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**SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-CS-20210602-01(2)**

PROJECT : **Contact Center System with Three (3) Years Maintenance Service**
IMPLEMENTOR : **HOBAC Secretariat**
DATE : **July 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) LANDBANK responses to bidder's clarifications/queries per attached Annexes J-1 to J-11.
- 2) The schedule of the second Pre-Bid Conference is on August 1, 2022 at 1:00 P. M. using MS Teams.


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

Project Identification Number	LBP-HOBAC-ITB-GS-20210602-01(2)
Project Name	Contact Center System with Three (3) Years Maintenance Service
Subject	Responses to Bidder's Queries

S. No	Issues/Concerns	Queries	LBP GS-iWG Response
1	In the RFP, It is shared that Land bank is looking for Voice, Email and Social Media channels	Which social media platforms do we need to consider like Facebook Messenger & post, WhatsApp for business, Twitter Tweet, Twitter DM, Instagram Post.	Facebook Messenger & post Twitter Tweet and DM Instagram post and DM
2	- Required Data Fields for Ticket Entry per Concern Type (refer to Appendix 3-6) - List of Fulfillment Unit	Kindly share Appendix (3-6) with us, please also mention the flow where these required data fields need to be entered for ticket. - what is the fulfillment unit here and what is the use case please elaborate on it.	Appendices were attached to the Business Requirements Log forwarded to HOBAC Flow: <ol style="list-style-type: none"> 1. Client will call or send an email/chat 2. Ticket will be created by the agent based on the concern type 3. Created ticket will be assigned to a fulfillment unit (responsible department/unit that will handle resolution of the tickets) 4. Fulfillment unit will log/comment the details of resolution in the ticket 5. Fulfillment will change the status of the ticket
3	-Set-up (create, edit, delete) the automatic responses for emails / SNS	-Please mention the use cases in which we need to consider sharing automated responses via email/SNS to the end customers.	Same responses for general/similar concerns/FAQs will be provided in email/SNS while for account specific, different sets of responses will be provided.
4	View/Search client information (existing LANDBANK Client) via any of the following identifier -Account Name -Account Number -Date of Birth -TIN, if available -Contact Number See Appendix 1: Data Fields for client Profiles	-Please share Appendix 1 and Appendix 2 and whether these mentioned parameters need to store in the database and do we need to migrate the data of previous customers considering these parameters only if so, Can you tell us how much data needs to be migrated.	Appendices were attached to the Business Requirements Log forwarded to HOBAC Information of the existing clients (individual) will be uploaded to the Contact Center System via a handoff file (csv file format) generated from the Bank's Data Warehouse. As stated in the TOR, the system shall be required to store 5 data fields for approximately 18 million clients, with annual

	(INDIVIDUAL) & Appendix 2: Data Fields for client Profiles (CORPORATE)		growth of 10-12%
5	View the client information or related information based on encoded search criteria. See Appendix 1: Data Fields for client Profiles (INDIVIDUAL) & Appendix 2: Data Fields for client Profiles (CORPORATE)	<p>- As per our understanding, this point denotes that whenever a particular customer be it individual or corporate, a specific number of data fields should be populated, we need to understand whether we need to access those data to populate in those data fields in real-time from external Landbank's backend system or that data needs to be stored in the Contact Center application.</p> <p>-Kindly share the Appendix 1: Data Fields for client Profiles (INDIVIDUAL) & Appendix 2: Data Fields for client Profiles (CORPORATE)</p>	<p>There will be no external backend system. Customer data will be uploaded (<i>as discussed in item no. 4</i>) in the Contact Center System.</p> <p>Appendices were attached to the Business Requirements Log forwarded to HOBAC.</p>
6	Create a ticket for client inquiries/ requests/ complaints in the complaints / incident management module (Refer to Appendix 3: Data Fields for Ticket Entry)	- Kindly share Appendix 3	Appendix was attached to the Business Requirements Log forwarded to HOBAC
7	<p>-Be directed to the Interactive Voice Response System (IVRS)</p> <p>-Have an option/menu to select Cash Card Inquiry</p> <p>-Have an option/menu to select Report Lost/Stolen Cash Card</p> <p>-Have an option/menu to select Account Activation</p>	<p>We would like to inquire the following clarifications on self-service IVR for the items below:</p> <p>-please mention the backend system which holds this information regarding cash card and does it support web services?</p> <p>-please mention the backend system which holds this information regarding Account Activation and does it support</p>	<p>Cash Card Inquiry:</p> <ol style="list-style-type: none"> 1. Backend system is Information Switching Technology (IST) 2. Connection is via ISO message <p>Report Lost/Stolen Cash Card</p> <ol style="list-style-type: none"> 1. Backend system is Information Switching Technology (IST) 2. Connection is via ISO message <p>Account Activation</p> <ol style="list-style-type: none"> 1. Backend system is LANDBANK Phone Access - Account Management System (LPA-AMS)

