



**SUPPLEMENTAL/BID BULLETIN NO. 3
For LBP-HOBAC-ITB-CS-20210602-01(2)**

PROJECT : **Contact Center System with Three (3) Years Maintenance Service**

IMPLEMENTOR : **HOBAC Secretariat**

DATE : **August 19, 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 Eligibility Data Sheet (ITB Clauses 4.1 to 4.4), Bid Data Sheet (ITB Clauses 17.1 to 17.5, 20.1), Consultant References (TPF 2), Summary of Cost (FPF 2) and Checklist of Bidding Documents (Item 3 of Technical Proposal and Item 2 of Financial Proposal) have been revised. Please see attached revised specific sections of the Bidding Documents.



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

Eligibility Data Sheet

ITB Clause	
1.2	No further instructions.
1.3	No further instructions.
2.1(a)(ii)	The statement of all ongoing and completed government and private contracts shall include all such contracts within the last fifteen (15) years prior to the deadline for the submission and receipt of eligibility documents.
2.1(a)(ii.7)	Proof of satisfactory completion of completed contracts: <ul style="list-style-type: none"> ▪ Certificate of Satisfactory Completion issued by the clients
4	<p>The interested consultants who would like to participate in the eligibility and shortlisting for the above project must send a duly filled-up LBP Secure File Transfer Facility (LBP SFTF) User Registration Form to lbphobac@mail.landbank.com on or before 2:00 PM a day before the scheduled opening of the electronic Eligibility and Shortlisting Documents. The interested consultant shall receive an email with log-in credentials to access the SFTF.</p> <p>The electronic Eligibility and Shortlisting Documents shall be submitted by uploading the same in the LBP SFTF (please refer to the Guide in Accessing LBP Secure File Transfer Facility per attached Annexes C-1 to C-8).</p> <p>Electronic Eligibility and Shortlisting Documents received after the set deadline basing on the date and time on the electronic folders of bidders shall not be accepted by the HOBAC. Thus, bidders are requested to upload their electronic Eligibility and Shortlisting Documents at least two (2) hours before the set deadline.</p> <p>The electronic Eligibility and Shortlisting Documents consisting of <u>two copies/files</u> shall be labelled with bidder's assigned short name, last seven (7) digits of the bidding reference number including the parenthesis if there are any, and bid copy number, each separated with a dash sign. Thus, for a project with bidding reference number LBPHOBAC-ITB-CS-20210602-01(2) that XYZ Company is interested on the archived files shall be labelled as XYZ-060201(2)-C1 and XYZ-060201(2)-C2. The archived files shall be generated using either WinZip, 7-zip or WinRAR and password-protected.</p> <p>In case of modification of electronic Eligibility and Shortlisting Documents, the qualifier "Mod" and a numeric counter indicating the number of times that the documents had been modified shall be added at the end of the filenames of both the archived and PDF files [e.g. First Modification: XYZ-060201(2)-C1-Mod containing XYZ-060201(2)-</p>

C1 and XYZ-060201(2)-C2.

All the required Eligibility and Shortlisting Documents shall be in one (1) PDF file and sequentially arranged as indicated in Section A. Eligibility and Shortlisting of the Checklist of Bidding Documents. The documents must be signed by the authorized signatory/ies when required in the form.

Each of the archived files and the PDF files shall be assigned with a different password and these passwords shall be disclosed by the bidder only upon the instruction of HOBAC during the actual opening of the electronic Eligibility and Shortlisting Documents.

The interested consultant shall receive an acknowledgement receipt via email after successful uploading of its/his electronic Eligibility and Shortlisting Documents. If no email is received within one (1) hour after successful uploading, the interested consultant shall call the HOBAC Secretariat at (02) 8522-0000 local 2609/7746 to confirm whether the submission has been received, and if so, request for the acknowledgment of receipt of the electronic Eligibility and Shortlisting Documents.

On the scheduled date of opening of Eligibility and Shortlisting Documents, the interested consultant shall confirm its/his participation in the online meeting with the HOBAC Secretariat at least one (1) hour before the scheduled meeting. The interested consultant shall be able to log in into MS Teams and join the Waiting Room of the HOBAC meeting. A maximum of two (2) accounts/connections per participating interested consultant shall be allowed to join the meeting.

Projects with participating bidders in attendance shall be given priority in the queuing.

Upon the instruction of the HOBAC Chairperson to start the opening of Eligibility and Shortlisting Documents, the HOBAC Secretariat connects the participating interested consultant/s to the videoconferencing/group calling session. The HOBAC Secretariat shall record the session and act as Moderator of the meeting all throughout.

