



LANDBANK

SERVING THE NATION

**SUPPLEMENTAL/BID BULLETIN NO. 2
For LBP-HOBAC-ITB-GS-20220223-01**

PROJECT : **450 Units Automated Teller Machines (Thru-the-Wall and Lobby Type) Inclusive of a Four (4) Year Maintenance Support Services and Spare Parts**

IMPLEMENTOR : **HOBAC Secretariat**

DATE : **April 29, 2022**

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

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Terms of Reference (Annexes D-1 to D-18), Schedule of Requirements (Section VI), Technical Specifications (Section VII), and Checklist of Bidding Documents (Items 11 & 12 of Technical Documents) have been revised. Please see attached revised D-1 to D-18 and specific sections of the Bidding Documents.
- 3) Responses to bidder's queries per Annex I.
- 4) The submission and opening of bids is re-scheduled on **May 06, 2022 at 10:00 A.M.** thru videoconferencing using MS Teams.


ATTY. HONORIO T. DIAZ, JR.
Head, HOBAC Secretariat

Bidder's Queries	Responses
<u>Under Annex D-1</u> B3 : Our structure is sliding type, is this okay?	Yes. The requirement here is the capability to log - in the electronic journal and host, the opening and closing activities of the ATM's upper door where the maintenance/log-in monitor is located.
<u>Under Annex D-1</u> F2 : What will be the configuration of currency cassettes? (1st : Php100, 2nd : Php500, 3rd : Php 500, 4th : Php 1,000)	Yes.
<u>Under Annex D-2</u> S11 : What do you mean by "with enhanced card reader bezel installed"?	This is a security feature of the ATM wherein it can prevent the installation of a skimming device that is being used to capture cardholders' information
<u>Under Annex D-6</u> O1 : Does it need a maintenance monitor for the lobby type model?	Yes. For lobby type (LT) ATM, it should be a front access maintenance monitor. Normally, the ATM screen also serves as the maintenance monitor for LT
<u>Under Annex D-11</u> 6.1.5 : Appreciate if you could explain more clearly about this item? (Logging and browse facility with date encryption/ protection?)	It shall have the following features: <ol style="list-style-type: none"> 1. The ATM shall have the capability to log all machine events and transactions 2. The browser is a facility where encrypted data can be viewed. This can be a stand-alone browser/application
What is the dimension and height of the ATM requested?	Refer to attached revised Annex D-18.

Annex I

Land Bank of the Philippines
2022 ATM Minimum Specifications
Cash Dispenser – Thru-the-Wall Type
As of April 20, 2022

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
B. CABINET FEATURES	B.1. REAR ACCESS FOR FLM AND SLM
	B.2. LIGHTED FASCIA
	B.3. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.4. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
	C.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. WITH LOW CASH / OUT-OF-CASH SENSORS
	D.6. CAPABLE TO DISPENSE POLYMER NOTES ISSUED BY THE BSP
E. SHUTTER SENSOR	E.1. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CASH PRESENTER AREA DURING IDLE PERIOD OR ACTUAL TRANSACTION
	E.2. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	E.3. CHECK CASH PRESENTER AREA, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.4. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.5. CAN BE LOADED WITH MINIMUM 2500 BILLS (ATM FIT, NON-POLYMER AND POLYMER NOTES)
G. DIVERT CASSETTE	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM (ALL BRAND NEW).
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM OF 4 CORES I.2. MINIMUM OF 4 THREADS I.3. MINIMUM PROCESSOR BASE FREQUENCY: 2.3 GHZ I.4. MINIMUM CACHE: 6 MB
J. MEMORY	J.1. MINIMUM OF 8 GIGABYTES FOR THE FIRST SLOT
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. CD/DVD DRIVE	L.1. CD/DVD-R AND CD/DV-RW
	L.2. SPEED 20x
	L.3. DVD DRIVER IS CAPABLE TO DETECT FULL/USED DISK
	L.4. DVD DRIVER IS CAPABLE TO COPY MULTIPLE IMAGES/EJ FILES

M. STORAGE	M.1. MINIMUM 500 GIGABYTES HDD, 7200RPM (SATA) OR 480 GIGABYTES SOLID STATE DRIVE; PARTITIONED INTO 100GB FOR OS AND 400GB (FOR HDD)/380 GB (FOR SSD) FOR DATA TO STORE AND RETAIN ATM LOGS IN 90 DAYS
N. ELECTRONICS ENCLOSURE	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
O. OPERATOR INTERFACE	O.1. REAR ACCESS WITH MAINTENANCE MONITOR, MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD)
	O.2. CAPABLE FOR INPUTTING ALPHANUMERIC USER ID AND PASSWORD.
P. RETAINED CARD BIN	P.1. RETAINED CARD CASSETTE (SECURED WITH BUILT-IN KEYLOCKING)
	P.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
Q. SECURITY CAMERA	Q.1. DIGITAL AND COLORED IMAGE MINIMUM OF 480P HD RESOLUTION
	Q.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	Q.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 TO 6 FEET IN HEIGHT) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	Q.4. DOWNLOADABLE TO CD/DVD-R AND CD/DV-RW
	Q.5. CAN BE DOWNLOADED ANYTIME
	Q.6. PROMPT MESSAGE / ERROR WHEN CD IS FULL
	Q.7. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	Q.8. CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING:
	<ul style="list-style-type: none"> • FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED • FOR CARDLESS WITHDRAWAL TRANSACTION - CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED • FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	Q.9. IMAGES ARE ARCHIVED FOR 90 DAYS IN THE MACHINE
	Q.10. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	Q.11. STORES IMAGES IN JPG FORMAT
	Q.12. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	Q.13. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
Q.14. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC	
R. VAULT SECURITY	R.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	R.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	R.3. MUST NOT DISPLAY NUMERIC COMBINATION
	R.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
S. CARD READER	S.1. MOTORIZED CARD READER
	S.2. TRACK 1 & 2 - READ ONLY
	S.3. TRACK 3 - READ & WRITE
	S.4. MAGNETIC STRIPE FACING DOWNWARD
	S.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT BOTH EMV AND MAGNETIC STRIPE CARDS.
	THE EMV KERNEL UPGRADE SHALL BE FOR THE ACCOUNT OF THE VENDOR WHILE THE TERMINAL INTEGRATION CERTIFICATION (e.g., FIMME) SHALL BE FOR THE ACCOUNT OF THE BANK
	S.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK/HOST
	S.7. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	S.8. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	S.9. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	S.10. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
S.11. WITH ENHANCED CARD READER BEZEL INSTALLED	

S. CARD READER	S.12. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER
	S.13. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE
T. POWER SUPPLY	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2. FREQUENCY: 60 HERTZ
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4. THREE-PRONGED PLUG
U. RECEIPT [CONSUMER PRINTER]	U.1. THERMAL PRINTER
	U.2. SUPPORTS 25 CHARACTERS PER LINE
	U.3. SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT
V. ATM HEIGHT REQUIREMENT	V.1. SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT REQUIREMENT (FOR DISPENSER, KEYPAD AND MONITOR) (SEE ANNEX A)
W. ACCESSORIES	W.1. COMMUNICATIONS CABLE (350 PCS OF THREE-METER CAT-5 CABLE WITH RJ 45 ON BOTH ENDS FOR ALL NETWORK EQUIPMENT DATA CONNECTIONS) TO BE DELIVERED ALONG WITH THE MACHINE.
X. OTHERS	X.1. CAPABLE TO RUN VIA TCP-IP
	X.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	X.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	X.4. BUILT-IN SPEAKERS (8 WATTS)
	X.5. ALL WEATHER ATM MODEL
	X.6. USER'S MANUAL FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	X.7. WITH THE FOLLOWING CAPABILITIES:
	X.7.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	X.7.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	X.8. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST OF THE OFFERED BRAND MODEL UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL (CARD-BASED AND CARDLESS), FUND TRANSFER AND PIN CHANGE. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY PCMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
X.9. SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE MANUFACTURER INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODELAS PART OF BID DOCUMENTS.	
Y. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	Y.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN SEVEN (7) CALENDAR DAYS UPON RECEIPT OF P.O.
	Y.4. THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
Z. DELIVERY AND PAYMENT TERMS	Z.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH
	Z.2. DELIVERY SHALL BE IN SEVEN (7) BATCHES, 50 UNITS FOR EACH BATCH. <ul style="list-style-type: none"> • THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN 90 CALENDAR DAYS UPON ADVICE FROM PCMD WHICHEVER COMES LATER • THE 2ND TO 7TH BATCHES SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON PCMD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR • UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY PCMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK. • UPON RECEIPT OF NOTICE FROM PCMD TO DELIVER TO THE BRANCHES, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE (5) BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE TWENTY (20) BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL.

