



SERVING
THE NATION

SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-CS-20220511-02

PROJECT : **Receiving and Reconciliation Applications for VOCALINK (InstaPay 2.0 ISO 20022) Project**

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 ISO 20022 InstaPay Recon Hand-off File Layout (LBP as Sender) – Annex K, ISO 20022 InstaPay Recon Hand-off File Layout (LBP as Receiving) – Annex L, Matching Criteria (Annex M), LANDBANK Prepaid Card (LPC) Transaction Upload Specifications (Annexes N-1 to N-14), Report Layouts (Annexes O-1 to O-7), Current Account/Savings Account (CASA) Debit/Credit Transaction Details (Annexes P-1 to P-5), Security Incident Event Monitoring/Management (SIEM) Testing (Annex Q), Anti-Money Laundering (AML) Hand-off Log File Format on Inward Fund Transfer/Payment Transactions (Annexes R-1 to R-2), Financial Data Entry System (FINDES) Import File Format Requirement (Annexes S-1 to S-2), and Handling of Hybrid Scenarios – Field Length (Annexes T-1 to T-5) were added.
- 3) The Business Requirements Document (Annexes D-1 to D-29), Requirements Compliance Form (Annexes E-1 to E-27), Bid Data Sheet (ITB Clauses 10.2 and 11.2), Section VI (Terms of Reference), TPF 4 (Description of the Methodology and Work Plan for Performing the Project), and Checklist of Bidding Documents (Items 5 and 5.1 of the Technical Proposal) have been revised. Please see attached revised specific sections of the Bidding Documents.


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

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 Seventy Nine Million Four Hundred Forty Seven Pesos Only (Php 79,447,000.00).</p> <p>The name of the project is Receiving and Reconciliation Applications for VOCALINK (InstaPay 2.0 ISO 20022) Project.</p>
1.3	<p>The name of the Contract is: Receiving and Reconciliation Applications for VOCALINK (InstaPay 2.0 ISO 20022) Project</p>
1.4	No further instructions.
5	No further instructions.
6.1	Subcontracting is not allowed.
6.2	Not applicable.
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 3 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-20220511-02 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 twelve (12) months inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice to Proceed (NTP) from the LBP Procurement Department.</p>
10.1(c)	<p>The minimum required experience of proposed professional staff: (see attached Terms of Reference)</p>
10.2	<p>The Technical Proposal shall contain the following forms:</p> <ul style="list-style-type: none"> • TPF 1. Technical Proposal Submission Form • TPF 2. Experience of the Firm/Consultant References • 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 • TPF 4. Description of the Methodology and Work Plan for Performing the Project • TPF 5. Team Composition and Task • TPF 6. Format of Curriculum Vitae for Proposed Professional Staff • TPF 7. Time Schedule for Professional Personnel
11.2	<p>The Financial Proposal shall contain the following forms:</p> <ul style="list-style-type: none"> • FPF 1. Financial Proposal Submission Form • FPF 2. Summary of Costs • FPF 3. Breakdown of Price per Activity • FPF 4. Breakdown of Remuneration per Activity
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 Seventy Nine Million Four Hundred Forty Seven Thousand Pesos Only (Php 79,447,000.00).</p>

	Any bid with a financial component exceeding the ABC shall not be accepted.							
13.1	The bid prices shall be quoted in Philippine Pesos.							
13.3	No further instructions.							
14.1	Bids will be valid until 120 calendar days from date of opening of bids.							
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="419 533 1394 1144"> <thead> <tr> <th>Form of Bid Security</th> <th>Minimum Amount of Bid Security</th> </tr> </thead> <tbody> <tr> <td>(a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank</td> <td rowspan="2">P 1,588,940.00</td> </tr> <tr> <td>(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</td> </tr> <tr> <td>(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.</td> <td>P 3,972,350.00</td> </tr> </tbody> </table> <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>	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 1,588,940.00	(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	(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 3,972,350.00
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(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 3,972,350.00							

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:

(a) 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)

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) and has not been issued a cease and desist order by the IC or is currently not included in the list of blacklisted firms.

The surety bond may be secured through LANDBANK Insurance Brokerage, Inc. (LIBI) with the following contact details:

(a) LIBI-Forex
14th Floor, LANDBANK Plaza Building
Telephone No. 8-710-7114
(Every Tuesday and Thursday)

(b) 12th Floor, SSHG Law Center Bldg.
105 Paseo de Roxas, Legaspi Village Makati City
Telephone Nos. 8-812-4911 and 8-867-1064

Surety bonds with the following or similar conditions/phrases shall not be accepted:

(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

(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."

6. If in the form of Bid Securing Declaration, the attached form (Form No. 4) must be used.

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

	<p>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	<p>The bid security shall be valid until 120 calendar days from date of opening of bids.</p>
15.5(b)(iii)	<p>No further instructions.</p>
17	<p>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.</p> <p>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.</p> <p><u>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.</u> Thus, bidders are requested to upload their electronic bids at least two (2) hours before the set deadline.</p> <p>The electronic bid consisting of two (2) copies/files shall be labelled with bidder's assigned short name, last six (6) 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-20220511-02 that XYZ Company wants to bid on, the archived files shall be labelled as XYZ-051102-C1 and XYZ-051102-C2. The archived files shall be generated using either WinZip, 7-zip or WinRAR and password-protected.</p> <p>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-051102-C1 shall contain the PDF files labelled XYZ-051102-C1-Tech and XYZ-051102-C1-Fin while XYZ-051102-C2 shall contain the PDF files labelled XYZ-051102-C2-Tech and XYZ-051102-C2-Fin.</p> <p><u>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.</u> The documents must be signed by the authorized signatory/ies when required in the form.</p>

	<p><u>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.</u></p> <p>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.</p> <p>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.</p>
17.1	Not applicable.
17.2	Not applicable.
17.3	Not applicable.
17.4	Not applicable.
17.5	Not applicable.
18	<p>Bids shall be submitted through the LBP Secure File Transfer Facility.</p> <p>The deadline for submission of bids is on _____.</p>
20	The Consultant 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 Consultant shall not be allowed to retrieve its original bid, but shall be allowed to submit another bid equally password-protected and properly identified in accordance with ITB Clause 17 above, linked to its original bid.
20.1	Not applicable.
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>

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.

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.

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.

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.

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.

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.

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>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 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"> • 40% - Fit to Functional Requirements • 40% - Fit to Non-Functional Requirements • 10% - Implementation Methodology • 10% - Support Base <p>Bidders must obtain a minimum score of 100% in the Evaluation – Technical Criteria to be included in the list of qualified bidders.</p>

26.1	<p>The opening of Financial Proposals shall be on <u>through videoconferencing using Microsoft (MS) Teams Application</u></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 Error! Reference source not found. 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 Error! Reference source not found. 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:</p> $Sf = 100 \times FI/F$ <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)	No negotiations pertaining to the Financial Proposal shall be undertaken.
28.2	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.
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> <p>(c) 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>
33.2	The Project must be completed within twelve (12) months inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice To Proceed (NTP) from the LBP Procurement Department.

Section VI. Terms of Reference

Receiving and Reconciliation Applications for VOCALINK (InstaPay 2.0 ISO 20022) Project

1. Name and Description of the Project

The InstaPay (IP 1.0) was the system used by the industry since the inception of the InstaPay real-time low-value electronic Fund Transfer (eFT) in April 2018, with BancNet as the Clearing Switch Operator (CSO), up to March 2021 when it was decommissioned.

The VOCALINK (InstaPay 2.0 ISO 20022) aims to improve the Real-Time Payment (RTP) solution of the Bank. It improves convenience via user proxies and new use cases leveraging ISO 20022 standards, on a stable, safe and secure platform.

The Vocalink Receiving and Reconciliation applications will accept and process inward transactions from other banks for Person-to-Person (P2P), Person-to-Person via QR (P2P via QR) and Person-to-Merchant via QR (P2M via QR) use cases using ISO 20022 messages thru an API/Webservice. It will perform transaction validations based on business rules that will be defined in the system. The said system will also be used to define transaction and business parameters.

It will have an online interface to Link.biz Portal, IST/Switch (Cash Card), MasterCard (LANDBANK Prepaid Card) and Systematics (CASA). Handoff files will also be generated for the Anti-Money Laundering System, Security Incident Event Monitoring/Management (SIEM) tool, Systematics (CASA) and API Manager.

The Reconciliation application is an automated system with a capability to reconcile inward and outward InstaPay transactions by matching the BancNet and LANDBANK/OFBANK generated reconciliation hand-off files. It shall generate interface files for uploading in LANDBANK's systems for crediting/debiting of accounts for both LANDBANK and OFBANK.

1.1. Project Objectives

The VOCALINK (InstaPay 2.0 ISO 20022) Project aims to:

Business Objectives:

- 1) Comply with the InstaPay ACH requirements so that the Bank can continue offering P2P Fund Transfer services to its clients
- 2) Enable the Bank to continue receiving funds from other banks and financial institutions
- 3) Enable the Bank to offer P2M services to its merchants
- 4) Significantly facilitate the reconciliation process

Project Objectives:

- 1) Enable LANDBANK to comply with the ISO 20022 standards of InstaPay 2.0 which will soon replace the existing transitory L4L setup
- 2) Provide ISO 20022 compliant fund transfer facility to OFBank

1.2. Project Scope

The scope of the Project includes:

- A. Procurement of Receiving and Reconciliation Applications which include the following for LBP and OFB as a Separate Entity:
 1. Software Licenses and other components
 2. Implementation Services
 3. Ninety-day warranty/post Go Live support
 4. 5-year Maintenance
- B. System Scope Requirements
 - LBP and OFB as a Separate Entity:
 1. Receiving
 2. Reconciliation
- C. Implementation Approach
 - Big Bang

To ensure the highest degree of compliance of the *Vocalink (InstaPay 2.0 ISO 20022) Project* to the Bank's requirements, and to effectively manage change, the project scope likewise covers:

- all the requisite software customizations;
- change management activities like change management planning and communication;
- review of "As Is" processes, business process simplification and improvement;
- documentation and users training on the "To Be" processes;
- organizational change assessment; and
- assistance in the implementation of the required organizational and process changes.

The project must take into account all related implementation activities and processes such as:

- systems integration and interfacing;
- project management;
- system development lifecycle using either Waterfall or Hybrid Methodology;
- change management;
- technology transfer (training and documentation); and
- maintenance and support.

The details and requirements are specified in the attached **Business Requirements Document (BRD) – Revised Annex D**. Upon contract signing, an initial workshop shall be held between LANDBANK and the solution provider to discuss the Business Requirements Document and when necessary, perform detailed requirement analysis.

The solution provider shall provide LANDBANK with an estimate of the effort required to develop, test and implement each item in the **Business Requirements Document (BRD) – Revised Annex D**.

The Training Requirements of the Project include:

- “Train The Trainers” Training;
- Technical Training;
- Knowledge Transfer and Handover workshops (User Manual to be provided); and
- Other system-related training activities.