<p>-Have an option/menu to select Report Lost/Stolen ATM Card</p> <p>-Have an option/menu to select peso deposit account</p>	<p>web services?</p> <p>-what data needs to be captured and push to landbank backend system from the end customer to make its account activate.</p> <p>-please mention the backend system which holds this information regarding debit card and does it support web services?</p> <p>-please mention the backend system which holds this information regarding peso deposit account and does it support web services?</p> <p>-and please also share the flow with us that needs to be implemented over the IVR for Balance Inquiry, Last Debit and Credit Transaction, Fund Transfer, Bills Payment, Check Status Inquiry, Checkbook Requisition</p>	<ol style="list-style-type: none"> 2. Connection is via webservice calls (API) 3. To activate account, customer is required to have an account number and ATM PIN <p>Report Lost/Stolen ATM Card</p> <ol style="list-style-type: none"> 1. Backend system is Information Switching Technology (IST) 2. Connection is via ISO message <p>Peso Deposit Account</p> <ol style="list-style-type: none"> 1. Backend system is CASA 2. Connection is via ISO message <p>Flow:</p> <ol style="list-style-type: none"> 1. Balance Inquiry (VISA Debit) <ol style="list-style-type: none"> a. Client will call the hotline number of the Bank b. Select Visa Debit and other Regular Accounts c. Enter the Account Number d. System will verify and perform account validation e. For valid Account Number, enter Telephone PIN f. System will verify if Telephone PIN is correct g. System will connect directly to Transaction Gateway (TG) h. System will prompt the balance of the account 2. Balance Inquiry (Cash Card) <ol style="list-style-type: none"> a. Client will call the hotline number of the Bank b. Select Cash Card c. Enter Cash Card Number d. System will verify and perform account validation e. For valid Account Number, enter PIN f. System will verify if PIN is correct g. System will connect to IST h. System will prompt the balance of the account 3. Last Debit and Credit:
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			<ul style="list-style-type: none"> a. Client will call the hotline number of the Bank b. Select Visa Debit and other Regular Accounts c. Enter the account number d. System will verify and perform account validation e. For valid account number, enter Telephone PIN f. System will verify if Telephone PIN is correct g. Select Account Inquiry h. Select last DR/CR transaction i. System will prompt the last debit and credit transaction <p>4. Fund Transfer</p> <ul style="list-style-type: none"> a. Client will call the hotline number of the Bank b. Select Visa Debit and other Regular Accounts c. Enter the account number d. System will verify and perform account validation e. For valid account number, enter Telephone PIN f. System will verify if Telephone PIN is correct g. Select Fund Transfer h. Select the enrolled account to be fund transferred i. Input the amount to be transferred j. System will prompt the acknowledgment number <p>5. Bills Payment</p> <ul style="list-style-type: none"> a. Client will call the hotline number of the Bank b. Select Visa Debit and other Regular Accounts c. Enter the account number d. System will verify and perform account validation e. For valid account number, enter Telephone PIN f. System will verify if Telephone PIN is correct g. Select Bills Payment
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| | | | <ul style="list-style-type: none">h. Select merchants (Telecommunications, Utilities, Credit Card, Other Merchants)i. Input Merchant Reference Numberj. System will verify and perform validation of reference numberk. Input the amount to be paidl. System will prompt the acknowledgment number <p>6. Check Status Inquiry</p> <ul style="list-style-type: none">a. Client will call the hotline number of the Bankb. Select Visa Debit and other Regular Accounts.c. Enter the account numberd. System will verify and perform account validatione. For valid account number, enter Telephone PINf. System will verify if Telephone PIN is correctg. g. Select Check Status Inquiryh. System will prompt to enter the specific checkbook numberi. System will verify and perform checkbook number validation (if no check was found, system will prompt the client to call his depository branch to inquire about his check)j. Once validated, system will provide the account information "your check amounting to xxx pesos has been cleared on mm-dd-yyyy" <p>7. Checkbook Requisition</p> <ul style="list-style-type: none">a. Client will call the hotline number of the Bankb. Select Visa Debit and other Regular Accounts. |
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			<ul style="list-style-type: none"> c. Enter the account number d. System will verify and perform account validation e. For valid account number, enter Telephone PIN f. System will verify if Telephone PIN is correct g. Select Checkbook Requisition h. System will prompt to enter the number of check book to be requested i. System will validate the number of checkbooks requested if exceeded the maximum number allowed (If client exceeded the maximum number allowed, system will prompt that the order exceeded the maximum limit allowed) j. If did not exceed the maximum limit, system will check the available balance of the client if sufficient to cover the cost of check (if no sufficient balance, system will prompt that the available balance is not sufficient to complete the transaction) k. If available balance is sufficient, system will prompt that the number of ordered checkbooks has been recorded and will advise the client to inquire from his depository branch if request is already available
8	Have telephone PIN	Please elaborate this statement	Client will have to nominate their Telephone PIN during Account Activation as stated in item no. 7 (3rd bullet)

