



LANDBANK

SERVING
THE NATION

**SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-GS-20230727-01**

PROJECT : **Managed Laser Print Services**
Lot 1 – 485 Units Monochrome Multi-Function Laser Printer
Lot 2 – 170 Units Color Laser Printer

IMPLEMENTOR : **HOBAC Secretariat Unit**

DATE : **September 22, 2023**

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 D-1 to D-31), Technical Specifications (Section VII) and Checklist of Bidding Documents (Item No. 12 of Technical Documents) have been revised. Please see attached revised Annexes D-1 to D-31 and specific sections of the Bidding Documents.


REMEDIOS S. LACADEN
OIC, HOBAC Secretariat Unit

Technical Specifications

Specification				Statement of Compliance	
				<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>	
Managed Laser Print Services					
Lot No.	Estimated No. of Loan Accounts	No. of Printers	Quantity (Estimated No. of Page Yield)	Lot No.	Please state here either "Comply" or "Not Comply"
1	Monochrome Multi-function Laser Printer	485 units	43,200,000	1	
2	Color Laser Printer		Mono 13,447,440	2	
	2.1 Single Function	85 units	Color 20,752,560		
	2.2 Multi-function	85 units			
<p>Notes (Applicable to all lots):</p> <p>1. Scope of work and other requirements per attached Revised Terms of Reference (Annexes D-1 to D-31).</p>					

<p>2. The documentary requirements enumerated in item II Qualifications of Supplier (Annexes D-1 to D-2) of the Terms of Reference shall be submitted in support of the compliance of the Bid to the Technical Specifications and other requirements.</p> <p>Non-submission of the above mentioned documents/requirements may result in bidder's post-disqualification.</p>	
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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 NFCC 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, if applicable.
 - 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 BAC 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.*
- Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Components)]
 14. Copy of Purchase Order or Contract, Delivery Receipts, Official Receipts, Certifications, etc. showing that the supplier have completed in the past five (5) years reckoned from the date of submission and opening of bids, a managed print services contract similar in scheme to this project (or a contract for provision of printers, consumables, and maintenance services wherein the customer pays on

- a per page or toner consumed basis) involving not less than 100 units of laser printers with a contract duration of at least one (1) year.
15. List of completed managed print services contracts for the past five (5) years showing the contract description, contract price, address, contract person, and contact number. An accomplished Customer Satisfactory Survey Form (Annexes A1 to A2 of the TOR) for each contract in the list must also be submitted.
 16. List of physical business office, consumables depot and service center within Metro Manila with their respective addresses, contact persons and contact numbers.
 17. List showing the names of at least five (5) technicians and copies of their respective resumes and training certifications.
 18. Copy of current motor vehicle registration certificates and lease contract/s, if applicable, of at least three (3) company-owned or leased delivery/service 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]:
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.6).
 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 (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).
 3. Duly filled out Breakdown of Bids (for color laser printers) signed by the Bidder's Authorized representative (Annex E).

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
Managed Laser Print Services

I. SCOPE OF WORK

1. Supply, delivery and installation of laser printers at LANDBANK Head Office and NCR Field Units with standard drivers and application software, to wit:

Type of Printer	Quantity	Estimated No. of Page Yield
a. Monochrome Multi-function Laser Printer	485 units	43,200,000 pages
b. Color Laser Printer		Mono 13,447,440 pages Color 20,752,560 pages
b.1 Single function	85 units	
b.2 Multi-function	85 units	

2. Supply of genuine toners and/or consumables;
3. Provision of free comprehensive maintenance services which covers labor, parts (including consumables such as image drum, transfer belt, fuser unit, etc.), and support services;
4. Deployment to LANDBANK of a dedicated on-site technician, with work schedule from Mondays to Fridays, for the maintenance and troubleshooting of the laser printers;
5. Provision of a help desk that will provide free first line assistance; and
6. Provision of at least two (2) color and/or two (2) monochrome standby service units which are also compliant with the required minimum specifications of the Bank.

II. QUALIFICATIONS OF SUPPLIER

1. The Supplier must have completed in the past five (5) years, reckoned from the date of submission and opening of bids, a managed print services contract similar in scheme to this project (or a contract for provision of printers, consumables and maintenance services wherein the customer pays on a per page printed or toner consumed basis), involving not less than 100 units of laser printers with a contract duration of at least one (1) year. A copy of the corresponding Purchase Order or Contract, Delivery Receipts, Official Receipts, certifications, etc. showing the relevant information must be submitted.

2. The supplier must have no unsatisfactory performance record with any of its customers of managed print services or similar contracts as described above. A list of these contracts for the past five (5) years showing the contract description, contract price, name of customer, address, contact person and contact number must be submitted. An accomplished Customer Satisfactory Survey Form (Annexes A-1 & A-2) for each contract in the list must also be submitted.
3. The Supplier must have a physical business office, consumables depot and service center within Metro Manila. A list of the Supplier's business office, consumables depot and service center with their respective addresses, contact persons and contact numbers must be submitted.
4. The Supplier must have in its employment at least five (5) technicians who are trained in the maintenance and repair of laser printers. A list showing the names of the technicians and copies of their respective resumes and training certifications must be submitted.
5. The Supplier must have at least three (3) company-owned or leased delivery/service vehicles. A copy of the current motor vehicle registration certificates and lease contract/s, if applicable, must be submitted.

III. MINIMUM SPECIFICATIONS

A. Multi-function Monochrome Laser Printer

1. Functions: Print, copy and scan (color)
2. Capable of automatic back-to-back printing
3. With reversible automatic document feeder capable of automatic back-to-back copying and scanning
4. Copy/Print Speed: A4 37/40 ppm
5. Print Resolution: 600 x 600 dpi
6. Can print, copy and scan documents in A4 and Legal sizes
7. **Paper input: Built-in cassette tray (250 sheets, 80 gsm), multi-purpose tray or additional built-in cassette tray (50 sheets, 80 gsm) and ADF (50 sheets, 80 gsm)**
8. Memory: 512 MB
9. With USB 2.0 and network connectivity
10. Operates within 200-240 VAC
11. Manufacturing date: Not earlier than 2018

B. Color Laser Printer

a. Multi-function Color Laser Printer

1. Functions: Print, copy and scan
2. Capable of automatic back-to-back printing
3. With reversible automatic document feeder capable of automatic back-to-back copying and scanning

4. **Print, copy and scan speed: A4, 30 ppm (color), 30 ppm (mono)**
5. Print resolution: 600 x 600 dpi
6. Can print, copy and scan documents in A4 and Legal sizes
7. **Paper input: Built-in cassette tray (250 sheets, 80 gsm), multi-purpose tray or additional built-in cassette tray (50 sheets, 80 gsm) and ADF (50 sheets, 80 gsm)**
8. Memory: 512 MB
9. With USB 2.0 and network connectivity
10. Operates within 200-240 VAC
11. Printer must be able to provide a separate reading of monochrome & color pages printed
12. Manufacturing date: Not earlier than 2018

b. Single-function Color Laser Printer

1. Function: Print
2. Capable of automatic back-to-back printing
3. **Print speed: A4, 30 ppm (color), 30 ppm (mono)**
4. Print resolution: 600 x 600 dpi
5. Can print in A4 and Legal sizes
6. **Paper input: Built-in cassette tray (250 sheets, 80 gsm) and multi-purpose or additional built-in cassette tray (50 sheets, 80 gsm)**
7. Memory: 512 MB
8. With USB 2.0 and network connectivity
9. Operates within 200-240 VAC
10. Printer must be able to provide a separate reading of monochrome & color pages printed
11. Manufacturing date: Not earlier than 2018

C. Toners

1. Genuine and delivered in their packaging (compatible, re-filled and re-manufactured toners are not acceptable)
2. Toner of multi-function color printers should be compatible with single-function color printers and vice versa
3. Page yields of color and black toners based on ISO/IEC 19798 and ISO/IEC 19752, respectively, must be indicated in the package and/or must be verifiable through the Manufacturer's corporate website. LANDBANK may require the submission of ISO/IEC test results from ISO-Certified testing laboratories, if it deems necessary. Non-submission of the said test results shall be a ground for disqualification in the award of contract.