In case a bidder cannot connect to the videoconferencing via MS Teams application, the HOBAC Secretariat shall contact the interested consultant concerned through its registered mobile phone/landline telephone up to a maximum of three (3) call attempts with five (5) minutes interval after each call attempt. A text message advising the interested consultant that the proceedings for the opening of the Eligibility and Shortlisting Documents have already started will also be

sent by the HOBAC Secretariat. If the HOBAC Secretariat still cannot contact the interested consultant after the said allowable call attempts or the interested consultant is unable to contact the HOBAC Secretariat to provide the passwords needed to open its electronic Eligibility and Shortlisting Documents when required by the HOBAC, the interested consultant concerned shall be disqualified from further participating in the Eligibility and Shortlisting process.

Once the connections are in place, the HOBAC, with the assistance of the HOBAC Secretariat, retrieves the archived file from the LBP SFTF and opens the same. Upon instruction from the HOBAC, the interested consultant concerned shall disclose the passwords for the archived file and the PDF file of its electronic Eligibility and Shortlisting Documents.

In case an archived/PDF file fails to open due to a wrong password, the specific consultant shall be allowed to provide the HOBAC with passwords up to five (5) times only. The same number of attempts shall apply to Copy 2 of the bid, in case there is a need to open it. If the archived/PDF file still could not be opened after the maximum allowable attempts, the consultant concerned shall be disqualified from further participating in the Eligibility and Shortlisting process.

The HOBAC then determines the eligibility of the specific bidder using a nondiscretionary "pass/fail" criterion. Only consultants that have been rated "Passed" shall be evaluated for shortlisting.

The HOBAC, with the assistance of the HOBAC Secretariat, conducts eligibility check. The results of the eligibility checking shall be recorded in the Abstract of Bids, which shall be signed by the HOBAC Members and Observers.

The retrieval and opening of the electronic Eligibility and Shortlisting Documents, page-by-page review of documents and the results of the checking shall be shown to the participants through the screen sharing feature of MS Teams.

The access of the bidders to the videoconferencing/calling session shall be terminated once the Chairperson has declared that the Eligibility and Shortlisting activity for a specific project has been finished.

MS Teams Application shall be used in conducting the meeting through videoconferencing. In the event that it is not available, other videoconferencing/group calling applications may be used as an alternative in conducting the meeting.

	<p>Consultants who passed the eligibility checking of the HOBAC Members shall be eligible for shortlisting.</p> <p>The TWG will evaluate the submitted Eligibility Documents and shall recommend the shortlisted consultants to the HOBAC who will recommend the same to the HoPE for approval.</p> <p>The shortlisted consultants shall be notified in writing.</p>
4.1	Not applicable.
4.2	Not applicable.
4.3	Not applicable.
4.4	Not applicable.
5	<p>The deadline for submission of eligibility document/component is 10:00 A.M. on _____.</p> <p>Bidders should have no negative dealings/transactions with LANDBANK or its subsidiaries.</p>
9.1	Similar contracts shall refer to projects involving contact center system.
9.2	Minimum score to be included in the shortlist is seventy five percent (75%). The detailed set of criteria and rating system to be used are shown below.