9	The system shall be able to interface with TSEA for the encryption/decryption of sensitive data (e.g., Card Number, PIN, TAN)	is PCI-DSS compliance and will handle the sensitive data on its own.	The proposed solution shall interface with TSEA to comply with PCI-DSS.
10	The system shall be able to interface with the Bank's LPA Account Management System (AMS) via web service calls to validate the following: - Peso Deposit Account Number - TAN - Account Activation - Report Lost/Stolen Card account existence - Bills Payment Merchant	As per our understanding the mentioned requirement is talking about fulfilling the use case of Self Service IVR, is this understanding correct and if yes Please elaborate and mention/provide the flow of Peso Deposit Account Number - TAN - Account Activation - Report Lost/Stolen Card account existence - Bills Payment Merchant over the IVRS.	Yes, Items listed are validated thru web service to AMS, except Bills payment Merchant. Please refer to the process flow below. 1. Peso Deposit Account Number a. Peso Deposit Account is the menu to be selected by the Client in order to select self-service transactions they want to perform (i.e., bills payment, fund transfer, balance inquiry) 2. TAN a. All transactions require TAN (refer to item no. 7) b. TAN shall be nominated by the by the account holder on a per account basis which shall serve as the authority in performing transaction services. The accountholder shall also have the option to change his TAN. 3. Account Activation Flow: a. Client will call the hotline number of the Bank b. Talk to a Phonebanker (live agent) to request for the activation of account enrolment. c. Phonebanker, after performing KYC, will transfer the call of the client to a local number d. System will prompt the client to input his account number e. System will verify and perform account validation

			<ul style="list-style-type: none"> f. System will prompt the client to nominate /assign a 4 digit Telephone Access Number (TAN) or Telephone PIN g. System will confirm the successful activation of account <p>4. Report Lost/Stolen Card account existence</p> <ul style="list-style-type: none"> a. Client will call the hotline number of the Bank b. Select "report lost or stolen card" menu c. Enter the account number d. System will verify and perform account validation e. For valid account number, enter Telephone PIN f. System will verify if TAN/Telephone PIN is correct g. System will tag the card as lost/stolen h. System will prompt the acknowledgment number
11	<p>The system shall be able to interface with the Bank's LPA Account Management System (AMS) via direct DB calls to validate the following:</p> <ul style="list-style-type: none"> - Fund Transfer list of accounts - Product /System Type - Fund Transfer Branch Validation for service charge 	<p>As per our understanding the mentioned requirement is talking about fulfilling the use case of Self Service IVR, is this understanding correct and if yes then we can call Bank's LPA via web services. Please elaborate and mention/provide the flow of fund transfer over the IVRS.</p>	<p>Yes, items listed are validated thru direct call to the LPA-AMS DB. Please refer to the flow of Fund Transfer as stated in item no. 7.</p>
12	<p>The system shall be able to interface with Biller Web Service via web service for the bills payment reference no. check digit validation</p>	<p>As per our understanding the mentioned requirement is talking about fulfilling the use case of Self Service IVR, is this understanding correct and if yes Please elaborate and mention/provide the flow of bills</p>	<p>Yes, check validation of reference no. thru biller web service. Once client inputs the Merchant Reference No., the system will connect to the Biller Web Service for the check digit validation.</p>