The Approved Budget for the Contract (ABC) shall be the upper limit or ceiling for the proposal, and shall cover all project costs, including, but not limited to the following:

- Software costs including software application, licenses and other components;
- Implementation cost which includes project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management and other out-of-pocket expenses (e.g., transportation allowance, per diem, etc.);
- Ninety-day warranty/post Go Live support starting from the Production cut-over date;
- Maintenance and support;
 - Maintenance and support for all software components will commence after the end of the 90-day warranty/post Go Live support period;
 - The maintenance cost shall not exceed 25% of the software and implementation costs. LANDBANK shall pay the maintenance support at the start of the maintenance period.
- All applicable taxes, service fees and charges (e.g., fund transfers fees, foreign exchange difference)

Other Requirements

Once the project is awarded, Solution Provider must comply with the following:

a. Performance Security

(NOTE: this is different from the Security/Bidder's Bond under Sec. 27.1 to 27.2, RA 9184)

For Bidding

Form of Performance Security	Amount of Performance Security (Not less than the required percentage of the Total Contract Price)
a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank 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	Consulting Services – 5%

- Shall be denominated in Philippine Pesos
- Shall be furnished by Solution Provider within a maximum period of ten (10) calendar days from the receipt of the Notice of Award or upon the signing of the contract
- Shall form part of the contract
- Shall be forfeited in the event it is established that the Solution Provider is in default in any of its obligations under the contract
- May be released after the issuance of the Certificate of Final Acceptance, (after the 90 day warranty period) if:
 - a) There is no claim filed against the Solution Provider
 - b) There is no claim based on the other terms of the contract

Additional

- Additional performance security on cumulative increase of more than ten percent (10%) over the original value of the contract as a result of amendments to order or change orders, extra work orders and supplemental agreements
- Extension of the validity of the performance security to cover approved contract time extensions

Reduction

- Part of the consulting service under the contract had already been delivered or completed, and accepted
- Proportional reduction in the value of the performance security is allowed only when the contract allows for partial deliveries or performance.
- Reductions must be more than ten percent (10%), and the aggregate of such reductions must not be more than fifty percent (50%) of the original performance security

b. Source Code

- Proprietary systems conceptualized and designed by LANDBANK shall not be sold to competitors.

c. Personnel

Attendance of the Solution Provider's dedicated Business Analyst (BA) during requirements verification/development of the Conceptual System Design/Data Mapping or equivalent document is mandatory. The BA role shall not be substituted/replaced by any other technical position (e.g., programmer)

Replacement Before the awarding of Contract:

There should be no replacement of key personnel before the awarding of the contract, except for justifiable reason as may be determined by the BAC (Bids and Award Committees), such as illness, death, or resignation provided it is duly supported by relevant certificates or any delay caused by the Procuring Entity. The BAC shall immediately consider negotiation with the next ranked consultant if unjustifiable the replacement of personnel by the first ranked firm is made.

Replacement of Consultant and Key Personnel during the effectivity of the contract/after awarding of Contract:

No replacement shall be allowed by the HoPE (Head of Procurement Entity) until after fifty percent (50%) of the personnel's man-months have been served, except for justifiable reasons, subject to appropriate sanctions, as prescribed in the PBDs (Philippine Bidding Documents).

Once the contract is effective, any change introduced in the key personnel that is not agreed to by the LANDBANK and is not for reasons of death, illness or incapacity of the individual personnel, during the first fifty percent (50%) of the contracted inputs of the said individual, shall result in the imposition of damages. Violators will be fined an amount equal to the refund of the replaced personnel's basic rate, which should be at least fifty percent (50%) of the total basic rate for the duration of the engagement.

LANDBANK shall be notified/advised 30 days before the effectivity of such replacement.

Replacement of any Personnel of Solution Provider:

If LANDBANK finds that any of the personnel has committed serious misconduct or has been charged for the commission of criminal offense under Philippine Law, or has reasonable cause to be dissatisfied with the performance of any of the personnel, then the Solution Provider must, at LANDBANK's written request specifying the grounds therefor, forthwith provide as replacement a person with qualifications and experience acceptable to LANDBANK. The replacement should have equal or better qualifications but will receive remuneration not exceeding that which would have been payable to the person replaced. The Solution

Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of staff.

d. Subcontracting:

Solution Provider shall notify LANDBANK of any subcontracting arrangement and the same shall be agreed upon. The following minimum conditions shall be observed:

- The extent to which subcontractors perform additional services should be limited to peripheral or support functions while the core services should rest with the main service provider
- Contracting service provider shall remain fully responsible with respect to parts of the services which were further outsourced to subcontractors
- It should also consider including notification and approval requirements regarding changes to the service provider's significant subcontractors

e. Threshold for findings during UAT

A threshold for the issues/findings (Severity 1 and 2) based on the number of test cases or scenarios during User Acceptance Testing (UAT) shall be determined and agreed upon by LANDBANK and Solution Provider during UAT planning.

If the set threshold for the issues/findings is reached during UAT, LANDBANK shall suspend the UAT, require the Solution Provider to correct all deficiencies, perform and provide LANDBANK with another Unit and Integration Testing (UIT) certificate. This period will be subjected to the imposition of liquidated damages as specified in the Special Conditions of the Contract (SCC). In addition, due to this delay, equivalent penalty that will be imposed by regulators/agencies will be borne by the Solution Provider.

Over-all validation of test results against the requirements agreed and accepted shall be made prior to acceptance.

f. Issue resolution during warranty period

During the warranty/post Go Live support period, turnaround time for resolution of any related system incident or problem is as follows:

SEVERITY CLASSIFICATION	DESCRIPTION	RESOLUTION PERIOD
1	The system is not operational and could not be recovered immediately, and there is no identified work around that can be performed to deliver the necessary user and business requirements	Within 3 days

	<p>Problem may have been caused by fraudulent activities</p> <p>May compromise data integrity of many accounts/transactions [e.g., intermittent connection or system is inaccessible to all users, misposting of several transactions/ accounts (double posted or unposted), unauthorized access to critical transactions]</p>	
2	<p>There is significant business functionality issue that affects several users [e.g., system slow down, non-generation of hand-off, incorrect information (i.e., history, statement of account) displayed online for three (3) or more accountholders/customers]</p> <p>There is an available work around that can address users and business requirements</p>	Within 5 days
3	<p>The problem is on the delivery of reports/processing of transactions with less significant impact on business operation and affects very few users [e.g., non-generation of report, incorrect data displayed in the report, specific fields are not functioning accordingly, mapping error]</p> <p>There is an available workaround that can address users and</p>	Within 1 month

	business requirements	
4	<p>The effect is on transaction of an individual client, user, terminal or branch and the impact on operations is minimal</p> <p>The problem is aesthetics/cosmetic [e.g., incorrect access of individual users, error encountered while performing a transaction on a single account, discrepancies on the reports/documents of a single account, errors encountered in a particular terminal or ATM machine, incorrect blurbs, messages, screen and report format/layout]</p> <p>There is an available workaround that can address users and business requirements</p>	Within 2 months

Failure to resolve Severity 1 and 2 within the specified resolution time will extend the warranty/post Go Live support period and maintenance agreement will be put on hold.

Should there be system errors encountered upon production and within 90 days therefrom which are attributable to the Solution Provider and such errors remain unresolved resulting to LANDBANK incurring losses, LANDBANK shall have the right to call on the performance security.

g. Performance Monitoring

After awarding of the contract:

- LANDBANK, shall conduct performance monitoring which shall be done annually. For contracts with a period of one year or less, assessment shall be made upon maturity. Such monitoring shall be against metrics identified and assigned by LANDBANK (Please see Annex I for the sample Vendor Performance Assessment and Monitoring Report)
- The solution provider is also required to submit Net Financial Contracting Capacity (NFCC) to establish its liquidity, capacity to absorb the obligations in connection with the existing contract/project, and to finance its implementation or completion.

The NFCC shall be based on the latest Audited Financial Statements and computes as follows:

Particulars	Amount
Current Assets	XXXX
Less: Current Liabilities	XXXX
Sub-total	XXXX
Multiplied by 15	XXXX
Sub-total	XXXX
Less: Value of Outstanding Contracts	XXXX
NFCC	XXXX

h. Liquidated Damages

- Failure to satisfactorily complete the services required under the contract within the specified period (delay), inclusive of duly granted time extensions, if any, or unnecessary delays incurred which are attributable to the Service Provider
- In an amount equal to one-tenth (1/10) of one percent (1%) or 0.001 of the cost of unperformed portion for every day of delay
- Shall not reach ten percent (10%) of the contract amount
- Automatic contract rescission if damages reached more than 10% without prejudice to other courses of action and legal remedies available under the law
- Contract take over by LANDBANK upon rescission or award to a qualified Solution Provider through negotiation
- Erring Solution Provider's performance security shall also be forfeited

Modification of Terms and Conditions/Extensions

- Payments for consultancy project shall not exceed the prescribed ceiling or contract amount of the project
- All consultancy contracts shall be fixed price contracts and that any extension of contract time shall not involve any additional cost
- Cumulative increase of more than ten percent (10%) over the original value of the contract as a result of amendments to order or change orders, extra work orders
 - Shall be covered by rules on direct contracting or negotiated procurement (adjacent/contiguous)
 - Man-day rate to be used for any out of scope services to be performed by the solution provider under a Change Request shall be the same rate as that of the existing contract
 - The contractor/consultant shall use the same prices or lower unit prices as in the original contract less mobilization cost

a. Contract Termination

- Termination in whole- shall occur at the end of contract

By LANDBANK:

- Termination for default - any of the following
 - Outside of force majeure, Solution Provider fails to deliver or perform the Outputs and Deliverables within the period(s) specified in the contract, or within any extension thereof granted by LANDBANK pursuant to a request made by the Solution Provider prior to the delay
 - As a result of force majeure, the Solution Provider is unable to deliver or perform a material portion of the Outputs and Deliverables for a period of not less than sixty (60) calendar days after the Solution Provider's receipt of the notice from LANDBANK stating that the circumstance of force majeure is deemed to have ceased
 - The Solution Provider fails to perform any other obligation under the contract
- Termination for convenience- in whole or in part, at any time based on any or concurrence of the following:
 - existence of conditions that make Project Implementation economically, financially or technically impractical
 - unnecessary, such as, but not limited to, fortuitous event(s) or changes in law and national government policies
- Termination for Insolvency
 - Consultant is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction
 - Termination will be without compensation to the Consultant
 - Without prejudice to any right of action or remedy which has accrued or will accrue thereafter to the LANDBANK and/or Consultant
- Termination for Unlawful Acts
 - There is prima facie evidence that Consultant has engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation
 - Unlawful acts include, but are not limited to, the following:
 - a) Corrupt, fraudulent, collusive and coercive practices
 - b) Drawing up or using forged documents
 - c) Using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade

By Consultant/Solution Provider:

LANDBANK is in material breach of its obligations pursuant to the contract, without any fault on the part of the Consultant/Service Provider, and has not remedied the same within sixty (60) calendar days following its receipt of the Solution Provider's notice specifying such breach

b. Support Services

- Solution Provider shall provide inputs/compatibility information regarding hardware, software and infrastructure upgrades, including notification of all systems changes that will affect LANDBANK
- Solution Provider shall provide information regarding on-line communication availability, schedule of availability and timeliness of service. All contact information (e.g., telephone number, hotline, email address) must be available and provided in the proposal
- Solution Provider shall guarantee that it has an established communication transmission line security, and transaction authentication

1.3. System Requirements

This section documents the project stakeholders' expectations, and the functional and non-functional requirements that the proposed solution must satisfy or exceed in order for the proposed solution to qualify for consideration.

The Solution Provider must respond to each requirement in the attached **Requirements Compliance Form (RCF) – Revised Annex E**, and provide information for the following columns of the RCF:

- A. Percentage Compliance (e.g., 100% - for full compliance, nn% - for partial compliance)

100% Fully compliant, base-product functionality; no customization required

nn% Partially compliant; customization required

- B. Customization Estimates (expressed in man-days);

- C. Response

If no exception, explanation, or clarification is required in the Solution Provider's response to a specific requirement, the Solution Provider shall indicate the following response"

"Soution Provider's Name understands and will comply."

Failure to conform to any of the above specifications may be sufficient grounds for disqualification.

1.4. Delivery Time/Completion Schedule

The Project must be completed within 12 months inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice To Proceed (NTP) from the LBP Procurement Department of the Bank.

Application	Timeline
Receiving	9 months
Reconciliation	3 months after completion of Receiving Application

1.5. Cost Analysis Sheet

Cost Breakdown

Cost Component	Cost (PHP)
Software Cost Software Application and Licenses Other Software Components	XXX,XXX,XXX.XX XXX,XXX,XXX.XX
Implementation Cost (project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management, etc.) and other out-of-pocket expenses, etc.)	XXX,XXX,XXX.XX
Maintenance and Support Cost (including cost of upgrades) 1 st Year 2 nd Year 3 rd Year 4 th Year 5 th Year	XXX,XXX,XXX.XX XXX,XXX,XXX.XX XXX,XXX,XXX.XX XXX,XXX,XXX.XX XXX,XXX,XXX.XX
TOTAL INVESTMENT COST	XXX,XXX,XXX.XX

- All bid prices shall be considered as fixed price
- Shall be denominated and payable in Philippine currency OR payable in foreign currency but shall be converted to Philippine currency based on the exchange rate prevailing as established by BSP on the day of the bid opening
- Shall not be subject to price adjustment and escalation during contract implementation, except under extraordinary circumstances (under R.A. 9184) and upon prior approval of the GPPB
- Contract price adjustment shall be made or appropriate relief shall be applied on a no loss-no gain basis (actual adjustment or change caused by the supervening issuance or governmental act) when cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other acts of the Government of the Philippines
- Breakdown of the cost shall be presented
- Breakdown of the cost may include:
 - monthly salaries paid to the consultant's staff
 - per diems for hotel and living expenses for staff away from normal duty station
 - air or land transportation, and other out-of-pocket expenses
- All applicable taxes shall be for the account of the TPSP

- Cost of all taxes, (e.g., value added tax (VAT), income tax, local taxes, and other fiscal levies and duties) which shall be itemized and reflected in the detailed estimates
- All applicable fees and charges, in instances of fund transfer to and where foreign currency is used for payments shall be for the account of TPSP.

