

**Land Bank of the Philippines**  
**2023 ATM Procurement Specifications**  
**September 26, 2023**

A. Name and Description

Procurement of Automated Teller Machines (ATM) with 4-year maintenance support services and spare parts

B. Objectives

To increase the Bank's touchpoints and replace fully depreciated ATMs

C. Scope

Supply, delivery and installation of 385 thru-the-wall and 100 lobby type ATMs with 4-year maintenance services and spare parts

D. Specifications

Please see attached file for Hardware, Software, Maintenance Services and Other Requirements for the detailed specifications

E. Qualification and Documentary Requirements

<b>QUALIFICATION REQUIREMENTS</b>	<b>DOCUMENTARY REQUIREMENTS</b>
1. Has a complete specifications of the offered brand/model of ATMs	Brochures/pictures and dimension/weight of the actual atm model
2. For current and past suppliers of ATM of Landbank, they must have satisfactory performance in their dealings with Landbank for the past twelve (12) months reckoned from the date of issuance of the certificate of satisfactory performance.	<p>Certificate of satisfactory performance issued by the head of Branch Banking Support Department (BBSB) not earlier than 30 calendar days prior to the deadline of submission of bid. The certificate shall still be subject to verification during the post-qualification of bid.</p> <p>Note: the certificate of satisfactory performance shall be requested in writing from the head of BBSB and can be sent through email at <a href="mailto:ARAQUEDAN@MAIL.LANDBANK.COM">ARAQUEDAN@MAIL.LANDBANK.COM</a> and <a href="mailto:JVISPERAS@MAIL.LANDBANK.COM">JVISPERAS@MAIL.LANDBANK.COM</a> at least</p>

	five (5) working days prior to the submission of bid.
<p>3. For new supplier, it must have a satisfactory performance from at least two (2) existing local bank clients belonging to the top ten (10) banks in terms of assets.</p> <p>Implementation of the same project to its existing local banks (top ten in terms of assets) shall be operational for at least two (2) years, number of ATM units must be at least 50% of this procurement.</p>	Certificate of satisfactory performance from at least two (2) existing local bank clients belonging to the top ten banks in terms of assets.
4. The bidder must be compliant with payment card industry payment application data security standards (PCI-PA-DSS)	Certificate from PCI-PA-DSS
5. The bidder must be compliant with the latest level 1 & 2 from EMVCO	Latest level 1 & 2 compliance certificate from EMVCO.

**Land Bank of the Philippines  
2023 ATM Minimum Specifications  
Cash Dispenser – Thru-the-Wall Type**

**As of September 21, 2023**

<b>HARDWARE FEATURES</b>	<b>LANDBANK SPECIFICATIONS</b>
<b>A. SECURITY ENCLOSURES</b>	A.1. UL291 COMPLIANT SAFE
<b>B. CABINET FEATURES</b>	B.1. REAR ACCESS FOR FLM AND SLM
	B.2. LIGHTED FASCIA
	B.3. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.4. ATM TOP SHALL BE FLAT
<b>C. DISPLAY FEATURES</b>	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
	C.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
<b>D. DISPENSERS</b>	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. WITH LOW CASH / OUT-OF-CASH SENSORS
	D.6. CAPABLE TO DISPENSE POLYMER NOTES ISSUED BY THE BSP
<b>E. SHUTTER SENSOR</b>	<b>E.1. PUT THE MACHINE IN UNAVAILABLE MODE IF ABNORMALITY IS DETECTED. IF NO ABNORMALITY, PUT THE MACHINE IN ONLINE MODE</b>
<b>F. CURRENCY CASSETTES</b>	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR (4) CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	<b>F.3. ABLE TO SUPPORT CASSETTE COMBINATION:</b> <ul style="list-style-type: none"> <li>• 4.2M CASSETTE (ONE CASSETTE OF P1000, TWO CASSETTES OF P500 &amp; ONE CASSETTE OF P100)</li> <li>• 5.2M CASSETTE (TWO CASSETTES OF P1000, ONE CASSETTE OF P500 &amp; ONE CASSETTE OF P100)</li> <li>• 7.0M CASSETTE (THREE CASSETTES OF P1000 AND ONE CASSETTE OF P500)</li> </ul>
	F.4. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
	F.5. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)
	F.6. CAN BE LOADED WITH MINIMUM 2500 BILLS (ATM FIT, NON-POLYMER AND POLYMER NOTES)
<b>G. DIVERT CASSETTE</b>	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM (ALL BRAND NEW).
<b>H. CONSUMER INTERFACE KEYPAD</b>	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
<b>I. PROCESSOR</b>	I.1. MINIMUM OF 4 CORES I.2. MINIMUM OF 4 THREADS I.3. MINIMUM PROCESSOR BASE FREQUENCY: 2.3 GHZ I.4. MINIMUM CACHE: 6 MB
<b>J. MEMORY</b>	J.1. MINIMUM OF 8 GIGABYTES FOR THE FIRST SLOT
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
<b>K. BUS ARCHITECTURE</b>	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
<b>L. CD/DVD DRIVE</b>	L.1. CD/DVD-R AND CD/DV-RW
	L.2. SPEED 20x