Z. DELIVERY AND PAYMENT TERMS	Z.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY.
	Z.4. AMOUNT OF P5,000.00 PER DAY FOR EVERY UNSUCCESSFUL ATM ACTIVATION/INSTALLATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN TWO (2) HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER. IF THE DELAYS ON THE ACTIVATION IS CAUSED BY THE BANK, THE VENDOR SHALL BE PAID BY THE BANK IN THE AMOUNT OF P2,500 PER INCIDENT.
	Z.5. PAYMENT TERMS: UNIT COST NET OF P5,000.00 FOR THE INSTALLATION/ACTIVATION
AA. BENCHMARK	AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	AA.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	AA.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)

**Land Bank of the Philippines
2022 ATM Minimum Specifications
Cash Dispenser - Lobby Type**

As of April 20, 2022

HARDWARE FEATURES	LANDBANK SPECIFICATIONS
A. SECURITY ENCLOSURES	A.1. UL291 COMPLIANT SAFE
B. CABINET FEATURES	B.1. FRONT ACCESS WITH UNIQUE KEY WHICH CAN ONLY BE DUPLICATED THRU THE PROVIDER
	B.2. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.3. ATM TOP SHALL BE FLAT
C. DISPLAY FEATURES	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
	C.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
D. DISPENSERS	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. WITH LOW CASH / OUT-OF-CASH SENSORS
	D.6. CAPABLE TO DISPENSE POLYMER NOTES ISSUED BY THE BSP
E. SHUTTER SENSOR	E.1. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CASH PRESENTER AREA DURING IDLE PERIOD OR ACTUAL TRANSACTION
	E.2. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	E.3. CHECK CASH PRESENTER AREA, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
F. CURRENCY CASSETTES	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	F.3. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.4. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.5. CAN BE LOADED WITH MINIMUM 2500 BILLS (ATM FIT, NON-POLYMER AND POLYMER NOTES)
G. DIVERT CASSETTE	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM. (ALL BRAND NEW)
H. CONSUMER INTERFACE KEYPAD	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
I. PROCESSOR	I.1. MINIMUM OF 4 CORES I.2. MINIMUM OF 4 THREADS I.3. MINIMUM PROCESSOR BASE FREQUENCY: 2.3 GHZ I.4. MINIMUM CACHE: 6 MB
J. MEMORY	J.1. MINIMUM OF 8 GIGABYTES FOR THE FIRST SLOT
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
K. BUS ARCHITECTURE	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
L. CD/DVD DRIVE	L.1. CD/DVD-R AND CD/DVD+RW
	L.2. SPEED 20x
	L.3. DVD DRIVER IS CAPABLE TO DETECT FULL/USED DISK
	L.4. DVD DRIVER IS CAPABLE TO COPY MULTIPLE IMAGES/EJ FILES

M. STORAGE	M.1. MINIMUM 500 GIGABYTES HDD, 7200RPM (SATA) OR 480 GIGABYTES SOLID STATE DRIVE; PARTITIONED INTO 100GB FOR OS AND 400 GB (FOR HDD)/380 GB (FOR SSD) FOR DATA TO STORE AND RETAIN ATM LOGS IN 90 DAYS
N. ELECTRONICS ENCLOSURE	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
O. OPERATOR INTERFACE	O.1. FRONT ACCESS WITH MAINTENANCE MONITOR, MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD) O.2. CAPABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD.
P. RETAINED CARD BIN	P.1. RETAINED CARD CASSETTE [SECURED WITH BUILT-IN KEYLOCKING] P.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
Q. SECURITY CAMERA	Q.1. DIGITAL AND COLORED IMAGE MINIMUM OF 480P HD RESOLUTION Q.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY Q.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 TO 6 FEET IN HEIGHT) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION. Q.4. DOWNLOADABLE TO CD/DVD-R AND CD/DVD+RW Q.5. CAN BE DOWNLOADED ANYTIME Q.6. PROMPT MESSAGE / ERROR WHEN CD IS FULL Q.7. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT Q.8. CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> • FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED • FOR CARDLESS WITHDRAWAL TRANSACTION CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED • FOR BALANCE INQUIRY, FUNDTRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED Q.9. IMAGES ARE ARCHIVED FOR 90 DAYS IN THE MACHINE Q.10. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES Q.11. STORES IMAGES IN JPG FORMAT Q.12. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE) Q.13. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL) Q.14. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC
R. VAULT SECURITY	R.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED R.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL) R.3. MUST NOT DISPLAY NUMERIC COMBINATION R.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
S. CARD READER	S.1. MOTORIZED CARD READER S.2. TRACK 1 & 2 - READ ONLY S.3. TRACK 3 - READ & WRITE S.4. MAGNETIC STRIPE FACING DOWNWARD S.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT BOTH EMV AND MAGNETIC STRIPE CARDS. THE EMV KERNEL UPGRADE SHALL BE FOR THE ACCOUNT OF THE VENDOR WHILE THE TERMINAL INTEGRATION CERTIFICATION (e.g., FIMME) SHALL BE FOR THE ACCOUNT OF THE BANK S.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK/HOST S.7. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING) S.8. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD S.9. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED S.10. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE S.11. WITH ENHANCED CARD READER BEZEL INSTALLED S.12. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER S.13. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE

T. POWER SUPPLY	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2. FREQUENCY: 60 HERTZ
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4. THREE-PRONGED PLUG
U. RECEIPT [CONSUMER PRINTER]	U.1. THERMAL PRINTER
	U.2. SUPPORTS 25 CHARACTERS PER LINE
	U.3. SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT
V. ATM HEIGHT REQUIREMENT	V.1 SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT REQUIREMENT (DISPENSER, KEYPAD AND MONITOR) (SEE ANNEX A)
W. ACCESSORIES	W.1. COMMUNICATIONS CABLE (100 PCS OF THREE-METER LONG CAT-5 CABLE WITH RJ 45 ON BOTH ENDS) TO BE DELIVERED ALONG WITH THE MACHINE
X. OTHERS	X.1. CAPABLE TO RUN VIA TCP-IP
	X.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	X.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	X.4. BUILT-IN SPEAKERS (8 WATTS)
	X.5. USER'S / MANUAL FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	X.6. WITH THE FOLLOWING CAPABILITIES:
	X.6.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	X.6.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	X.8. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST UNIT OF THE OFFERED BRAND MODEL FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL (CARD-BASED AND CARDLESS), FUND TRANSFER AND PIN CHANGE. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY LBP-PCMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
X.9. SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE MANUFACTURER INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODELAS PART OF BID DOCUMENTS.	
Y. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST	Y.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY
	Y.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN SEVEN (7) CALENDAR DAYS UPON RECEIPT OF P.O.
	Y.4. THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
Z. DELIVERY AND PAYMENT TERMS	Z.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH
	Z.2. DELIVERY SHALL BE IN TWO (2) BATCHES, 50 UNITS FOR EACH BATCH <ul style="list-style-type: none"> • THE 1ST BATCH SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN 90 CALENDAR DAYS UPON ADVICE FROM PCMD WHICHEVER COMES LATER • THE 2ND BATCH SHALL BE READY FOR DELIVERY WITHIN 90 CALENDAR DAYS UPON PCMD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR • UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY PCMD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK. • UPON RECEIPT OF NOTICE FROM PCMD TO DELIVER TO THE BRANCHES, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE (5) BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE TWENTY (20) BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL
	Z.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY

Z. DELIVERY AND PAYMENT TERMS	Z.4. AMOUNT OF P5,000.00 PER DAY FOR UNSUCCESSFUL ACTIVATION/OPERATIONALIZATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN TWO (2) HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER. IF THE DELAYS ON THE ACTIVATION IS CAUSED BY THE BANK, THE VENDOR SHALL BE PAID BY THE BANK IN THE AMOUNT OF P2,500 PER INCIDENT.
	Z.5. PAYMENT TERMS: UNIT COST NET OF P5,000 FOR THE ACTIVATION/OPERATIONALIZATION
AA. BENCHMARK	AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)
	AA.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)
	AA.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)

2022 LANDBANK ATM Specifications	
SOFTWARE COMPONENTS AND SETTINGS	SPECIFICATION DETAILS
FEATURES	AS OF APRIL 20, 2022
A. GENERAL REQUIREMENTS	
A.1. LICENSE & INSTALLATION	A.1.1. ALL SOFTWARE MUST BE LICENSED AND PRELOADED {(e.g. OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, ATM PLATFORM, COMPENSATING CONTROL TOOLS, WHITELISTING, ANTI-SKIMMING SOLUTION AND COMPRESSION UTILITIES, TLS VERSION 1.2 OR HIGHER, END POINT PROTECTION AND ANTI-MALWARE (FIREWALL)}
	A.1.2. ALL APPLICABLE LICENSE RENEWALS/UPGRADES (e.g. TERMINAL SOFTWARE, KERNEL, ATM PLATFORM CURRENTLY INSTALLED IN THE ATM) MUST BE COVERED BY THE VENDOR INCLUDING ITS INSTALLATION ON THE ATMS FOR FIVE (5) YEARS AFTER THE DATE OF INSTALLATION
	A.1.3. IN CASE THE NEW/UPGRADED SOFTWARE REQUIRES HARDWARE REPLACEMENT, SUCH REPLACEMENT SHALL BE PROVIDED BY THE VENDOR WITHOUT ADDITIONAL COST TO THE BANK FOR FIVE (5) YEARS AFTER THE DATE OF INSTALLATION.
	A.1.4. INSTALLATION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, COMPENSATING CONTROL TOOLS INCLUDING WHITELISTING, INTRUSION PROTECTION (IP), HARD DISK ENCRYPTION (HDE), ANTI-SKIMMING SOLUTIONS, COMPRESSION UTILITIES, TLS VERSION 1.2 OR HIGHER AND END POINT PROTECTION/ANTI-MALWARE (FIREWALL).
	A.1.5. THE VENDOR SHALL PROVIDE AN ATM SECURITY DASHBOARD/CONSOLE TO MONITOR THAT ALL SECURITY REQUIREMENTS (e.g. WHITELISTING, IP AND HDE) ARE IN PLACE. THE SERVER SHALL BE PROVIDED BY THE BANK.
	A.1.6. THE VENDOR SHALL QUARTERLY UPDATE LANDBANK AND SEEK APPROVAL ON ALL LATEST ATM SOFTWARE RELATED UPDATES.
B. SYSTEM SOFTWARE	
B.1. OPERATING SYSTEM	B.1.1. WINDOWS 10 OR ANY HIGHER VERSION. IN CASE OF END OF SUPPORT FROM SOFTWARE PROVIDER, UPGRADE OR CHANGE OF OPERATING SYSTEM AND ALL OTHER RELATED COMPONENTS INCLUDING ITS ROLL-OUT/IMPLEMENTATION SHALL BE FOR THE ACCOUNT OF THE VENDOR, SUBJECT TO LBP APPROVAL. THIS IS APPLICABLE FOR THE DURATION OF THE FIVE-YEAR CONTRACT
	B.1.2. TIME MUST BE AUTOMATICALLY SYNCHRONIZED WITH HOST TIME AND DATE
	B.1.3. PRELOADED INTEGRATED COMMUNICATIONS SOFTWARE APPLICABLE FOR TCP/IP
	B.1.4. PRELOADED WITH ETHERNET LAN CARD SOFTWARE DRIVERS
C. APPLICATION SOFTWARE	
C.1. MESSAGE TO / FROM HOST	C.1.1. SHALL BE PCI-PA-DSS CERTIFIED
	C.1.2. SHALL BE CAPABLE TO RUN USING DIEBOLD 912/ DDC MESSAGE FORMATS
	C.1.3. SEND ATM MESSAGE TO HOST ON VAULT ACTIVITIES
	C.1.4. SEND ATM MESSAGE TO HOST ON HARDWARE RELATED ERRORS
	C.1.5. SUPPORT REMOTE HOST DOWNLOADING OF MASTER KEYS (HARDWARE READY)
	C.1.6. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF ANTI-SKIMMING DEVICE/MODULE IN CASE OF MALFUNCTION
	C.1.7. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF CONSUMABLE SUPPLY COUNTERS TO HOST, (RETRIEVE/SET OPERATIONAL COMMAND MESSAGE)
	C.1.8. THE ATM APPLICATION SHOULD ALWAYS BE ACTIVE AND SHOULD AUTO CONNECT TO THE HOST AND ATM MONITORING TOOL UNTIL ONLINE STATUS
C.2. LOCAL SETTINGS	C.2.1. CUSTOMIZATION IMAGE(CI) RETAINED AFTER POWER INTERRUPTION
	C.2.2. ALL SOFTWARE SETTINGS RETAINED AFTER POWER INTERRUPTION

C.3. DIGITAL IMAGE CAPTURE	C.3.1. CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS , COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> FOR CASH-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED FOR CARDLESS WITHDRAWAL TRANSACTION - CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED
	C.3.2. CAPTURES IMAGES EVERY FIVE (5) MINUTES DURING IDLE PERIOD (NO TRANSACTION)
C.3. DIGITAL IMAGE CAPTURE	C.3.3. IMAGES ARE DATE AND TIME STAMPED AND CROSS REFERENCED WITH THE FOLLOWING DETAILS: DATE, TIME, TERMINAL ID, TERMINAL NAME, TRANSACTION TYPE, ACCOUNT TYPE, SEQUENCE NUMBER, TOTAL BALANCE, AVAILABLE BALANCE, AND ERROR
	C.3.4. STORES IMAGES IN JPG FORMAT
	C.3.5. IMAGES ARE ARCHIVED FOR 30 DAYS IN THE MACHINE. AUTO DELETION OF IMAGES BEYOND 30 DAYS
	C.3.6. DIGITAL AND COLORED IMAGE MINIMUM OF 480P HD RESOLUTION
	C.3.7. DOWNLOADABLE TO THE CD/DVD-R AND CD/DVD-RW
	C.3.8. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	C.3.9. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	C.3.10. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING TOOL AND ELECTRONIC JOURNAL)
C.3.11. REQUIRES SECURITY PASSWORD WHEN COPYING AND VIEWING PICTURES/IMAGES AT THE MACHINE	
C.4. TERMINAL PROGRAMMING, SCREEN / ICON EDIT	C.4.1. SHALL SUPPORT THE FOLLOWING PICTURE FILE FORMATS: <ul style="list-style-type: none"> A. JPEG B. GIF
	C.4.2. SHALL BE ABLE TO CUSTOMIZE SCREENS VIA DVD/CD / AUTOEXEC.BAT AND REMOTE UPDATE
	C.4.3. SHALL SUPPORT DISPLAY OF TEXT/INFORMATION FROM THE HOST AND ATM MONITORING TOOL
	C.4.4. SHALL SUPPORT THE FOLLOWING MULTI-MEDIA FILES: <ul style="list-style-type: none"> A. MP3 B. AVI C. MPEG
	C.4.5. UTILITY FOR ADDING / MAINTAINING ATM SCREENS
	C.4.6. ACTIVATE SECURITY OF BIOS
	C.5.1. THE ATM SHALL ACCEPT EMV CARDS. INSTALLATION, ACTIVATION AND ENABLING OF NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. INSTALLATION MAY COINCIDE WITH THE PREVENTIVE MAINTENANCE SCHEDULE.
	NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT
D.1. ENCRYPTION	D.1.1. SHALL SUPPORT DATA ENCRYPTION STANDARDS (DES) OR ADVANCED ENCRYPTION STANDARD (AES) – 256
	D.1.2. 3-DES ENCRYPTION OR ADVANCED ENCRYPTION STANDARD (AES) - 256 COMPLIANT (FOR BOTH HARDWARE AND SOFTWARE)
	D.1.3. SHALL SUPPORT MESSAGE AUTHENTICATION CODE (MAC) FUNCTIONALITIES
	D.1.4. DATA-AT-REST PROTECTION/DISK ENCRYPTION AND TRUSTED BOOT. THE SERVER SHALL BE PROVIDED BY THE BANK IN ACCORDANCE TO THE SPECIFICATIONS REQUIRED BY THE VENDOR