Shortlisting Criteria

CRITERIA	WEIGHT	SCORE	REMARKS												
<p>1. Firm Credentials (Experience, Expertise and Capability)</p> <p>a. Years of experience</p> <table border="1" data-bbox="272 405 938 667"> <tr> <td data-bbox="272 405 826 533">Exceeds minimum qualifications – More than three (3) years of relevant experience in successfully implementing the proposed solution</td> <td data-bbox="826 405 938 533">15%</td> </tr> <tr> <td data-bbox="272 533 826 667">Meets minimum qualifications – With three (3) years of relevant experience in successfully implementing the proposed solution</td> <td data-bbox="826 533 938 667">12%</td> </tr> </table> <p>b. Satisfactory Ratings</p> <table border="1" data-bbox="272 725 938 1173"> <tr> <td data-bbox="272 725 826 949">Exceeds minimum qualifications – Submitted more than three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution.</td> <td data-bbox="826 725 938 949">15%</td> </tr> <tr> <td data-bbox="272 949 826 1173">Meets minimum qualifications – Submitted three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution.</td> <td data-bbox="826 949 938 1173">12%</td> </tr> </table> <p>c. Local Implementation of the proposed solution</p> <table border="1" data-bbox="272 1272 938 1503"> <tr> <td data-bbox="272 1272 826 1400">Exceeds minimum qualifications – More than one (1) local implementation of the proposed solution</td> <td data-bbox="826 1272 938 1400">20%</td> </tr> <tr> <td data-bbox="272 1400 826 1503">Meets minimum qualifications – One (1) local implementation of the proposed solution</td> <td data-bbox="826 1400 938 1503">15%</td> </tr> </table>	Exceeds minimum qualifications – More than three (3) years of relevant experience in successfully implementing the proposed solution	15%	Meets minimum qualifications – With three (3) years of relevant experience in successfully implementing the proposed solution	12%	Exceeds minimum qualifications – Submitted more than three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution.	15%	Meets minimum qualifications – Submitted three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution.	12%	Exceeds minimum qualifications – More than one (1) local implementation of the proposed solution	20%	Meets minimum qualifications – One (1) local implementation of the proposed solution	15%	<p>50%</p>		
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<p>2. Personnel Qualification</p> <p>a. Project Manager to be assigned is highly qualified to implement the engagement</p> <p>i. Years of experience</p> <table border="1" data-bbox="272 1704 938 1901"> <tr> <td data-bbox="272 1704 826 1805">Exceeds minimum qualifications – More than three (3) years of experience in IT as Project Manager</td> <td data-bbox="826 1704 938 1805">7%</td> </tr> <tr> <td data-bbox="272 1805 826 1901">Meets minimum qualifications – With three (3) years of experience in IT as Project Manager</td> <td data-bbox="826 1805 938 1901">5%</td> </tr> </table>	Exceeds minimum qualifications – More than three (3) years of experience in IT as Project Manager	7%	Meets minimum qualifications – With three (3) years of experience in IT as Project Manager	5%	<p>50%</p>										
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CRITERIA	WEIGHT	SCORE	REMARKS				
<p>ii. Implementation of proposed solution</p> <table border="1" data-bbox="272 304 938 633"> <tr> <td data-bbox="272 304 826 465">Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution</td> <td data-bbox="826 304 938 465">6%</td> </tr> <tr> <td data-bbox="272 465 826 633">Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution</td> <td data-bbox="826 465 938 633">4%</td> </tr> </table>	Exceeds minimum qualifications – More than one (1) successful implementation of the proposed solution/software applications in banking or financial institution	6%	Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution	4%			
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Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution	4%						
<p>b. Business Analyst to be assigned is highly qualified to implement the engagement even in the absence of the Team Leader</p>							
<p>i. Years of experience</p> <table border="1" data-bbox="272 813 938 1019"> <tr> <td data-bbox="272 813 826 913">Exceeds minimum qualifications – More than two (2) years of experience in IT as Business Analyst</td> <td data-bbox="826 813 938 913">7%</td> </tr> <tr> <td data-bbox="272 913 826 1019">Meets minimum qualifications – With two (2) years of experience in IT as Business Analyst</td> <td data-bbox="826 913 938 1019">5%</td> </tr> </table>	Exceeds minimum qualifications – More than two (2) years of experience in IT as Business Analyst	7%	Meets minimum qualifications – With two (2) years of experience in IT as Business Analyst	5%			
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Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution	4%						
<p>c. Technical Team Lead to be assigned is highly qualified to perform the required tasks</p>							
<p>i. Years of experience</p> <table border="1" data-bbox="272 1552 938 1758"> <tr> <td data-bbox="272 1552 826 1653">Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Team Lead</td> <td data-bbox="826 1552 938 1653">7%</td> </tr> <tr> <td data-bbox="272 1653 826 1758">Meets minimum qualifications – With two (2) years of experience in IT as Technical Team Lead</td> <td data-bbox="826 1653 938 1758">5%</td> </tr> </table>	Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Team Lead	7%	Meets minimum qualifications – With two (2) years of experience in IT as Technical Team Lead	5%			
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CRITERIA		WEIGHT	SCORE	REMARKS
solution/software applications in banking or financial institution Meets minimum qualifications – With one (1) successful implementation of the proposed solution/software applications in banking or financial institution		4%		
d. Technical Support Staff				
i. Years of experience				
Exceeds minimum qualifications – More than two (2) years of experience in IT as Technical Support Staff		6%		
Meets minimum qualifications – With two (2) years of experience in IT as Technical Support Staff		5%		
ii. Years of experience in Implementing the proposed solution				
Exceeds minimum qualifications – More than two (2) years of actual experience in implementing the solution/software applications in banking or financial institution		5%		
Meets minimum qualifications – With two (2) years of actual experience in implementing the proposed solution/software applications in banking or financial institution		4%		
Note: Proposed Technical Support Staff will be rated individually and the final rating will be the average score.				
TOTAL		100%		

Qualification Requirements - Shortlisting

Evaluation Criteria	Minimum Required Standards
A. Firm Credentials (Experience, Expertise and Capability) This criterion evaluates the bidder's and/or system developer's / licensor's experience, expertise and capability to deliver the proposed solution, as well as the results of satisfaction	Bidders must: ✓ Have at least three (3) years of relevant experience in successfully implementing a Contact Center Solution. Provide the Client Name, Project Name, Project Description, Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email