SEP 26 2023 5:10PM

	L.3. DVD DRIVER IS CAPABLE TO DETECT FULL/USED DISK
	L.4. DVD DRIVER IS CAPABLE TO COPY MULTIPLE IMAGES/EJ FILES
<b>M. STORAGE</b>	M.1. MINIMUM 480 GIGABYTES SOLID STATE DRIVE; PARTITIONED INTO 100GB FOR OS 380 GB (FOR SSD) FOR DATA TO STORE AND RETAIN ATM <b>EJ</b> , LOGS AND <b>IMAGES</b> IN 90 DAYS
<b>N. ELECTRONICS ENCLOSURE</b>	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
<b>O. OPERATOR INTERFACE</b>	O.1. <b>FULL</b> REAR ACCESS WITH MAINTENANCE <b>TOUCH SCREEN MONITOR</b> , MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD)
	O.2. CAPABLE FOR INPUTTING ALPHANUMERIC USER ID AND PASSWORD.
<b>P. RETAINED CARD BIN</b>	P.1. RETAINED CARD CASSETTE (SECURED WITH BUILT-IN KEYLOCKING)
	P.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
<b>Q. SECURITY CAMERA</b>	Q.1. DIGITAL AND COLORED IMAGE MINIMUM OF 720P HD RESOLUTION
	Q.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	Q.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 TO 6 FEET IN HEIGHT) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	Q.4. DOWNLOADABLE TO CD/DVD-R AND CD/DVD-RW
	Q.5. CAN BE DOWNLOADED ANYTIME
	Q.6. PROMPT MESSAGE / ERROR WHEN CD IS FULL
	Q.7. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	Q.8. PORTRAIT CAMERA  CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> <li>• FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED</li> <li>• FOR CARDLESS WITHDRAWAL TRANSACTION - CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED</li> <li>• FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED</li> </ul>
	Q.9. CASH SLOT CAMERA / HAND TO CASH CAMERA  CAPTURES AT LEAST FOUR (4) CASH IMAGES FOR BOTH CARD-BASED AND CARDLESS, COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING: <ul style="list-style-type: none"> <li>• FOR CARD-BASED WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE</li> <li>• FOR CARDLESS WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE</li> </ul>
	Q.10. IMAGES ARE ARCHIVED FOR 90 DAYS IN THE MACHINE
	Q.11. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	Q.12. STORES IMAGES IN JPG FORMAT
	Q.13. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	Q.14. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
	Q.15. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC
<b>R. VAULT SECURITY</b>	R.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	R.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	R.3. MUST NOT DISPLAY NUMERIC COMBINATION
	R.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
<b>S. CARD READER</b>	S.1. MOTORIZED CARD READER
	S.2. TRACK 1 & 2 - READ ONLY
	S.3. TRACK 3 - READ & WRITE
	S.4. MAGNETIC STRIPE FACING DOWNWARD
	S.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS (e. g., EMV KERNEL UPGRADE) WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT EMV CARDS.

