



SERVING
THE NATION

SUPPLEMENTAL/BID BULLETIN NO. 2
For LBP-HOBAC-ITB-GS-20220616-02

PROJECT : **Three (3) Years Records Storage and Management Services in Cebu Metropolitan Area**

IMPLEMENTOR : **HOBAC Secretariat Unit**

DATE : **September 29, 2022**

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

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Terms of Reference (Annexes D1 to D15), Technical Specifications (Section VII), and Checklist of Bidding Documents (Item 12 of Technical Documents) have been revised. Please see attached revised Annexes D1 to D15 and specific sections of the Bidding Documents.
- 3) Responses to bidder's clarifications/queries (Annex G-1)
- 4) The submission and opening of bids is re-scheduled on **October 7, 2022** at 10:00 A.M. through videoconferencing using Microsoft (MS) Teams.



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

Technical Specifications

| Specification | Statement of Compliance |
|---|--|
| <p style="text-align: center;">Three (3) Years Records Storage and Management Services in Cebu Metropolitan Area</p> <ol style="list-style-type: none">1. Scope of works and other requirements per attached revised Terms of Reference (Annexes D-1 to D-15).2. The documentary requirements enumerated in Section H (Annexes D-5 to D-9) of the revised Terms of Reference shall be submitted in support of the compliance of the Bid to the Technical Specifications and other requirements. <p>Non-submission of the documents/ requirements may result in bidder's post-disqualification.</p> | <p>Bidders must state below either "Comply" or "Not Comply" against each of the individual parameters of each Specification preferably stating the corresponding performance parameter of the product offered</p> <p>Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.</p> <p style="text-align: center;">Please state here either "Comply" or "Not Comply"</p> |

Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

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

Eligibility and Technical Components (PDF File)

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

- Eligibility Documents – Class “A”

Legal Eligibility Documents

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

Technical Eligibility Documents

2. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar to the contract to be bid within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).

Financial Eligibility Documents

5. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
 6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5). or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation
- Eligibility Documents – Class “B”
7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid

security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.

8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
 9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder.
- o **Technical Documents**
10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
 12. **Revised Section VII – Specifications with response on compliance and signature of bidder's authorized representative.**
 13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

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

- o **Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Component)]**
14. Omnibus Sworn Statement executed by the bidder or its duly authorized representative indicating the following:
 - 14.1 Has NO derogatory record, record of conviction or pending legal case in proper court.
 - 14.2 Has NO adverse credit finding or no history of past-due loans with any lending institutions.
 - 14.3 No adverse feedback on the company, owners, BOD and key officers.
 - 14.4 Consent for the conduct of information verification by the Bank.
 15. Copy of company profile; Latest General Information Sheet; Mayor's/Business Permit Registration; Certificate from SEC/DTI/CDA; Articles of Incorporation and By-laws, including Amendments; Accreditation/Certificate, if available showing that the bidder is engaged in the business for at least five (5) years as of date of opening of bid.
 16. List of qualified personnel and their Curricula Vitae highlighting experience in implementing quality records management system and business continuity plan.
 17. Statement of single completed contract of similar nature to records storage with management from clients equivalent to at least 50% of the approved budget for the contract supported by Contract/Purchase Order/Notice to Proceed, issued within the past five (5) years by the Bidder's clients and Certificate of Completion or Acceptance

issued or the Official Receipt issued by the bidder to its client.

18. List of Clients, with at least one (1) previous and one (1) existing clientele in banking/financial industry, details of work done, and clientele contact details for verification purposes including and not limited to SERVICE PROVIDER performance assessment report on response to requests, problem/issue management, qualified staff and provision of service reports
19. BIR Filed/Audited Financial Statements for the last three (3) years.
20. Performance Assessment Report with passed status if with existing contract with the bank.
21. Any document/report/certification on the availability of contingency measures/ Business Continuity Plans and Procedures
22. Non-disclosure agreement
23. Certificate of compliance with industry standards, e.g. ISO/PCIDSS certification.
24. Certificate from the certifying that it is the registered owner of the facilities or long-term leased contract with owner of the facilities to be utilized as off-site records storage for LANDBANK boxes containing documents
25. The bidder must also submit the proof of the storage for safekeeping with the following requirements/information:
 - 25.1 Photos of facilities, tools, equipment, and measuring devices.
 - 25.1.1 Stand-alone/Exclusive walled and gated compound of owned or long term leased land and building/warehouse solely for records
 - 25.1.2 Perimeter wall must be at least 6'-2 feet high above street level.
 - 25.1.3 Fully insulated building/warehouse for managing 30,000 boxes of records.
 - 25.1.4 Environmental and thermal control system with Temperature maintained between 15-25° C (59- 77° F) and Humidity maintained between 35-65% RH.
 - 25.1.5 Flood-free facility, with no prior flood history
 - 25.1.6 Industrial strength steel racking system configured according to best practice
 - 25.1.7 Appropriate handling equipment.
 - 25.1.8 With facility for storage of hard copy records and viewing rooms that can be used to access LBP information
 - 25.1.9 With recovery mechanisms to ensure that stored documents will not be subjected to further unnecessary damage during/after a disaster.
 - 25.2 Monthly pest control and available reports
26. Certificate of inspection issued by Bureau of Fire Protection
27. Copy of valid contract with Security Agency. The winning bidder must have 24/7 roving security guard/s and stationary security guards
28. Maintenance inspection of CCTVs. The winning bidder must have 24/7 CCTV cameras with at least three (3) months back-up in and around its record center premises.
29. Proof of adequate/comprehensive general liability insurance for the building/warehouse, including all the boxes stored therein and during transit, against fire, theft, and acts of God for the curation of the contract.