Evaluation Criteria	Minimum Required Standards
<p>ratings of previous engagements, are considered.</p>	<p>Address using the Firm Credentials Information Sheet (Annex F).</p> <ul style="list-style-type: none"> ✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution. Submitted CSS form must be sealed and signed by clients when provided to LANDBANK. <p>Note: Submission of the Customer Satisfaction Survey Forms shall permit LANDBANK to contact the resource person indicated in the form to verify the rating provided by the client during post-qualification stage.</p> <ul style="list-style-type: none"> ✓ With at least one local implementation of Contact Center Solution in banking or financial institution.
<p>B. Personnel Qualifications</p> <p>This criterion assesses the relevant work experience and educational attainment of the bidder key personnel (i.e., Project Manager, Business Analyst Technical Lead, and Technical Support Staff) identified to implement the proposed solution.</p>	<p>Submit biographical information using the prescribed Project Team Information Sheet template (Annex H)</p> <ul style="list-style-type: none"> ✓ Project Manager: <ul style="list-style-type: none"> ▪ At least three (3) years of experience in IT as Project Manager; and ▪ At least one (1) successful implementation of the proposed solution/software application in banking or financial institution. ✓ Business Analyst: <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Business Analyst; and ▪ At least one (1) successful implementation of the proposed solution/software application in banking or financial institution. ✓ Technical Team Lead: <ul style="list-style-type: none"> ▪ At least two (2) years of experience as Technical Team Lead; and ▪ At least one (1) successful implementation of the proposed

Evaluation Criteria	Minimum Required Standards
	<p>solution/software application in banking or financial institution.</p> <ul style="list-style-type: none">✓ Technical Support Staff (i.e., Systems Analyst, Programmer):<ul style="list-style-type: none">▪ At least two (2) years of experience as Technical Support Staff (i.e., Systems Analyst, Programmer):▪ Each technical support staff should have at least two (2) years of actual experience in implementing the solution/software application in banking or financial institution <p>Note: Proposed Technical Support Staff will be rated individually and the final rating will be the average score.</p>

Bid Data Sheet

ITB Clause	
1.1	<p>The Procuring Entity is LAND BANK OF THE PHILIPPINES (LANDBANK).</p> <p>The evaluation procedure is: Quality-Cost Based Evaluation.</p>
1.2	<p>The Funding Source is: The Government of the Philippines (GOP) through the Corporate Budget for the contract approved by the LANDBANK Board of Directors for 2022 in the amount of Eighty Five Million Two Hundred Fifty Thousand Pesos Only (Php 85,250,000.00).</p> <p>The name of the project is Contact Center System (CCS) with Three (3) Years Maintenance Service.</p>
1.3	<p>The name of the Contract is: Contact Center System (CCS) with Three (3) Years Maintenance Service</p>
1.4	<p>No further instructions.</p>
5	<p>No further instructions.</p>
6.1	<p>Subcontracting is not allowed.</p>
6.2	<p>Not applicable.</p>
7.1	<p>The LANDBANK will hold a Pre-Bid Conference on _____ through videoconferencing using Microsoft (MS) Teams application.</p> <p>Shortlisted Bidders who would like to participate in the said conference must send a duly filled-up Pre-Bid Conference Registration (PBCR) Form (Annex B of the Bidding Documents) to lbphobac@mail.landbank.com on or before _____ of _____. The PBCR Form can also be downloaded from the PhilGEPS website, LANDBANK website (http://landbank.com/forms) or requested from Ms. Jeah Chrysel L. Escalona at procdteam5@gmail.com. Interested Bidders shall state "PBCR - LBPHOBAC-ITB-CS-20210602-01(2)" in their request email as subject. The specific instructions on how to join the Pre-Bid Conference shall be provided by LANDBANK to the interested Bidders through email.</p> <p>For new bidders, a briefing on salient provisions of the 2016 Revised Implementing Rules and Regulations of R.A. 9184 and pointers in the preparation of bids shall be conducted on through videoconferencing using MS Teams application.</p>

8.1	<p>The Procuring Entity's address is:</p> <p>Land Bank of the Philippines 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets Malate, Manila, 1004</p> <p>Contact person:</p> <p>Mr. Alwin I. Reyes Vice President Head, Procurement Department 1598 M.H. Del Pilar cor. Dr. J. Quintos Sts. Malate, Manila, 1004 Fax (02) 8-528-8587 www.landbank.com lbphobac@mail.landbank.com</p>				
10.1(b)	<p>The project must be completed within eighteen (18) months inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice to Proceed (NTP) by the winning bidder from the Procurement Department of the Bank.</p>				
10.1(c)	<p>The minimum required experience of proposed professional staff: (see attached Terms of Reference)</p>				
11.5	<p>Cost by activity associated with the assignment, including professional fees and reimbursable/other cost relative to the consultancy engagement shall be inclusive of 12% VAT and Final Taxes.</p>				
11.7	<p>The ABC is One Hundred Eighty Five Million Two Hundred Fifty Thousand Pesos Only (Php 85,250,000.00).</p> <p>Any bid with a financial component exceeding the ABC shall not be accepted.</p>				
13.1	<p>The bid prices shall be quoted in Philippine Pesos.</p>				
13.3	<p>No further instructions.</p>				
14.1	<p>Bids will be valid until 120 calendar days from date of opening of bids.</p>				
15.1	<p>The bid security shall be limited to Bid Securing Declaration or any of the following forms and amounts:</p> <table border="1" data-bbox="440 1570 1415 1771"> <thead> <tr> <th data-bbox="440 1570 1107 1671">Form of Bid Security</th> <th data-bbox="1112 1570 1415 1671">Minimum Amount of Bid Security</th> </tr> </thead> <tbody> <tr> <td data-bbox="440 1677 1107 1771">(a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank</td> <td data-bbox="1112 1677 1415 1771">P 1,705,000.00</td> </tr> </tbody> </table>	Form of Bid Security	Minimum Amount of Bid Security	(a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank	P 1,705,000.00
Form of Bid Security	Minimum Amount of Bid Security				
(a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank	P 1,705,000.00				