	S.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK/HOST
	S.7. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	S.8. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	S.9. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	S.10. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
	S.11. WITH ENHANCED CARD READER BEZEL INSTALLED
<b>S. CARD READER</b>	S.12. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER
	S.13. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE
<b>T. POWER SUPPLY</b>	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2. FREQUENCY: 60 HERTZ
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4. THREE-PRONGED PLUG
<b>U. RECEIPT [CONSUMER PRINTER]</b>	U.1. THERMAL PRINTER
	U.2. SUPPORTS 25 CHARACTERS PER LINE
	U.3. SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT
<b>V. ATM HEIGHT REQUIREMENT</b>	V.1. SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT AND CLEARANCE REQUIREMENTS (FOR DISPENSER, KEYPAD AND MONITOR) (SEE ANNEX A), <b>SUBJECT TO THE ACTUAL INSPECTION AND EVALUATION BY LBP-PMED</b>
<b>W. ACCESSORIES</b>	W.1. COMMUNICATIONS CABLE (385 PCS OF THREE-METER CAT-5 CABLE WITH RJ 45 ON BOTH ENDS FOR ALL NETWORK EQUIPMENT DATA CONNECTIONS) TO BE DELIVERED ALONG WITH THE MACHINE.
<b>X. OTHERS</b>	X.1. CAPABLE TO RUN VIA TCP-IP
	X.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	X.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	X.4. BUILT-IN SPEAKERS (8 WATTS)
	X.5. ALL WEATHER ATM MODEL
	X.6. USER'S MANUAL/GUIDE FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	X.7. WITH THE FOLLOWING CAPABILITIES:
	X.7.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	X.7.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	X.8. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST OF THE OFFERED BRAND MODEL UNIT FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL (CARD-BASED AND CARDLESS), FUND TRANSFER AND PIN CHANGE. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY BBSD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
	X.9. SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL AS PART OF BID DOCUMENTS. <b>THE OFFERED MODEL FOR THRU-THE-WALL TYPE SHOULD MATCH IN THE VENDOR'S BROCHURE OR OFFICIAL DOCUMENT FOR THRU-THE-WALL TYPE ATMS.</b>
	<b>X.10. CAPABLE FOR UPGRADE TO ENABLE PROCESSING OF TRANSACTION VIA QR CODE (E.G. WITHDRAWAL)</b>
<b>Y. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST</b>	Y.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN SEVEN (7) CALENDAR DAYS UPON RECEIPT OF P.O.
	Y.4. THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
<b>Z. DELIVERY AND PAYMENT</b>	Z.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH

<p><b>TERMS</b></p>	<p>Z.2. DELIVERY OF ATMS IN THE VENDOR'S WAREHOUSE SHALL BE IN EIGHT (8) BATCHES, 50 UNITS EACH FOR THE 1<sup>ST</sup> TO 7<sup>TH</sup> BATCHES AND 35 UNITS FOR THE 8<sup>TH</sup> BATCH. ^</p> <ul style="list-style-type: none"> <li>• THE 1<sup>ST</sup> BATCH SHALL BE READY FOR DELIVERY WITHIN 150 CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN <b>150</b> CALENDAR DAYS UPON ADVICE FROM BBSD WHICHEVER COMES LATER</li> <li>• THE 2<sup>ND</sup> TO 8<sup>TH</sup> BATCHES SHALL BE READY FOR DELIVERY WITHIN <b>150</b> CALENDAR DAYS UPON BBSD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR</li> <li>• UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY BBSD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK.</li> <li>• UPON RECEIPT OF NOTICE FROM BBSD TO DELIVER TO THE BRANCHES, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE (5) BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE TWENTY (20) BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL, <b>EXCEPT TO THE FOLLOWING AREAS WHICH WILL REQUIRE TWENTY FIVE (25) BANKING DAYS:</b> <ol style="list-style-type: none"> <li>1. DINAGAT ISLANDS</li> <li>2. MISAMIS OCCIDENTAL</li> <li>3. ZAMBOANGA DEL NORTE (E.G., SINDANGAN)</li> <li>4. DAVAO DEL NORTE (E.G., TAGUM)</li> <li>5. CAMPOSTELA VALLEY PROVINCE (DAVAO DE ORO, MONTEVISTA, MAWAB, LAAK)</li> <li>6. AGUSAN DEL SUR</li> <li>7. SARANGANI PROVINCE</li> <li>8. CAMIGUIN</li> <li>9. BOHOL</li> <li>10. MISAMIS ORIENTAL</li> <li>11. CEBU</li> <li>12. COTABATO</li> <li>13. MAGUINDANAO</li> <li>14. ZAMBOANGA DEL SUR</li> <li>15. DAVAO DEL SUR</li> <li>16. NEGROS ORIENTAL</li> <li>17. NORTH COTABATO</li> <li>18. ANTIQUE</li> <li>19. NEGROS OCCIDENTAL</li> <li>20. BILIRAN</li> <li>21. ILOILO</li> <li>22. SURIGAO DEL NORTE</li> <li>23. SURIGAO DEL SUR</li> <li>24. BILIRAN</li> </ol> </li> </ul>
<p><b>Z. DELIVERY AND PAYMENT TERMS</b></p>	<p>Z.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY.</p> <p>Z.4. AMOUNT OF <b>P2,500.00</b> PER DAY FOR EVERY UNSUCCESSFUL ATM ACTIVATION/INSTALLATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN TWO (2) HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER. IF THE DELAYS ON THE ACTIVATION IS CAUSED BY THE BANK, THE VENDOR SHALL BE PAID BY THE BANK IN THE AMOUNT OF P2,500 PER INCIDENT.</p> <p>Z.5. PAYMENT TERMS: UNIT COST NET OF P5,000.00 FOR THE INSTALLATION/ACTIVATION</p>
<p><b>AA. BENCHMARK</b></p>	<p>AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)</p> <p>AA.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)</p> <p>AA.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)</p>



