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

PROJECT	:	**Contact Center System with Three (3) Years Maintenance Service**
IMPLEMENTOR	:	**HOBAC Secretariat**
DATE	:	**August 12, 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) LANDBANK Responses to bidder's clarifications/queries (Annexes J-12 to J-26).

3) The submission and opening of bids is scheduled on **August 26, 2022** at 10:00 A.M. through videoconferencing using Microsoft (MS) Teams.

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

Land Bank of the Philippines
LANDBANK Plaza, 1598 M.H. De Pilar corner Dr. J. Quintos Sts., Malate, Manila, Philippines 1004
T (632) 522-0000 551-2200 450-7001 **W** www.landbank.com

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

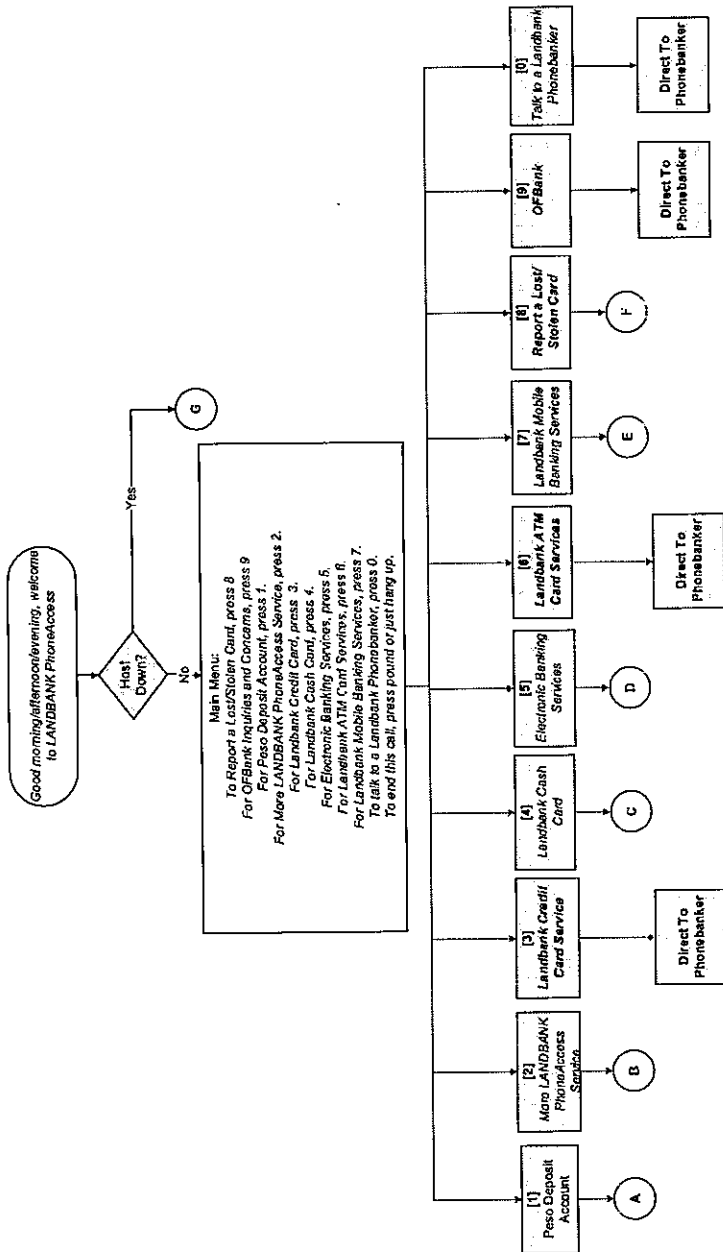| Question (Cloud Your Network)	TWG Response
1. Ameyo needs to provide the following channels for all the 45 Front-end agents: - Facebook Post, -Facebook Messenger, -Twitter Tweets, -Twitter DM, -Instagram Comments, -Instagram DM, - Blended Voice, -Email, and - Webchat. However, in the meeting, we forgot to ask about the use case about backend users, is it similar to the scenario where front-end-users would forward customer tickets to these 150 backend users, which they are unaware of, and then after the backend agents work on it they need to hand it back to the same agent that assigned it, is this understanding correct? Or do you want to mention some other scenario?	System shall have a facility wherein we can receive customer's inquiries and concerns from the identified channels - phone, email and SNS. These concerns shall be documented through a ticketing system which will be assigned/forwarded to fulfillment units or back-end users. Once the ticket has been updated with a resolution or closed by the fulfillment unit there is no need to return the ticket to the creator/originator unless there is a missing information or clarification by the fulfillment unit. We will also give access to our branch personnel who can receive complaints from the customers and resolve tickets. They are included in the 150 users.
2. For the Email and Social Networking sites landbank has asked for an automatic response when customers ask for generic questions like account opening/closing etc. for this we have recommended canned responses which we can be used by an agent while composing an email, for SNS we still need to figure out a best possible way to cater this use case.	We already have canned responses saved in Facebook. Our expectation is that these canned responses will be available/uploaded in the new system.
3. Ameyo and Landbank will need to confirm the approach to integrate with Landbank's data warehouse. There are a few options that are	As discussed, Ameyo will include in their proposal their recommendations for the process of integration with the Bank's Data Warehouse which will be subject for Technical Working Group (TWG)