30. Any document indicating that there is a valid system license contract or certificate that it has a tracking, inventory and billing system capable of immediate generation of updated report, barcode/QR code for boxes and online system access available for LANDBANK authorized users.
 31. List of own logistic resources for pick-up and delivery of records and copy of long-term leased and/or certificate of registration of vehicles.
 32. Bidder must submit any of the following:
 - 32.1 Any document indicating a valid passed status on data privacy standards.
 - 32.2 Membership with records management organizations e.g. Professional Records and Information Services Management (PRISM, USA)
 33. Quality Manual or documented procedure indicating turn-around time e.g. service request processing and monitoring; shelving, retrieval, disposal and access onsite; customer complaint investigation and feedback
 34. Any document indicating that there is a valid system license contract or certificate that it has a tracking, inventory and billing system capable of immediate generation of updated report, barcode/QR code for boxes and online system access available for LANDBANK authorized users.
 35. List of own logistic resources for pick-up and delivery of records and copy of long-term leased and/or certificate of registration of vehicles.
- o Post-Qualification Documents/Requirements – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:
36. 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.
 37. Latest Income Tax Return filed manually or through EFPS.
 38. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 39. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).
 40. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding (sample form – Form No. 7).

Financial Component (PDF File)

- The Financial Component shall contain the documents sequentially arranged as follows:
 1. Duly filled out Bid Form signed by the bidder's authorized representative (sample form - Form No.1).
 2. Duly filled out Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2).

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

Terms of Reference

A. Name and Description of the Project

To enter into a service agreement with a Third Party Service Provider located in Cebu Metropolitan area for the provision of high quality facility which is appropriate for the 3-year storage of an estimated 15,780 record boxes from twenty-one (21) LANDBANK Cebu Branches and eight (8) attached Field Units (*Annex A*) and with capability to retrieve, pick-up/deliver and assist in the disposal of records reference to the approved LANDBANK Records Disposition Schedule (RDS).

B. Project Objectives

1. To economically utilize and unclutter office floor space by providing secured offsite storage for records awaiting disposal and authority from the National Archives of the Philippines (NAP);
2. To support the Bank in the timely retrieval of records requested by BSP, AMLC and other agencies/entities by eliminating risks from loss and damage as a result of lack of appropriate storage space
3. To maintain confidentiality and authenticity of records; and
4. To establish a system and assist in the proper disposal of records that is compliant with the rules and regulations on disposal in the Philippines

C. Scope of Services

1. The WINNING BIDDER shall provide storage facility located in Cebu Metropolitan area with equipment, transportation, tracking and retrieval system, and monitoring reports for at least three (3) years with available space for an estimated 15,780 record boxes and additional space for continual growth of records from 21 Branches and 8 attached Field Units.
2. The WINNING BIDDER shall provide the following:
 - a. Storage spaces that can accommodate size (L15 1/2" x W12 1/2" x H11") storage record boxes
 - b. Barcodes for the boxes
 - c. Reports on Monthly Inventory and Turned-over record boxes
 - d. Transaction reports on a per request basis
 - e. Pick-up form on the agreed scheduled day of pick-up of new record boxes for storage
 - f. List of record boxes for disposal three (3) months before the end of retention period
 - g. Area and weighing scale for the weighing of boxes during the scheduled actual disposal of records of in the presence of representatives from the LANDBANK, National Archives of the Philippines (NAP), Commission on Audit (COA), official buyer and WINNING BIDDER.
 - h. Authorized representative during actual pick-up for disposal upon receipt of written approved disposal date from LANDBANK duly authorized representative.
 - i. On-site access during retrieval of boxes
 - j. Standby Emergency Preparedness Response Unit within the premises
 - k. Briefing or basic training on records management
 - l. Updated information of contact persons

3. The WINNING BIDDER shall submit and implement a 2-month Plan on the implementation of barcoding, electronic service request and inventory of boxes for migration after two (2) weeks from the date of Notice to Proceed. The minimum information on the electronic service request are:
 - quantity
 - box barcode number
 - description of document
 - period coverage
 - disposal date
4. The WINNING BIDDER shall submit an official initial migration inventory report.
5. The WINNING BIDDER shall pick-up, deliver and accept pest-free and in sound-condition standard record boxes turned-over by LANDBANK authorized representative for storage at the WINNING BIDDER facility based on agreed schedule. The parties shall complete the delivery receipt, as may be appropriate, for the picked-up from or delivered to the branch/field unit.
6. The WINNING BIDDER shall accept items for storage and allow access to the storage areas
7. The WINNING BIDDER shall release for pick-up by LANDBANK authorized representative within the day or deliver to the record owner the following day the boxes requested for retrieval before 3:00 PM.
8. The WINNING BIDDER shall submit Service Level Agreement (SLA) indicating:
 - a. Provision for 3 level support defined as follows:
 - Level 1** - Service is completely impacted or completely down - 4 Hours from the time of LANDBANK's call (Local Business Hours 8:00 am to 5:00 pm)
 - Level 2** - Service is functioning but with limited capabilities - Next business day from the time of LANDBANK's call.
 - Level 3** - Service does not work, and a reasonable workaround exists - 1 week from the reported time of LANDBANK's call
 - b. Available on-call for within 24 hours servicing of requests via online web portal, phone, fax, or email
 - c. Active specialized Disaster Recovery during emergency
 - d. Specific performance expectations and accountability which a reasonable and prudent person would exercise with respect to his own property
 - e. Roles of both parties to provide assurance on the reliability, security, confidentiality and reporting at all times
 - f. Measurable rights and responsibilities of both parties
 - g. The SLA shall be subject to review of the Legal Services Group for legal sufficiency and shall be signed by the Group Head of Facilities and Engineering Services Group
9. The WINNING BIDDER shall conduct briefing or basic training on records management free of charge.
10. The WINNING BIDDER shall comply with the confidentiality agreement with the Bank even beyond the tenure of the contract and always observe proper handling of confidential information. No storage boxes shall be opened, inspected or tampered with in any form by the WINNING BIDDER without the written consent of LANDBANK.