Payment Milestone

Payment Milestone	Amount Due (PHP)
Software Cost	
15% upon delivery and installation of base solution	xxx,xxx,xxx.xx
Receiving	
15% upon Installation of software for UAT	xxx,xxx,xxx.xx
20% upon UAT completion (UAT Sign-off)	xxx,xxx,xxx.xx
15% upon Go-Live/Pilot Implementation	xxx,xxx,xxx.xx
5% upon completion of post gc-live support	xxx,xxx,xxx.xx
Reconciliation	
10% upon Installation of software for UAT	xxx,xxx,xxx.xx
10% upon UAT completion (UAT Sign-off)	
5% upon Go-Live/Pilot Implementation	xxx,xxx,xxx.xx
5% upon completion of post gc-live support	xxx,xxx,xxx.xx
Implementation and Other Cost	
15% upon contract signing and submission of approved Project Work Plan (PWP)	xxx,xxx,xxx.xx
Receiving	
5% upon acceptance of Conceptual Systems Design (CSD Sign-off)	xxx,xxx,xxx.xx
5% upon acceptance of Technical Requirements Specifications (TRS Sign-off)	xxx,xxx,xxx.xx
10% upon installation of system in LANDBANK's environment; issuance of Unit and Integration Testing (UIT) Certificate and conduct of system walkthrough	xxx,xxx,xxx.xx
15% upon UAT completion (UAT Sign-off)	xxx,xxx,xxx.xx
15% upon Go-Live/Pilot Implementation	
5% upon completion of warranty/post Go Live support	xxx,xxx,xxx.xx
Reconciliation	
5% upon acceptance of Conceptual Systems Design (CSD Sign-off)	xxx,xxx,xxx.xx
5% upon acceptance of Technical Requirements Specifications (TRS Sign-off)	xxx,xxx,xxx.xx
5% upon installation of system in LANDBANK's environment; issuance of Unit and Integration Testing (UIT) Certificate and conduct of system walkthrough	xxx,xxx,xxx.xx
5% upon UAT completion (UAT Sign-off)	xxx,xxx,xxx.xx
5% upon Go-Live/Pilot Implementation	xxx,xxx,xxx.xx
5% upon completion of warranty/post Go Live support	xxx,xxx,xxx.xx
Total Software, Implementation and Other Costs	xxx,xxx,xxx.xx

1 st Year Maintenance and Support Cost	xxx,xxx,xxx.xx
2 nd Year Maintenance and Support Cost	xxx,xxx,xxx.xx
3 rd Year Maintenance and Support Cost	xxx,xxx,xxx.xx
4 th Year Maintenance and Support Cost	xxx,xxx,xxx.xx
5 th Year Maintenance and Support Cost	xxx,xxx,xxx.xx
TOTAL PROJECT COST (VAT and ALL taxes inclusive)	xxx,xxx,xxx.xx

Note: Payment Milestones are subject to discussion during contract negotiation

TOTAL PROJECT COST (in words):

1.6. Qualification Requirements

A. Shortlisting

Evaluation Criteria	Minimum Required Standards
<p>A. Firm Credentials (Experience, Expertise and Capability)</p> <p>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 ratings of previous engagements, are considered.</p>	<p>Bidders must:</p> <ul style="list-style-type: none"> ✓ Have at least one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region ✓ Provide the Client Name, Project Name, Project Description, Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex F). ✓ Submit at least one (1) fully filled-out Customer Satisfaction Survey Forms (Annex G) with "satisfactory" ratings for previous successful engagements. Submitted CSS form must be sealed and signed when provided to LANDBANK. ✓ With local or regional implementation of the proposed solution.
<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 five (5) years of experience in IT as Project Manager ✓ Business Analyst: <ul style="list-style-type: none"> ○ At least five (5) years of experience as Business Analyst ✓ Technical Team Lead: <ul style="list-style-type: none"> ○ At least five (5) years of experience as Technical Team Lead

Evaluation Criteria	Minimum Required Standards
	✓ Technical Support Staff (i.e., Systems Analyst and Programmer or SA/Programmer) <ul style="list-style-type: none"> ○ The average years of experience of all the proposed technical support staff shall be at least three (3) years

B. Technical Requirements

Evaluation Criteria	Minimum Required Standards
<p>A. Fit to Functional Requirements</p> <p>This criterion assesses the proposed solution against the user requirements that it must satisfy and the functions that it should perform, to support the system owner's business needs and objectives.</p>	✓ The software solution should be 100% compliant to the Mandatory Functional requirements* <i>*Based on the Solution Provider's accomplished Requirements Compliance Form (RCF) – Revised Annex E.</i>
<p>B. Fit to Non-Functional Requirements</p> <p>This criterion considers the proposed solution's fit to the non-functional requirements, i.e., the constraints on various attributes of the system and the development process relating to the functional requirements</p>	✓ The software solution should be 100% compliant to the Mandatory Non-Functional requirements* ✓ The software solution should be compliant to the Recommended Non-Functional requirement (i.e., Escrow Agreement) <i>*Based on the Solution Provider's accomplished Requirements Compliance Form (RCF) – Revised Annex E.</i>
<p>C. Implementation Methodology</p> <p>This criterion evaluates the proposed implementation approach with regards to the logical and systematic sequencing of activities, realistic estimation of work effort and duration, timely and quality delivery of work products, management of project schedule, scope and resources, and the overall soundness of the implementation methodology.</p>	✓ Bidder's proposed solution must clearly discuss the following: <ol style="list-style-type: none"> 1. Proposed Solution Architecture Overview <ul style="list-style-type: none"> ○ Technical Architecture ○ Solution components (software, services) 2. Implementation and project management methodology <ul style="list-style-type: none"> ○ Statement Of Work ○ Detailed description of all major tasks, ○ Deliverable item, if any, for each

	<p>of the major tasks, and</p> <ul style="list-style-type: none"> o Completion criteria for each of the major tasks <p>3. LANDBANK Responsibilities</p> <ul style="list-style-type: none"> o Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy <p>4. Assumptions, Constraints, Dependencies</p> <p>5. Schedules</p> <ul style="list-style-type: none"> o Major milestones, o Delivery schedule, and o Project schedule (major tasks, durations, start and end dates, Ganit chart). <p>6. Organizational Chart of the Project Team</p> <p>Subscription-based implementation strategy is not allowed.</p>
<p>D. Support Base</p> <p>This criterion considers capability of the bidder to provide immediate and cost-effective on-site/off-site support or assistance</p>	<p>Bidder must have or must set up a Support Center within the Philippines manned by skilled and experienced technical support staff for the proposed solution. This shall be stipulated in the contract. Provide proof of location or certification that support center is within the Philippines to be issued by the bidder.</p>

1.7. Evaluation Criteria

Bidders will be rated accordingly as shown in the table below:

A. Shortlisting

CRITERIA	WEIGHT	SCORE	REMARKS												
<p>1. Firm Credentials (Experience, Expertise and Capability)</p> <p>i. Years of experience</p> <table border="1" data-bbox="284 416 949 902"> <tr> <td data-bbox="284 416 837 658"> Exceeds minimum qualifications – More than one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region </td> <td data-bbox="837 416 949 658">15%</td> </tr> <tr> <td data-bbox="284 658 837 902"> Meets minimum qualifications – At least one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region </td> <td data-bbox="837 658 949 902">10%</td> </tr> </table> <p>ii. Satisfactory Ratings</p> <table border="1" data-bbox="284 972 949 1458"> <tr> <td data-bbox="284 972 837 1214"> Exceeds minimum qualifications – Submitted more than one (1) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful local or regional engagements. </td> <td data-bbox="837 972 949 1214">15%</td> </tr> <tr> <td data-bbox="284 1214 837 1458"> Meets minimum qualifications – Submitted at least one (1) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful local or regional engagements. </td> <td data-bbox="837 1214 949 1458">10%</td> </tr> </table> <p>iii. Local or Regional Implementation</p> <table border="1" data-bbox="284 1527 949 1832"> <tr> <td data-bbox="284 1527 837 1671"> Exceeds minimum qualifications – More than one (1) local or regional implementation of the proposed solution </td> <td data-bbox="837 1527 949 1671">20%</td> </tr> <tr> <td data-bbox="284 1671 837 1832"> Meets minimum qualifications – At least one (1) local or regional implementation of the proposed solution </td> <td data-bbox="837 1671 949 1832">15%</td> </tr> </table>	Exceeds minimum qualifications – More than one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region	15%	Meets minimum qualifications – At least one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region	10%	Exceeds minimum qualifications – Submitted more than one (1) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful local or regional engagements.	15%	Meets minimum qualifications – Submitted at least one (1) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful local or regional engagements.	10%	Exceeds minimum qualifications – More than one (1) local or regional implementation of the proposed solution	20%	Meets minimum qualifications – At least one (1) local or regional implementation of the proposed solution	15%	50%		
Exceeds minimum qualifications – More than one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region	15%														
Meets minimum qualifications – At least one (1) successful implementation similar to the proposed solutions (i.e., real time eFT & reconciliation) in the Asia Pacific region	10%														
Exceeds minimum qualifications – Submitted more than one (1) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful local or regional engagements.	15%														
Meets minimum qualifications – Submitted at least one (1) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful local or regional engagements.	10%														
Exceeds minimum qualifications – More than one (1) local or regional implementation of the proposed solution	20%														
Meets minimum qualifications – At least one (1) local or regional implementation of the proposed solution	15%														

CRITERIA	WEIGHT	SCORE	REMARKS				
2. Personnel Qualification	50%						
<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="284 398 951 651"> <tr> <td data-bbox="284 398 839 544">Exceeds minimum qualifications – More than five (5) years of experience in IT as Project Manager</td> <td data-bbox="839 398 951 544">16%</td> </tr> <tr> <td data-bbox="284 544 839 651">Meets minimum qualifications – At least five (5) years of experience in IT as Project Manager</td> <td data-bbox="839 544 951 651">12%</td> </tr> </table>	Exceeds minimum qualifications – More than five (5) years of experience in IT as Project Manager	16%	Meets minimum qualifications – At least five (5) years of experience in IT as Project Manager	12%			
Exceeds minimum qualifications – More than five (5) years of experience in IT as Project Manager	16%						
Meets minimum qualifications – At least five (5) years of experience in IT as Project Manager	12%						
<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="284 846 951 1099"> <tr> <td data-bbox="284 846 839 992">Exceeds minimum qualifications – More than five (5) years of experience in IT as Business Analyst</td> <td data-bbox="839 846 951 992">12%</td> </tr> <tr> <td data-bbox="284 992 839 1099">Meets minimum qualifications – At least five (5) years of experience in IT as Business Analyst</td> <td data-bbox="839 992 951 1099">8%</td> </tr> </table>	Exceeds minimum qualifications – More than five (5) years of experience in IT as Business Analyst	12%	Meets minimum qualifications – At least five (5) years of experience in IT as Business Analyst	8%			
Exceeds minimum qualifications – More than five (5) years of experience in IT as Business Analyst	12%						
Meets minimum qualifications – At least five (5) years of experience in IT as Business Analyst	8%						
<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="284 1261 951 1514"> <tr> <td data-bbox="284 1261 839 1406">Exceeds minimum qualifications – More than five (5) years of experience in IT as Technical Team Lead</td> <td data-bbox="839 1261 951 1406">12%</td> </tr> <tr> <td data-bbox="284 1406 839 1514">Meets minimum qualifications – At least five (5) years of experience in IT as Technical Team Lead</td> <td data-bbox="839 1406 951 1514">8%</td> </tr> </table>	Exceeds minimum qualifications – More than five (5) years of experience in IT as Technical Team Lead	12%	Meets minimum qualifications – At least five (5) years of experience in IT as Technical Team Lead	8%			
Exceeds minimum qualifications – More than five (5) years of experience in IT as Technical Team Lead	12%						
Meets minimum qualifications – At least five (5) years of experience in IT as Technical Team Lead	8%						
<p>d) Technical Support Staff</p> <p>i. Years of experience</p> <table border="1" data-bbox="284 1630 951 1912"> <tr> <td data-bbox="284 1630 839 1776">Exceeds minimum qualifications – More than three (3) years of experience in IT as Technical Support Staff</td> <td data-bbox="839 1630 951 1776">10%</td> </tr> <tr> <td data-bbox="284 1776 839 1912">Meets minimum qualifications – At least three (3) years of experience in IT as Technical Support Staff</td> <td data-bbox="839 1776 951 1912">7%</td> </tr> </table>	Exceeds minimum qualifications – More than three (3) years of experience in IT as Technical Support Staff	10%	Meets minimum qualifications – At least three (3) years of experience in IT as Technical Support Staff	7%			
Exceeds minimum qualifications – More than three (3) years of experience in IT as Technical Support Staff	10%						
Meets minimum qualifications – At least three (3) years of experience in IT as Technical Support Staff	7%						