suggested by the land bank team which are the following: Ameyo database can receive customer details from external SFTP. External SFTP will receive the data from the landbank data warehouse. (Ameyo will have to investigate this approach and get back to the Landbank team) Ameyo CM API integration (highly recommended) In this approach Data Warehouse will have to interact via middleware with Ameyo CM API to push the data into the application. Middleware confirmation needs to be by the landbank team after confirming with their data warehouse vendor. Landbank will also need to provide confirmation about their data warehouse vendor is it an in-house or third party?	evaluation. Bank's Data Warehouse is outsourced system.
4. Ameyo does not require to migrate old customer contacts into the contact center application however the Ameyo database should be future-ready and cater for up to 80 million records annually approximately.	For the implementation, there will be a migration of customer data from the Data Warehouse to the new system. Subsequent uploading will only cover the changes in the existing customer data and new customers.
5. The following use cases need to be considered for the self-service IVR: -- For Cash Card, Ameyo needs to be integrated with Landbank's existing Information Switching technology and also in case of Report/Lost Cash Card Inquiry use case, however, Landbank needs to confirm back to Ameyo if IST (core banking system?) is home or third party. and what ISO format do we need to support? Is this ISO 8583?	IST is an outsourced system. As discussed previously, ISO format is ISO 8583.

For the account activation use case first, Ameyo needs to integrate with the account management system tool for customer entered telephone pin authentication then the final customer call will be handled by another tool called IST. Landbank needs to provide details about AMS Tool Whether it is an in-house or third-party tool etc, and the way decided to integrate with AMS Tool is through web services, where Ameyo needs to call REST API provided by the AMS.	AMS is an outsourced system. As discussed previously, integration is via webservice. Integration with AMS for account activation is not for the authentication of the Telephone PIN but of the enrollment of the account. IST integration is for the authentication of ATM PIN during account activation.
a. For the Peso deposit account use case, Ameyo Needs to integrate with the CASA tool. Landbank needs to provide the description for this tool is it in-house or third party, etc. what ISO format do we need to support? Is this ISO 8583?	CASA tool mentioned is the IST which is an outsourced system. As discussed previously, ISO format is ISO 8583.
b. Ameyo needs to be connected to a central data history server for checking single credit /debit transactions and status inquiries, however, the customer will first be authenticated through the AMS tool.	Yes
c. For each self-service IVR program, Ameyo is required to call the Landbank AMS tool to authenticate that customer so that it can access further IVR flows.	Yes

Once account number and TAN were authenticated, the customer can perform different transactions in the self-service (IVR) |

d. If a customer is going to opt for fund transfer use case over self-service IVR then he/she need not authenticate through the AMS tool of Landbank, it should be accomplished directly by MySQL database which is directly integrated with DB connection (The feasibility still needs to be checked), as we requested above, please share the IVR flow for all this use case so that we can get a better explanation.	Account number and TAN still need to be authenticated in LPA-AMS to perform fund transfer transaction. After successful authentication, IVRS will connect to LPA-AMS database for the validation of the enrolled destination account/s.
e. Please Note: However, Landbank will share with us the IVR flow chart for the self-service VRS with Ameyo for the various use cases - Peso Deposit Account Number- TAN - Account Activation- Report Lost/Stolen Card account existence- Bills Payment Merchant, Fund Transfer list of accounts - Product /System Type - Fund Transfer Branch Validation for service charge, debit/credit card interactions, ATM Activation with Balance Inquiry.	Please see attached call flow as reference
6. Ameyo is already PCI-DSS compliant so we encrypt sensitive information on IVRS and this is why we recommended that it does not	Interface to the TSEA via webservice is a mandatory requirement.

need to be integrated with the third-party TSEA tool, it is clear from the discussion that If Landbank makes this mandatory to integrate with TSEA then it has REST API to provide but feasibility still needs to be checked for the same.	

7. Ameyo needs to integrate with an in-house tool of landbank - Biller Web Service via Webservices where REST API will be provided by the tool itself. There are two questions on which landbank needs to get back to us: -How is the customer getting the reference number?
 	
Whether the credit card/utility bill payment is being completed after the reference number is authenticated by the biller web service tool, how is the entire transaction is getting accomplished?
	Reference number is provided by the biller/merchant
	
	Bills Payment process flow
	    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
	    h. Select merchants (Telecommunications, Utilities, Credit Card, Other Merchants)
	    i. Input Merchant Reference Number
	    j. System will verify and perform validation of refence number
	    k. Input the amount to be paid
	    l. System will prompt the acknowledgment number

8. Transaction gateway needs to be involved in the financial transactions over the self-service IVR, however, to give a clear	Please see attached system architecture as reference