11. The WINNING BIDDER shall allow access of the Bank's internal and external auditors to information and operations of the service regarding the outsourced activities/service which they need to fulfill their respective responsibilities and comply with the following requirements:
 - a. Observe segregation of data of the Bank from that of WINNING BIDDER and its other clients
 - b. Allow access to disaster recovery/business continuity contingency plans and procedures
12. The WINNING BIDDER shall submit Business Continuity Plan (BCP) for continued delivery of service to the Bank in case of adverse events that will be validated during audit.

D. Payment Terms

1. The WINNING BIDDER shall send the billing invoice related to storage, registration, barcode, permanent out, freight with hauling, handling fee for retrieval to Facilities Management Department in LBP Plaza MH del Pilar Street Malate, Manila on a monthly basis in respect of charges accrued in the prior month, indicating sufficient details of calculation of the charges and to be accompanied by inventory report and proof of delivery/pick-up.
2. The WINNING BIDDER shall issue monthly billing invoice per Branch/Field Unit for the processing of payment.
3. The one-time cost of freight with hauling or the initial migration of boxes from LANDBANK Branches and its attached Field Units to the WINNING BIDDER facility shall be at a discounted amount by the WINNING BIDDER.
4. LANDBANK shall make payment based on the actual volume of boxes stored at the facility and related services rendered within 30 working days from receipt of monthly billing invoice unless such billing invoice is disputed.

| Storage and Handling for 36 months as follows: | | |
|---|---|--------------------------------|
| Item No. | Description of Deliverables | Quantity (No. of Boxes) |
| 1 | Box Storage | 15,780 |
| 2 | Registration Fee | 15,780 |
| 3 | Barcoding Fee | 15,780 |
| 4 | Permanent Out | 15,780 |
| 5 | Ave. Freight | 15,780 |
| 6 | Handling Fee and Administration Allowance | 7,435 |

E. Period Covered and Schedule of Services

1. Three (3) years to commence upon receipt by the Winning Bidder of the Notice to Proceed and advice from Facilities Management Department
2. The WINNING BIDDER shall provide services 8:00am-5:00pm from Mondays through Fridays and shall observe the following:
 - a. For regular transactions, pick-up and deliver boxes within two (2) working days from receipt by the Winning Bidder of the properly filled-up Job Order Form. Boxes shall be labeled and sealed.
 - b. For rush transactions, pick-up and deliver boxes within four (4) working hours from receipt on/before 12:00p.m. by the Winning Bidder of the filled-up Job Order Form from the branch/field unit within General/Metro Cebu areas. Boxes shall be labeled and sealed provided that the number of boxes for rush transactions shall be limited on agreed number of boxes per day. Excess boxes shall be dispatched the next working day.
 - c. For emergency transaction on self-access, comply within four (4) hours upon receipt of request on or before 12:00 p.m. from branch/field unit.
 - d. Pick-up/delivery of thirty (30) or more record boxes shall be subject for scheduling

F. Area of Coverage

LANDBANK Branches and other Field Units in Metro Cebu.

G. Other Terms and Conditions

1. The WINNING BIDDER indemnify LANDBANK damages caused by instances of breaches of data privacy.
2. The service shall not be subcontracted unless expressly approved by the LANDBANK's BOD and/or BSP, as deemed necessary.
3. This service agreement shall remain to be effective should LANDBANK deem it necessary to extend until the allocated budget for cost has not been exhausted.
4. The agreement may be extended under the same terms and conditions provided a written request for the extension is given by the Procuring Entity (PE) to the Supplier at least thirty (30) days prior to the expiration of the contract.
5. Contract Agreement between LANDBANK and the WINNING BIDDER must include:
 - a. Access of LANDBANK to the public financial information of the WINNING BIDDER.
 - b. Strategy and procedures for orderly pre-termination/termination of services and the proper turnover thereof.
 - c. Guarantee to provide necessary levels of transition assistance if LANDBANK decides to convert to other third party service providers or other arrangements.
 - d. Remedies for LANDBANK in the event of change of ownership, assignment, attachment of assets, insolvency, or receivership of the WINNING BIDDER.
 - e. Provision on the intellectual property ownership particularly on LBP-related information generated as a result of the performance of the outsourcing arrangement.
 - f. Mandatory notification by the WINNING BIDDER of all systems changes that will affect LANDBANK.