CRITERIA	WEIGHT	SCORE	REMARKS
Note: Proposed Technical Support Staff will be rated individually and the final rating will be the average score.			
TOTAL	100%		

- Non-compliance to any of the Minimum Required Standards specified in Section 7.A Qualification Requirements - Shortlisting would automatically result to the disqualification of the Bidder.
- Bidders must obtain a minimum score of 70% in Section 8.A Evaluation Criteria – Shortlisting to be included in the list of qualified bidders. Only the top 3 bidders who meet the hurdle rate shall be eligible for the next stage of bidding.

B. Technical Requirements

1. Fit to Functional Requirements	40%														
<table border="1"> <tr> <td>Mandatory requirements 100% compliance</td> <td>40%</td> </tr> </table>	Mandatory requirements 100% compliance	40%													
Mandatory requirements 100% compliance	40%														
2. Fit to Non-Functional Requirements	40%														
<table border="1"> <tr> <td>Mandatory requirements 100% compliance</td> <td>30%</td> </tr> <tr> <td>Recommended requirements 100% compliance</td> <td>10%</td> </tr> </table>	Mandatory requirements 100% compliance	30%	Recommended requirements 100% compliance	10%											
Mandatory requirements 100% compliance	30%														
Recommended requirements 100% compliance	10%														
3. Implementation Methodology	10%														
<table border="1"> <tr> <td>Proposed Solution Architecture Overview</td> <td>1%</td> </tr> <tr> <td>Implementation and project management methodology</td> <td>1%</td> </tr> <tr> <td>LANDBANK Responsibilities</td> <td>1%</td> </tr> <tr> <td>Assumptions, Constraints, Dependencies</td> <td>1%</td> </tr> <tr> <td>Schedule <i>Note: Must be aligned with the required delivery schedule</i></td> <td>5%</td> </tr> <tr> <td>Organizational Chart of the Project Team</td> <td>1%</td> </tr> </table>	Proposed Solution Architecture Overview	1%	Implementation and project management methodology	1%	LANDBANK Responsibilities	1%	Assumptions, Constraints, Dependencies	1%	Schedule <i>Note: Must be aligned with the required delivery schedule</i>	5%	Organizational Chart of the Project Team	1%			
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LANDBANK Responsibilities	1%														
Assumptions, Constraints, Dependencies	1%														
Schedule <i>Note: Must be aligned with the required delivery schedule</i>	5%														
Organizational Chart of the Project Team	1%														

4. Support Base		10%		
Meets requirement	10%			
TOTAL		100%		

Non-compliance to any of the Minimum Required Standards specified in Section 7.B Qualification Requirements – Technical Requirements would automatically result to the disqualification of the Bidder.

1.8. Bid Evaluation

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

B. Bidder must obtain a score of 100% for the Technical Criteria specified in Section 8.

- ✓ A bidder must fully comply with and deliver each and every *Mandatory* requirement. Bidder shall signify its commitment to fully comply with and deliver each of the *Mandatory* requirement by stating "*Bidder's Name* understands and will comply" under the *Remarks* column of the **Revised Requirements Compliance Form (RCF)** for each and every *Mandatory* requirement;
- ✓ A bidder must fully comply with the *Recommended* requirement (i.e., Escrow agreement).

NOTE: LANDBANK will interpret the statement "[Bidder's Name] understands and will comply" as bidder's commitment to fully comply with and deliver the LANDBANK requirement.

C. Overall Bid Evaluation Criteria and Rating System

	Weight (a)	Raw Score (b)	Score (ab)	Remarks						
1. Technical Criteria (Functional and Non-Functional Requirements, Implementation Methodology and Support Base)	80%									
2. Financial Criteria The proposed bid price of participating bidder:	20%									
<table border="1"> <thead> <tr> <th>Condition</th> <th>Raw Score</th> </tr> </thead> <tbody> <tr> <td>Lowest Bid</td> <td>100%</td> </tr> <tr> <td>Other Bids</td> <td>BS</td> </tr> </tbody> </table>	Condition	Raw Score	Lowest Bid	100%	Other Bids	BS				
Condition	Raw Score									
Lowest Bid	100%									
Other Bids	BS									
$BS = 100 * BL/B$ Where: BS – Score of bid under consideration B _l – Price of lowest bid B – Price of bid under Consideration										
GRAND TOTAL	100%									

1.9. Proposal Requirements

The proposal must include the following required information/documents:

Shortlisting:

- A. Brief Company Profile
- B. Firm Credentials Information Sheet – Annex F
- C. Customer Satisfaction Survey Forms – Annex G
- D. Project Team Information Sheet – Annex H

Technical Proposal:

- A. **Revised Requirements Compliance Form (RCF)** with response to each requirement. Standard response to each requirement shall be “*Solution Provider’s Name* understands and will comply”. Refer to Section 4. System Requirements on how to fill-out the RCF.
- B. Implementation Methodology Document which discusses the following information:
 - a. Proposed Solution Architecture Overview
 - ✓ Technical Architecture, and

- ✓ Solution components (software, services)
- b. Implementation and project management methodology
 - ✓ Statement Of Work
 - ✓ Detailed description of all major tasks,
 - ✓ Deliverable item, if any, for each of the major tasks, and
 - ✓ Completion criteria for each of the major tasks
- c. LANDBANK Responsibilities
 - ✓ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy
- d. Assumptions, Constraints, Dependencies
- e. Schedules
 - ✓ Major milestones,
 - ✓ Delivery schedule, and
 - ✓ Project schedule (major tasks, durations, start and end dates, Gantt chart).
- f. Organizational Chart of the Project Team
- C. Certification or proof of Support Center within the Philippines to be issued by the bidder.
- D. Business Continuity Plan (BCP) of the Solution Provider (shall be stipulated in any form of documents) -
How the Solution Provider plans to continue to undertake the services needed due from disastrous scenarios, pandemics, calamities and catastrophic events that have impact on the delivery of services brought by either Acts of Nature or are Man-made (should also include the Solution Provider assurance that it has acquired the necessary insurance for fidelity and fire)
- E. Service Level Agreement (SLA) for the maintenance and support to all software components which shall include details on production incidents as to Severity, Response Time, Resolution Time and Permanent Solution.
- F. License, Maintenance Agreements, as applicable
- G. In compliance with the Bank's Administrative Order (AO) 100 Series of 2018 on Payment Card Industry Data Security Standards (PCIDSS) Policy Set, the following documentation shall also be provided if applicable:
 - i. Source Code Review Confirmation/Report
 - ii. Cryptographic Architecture
- H. Certification to be issued by the bidder that it has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank's data and privacy of personal information

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

1.10. Other Terms and Conditions

11.1 Terms of Reference Standard Information

This Terms of Reference (TOR) is issued in accordance with the Implementing Rules and Regulations Part A (IRR-A) of Republic Act Number 9184 (RA 9184). In case of conflict, the more stringent guideline/provision shall prevail.

The contents of this document, including all appendices and attachments, are confidential to LANDBANK and are provided solely for the purpose of this TOR.

11.1.1 Discussions/Negotiations

Notwithstanding the acceptance of the proposal and award in favor of the Solution Provider without discussions, LANDBANK is not precluded and has the right to initiate discussions with the Solution Provider as LANDBANK deems necessary. The Solution Provider should be prepared to send qualified personnel to the LANDBANK office to discuss the technical, commercial and other contractual aspects of its proposal.

11.1.2 Award of Contract

Award of contract will be made to the Solution Provider only after successful negotiations and determination that its proposal is the most advantageous to LANDBANK.

11.2 Proposal Preparation

This TOR provides the instructions governing the proposal to be submitted and a description of the mandatory requirements. To be eligible for consideration, the Solution Provider must meet the intent of all mandatory requirements. Compliance with the intent of all the requirements will be determined by the LANDBANK Head Office Bids and Awards Committee (HOBAC).

The Solution Provider must organize its proposal into sections following the format of this TOR, with tabs separating each section. Refer to Section 10 Proposal Requirements for the required information/document that must be included in the proposal.

In case the Solution Provider's proposal does not comply with the specified proposal format, or is difficult to understand, read, or lacks any of the requested information, the proposal will be returned for immediate revision. Revision shall be undertaken not later than three (3) days from its return.

Responses similar to, "Refer to our literature..." or "Please see www.....com" are not acceptable. All materials related to a response must be submitted together with the proposal and not just referenced. Any references in an answer to another location in the TOR materials must indicate the specific page numbers and sections stated in the reference.

11.2.2 Price Sheet

For the financial portion of the proposal, the Solution Provider must utilize the form Cost Analysis Sheet and Payment Milestones found in Section 6.0, which will serve as the basis for evaluating its price quotation. The Solution Provider should include additional information as necessary to explain in detail its price quotation.

11.3 Proposal Submission

Only electronic bids that are successfully uploaded to the Secure File Transfer Facility (SFTF) of LANDBANK on or before the deadline shall be accepted. Submission of the physical bid (hard copy) shall not be accepted. The prescribed procedures in the submission and opening of electronic bids are stated in the Detailed Procedures in Submission and Opening of Electronic Bids. Late bids shall not be accepted.

The Solution Provider must submit:

- o Two (2) sets of its technical and financial proposals
- o Its proposal to the LANDBANK's HOBAC on or before the deadline set.

11.3.1 Signed Proposals

The proposals must be signed in ink by the Solution Provider's authorized personnel to make them legally binding documents.

11.3.2 Validity Period

The submitted proposal will not be modified, withdrawn or cancelled by the Solution Provider for a 120-day period following the deadline for submission, or receipt of best and final offer, if required.

11.4 Vendor Presentation / Product Demonstration

The Solution Provider may be required to make a presentation and product demonstration to clarify its response or to further define its proposal. Presentations and product demonstrations shall be attended by their nominated Business Analyst and Technical personnel.

11.5 Compliance with Laws, Policies, Processes, Regulations and Standards

The Solution Provider must, in performance of work under this contract, fully comply with all applicable national or local laws and executive orders, regulations, and LANDBANK policies, processes, and Project Management and System Development Life Cycle standards. Any subletting or subcontracting by the Contractor subjects subcontractors to the same provision.

11.6 Contract Contents

This TOR and any addenda, the Solution Provider's response including any amendments, any best and final offers, any Supplemental/Bid Bulletins, and any negotiations shall be included in any resulting contract. Section 10 Proposal Requirements enumerates all the required information and

documents that the Solution Provider must submit as part of its proposal to qualify for further consideration, and will serve as basis for any contract between the Bank and the Solution Provider.

11.7 Security Measures

Physical and Environmental Protection

Solution Provider shall be subject to LANDBANK's physical security measures established to protect computer facilities and equipment from damage or unauthorized access.

Security Administration and Monitoring

Solution Provider shall be subject to LANDBANK's procedures on access rights and use of system resources and application systems.

11.8 Confidentiality

The Solution Provider must comply with the LANDBANK's Information Security policies and guidelines to ensure confidentiality and security of LANDBANK's data.