E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	E.1.1. SHALL CONFORM WITH BASELINE REQUIREMENT FOR ID / PASSWORD HANDLING:
	A. USER ID
	1) LBP ASSIGNED ID NUMBER OR AGREED ID CONVENTION/FORMAT FOR SPECIFIC SYSTEM
	2) MINIMUM OF 4 AND MAXIMUM OF 16 ALPHANUMERIC (ALPHA, NUMERIC OR COMBINATION OF BOTH) CHARACTERS
	3) NOT CASE SENSITIVE
	B. PASSWORD
	1) MINIMUM OF 8 ALPHA AND NUMERIC CHARACTERS
	2) MUST NOT CONTAIN THREE CONSECUTIVE CHARACTERS
	3) CASE SENSITIVE
	4) MASKED
	5) ADMIN ID CAN ADD, DELETE AND MODIFY OTHER USER IDs
	6) ALL USERS MAY CHANGE PASSWORD ANYTIME EXCEPT FOR LOCK OUT
	7) SHALL AUTOMATICALLY EXPIRE AFTER NINETY (90) DAYS. THE ATM, THRU ITS MAINTENANCE MENU, SHALL INFORM THE USER AT LEAST 15 DAYS PRIOR TO PASSWORD EXPIRATION. IN THE EVENT THE PASSWORD WAS NOT CHANGED PRIOR TO EXPIRATION, THE MAINTENANCE MENU MAY ONLY BE ACCESSED BY CHANGING THE PASSWORD.
	8) MINIMUM OF THREE PREVIOUS PASSWORDS USED
9) AUTOMATIC LOCK/SUSPEND/REVOKE ON MAXIMUM OF THREE UNSUCCESSFUL ATTEMPTS PER DAY AND REVERT THRU ADMIN	
10) AUTOMATIC LOCK/LOG-OFF ON A MAXIMUM OF 15 MINUTES OF INACTIVITY	
11) DEFAULT PASSWORD SHALL BE CHANGED ON INITIAL LOG-IN	
C. USER ID AND PASSWORD DATABASE SHALL BE ENCRYPTED	
E.1.2. SHALL INCLUDE PER CASSETTE TOTALS AND TOTAL AMOUNT OF ALL CASSETTES INCLUDING DIVERT CASSETTES IN THE TERMINAL READING RECEIPTS	
E.1.3. ALL MAINTENANCE ACTIVITIES SHALL BE LOGGED AT THE ELECTRONIC JOURNAL & HOST	
F.1. REMOTE ATM READING SYSTEM AND REMOTE RESTART CAPABILITY	F.1.1. THE SERVICE PROVIDER SHALL PROVIDE REMOTE ATM READING SYSTEM WITH REMOTE RESTART FUNCTIONALITY. DELIVERY SHALL BE WITHIN SIX MONTHS AFTER START OF UAT OR SHALL PERFORM REMOTE READING AND REMOTE MAINTENANCE USING THE BANK'S ATM MONITORING TOOL AT NO ADDITIONAL COST TO THE BANK. NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT
F.2. SOFTWARE DISTRIBUTION CAPABILITY	F.2.1. THE SERVICE PROVIDER SHALL PROVIDE A SOFTWARE DISTRIBUTION APPLICATION THAT WILL ALLOW USER TO REMOTELY DEPLOY AND RUN/EXECUTE APPLICATION SOFTWARE UPDATES/UPGRADES/PATCHES/HOT FIXES TO THE MACHINE
G.1. ELECTRONIC JOURNAL	G.1.1. CAPABLE TO LOG NUMBER OF BILLS RETRACTED
	G.1.2. CAPABLE TO LOG THE ACCUMULATED NUMBER OF BILLS DISPENSED IN EVERY TRANSACTION
	G.1.3. SHALL COMPLY WITH THE BANK'S STANDARD RECONCILIATION SYSTEM FORMAT (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	G.1.4. REFER TO THE ATTACHED MINIMUM REQUIREMENTS (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	G.1.5. LOGGING AND BROWSE FACILITY WITH DATE ENCRYPTION/PROTECTION
	G.1.6. CAPABLE TO SEARCH DATE AND TIME FROM THE TRANSACTION LOGS AT THE ATM LEVEL
	G.1.7. UPLOAD FACILITY TO HOST VIA TCP-IP
	G.1.8. THE SERVICE PROVIDER SHALL PROVIDE THE ELECTRONIC JOURNAL BROWSER AND BE INSTALLED BY THE VENDOR'S ENGINEER IN THE BACKROOM COMPUTER OF THE BRANCH DURING ATM ACTIVATION

LANDBANK OF THE PHILIPPINES

2022 ATM MAINTENANCE AGREEMENT COVERAGE

AS OF APRIL 20, 2022

FEATURES	MINIMUM REQUIREMENTS
A. TERM AND SERVICES	
A.1. AGREEMENT TERM	<p>A.1.1. ONE (1) YEAR WARRANTY ON SOFTWARE (OWNED AND THIRD PARTY), LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE FROM DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST.</p> <p>A.1.2. FOUR (4) YEARS SERVICE MAINTENANCE PACKAGE ON LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE.</p> <p>A.1.3. THE VENDOR SHALL PROVIDE MAINTENANCE AGREEMENT CONTRACT SIX MONTHS PRIOR TO HARDWARE WARRANTY EXPIRATION.</p>
A.2. TERMINATION	<p>A.2.1. THE AGREEMENT MAY BE PRETERMINATED BEFORE THE EXPIRY DATE BY GIVING A WRITTEN NOTICE AT LEAST THIRTY (30) DAYS PRIOR TO THE TERMINATION DATE.</p> <p>A.2.2. THE AGREEMENT MAY BE TERMINATED WHEN:</p> <p>A.2.2.1 ONE OF THE PARTIES COMMITS A SUBSTANTIAL BREACH OF ITS OBLIGATION AND SUCH BREACH IS NOT CORRECTED WITHIN THIRTY (30) DAYS FROM THE DATE OF THE RECEIPT OF WRITTEN NOTICE, DULY SERVED, REGARDING SUCH BREACH; AND</p> <p>A.2.2.2 THE SERVICE PROVIDER IS UNABLE TO COMPLY/MEET THE SPECIFICATIONS IN ACCORDANCE TO THE REQUIREMENTS.</p>
A.3. MAINTENANCE SERVICES	<p>A.3.1. ON-SITE REPAIR AT THE EXISTING SITES OF INSTALLATION OF THE ATM LOCATED AT THE ADDRESSES PROVIDED BY LANDBANK.</p> <p>A.3.2. ALL REPLACEMENT PARTS MUST BE NEW, ORIGINAL AND AVAILABLE AT ALL TIMES.</p> <p>A.3.3. QUARTERLY PREVENTIVE MAINTENANCE (PM) SERVICE SHALL BE DONE ON THE ATMs ON THE FOLLOWING CONDITIONS:</p> <ul style="list-style-type: none"> • SHALL BE DONE AT THE START OF THE QUARTER FROM THE DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST. • QUARTERLY PM SHALL INCLUDE UPDATING OF ANTI-MALWARE/END-POINT PROTECTION. • UPON ADVISE OF PCMD, PM SHALL ALSO INCLUDE TAKING OF AT LEAST 3 PICTURES OF THE ATM WITH THE FOLLOWING DESCRIPTION: <ol style="list-style-type: none"> 1. COLORED IMAGE MINIMUM OF THREE (3) MEGAPIXEL RESOLUTION 2. THE FRONT VIEW SHALL TO BE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES 3. THE BACK/SIDE IMAGE OF THE ATM SHALL CAPTURE THE WHOLE BODY (WITH OPEN AND CLOSED VAULT DOOR) 4. SHALL INCLUDE DETAILS OF THE ATM (e.g. BRANCH, TERMINAL ID, TERMINAL NAME AND ATM BRAND/MODEL) • PREVENTIVE MAINTENANCE (PM) SHALL BE PERFORMED AT AN INTERVAL NOT EXCEEDING THREE (3) MONTHS AND PM SCHEDULE SHALL BE SUBMITTED TO PCMD ONE (1) MONTH PRIOR TO PM SCHEDULE. <p>A.3.4. REMEDIAL MAINTENANCE AT THE REQUEST OF THE BANK BASED ON THE SPECIFIC NEEDS OF EACH MACHINE.</p> <p>A.3.5. FOR RECURRING ATM SOFTWARE/HARDWARE PROBLEMS OF THE SAME DEVICE (AT LEAST 4 TIMES WITHIN A MONTH), TOTAL OVERHAUL AND COMPLETE REPLACEMENT OF ATM PART(S) SHALL BE DONE ON THE ATM AT NO ADDITIONAL CHARGE.</p> <p>A.3.6. EVERY SIX (6) MONTHS RECKONED FROM THE DATE OF INSTALLATION/OPERATIONALIZATION OR AS THE NEED ARISES WHICHEVER COMES FIRST, THE VENDOR SHALL PERFORM THE FOLLOWING:</p> <p style="margin-left: 40px;">STAGE 1 - REPLACE ALL CONSUMABLE PARTS (E.G., TAKE-AWAY WHEEL, FEED SHAFT AND STRIPPER WHEEL)</p> <p style="margin-left: 40px;">STAGE 2 - REPLACE THE PICKER MODULE</p> <p style="margin-left: 40px;">STAGE 3 - REPLACE THE STACKER AND PRESENTER MODULES</p> <p>EXIT CRITERIA: NO DISPENSER-RELATED HARDWARE FAILURE IN THE NEXT 45 DAYS</p> <p>A.3.7. MONTHLY ATM AVAILABILITY RATE OF ATM HARDWARE (DISPENSER, CARD READER, E), AND OTHER HARDWARE-RELATED) SHOULD NOT FALL BELOW 95%. MONTHLY DISPENSER DOWNTIME SHALL NOT EXCEED 3% OF TOTAL ATM DOWNTIME.</p> <p>A.3.8. FOR THE IMMEDIATE REPAIR OF THE MACHINE, THE SERVICE ENGINEER SHOULD BRING WITH HIM REPLACEMENT/SPARE PARTS OF FREQUENTLY MALFUNCTIONING COMPONENTS OF CARD READER, DISPENSER, ELECTRONIC JOURNAL, NETWORK CABLE AND RECEIPT PRINTER ON THE LOCATION OF THE ATM BEING SERVICED.</p> <p style="margin-left: 40px;">THE SERVICE ENGINEER SHALL BE EQUIPPED WITH OTHER NECESSARY TOOLS/EQUIPMENT (E.G., LAPTOP FOR LAN CARD TROUBLESHOOTING) IN SERVICING THE ATM.</p>