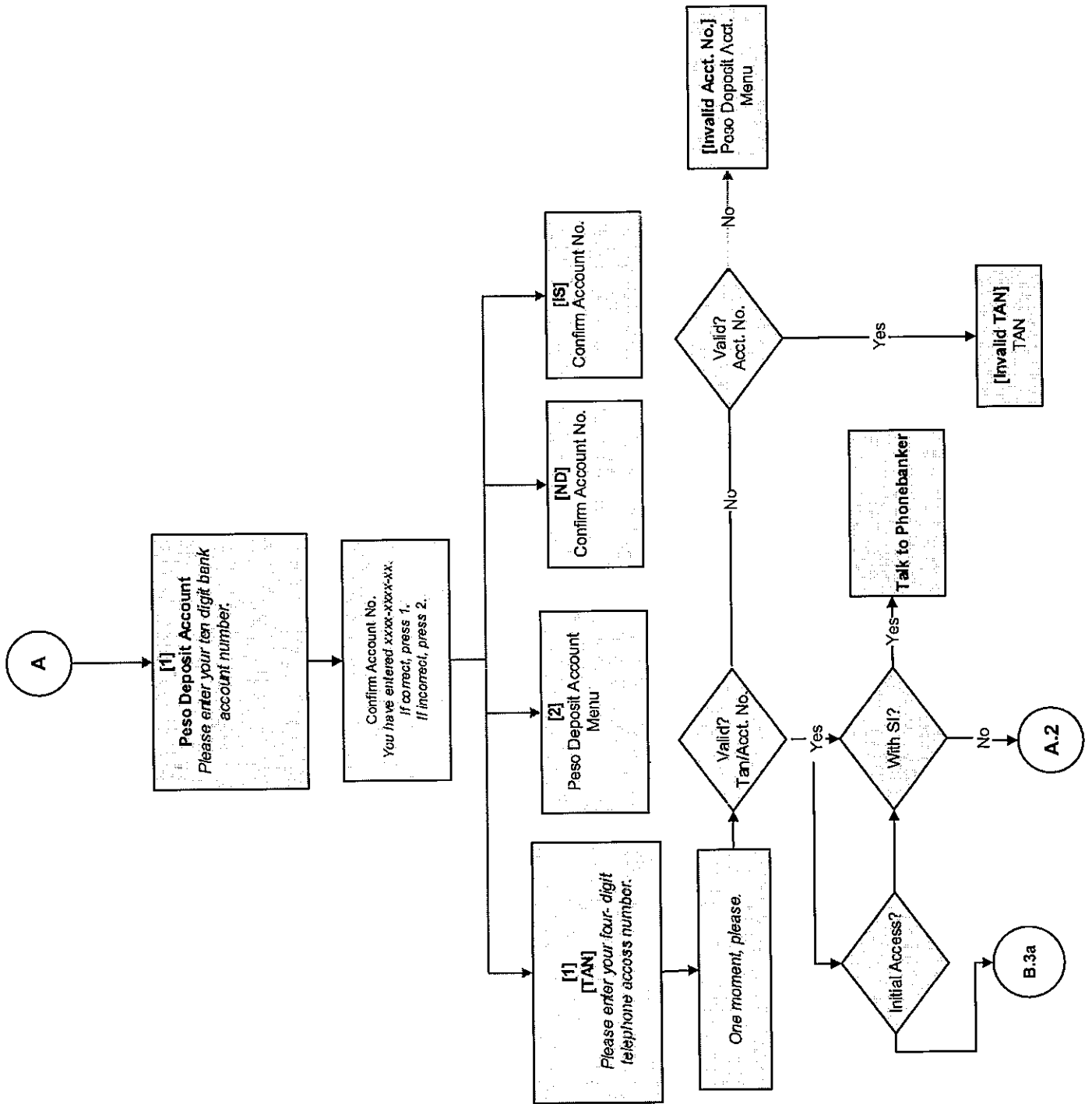|	
picture land bank team will share the diagram with us.	
9. 150 back office users need to authenticate them via putting down an OTP over their UI generated by a land bank OTP system. Landbank is currently using 3 rd party OTP system and it should be connected via API whereas REST API will be shared by the OTP System (Feasibility still needs to be checked) . Ameyo will also propose an alternative solution for the same after confirming internally.	OTP is only required for the following users: Application/User Administrator, Security Administrator, System Administrator
10. Regarding SIEM, Ameyo needs to share the entire activity logs of agents and the application. (will crosscheck with the team and update you about the logs)	Please see attached sample SIEM logs format as reference

Standard Prompts:

NDI(No Data) - Sorry, information must be entered within allowed time. (After 2) NTr re-dies-
Sorry you have reached your maximum number of retries. - End Call).
ISI(Invalid Selection) - Sorry, you have entered an invalid selection. (After 2 IS re-Uses: Sorry
you have reached your maximum number of retries. - End Call-)
End Call: Thank you for using LandBank Phone Access.
Landbank Phonebanker: Please wait while I transfer your call to a Landbank phonebanker.
Invalid TAN - Sorry, you have entered an invalid telephone access number. (After 2 ND re-
tries- Sorry you have reached your maximum number of retries. - End Call).
Invalid Account Number - Sorry, you have entered an invalid account number.

Legend :

Ital. - Voice Prompts
Normal - Direction
Bold - Menu Name/ Selection.

Note:
GI - Special Instruction
All Selection Blocks are Deminishing Menus except
those under Bills Payment.
Initial Access - will be validated by the system

Good morning/afternoon/evening, welcome
to LANDBANK PhoneAccess

Host Down?