The Solution Provider representative/s must sign Confidentiality Agreement and Acceptable Use Policy Compliance Commitment Certificate.

11.9 Settlement of dispute and venue of suit

- Resolution of dispute or difference shall be through mutual consultation
- Governing law shall be the laws of the Philippines
- Venue of suit shall be the Courts of the City of Manila

**TPF 4. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR
PERFORMING THE PROJECT**

The following documents shall be submitted in support of the compliance of the Bid to the TPF 4:

- a. Duly accomplished Revised Requirements Compliance Form (RCF).**
- b. Implementation Methodology Document
- c. Certification or proof of Support Center within the Philippines
- d. Business Continuity Plan
- e. Service Level Agreement
- f. License, Maintenance Agreements, as applicable
- g. Source Code Review Confirmation/Report
- h. Cryptographic Architecture
- i. Certification to be issued by the bidder that it 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

Non-submission of the above mentioned document/requirement may result in bidder's post disqualification.

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. 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. **Revised TPF 4 – Description of the Methodology and Work Plan for Performing the Project**
 - 5.1 **Duly accomplished Revised Requirements Compliance Form (RCF).**
 - 5.2 Implementation Methodology Document
 - 5.3 Certification or 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 Source Code Review Confirmation/Report
 - 5.8 Cryptographic Architecture
 - 5.9 Certification to be issued by the bidder that it 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
7. TPF 6 – Format of Curriculum Vitae (CV) for Proposed Professional Staff
8. TPF 7 – Time Schedule for Professional Personnel
9. Form No. 6 – Deliverable Items Summary
10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
11. 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).
 5. 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.

Financial Proposal (PDF File)

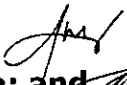


The Financial Component shall contain documents sequentially arranged as follows:

1. FPF 1 – Financial Proposal Submission Form
2. FPF 2 – Summary of Costs
 - 2.1 Cost Breakdown Sheet based on Section 6 of the Terms of Reference
 - 2.2 Payment Milestones Sheet based on Section 6 of the Terms of Reference
3. FPF 3 – Breakdown of Price per Activity
4. FPF 4 – Breakdown of Remuneration per Activity

"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."

**VOCALINK (INSTAPAY 2.0 ISO20022)
RECEIVING APPLICATION AND
RECONCILIATION TOOL**

Business Requirements Document

Version	:	1.0
Final as of	:	14 March 2022
Printed on	:	
Author	:	Vashti A. Velasco;  Harold A. Bautista; and  Subject Matter Experts
Owner	:	Instapay 2.0 (ISO 20022)  Project Team



Document Information

This section of the document records various versions or releases of this document.

Location

Revision History

Version	Date	Summary of Change(s)	Author(s)
1.0	14 March 2022	Final	Vashti A. Velasco Harold A. Bautista Subject Matter Experts

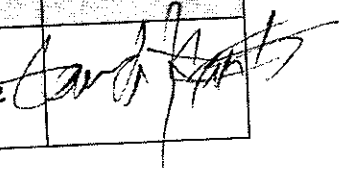
Recommendations for Approval

This document has been recommended for approval by:

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Name	Position/Title	Section	Approval Date	Signature
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Name	Position/Title
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Project Control Book (PCB)	
Project Team Room	
IT Project Management Dept (IT PMD)	

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1.0 Project Background

1.1 Project Rationalization

The instaPay (IP 1.0) was the system used by the industry since the inception of the instaPay real-time low-value electronic Fund Transfer (eFT) in April 2018, with BancNet as the Clearing Switch Operator (CSO), up to March 2021 when it was decommissioned.

The VOCALINK (Instapay 2.0 ISO20022) aims to improve the Real-Time Payment (RTP) solution of the Bank. It improves convenience via user proxies and new use cases leveraging ISO 20022 standards, on a stable, safe and secure platform.

The Vocalink Receiving will accept and process inward transactions from other banks for Person-to-Person (P2P), Person-to-Person via QR (P2P via QR) and Person-to-Merchant via QR (P2M via QR) use cases using ISO 20022 messages thru an API/Webservice. It will perform transaction validations based on business rules that will be defined in the system. The said system will also be used to define transaction and business parameters.

It will have an online interface to Link.biz Portal, IST/Switch (Cash Card), Mastercard (LANDBANK Prepaid Card) and Systematics (CASA). Handoff files will also be generated for the New Anti-Money Laundering System (NAMLS), Security Incident Event Monitoring/Management (SIEM) tool, Systematics (CASA) and API Manager.

The Reconciliation application is an automated system with a capability to reconcile inward and outward Instapay transactions by matching the BancNet and LANDBANK/OFBANK generated reconciliation hand off files. It shall generate interface files for uploading in LANDBANK's systems for crediting/debiting of accounts for both LANDBANK and OFBANK.

1.2 Project Scope Definition

Project Methodology: Waterfall

In Scope:

- ✓ Receiving Application for P2P, P2PQR and P2M transactions
- ✓ Receiving Application Interface to the following systems:
 - IST/Switch (Cash Card)
 - Systematics (CASA)
 - Mastercard Integrated (LANDBANK Prepaid Card)
 - Link.Biz Portal (P2M Transactions)
 - API Manager
- ✓ Receiving Application Hand Off File Generation to the following systems:
 - Reconciliation System
 - New Anti-Money Laundering System (NAMLS)
 - Systematics (CASA)
 - Security Incident Event Monitoring/Management (SIEM)
- ✓ Reconciliation Application with Hand Off File generation for uploading to the following LBP systems for crediting/debiting of accounts:
 - FINDES
 - MI Portal
- ✓ Reports Generation (Receiving and Record)

Out of Scope:

- ✓ Procurement of API Manager
- ✓ Sending Module

1.3 Assumptions and Constraints

1.3.1 Assumptions

- ✦ The vendor can deliver all the identified requirements of the project
- ✦ No new regulations and policies by Regulatory Bodies are mandated during the project
- ✦ Project Team members and subject matter experts were able to provide all requirements within the allocated period.
- ✦ All project team members are present during the elicitation. Appropriate persons who are SMEs in their respective fields and who have the authority to make decisions will be assigned to participate and be present during the elicitation and review of requirements.
- ✦ The stakeholders have a clear understanding of the SCOPE of the project prior to requirements elicitation and validation activities.

1.3.2 Constraints

- ✦ Changes or new regulations and policies by Regulatory Bodies may result in changes in the requirements/timeline

2.0 Definition of Terms

2.1 Glossary of Acronyms

Acronyms	Description
ACH	Automated Clearing House
API	Application Programming Interface
BN	BancNet
CASA	Current Account/Savings Account
CDE	Cardholder Data Environment
FINDES	Financial Data Entry System
IP	Internet Protocol
IPS	Instapay Payment System
ISO	International Organization for Standardization
LICC	LANDBANK Institutional Cash Card
LPC	LANDBANK Prepaid Card
NAMLS	New Anti-Money Laundering System
OFB	Overseas Filipino Bank, Inc
OFI	Originating Financial Institution
PAN	Primary Account Number / Card Number
PCI-DSS	Payment Card Industry – Data Security Standards
P2P	Person-to-Person
P2P via QR	Person-to-Person via Quick Response
P2M via QR	Person-to-Merchant via Quick Response
PGP	Pretty Good Privacy
RFI	Receiving Financial Institution
SIEM	Security Incident Event Management/Monitoring

2.2 Glossary of Terms

API	A software intermediary that allows two applications to talk to each other. It enables companies to open up their applications' data and functionality to external third-party developers, business partners, and internal departments within their companies.
BancNet	A Philippine-based interbank network connecting the ATM networks of local and offshore banks, and the country's single interbank network in the Philippines in terms of the number of member banks and annual transactions.

CDE	A computer system or networked group of IT systems that processes, stores and/or transmits cardholder data or sensitive payment authentication data. It also includes any component that directly connects to or supports this network.
IP	Is the method or protocol by which data is sent from one computer to another on the internet. It includes a set of requirements for addressing and routing data on the Internet.
ISO	An international nongovernmental organization made up of national standards bodies; it develops and publishes a wide range of proprietary, industrial, and commercial standards and is comprised of representatives from various national standards organizations.
Merchant	The institution/establishment involved in the collection of payments in return for products and services.
OFI	The Participant where the source account for the customer's payment transaction is maintained.
PAN	A primary account number, also known as card number is a unique identifier designated for a primary account such as a credit or debit card.
PCI-DSS	An information security standard for organizations that handle branded credit cards from the major card schemes.
P2P	Stands for "Person to Person" which means a P2P bank transfer is simply a transfer of funds between your bank account and the bank account of another individual. The transaction is initiated and completed by the two people exchanging funds with banks simply providing the network to complete the transaction.
P2P via QR	Enable one person to quickly send money to another by scanning their unique QR code or by finding their username in the payment app.
P2M via QR	A Person-to-Merchant payment transaction initiated via QR Code.
PGP	An encryption system used for both sending encrypted emails and encrypting sensitive files.
RFI	The Participant where the Merchant maintains a deposit account into which the payments shall be credited to. In this Facility, the RFI is the same as the Acquirer.
SIEM	A technology supports threat detection, compliance and security incident management through the collection and analysis (both near real time and historical) of security events, as well as a wide variety of other event and contextual data sources.

3.0 Project Drivers and Dependencies

The Vocalink started as a small project but when BancNet provided the full ISO 20022 specifications, there is a need to develop a Receiving component wherein the Vocalink system REQUIRES the use of ISO20022-compliant APIs for both the sending and receiving of messages. Thus, the previous option of using the ISO8583 message is no longer allowed. Consequently, the Bank has to develop the Receiving module which is ISO20022-compliant

4.0 Detailed Functionalities

This section provides the details of both the functional and nonfunctional requirements of the system. Functional requirements define the internal workings of the system, i.e., the calculations, technical details, data manipulation and processing, etc. They are supported by nonfunctional requirements, such as performance requirements, security, quality standards, design constraints, etc., which impose constraints on the design or implementation.

Each requirement is classified as one of the following:

MANDATORY (M)

An absolutely essential feature; project will be cancelled if it is not included.

RECOMMENDED (R)

Individual features are not essential but together they affect the viability of the project.

FUNCTIONAL REQUIREMENTS

4.1 General Requirements

No.	Requirement Description	Classification
VLINK-410-001	The system must be able to accept, process and respond P2P, P2P via QR, and P2M via QR transactions using the following accounts: <ul style="list-style-type: none"> • LANDBANK Institutional Cash Card (LICC) (for P2P and P2P via QR only) 	Mandatory
VLINK-410-002	<ul style="list-style-type: none"> • LANDBANK Prepaid Card (LPC) (Mastercard) 	Mandatory
VLINK-410-003	<ul style="list-style-type: none"> • LANDBANK Deposit Accounts (CASA) Business Rules: <ol style="list-style-type: none"> 1. If Card Number is used as input, reject the transaction, except for LICC and LPC since Account Number and Card Number are one and the same. 2. Aggregate limits will also apply here as well as the eligible CASA accounts 	Mandatory

No.	Requirement Description	Classification
	3. OFB must be treated as a separate entity (applies to BN messages, network/admins messages, financial transactions, etc.) 4. OFB currently caters for eligible accounts (e.g., VISA and Proprietary) Note: OFB and LBP will have separate API managers	
VLINK-410-004	The system must capture the following fields from the ISO20022 message from LBP and OFB sending channel to be used for the reconciliation transaction: a. Channel Code b. Merchant/Biller Code	Mandatory
Transaction Screen/Dashboard Monitoring		
VLINK-410-005	The system must have a real-time tracking of transactions per second (TPS) displayed in the dashboard and saved in the database.	Mandatory
VLINK-410-006	The system must have a real-time tracking of transaction completion percentage (%): <ul style="list-style-type: none"> • Approved • Rejected 	Mandatory
VLINK-410-007	The system must have a facility to view/inquire historical transactions of archived Instapay transactions. (e.g., Historical Data Retention – 60 days)	Mandatory
VLINK-410-008	The system must log all system Event Notifications and must be available for viewing at the back office.	Mandatory
VLINK-410-009	The system must have a facility to support sign-on and sign-off and key exchange for LBP and OFB status to BN Instapay Payment System (IPS).	Mandatory
VLINK-410-010	The system must have a dashboard screen to display interfacing system's connection status.	Mandatory
VLINK-410-011	The system must have a facility to display incoming Instapay Transaction requests and their status real-time, filtered by: <ul style="list-style-type: none"> a. Bank 	Mandatory
VLINK-410-012	b. Transaction date	Mandatory
VLINK-410-013	c. Transaction amount	Mandatory
VLINK-410-014	d. Status (Approved and Rejected)	Mandatory