- g. Details of IT security procedures and standards and accountability of the WINNING BIDDER in its implementation.
 - h. Responsibilities regarding software maintenance, upgrades and transaction data files.
 - i. Provisions regarding on-line communication availability, transmission line security, and transaction authentication.
 - j. Requirement from WINNING BIDDER to immediately take the necessary corrective measures to satisfy the findings and recommendations of Bangko Sentral examiners and those of the internal and/or external auditors of the Bank and/or the WINNING BIDDER.
6. Contract Agreement between LANDBANK and the WINNING BIDDER shall at the end of the contract term allow possible renewal of the engagement to meet the Bank's legal and regulatory obligations.
7. The WINNING BIDDER must comply with the Data Privacy Act of 2012 even upon termination of the service contract and all government laws, policies, rules and regulations governing its business.
8. The WINNING BIDDER shall be evaluated on an annual basis or as often as necessary using the parameters set forth in the Third Party Service Provider (TPSP) Performance Assessment Report (*Exhibit 1*).
9. The Contract may be pre-terminated by LANDBANK on any of the following grounds:
- a. Violation or non-compliance by the WINNING BIDDER with any of the terms and conditions of the Terms of Reference (TOR) and the contract;
 - b. An adjectival rating of "Needs Improvement" or "Poor" subject to a 30 calendar day notice;
 - c. In case of misrepresentation of material facts and documents after the award of the contract

H. Qualifications for the Bid Opening

1. Criteria and Requirements

| SELECTION CRITERIA | GENERAL DESCRIPTION | DOCUMENTARY REQUIREMENTS |
|---|--|---|
| 1. Reputation | <ul style="list-style-type: none"> • Has NO derogatory record, record of conviction or pending legal case in proper court • Has NO adverse credit findings or no history of past-due loans with any lending institutions • No adverse feedback on the company, owners, BOD and key officers | Omnibus Sworn Statement executed by the bidder or its duly authorized representative, including the consent for the conduct of information verification by the Bank |
| 2. Ownership Structure/ Profile and Technical Expertise | <ul style="list-style-type: none"> • Engaged in the business for at least 5 years as of date of opening of quotation/bid • Maintain professional and technical staff with employment retention period of at least 3 years • Identify conflict of interest | <ul style="list-style-type: none"> • Company Profile • Latest General Information Sheet (GIS) • Mayor's/Business Permit Registration Certificate from SEC/DTI/CDA • Articles of Incorporation |

| SELECTION CRITERIA | GENERAL DESCRIPTION | DOCUMENTARY REQUIREMENTS |
|--------------------|---|--|
| | <p>and related-party</p> <ul style="list-style-type: none"> • Must have completed contract/project of the same nature as records storage management and transportation services in the Philippines • Must have a Single Largest Completed Contract within the last three (3) years from client bank equivalent to fifty percent (50%) of the approved budget for the contract | <p>and By-laws, including amendments</p> <ul style="list-style-type: none"> • Accreditation/ Certificate, if available • List of qualified personnel and their CVs highlighting experience in implementing quality records management system and business continuity plan • Statement of single completed contract of similar nature to records storage with management from clients equivalent to at least 50% of the approved budget for the contract supported by Contract/Purchase Order/Notice of Award/Notice to Proceed, issued within the past five (5) years by the Bidder's client; and Certificate of Completion or Acceptance issued, or the Official Receipt issued by the Bidder to its client • List of Clients, with at least one (1) previous and one (1) existing clientele in banking/financial industry, details of work done, and clientele contact details for verification purposes including and not limited to SERVICE PROVIDER performance assessment report on response to requests, problem/issue management, qualified staff and provision of service reports |
| 3. Financial | <ul style="list-style-type: none"> • Must have positive income for | BIR filed/Audited Financial |

| SELECTION CRITERIA | GENERAL DESCRIPTION | DOCUMENTARY REQUIREMENTS |
|--|--|--|
| Performance and condition | <p>atleast 2 years</p> <ul style="list-style-type: none"> • With current ratio (Current Asset over Current Liabilities) of 1:1 • With Debt/Equity Ratio (Liabilities over Equity) of 80:20 • With positive Net worth (Total Assets less Total Liabilities) | Statements (last 3 years) |
| 4. Operational Capability and Internal Control Environment | <ul style="list-style-type: none"> • Passed the performance assessment, if with existing contract with the Bank • Must have disaster recovery/ business continuity/ contingency plans and procedures • Must have well-defined security policies and procedures to ensure confidentiality, integrity and availability of the Bank's data, and confidentiality of information • Compliant to the standards and policies imposed by the regulatory bodies • Must be the registered owner or with valid long term leased contract with owner of the facilities where the LANDBANK boxes containing documents shall be stored for safekeeping • Must submit a proof of the storage for safekeeping with the following requirements/ information: <ul style="list-style-type: none"> a. With visible exclusive entrance to owned or long term leased land and building/ warehouse solely for records. <ol style="list-style-type: none"> 1. Enclosed from floor to ceiling. 2. Properly ventilated building/warehouse for managing 30,000 | <ul style="list-style-type: none"> • Performance Assessment Report • Document/Report/ Certification on the availability of contingency measures/business continuity plan • Non-disclosure agreement • Certificate of compliance with industry standards (e.g., ISO/ PCIDSS certification) • Certificate from the certifying that it is the registered owner of the facilities or long-term leased contract with owner of the facilities to be utilized as off-site records storage for LANDBANK boxes containing documents. • Photos of facility taken within the past twelve (12) months prior to the opening of bids • Pest control report • Certificate of inspection issued by the Bureau of Fire • Copy of valid contract with Security Agency • Maintenance inspection |