A.3. MAINTENANCE SERVICES	A.3.9. AN ATM THAT INCURRED THREE (3) CONSECUTIVE RETRIEVAL SHORTAGES REGARDLESS OF AMOUNT OR ANY SHORTAGE MORE THAN P2,500.00 SHALL BE PLACED UNDER CONTROL ENVIRONMENT PROCEDURE.
	A.3.10 FOR COMPLIANCE REQUIREMENTS TO ALL VISA, EMVCO, BANCNET, BSP ATM/CARD BASED RELATED COMPLIANCES, THE VENDOR MUST PROVIDE PATCHES RELATED TO THESE COMPLIANCES WITHIN THE DURATION OF THE PROJECT.
	A.3.11 THE ATM VENDOR SHALL CONDUCT COMPREHENSIVE TRAINING TO BRANCH PERSONNEL DURING ATM ACTIVATION. THESE ACTIVITIES INCLUDE BUT NOT LIMITED TO CHANGE OF VAULT COMBINATION, USER ENROLLMENT (ADD/DELETE), ATM MAINTENANCE PROCEDURES SUCH AS COPY PICTURE/EJ, HARDWARE MODULE DIAGNOSTIC TESTS, PROPER ATM RESET/SHUTDOWN, TERMINAL READING COUNTERS (VIEW/PRINT/CLEAR), SUPPLY REPLENISHMENT (THERMAL RECEIPT/CASH LOADING PROCEDURES).
	A.3.12. ANNUAL TRAINING ON FIRST LEVEL MAINTENANCE (FLM) FOR ONE DAY TO ALL BRANCHES ON A PER REGION/AREA BASIS SHALL BE CONDUCTED BY THE VENDOR, FREE OF CHARGE
	A.3.13 THE ATM VENDOR SHALL PERFORM HARDENING OR REMOVAL OF UNUSED SERVICES AND APPLICATIONS (E.G. WINDOWS AUTO-PLAY FACILITY, ETC.).
	A.3.14 FOR RESETTING OF USER'S PASSWORD IN CASE OF EXPIRATION, THE VENDOR SHALL ASSIST THE BRANCH IN ORDER TO ACCESS THE MAINTENANCE MENU AT NO ADDITIONAL COST TO THE BANK. EACH TERMINAL IS ALLOWED FOR TWO (2) PASSWORD RESETTINGS IN A YEAR AT NO COST.
B. SERVICE LEVEL COMMITMENTS	
B.1. COVERAGE	B.1.1. NATIONWIDE
	B.1.2. MONDAY TO SUNDAY INCLUDING HOLIDAYS; 12 HOURS A DAY (8:00AM - 8:00PM); WITH EXISTING 24/7 HELP DESK.
B.2. RESPONSE TIME. This refers to the period between the time that the service call was placed and the time at which the service engineer arrives at the ATM site or provides phone assistance.	B.2.1. WITHIN METRO MANILA, METRO CEBU, METRO DAVAO AND IN THOSE AREAS WHERE THERE ARE ASSIGNED/STATIONED SERVICE ENGINEERS: WITHIN 2 HOURS (LIST OF EXTENSION OFFICES OR BASES AND AREAS WHERE THERE ARE ASSIGNED SERVICE ENGINEERS TO BE SUBMITTED DURING THE PRE-BID).
	B.2.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS OR BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE.
B.3. REPAIR TIME. This refers to the time the service engineer starts the repair works up to the completion of the restoration of the unit to its operational/ usable status.	B.3.1. WITHIN METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN 48 HOURS UPON THE START OF THE REPAIR WORKS.
	B.3.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN 48 HOURS UPON THE START OF THE REPAIR WORKS.
B.4. PENALTY CLAUSE	B.4.1. NOT MEETING RESPONSE AND REPAIR TIME (INCLUDING REPLACEMENT OF PARTS) ON PER INCIDENT BASIS: PHP 100.00 PER HOUR OF DELAY OR A FRACTION THEREOF (12 HOURS/DAY). FOR TERMINALS WHICH REQUIRE PARTS REPLACEMENTS, THE COMPUTATION OF THE PENALTY SHALL BE ON A 24-HOUR BASIS STARTING THE 6TH DAY SINCE THE MACHINE WAS REPORTED OFFLINE.
	B.4.2. NON-PERFORMANCE OF PREVENTIVE MAINTENANCE ON AN ATM: NON PAYMENT OF THE MONTHLY MAINTENANCE AGREEMENT COST (3 MONTHS) COVERING THE REFERENCE QUARTER.
	B.4.3. THE VENDOR SHALL BE LIABLE ON ANY LOSS INCURRED BY THE BANK DUE TO THE NEGLIGENCE/NON-PERFORMANCE OF REQUIREMENTS IN THIS TOR.
B.5. REPORTING OF SERVICE ENGINEER AFTER SERVICING	B.5.1. SERVICE REPORTS SHALL BE SUBMITTED TO THE CONCERNED BRANCH REGULARLY AND IMMEDIATELY AFTER ATM SERVICING. SERVICE REPORTS SHALL BE PROPERLY ACCOMPLISHED BY THE SERVICE ENGINEER AND DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL.
	B.5.2. THE SERVICE ENGINEER SHALL IMMEDIATELY REPORT TO THE BANK'S ATM MONITORING UNIT THE COMPLETION OF THE ATM SERVICING OR THE STATUS OF THE SERVICING, IF NOT YET COMPLETED, BEFORE LEAVING THE ATM SITE.
	B.5.3. SUBMISSION OF END OF DAY REPORT ON ALL PENDING AND COMPLETED SERVICES WITH UPDATES ON PARTS REPLACEMENT, RE-SCHEDULED SERVICES, ASSIGNED SERVICE ENGINEER, DETAILS OF SERVICING SUCH AS TIME STARTED AND FINISHED, DESCRIPTION OF WORK PERFORMED ETC.
B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING	B.6.1. PROVIDE TECHNICAL SUPPORT/PROBLEM RESOLUTION FOR SOFTWARE RELATED PROBLEM MANAGEMENT REPORT (PMR) INCLUDING THIRD PARTY SOFTWARE INSTALLED IN THE MACHINE. TECHNICAL SUPPORT SHALL INCLUDE PROBLEM INVESTIGATION, DETERMINATION OF FIXES OR WORK-AROUND AND APPLICATION, SYSTEM TESTING AND IMPLEMENTATION SUPPORT FOR FIXES.