IV. DELIVERY

1. The initial 157 units color laser printers and 475 units monochrome laser printers shall be delivered and installed at the LANDBANK offices listed in Annexes B1 to B6 within thirty (30) calendar days upon receipt by the supplier of Notice to Proceed (NTP) from LANDBANK – Procurement Department. The NTP may be sent through email, fax, courier, mail and by any other means and shall be considered received by the Supplier once receipt of the transmission has been confirmed by any of the Supplier's employee or agent. For Head Office-based units, printers may be temporarily stored at 24th Floor, Procurement Department, LANDBANK Plaza Building, Manila (maximum of 2 days only) while awaiting installation. For NCR Field Units, printers shall be delivered directly to their respective addresses.
2. The remaining units of printers shall be deployed individually within seven (7) calendar days upon receipt by the supplier of advice from LANDBANK-Procurement Department. Any changes in deployment of the printers shall have prior clearance with LANDBANK – Procurement Department. Billings for unauthorized deployment of printers shall not be paid by the Bank.
3. The laser printers shall be loaded with complete set of the required toner/s and other consumables and each of them shall be provided with a minimum of one (1) spare set of toner/s (Monochrome: Black; Color: Cyan, Magenta, Yellow and Black) upon installation. The LANDBANK office concerned may request the Supplier to increase the quantity of spare toners depending on their operational needs.
4. Orders for replenishment of spare toners or additional toners shall be delivered by the Supplier within five (5) calendar days upon receipt of Toner/Service Request (Form attached as Annex C) from LANDBANK office concerned. The Toner/Service Request may be sent by LANDBANK offices concerned through email, fax, courier, mail and by any other means and shall be considered received by the Supplier once receipt of the same has been confirmed by any of the Supplier's employee or agent.
5. The toners shall be delivered directly to the LANDBANK office concerned. The supplier shall submit a copy of the Delivery Receipt duly acknowledged by the LANDBANK office concerned to LANDBANK – Procurement Department, together with the accomplished Toner/Service Request Form.

V. CONTRACT DURATION

The contract shall begin upon receipt by the supplier of Notice to Proceed from LANDBANK Procurement Department and installation of the first unit of the printers and shall end three (3) years after or upon full utilization of the contract price, whichever comes first.

VI. PAYMENT TERMS

1. The Supplier shall be paid on a monthly basis, as follows:
 - a. For Color Laser Printers – quantity of Cyan, Magenta, Yellow and Black toners delivered multiplied by the bid price per kind of toner; and
 - b. For Monochrome Laser Printers – actual number of pages printed and/or photocopied (net of 2% spoilage allowance) multiplied by the bid price per page.

Scanning shall be free of charge.

2. The monthly billings of the Supplier shall be paid by LANDBANK within sixty (60) calendar days upon receipt of complete documents [i.e., Statement of Account or Sales Invoice, Delivery Receipt, Schedule of Printer Toner Usage in Excel file and hard copy (Form attached as Annexes D1 & D2) and machine readings with conformity of the designated personnel of LANDBANK End-user Units].
3. All replacement parts necessary to restore the laser printers into good operating condition (including consumables such as image drum, transfer belt, fuser unit, etc.), repair and maintenance services and support services shall be for the account of the Supplier.
4. There shall be no adjustment in the bid prices (unit prices) throughout the duration of this Contract.
5. For bidding purposes, the indicated quantities are estimates only. In order to maximize the utilization of the quantities of various cost components in the color laser print services contract, the quantities of the cost components may be adjusted, when the need arises (say from black to any color or vice versa), provided that the corresponding unit price of a particular toner shall be applied and that the total contract price is not exceeded.
6. Pursuant to Malacañang Executive Order No. 170 – Adoption of Digital Payments for Government Disbursements and Collections, directing all government agencies to utilize safe and efficient digital disbursement in the payment of goods, services and other disbursements, the winning Supplier is required to maintain a deposit account with LANDBANK Cash Department or any of its Branches.

7. The net amount due to the Supplier after deducting applicable withholding taxes and spoilage allowance shall be credited to the deposit account of the Supplier with LANDBANK. The Supplier shall issue a corresponding Official Receipt for payments received.

VII. SERVICE LEVEL AGREEMENT

1. A Toner/Service Request shall be sent by the LANDBANK End-user Unit to the Supplier when toner delivery or technical assistance is required.
2. All service requests made to the supplier shall be immediately responded through telephone assistance within 15 minutes upon receipt of call. Service requests not addressed through telephone assistance shall be handled according to their severity levels, as follows:

Severity Level	Definition of Service Call	Required Response Time
Emergency	Laser printer has problem and not able to continue operation	Within 2 hours
Priority 1	Laser printer has problem but able to continue operation	Service calls made from 8:00 A.M. to 3:00 P.M. shall be responded within 24 hours upon receipt of call. Service calls made beyond 3:00 P.M. and those for which the response time falls on a non-working day shall be responded on or before 5:00 P.M. of the following banking day.
Priority 2	1.Laser printer needs check-up/maintenance but able to continue operation 2.Other requests for technical assistance	Within 5 calendar days

3. A defective laser printer shall be replaced immediately with a service unit if it could not be repaired on-site within 2 hours from start of repair works in order to avoid interruptions in the operation of LANDBANK. The number of service units shall be restored to the required quantity within two (2) calendar days in case the same has been reduced.
4. Printers with repair history of more than three (3) times in a month shall be replaced with good units.

Revised Annex D-6

VIII. DATA PRIVACY

1. The Supplier shall uphold the rights of the data subjects under the Data Privacy Act of 2012, limited only for the purpose of this Terms of Reference and any information about the data subjects shall be treated in strict confidence and shall be handled with utmost care and cannot be shared to any parties. Moreover, the Supplier shall not engage another service provider for the implementation of the Terms of Reference without prior written permission of LANDBANK. All data and information shared shall remain the property of LANDBANK and shall be returned to LANDBANK immediately upon its request. Finally, any data breach should be reported to LANDBANK within twenty-four (24) hours from the Supplier's discovery, for the former's appropriate action.
2. The Supplier shall ensure that any information regarding the business, operations, plans and organization of LANDBANK acquired by it, and its service personnel assigned to render services to LANDBANK or work within LANDBANK premises, shall be kept CONFIDENTIAL. The Supplier shall see to it that this confidentiality requirement shall be observed by all its assigned personnel. Additionally, the Supplier warrants that it shall not disclose to any person or entity any information so acquired without the express prior written consent of LANDBANK.
3. The Supplier shall guarantee that the information provided by LANDBANK in relation to the performance of the former's function shall be handled with utmost confidentiality. This should be supported by a separate duly notarized Non-Disclosure Agreement (Annexes E-1 to E-7) mutually agreed upon by both parties and must be submitted to LANDBANK Procurement Department prior to contract implementation.

IX. PERFORMANCE EVALUATION

1. The performance of the supplier shall be evaluated on an annual basis or as often as necessary using the parameters set forth in the Supplier Performance Assessment Report (Annexes F-1 to F-4).
2. An adjectival rating of "Needs Improvement" or "Poor" shall be a ground for pre-termination of the contract, subject to sixty (60) calendar days advance notice.

X. PRE-TERMINATION/TERMINATION OF THE CONTRACT

1. In addition to the conditions on pre-termination of contracts provided in the Revised Implementing Rules and Regulations of RA 9184, LANDBANK shall have the right to pre-terminate the contract for the following reasons:
 - a. Failure by the Supplier to perform its obligations thereon;
 - b. Unsatisfactory performance by the Supplier within the contract duration, e.g, non-compliance with Service Level Agreement for 5 times or more within a one-month period, subject to sixty (60) days advance notice.

2. The Guidelines on Termination of Contracts per Annex "I" of the 2016 Revised Implementing Rules and Regulations shall be observed.

XI. LIQUIDATED DAMAGES

1. When Supplier fails to satisfactorily deliver the goods/services under the contract within the specified delivery schedule, inclusive of duly granted time extensions, if any, it shall be liable for damages for the delay and shall pay LANDBANK liquidated damages, not by way of penalty, an amount equal to one-tenth (1/10) of one percent (1%) of the cost of delayed printers and/or toners scheduled for delivery for every day of delay until such goods/services are finally delivered and accepted by LANDBANK.
2. LANDBANK need not prove that it has incurred actual damages to be entitled to liquidated damages. Such amount shall be deducted from any money due or which may become due to Supplier. In no case shall the total sum of liquidated damages exceed ten percent (10%) of the total contract price, in which event LANDBANK shall automatically rescind the contract and impose appropriate sanctions over and above the liquidated damages to be paid, in accordance with the Revised IRR of RA 9184.