LAND BANK OF THE PHILIPPINES  
PROJECT MANAGEMENT & ENGINEERING DEPT.  
1208 NAY DEL PLAIN ST., CORNER DR. QUINTOS ST., MALATE, MANILA

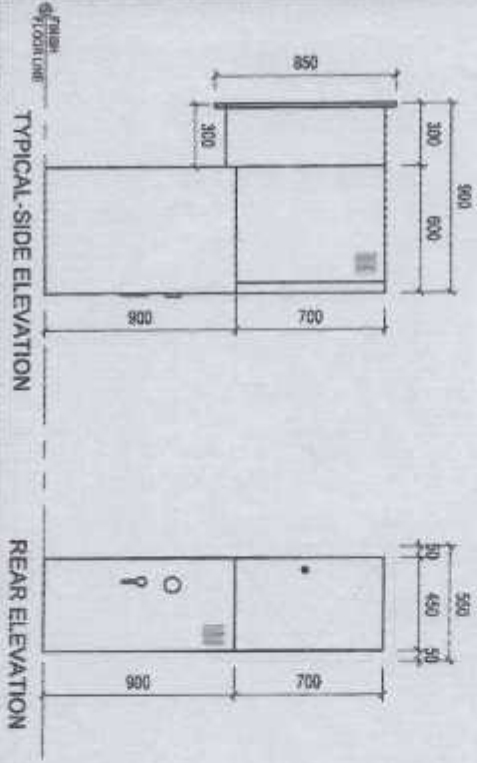
LAND BANK STANDARD DETAILS & SPECIFICATIONS  
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REGISTERED ARCHITECT  
ENRIQUE S. SORIANO  
MANILA, PHILIPPINES