No.	Requirement Description	Classification
VLINK-410-015	The system must perform validations, depending on type of transaction being performed (e.g., algorithm, data/field attributes, based on BN Specifications / verification to interface systems.	Mandatory
VLINK-410-016	The system must display corresponding transaction error message/s to properly inform and notify the system/application users. Note: Transaction error should have a code and description for easier handling.	Mandatory
Centralized Set-up Facility		
VLINK-410-017	The system must have a parameterized facility to maintain (add, edit, delete) interfacing system's information (e.g., IP address, ports, service period, timeout values, etc.).	Mandatory
VLINK-410-018	The system must have a facility/screen for viewing and modifying (add/edit/delete) the list of banks in IPS.	Mandatory
VLINK-410-019	The system must have a parameterized facility to set allow/disallow incoming Instapay transactions per bank.	Mandatory
VLINK-410-020	The system must have a parameterized facility to set turn-around processing time for Instapay transactions, based BN Specification / SLA. Note: SLA must be less than or equal to the ACH Turn-Around time for Instapay.	Mandatory
Transaction Supported		
VLINK-410-021	The system must accept, process and respond to the following specific transaction types using ISO20022 message format: • Person-to-Person Credit Transfer (P2P)	Mandatory
VLINK-410-022	• Person-to-Person Credit Transfer via Quick Response (P2P via QR)	Mandatory
VLINK-410-023	• Person-to-Merchant via Quick Response (P2M via QR)	Mandatory
Eligible Accounts		
VLINK-410-024	The system must have a parameterized facility to maintain (add, edit, delete) eligible accounts information (e.g., product type, application code, description, etc.)	Mandatory
VLINK-410-025	The system must have a parameterized facility to maintain (add, edit, delete) accounts to accept credit transactions (e.g., account type, product type, application code, etc).	Mandatory

No.	Requirement Description	Classification
VLINK-410-026	The system must have a parameterized facility to maintain (add, edit, delete) account status (e.g., "active", "normal", etc.) to accept credit transactions (e.g., account type, product type, application code, status, etc.)	Mandatory
VLINK-410-027	The system must follow the existing card status validation rules of LICC in IST.	Mandatory
Aggregate Limit Handling		
VLINK-410-028	The system must have a parameterized facility to maintain (add, edit, delete) credit limit rules for CASA accounts per: Business Rule: Follow existing credit limit rules for CASA Accounts a. Bank	Mandatory
VLINK-410-029	b. Card Type	Mandatory
VLINK-410-030	c. Transaction Type	Mandatory
VLINK-410-031	d. Product Type	Mandatory
VLINK-410-032	The system must follow the existing aggregate limit rules for LANDBANK Prepaid Card.	Mandatory
VLINK-410-033	The system must follow the existing aggregate limit rules for LANDBANK Institutional Cash Card (LICC).	Mandatory
Reversal Handling		
VLINK-410-034	The system must not allow reversal of Instapay transactions. Note: All Instapay (as receiving) transactions will be assumed successful and completed unless it did not pass the set business rules or limits.	Mandatory
Reconciliation Application		
VLINK-410-035	The vendor must provide an automated reconciliation facility for inward and outward Instapay transactions for multiple defined banks.	Mandatory
VLINK-410-036	The system must be able to decrypt input files from BancNet and LANBANK & OFB via PGP.	Mandatory
VLINK-410-037	The system must have a dashboard to display the current status of the reconciliation process (i.e., reconciled and pending).	Mandatory
VLINK-410-038	The system must be able to upload/accept the hand off files from the following:	Mandatory

No.	Requirement Description	Classification
	a. various e-Channels (see attached Annex K) Note: Follow BN file format + LBP/OFB Channel Code	
VLINK-410-039	a. BancNet (ISO20022)	Mandatory
VLINK-410-040	b. Receiving Application (P2P and P2M) (see attached Annex L)	Mandatory
VLINK-410-041	The system must be able to reconcile the following reconciliation hand-off files (end-of-day): a. Various e-Channels b. BancNet (ISO20022) c. Receiving Application (P2P and P2M)	Mandatory
VLINK-410-042	The system must allow multiple hand off file uploading for processing and/or reconciliation. Example: 1. May have separate BancNet Hand Off Files for LBP and OFB, etc. 2. May upload multiple HOFs with different transaction dates	Mandatory
VLINK-410-043	The system must allow deletion of uploaded hand off file and the corresponding reconciled transaction records (if any) to allow reprocessing of reconciliation Note: Deletion will be used for purposes of reuploading hand off files	Mandatory
VLINK-410-044	The system must display the status of each uploaded files (i.e., loaded, no file).	Mandatory
VLINK-410-045	The system must perform hand off file validation. Business Rule: 1. The system should not allow processing of duplicate hand off files. It should be able to validate if the files had already been processed. 2. The system should be able to check if the hand off files are valid in form/content to avoid invalid reconciling items	Mandatory
Reconciliation of transactions (applicable for defined banks)		
VLINK-410-046	The system must generate suspense/switch float transaction logs/report containing all approved transactions from various card/account type.	Mandatory

No.	Requirement Description	Classification
VLINK-410-047	The system must perform matching of Instapay transactions, suspense transactions and BancNet Hand off/s (e.g., separate BN HOF for OFB and LBP) file data.	Mandatory
VLINK-410-048	The system must be able to match suspense transactions the next day; if there is no match, it is automatically a reconciliation item. (see attached Annex M)	Mandatory
VLINK-410-049	The system must have a parameterized facility to maintain (add, edit, delete) matching criteria/reconciliation rules. (see attached Annex M)	Mandatory
VLINK-410-050	The system must display an acknowledgement page of the reconciliation summary with transaction count per identified statuses.	Mandatory
Inquiry Facility for Reconciliation Data		
VLINK-410-051	The user must be able to inquire Instapay transactions in the individual hand off files and reconciled file based on the following search criteria:	Mandatory
	a. Date Range	
VLINK-410-052	b. Time Range	Mandatory
VLINK-410-053	c. Transmitting Account Number	Mandatory
VLINK-410-054	d. Receiving Account Number	Mandatory
VLINK-410-055	e. Reconciliation Status	Mandatory
VLINK-410-056	f. Instruction ID	Mandatory
VLINK-410-057	g. Local Instrument	Mandatory
VLINK-410-058	h. Bank Identifier	Mandatory
VLINK-410-059	The system must display Primary Account Number (PAN) or Card Number as masked. Business Rule: Display only the first six and last four digits of the card number	Mandatory

NON-FUNCTIONAL REQUIREMENTS

Below requirements covers both Receiving and Reconciliation Application

4.2 Interface/Usability Requirements

No.	Requirement Description	Classification
VLINK-420-001	The system must have the capability to receive and process transaction request in ISO 20022 message via API.	Mandatory

No.	Requirement Description	Classification
VLINK-420-002	<p>The system must comply with applicable BN ISO 20022 technical specifications including hybrid scenario.</p> <p>(see attached Annexes T-1 to T-5)</p>	Mandatory
VLINK-420-003	<p>The system must accept, process and respond to transaction requests to/from the following:</p> <ul style="list-style-type: none"> Information Switching Technology Switch for Cash Card Transactions <p>APP Name : Information Switching Technology Switch for Cash Card Transactions OS Name : IBM AIX DB Name : IBM DB2 Communications Protocol : ISO8583 Transactions supported: General type of transactions for IST(ISO8583): Credit, Debit, Reversal</p>	Mandatory
VLINK-420-004	<ul style="list-style-type: none"> Systematics for Current Account/Savings Account (CASA) transactions via (mini-OCM) <p>APP Name : Mini OCM OS Name : IBM zVSE DB Name : VSAM/SAM Communications Protocol : ISO8583 Transactions supported: General type of transactions for CASA (ISO8583 thru MiniOCM): Credit, Debit, Reversal</p>	Mandatory
VLINK-420-005	<ul style="list-style-type: none"> Mastercard for LANDBANK Prepaid Card transactions (follow MTPL format) <p>APP Name : Mastercard Integrated OS Name : DB Name : Communications Protocol : Transactions supported: Load/Reload, reversal type of transactions via MI API</p>	Mandatory
VLINK-420-006	<ul style="list-style-type: none"> Separate Connection Points to BN (ISO20022) for LBP and OFB – TBD 	Mandatory

No.	Requirement Description	Classification
VLINK-420-007	<ul style="list-style-type: none"> Link.Biz Portal via API <p>APP Name : Linkbiz OS Name : Windows Server DB Name : Oracle Communications Protocol : TCP /IP Transactions supported: Credit Incoming, Credit Inquiry, Reversal/Payment Cancellation, Echo Test, etc.</p>	Mandatory
VLINK-420-008	The system must be able to interface with the Sending Module to get the bank list for viewing and updating (add/delete/edit) its current status and information that may be required.	Mandatory
Receiving Application Handoff File Generation		
VLINK-420-009	The system must process handoff file of branch/branch group list from IST/Switch.	Mandatory
VLINK-420-010	The system should be able to generate handoff to the ff systems: <ul style="list-style-type: none"> CASA Hand Off (See attached Annexes P-1 to P-5)	Mandatory
VLINK-420-011	<ul style="list-style-type: none"> SIEM Hand Off (See attached Annex Q)	Mandatory
VLINK-420-012	<ul style="list-style-type: none"> AML Hand Off (Inward Instapay and BancNet) (See attached Annexes R-1 and R-2)	Mandatory
VLINK-420-013	The system must process handoff file of branch/branch group list from IST/Switch.	Mandatory
VLINK-420-014	The system must be able to generate a hand off file to be used in reconciliation of inward transactions (P2P and P2M Transactions) (see attached Annex L)	Mandatory
Reconciliation Hand Off		
VLINK-420-015	The system must generate the following debit/credit interface file to effect adjustments from/to LANDBANK/OFB Cardholders' Account: <p>a. FINDES File – for CASA and Cash Card (Credit Only)</p> (see attached Annexes S-1 and S-2)	Mandatory

No.	Requirement Description	Classification
	Business Rules: CASA (Credit and Debit File) <ol style="list-style-type: none"> 1. For Peso Account only 2. No Duplicate Account Numbers 3. Separate files for Current and Savings Account Cash Card (Credit File Only) <ol style="list-style-type: none"> 1. No Duplicate Card/Account Numbers 	
VLINK-420-016	b. Batch Credit File – for LPC (see attached Annexes N-1 to N-14)	Mandatory
Data Back-up/Archiving		
VLINK-420-017	The system must have a facility to back-up/archive system files/transactions/data based on specified date range.	Mandatory

4.3 Performance Requirements

No.	Requirement Description	Classification
VLINK-430-001	The system must have a facility to archive and restore historical data/transaction/journal logs based on the parameter set by the bank (e.g., 5 years).	Mandatory
VLINK-430-002	The system must have a parameterized facility to set data retention for the following: Example: Receiving Application – 60 days Reconciliation Application – 1 year	Mandatory
VLINK-430-003	The system must be able to store all ISO 20022 fields in the database.	Mandatory
VLINK-430-004	The system must have a facility to back-up the system files without downtime.	Mandatory
VLINK-430-005	The system must be able to support multiple simultaneous transactions at a given time without system slow down.	Mandatory

4.4 Operational Requirements

No.	Requirement Description	Classification
VLINK-440-001	The system must comply with the existing IT hardware, database (i.e., Oracle, DB2, SQL server) and operating systems architecture of the Bank. (e.g., AIX, LINUX, Windows)	Mandatory
VLINK-440-002	The system must be able to run in Windows 10 or higher (64bit).	Mandatory
VLINK-440-003	The system must have a regular scheduled task to inquire and update the status of timed-out requests to all interfaced systems (e.g., Link.Biz , Mastercard, etc.)	Mandatory