XII. OTHER TERMS AND CONDITIONS

1. LANDBANK may request for replacement of a laser printer which is noisy or unfit for corporate use and for other reasons, which may have negative implications on LANDBANK's corporate image, may cause disturbance in the working environment or jeopardize the health and safety of LANDBANK employees.
2. Routine check-up, adjustments, cleaning and maintenance shall be conducted by the Supplier to keep the laser printers tidy and in good working condition.
3. The Supplier and its authorized representatives shall comply with LANDBANK's security regulations and requirements.
4. The Supplier shall orient and train the designated machine operators of the departments where the laser printers will be deployed/installed on laser printer operation and first-level maintenance.
5. Each of the laser printers shall be provided with a sticker/tag indicating the Supplier's name and customer service numbers.
6. The Supplier shall regularly collect used cartridges and other waste materials and dispose of them properly.
7. Upon termination or cancellation of the contract, the Supplier shall pull-out all its laser printers from LANDBANK premises within the agreed schedule. LANDBANK shall not be liable for damaged or lost laser printers which are not pulled-out by the Supplier within the agreed schedule.

8. In case of continued usage by the Bank of the printers beyond the contract duration, the same terms and conditions under this contract shall apply.


XIII. CONTACT PERSONS

Name	Contact Details
1. Donato DR. Cariaga Team Leader Supplies Management Team	Telephone No.: 8478-3291 Mobile No.: (0917)578-1159
2. Alwin I. Reyes Vice President Head – Procurement Department	Telephone No.: 8405-7370 Email Address: areyes@landbank.com

Prepared by:


Rudrick B. Silva
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Leonor F. Santos
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Approved by:


Alwin I. Reyes
Vice President
Head – Procurement Department

LAND BANK OF THE PHILIPPINES
Procurement Department

Customer Satisfaction Survey
Managed Laser Print Services

Please take just a few minutes to complete our customer satisfaction survey below. We appreciate very much your effort and valuable feedback.

Name of Supplier:	
Project Description:	

	Very Satisfied	Satisfied	Dissatisfied	Undecided
1. How satisfied are you with the delivery of your equipment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How satisfied are you with the installation of your equipment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied are you with the training provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied are you with the performance of equipment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How satisfied are you with the performance of its technicians?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How satisfied are you with the performance of its help desk?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How satisfied are you with the effectiveness with which it processes your toner orders?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Annex A-1 (TOR)

Revised Annex D-10

Managed Laser Print Services
Customer Satisfaction Survey

	Very Satisfied	Satisfied	Dissatisfied	Undecided
8. How satisfied are you with the accuracy with which it conducts meter reading and/or invoicing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How satisfied are you with the value-added services provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Overall, how satisfied are you with the quality of services provided to your company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Signature Over Printed Name
Company/Agency Head or Procurement/Facilities Head

Name of Company/Agency: _____

Contact Details: _____

Annex A-2 (TOR)

Revised Annex D-11

LAND BANK OF THE PHILIPPINES
Monochrome Laser Printers Deployment List

A. LANDBANK Plaza Building

Address: LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila

No.	Department	Floor	Quantity	No.	Department	Floor	Quantity
1	AAD	22	3	58	LD	32	2
2	ABU	18	1	59	LOAD	29	1
3	AGAD	26	2	60	LOMD	20	6
4	ALD	32	1	61	LRD	30	1
5	AMLD	29	1	62	LRD 2	30	3
6	AQSD	3	5	63	LRMD	15	2
7	ARSD	30	2	64	LSD	27	2
8	ASD	26	2	65	LSG	32	1
9	ASG	26	1	66	LTPD	26	3
10	BBS	32	1	67	MBD EAST	28	1
11	BBSD	28	3	68	MBD WEST	28	2
12	BLSD	32	1	69	MBD-1	2	2
13	BRMD-ORMD	31	1	70	MBD-2	10	3
14	BSD	26	3	71	MCMD	14	6
15	BSG	11	1	72	MFID	28	2
16	BSMD	15	2	73	NCLLG	27	1
17	CAD-CUCD	32	1	74	NOD	16	1
18	CASH DEPT	GF	3	75	OBD	34	1
19	CBD-1	28	1	76	OBD-ARB REP	34	1
20	CBD-2	28	3	77	OBDD-ARB REP	34	1
21	CCAD	19	5	78	ODD	23	3
22	CCD	11	9	79	OGH-RMLG	1	1
23	CLMU	27	2	80	ORMD	31	1
24	CMPT-PCMD	11	1	81	PAD	23	7
25	CMTD	15	1	82	PCAS	16	1
26	CORSEC-OCs	34	1	83	PCMD	18	1
27	COSD	11	5	84	PFD	24	2
28	CRD	31	1	85	PMD	27	1
29	DAD	27	1	86	PMED	25	2
30	DBSD	18	1	87	PROCD	25	6
31	DCMD	16	1	88	PSD	28	1
32	DRMD	28	1	89	PVCID	26	4
33	ERSD	17	1	90	RBSD	17	2
34	EMRD		1	91	RCD	29	1
35	EPD	28	1	92	RFD	15	5
36	EPMD	27	1	93	RMMD	18	4
37	EPRD	32	1	94	SD	2	3
38	ERD	23	1	95	SID	19	3
39	ERD-MEDICAL	23	1	96	SID-UAT	14	1
40	ESD	17	2	97	SKMG 1 - EPRD	32	1
41	FAD	22	4	98	SKMG 3 - EDMD	32	1
42	FAD - ATU	22		99	SLCD	32	2
43	FAD - ATU	22	2	100	SMD	22	2
44	FDRD	20	5	101	SME-MLD-1	27	2
45	FID	28	2	102	SME-MLD-2	27	3
46	FLSD	32	1	103	SPAD	30	3
47	FMD	10	9	104	TBDD	31	1
48	FMG	15	1	105	TBG	31	1
49	FSD	27	1	106	TCRD	31	2
50	FSHSD	15	1	107	TOD	19	10
51	GPSD	30	4	108	TOSD	31	1
52	HOBAC SEC	25	1	109	TPMD	31	1
53	HOSTAD	29	1	110	TRAMD	211	3
54	IBD-1	15	1	111	TRMD	14	2
55	IBD-2	15	1	112	TROD	31	2
56	ITD	21	5	113	TSD	15	2
57	IT-PMD	17	4	114	Buffer		10
					TOTAL		259

Annex B1 (top)