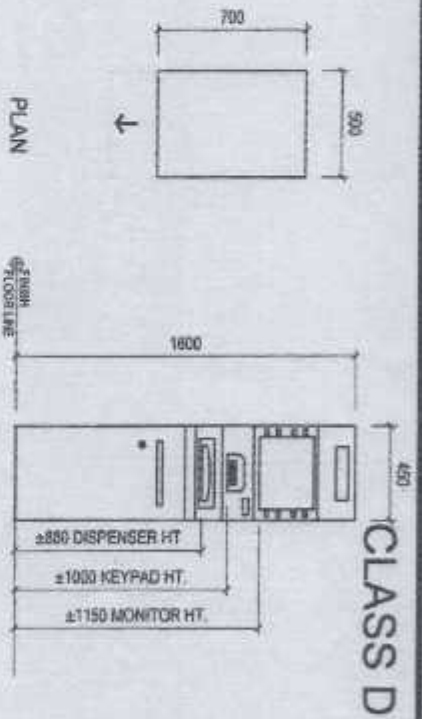
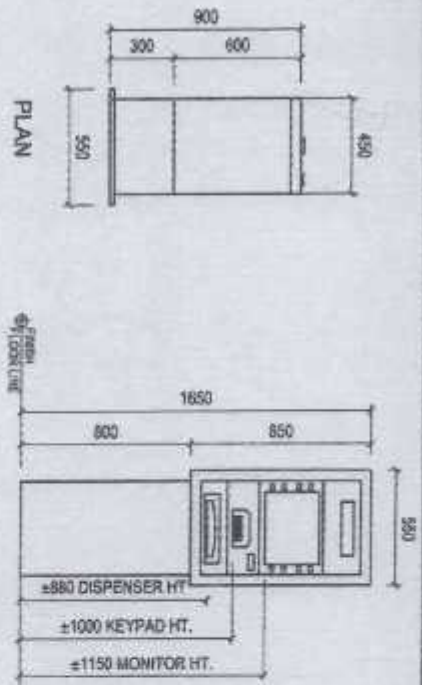
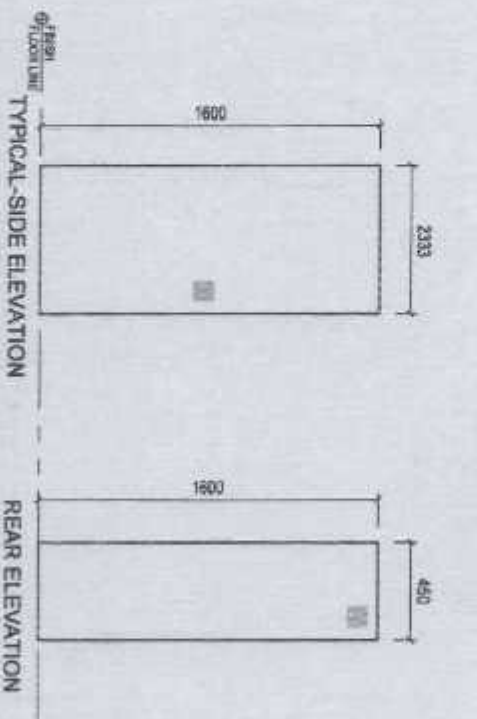
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DATE: 3/20/04  
CHECKED: M. DELA  
REVISIONS: 1.02/04