B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING	B.6.2. INCIDENTS/PROBLEMS SHALL BE RESPONDED TO WITHIN 24 HRS FROM RECEIPT OF PMR.
	B.6.3. PROBLEM FIXES SHALL BE DELIVERED TO LBP WITHIN TWO (2) MONTHS FROM THE RECEIPT OF PMR.
	B.6.4. PROBLEM FIXES SHALL BE APPLIED WITHIN THREE (3) MONTHS FROM THE RECEIPT OF INSTRUCTION. A REPORT SHALL BE PROVIDED TO PCMD ON THE MONTHLY STATUS OF DEPLOYMENT.
	B.6.5. FIXES FOR SOFTWARE RELATED INCIDENT THAT CAUSES DOWNTIME AND UNAVAILABILITY OF MACHINE SHALL BE DELIVERED WITHIN ONE (1) MONTH FROM RECEIPT OF PMR.
C. SERVICE PERSONNEL	
C.1. SERVICE CALL PLACED THRU DISPATCH	C.1.1. IMMEDIATE ASSIGNMENT OF SERVICE CALLS TO ATM SERVICE ENGINEERS.
C.2. SKILLS OF SERVICE ENGINEERS	C.2.1. QUALIFIED, COMPETENT & HIGHLY TRAINED ATM SERVICE ENGINEERS (Pls. provide list & resume) <ul style="list-style-type: none"> • Graduate of Engineering, IT-related or two-year IT-related technical course • Underwent at least two months comprehensive training on ATM servicing with Certification • With at least six (6) months actual experience on ATM servicing • Familiar with all the preloaded software in the machine • The Service Engineer should be an employee of the Vendor and not outsourced from a Third-party Service Provider
	C.3.1. ON STAND-BY AT STRATEGIC LOCATION NATIONWIDE PROVIDED WITH CELLULAR PHONE/RADIO FOR IMMEDIATE RESPONSE AND CONTACT.
	C.3.2. NOD-MONITORING SHOULD BE PROVIDED QUARTERLY WITH THE LIST OF THE NAMES OF THE ATM SERVICE ENGINEERS AND THEIR CORRESPONDING AREAS OF ASSIGNMENT AND CONTACT NUMBERS.
	C.3.3. SHALL HAVE SERVICE ENGINEERS COVERING AREAS OF LEAF-IDENTIFIED SITES.
C.3. DEPLOYMENT OF SERVICE ENGINEERS	C.3.4. WITH AT LEAST ONE ENGINEER ASSIGNED PER EVERY FIFTEEN (15) LBP ATMs.
D. PRICE	
D.1. CONTRACT PRICE	D.1.1. CONTRACT PRICE SHALL COVER THE COSTS OF ALL DELIVERABLES AND SERVICES, INCLUDING ALL APPLICABLE TAXES, COSTS OF IMPORTATION, INSURANCE, TRANSPORTATION AND DELIVERY AT THE TIME AND LOCATIONS OF THE ATMs. NO ADDITIONAL INCIDENTAL CHARGES SUCH AS TRANSPORTATION, HOTELS, PER DIEM, BOARD AND LODGING, ETC. OF THE SERVICE ENGINEERS CAN BE CLAIMED BY THE SERVICE PROVIDER.
E. PAYMENT	
E.1. PAYMENT OF INVOICES	E.1.1. THE SERVICE PROVIDER SHALL BE PAID QUARTERLY AFTER THE END OF EVERY QUARTER BASED ON THE 4-YEAR ATM MAINTENANCE AGREEMENT COST AND NET OF PENALTIES AND UPON RECEIPT OF THE INVOICE AND COMPLETE PM REPORTS.
	E.1.2. THE SPARE PARTS SHALL BE PAID UPON SUCCESSFUL INSTALLATION AT THE ATM PARTS WITHIN THE 5-YEAR CONTRACT PERIOD AND UPON RECEIPT OF SALES INVOICE AND DELIVERY AND ACKNOWLEDGEMENT RECEIPTS DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED PERSONNEL FOR THE ATM PARTS REPLACEMENT.
E.2. REQUIREMENT FOR PAYMENT	E.2.1. DURING THE INITIAL ACTIVATION OF THE ATM, THE SERVICE PROVIDER SHALL SUBMIT TO PCMD PICTURES OF THE ATM AND ATM SITE, AS FOLLOWS: <ol style="list-style-type: none"> 1. MACHINE SERIAL NUMBER 2. ATM RECEIPT GENERATED FROM THE CONCERNED ATM THAT INDICATES THE DATE, TERMINAL ID AND TERMINAL NAME 3. FRONT VIEW OF THE ATM SITE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES 4. BACK/SIDE IMAGE (SHALL CAPTURE THE WHOLE BODY)
	E.2.2. THE SERVICE PROVIDER SHALL ATTACH IN THE INVOICES ORIGINAL COPIES OF THE ATM SERVICE REPORTS AND/OR PREVENTIVE MAINTENANCE REPORTS (DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL) OF SERVICES RENDERED WITHIN THE QUARTER.
	E.2.3. PAYMENT FOR THE MACHINE WILL NOT BE PROCESSED IF PICTURES AND SERVICE REPORT ARE NOT PROVIDED. LIKEWISE, PAYMENT FOR PREVENTIVE MAINTENANCE SERVICES WILL NOT BE PROCESSED IF SERVICE REPORT IS NOT PROVIDED.
	NOTE: THE DOCUMENTS MENTIONED ARE ON TOP OF THE DOCUMENTARY REQUIREMENTS BEING REQUIRED BY AAD.

F. OTHER TERMS AND CONDITIONS	
F.1. ATM MONITORING SOLUTION	F.1.1. THE SERVICE PROVIDER SHALL ALSO PROVIDE ATM MONITORING SERVICES/SOLUTION WHICH WILL MONITOR, CORRELATE, IDENTIFY, AND FILTER ATM, ATM HOST AND NETWORK EVENTS. THE MONITORING SOLUTION SHALL INCLUDE SOFTWARE MAINTENANCE SUPPORT AND MINOR/MAJOR UPGRADES FOR THE DURATION OF THE 5-YEAR CONTRACT PERIOD AT NO ADDITIONAL COST TO THE BANK.
F.2. ATM REPORT	F.2.1 THE SERVICE PROVIDER SHALL PROVIDE ATM RELATED REPORTS SUCH AS AVAILABILITY REPORT AND INCIDENT ACTIVITY REPORT.
F.3. MAINTENANCE OF NON-FRICTION TYPE ELECTRONIC LOCK	F.3.1. THE BATTERY IN THE ELECTRONIC LOCK SHALL BE REPLACED EVERY OTHER QUARTER OR AS NEEDED WHICHEVER COMES FIRST TO BE DONE BY THE SERVICE ENGINEERS DURING PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT OF BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER.
F.4. MAINTENANCE OF THE COMPLEMENTARY METAL OXIDE SEMICONDUCTOR (CMOS) BATTERY OF THE CPU/MOTHER BOARD	F.4.1. THE CMOS BATTERY SHALL BE REPLACED YEARLY OR AS NEEDED WHICH WILL BE DONE BY THE SERVICE ENGINEERS DURING THE CONDUCT OF ATM SERVICING AND PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER.
F.5. CONTRACT	F.5.1. THE ATM MAINTENANCE SERVICE AGREEMENT SHOULD BE INDEPENDENT FROM OTHER EXISTING CONTRACTS WITH LAND BANK OF THE PHILIPPINES, INCLUDING MOTHER CONTRACT.
F.6.DETAILED SCOPE OF AGREEMENT	F.6.1. THE DETAILED SCOPE OF AGREEMENT IS SPECIFIED IN THE BANK'S PRO-FORMA ATM SERVICE MAINTENANCE AGREEMENT CONTRACT AND MUST BE AGREED UPON BY ALL PARTIES CONCERNED.