4.5 Reportorial Requirements

No.	Requirement Description	Classification
Reportorial Requirements (Receiving Application - Local and Foreign Currency)		
VLINK-450-001	The system must generate two separate reports of the following (separately labeled and generated for LBP and OFBANK): <ul style="list-style-type: none"> • Instapay as Receiver per Branch Group 	Mandatory
VLINK-450-002	<ul style="list-style-type: none"> • Instapay as Receiver per Bank Source <ul style="list-style-type: none"> ○ P2P 	Mandatory
VLINK-450-003	<ul style="list-style-type: none"> ○ P2M (as applicable) 	Mandatory
VLINK-450-004	<ul style="list-style-type: none"> • LFC Instapay as receiver 	Mandatory
VLINK-450-005	<ul style="list-style-type: none"> • LFC Instapay as receiver per Bank source 	Mandatory
VLINK-450-006	The system must generate a report of Turn-Around Time per transactions to and from online interfacing systems (i.e., IST, CASA, Link.Biz, MI)	Mandatory
Reportorial Requirements (Reconciliation Application)		
VLINK-450-007	The system must be able to mask card numbers in the reports.	Mandatory
VLINK-450-008	The system must generate the following reports in csv/pdf upon reconciliation: <p>(see attached Annexes O-1 to O-7)</p> <ul style="list-style-type: none"> • Instapay Transactions Switch Float – Outward 	Mandatory
VLINK-450-009	<ul style="list-style-type: none"> • Instapay Transactions Switch Float - Inward 	Mandatory
VLINK-450-010	<ul style="list-style-type: none"> • Instapay Reconciling Items – Outward (In BN Report Only) 	Mandatory
VLINK-450-011	<ul style="list-style-type: none"> • Instapay Reconciling Items - Outward (In LBP Report Only) 	Mandatory
VLINK-450-012	<ul style="list-style-type: none"> • Instapay Reconciling Items – Inward (In BN Report Only) 	Mandatory

No.	Requirement Description	Classification
VLINK-450-013	<ul style="list-style-type: none"> Instapay Reconciling Items – Inward (In LBP Report Only) 	Mandatory
VLINK-450-014	<ul style="list-style-type: none"> Instapay Summary Report 	Mandatory

4.6 Maintainability Requirements

No.	Requirement Description	Classification
VLINK-460-001	The vendor must be able to track revision and log any revision of any enhancement made on the system.	Mandatory
VLINK-460-002	The vendor must provide a version control system/application to view any revisions or enhancements (e.g., splash or help screen) made on the software or any applicable modules or components of the system.	Mandatory

4.7 Portability Requirements

No.	Requirement Description	Classification
VLINK-470-001	The system must be adaptable to changes in LBP IT architecture, hardware, software and database platforms	Mandatory

4.8 Security Requirements

No.	Requirement Description	Classification
VLINK-480-001	The system must be accessed through user ID and proper authentication mechanism (i.e., something the user know (e.g., password or passphrase), something you have (e.g., token device or smart card) or something you are (e.g., biometric))	Mandatory
VLINK-480-002	The numeric parameters concerning User ID and password must be parameterized/not hard-coded. An admin user must be able to set and modify the values	Mandatory
VLINK-480-003	The User ID must be unique	Mandatory
VLINK-480-004	The User ID must not be case-sensitive	Mandatory
VLINK-480-005	The User ID must be alphabetic, numeric or combination of both characters	Mandatory
VLINK-480-006	The User ID must be a minimum of 4 characters	Mandatory
VLINK-480-007	The password must be different from User ID	Mandatory
VLINK-480-008	The password must be case-sensitive	Mandatory
VLINK-480-009	The password must be masked/not displayed in clear text during input	Mandatory
VLINK-480-010	The password must be encrypted during transmission and storage	Mandatory

No.	Requirement Description	Classification
VLINK-480-011	The password must have a combination of alpha and numeric characters (except when input device is limited to a numeric keypad)	Mandatory
VLINK-480-012	The password may be set to a unique value for each user for first-time use and upon reset	Mandatory
VLINK-480-013	The user must be forced to change administrator-assigned password on the following instances: <ul style="list-style-type: none"> • During the user's initial logon after enrollment 	Mandatory
VLINK-480-014	<ul style="list-style-type: none"> • After password reset 	Mandatory
VLINK-480-015	<ul style="list-style-type: none"> • All users must have the option to change his/her own password anytime when needed 	Mandatory
VLINK-480-016	The system must have the following password/logon control properties which must be parameterized, i.e., the value may be set/assigned and modified by the administrator	Mandatory
VLINK-480-017	The minimum number of characters for a password must be 7 for Cardholder Data Environment (CDE).	Mandatory
VLINK-480-018	The password must have an expiry period, i.e., the system must require user to change password after a given period/number of days from the date of last PW change; otherwise, the system will not allow the user to login until his/her PW is changed)	Mandatory
VLINK-480-019	The password must have a password re-use/history, i.e., the system must not allow the user to use his previous password/s when nominating a new password.	Mandatory
VLINK-480-020	The system must have a facility for user group and user access management: <ol style="list-style-type: none"> a. addition, modification, deletion of user groups b. addition, modification, deletion of users c. lifting of user suspension d. resetting of password e. Generation of list of users that may be filtered per Department/Unit and with the following details: <ul style="list-style-type: none"> • User ID • User Name • Department • User Group • Date of last access • Status f. search/query facility to locate specific user/user group 	Mandatory
VLINK-480-021	The system must have a setting to limit failed logon attempts, i.e., the maximum number of unsuccessful attempts to log-in before the User ID becomes locked/suspended; the counter for unsuccessful attempts must reset to zero once the user has logged in or the user ID's lock/suspension is lifted)	Mandatory

No.	Requirement Description	Classification
VLINK-480-022	The system must have a setting for idle time, i.e., the maximum period/no. of minutes of user inactivity before the user is required to re-authenticate to reactivate the terminal or session)	Mandatory
VLINK-480-023	For CDE, the system must have a setting for inactivity period, i.e., the number of days of inactivity (90 days) before a user ID becomes deactivated in status and unable to access the system; An intervention by an administrator is required to make the User ID usable	Mandatory
VLINK-480-024	Require multi-factor authentication for all individual administrative access and all remote/non-console access of admin/back-office user	Mandatory
VLINK-480-025	The system must have an access control system that restricts access based on a user's need to know (i.e., individual personnel's job function) and is set to "deny all" unless specifically allowed	Mandatory
VLINK-480-026	For CDE, the following events concerning internal users shall be captured and logged:	Mandatory
VLINK-480-027	<ul style="list-style-type: none"> • All individual user accesses to cardholder data 	Mandatory
VLINK-480-028	<ul style="list-style-type: none"> • All actions taken by any individual with root or administrative privileges 	Mandatory
VLINK-480-029	<ul style="list-style-type: none"> • Access to all audit trails 	Mandatory
VLINK-480-030	<ul style="list-style-type: none"> • Invalid logical access attempts 	Mandatory
VLINK-480-031	<ul style="list-style-type: none"> • 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 	Mandatory
VLINK-480-032	<ul style="list-style-type: none"> • Initialization, stopping, or pausing of the audit logs 	Mandatory
VLINK-480-033	<ul style="list-style-type: none"> • Creation and deletion of system-level objects 	Mandatory
VLINK-480-033	For each event in CDE, the audit trail entries must record the following:	Mandatory
VLINK-480-034	<ul style="list-style-type: none"> • User identification 	Mandatory
VLINK-480-034	<ul style="list-style-type: none"> • Type of event 	Mandatory
VLINK-480-035	<ul style="list-style-type: none"> • Date and time 	Mandatory
VLINK-480-036	<ul style="list-style-type: none"> • Success or failure indication 	Mandatory
VLINK-480-037	<ul style="list-style-type: none"> • Origination of event (i.e., IP address or terminal ID, hostname) 	Mandatory
VLINK-480-038	<ul style="list-style-type: none"> • Identity or name of affected data, system component, or resource 	Mandatory

No.	Requirement Description	Classification
PCI-DSS Requirements		
VLINK-480-039	<p>The system must comply with the current PCI-DSS standards wherever applicable to the following:</p> <ul style="list-style-type: none"> • Database <p>Business Rule: Render card number/cardholder data unreadable anywhere it is stored (including on portable digital media, backup media, and in logs) by using any of the following approaches:</p> <ul style="list-style-type: none"> ○ One-way hashes based on strong cryptography, (hash must be of the entire PAN) ○ Truncation (hashing cannot be used to replace the truncated segment of PAN) ○ Index tokens and pads (pads must be securely stored) ○ Strong cryptography with associated key-management processes and procedures. 	Mandatory
VLINK-480-040	<ul style="list-style-type: none"> • During transmission <p>Business Rule: Use strong cryptography and security protocols (e.g., TLS 1.2 and above) to safeguard sensitive cardholder data during transmission over open, public networks.</p> <p>Examples of open, public networks include but are not limited to the Internet; wireless technologies, including 802.11 and Bluetooth; cellular technologies, for example, Global System for Mobile communications (GSM), Code division multiple access (CDMA); and General Packet Radio Service (GPRS).</p>	Mandatory
VLINK-480-041	<ul style="list-style-type: none"> • Reports <p>Business Rule: Reports generated must only display in maximum the first six and last four digits of the Card Number</p>	Mandatory
VLINK-480-042	<p>The system must comply with PCIDSS provision on masking of cardholder data (e.g., card number, expiration, etc.) when in display.</p> <p>Business Rule: First six and last four digits are the maximum number of digits to be displayed</p>	Mandatory

4.9 Integrity Requirements

No.	Requirement Description	Classification
VLINK-490-001	The system must implement encryption/decryption technologies that are appropriate with the data being processed (e.g., SHA256, 3DES, AES256)	Mandatory
VLINK-490-002	The system must ensure integrity of all data (e.g., monetary transactions, reports, hand-off files).	Mandatory
VLINK-490-003	The system must pass the vulnerability assessment of the Bank.	Mandatory
VLINK-490-004	The vendor must address findings in the vulnerability report provided by the Bank.	Mandatory

4.10 Audit Requirements

No.	Requirement Description	Classification
VLINK-4100-001	The system must log all users (e.g., Application Administration, Security Administrator, System Administrator, and business users) activities and information such as but not limited to the following: <ul style="list-style-type: none"> • Date and time of User log-in and log-off 	Mandatory
VLINK-4100-002	<ul style="list-style-type: none"> • User ID and name 	Mandatory
VLINK-4100-003	<ul style="list-style-type: none"> • Date and time of activity done in the system 	Mandatory
VLINK-4100-004	<ul style="list-style-type: none"> • Description of the activity done in the system (e.g., change of password, enrollment of users) 	Mandatory
VLINK-4100-005	<ul style="list-style-type: none"> • Terminal ID/IP Address/Computer Name (whichever is applicable) 	Mandatory
VLINK-4100-006	<ul style="list-style-type: none"> • Value before <p>Note: Not applicable for application/system referred as a "tool"</p>	Mandatory
VLINK-4100-007	<ul style="list-style-type: none"> • Value after <p>Note: Not applicable for application/system referred as a "tool"</p>	Mandatory
VLINK-4100-008	<ul style="list-style-type: none"> • Remarks/status (e.g., successful/failed login, locked ID) 	Mandatory
VLINK-4100-009	The system must view/display, print and download audit trail report based on the range of the selected data.	Mandatory
VLINK-4100-010	The system must log transactions, meaning all successful, cancelled and rejected transactions must be accounted for.	Mandatory
VLINK-4100-011	The system must have the facility to store and retrieve Audit Trail data of all user activities	Mandatory