SHEET NO.: A-1  
1/17/04-04

FOR THRU-THE-WALL ATM UNIT



FOR LOBBY TYPE ATM UNIT



**Land Bank of the Philippines  
2023 ATM Minimum Specifications  
Cash Dispenser - Lobby Type**

**As of September 21, 2023**

<b>HARDWARE FEATURES</b>	<b>LANDBANK SPECIFICATIONS</b>
<b>A. SECURITY ENCLOSURES</b>	A.1. UL291 COMPLIANT SAFE
<b>B. CABINET FEATURES</b>	B.1. FRONT ACCESS WITH UNIQUE KEY WHICH CAN ONLY BE DUPLICATED THRU THE PROVIDER
	B.2. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF TOP HATCH/DOOR ACTIVITIES TO JOURNAL AND HOST
	B.3. ATM TOP SHALL BE FLAT
<b>C. DISPLAY FEATURES</b>	C.1. MINIMUM 15" COLOR DISPLAY
	C.2. XGA, LCD FLAT PANEL
	C.3. PRIVACY SHIELD/FILTER
	C.4. TOUCHSCREEN
	C.5. VANDAL SHIELD/FRAUD PROTECTION (HARDWARE AND SOFTWARE)
<b>D. DISPENSERS</b>	D.1. CAN DISPENSE 50 NOTES IN A SINGLE TRANSACTION
	D.2. DISPENSER RETRY FEATURE (CAPABILITY TO PICK-UP BILLS FROM LOADED CASSETTES)
	D.3. CAPABLE TO PERFORM DISPENSE TEST
	D.4. CASH RETRACTION CAPABILITY
	D.5. WITH LOW CASH / OUT-OF-CASH SENSORS
	D.6. CAPABLE TO DISPENSE POLYMER NOTES ISSUED BY THE BSP
<b>E. SHUTTER SENSOR</b>	<b>E.1. PUT THE MACHINE IN UNAVAILABLE MODE IF ABNORMALITY IS DETECTED. IF NO ABNORMALITY, PUT THE MACHINE IN ONLINE MODE</b>
<b>F. CURRENCY CASSETTES</b>	F.1. SINGLE KEY LOCK, UNIVERSAL TO ALL CASSETTES OF THE SAME BRAND
	F.2. ALL BRAND NEW: MINIMUM OF FOUR [4] CARTRIDGES WITH BUILT-IN KEYLOCK AND KEY + FOUR (4) EXTRA CARTRIDGES TOTAL OF 8 CART PER ATM = (2 CARTS – PHP100 DENOMINATION, 4 CARTS – PHP500 DENOMINATION, 2 CARTS-PHP 1000 DENOMINATION)
	<b>F.3. ABLE TO SUPPORT CASSETTE COMBINATION:</b>
	• 4.2M CASSETTE (ONE CASSETTE OF P1000, TWO CASSETTES OF P500 & ONE CASSETTE OF P100)
	• 5.2M CASSETTE (TWO CASSETTES OF P1000, ONE CASSETTE OF P500 & ONE CASSETTE OF P100)
	• 7.0M CASSETTE (THREE CASSETTES OF P1000 AND ONE CASSETTE OF P500)
	F.4. IN CASE OF LOST KEY OR DEFECTIVE LOCKING SYSTEM, LOCKING SYSTEM IS REPLACEABLE
F.5. CURRENCY CASSETTES VALIDATION UPON LOADING (CASSETTE TYPE/ID)	
F.6. CAN BE LOADED WITH MINIMUM 2500 BILLS (ATM FIT, NON-POLYMER AND POLYMER NOTES)	
<b>G. DIVERT CASSETTE</b>	G.1. SEPARATE AND SECURED DIVERT CASSETTE WITH BUILT-IN KEYLOCK AND KEY + 1 (ONE) EXTRA DIVERT CASSETTE WITH KEYLOCK AND KEY, TOTAL OF 2 DIVERT CASSETTES WITH BUILT-IN KEYLOCK AND KEY PER ATM. (ALL BRAND NEW)
<b>H. CONSUMER INTERFACE KEYPAD</b>	H.1. 13 FULL FUNCTION KEYS PLUS 1 RESERVED KEY/TRIPLE DES ON KEYPAD
	H.2. EPP-PCI AND PCI-PTS CERTIFIED (VALID WHILE THE ATM IS OPERATIONAL/INSTALLED)
<b>I. PROCESSOR</b>	I.1. MINIMUM OF 4 CORES
	I.2. MINIMUM OF 4 THREADS
	I.3. MINIMUM PROCESSOR BASE FREQUENCY: 2.3 GHZ
	I.4. MINIMUM CACHE: 6 MB
<b>J. MEMORY</b>	J.1. MINIMUM OF 8 GIGABYTES FOR THE FIRST SLOT
	J.2. ADDITIONAL SLOT FOR MEMORY EXPANSION
<b>K. BUS ARCHITECTURE</b>	K.1. ETHERNET LAN CARD 100/1000 MBPS RJ 45 PORT
<b>L. CD/DVD DRIVE</b>	L.1. CD/DVD-R AND CD/DVD+RW
	L.2. SPEED 20x
	L.3. DVD DRIVER IS CAPABLE TO DETECT FULL/USED DISK