LAND BANK OF THE PHILIPPINES
As of April 20, 2022

OTHER REQUIREMENTS

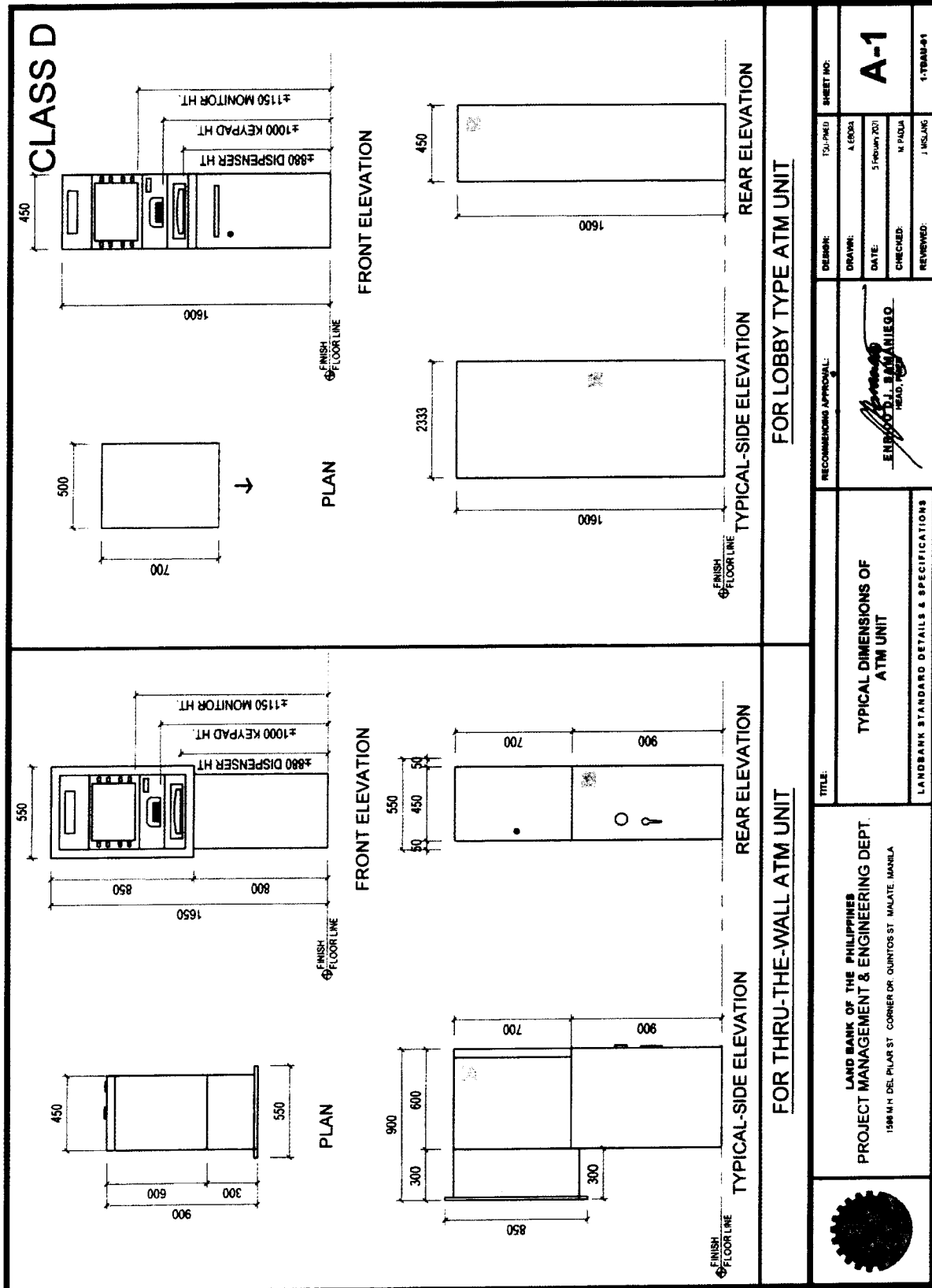
1. PARTICIPATION TO THE BANK'S CONDUCT OF FIRST LEVEL MAINTENANCE (FLM) ANNUAL TRAINING TO ALL BRANCHES. THE VENDOR SHALL INCLUDE PROVISION OF INSTRUCTIONAL KIT (VIDEO) COVERING FLM ACTIVITIES.
2. CERTIFICATE OF SATISFACTORY PERFORMANCE ISSUED BY LANDBANK-PCMD OR CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN (10) BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS LOCAL BANKS SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS AND NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT.
3. THE LOWEST CALCULATED BIDDER SHALL DELIVER ONE (1) UNIT AT LBP-HEAD OFFICE WITHIN 7 WORKING DAYS UPON RECEIPT OF NOTICE FROM PCMD FOR POST-QUALIFICATION EVALUATION.
4. THE BIDDER SHALL SECURE A CERTIFICATION OF CONNECTIVITY FROM LANDBANK. CONNECTIVITY SHALL COVER BASIC TRANSACTIONS (BALANCE INQUIRY, WITHDRAWAL (CARD-BASED AND CARDLESS), FUND TRANSFER AND PIN CHANGE).
5. SHALL SUBMIT THE FOLLOWING CERTIFICATIONS:
 - VALID AND CURRENT COMPLIANCE CERTIFICATE FROM PCI-PA-DSS
 - VALID AND CURRENT LATEST LEVEL 1 & 2 COMPLIANCE CERTIFICATE FROM EMV CO
6. THE WINNING BIDDER SHALL SUBMIT NON-DISCLOSURE AGREEMENT SIGNED BY ALL SUPPORT PERSONNEL /SERVICE ENGINEERS.
7. THE BANK'S STANDARD CI DOWNLOAD SHALL BE PROVIDED TO THE WINNING VENDOR.
8. THE BANK SHALL APPROVE THE STANDARD ACKNOWLEDGEMENT FORM THAT WILL BE ISSUED BY THE VENDOR TO THE BANK'S RECIPIENT FOR SIGNATURE DURING THE DELIVERY OF ATM.
9. FOR THE WINNING BIDDER, A CERTIFICATION ON THE CONDUCT OF TRAINING SIGNED BOTH BY THE SERVICE ENGINEER AND ATM IN-CHARGE/BRANCH REPRESENTATIVE SHALL BE SECURED DURING THE INITIAL ACTIVATION OF THE ATM. THIS DOCUMENT SHALL BE SUBMITTED TO PCMD IN ORDER TO FACILITATE THE PAYMENT OF THE MACHINE.
10. THE WINNING BIDDER SHALL ACCOMMODATE THE REQUIREMENT OF THE SUPPLIER OF ATM ACCESSORIES (e.g. WRAP-AROUND STICKER, TOPPER, ETC.), WHICH INCLUDES BUT NOT LIMITED TO THE FOLLOWING:
 - PROVISION OF WORK SPACE
 - TAKING OF PICTURES ON THE COMPLETED ATMS FOR REFERENCE PURPOSES
 - ASSISTANCE NEEDED IN ORDER TO PERFORM THE SUPPLY, DELIVERY AND INSTALLATION OF THE ABOVEMENTIONED ACCESSORIES AT THE ATM VENDOR'S WAREHOUSE
11. THE REQUIREMENTS IN THIS TOR SHALL BE PROVIDED WITH COST EQUIVALENT/ BREAKDOWN OF COST (e. g., MACHINE, HARDWARE MAINTENANCE, SOFTWARE MAINTENANCE, DELIVERY CHARGES, ETC.)
12. SHALL PROVIDE THE FOLLOWING CONSUMABLE/PARTS DURING THE FIVE-YEAR PERIOD* AT THE BID PRICE (UNIT COST) SUBMITTED:

NO.	ATM PART	ESTIMATED QUANTITY
1	ELECTRONIC PIN PAD	20
2	CURRENCY CASSETTE	120
3	POWER SUPPLY	20
4	CARD READER (EMV)	20
5	RECEIPT PRINTER	20
6	CPU	20
7	MONITOR	20
8	TOUCHSCREEN MODULE	20
9	DISPENSER MODULE (PICKER MODULE/ EXTRACTOR OR DISPENSER BOARD ONLY)	20
10	DIGITAL LOCK	20
11	FASCIA	20

* Reckoning of the 5-year period shall be from the date each ATM unit was activated
* Subject to actual consumption and submission of monthly inventory report

14. SHALL COMPLY THE FOLLOWING QUALIFICATIONS AND DOCUMENTARY REQUIREMENTS

QUALIFICATION REQUIREMENTS	DOCUMENTARY REQUIREMENTS
1. HAS A COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL OF ATMS	BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE MANUFACTURER INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL
2. CERTIFICATE OF SATISFACTORY PERFORMANCE ISSUED BY LANDBANK-PCMD OR CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN (10) BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS LOCAL BANKS SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS AND NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT.	CERTIFICATE OF SATISFACTORY PERFORMANCE FROM LANDBANK-PCMD OR FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN BANKS IN TERMS OF ASSETS.
3. THE BIDDER MUST BE COMPLIANT WITH PAYMENT CARD INDUSTRY PAYMENT APPLICATION DATA SECURITY STANDARDS (PCI-PA-DSS)	VALID AND CURRENT CERTIFICATE FROM PCI-PA-DSS
4. THE BIDDER MUST BE COMPLIANT WITH THE LATEST LEVEL 1 & 2 FROM EMVCO	VALID AND CURRENT LATEST LEVEL 1 & 2 COMPLIANCE CERTIFICATE FROM EMVCO.
5. HAS QUALIFIED, COMPETENT, AND HIGHLY TRAINED ATM SERVICE ENGINEERS: <ul style="list-style-type: none"> • GRADUATE OF ENGINEERING, IT-RELATED OR TWO-YEAR IT-RELATED TECHNICAL COURSE. • UNDERWENT AT LEAST TWO (2) MONTHS COMPREHENSIVE TRAINING ON ATM SERVICING WITH CERTIFICATION. • WITH AT LEAST SIX (6) MONTHS ACTUAL EXPERIENCE ON ATM SERVICING. • FAMILIAR WITH ALL THE PRELOADED SOFTWARE IN THE MACHINE. • THE SERVICE ENGINEER SHOULD BE AN EMPLOYEE OF THE SUPPLIER AND NOT OUTSOURCED FROM A THIRD-PARTY SERVICE PROVIDER. 	LIST AND RESUMES OF ATM SERVICE ENGINEERS



Section VI - Schedule of Requirements

The delivery schedule/contract period expressed as weeks/months/years stipulates hereafter a delivery/performance period which is the period within which to deliver the goods or perform the services in the project site/s.

Description	Quantity	Delivered, Weeks/Months
<p>450 Units Automated Teller Machine (Thru-the-Wall and Lobby Type) inclusive of a Four (4) Year Maintenance Support Services and Spare Parts</p>	<p>One (1) Lot</p> <p>Refer to the Bill of Quantities for the breakdown of components per attached Annex E</p>	<p>Thru-the-Wall Type</p> <p>Delivery shall be in seven (7) batches, fifty (50) units for each batch.</p> <p>The 1st batch shall be ready for delivery within ninety (90) calendar days upon receipt of Notice to Proceed (NTP) and advice from Payment Cards Management Department (PCMD).</p> <p>The 2nd to 7th batches shall be ready for delivery within ninety (90) calendar days upon receipt of advice from PCMD or within the schedule of delivery requested to the vendor.</p> <p>Lobby Type</p> <p>Delivery shall be in two (2) batches, fifty (50) units for each batch.</p> <p>The 1st batch shall be ready for delivery within ninety (90) calendar days upon receipt of NTP and advice from PCMD.</p> <p>The 2nd batch shall be ready for delivery within ninety (90) calendar days upon receipt of advice from PCMD or within the schedule of delivery requested to the vendor.</p> <p>Delivery Period</p> <p>For ATMs:</p> <p><i>Destination via land travel:</i> As specified or within five (5) working days upon receipt of notice from PCMD.</p> <p><i>Destination via land and sea travel:</i> As specified or within twenty (20) working days upon receipt of notice from PCMD.</p> <p>For Spare Parts: Forty eight (48) hours upon start of the repair work.</p>

Deployment Sites:

National Capital Region ---	70
Northern & Central Luzon --	75
Southern Luzon -----	75
Visayas -----	95
Mindanao -----	135
Total	<u>450</u>

Please see attached Annexes F-1 to F-11 for the Deployment Sites.

Contact Person:

Marissa B. Pineda
Assistant Vice President
Head, **PCMD**

Contact Numbers:

8-522-0000 locals 2637 and 7626

Conforme:

Name of Bidder

Signature Over Printed Name of
Authorized Representative

Position

Section VII - Technical Specifications

Specifications	Statement of Compliance
<p>450 Units Automated Teller Machine (Thru-the-Wall and Lobby Type) inclusive of a Four (4) Year Maintenance Support Services and Spare Parts</p> <ol style="list-style-type: none">1. Scope of works, minimum technical specifications and other requirements per attached Revised Annexes D-1 to D-18.2. The documentary requirements enumerated in Item No. 14 of the Terms of Reference (Other Requirements, Annex D-17) shall be submitted in support of the compliance of the Bid to the technical specifications and other requirements. <p>Non-submission of the above documents may result in the post-disqualification of the bidder.</p>	<p>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each Specification preferably stating the corresponding performance parameter of the product offered.</p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.</p> <p>Please state here either “Comply” or “Not Comply”</p>

Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

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

Eligibility and Technical Components (PDF File)

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

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

Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages);

Technical Eligibility Documents

2. 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 or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar 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 sample form (Form No. 4).

Financial Eligibility Documents

5. 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.

6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.
- **Eligibility Documents – Class “B”**
 7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
 8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
 9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.
 - **Technical Documents**
 10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 11. **Revised Section VI – Schedule of Requirements with signature of bidder's authorized representative.**
 12. **Revised Section VII – Specifications with response on compliance and signature of bidder's authorized representative.**
 13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

Note: During the opening of the first bid envelopes (Eligibility and Technical Component), only the above documents will be checked by the BAC if they are all present using a non-discretionary “pass/fail” criterion to determine each bidder's compliance with the documents required to be submitted for eligibility and the technical requirements.

- **Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Component)]**
 14. Certificate of Satisfactory Performance issued by the Head, **PCMD** or from at least two (2) existing local bank clients (other than LANDBANK) belonging to the top ten (10) banks in terms of assets, for installed ATM units which are operational for at least two (2) years and is at least fifty percent (50%) of this procurement.
 15. Valid and current Certificate from Payment Card Industry Payment Application Data Security Standards (PCI-PA-DSS).
 16. Valid and current Level 1 & 2 compliance certificate from EMV Co.
 17. Brochures or other official documents coming from the manufacturer indicating the complete specifications of the offered brand/model.
 18. List of qualified, competent, and highly trained ATM service engineers with corresponding Certificate of Employment, resume/curriculum vitae and list of trainings attended.
- **Post-Qualification Documents/Requirements – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:**
 19. 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.
 20. Latest Income Tax Return filed manually or through EFPS.
 21. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 22. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).
 23. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding (sample form – Form No. 7).

Financial Component (PDF File)

• **The Financial Component shall contain documents sequentially arranged as follows:**

1. Duly filled out Bid Form signed by the Bidder's authorized representative (sample form - Form No.1).
2. Duly filled out Schedule of Prices signed by the Bidder's authorized representative (sample form - Form No.2).
3. Duly filled-out Bill of Quantities Forms signed by the Bidder's authorized representative (Annex E).

Note: The forms attached to the Bidding Documents may be reproduced or reformatted provided the information required in the original forms and other requirements like signatures, if applicable, are complied with in the submittal.