4.11 Miscellaneous Requirements

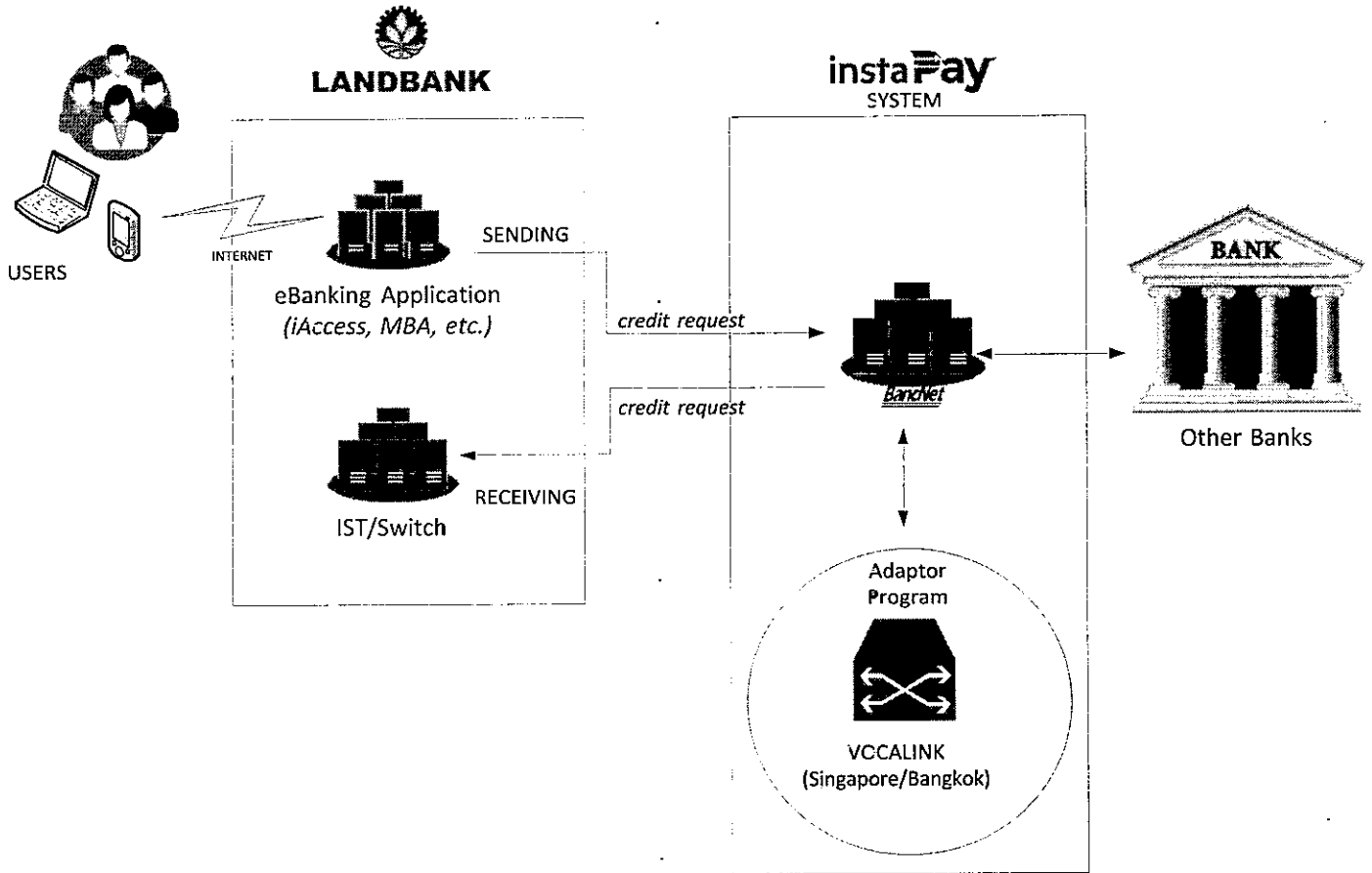
No.	Requirement Description	Classification
VLINK-4110-001	<p>The vendor must provide the source code to the bank via Escrow Agreement.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Source code of the application to be developed that are proprietary and conceptualized by the Bank must be provided to LANDBANK 2. Proprietary systems conceptualized and designed by LANDBANK must not be sold to competitors 	Recommended
VLINK-4110-002	<p>The Bank must be provided with a Conceptual Systems Design (CSD) or its equivalent document for the customized functionalities.</p>	Mandatory
VLINK-4110-003	<p>The Bank must be provided with a Technical Requirements Specification (TRS) or its equivalent document with the following minimum information/sections.</p> <ul style="list-style-type: none"> • Hardware and software Specifications • System / Infrastructure diagrams (Prod, UAT, DR) • Process flow diagrams (P2P, P2M, Reconciliation, etc.) • Data Flow Diagram (DFD) for all processes involving Card Numbers • Database/Table Specifications • ISO20022 Message mapping to Database tables • Database table mapping to Handoff Files • Database table mapping to Interface Messages • Generated files Layout and Specifications (handoffs, credit files, etc.) • Interface Messages Layout and Specifications • Reports Layout and Specifications • Parameter tables / quick reference tables • Screen Layouts/UI and Specifications • Audit trail Layouts and Specifications • Program/Module Listing Specifications • User profile listings • User profile mapping to Screens/UI • Error Code table with fix procedure • Entity relationship diagrams 	Mandatory
VLINK-4110-004	<p>The Bank must be provided with a Technical Implementation Plan (TIP) or its equivalent document.</p>	Mandatory
VLINK-4110-005	<p>The vendor must comply with the Bank's Requirements Tracking Matrix (RTM).</p>	Mandatory

<p>VLINK-4110-006</p>	<p>The Bank must be provided with an Application Maintenance Manual (AMM) or equivalent.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Server Hardware/ Software Installation Procedures • Applicable acministration/ housekeeping routines • Problem Management Procedures, including documentation on System Errors, Messages and Codes (e.g., Quick Fix/Troubleshooting Guide) • Technical/System Manual • Data Flow Diagrams (e.g., Level 1 and 2) • User and Security Administration • Operating Procedures • User's Manual • Quick Reference Guide 	<p>Mandatory</p>
<p>VLINK-4110-007</p>	<p>The Bank must be provided with an Integration Testing Certification or its equivalent.</p>	<p>Mandatory</p>
<p>VLINK-4110-008</p>	<p>The Bank must be provided with a System Testing Certification (Backup and Recovery Testing, Stress Testing) or its equivalent.</p>	<p>Mandatory</p>

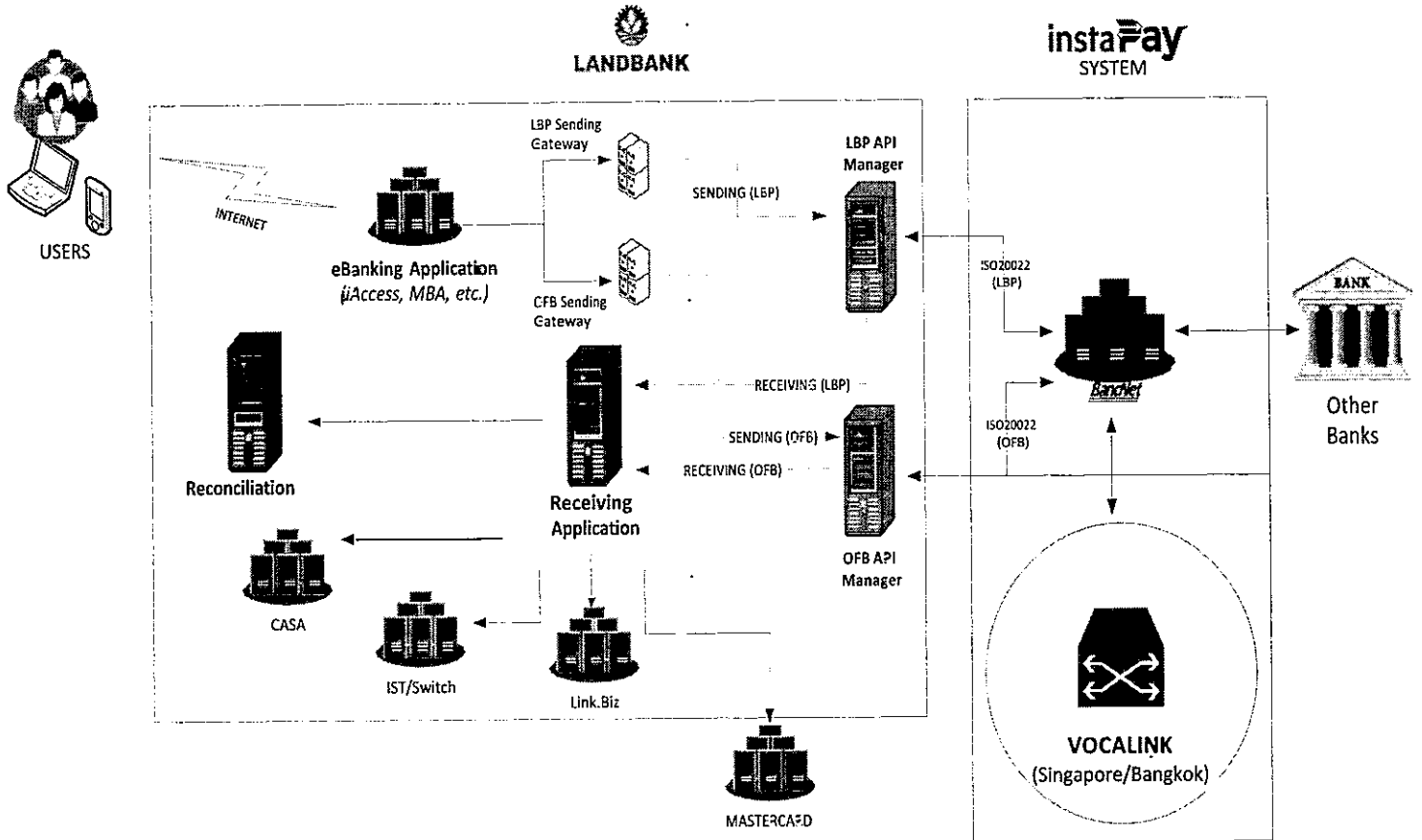
5.0 Business Process Model

5.1 System Overview

PROCESS FLOW – CURRENT STATE INSTAPAY 2.0 (Like-for-Like)



PROCESS FLOW – DESIRED STATE
INSTAPAY 2.0 (ISO20022)



5.2 Process Decomposition

Overall process: **Person-to-Person**

Major activity: Fund Transfer

Detailed activity:

1. Merchant/Receiver generates and displays QR Code based on Payee details
2. Consumer scans QR Code using a mobile application to initiate the transaction
3. Mobile application sends the transaction to the Network
4. The Network processes the transaction and informs the Consumer (Payor), and if applicable, the Payee (Receiver) of the transaction outcome

Overall process: **Payment-to-Merchant**

Major activity: Fund Transfer/Bills Payment

Detailed activity:

1. The Merchant displays or generate their QR Code to be used.
2. The Customer scans the Merchant's QR Code using their OFI mobile application / electronic channel, performs necessary validations, and verify the prepared transaction details.
3. The Customer may enter the amount if needed and proceeds to pay.
4. The OFI performs necessary validation, debits the Customer account, and sends a credit transaction to the CSO.
5. The CSO validates the request and forwards the credit transaction to the RFI.
6. The RFI performs necessary validation and maps the Merchant ID to the actual account number.
7. The RFI credits the Merchant account and notifies the merchant of the successful transaction.
8. The RFI shall also send a real-time response back to the CSO regarding the transaction result.
9. The CSO forwards the response of RFI to the OFI.
10. The OFI to notify their customer regarding the transaction result and provide a receipt for the purchase.

5.3 Process Description

Process Name	Transaction between Person to Person using QR Code
Event Name	Fund Transfer
Purpose	Enables the payment credit transfer between payor and payee accounts from the different participating BSFIs.
Description	A transfer of funds between your bank account and the bank account of another individual. The transaction is initiated and completed by the two people exchanging funds with banks simply providing the network to complete the transaction.
Business Priority	(High / Medium / Low)
Estimated Frequency / Duration	Based on SLA with ACH (e.g., Bancnet)

Process Name	Person-to-Merchant payment transaction initiated via QR Code.
Event Name	Fund Transfer/Bills Payment
Purpose	<ul style="list-style-type: none"> ✓ Provides Merchants the capability to accept payments using QR Code as form factor following the QRPh P2M standard and InstaPay API message format. ✓ Provide Participants the capability to pay Merchants of other Participants.
Description	A payment stream that enables Customers to pay Merchants of participating FIs using QR Ph.
Business Priority	(High / Medium / Low)
Estimated Frequency / Duration	Based on SLA with ACH (e.g., Bancnet)

6.0 Business Data Model

6.1 Data Models – N/A

6.2 Data Descriptions

Data Element Name	Attributes	Data Description
N/A	N/A	N/A
N/A	N/A	N/A

7.0 Open Issues

Issue	Action Plan	Responsible	Date Due
N/A			