	L.4. DVD DRIVER IS CAPABLE TO COPY MULTIPLE IMAGES/EJ FILES
<b>M. STORAGE</b>	M.1. MINIMUM 480 GIGABYTES SOLID STATE DRIVE; PARTITIONED INTO 100GB FOR OS AND 380 GB FOR DATA TO STORE AND RETAIN ATM <b>EJ</b> , LOGS AND <b>IMAGES</b> IN 90 DAYS (ARMAND TO CONFIRM STORAGE SPACE FOR OS)
<b>N. ELECTRONICS ENCLOSURE</b>	N.1. SECURED COMPUTER COMPONENTS (METAL CASING)
<b>O. OPERATOR INTERFACE</b>	O.1. FRONT ACCESS WITH MAINTENANCE <b>TOUCH SCREEN</b> MONITOR, MOUSE AND KEYBOARD (APPLICABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD)
	O.2. CAPABLE FOR INPUTTING OF ALPHANUMERIC USER ID AND PASSWORD.
<b>P. RETAINED CARD BIN</b>	P.1. RETAINED CARD CASSETTE [SECURED WITH BUILT-IN KEYLOCKING]
	P.2. LOCK KEY SHOULD BE DIFFERENT FROM THE CABINET/FASCIA KEY
<b>Q. SECURITY CAMERA</b>	Q.1. DIGITAL AND COLORED IMAGE MINIMUM OF 720P HD RESOLUTION
	Q.2. FACE OF THE ATM USER CAN BE VIEWED CLEARLY
	Q.3. WIDER RANGE OF CAPTURING IMAGE. THE CAMERA SHOULD BE ANGLED IN SUCH A WAY THE IMAGE OF THE ATM USER (4 TO 6 FEET IN HEIGHT) WILL BE CAPTURED FROM THE CHEST TO THE WHOLE FACE WHILE TRANSACTING IN A NORMAL POSITION.
	Q.4. DOWNLOADABLE TO CD/DVD-R AND CD/DVD+RW
	Q.5. CAN BE DOWNLOADED ANYTIME
	Q.6. PROMPT MESSAGE / ERROR WHEN CD IS FULL
	Q.7. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	Q.8. PORTRAIT CAMERA  CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, ALL COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING:  <ul style="list-style-type: none"> <li>• FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED</li> <li>• FOR CARDLESS WITHDRAWAL TRANSACTION CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED</li> <li>• FOR BALANCE INQUIRY, FUNDTRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED</li> </ul>
	Q.9. CASH SLOT CAMERA / HAND TO CASH CAMERA  CAPTURES AT LEAST FOUR (4) CASH IMAGES FOR BOTH CARD-BASED AND CARDLESS, COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING:  <ul style="list-style-type: none"> <li>• FOR CARD-BASED WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE</li> <li>• FOR CARDLESS WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE</li> </ul>
	Q.10. IMAGES ARE ARCHIVED FOR 90 DAYS IN THE MACHINE
	Q.11. FIRST IN, FIRST OUT AUTO DELETION OF PICTURES / IMAGES
	Q.12. STORES IMAGES IN JPG FORMAT
	Q.13. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE (EDIT MODULE)
	Q.14. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING SCREEN AND ELECTRONIC JOURNAL)
	Q.15. SECURITY PASSWORD FOR COPYING AT THE MACHINE AND VIEWING OF PICTURES/IMAGES AT THE BRANCH'S PC
<b>R. VAULT SECURITY</b>	R.1. ELECTRONIC LOCK (DIGITAL) - HIGHLY SECURED
	R.2. MINIMUM OF 12 DIGITS COMBINATION (6 DIGITS PER COMBINATION - DUAL CONTROL)
	R.3. MUST NOT DISPLAY NUMERIC COMBINATION
	R.4. ELECTRONIC TRANSMISSION OF OPENING AND CLOSING OF ATM VAULT DOOR ACTIVITIES TO JOURNAL AND HOST
<b>S. CARD READER</b>	S.1. MOTORIZED CARD READER
	S.2. TRACK 1 & 2 - READ ONLY
	S.3. TRACK 3 - READ & WRITE
	S.4. MAGNETIC STRIPE FACING DOWNWARD
	S.5. EMV CERTIFIED. ANY NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS (e.g., EMV KERNEL UPGRADE) WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. THE ATM SHALL ACCEPT EMV CARDS.