Revised Annex D-12

B. NCR FIELD UNITS

No.	Field Units	Address	Quantity
1	Alabang Business Center	G/F Park Trade Centre Condominium, No. 1716 Investment Drive, Madrigal Business Park, Barangay Ayala, Alabang, Muntinlupa City	2
2	Almanza Branch	Alabang- Zapote Rd., Almanza Uno, Las Piñas City	1
3	Araneta Center EO	Unit 201B, Level 2, Ali Mall, Araneta Center, P. Tuazon Blvd., Cubao Quezon City	2
4	Baclaran Branch	LANDBANK Bldg., 714 Roxas Blvd., Baclaran, Parafiaque City	2
5	Baclaran Branch CS	LANDBANK Bldg., 714 Roxas Blvd., Baclaran, Parafiaque City	1
6	Baclaran Branch RO	LANDBANK Bldg., 714 Roxas Blvd., Baclaran, Parafiaque City	1
7	Batasan Branch	Batasan Compound, Batasan Hills, Quezon City	2
8	Bicutan DOST Branch	Gen. Santos Avenue, Upper Bicutan, Taguig City	2
9	Binondo Branch	No. 461 Quintin Paredes St., Binondo, Manila	1
10	BOC MICP Branch	G/F BOC Building, Manila International Container Port (MICP), North Harbor, Tondo	1
11	Bonifacio Global City Branch	Shop 1, The Luxe Residences, 28th Street corner 4th Avenue, Bonifacio Global City, Taguig City	1
12	Buendia Branch	G/F NAPOLCOM-NCR Tara Building, 371 Senator Gil Puyat Avenue, Makati City	3
13	Buendia Branch CS	G/F NAPOLCOM-NCR Tara Building, 371 Senator Gil Puyat Avenue, Makati City	1
14	Caloocan Branch	#151 Samson Road, Caloocan City, Metro Manila	1
15	Caloocan EO	Doña Juana Building, 10th Avenue Grace Park, Caloocan City	1
16	Camp Aguinaldo Branch	AFP Finance Center Multi-Purpose Cooperative Center Building, Col. Bonny Serrano Avenue corner 18th Avenue, Barangay San Roque, Quezon City	1
17	Camp Crame Branch	Front-corner PNP Multi-Purpose Building, Camp Crame Compound, Camp Crame, Quezon City	2
18	Century Park Hotel Branch	G/F Century Park Tower, P. Ocampo cor. Adriatico Sts. Malate, Manila	2
19	COA Branch	Gate 4, Professional Development Center (PDC), COA Compound, Batasan Road, Quezon City	3
20	Commonwealth Branch	Block 31, Lot 11, Commonwealth Avenue, Barangay Holy Spirit, Quezon City	3
21	Cubao Branch	891 Saint Anthony Building, Aurora Blvd., cor. Cambridge Street, Cubao, Quezon City	2
22	DECS EO	G/F Mabini Building, DepEd Compound, Meralco Avenue, Brgy. Oranbo, Pasig City	2
23	DOLE EO	DOLE Bldg., Gen. Luna St., Intramuros, Manila	1
24	DOTC Branch	G/F Unit 14 Columbia Tower, East Wack-Wack Ortigas Avenue, Mandaluyong City	1
25	East Avenue Branch	SSS Livelihood Trade Center, East Avenue, Quezon City	1
26	EDSA Congressional Branch	HPI Corporate Center, 1026 North EDSA, Quezon City	1
27	Edsa Ext. Roxas Bld	G/F Double Dragon Center, East 3 Meridian Avenue DD Meridian Park, corner Edsa Extension, Bay Area, Pasay City	2
28	EDSA Greenhills Branch	# 259-269 CLMC Building, EDSA Greenhills, Mandaluyong City	2
29	EDSA-NIA Road Branch	DPWH IV-B Compound, EDSA, Quezon City	1
30	Elliptical Road Branch	LANDBANK Bldg., DA-BSWM Compound, Elliptical Road, Diliman, Quezon City	2
31	España Branch	1583-1585 España Blvd. cor. Dos Castillas St., Sempaloc, Manila	2
32	Fort Bonifacio Branch	NAMRIA Compound, Lawton Avenue, Fort Bonifacio, Taguig City	2
33	FTI Branch	G/F Lot 55, Old Administration, Building, FTI Complex, Taguig	1
34	G. Araneta Branch	314 G. Araneta Avenue, Barangay Doña Imelda, Quezon City	2
35	GSIS Branch	Level 1 GSIS Headquarters Building, Financial Center, Brgy. 076, Pasay City	2
36	Guadalupe Branch	2022 Ramon Magsaysay Street cor. Urdaneta Street, Guadalupe Nuevo, Makati City	2
37	Intramuros Branch	G/F Palacio del Gobernador Bldg., Andres Soriano cor. Gen Luna Sts., Intramuros, Metro Manila	1
38	J.P. Rizal Branch	G/F KBC Building, J.P. Rizal Street, corner Chino Roces Avenue, Barangay Olympia, Makati City	3
39	Katipunan Branch	One Burgundy Plaza, 307 Katipunan Ave., Loyola Heights, Quezon City	2
40	Katipunan (Loyola Heights)	One Burgundy Plaza, 307 Katipunan Ave., Loyola Heights, Quezon City	1

Annex B2 (trr)

Revised Annex D-13

No.	Field Units	Address	Quantity
41	Las Piñas Branch	Valenzuela Building, #263 Real St. Pamplona 3, Las Piñas City	2
42	LTO EO	G/F LTO Central Office, LTO Compound, East Ave., Quezon City	1
43	LWUA EO	Local Water Utilities Administration Building, Katipunan Avenue Extension, Balara, Quezon City	1
44	Makati Atrium Branch	Makati Atrium Building, Makati Avenue, Makati City	1
45	Makati City Hall Branch	G/F Makati City Hall Bldg., J.P. Rizal St., Makati City	1
46	Malabon Branch	G/F Malabon City Hall Building, F. Sevilla Blvd., San Agustin, Malabon City	1
47	Malacañang Branch	727 Solano Street, San Miguel, Manila	1
48	Malacañang Palace	Room 116, Mabini Hall, Gate 7, Malacañang, Manila	1
49	Mandaluyong City Hall EO	BOC Building, Maysilo Circle, Brgy. Plainview, Mandaluyong City	2
50	Marcos Highway Branch	MR Commercial Center, Gil Fernando Ave. cor. Pitpitan Street, San Roque, Marikina City	2
51	Marikina Branch	G/F XRC Building, J.P. Rizal St. cor. Diamond St., Barangay Sto. Niño, Marikina City	1
52	MBC AYALA	Robinsons Summit Center, Ayala Avenue, Makati City	1
53	MBC Ayala Avenue - Fgu Center	Robinsons Summit Center, Ayala Avenue, Makati City	1
54	Muntinlupa Branch	#37 National Road, Putatan, Muntinlupa City	1
55	NAIA Arrival EO	IPT Building, NAIA Terminal I, Ninoy Aquino International Airport (NAIA), Sto. Niño, Parañaque City	1
56	NAIA Terminal 3 EO	Stall No. 8, NAIA Terminal III Arrival Area, Pasay City	1
57	NAIA-BOC Branch	NAIA BOC Building, Old MIA Road, Pasay City	2
58	NaPoCor EO	NaPoCor Compound, Quezon Avenue Cor., BIR Road, Diliman, Quezon City	1
59	Navotas Branch	Nautilus Bldg., 1050 M. Naval Street, San Jose, Navotas	2
60	North Avenue Branch	Sugar Regulatory Administration Building, North Avenue, Diliman, Quezon City	2
61	Novaliches Branch	Level 1 Main Mall, Robinsons Nova Market, Quirino Highway, Barangay Pasong Putik, Novaliches, Quezon City	1
62	Ombudsman EO	Office of the Ombudsman, Ombudsman Building, Government Center, Agham Road, North Triangle, Diliman, Quezon City	2
63	Ortigas Pearl Drive Center EO	G/F Tycoon Center Bldg., Pearl Drive, Ortigas Center, Brgy. San Antonio, Pasig City	4
64	Ortigas Pearl Drive Center EO (from Hanston Square Branch)	G/F Tycoon Center Bldg., Pearl Drive, Ortigas Center, Brgy. San Antonio, Pasig City	1
65	OWWA EO	OWWA Center Building, FB Harrison cor. 7th St., Pasay City	1
66	Pasay Libertad	G/F Roxas Strip Building, Libertad corner Roxas Blvd., Barangay 76, Pasay City	1
67	Paseo de Roxas Branch	Asia Tower Condominium, Paseo de Roxas cor. Benavidez Sts., Makati City	1
68	Pasig C. Raymundo Branch	Solen Bldg., F. Legazpi St. corner C. Raymundo Ave., Brgy. Maybunga, Pasig City	1
69	Pasig Capitol Branch	No. 88 JS Gaisano Building, Shaw Blvd., Pasig City	1
70	Pasig City Hall EO	2nd Floor Pasig City Hall Building, Caruncho Avenue, Pasig City	1
71	Pasong Tamo Branch	G/F Exportbank Plaza Condominium, Sen. Gil Puyat Avenue corner Chino Roces Avenue, Makati City	1
72	Pateros Branch	C & N Bldg., 50 M. Almeda St., Pateros City	1
73	PCSO EO	G/F Sun Plaza Building, Shaw Blvd. cor. Princeton St., Mandaluyong City	1
74	Peza Taguig EO	PNOC Bldg. 4, DOE-PNOC Complex, Taguig City	1
75	Quezon Avenue Branch	No. 60 AGS Plaza, Quezon Avenue, Quezon City	2
76	Quezon City Circle Branch	PCA Building, Commonwealth Avenue, Diliman, Quezon City	2
77	Quezon City Hall Branch	CTG West Wing Annex Building, Quezon City Hall Compound, Quezon City	2
78	San Juan Branch	City Government of San Juan Compound, Pinaglabanan Street cor. P. Narciso Street, Brgy.	2
79	Senate EO	4th Floor GSIS Financial Center, Senate of the Philippines, Roxas Blvd., Pasay City	1
80	Shaw Boulevard Branch	Beacon Plaza, Shaw Blvd. cor. Ideal St., Mandaluyong City	1