| SELECTION CRITERIA | GENERAL DESCRIPTION | DOCUMENTARY REQUIREMENTS |
|--------------------|--|--|
| | <p>boxes of records.</p> <ol style="list-style-type: none"> 3. Ambient temperature maintained between 24-30°C (75.2-86° F. 4. Flood-free facility, with no prior flood history. 5. Industrial strength steel racking system configured according to best practice. 6. Appropriate handling equipment. 7. With facility for storage of hard copy records and viewing rooms that can be used to access LBP information 8. With recovery mechanisms to ensure that stored documents will not be subjected to further unnecessary damage during/after a disaster. <p>b. With monthly pest control and available report.</p> <ul style="list-style-type: none"> • Must have Fire and Flood Prevention or Fighting System which includes sufficient number of fire extinguishers, automatic fire alarm system, fire hoses, fire pumps and smoke detector/s fully compliant with RA 9514 (Revised Fire Code of the Philippines) • Must have 24/7 roving security guard/s and stationary security guards • Must have 24/7 CCTV cameras with at least three (3) months back-up in and around its record center premises • Must have adequate/comprehensive | <p>of CCTVs</p> <ul style="list-style-type: none"> • Proof of comprehensive general liability insurance • Valid system license contract or certificate from the certifying that it has a tracking, inventory and billing system capable of immediate generation of updated report, barcode/QR code for boxes and online system access available for LANDBANK authorized users. • List of own logistic resources for pick-up and delivery of records and copy of long-term leased and/or certificate of registration of vehicles. • Valid passed status on data privacy standards • Membership with records management organizations e.g. Professional Records and Information Services Management (PRISM, USA) • Quality Manual or documented procedure indicating turn-around time for: <ol style="list-style-type: none"> 1. service request processing and monitoring 2. shelving, retrieval, disposal and access onsite 3. customer complaint investigation and feedback |

| SELECTION CRITERIA | GENERAL DESCRIPTION | DOCUMENTARY REQUIREMENTS |
|--------------------|--|--------------------------|
| | <p>general liability insurance for the building/warehouse, including all the boxes stored therein and during transit, against fire, theft, and acts of God for the duration of the contract</p> <ul style="list-style-type: none"> • Must have a tracking, inventory monitoring and billing system, to ensure that LANDBANK will be provided with the updated list of the boxes in the accession of the WINNING BIDDER • Must have available own or with long-term lease of logistics resources for pick-up and delivery of record boxes | |

2. Additional provision:

- Consent of bidders on the conduct of BICI by the bank
- Possible disqualification of bidder from award of contract in case of adverse findings during BICI.

J. Project Contact Person

Ms. Flordelyn A. Cerilla

email: fcerrilla@mail.landbank.com; flordelyn.cerilla@gmail.com

Cell phone No. 09989910961

Tel. No.: 8522-0000 local 2816

Prepared by:



Flordelyn A. Cerilla
Head, Records Management Unit

Approved by:



Avelino P. Remillano
Head, Facilities Management Department

Branches and attached Field Units covered by Outsourced Offsite Records Management

1. Balamban Branch - (#376) Barangay Baliwagan, Balamban, Cebu
2. Banilad Branch - Girl Scout of the Phils. Bldg., Cuenco St. Brgy. Banilad, Cebu City, Cebu
3. Bogo Branch - P. Demiar Building, P. Rodriguez Street, Sto. Rosario, Bogo City, Cebu
4. Carcar Branch - Henry Uy Bldg., Poblacion III, Awayar, Carcar, Cebu
5. CEBU BOC Branch - CIP Complex, Pier 5, Port of Cebu, Cebu City
6. Cebu-Mangc Branch - Espiritu Building, 33 General Maximon Avenue, Barangay Kamputhaw, Cebu City
7. Cebu-Osmeña Blvd. Branch - LANDBANK Building, Osmeña Blvd. cor. P. del Rosario Street, Cebu City
8. Consolacion Branch - (#368) G/F Consolacion Government Center, Poblacion Oriental, Consolacion, Cebu
9. Dalaguete Branch - (#361) Poblacion, Dalaguete, Cebu
10. Danao Branch - F. Ralota Street, Poblacion, Danao City, Cebu
11. Lapu-lapu Branch - GSO Building, ML Quezon National Highway, Pajo, Lapu-lapu City, Cebu
12. Mandaue City Hall Branch - LANDBANK Bldg., Ouano St. Centro, Mandaue City, Cebu
13. Mandaue Branch - Dayzon Building, Tipolo, Mandaue City, Cebu
14. MEPZA Branch - GF, PEZA Administration Bldg. Lapu-lapu City, Cebu
15. Moalboal (Cebu) Branch - (# 382) Ground Floor, Gaisano Town Center, Poblacion East, Moalboal, Cebu 6032
16. Naga City (Cebu) Branch - Natalio Bacalso Street, East Poblacion, Naga city, Cebu
17. Plaza Independencia Branch - LDM Bldg., MJ Cuenco Ave., Cebu City, Cebu
18. Bantayan Branch - Suba, Bantayan, Cebu
19. Toledo Branch - Gaisano Grand Mall, Sangi, Toledo City, Cebu
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25. AOC VII – Cebu - within Cebu Osmeña Branch
26. FLS Cebu - within Cebu Osmeña Branch
27. OGH, CMSD, Treasury Agri-Hub Cebu Osmeña
28. Cebu North LC – within Consolacion Branch
29. PVCID Cebu North – within Consolidation Branch