<p>(b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank; and</p>	
<p>(c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.</p>	<p>P 4,262,500.00</p>
<p>1. If bid security is in the form of cash, the required amount shall be remitted to any LANDBANK Branch or through the LANDBANK online payment platform Link: BizPortal. The bidder shall first secure an electronic PAO from LANDBANK - Procurement Department. If the bidder opts to pay at any LANDBANK Branch, the electronic PAO shall then be printed in two (2) copies and presented to the LANDBANK Teller together with the money. The LANDBANK Teller shall issue a machine validated Official Receipt (OR) evidencing payment of the bid security.</p> <p>If the bidder opts to pay through the LANDBANK Link: BizPortal, the steps to follow are found in Annex A of the Bidding Documents. The Payment Confirmation shall serve as proof of payment of the cash bid security.</p> <p>2. If bid security is in the form of cashier's/manager's check, the check should be payable to LAND BANK OF THE PHILIPPINES.</p> <p>3. If in the form of bank draft/guarantee, the bidder may use the standard format of the issuing Bank, provided that the Project Title and Project Identification Number are indicated therein.</p> <p>4. If in the form of Standby Letter of Credit, it may be secured through LANDBANK Corporate Banking Department 2 (CBD 2) and Small and Medium Enterprises – Market Lending Department 2 (SME-MLD 2) with the following contact details:</p> <p>(a) CBD 2 - 18th Floor, LANDBANK Plaza Building Telephone No. 8-405-7345 local 2117 (For Assets 1 Billion and up)</p> <p>(b) SME-MLD 2 - 18th Floor, LANDBANK Plaza Building Telephone No. 8-405-7431 local 7431 (For Assets below 1 Billion)</p> <p>5. If in the form of surety bond, it should be issued by a surety or insurance company duly accredited by the Insurance Commission (IC)</p>	

	<p>and has not been issued a cease and desist order by the IC or is currently not included in the list of blacklisted firms.</p> <p>The surety bond may be secured through LANDBANK Insurance Brokerage, Inc. (LIBI) with the following contact details:</p> <p>(a) LIBI-Forex 14th Floor, LANDBANK Plaza Building Telephone No. 8-710-7114 (Every Tuesday and Thursday)</p> <p>(b) 12th Floor, SSHG Law Center Bldg. 105 Paseo de Roxas, Legaspi Village Makati City Telephone Nos. 8-812-4911 and 8-867-1064</p> <p>Surety bonds with the following or similar conditions/phrases shall not be accepted:</p> <p>(a) "In case of default by the Principal, this bond shall only answer for the difference in the bid price of the winning bidder and that of the next lowest complying bidder or that of the new winning bidder in case of re-bidding plus necessary expenses incurred by the Obligee in the re-bidding which liability shall in no case exceed the amount of the bond"; or</p> <p>(b) "That the amount of liability of the Surety under this bond is limited to the actual loss or damage sustained and duly proven by the Obligee."</p> <p>6. If in the form of Bid Securing Declaration, the attached form (Form No. 4) must be used.</p> <p>A scanned copy of the bid security (i.e. LANDBANK Official Receipt and/or and/or Payment Confirmation and/or Manager's/Cashier's Check and/or Bank Draft/Guarantee and/or Surety Bond and/or Bid Securing Declaration) shall be included in the Eligibility and Technical Proposal/Documents. In the case of cashier's/manager's check bid security, the physical check must be delivered to and received by LANDBANK-Procurement Department not later than 5:00 P.M. of the following banking day after the opening of bids. In the case of the other forms of bid security, the physical document must be submitted to LANDBANK-Procurement Department during the post-qualification stage.</p>
15.2	The bid security shall be valid until 120 calendar days from date of opening of bids.
15.5(b)(iii)	No further instructions.
17	The shortlisted bidder/s who would like to participate in the bidding for the above project must send a duly filled-up LBP Secure File Transfer Facility (SFTF) User Registration Form together with copies of LANDBANK Official Receipt and Payment Acceptance Order for non-

refundable bidding fee to lbphobac@mail.landbank.com on or before 2:00 PM a day before the scheduled bid opening.