Annex B3 (TOR)

Revised Annex D-14

No.	Field Units	Address	Quantity
81	South Harbor Branch	PPA Motorpool Building, Block 179, Railroad Drive, South Harbor, Port Area Manila	1
82	Sucab Branch	#8260 Dr. A. Santos Ave., Cor. Valley 2 Sucab, Parañaque City	2
83	Supreme Court EO	G/F Multi Purpose Bldg., Supreme Court of the Philippines, Padre Faura Street, Ermita, Manila	1
84	Taft Avenue Branch	G/F Manila Astral Tower, No. 1330 Taft Avenue cor. Padre Faura St., Ermita, Metro Manila	1
85	Taguig City Hall Branch	Taguig City Hall Compound, General Luna St. Tuktukan, Taguig City	4
86	Tayuman Branch	Tayuman Commercial Center, Inc., Tayuman cor. T. Mapua Streets, Sta. Cruz, Manila	1
87	U.N. Avenue Branch	G/F Victoria Building, U.N. Avenue Corner L. M. Guerrero St., Ermita, Manila	2
88	UP Diliman EO	2nd Floor UP Diliman PNB BUILDING, Apacific Street, UP Diliman Campus, Quezon City	1
89	Valenzuela Branch	ARCA North Corporate Center Bldg., #150 F. Dela Cruz Street corner Maysan Road, Barangay Maysan, Valenzuela City	2
90	Villamor Airbase EO	G/F Airmen's Mall, Col. Jesus Villamor Airbase, Pasay City	1
91	West Avenue Branch	G/F # 47, Brgy. Paltok, West Avenue, Quezon City	2
92	West Avenue Branch CASH CTR	G/F # 47, Brgy. Paltok, West Avenue, Quezon City	1
93	YMCA Branch /Transfer to P.Pate	New YMCA Building, Complex, A. J. Villegas Street, Ermita, Manila	2
94	Acropolis	Units 5, 6, & 7 Village Center, 187 E. Rodriguez Jr. Avenue, Bagumbayan, Quezon City	1
95	Alabang - Fillinvest Branch	Unit 102, Civic Prime Bldg., Civic Drive, Fillinvest Corporate City, Alabang, Muntinlupa City	1
96	Annapolis Branch	Atlanta Center Building, 31 Annapolis Street, Greenhills, San Juan City	2
97	Anonas	Hi-Top Supermart Building, Aurora Boulevard corner F. Castillo Street, Bagumbuhay, Project 4, Quezon City	2
98	Aquino Avenue Branch	Freight Building, NAI-A Avenue, Sto. Niño, Parañaque City	1
99	Araneta Avenue	Doña Nena Building, 425 Araneta Avenue corner Bayani Street, Santol, Quezon City	1
100	Aurora Blvd.	UCPB Building 725 Aurora Boulevard, New Manila, Quezon City	2
101	Bautista - Palanan Branch	Majaico Building, Gil Puyat Avenue and Bautista Street, Barangay Palanan, Makati City	1
102	BF Parañaque Branch	G/F EIV Building, 21 A. Aguirre Avenue, BF Homes 1, Parañaque City	1
103	Blueridge	190 Katipunan Avenue, Blue Ridge, Project 4, Quezon City	1
104	Bohol Ave.	UCPB Building, Sergeant Esguerra corner Quezon Avenue, South Triangle, Quezon City	1
105	Boni Avenue Branch	Jemtee Building, 677 Boni Avenue corner Aliw Street, Bonifacio Global City, Barangay Fort Bonifacio, Makati City	2
106	BSP Complex	Multi-Storey Building, BSP Complex, A. Mabini corner P. Ocampo Streets, Barangay 719, Malate, Manila	2
107	Chino Roces Avenue - Don Bosco Branch	Alegria Building, 2229 Don Chino Roces Avenue, Makati City	2
108	Concepcion (Marikina) Branch	David Building, Bayan-bayanan Avenue, Concepcion, Marikina City	2
109	Del Monte Bonifacio	161 Del Monte Avenue, Barangay Marres, Quezon City	3
110	Diliman	J & L Building, 23 Matalino Street, Barangay Central, Diliman, Quezon City	1
111	Doña Soledad Avenue Branch	J & M Mendoza Building, Doña Soledad corner Argentina Street, Better Living Subdivision, Don Bosco, Bicutan, Parañaque City	1
112	Escolta	FUB Building, David Street, Escolta, Barangay 291, Sta. Cruz, Manila	2
113	Greenhills - Ortigas Avenue Branch	G/F A & E Building, Ortigas Avenue, Greenhills, San Juan City	2
114	Guadalupe Nuevo Branch (Guadalupe Branch)	Tan Hock Building, P. Burgos corner EDSA, Guadalupe Nuevo, Makati City	1
115	Karuhatan	246 Mc Arthur Highway, Karuhatan, Valenzuela City	2
116	Lagro	FOUR M Square Building, Quirino Hi-way Lagro, Novaliches, Quezon City	1
117	Las Piñas - Casimiro Branch	URCI Townhomes, Alabang-Zapote Road, Pamplona 3, Las Piñas City	1
118	Las Piñas - Zapote Branch	UCPB Building, Real Street, Alabang-Zapote Road, Zapote, Las Piñas City	1

Annex B4 (TOR)

Revised Annex D-15

No.	Field Units	Address	Quantity
119	Makati - Dela Rosa Branch	109 Asian Mansion Condominium, Dela Rosa Street, Legaspi Village, Barangay San Lorenzo, Makati City	1
120	Makati - Herrera Branch	Coherco Corporate Center, 116 V.A. Rufino Street, Legaspi Village, Barangay San Lorenzo, Makati City	1
121	Makati - Salcedo Branch	Philcox Building, 172 Salcedo Street Legaspi Village, Makati City	1
122	Makati - Tordesillas Branch	G/F Tower A, Three Salcedo Place Condo Condominium, Tordesillas Street, 102 Salcedo Village, Bel-Air, Makati City	2
123	Malanday	M.H. del Pilar corner P. Adriano Streets, Malanday, Valenzuela City	1
124	Malibay Branch	G/F Commercial Building, 715 EDSA, Malibay, Pasay City	1
125	Mandaluyong Addition Hills	358 Shaw Boulevard, Addition Hills, Mandaluyong City	3
126	Marikina-Jp Rizal Branch	CT Paz Building, JP Rizal Street, Sta. Elena, Marikina City	1
127	Mindanao Ave	14 Mindanao Avenue, Dominic Subdivision, Tandang Sora, Quezon City	1
128	Munoz	304 Roosevelt Avenue corner M.H. del Pilar Street, San Francisco del Monte, Quezon City	1
129	Muntinlupa-National Road Branch (Muntinlupa)	Elizabeth Center Building, National Road, Putatan, Muntinlupa City	1
130	N. Domingo Branch	UCPB Building, 120 N. Domingo Street, Pedro Cruz, San Juan City	2
131	North Bay Blvd	Vedia Building, Lot 1, Lapu-Lapu Avenue corner North Bay Boulevard, Kaunlaran Village, Navotas City	2
132	Novaliches Sarmiento	UCPB Building, 937 Quirino Highway, Novaliches Quezon City	1
133	Ortigas Center - Emerald Avenue Branch	G/F 24 Emerald Building, F. Ortigas Jr. Avenue, San Antonio, Ortigas Center, Pasig City	2
134	P. Ocampo Branch	Upper G/F Torre Lorenzo Building, Taft Avenue corner P. Ocampo, Barangay 730, Malate, Manila	2
135	P.Tuazon	STG Building, 190 P. Tuazon Avenue, Socorro, Cubao, Quezon City	2
136	Pasig - Sixto Antonio Branch	12 Dr. Sixto Antonio Avenue, Kapasigan, Pasig City	2
137	Paso de Blas	Servando Building, 161 Paso de Blas, Valenzuela City	1
138	Pasong Tamo Extension Branch	2295 Jannov Plaza, Chino Roces Extension, Magallanes, Makati City	2
139	Quezon City Cash Center	UCPB Building, Sergeant Esguerra Street corner Quezon Avenue, South Triangle, Quezon City	1
140	Qurino Highway	Oeshram Building, 380 Sangandaan, Quirino Highway, Talipapa, Novaliches, Quezon City	1
141	Robinson'S Galleris Branch	Galleria Corporate Center, EDSA corner Ortigas Avenue, Ugong Norte, Quezon City	2
142	Roosevelt	Tres Hermanas, Inc. Building, 967 Roosevelt corner Quezon Avenue, Sta. Cruz, Quezon City	1
143	San Miguel Properties Center	San Miguel Properties Centre, Saint Francis Avenue, Barangay Wack-Wack, Mandaluyong City	1
144	Sucac - A. Santos Avenue Branch	8404 Dr. A. Santos Avenue corner Rainbow Drive, BF Homes 1, Sucac, Parañaque City	2
145	Taft-Quirino	G/F Marc 2000 Tower, 1973 Taft Avenue corner San Andres Street, Barangay 702, Malate, Manila	1
146	Tinajeros	153 MH del Pilar corner Gov. Pascual Avenue, Tinajeros, Malabon City	1
147	TMI Kalaw Ermita Manila	G/F Traveller's Life Building, 490 TM Kalaw corner Cortada Streets, Barangay 666, Ermita, Manila	2
148	TMG - Makati Avenue	2nd Floor SEC Building, 7907 Makati Avenue, Salcedo Village, Brgy. Bel Air, Makati City	2
149	Tomas Morato (from E. Rodriguez)	FC Building, 290 Tomas Morato Avenue, Laging Handa, Diliman, Quezon City	2
150	Valero Branch	Antel Corporate Center, 121 Valero Street, Salcedo Village, Bel-air, Makati City	1
151	Vizayas Ave.	Far East Asia Commercial Complex, 282 Visayas Avenue corner Congressional, Pasong Tamo, Quezon City	1
	TOTAL		226