**THIRD-PARTY SERVICE PROVIDER (TPSP)
 PERFORMANCE ASSESSMENT REPORT**

| Name of TPSP | | Contract Period | | | |
|--|--|---|---------------|------------------------|----------------|
| Service Provided | | Assessment Period | | | |
| <p><i>Notes:</i></p> <p>1. Under the REMARKS column, indicate results, observations and/or justifications as applicable.</p> <p>2. General or additional remarks may be indicated in the REMARKS section at the last page, as deemed necessary, to state any issues, exceptions or recommendations.</p> <p>3. An adjectival rating of "Needs Improvement" and "Poor" shall warrant further assessment by the Implementing Unit noted by the Group Head concerned. This shall be clearly stated under the REMARKS section with corresponding recommendation subject to escalation to the Management Committee.</p> | | | | | |
| WEIGHT | EVALUATION CRITERIA | PERFORMANCE STANDARDS | RATING | WEIGHTED RATING | REMARKS |
| 15% | 1. Technical/ Product Support a. Actions/ response on any request | <p>Able to meet expectations and provides thorough assessment and evaluation of request</p> <p>4 – 80% and above of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation</p> <p>3 – 60% to 79% of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation</p> <p>2 – 40% to 59% of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation</p> <p>1 – Below 40% of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation; negative publicity was encountered by the Bank due to service delivery failure</p> | | | |
| | | <p>Able to comply with the response time as stipulated in the contract/service agreement</p> <p>4 – 80% and above of the total requests reported during the assessment period were responded within the agreed timeline</p> <p>3 – 60% to 79% of the total requests reported during the assessment period were responded within the agreed timeline</p> <p>2 – 40% to 59% of the total requests reported during the assessment period were responded within the agreed timeline</p> <p>1 – Below 40% of the total requests reported during the assessment period were responded within the agreed timeline; negative publicity was encountered by the Bank due to service delivery failure</p> | | | |

| WEIGHT | EVALUATION CRITERIA | PERFORMANCE STANDARDS | RATING | WEIGHTED RATING | REMARKS |
|--------|---|---|--------|-----------------|---------|
| 10% | b. Problem Resolution/ Issue Management | <p>Able to address problems or resolve any errors by providing assessment, work-around recommendation or permanent fixes and adequate information</p> <p>4 - 80% and above of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred</p> <p>3 - 60% to 79% of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred</p> <p>2 - 40% to 59% of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred</p> <p>1 - Below 40% of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred; negative publicity was encountered by the Bank due to service delivery failure</p> | | | |
| | | <p>Able to comply with the response time as stipulated in the contract/service agreement</p> <p>4 - 80% and above of the total requests reported during the assessment period were responded within the agreed timeline</p> <p>3 - 60% to 79% of the total requests reported during the assessment period were responded within the agreed timeline</p> <p>2 - 40% to 59% of the total requests reported during the assessment period were responded within the agreed timeline</p> <p>1 - Below 40% of the total requests reported during the assessment period were responded within the agreed timeline; negative publicity was encountered by the Bank due to service delivery failure</p> | | | |

| WEIGHT | EVALUATION CRITERIA | PERFORMANCE STANDARDS | RATING | WEIGHTED RATING | REMARKS | | | | | | | | | | |
|---|---|--|-----------|------------------|------------------------------|------------------|---|-----|---|-------|--|------------------|--|--|--|
| 5% | c. Trained and Qualified Staff | <p>Able to provide sufficient knowledgeable and skilled staff required in the maintenance of the assigned activity/service (Availability may be in various means such as email, on-site support, phone or video call, etc.)</p> <p>4 – Provided sufficient highly skilled and knowledgeable staff support; Staff always available when called</p> <p>3 – Provided sufficient highly skilled and knowledgeable staff support; Staff available on a scheduled basis</p> <p>2 – Provided sufficient highly skilled and knowledgeable staff support; Staff not readily available</p> <p>1 – Lacks knowledgeable and skilled staff support; Staff cannot address the requests/inquiries/issues raised</p> | | | | | | | | | | | | | |
| 10% | d. Provision of Service Reports (documentation) | <p>Able to provide thorough service report/s and recommendations, when necessary, upon completion of actions/resolutions</p> <p>4 – 80% and above of the time, was able to provide thorough service report/s and recommendations</p> <p>3 – 60% to 79% of the time, was able to provide thorough service report/s and recommendations</p> <p>2 – 40% to 59% of the time, was able to provide thorough service report/s and recommendations</p> <p>1 – Below 40% of the time, was able to provide thorough service report/s and recommendations</p> | | | | | | | | | | | | | |
| 5% | 2. Financial Condition | <p>Able to pass at least three (3) of the minimum criteria based on the latest (not more than 2 years) Audited Financial Statements</p> <table border="1" data-bbox="560 1291 998 1606"> <thead> <tr> <th>INDICATOR</th> <th>MINIMUM CRITERIA</th> </tr> </thead> <tbody> <tr> <td>• Profitability (Net Income)</td> <td>Must be positive</td> </tr> <tr> <td>• Current Ratio (Current Assets over Current Liabilities)</td> <td>1:1</td> </tr> <tr> <td>• Debt/Equity Ratio (Liabilities over Equity)</td> <td>80:20</td> </tr> <tr> <td>• Networth (Total Assets less Total Liabilities)</td> <td>Must be positive</td> </tr> </tbody> </table> <p>4 – All minimum criteria were met</p> <p>3 – Three (3) of the minimum criteria were met</p> <p>2 – 1 to 2 of the minimum criteria were met</p> <p>1 – All minimum criteria were not met</p> | INDICATOR | MINIMUM CRITERIA | • Profitability (Net Income) | Must be positive | • Current Ratio (Current Assets over Current Liabilities) | 1:1 | • Debt/Equity Ratio (Liabilities over Equity) | 80:20 | • Networth (Total Assets less Total Liabilities) | Must be positive | | | |
| INDICATOR | MINIMUM CRITERIA | | | | | | | | | | | | | | |
| • Profitability (Net Income) | Must be positive | | | | | | | | | | | | | | |
| • Current Ratio (Current Assets over Current Liabilities) | 1:1 | | | | | | | | | | | | | | |
| • Debt/Equity Ratio (Liabilities over Equity) | 80:20 | | | | | | | | | | | | | | |
| • Networth (Total Assets less Total Liabilities) | Must be positive | | | | | | | | | | | | | | |