		payment reference no. check digit validation over the IVRS.	
13	The system shall be able to interface with Central History Server for the following financial transaction history - Last Debit/Credit transactions - Check Status Inquiry	As per our understanding the mentioned requirement is talking about fulfilling the use case of Self Service IVR, is this understanding correct and if yes Please elaborate and mention/provide the flow of Last Debit/Credit transactions, Check Status inquiry over the IVRS.	Yes, please refer to the process flow as stated in item no. 7.
14	The system shall be able to interface with Transaction Gateway thru ISO 8583 format for the non-card financial transactions - Fund Transfer - Bills Payment - Checkbook Request - Check Status Inquiry - Last Debit & Credit Transaction	As per our understanding the mentioned requirement is talking about fulfilling the use case of Self Service IVR, is this understanding correct and if yes Please elaborate and mention/provide the flow of Fund Transfer, Bills Payment, Checkbook Request, Check Status Inquiry, Last Debit & Credit Transaction Over the IVRS. -Can we consider the transaction gateway as the payment gateway for LandBank which needs to be integrated with?	Yes, please refer process flow as stated in item no. 7. Transaction Gateway is a middleware system to connect the alternative delivery channels (e.g. ebanking channels) to the Deposit and MDS online system for making banking transactions. Yes, proposed system shall be interfaced/integrated with TG.
15	The system shall be able to interface with Information Switching Technology (IST) thru ISO 8583 format for the card-based transactions as follows: - ATM Activation with Balance Inquiry - Cash Card Balance Inquiry - Report Lost/Stolen Card for CASA & Cash Card	As per our understanding the mentioned requirement is talking about fulfilling the use case of Self Service IVR, is this understanding correct and if yes Please elaborate and mention/provide the flow of ATM Activation with Balance inquiry, Cash Card Balance inquiry, Report Lost/Stolen Card for CASA & Cash Card over the IVRS.	Yes, please refer process flow as stated in item no. 7 and 10.

16	<p>The system shall be able to interface with the Bank's OTP System for the multi-factor authentication for Back Office Users (e.g. Application/User Administrator, Security Administrator, System Administrator) and remote network access originating from outside the Bank's network.</p>	<p>Our understanding is over here that when an agent will access the contact center UI then the landbank active directory will share the otp and also will provide the interface to put in that otp. Is that understanding, correct?</p>	<p>OTP to be sent to Back Office Users will be generated from the Bank's OTP System. Interface wherein OTP will be entered by the users shall be provided in the proposed system. Currently, OTP System is not integrated with the Bank's Active Directory.</p>
17	<p>The system shall be able to generate hand-off file required by SIEM</p>	<p>can do SIEM integration but we need to understand its entire use case so that we can examine its feasibility. This will be discussed at the project level scoping. SIEM integration is not considered in the current scope.</p>	<p>SIEM integration is not a requirement. The requirement is that the proposed system shall generate a hand-off file required by SIEM.</p>
18	<p>The system shall be able to support the following without affecting the speed performance:</p> <ul style="list-style-type: none"> • Multiple Transactions 	<p>what multiple transactions are we referring over here?</p>	<p>Multiple transactions by different users refer to the access of agent/administrators performing different transactions (e.g., searching tickets, generating reports).</p>
19	<p>Set-up (create, edit, delete) the client Feedback / Survey</p> <p>For example</p> <ul style="list-style-type: none"> • Customer Satisfaction Survey • Net promoter Score • Client Effort Score 	<p>could you please elaborate and mention the use case for Client Effort Score.</p>	<p>Use case 1: Link will be sent to the client's mobile number via SMS. Once client clicks the link, he/she will be redirected to a survey form.</p> <p>Use case 2: Right after the phone conversation with a phonebanker, system will prompt for a survey.</p>

20	Phonebanker/Email/SNS Specialist/ Branch Personnel	These phone bankers and SNS agents are part of the 45-agent group, who will access all channels as specified by LandBank?	Yes, phone bankers/email/SNS agents are part of the 45-agent group.
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