Yes → G

No

Main Menu:
To Report a Lost/Stolen Card, press 8
For OFBank Inquiries and Concerns, press 9
For Peso Deposit Account, press 1.
For More LANDBANK PhoneAccess Service, press 2.
For Landbank Credit Card, press 3.
For Landbank Cash Card, press 4.
For Electronic Banking Services, press 5.
For Landbank ATM Card Services, press 6.
For Landbank Mobile Banking Services, press 7.
To talk to a Landbank Phonebanker, press 0.
To end this call, press pound or just hang up.

[1] Peso Deposit Account → A

[2] More LANDBANK PhoneAccess Service → B

[3] Landbank Credit Card Service → Direct To Phonebanker

[4] Landbank Cash Card → C

[5] Electronic Banking Services → D

[6] Landbank ATM Card Services → Direct To Phonebanker

[7] Landbank Mobile Banking Services → E

[8] Report a Lost/ Stolen Card → F

[9] OFBank → Direct To Phonebanker

[0] Talk to a Landbank Phonebanker → Direct To Phonebanker

Annex J-18

Annex V-19

A.2 → **Peso Deposit Account Menu**
For account inquiry, press 1.
For bills payment, press 2.
For fund transfer, press 3.
For Check Status Inquiry, press 4.
For Returned Check Deposit inquiry, press 5.

- [1] **Account Inquiry Menu** → A.2.1
- [2] **Bills Payment Menu** → A.2.2
- [3] **Funds Transfer (FT)** → A.2.3
- [4] **Check Status Inquiry** → A.2.4
- [5] **Returned Check Deposit Inquiry** → A.2.5
- [ND] **Peso Deposit Account Menu**
- [IS] **Peso Deposit Account Menu**

Standard Prompts :

ND(No Data) - Sorry, information must be entered within allowed time. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).
IS(Invalid Selection) - Sorry, you have entered an invalid selection. (After 2 IS re-tries: Sorry you have reached your maximum number of retries. - End Call-)
End Call: Thank you for using Landbank Phone Access.
Landbank Phonebanker: Please wait while I transfer your call to a Landbank phonebanker.
Invalid TAN - Sorry, you have entered an invalid telephone access number. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).
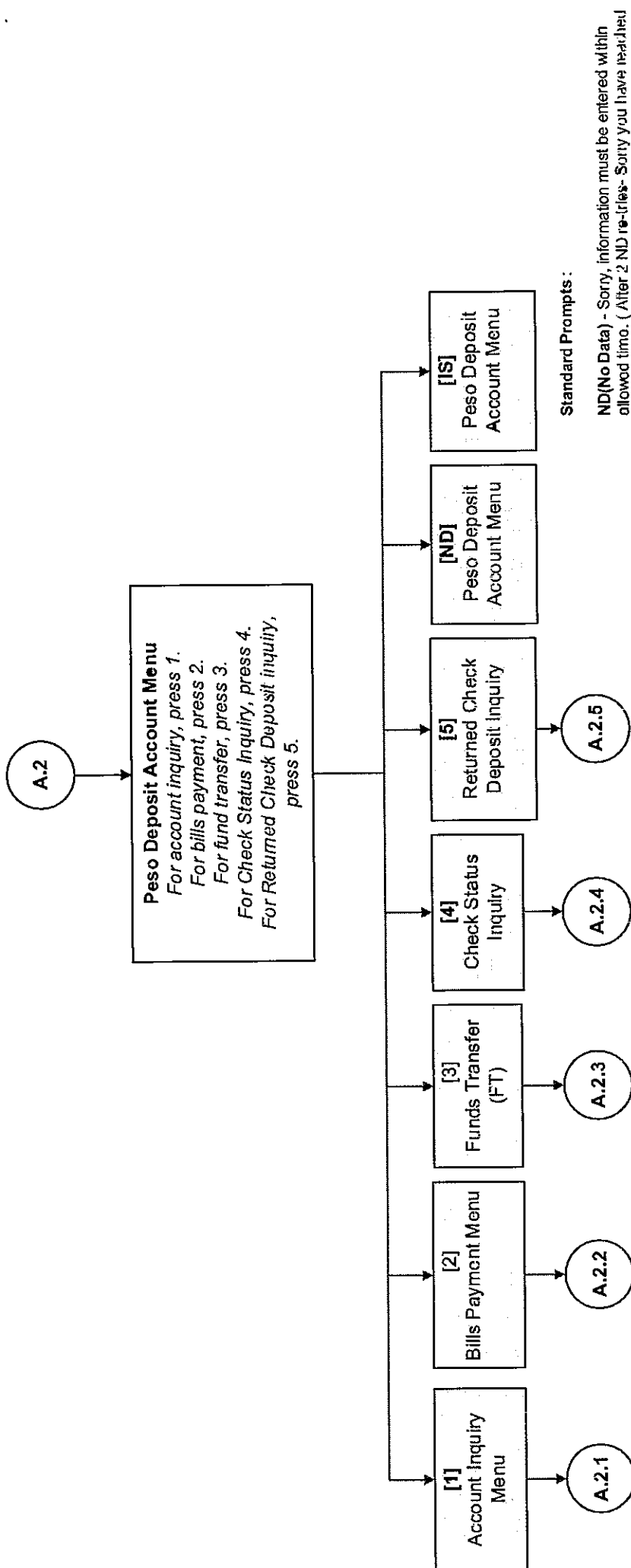**Invalid Account Number** - Sorry, you have entered an invalid account number.

