) members of the Board of Directors; 2) President and CEO; 3) members of the Head Office Bids and Awards Committee

(HOBAC); 4) members of the Technical Working Group, if applicable; 5) personnel of Procurement Department; 6) personnel of the implementing unit or the end-user unit; and 7) project consultants, if applicable;¹

If a corporation or joint venture: None of the officers, directors, controlling stockholders and representative(s)/authorized signatory(ies) of [Name of Bidder] are related, by consanguinity or affinity up to the third civil degree, to the following LANDBANK officers, employees and consultants: 1) members of the Board of Directors; 2) President and CEO; 3) members of the Head Office Bids and Awards Committee (HOBAC); 4) members of the Technical Working Group, if applicable; 5) personnel of Procurement Department; 6) personnel of the implementing unit or the end-user unit; and 7) project consultants, if applicable;¹

7. [Name of Bidder] complies with existing labor laws and standards; and
8. [Name of Bidder] is aware of and has undertaken the following responsibilities as a Bidder:
 - a) Carefully examine all of the Bidding Documents;
 - b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
 - c) Made an estimate of the facilities available & needed for the contract to be bid, if any; and
 - d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the [Name of the Project].
9. [Name of Bidder] did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of _____, 20__ at _____, Philippines.

Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this ___ day of _____, in _____, Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____ and his/her Community Tax Certificate No. _____ issued on ___ at _____.

Witness my hand and seal this ___ day of [month] [year].

Notary Public

Notary Public

Doc. No. _____;
Page No. _____;
Book No. _____;
S. of _____.

¹The names of specific LANDBANK officers, employees and consultants being referred to are shown in Annexes I-1 & I-2

Checklist of Bidding Documents for Procurement of Consulting Services

The documents should be arranged as per this Checklist. Kindly provide guides or dividers with appropriate labels.

Eligibility and Technical Component (PDF File)

- **The Eligibility and Technical Component shall contain documents sequentially arranged as follows:**

- **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 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).
4. **Duly notarized revised Omnibus Sworn Statement (sample form - Form No.2).**
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,

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 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)
7. Form No. 5 – Statement of Consultant’s Nationality

Financial Eligibility Documents

8. 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”
 9. 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 – [The bidder may submit the following documents within five (5) calendar days after receipt of Notice of Post-Qualification]:
 10. 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.
 11. Income Tax Return for 2018 filed manually or through EFPS.

Project Technical Component (PDF File)

- **The Project Technical Component 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 – Curricula Vitae for Proposed Professional Staff
7. TPF 7 – Time Schedule for Professional Personnel
8. TPF 8 – Activity (Work) Schedule
9. Form No. 6 – Deliverable Items Summary
10. Duly accomplished Requirements Compliance Form (Annex D) with response to each requirement.
11. Implementation Methodology Document
12. Firm Credentials Information Sheet – Annex E
13. Customer Satisfaction Survey Forms – Annex F
14. Brief Company Profile
15. Business Continuity Plan (BCP) of the solution provider
16. 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
17. License, Maintenance Agreements, as applicable
- 18. Project Team Information Sheet (Annex G) and Certificate of Experience issued by the company.**
19. Proof of Support Center within the Philippines
20. 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.
21. For current and past suppliers of tellering system for LANDBANK, they must have satisfactory performance in their dealings with LANDBANK for the past twelve (12)

months (reckoned from the date of issuance of the Certificate of Satisfactory Performance). A Certificate of Satisfactory Performance issued by AVP Rosemarie A. Tam not earlier than thirty (30) calendar days prior to the deadline of submission of bid shall be submitted. The Certificate shall still be subject to verification during post-qualification of bid.

Note: Certificate of Satisfactory Performance shall be requested in writing from AVP Rosemarie A. Tam at 17th Floor, LANDBANK Plaza Building (Tel. No.: 8405-7617), at least five (5) working days prior to the submission of bid.

Financial Component (PDF File)

- The Financial Component 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 – Travel Expenses, Office Rent, Accommodation and Clerical Assistance per Activity per Activity
6. FPF 6 – Miscellaneous Expenses