Annex B5 (TOR)

Revised Annex D-16

LANDBANK OF THE PHILIPPINES
Procurement Department
Color Laser Printers Deployment List

A. Single Function			
No.	DEPT	FLOOR	QTY
1	ACSD	3	1
2	ACGD	11	1
3	CCD	11	1
4	TRMD	31	1
5	BSMD	15	1
6	CMTD	15	2
7	PHSD	15	1
8	IBD 1	15	1
9	IBD 2	15	1
10	ISDD		1
11	LWMD	15	1
12	TIBS	15	1
13	TSO	15	2
14	DOMD	16	1
15	NOO	16	3
16	IT-PMAD	17	1
17	CB0 1	28	2
18	CB0 2	28	1
19	CB0	28	1
20	FID	28	1
21	MFRD	28	1
22	PSO	28	1
23	INVALS	1	1
24	SMELD 1	17	1
25	LD		2
26	PV-CD	26	1
27	ORMD		1
28	FRSD	20	1
29	ITD (TO BOG)	20	1
30	ORVGD		1
31	COA	21	3
32	TSG	31	1
33	AAD	22	2
34	CG	22	1
35	PLAZA AC	22	1
36	ERP	23	1
37	COO	23	1
38	PAD	23	7
39	TPSO		1
40	WFO (NOW PFC)	24	1
41	PMER	25	3
42	ITMD	25	2
43	OSD-PRIVATE SECTOR B		1
44	ENCRBE	Makati 8C	1
45	ASG	26	1
46	IBD	26	1
47	OAD	27	1
48	ERMD	27	1
49	LPME	27	1
50	LSO	27	1
51	DBSD	28	1
52	PROCD	24	1
53	TBMU	15	1
54	AAD	21	1
55	PCD	24	1
56	CuCD	2	1
57	CAPG-DAS	18	1
58	PAC-SPD	29	1
59	OGH-BOG	20	1
60	ILIP AC	12	1
61	Buffer		7
Total			85

B. Multi-Function			
No.	DEPT	FLOOR	QTY
1	MLB	27	1
2	NCLLG	27	1
3	PMO 1	27	1
4	SLG	27	1
5	VGG		1
6	BSO	15	1
7	CCAB	15	1
8	PCMD (CAMO)		1
9	BSU		1
10	EPD		1
11	NWCRBS	19	1
12	AMEL	29	1
13	CMG	29	1
14	FOAD	29	1
15	HCSAD	29	1
16	IAG	29	1
17	LOAD	29	1
18	PMO 2	27	1
19	ALO		1
20	CMSO		1
21	SPAD	30	1
22	ILSO	32	1
23	ORMD (FORMERLY BRMD)		1
24	ORSEC		1
25	ORMD (FORMERLY CPRMD)	31	1
26	ERMD		1
27	FLSO	32	1
28	ISTMD		1
29	LD	31	1
30	LSG		2
31	RMS	31	1
32	PMG/ERMD	31	1
33	CCED/CAS	24	1
34	CAO		2
35	CMSD (NOW EDMD)	32	1
36	CRPSD (NOW CPSMD)	32	1
37	CSPOD (NOW SPRD)	32	1
38	OSD-PRIVATE SECTOR A		1
39	QMD (NOW QIMD)	32	1
40	SPG (NOW SKMG)	32	1
41	CS	33	1
42	OP	33	1
43	OS	33	1
44	OSD-OAR		1
45	ATSD	30	1
46	ARG	30	1
47	FAD	23	1
48	SO	7	1
49	COAD	11	1
50	RCS	29	1
51	BBS	33	1
52	SLCD	32	1
53	LOMD	20	1
54	FESS	25	1
55	OSH-AMG		1
56	ASU		1
57	TBDD	31	1
58	IBMD	15	1
59	OSH-BMS	33	1
60	CEO		1
61	FMD-PSU	25	1
62	SPAD 2	30	1
63	HWMS	23	1
64	FMD-IMU	25	1
65	OPMD 2 (Formerly BRMD)	18	1
66	SMS-MLD 1	27	1
67	OGH-OLD		1
68	North IRSD	2	1
69	OGC-LSG	32	1
70	OPSD	33	1
71	FCD-CAS	26	1
72	OPMD 3	18	1
73	IRMD		1
74	CSO 2	28	1
75	DSPMS	18	1
76	PAD-SRD	30	1
77	OPMD 2	18	1
78	Buffer		5
Total			85

B6 (TOR)

Revised Annex D-17



Land Bank of the Philippines

Serving the Nation

CLASS D

TONER/SERVICE REQUEST FORM

Date: _____

Requesting Unit /Department		Kind of Printer:	
Floor/Address:		<input type="checkbox"/> Monochrome	Brand : _____
Contact Person:		<input type="checkbox"/> Color	Serial No.: _____
		Tel/Local No.	Brand : _____
			Serial No.: _____
A. Toner Request		B. Service Request	
Qty.	Type of Toner	Service Required	Severity Level
	<input type="checkbox"/> Black		Emergency
	<input type="checkbox"/> Cyan	<input type="checkbox"/>	Priority 1
	<input type="checkbox"/> Magenta	<input type="checkbox"/>	Priority 2
	<input type="checkbox"/> Yellow	<input type="checkbox"/>	
Approved by: _____			
_____ (Signature over Printed Name of Unit Head/Position Title)		_____ (Signature over Printed Name of Unit Head/Position Title)	
Delivery Inspection Report/Post-servicing Report.			
This is to certify that the Supplier concerned delivered/performed the above request/s on (completion date).			