Legend :

Italic - Voice Prompts.
Normal - Direction
Bold - Menu Name/ Selection.

Note:
SI - Special Instruction
All Selection Blocks are Deminishing Menus except those under Bills Payment.
Initial Access - will be validated by the system

Annex J-20

(A.2.1)

[Msg 1.1.1]
Your withdrawable balance is xxx peso/s and xx centavo/s.
Your outstanding balance is xxx peso/s and xx centavo/s.
As of mmm dd yyyy.

Account History Menu
To repeat account information, press 1.
For last debit/credit transactions, press 2.
To talk to a Landbank phonebanker, press 0.
To go back to main menu, press 8.
To End this call, press pound (#) or just hang up.

[1] Repeat Msg 1.1.1 Diminishing Menu

[2] Msg 1.2.1
You did not make any transactions the past months.
OR
Your last credit transaction was xxx pesos and xx centavos , on mmm dd yyyy. Your last debit transaction was xxx pesos and xx centavos on mmm dd yyyy.

[0] To Landbank Phonebanker

[8] Main Menu

[ND] Account History Menu

[IS] Account History Menu

[#] End Call

[Choice]
To repeat last debit/credit transaction, press 1.
To go back to the Peso Deposit Account Menu, press 4.
To go back to the main menu, press 8.
To end this call, press pound (#) or just hang up.

[1] Msg 1.2.1

[4] Peso Deposit Account Menu

[8] Main menu

[#] End Call

[ND] Choice

[IS] Choice

Standard Prompts :

ND(No Data) - Sorry, information must be entered within allowed time. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).
IS(Invalid Selection) - Sorry, you have entered an invalid selection. (After 2 IS re- tries: Sorry you have reached your maximum number of retries. - End Call-)
End Call: Thank you for using Landbank Phone Access.
Landbank Phonebanker: Please wait while I transfer your call to a Landbank phonebanker.
Invalid TAN - Sorry, you have entered an invalid telephone access number. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).
Invalid Account Number - Sorry, you have entered an invalid account number.

Italic - Voice Prompts.
Normal - Direction
Bold - Menu Name/ Selection.

Note:
SI - Special Instruction
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Initial Access - will be validated by the system

[2]
Bills Payment Menu

Merchants
For telecommunications , press 1,
For utilities, press 2.
For credit cards, press 3.
For other merchants, press 4.
To end this call press pound (#) or just hang up.

[IS]
Merchants

[ND]
Merchants

[#]
End Call

[1]
Telecommunications
To pay PLDT, press 1.
To pay Smart, press 2.
To pay Globe l Handyphone press 3.
To pay Globe Innove, press 4.

[2]
Utilities
To pay Manila Water, press 1.
To pay Maynilad, press 2.
To pay Davao City Water, press 3.

[3]
Credit Card
To pay Landbank Visa, press 1.

[4]
Other Merchant
To pay Skycable, press 1.

Merchant Reference Number (MRN)
Please enter the merchant reference number you are paying

Credit Card Number (CCN)*
Please enter the 16 digit LANDBANK Visa Credit Card Number you are paying
**For credit card only*

Confirm Merchant Ref. # /
Credit Card #
You are paying (merchant) reference number xxx..xx.
If correct, press 1.
If incorrect, press 2.

[1]
Validate
Merchant Ref. #

[2]
Merchant
Reference #

[ND]
Confirm
Merchant Ref. #

[IS]
Confirm
Merchant Ref. #

Valid MRN?

No → Merchant Reference #

Yes → (A.2.1)

Annex J-22

A.2.1

[Amount]
Please enter the amount you wish to pay. The last 2 digits refer to centavos.

[Validate Amount]
You have entered xxx pesos and xx centavos. If correct, press 1. If incorrect, press 2.

[IS] Validate Amount

[ND] Validate Amount

[2] Amount

[1] Check Avail. Balance

[1] Payment <Avail. Bal

No → *Sorry, your available balance is not sufficient to complete transaction* → **[Repeat]** Amount

Yes → *Your transaction is completed with acknowledgment number xxxx. That's acknowledgment number xxxx.*

[Choice]
To make another bill's payment, press 1.
To go back to the Peso Deposit Account Menu, press 4.
To go back to the main menu, press 8.
To end this call, press pound or just hang up.