The electronic bid shall be submitted by uploading the same in the LBP SFTF (please refer to the Guide in Accessing LBP Secure File Transfer Facility per attached Annexes C-1 to C-8.

Electronic bids received after the set deadline basing on the date and time on the electronic folders of bidders shall not be accepted by the HOBAC. Thus, bidders are requested to upload their electronic bids at least two (2) hours before the set deadline.

The electronic bid consisting of **two copies/files** shall be labelled with bidder's assigned short name, last seven (7) digits of the bidding reference number including the parenthesis if there are any, and bid copy number, each separated with a dash sign. Thus, for a project with bidding reference number LBPHOBAC-ITB-GS-20210602-01(2) that XYZ Company wants to bid on, the archived files shall be labelled as XYZ-060201(2)-C1 and XYZ-060201(2)-C2. The archived files shall be generated using either WinZip, 7-zip or WinRAR and password-protected.

Each of the above mentioned archived files shall contain the Technical Component and Financial Component files. The PDF files shall be labelled as above plus the word "Tech" or "Fin" in the case of the Technical Component and Financial Component, respectively. Thus, using the above example, XYZ-060201(2)-C1 shall contain the PDF files labelled XYZ-060201(2)-C1-Tech and XYZ-060201(2)-C1-Fin while XYZ-060201(2)-C2 shall contain the PDF files labelled XYZ-060201(2)-C2-Tech and XYZ-060201(2)-C2-Fin.

All the required documents for each component of the bid shall be in one (1) PDF file and sequentially arranged as indicated in the Checklist of Bidding Documents. The documents must be signed by the authorized signatory/ies when required in the form.

Each of the archived files and the PDF files shall be assigned with a different password and these passwords shall be disclosed by the bidder only upon the instruction of HOBAC during the actual bid opening.

Electronic bids that are not assembled, labelled and password-protected in accordance with these procedures shall not be rejected/disqualified but the Bidder or its duly authorized representative shall acknowledge such condition of the bid as submitted. The HOBAC/LANDBANK shall assume no responsibility for the non-opening or premature opening of the contents of the improperly assembled, labelled and password-protected electronic bid.

	The prospective bidder shall receive an acknowledgement receipt via email after successful uploading of its/his electronic bid. If no email is received within one (1) hour after successful uploading, the bidder shall call the HOBAC Secretariat at (02) 8522-0000 local 2609/7746 to confirm whether the submission has been received, and if so, request for the acknowledgment of receipt of the electronic bid.
17.1	Not applicable.
17.2	Not applicable.
17.3	Not applicable.
17.4	Not applicable.
17.5	Not applicable.
18	The address for submission of bids is: The deadline for submission of bids is on _____.
20.1	The bidder may modify its bid after it has been submitted; provided that the modification is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of bids. The bidder shall not be allowed to retrieve its original bid, but shall be allowed to submit another bid equally (sealed) password-protected and properly identified in accordance with ITB Clause 17 above.
21	<p>On the bid opening date, the bidder shall confirm its/his participation in the online meeting with the HOBAC Secretariat at least one (1) hour before the scheduled meeting. The bidder shall be able to log in into MS Teams and join the Waiting Room of the HOBAC meeting. Only one account/connection per participating bidder shall be allowed to join the meeting. A maximum of two (2) accounts/connections per participating interested consultant shall be allowed to join the meeting.</p> <p>Projects with participating bidders in attendance shall be given priority in the queuing.</p> <p>Upon the instruction of the HOBAC Chairperson to start the bid opening activity, the HOBAC Secretariat connects the participating bidder/s to the videoconferencing/group calling session. The HOBAC Secretariat shall record the session and act as Moderator of the meeting all throughout.</p> <p>In case a bidder cannot connect to the videoconferencing via MS Teams application, the HOBAC Secretariat shall contact the bidder concerned through its registered mobile phone/landline telephone up to a maximum of three (3) call attempts with five (5) minutes interval after each call attempt. A text message advising the bidder that the public bidding has already started will also be sent by the HOBAC Secretariat. If the HOBAC Secretariat still cannot contact the bidder after the said allowable call attempts or the bidder is unable to contact the HOBAC Secretariat to provide the passwords needed to open its electronic bids when required by the HOBAC, the bidder concerned shall be disqualified from further participating in the bidding process.</p>