Send accomplished form to:

For monochrome printer - Supplier

Contact Person : _____

Telephone No : _____

Email address : _____

For color printer - Supplier

Contact Person : _____

Telephone No : _____

Email address : _____

ANNEX C (TOR)

Revised Annex D-18

LAND BANK OF THE PHILIPPINES
 1598 M.A. Del Pilar cor. Dr. J. Quinsac St., North Manila
 Schedule of Metered Sewer Pithead Usage
 Billing period: _____ to _____

No.	W.O./Field Units	Floor/Location	Serial Number	Contact Person	Local No.	Remarks	Present Reading	Previous Reading	Total Usage	Unit Price	Gross Total Price	2% Spoilage	Net Total Price	No. of Tonnage Issued	
1															
2															
3															
4															
5															
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TOTAL															
Prepared by:		Checked by:		Approved by:											
Signature over Printed Name/Position		Signature over Printed Name/Position		Signature over Printed Name/Position											

Annex D1 (top)

Revised Annex D-19

LAND BANK OF THE PHILIPPINES
 1598 M.L. Del Pilar cor., Dr. J. Quinsac St., Malate Manila
 Schedule of Color Laser Printer Usage
 Billing period: _____ to _____

No.	Department	Floor/Location	Serial Number	Contact Person	Local No.	Remarks	Present Reading	Previous Reading	Total Usage	Color Laser Toner			Black Toner			C/M/Y/K Total Price	
										Unit Price	Total Price	No. of Toner Issued	Unit Price	Total Price	No. of Toner Issued		Unit Price
										CYAN (C)	MAGENTA (M)	YELLOW (Y)		BLACK (K)			
1																	
2																	
3																	
4																	
5																	
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39																	
40																	
TOTAL																	
Prepared by:		Checked by:		Approved by:													
Signature over Printed Name/Position		Signature over Printed Name/Position		Signature over Printed Name/Position													

Annex D2 (copy)

Revised Annex D-20

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement is entered into this _____ at _____, by and between:

_____, a _____, with principal address at _____, represented by its _____, hereinafter referred to as "_____"

- and -

LAND BANK OF THE PHILIPPINES, a government financial institution created and existing under and by virtue of the provisions of R.A. 3844, as amended, with principal office at Landbank Plaza at 1598, M.H. Del Pilar cor. Quintos Streets, Malate, Manila, represented by its _____, hereinafter referred to as "LANDBANK".

The parties' representatives are duly authorized for this purpose as evidenced by _____, attached hereto as Annex A, series.

WITNESSETH: THAT

WHEREAS, the Parties desire to execute this Agreement for (specific services) or to supplement the contract executed by and between _____, on _____, for _____, attached hereto as Annex B. This Agreement is executed for the purposes set forth in Item 3 below.

WHEREAS, in the process, certain confidential information may be exchanged and disclosed between LANDBANK and _____.

NOW, THEREFORE, the parties hereto agree, as follows:

1. DEFINITION OF CONFIDENTIAL INFORMATION

All communications or data, in any form, whether tangible or intangible, which are disclosed or furnished by any director, officer, employee, agent, or consultant of any party hereto, including their affiliates and subsidiaries, (hereinafter referred to as "Disclosing Party") to the other party, including their affiliates and subsidiaries, (hereinafter referred to as "Receiving Party") and which are to be protected hereunder against unrestricted disclosure or competitive use by the Receiving Party shall be deemed to be "Confidential Information."

As used herein, the term "Confidential Information" shall mean all non-public, confidential or proprietary information disclosed hereunder, in any tangible or intangible form, such as but not limited to written, oral, visual, audio, those produced by electronic

ANNEX E-1 (rev)

Revised Annex D-21

media, or through any other means, that is designated as confidential or that by its nature or circumstances surrounding its disclosure, should be reasonably considered as confidential.

Confidential information shall include, but not limited to products or planned products, processes and/or procedures, technological achievements and interests, customers and potential customers, business prospects, financial statements and information, financial situation and corporate plans, internal activities, future plans of both parties, and all technical, financial or business information, data, ideas, product strategies, business strategies, details of the employees of the Disclosing Party, software, intellectual property rights or processes proprietary to the Disclosing Party, or any other matter in which the Disclosing Party may have any interest whatsoever.

Each Disclosing Party hereby represents and warrants to the Receiving Party that it has lawful rights to provide the confidential information, either in writing, by delivery of items, by initiation of access to information, such as may be in a database, or by audio, oral or visual presentation.

Confidential information should be marked with a restrictive legend by the Disclosing Party. All information which is orally or visually disclosed will be identified as confidential at the time the disclosure is made and is subsequently described in a written document that is marked with a restrictive legend and delivered to the receiving party within thirty (30) days after the date of oral or visual disclosure. Documents will be considered confidential if they are marked with a restrictive legend or they are clearly recognizable as confidential information to a prudent person with no special knowledge of the Disclosing Party's industry.

2. EXCEPTIONS TO THE SCOPE OF CONFIDENTIAL INFORMATION

Confidential information does not include information which:

- 2.1 has been or becomes now or in the future published in the public domain without breach of this Agreement or breach of a similar agreement by a third party; or
- 2.2 prior to disclosure hereunder, is properly within the legitimate possession of the Receiving Party, which fact can be proven or verified by independent evidence; or
- 2.3 subsequent to disclosure hereunder, is lawfully received from a third party having rights therein without restriction on the third party's or the Receiving Party's right to disseminate the information and without notice of any restriction against its further disclosure; or
- 2.4 is independently developed by the Receiving Party through persons who have not had, either directly or indirectly, access to or knowledge of such information which can be verified by independent evidence; or
- 2.5 is disclosed with the written approval of the other party or after the applicable period of confidentiality.

ANNEX E-2 (TOR)

Revised Annex D-22

3. SCOPE OF USE

Both parties agree that all or any portion of the confidential information exchanged during discussions, meetings and during the business relationship entered into shall not be used except in the manner set forth in this Agreement.

In accordance with R.A. 10173 (Data Privacy Act), Parties shall ensure that appropriate organizational, physical, and technical measures are in place to maintain the confidentiality, integrity and security of all personal data that may come to its knowledge or possession by reason of any provision of this Agreement and that its employees, agents, representatives, or any person acting under its authority shall hold personal information under strict confidentiality at all times.

The specific purposes for which the confidential information are to be utilized and the manner in which it may be used are as follows: _____ which is pursuant to the main agreement to which this Agreement is ancillary to.

(Indicate also if a separate DSA is executed or will be executed in connection with this NDA).

4. OBLIGATIONS OF THE RECEIVING PARTY

With respect to the confidential information provided under this Agreement, the Receiving Party, its principals, directors, officers, representatives, employees, existing and prospective clients, associates, agents, affiliates, consultants and entities under the same management as its own, working with the Receiving Party on this matter, shall:

- 4.1 hold the confidential information (regardless of whether it is specifically marked confidential or not) with confidentiality, protect it adequately and retain it in a secure place with access limited only to the Receiving Party's employees or agents who need to know such information for purposes of this Agreement;
- 4.2 restrict disclosure of the confidential information solely to those persons with a need to know and not disclose it to any other person;
- 4.3 advise those persons of, and ensure of their compliance with, their obligation with respect to the confidential information;
- 4.4 not use the confidential information for its own benefit, commercial or otherwise, or that of any other person, directly or indirectly, in any manner whatsoever; and
- 4.5 use the confidential information only strictly for the purposes set forth herein and no other purpose, except as may otherwise be specifically agreed upon in writing.

ANNEX E-3 (TOR)

Revised Annex D-23

5. PROPERTY OF THE DISCLOSING PARTY

All confidential information, unless otherwise specified in writing, shall remain the sole and exclusive property of the Disclosing Party and shall be used by the Receiving Party only for the purpose intended, except as may be required by applicable laws or legal process.

If the Receiving Party required to disclose any confidential information in order to comply with any applicable law, or legally binding order of any court, government, administrative or judicial body, it will promptly inform the disclosing Party of the full details of the circumstances of the purpose use or disclose and of the relevant confidential information to be used or disclosed and will give the Disclosing Party reasonable opportunity to seek a protective order or take other appropriate action. The Receiving Party shall also cooperate in the Disclosing Party's efforts to obtain a protective order or other reasonable assurance that confidential treatment will be afforded the information. If in the absence of a protective order and the Receiving Party is compelled as a matter of law to disclose the information, based upon the written opinion of the Receiving Party's counsel addressed to the Disclosing Party, the Receiving Party may disclose to the party compelling the disclosure only the part of the confidential information as required by law to be disclosed. The Receiving Party shall advise and consult with the Disclosing Party and its counsel as to such disclosure and the Receiving Party shall use its best efforts to obtain confidential treatment thereof.

5. Safeguards for Confidentiality

Each Party shall establish reasonable and appropriate safeguards and security measures to ensure the confidentiality, integrity and security of any Confidential Information shared or disclosed by the other Party pursuant to this Agreement. It shall be responsible in preventing the unauthorized access and use of such Confidential Information in its custody. It is likewise prohibited from further sharing or disclosing such Confidential Information to any unauthorized party, including its affiliates, without the prior written consent of the other Party, as appropriate.

Each Party shall implement and maintain a security program which shall include security measures intended to protect the Confidential Information against accidental or unlawful destruction, alteration, disclosure or unauthorized or unlawful processing.