| WEIGHT | EVALUATION CRITERIA | PERFORMANCE STANDARDS | RATING | WEIGHTED RATING | REMARKS |
|--------|---|---|--------|-----------------|---------|
| 15% | 3. Business Continuity Plan (BCP) | <p>Able to provide a document/report/certification on the availability of contingency measures/BCP for continued delivery of service to the Bank in case of adverse events (to be validated during audit)</p> <p>4 - Provided a document/report/certification on the availability of contingency measures/BCP in case of adverse events</p> <p>1 - Does not provide document/ report/ certification on the availability of contingency measures/BCP</p> | | | |
| 20% | 4. Compliance to the Confidentiality Agreement | <p>Able to comply with the confidentiality agreement with the Bank and always observe proper handling of confidential information</p> <p>4 - Comply with the confidentiality agreement and always observe proper handling/transmission of confidential information (e.g., encryption of data transmitted and ensure that information is disclosed only to authorized persons)</p> <p>3 - Comply with the confidentiality agreement but sometimes failed to observe proper handling/transmission of confidential information</p> <p>2 - Caused potential breach of confidential information</p> <p>1 - Caused breach of confidential information</p> | | | |
| | 5. Compliance to Audit Requirements | Allowed access of the Bank's internal and external auditors and BSP auditors to information regarding the outsourced activities/services and comply with the following requirements: | | | |
| 5% | a. Data Segregation | <p>Observed segregation of data of the Bank from that of service provider and its other clients</p> <p>4 - Observe data segregation for controls, and for easily accessible/fast data recovery</p> <p>1 - Does not comply with data segregation</p> | | | |
| 10% | b. BCP/ Contingency Measures/ Disaster Recovery | <p>Allowed access to disaster recovery/ business continuity contingency plans and procedures</p> <p>4 - Has a BCP to provide contingency measures specific to the Bank</p> <p>3 - Has a BCP to provide contingency measures in general, to its clients</p> <p>2 - Has a BCP to provide contingency measures but on a limited basis only</p> <p>1 - Has no BCP to provide contingency measures to its clients</p> | | | |

| WEIGHT | EVALUATION CRITERIA | PERFORMANCE STANDARDS | RATING | WEIGHTED RATING | REMARKS |
|--------|---|---|--------|-----------------|---------|
| 5% | 6. Compliance to C. Scope of Services Nos. 1-9, D. Payment Terms and to G. Other Terms and Conditions of the Terms of Reference | Able to comply with the scope of services, payment terms and other conditions 4 – Comply with the required services 3 – Comply with the required services but sometimes failed to provide the services 2 – Failed to deliver required services on time 1 – Failed to deliver required services that caused adverse impact to the Bank | | | |

| | |
|-------------------|--|
| TOTAL RATING | |
| AVERAGE RATING | |
| ADJECTIVAL RATING | |

| | | |
|-----------|-------------------|--|
| 3.4 – 4.0 | Excellent | Exceeds expectations/deliverables |
| 2.3 ≤ 3.4 | Good | Meets deliverable |
| 1.7 ≤ 2.3 | Needs Improvement | Tighter Controls, Management intervention required |
| 1.0 ≤ 1.7 | Poor | Discontinue |

REMARKS: [e.g., Rating result warranting further assessment and corresponding recommendation; Recommendation for amendment/renewal of the outsourcing agreement to bring them in line with current market standards and to cope with changes in their business strategies; Statement of TPSP material problem; Reporting of issues/incidents/non-compliance that may adversely impact the delivery of product/service]

Prepared by:

Reviewed by:

Noted by:

Designated Personnel

Head, Implementing Unit

Group Head Concerned

| | |
|-------------------------------|---|
| Project Identification Number | LBP-HOBAC- ITB-GS-20220616-02 |
| Project Name | Three (3) Years Records Storage and Management Services in Cebu Metropolitan Area |
| Subject | Response to Bidder's Queries |

| BIDDER QUERY ON THE TOR | LANDBANK FMD REPLY |
|---|---|
| <p>3.) In Annex D -D15-TOR-ITB-GS-20221616-02, page 2 item#7 can we suggest the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> SAME/URGENT DAY SERVICE: Retrieval/Delivery or Pick-up of new boxes handed to LANDBANK's authorized representative within General/Metro Cebu areas for requests received on/before 12:00p.m. <input type="checkbox"/> BAU/FOLLOWING DAY SERVICE: Retrieval/Delivery or Pick-up of new boxes received on/before 3:00p.m. handed to LANDBANK's authorized representative within General Cebu areas <input type="checkbox"/> SCHEDULING: For requests of services outside General/Metro Cebu areas. | <p>E.2 The WINNING BIDDER shall provide services 8:00am-5:00pm from Mondays through Fridays and shall observe the following:</p> <ul style="list-style-type: none"> a. For regular transactions, pick-up and deliver boxes within <i>two (2) working days</i> from receipt by the Winning Bidder of the properly filled-up Job Order Form. Boxes shall be labeled and sealed. b. For rush transactions, pick-up and deliver boxes within four (4) working hours from receipt <i>on/before 12:00p.m.</i> by the Winning Bidder of the filled-up Job Order Form from the branch/field unit <i>within General/Metro Cebu areas.</i> Boxes shall be labeled and sealed provided that the number of boxes for rush transactions shall be limited on agreed number of boxes per day. Excess boxes shall be dispatched the next working day. c. For emergency transaction on self-access, comply within four (4) hours upon receipt of request on or before 12:00 p.m. from branch/field unit. d. Pick-up/delivery of thirty (30) or more record boxes shall be subject for scheduling |
| <p>4.) Would it be possible to get the volume of boxes for pick-up per branch so we can plan our resources well e.g. trucking and manpower?</p> | <p>List of Branch/Field Unit Sites and estimated number of boxes (Annex A)</p> |

Annex A

| Branch/Field Unit | No. of Boxes |
|---|--------------|
| 1. Balamban Branch - (#376) Barangay Baliwagan, Balamban, Cebu | 468 |
| 2. Baniad Branch - Girl Scout of the Phils. Bldg., Cueta St. Brgy. Baniad, Cebu City, Cebu | 468 |
| 3. Bogo Branch - P. Demiar Building, P. Rodriguez Street, Sto. Rosario, Bogo City, Cebu | 468 |
| 4. Carcar Branch - Henry Uy Bldg., Poblacion III, Awayan, Carcar, Cebu | 468 |
| 5. CEBU BOC Branch - CIP Complex, Pier 6, Port of Cebu, Cebu City | 468 |
| 6. Cebu-Mango Branch - Espiritu Building, 33 General Maxilom Avenue, Barangay Kamputhaw, Cebu City | 468 |
| 7. Cebu-Osmena Blvd. Branch - LANDBANK Building, Osmena Blvd. cor. P. del Rosario Street, Cebu City | 468 |
| 8. Consolacion Branch - (#368) G/F Consolacion Government Center, Poblacion Oriental, Consolacion, Cebu | 468 |
| 9. Dalaguete Branch - (#361) Poblacion, Dalaguete, Cebu | 468 |
| 10. Danao Branch - F. Ralota Street, Poblacion, Danao City, Cebu | 468 |
| 11. Lapu-lapu Branch - GSO Building, ML Quezon National Highway, Pajo, Lapu-lapu City, Cebu | 468 |
| 12. Mandaue City Hall Branch - LANDBANK Bldg., Ouano St. Centro, Mandaue City, Cebu | 468 |
| 13. Mandaue Branch - Dayzon Building, Tipclo, Mandaue City, Cebu | 468 |
| 14. MEPZA Branch - GF, PEZA Administration Bldg. Lapu-lapu City, Cebu | 468 |
| 15. Moalbal (Cebu) Branch - (# 382) Ground Floor, Gaisano Town Center, Poblacion East, Moalbal, Cebu 6032 | 468 |
| 16. Naga City (Cebu) Branch - Natalio Bacalso Street, East Poblacion, Naga city, Cebu | 468 |
| 17. Plaza Independencia Branch - LDM Bldg., ML Cuenco Ave., Cebu City, Cebu | 468 |
| 18. Bantayan Branch - Suba, Bantayan, Cebu | 468 |
| 19. Toledo Branch - Gaisano Grand Mall, Sangi, Toledo City, Cebu | 468 |
| 20. Barili Branch - Poblacion, Barili, Cebu | 468 |
| 21. Camotes Branch - (Cebu North) | 468 |
| 22. Cebu AC – within Cebu Osmena Branch | 2,000 |
| 23. Cebu South LC - within Cebu Osmena Branch | 1,000 |
| 24. PVCID Cebu South - within Cebu Osmena Branch | 250 |
| 25. AOC VII – Cebu - within Cebu Osmena Branch | 702 |
| 26. FLS Cebu - within Cebu Osmena Branch | 250 |
| 27. OGH, CMSD, Treasury Agri-Hub Cebu Osmena | 500 |
| 28. Cebu North LC – within Consolacion Branch | 1,000 |
| 29. PVCID Cebu North – within Consolidation Branch | 250 |