[1] Merchants

[4] Peso Deposit Account menu
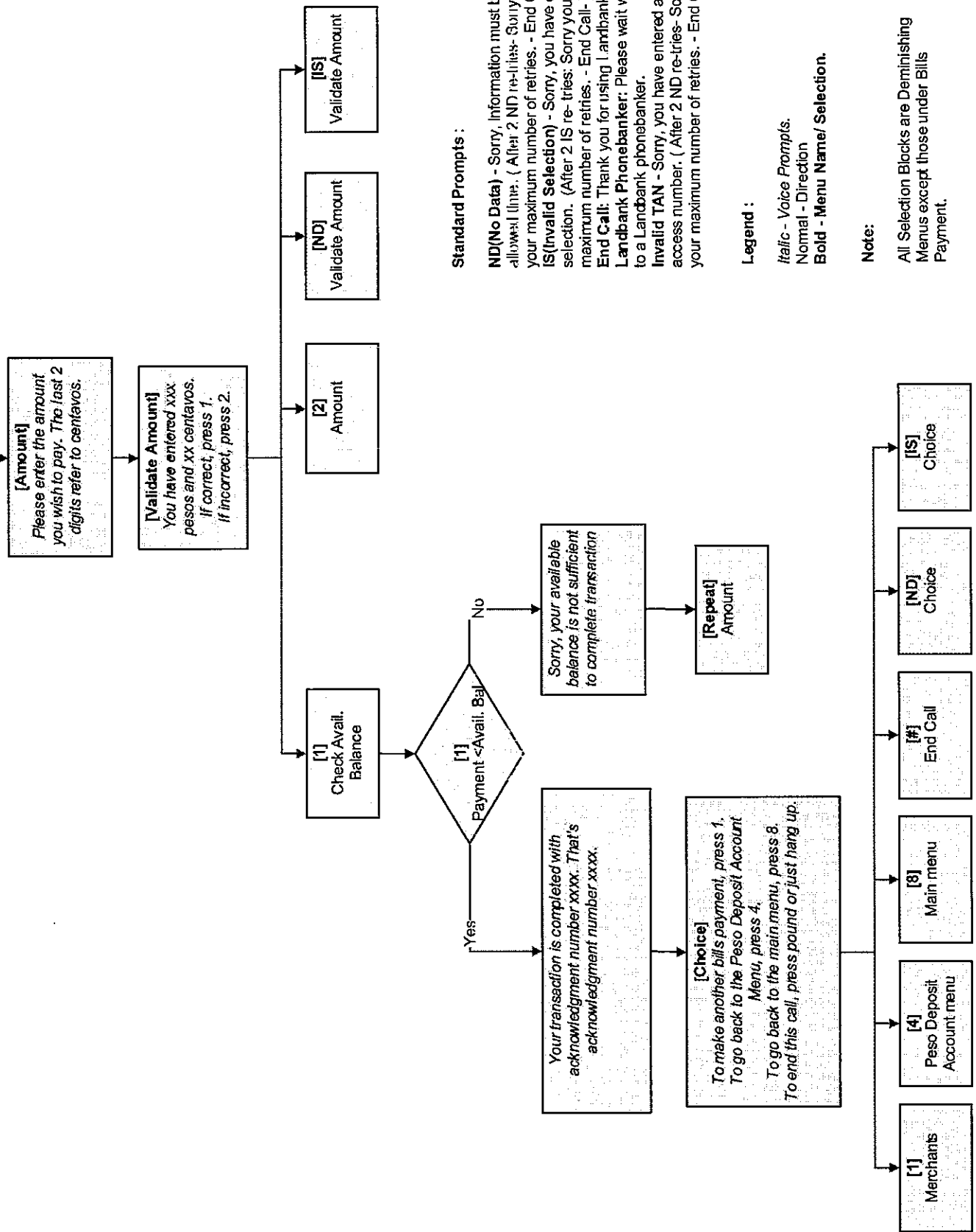
[8] Main menu