Each Party shall regularly monitor its compliance with these security measures. In the event that there is a breach in its data security, it shall notify the Data Protection Officer or any other appropriate officer of the other Party in writing, immediately after discovery of such data breach or upon reasonable belief that a data breach has occurred.

Both Parties shall likewise use encryption method.

The foregoing obligations and undertakings of each Party shall continue and shall survive the termination of this Agreement for as long as such Party processes, uses or stores Confidential Information shared and disclosed by the other Party.

ANNEX E-4 (TOP)

Revised Annex D-24

6. Reporting of Data Breach

Each Party shall regularly monitor its compliance with the security measures provided in this Agreement. In the event that there is a breach in its data security affecting Confidential Information, it shall notify the Data Protection Officer or any other appropriate officer of the other Party in writing, immediately after discovery of such data breach or upon reasonable belief that such data breach has occurred. The following must be included in such written notice if known at the time of notice: (1) General circumstances, nature of the data breach, and Confidential Information possibly involved; (2) Steps taken to reduce the harm or negative consequences of the data breach; (3) The representatives of the affected Party for the purpose of addressing the data breach and their contact details.

The notice contemplated above shall be delivered by the affected Party to the other Party immediately and in no event later than twenty (24) hours after the occurrence of such data breach and shall not be delayed for investigation purposes. Each Party shall cooperate fully with the other in investigating and responding to each successful data breach affecting Confidential Information.

Either Party may terminate this Agreement if the other Party fails to perform, has made or makes any inaccuracy in, or otherwise materially breaches, any of its obligations, covenants, or representations, and said Party fails to immediately remedy the same within 30 days from receipt of a written notice from the other Party reasonably detailing the breach.

7. RETURN OF CONFIDENTIAL INFORMATION

All confidential information, including but not limited to copies, summaries, excerpts, extracts or other reproduction thereof, shall be returned to the Disclosing Party or destroyed after the Receiving Party's need for it has expired or upon request of the Disclosing Party, and certify that the same have been destroyed.

Further, in any event at any time a Receiving Party ceases to have an active interest in the Project, the Receiving Party shall immediately return to the Disclosing Party all copies of confidential information in its possession without retaining any copies or excerpts thereof. That portion of confidential information shall be destroyed immediately upon the Disclosing Party's request and any verbal confidential information shall continue to be subject to the terms and conditions of this Agreement.

8. REPRESENTATION OR WARRANTY

The Disclosing Party makes no representation or warranty as to the accuracy or completeness of the confidential information and the Disclosing Party and its employees and agents shall have no liability to the Receiving Party for any loss or damage resulting from any use of or reliance on any of the confidential information, except as otherwise provided in a formal written agreement executed between the parties.

However, this disclaimer shall, in and of itself, not apply to or limit any specific warranties that the Disclosing Party may expressly give in other agreements between the Disclosing Party and the Receiving Party. The Receiving Party agrees that it will form its own

conclusions as to the reliability of any confidential information and as to any conclusion to be drawn therefrom, and will not charge the Disclosing Party with liability for any damage resulting from mistakes, inaccuracies or misinformation contained therein. The Receiving Party understands and acknowledges that the Disclosing Party does not undertake any obligation to provide any party with access to any specific or additional information.

9. MISCELLANEOUS

No waiver or modification of this Agreement or any of its terms shall be valid or enforceable unless it has been reduced to writing and signed by both parties.

If any provision of this Agreement is illegal, inconsistent or unenforceable, its invalidity shall not affect the other provisions of this Agreement that can be given effect without the invalid provision.

Each party expressly understands that the confidential information is of commercially valuable and highly sensitive nature. In the event that the Disclosing Party discovers that the Receiving Party has made or makes or intends to make or causes to be made any unauthorized disclosure of the confidential information, the Disclosing Party shall be entitled to take out an injunction against the Receiving Party or any third party involved in such unauthorized disclosure, to restrain if from making any such disclosure. In addition to or in the alternative, as the case may be, the Disclosing Party shall be entitled to exercise any and all other legal and equitable remedies as are available in respect of the breach of this Agreement and to further protect the confidential information. Any dispute or claim arising from this Agreement shall be settled amicably between the parties whenever practicable. Should the parties be unable to do so, the parties hereby agree to settle such dispute/s in the proper courts of _____, to the exclusion of all other courts.

IN WITNESS WHEREOF, the parties have hereunto affixed their signatures this ___ day of _____, 202__ in the City of Manila, Philippines.

_____, **Land Bank of the Philippines**

.....

Position/Designation

SIGNED IN THE PRESENCE OF:

Position/Designation

Position/Designation

ACKNOWLEDGEMENT

Republic of the Philippines)
_____) S.S.

BEFORE ME, a Notary Public for and in the _____, this ___ day of _____ 20___, personally appeared the following:

NAME	GOVERNMENT ID	DATE	PLACE ISSUED
1. (LBP Representative)			
2. (Name of Recipient)			

known to me to be the parties who executed the foregoing instrument and acknowledged to me that the same is their free and voluntary act and deed.

This instrument refers to the Non-Disclosure Agreement consisting of ___ () pages, including the page wherein this Acknowledgment is written, and signed by the parties and their instrumental witnesses on each and every page thereof.

IN WITNESS THEREOF, I have hereunto affixed my seal and signature on the date and place aforementioned.

Doc No. _____;
Page No. _____;
Book No. _____;
Series of 20 _____

SUPPLIER
PERFORMANCE ASSESSMENT REPORT

Name of Supplier		Contract Period			
Service Provided		Assessment Period			
<p>Notes:</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 scored under the REMARKS section with corresponding recommendation subject to escalation to the Management Committee.</p>					
WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
1. Conformity to Technical Requirements (75%)					
15%	Technical Product Support	<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>			
	a. Actions/ response on any request				
10%	b. Provision of service reports (documentation)	<p>Able to provide thorough service reports and recommendations, when necessary, upon completion of actions/resolutions</p> <p>4 - 80% and above of the time, was able to provide thorough service reports and recommendations</p> <p>3 - 60% to 79% of the time, was able to provide thorough service reports and recommendations</p> <p>2 - 40% to 59% of the time, was able to provide thorough service reports and recommendations</p> <p>1 - Below 40% of the time, was able to provide thorough service reports and recommendations</p>			
2. Timeliness in the Delivery of Services (25%)					
25%	Response time in the delivery of service	<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 responded during the assessment period were responded within the agreed timeline.</p> <p>3 - 60% to 79% of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>2 - 40% to 59% of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>1 - Below 40% of the total requests responded during the assessment period were responded within the agreed timeline; negative publicity was encountered by the Bank due to service delivery failure.</p>			

Revised Annex D-28

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
3. Behaviour of Personnel (Courteous, Professional and Knowledgeable) (20%)					
20%	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 schedule 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/issue raised</p>			
4. Response to Complaints (20%)					
20%	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>			

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
5. Compliance with set office policies for such services (10%)					
2%	a. 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>			
3%	b. Compliance to the Confidentiality Agreement (if applicable)	<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>			
	c. Compliance to Audit Requirements	<p>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</p>			
2%	c.1. 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>			
2%	c.2. BCP/Contingency Measures/Disaster Recovery	<p>Allowed access to disaster recovery/business continuity contingency plans and procedures</p> <p>4 - Has a BC 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
<p>The total weight for the performance rating is equivalent to 100 %.</p> <p>The supplier must attain at least a "Satisfactory" rating of 80 %.</p>					
			TOTAL RATING		
			AVERAGE RATING		
			ADJECTIVAL RATING		
Numerical Rating	Adjectival Rating	Description			
3.4 - 4.0	Excellent	Exceeds expectations/deliverables			
2.3 - 3.3	Good	Meets deliverables			
1.7 - 2.2	Needs Improvement	Tighter Controls, Management Intervention required			
1.0 - 1.6	Poor	Discontinue			
<p>REMARKS: [e.g. Rating result warranting further assessment and corresponding recommendation; Recommendation for amendment/renewal of the agreement to bring them in line with current market standards and to cope with changes in their business strategies; Statement of Supplier material problem; Reporting of issues/incidents/non-compliance that may adversely impact the delivery of product/service]</p>					
Prepared by:		Reviewed by:		Noted by:	
_____		_____		_____	
Designated Personnel		Head, Implementing Unit		Group Head Concerned	
Annex F-4 (TOR)				Page 4 to 4	