	<p>Once the connections are in place, the HOBAC, with the assistance of the HOBAC Secretariat, retrieves the archived file from the LBP SFTF and opens the same. The Technical Proposal shall be opened first. Upon instruction from the HOBAC, the bidder concerned shall disclose the passwords for the archived file and the PDF file of the Technical Component.</p> <p>In case an archived/PDF file fails to open due to a wrong password, the specific bidder shall be allowed to provide the HOBAC with passwords up to five (5) times only. The same number of attempts shall apply to Copy 2 of the bid, in case there is a need to open it. If the archived/PDF file still could not be opened after the maximum allowable attempts, the bidder concerned shall be disqualified from further participating in the bidding process.</p> <p>The HOBAC then determines the eligibility and compliance with the technical requirements of the specific bidder using a nondiscretionary “pass/fail” criterion. Only bidders that have been rated “Passed” shall be allowed to participate in the succeeding stages of the bidding process.</p> <p>The HOBAC, with the assistance of the HOBAC Secretariat, shall then open the Financial Components of those bidders that have been rated “Passed”. Upon instruction from the HOBAC, the bidder concerned shall disclose the password for its/his Financial Component.</p> <p>The HOBAC, with the assistance of the HOBAC Secretariat, conducts bid evaluation and ranking of the bids. The results of bid evaluation and ranking shall be recorded in the Abstract of Bids, which shall be signed by the HOBAC Members and Observers. The result of evaluation and ranking shall also be announced to the participants.</p> <p>The retrieval and opening of the electronic bids, page-by-page review of documents and the results of the bid evaluation and ranking shall be shown to the participants through the screen sharing feature of MS Teams.</p> <p>The access of the bidders to the videoconferencing/calling session shall be terminated once the Chairperson has declared that the bid opening activity for a specific project has been finished.</p>
21.2	The date and time for opening of bids is _____.
22.1	No further instructions.
25.1	<p>The following processes for the opening and evaluation of bids shall be adopted:</p> <p>a) The technical proposal shall be considered in the ranking of consultants. The technical proposals shall be evaluated first using the criteria in ITB Clause 25.2. The financial proposals of the consultants who meet the minimum technical score shall then be</p>

	<p>opened.</p> <p>b) The financial and technical proposals shall be given corresponding weights of twenty percent (20%) and eighty percent (80%), respectively. The BAC shall rank the consultants in descending order based on the combined numerical ratings of their technical and financial proposals and identify the Highest Rated Bid.</p> <p>c) The HoPE shall approve or disapprove the recommendations of the BAC within two (2) calendar days after receipt of the results of the evaluation from the BAC.</p> <p>d) After approval by the HoPE of the Highest Rated Bid, the BAC shall, within three (3) calendar days, notify and invite the consultant with the Highest Rated Bid for negotiation in accordance with ITB Clause 27.</p>
25.3	<p>The minimum required St for each criterion is as follows:</p> <ul style="list-style-type: none"> • 35% - Fit to Functional Requirements • 35% - Fit to Non-Functional Requirements • 15% - Implementation Methodology • 15% - Support Base <p>Bidders must obtain a minimum score of 70% in the Section 8.B. Evaluation – Technical Criteria to be included in the list of qualified bidders.</p>
26.1	<p>The opening of Financial Proposals shall be on _____ through videoconferencing using Microsoft (MS) Teams Application</p> <p>Financial Proposals shall be opened in public.</p>
26.2	<p>After the evaluation of quality is completed, the Procuring Entity shall notify those Consultants whose Bids did not meet the minimum qualifying mark or were considered non-responsive to the Bidding Documents and TOR, indicating that their Financial Proposals shall be returned unopened after completing the selection process. The Procuring Entity shall simultaneously notify the Consultants that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than two weeks after the notification date unless otherwise specified in ITB Clause 26.1. The notification may be sent by registered letter, facsimile, or electronic mail.</p> <p>The Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultant, the quality scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Procuring Entity shall prepare minutes of the public opening.</p>

	<p>The BAC shall determine whether the Financial Proposals are complete, i.e., whether all the documents mentioned in ITB Clause 11 are present and all items of the corresponding Technical Proposals that are required to be priced are so priced. If not, the Procuring Entity shall reject the proposal. The BAC shall correct any computational errors, and convert prices in various currencies to the Philippine Peso at the rate indicated in ITB Clause 13. The Financial Proposal shall not exceed the ABC and shall be deemed to include the cost of all taxes, duties, fees, levies, and other charges imposed under the applicable laws. The evaluation shall include all such taxes, duties, fees, levies, and other charges imposed under the applicable laws; where special tax privileges are granted to a particular class or nationality of Consultant by virtue of the GoP's international commitments, the amount of such tax privileges shall be included in the Financial Proposal for purposes of comparative evaluation of Bids.</p> <p>The lowest Financial Proposal (FI) shall be given a Financial Score (Sf) of 100 points. The Sf of other Financial Proposals shall be computed based on the formula indicated below: $Sf = 100 \times FI/F$</p> <p>Where: Sf is the financial score of the Financial Proposal under consideration, FI is the lowest Financial Proposal, and F is the Financial Proposal under consideration.</p> <p>Using the formula $S = St \times T\% + Sf \times F\%$, the Bids shall then be ranked according to their combined St and Sf using the weights (St is the technical score of the Technical Proposal under consideration; T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1) indicated below:</p> <p>T 0.80; and F 0.20</p>
27.1	<p>The address for negotiations is:</p> <p>Land Bank of the Philippines Procurement Department 25th Floor, LANDBANK Plaza Building 1598 M.H. Del Pilar corner Dr. J. Quintos Streets Malate, Manila, 1004 www.landbank.com lbphobac@mail.landbank.com</p>
27.2(e)	<p>No negotiations pertaining to the Financial Proposal shall be undertaken.</p>
28.2	<p>Certified true copy of Value Added Tax (VAT) or Percentage Tax (PT) Returns for the last two (2) quarters filed manually or through the BIR Electronic Filing and Payment System (EFPS). Tax returns filed manually or through EFPS and taxes paid shall be accepted.</p>