[#] End Call

[ND] Choice
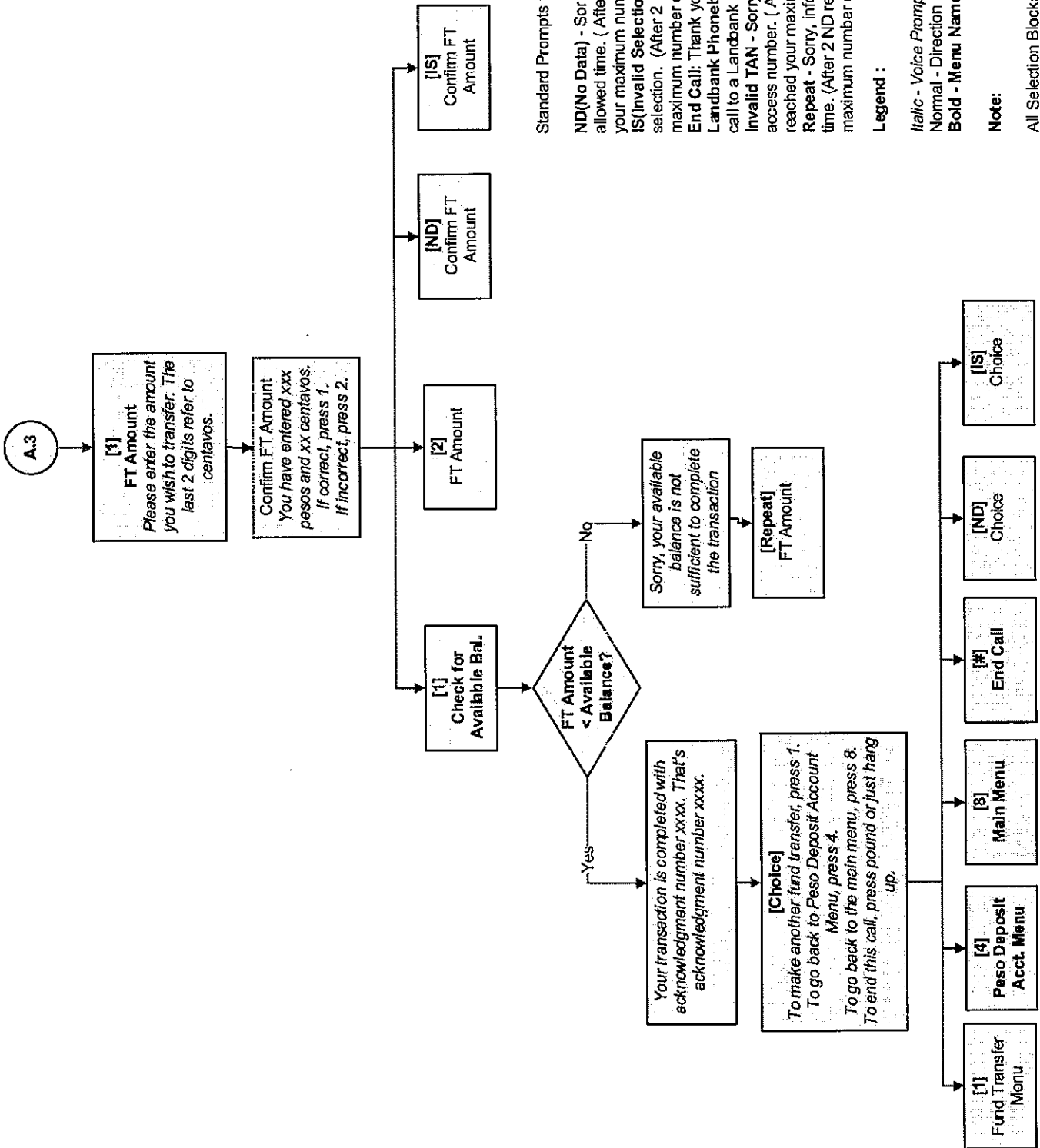
[IS] Choice

Standard Prompts :

ND(No Data) - Sorry, Information must be entered within allowed time. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).

IS(Invalid Selection) - Sorry, you have entered an invalid selection. (After 2 IS re- tries: Sorry you have reached your maximum number of retries. - End Call-)

End Call: Thank you for using Landbank Phone Access.

Landbank Phonebanker: Please wait while I transfer your call to a Landbank phonebanker.

Invalid TAN - Sorry, you have entered an invalid telephone access number. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).

Legend :

Italic - Voice Prompts.
Normal - Direction
Bold - Menu Name/ Selection.

Note:

All Selection Blocks are Deminishing Menus except those under Bills Payment.

A.3

[1] FT Amount
Please enter the amount you wish to transfer. The last 2 digits refer to centavos.

Confirm FT Amount
You have entered xxx pesos and xx centavos. If correct, press 1. If incorrect, press 2.

[IS] Confirm FT Amount

[ND] Confirm FT Amount

[2] FT Amount

[1] Check for Available Bal.

FT Amount < Available Balance?

No → *Sorry, your available balance is not sufficient to complete the transaction*

[Repeat] FT Amount

Yes → *Your transaction is completed with acknowledgment number xxxx. That's acknowledgment number xxxx.*

[Choice]
To make another fund transfer, press 1.
To go back to Peso Deposit Account Menu, press 4.
To go back to the main menu, press 8.
To end this call, press pound or just hang up.

[1] Fund Transfer Menu

[4] Peso Deposit Acct. Menu

[8] Main Menu

[#] End Call

[ND] Choice

[IS] Choice

Standard Prompts :

ND(No Data) - Sorry, information must be entered within allowed time. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).
IS(Invalid Selection) - Sorry, you have entered an invalid selection. (After 2 IS re-tries: Sorry you have reached your maximum number of retries. - End Call-)
End Call: Thank you for using Landbank Phone Access
Landbank Phonebanker: Please wait while I transfer your call to a Landbank phonebanker.
Invalid TAN - Sorry, you have entered an invalid telephone access number. (After 2 ND re-tries- Sorry you have reached your maximum number of retries. - End Call).
Repeat - Sorry, information must be entered within allowed time. (After 2 ND re-tries, Sorry you have reached your maximum number of re-tries. - End Call.)

Legend :

Italic - Voice Prompts.
Normal - Direction
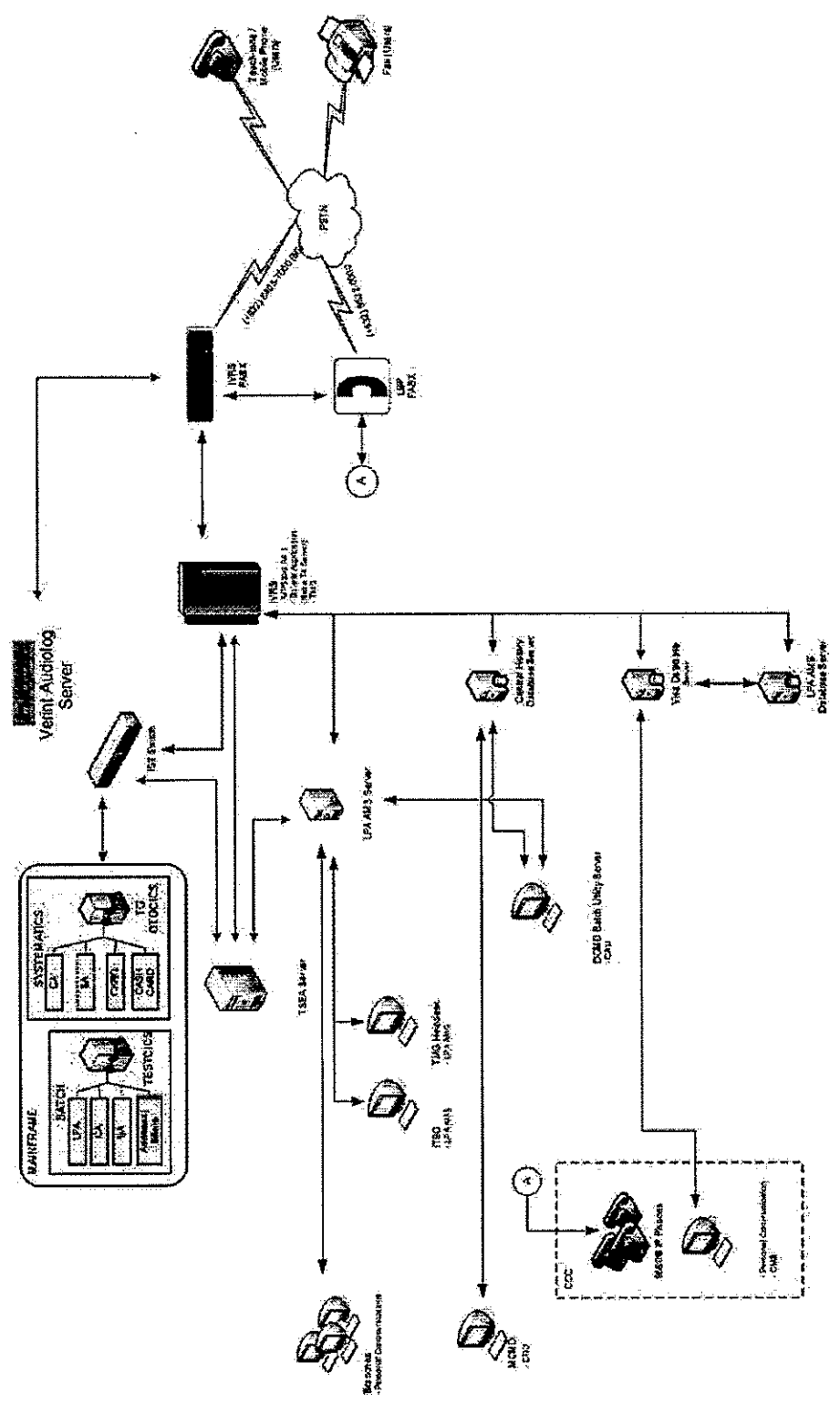**Bold - Menu Name/ Selection.**

Note:

All Selection Blocks are Deminishing Menus except those under Bills Payment.

Annex J-24

EXTERNAL ENTITIES / AGENCIES

INTERNET/PSTN FACING SERVER

TMG SERVERS & WORKSTATIONS

OTHER LBP UNITS

Annex J-25

Pipe Delimited Text File
File Name: <SYSTEM CODE>mmddccyy.txt
Frequency: Daily

No.	Audit Trail Entries	Field	Data Type	Sample Value	Required/Optional
1	System Code	System Code	Alphanumeric	LBRS	Mandatory
2	User Identification	User ID	Alphanumeric	A001	Mandatory
		Username (First Name, Last Name)	Alphanumeric	Juan Dela Cruz	Optional
3	Type of Event	Type of Event	Alphanumeric	Inquire, View, Add, Delete, Modify	Mandatory
4	Date and Time	MM/DD/YY HH:mm:ss (24-hour format)	Date/Time	01/01/19 12:12:12	Mandatory
5	Success and Failure Indication	Success and Failure Indication	Alphanumeric	Successful, Failed	Mandatory
6	Origination of Event	Origination of Event	Alphanumeric	IP Address or Host name or Server Name	Mandatory
7	Identity or Name of Affected Data, System Component, or Resource	Identity or Name of Affected Data, System Component, or Resource	Alphanumeric	Security Parameter	Mandatory

Implement automated audit trails for all system components for the following **events**:

1. All individual user accesses to CHD
   (Will also cover requirement of EO No. 088, S. 2017 – log-on/log-off)
2. All actions taken by any individual with root or administrative privileges
   [Will also cover requirement of EO No. 088, S. 2017 – add/delete/update of user and resources (e.g., system users, installation or configuration of devices); change of security parameters/rules)]
3. Access to all audit trails
4. Invalid logical access attempts
   (Same requirement of EO No. 088, S. 2017 – records of rejected system access attempts)
5. Use of and changes to identification and authentication mechanisms — including but not limited to creation of new accounts and elevation of privileges — and all changes, additions, or deletions to accounts with root or administrative privileges
6. Initialization, stopping, or pausing of the audit logs
7. Creation and deletion of system-level objects

Audit trail entries for each event shall include the following:

a. User Identification – User ID and/or User Name
b. Type of Event
c. Date and Time
d. Success or Failure Indication
e. Origination of Event
f. Identity or Name of Affected Data, System Component, or Resource