31.4.6	No additional requirement.
32.1	No further instructions.
32.2	<p>If in the form of Standby Letter of Credit, it may be secured through LANDBANK Corporate Banking Department 2 (CBD 2) and Small and Medium Enterprises – Market Lending Department 2 (SME-MLD 2) with the following contact details:</p> <ul style="list-style-type: none">(c) CBD 2 – 18th Floor, LANDBANK Plaza Building Telephone No. 8-405-7345 local 2117 (For Assets 1 Billion and up)(b) SME-MLD 2 - 18th Floor, LANDBANK Plaza Building Telephone No. 8-405-7431 local 7431 (For Assets below 1 Billion)
33.2	The project must be completed within 18 months inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice to Proceed (NTP) by the winning bidder from the Procurement Department of the Bank.

TPF 2. CONSULTANT'S REFERENCES

**Relevant Services Carried Out in the Last Fifteen (15) Years
 That Best Illustrate Qualifications**

Using the format below, provide information on each project for which your firm/entity, either individually, as a corporate entity, or as one of the major companies within an association, was legally contracted.

Project Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Project:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current Php):
Name of Associated Consultants, if any:		No. of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Consultant's Name: _____

FPF 2. SUMMARY OF COSTS

Costs	Currency(ies) ¹	Amount in Philippine Peso
Sub Total		Php _____
Local Taxes		_____
Total Amount of Financial Proposal		Php _____

The following document/s shall be submitted in support of the compliance of the Bid to the FPF 2:

- Cost Breakdown Sheet based on Section 6 of the Terms of Reference
- Payment Milestones Sheet based on Section 6 of the Terms of Reference

¹ In cases of contracts involving foreign consultants, indicate the exchange rate used.

Checklist of Bidding Documents for Procurement of Consulting Services

Technical Proposal (PDF File)

The Technical Proposal shall contain documents sequentially arranged as follows (may include other documents as stated in the Bidding Documents):

1. 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 (see sample form - Form No. 3).
2. TPF 1 – Technical Proposal Submission Form
3. **Revised TPF 2 – Experience of the Firm/Consultant References**
4. TPF 3 – Comments and Suggestions of Consultant on the Terms of Reference and on Data, Services, and Facilities to be Provided by the Procuring Entity
5. TPF 4 – Description of the Methodology and Work Plan for Performing the Project
 - 5.1 Duly accomplished Requirement Compliance Form (RCF)
 - 5.2 Implementation Methodology Document
 - 5.3 Proof of Support Center within the Philippines
 - 5.4 Business Continuity Plan
 - 5.5 Service Level Agreement
 - 5.6 License, Maintenance Agreements, as applicable
 - 5.7 Notarized certification that the bidder has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank's data and privacy of personal information
6. TPF 5 – Team Composition and Task
 - 1.1 Independence of the Solution Provider- Solution Provider and its key staff shall agree to limit their role to that of consultant/developer and shall disqualify themselves and their affiliates for bidding for products and services of the same government project
7. TPF 6 – Format of Curriculum Vitae (CV) for Proposed Professional Staff
8. TPF 7 – Time Schedule for Professional Personnel
9. TPF 8 – Activity (Work) Schedule
10. Form No. 6 – Deliverable Items Summary

11. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission)
 12. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No. 2).
- **Post-Qualification Documents – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:**
1. 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.
 2. Latest Income Tax Return filed manually or through EFPS.
 3. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 4. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No. 2).

Financial Proposal (PDF File)

The Financial Component shall contain documents sequentially arranged as follows:

1. FPF 1 – Financial Proposal Submission Form
2. **Revised FPF 2 – Summary of Costs**
3. FPF 3 – Breakdown of Price per Activity
4. FPF 4 – Breakdown of Remuneration per Activity
5. FPF 5 – Travel Expenses, Office Rent, Accommodation and Clerical Assistance per Activity per Activity
6. FPF 6 – Miscellaneous Expenses

“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.”