	S.6. ELECTRONIC TRANSMISSION OF READ ERRORS TO NETWORK/HOST
	S.7. ANTI-CARD FRAUD FEATURE (FOR CARD SKIMMING AND LEBANESE LOOP) SOFTWARE AND HARDWARE (ANTI-SKIMMING)
	S.8. AUTOMATIC DETECTION IF THERE ARE BLOCKAGE IN THE CARD READER BEZEL DURING IDLE PERIOD
	S.9. PUT THE MACHINE IN UNAVAILABLE MODE IF BLOCKAGE WERE DETECTED
	S.10. CHECK CARD READER BEZEL, IF NO BLOCKAGE WERE DETECTED, PUT THE MACHINE IN ONLINE MODE
	S.11. WITH ENHANCED CARD READER BEZEL INSTALLED
	S.12. SHALL DETECT SKIMMING DEVICE INSTALLED ON THE CARD READER
	S.13. SHALL RELEASE CARD IMMEDIATELY UPON OCCURRENCE OF POWER FAILURE
<b>T. POWER SUPPLY</b>	T.1. AUTO VOLTAGE CAPABLE - 220 / 110 VAC (VOLT ALTERNATING CURRENT)
	T.2. FREQUENCY: 60 HERTZ
	T.3. SETTINGS BEFORE POWER INTERRUPTION SHOULD BE RETAINED
	T.4. THREE-PRONGED PLUG
<b>U. RECEIPT [CONSUMER PRINTER]</b>	U.1. THERMAL PRINTER
	U.2. SUPPORTS 25 CHARACTERS PER LINE
	U.3. SHALL COMPLY WITH THE BANK'S PRESCRIBED RECEIPT FORMAT
<b>V. ATM HEIGHT REQUIREMENT</b>	V.1 SHALL COMPLY WITH THE BANK'S PRESCRIBED ATM HEIGHT AND CLEARANCE REQUIREMENT (DISPENSER, KEYPAD AND MONITOR) (SEE ANNEX A), <b>SUBJECT TO THE ACTUAL INSPECTION AND EVALUATION BY LBP-PMED</b>
<b>W. ACCESSORIES</b>	W.1. COMMUNICATIONS CABLE (100 PCS OF THREE-METER LONG CAT-5 CABLE WITH RJ 45 ON BOTH ENDS) TO BE DELIVERED ALONG WITH THE MACHINE
<b>X. OTHERS</b>	X.1. CAPABLE TO RUN VIA TCP-IP
	X.2. PCI (PERIPHERAL COMPONENT INTERCONNECT)
	X.3. CARD RETRIEVE PROMPTER (LIGHT INDICATOR & BEEPER)
	X.4. BUILT-IN SPEAKERS (8 WATTS)
	X.5. USER'S MANUAL/GUIDE FOR OPERATIONS, MONITORING SYSTEM/TOOL, REMOTE ATM READING SYSTEM AND BROWSER
	X.6. WITH THE FOLLOWING CAPABILITIES:
	X.6.1. ELECTRONIC JOURNAL (EJ) CAN BE EXTRACTED THRU TCP/IP
	X.6.2. FACILITY TO PERFORM REMOTE ATM SELF DIAGNOSTICS
	X.8. UPON PAYMENT OF THE NON-REFUNDABLE BIDDING FEE, BIDDER(S) MAY OPT TO DELIVER A TEST UNIT OF THE OFFERED BRAND MODEL FOR THE CONDUCT OF CONNECTIVITY TESTING. CONNECTIVITY TEST INCLUDES BASIC TRANSACTIONS: BALANCE INQUIRY, WITHDRAWAL ( <b>CARD-BASED AND CARDLESS</b> ), FUND TRANSFER AND PIN CHANGE. THE ISSUANCE OF A CERTIFICATE OF CONNECTIVITY BY LBP-PCMD SHALL START FROM THE DATE WHEN THE INVITATION TO BID (ITB) IS FIRST PUBLISHED UP TO THE LAST DAY OF POST-QUALIFICATION PERIOD.
	X.9. SHOULD SUBMIT BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODELAS PART OF BID DOCUMENTS. <b>THE OFFERED MODEL FOR LOBBY TYPE SHOULD MATCH IN THE VENDOR'S BROCHURE OR OFFICIAL DOCUMENT FOR LOBBY TYPE ATMS.</b>
	<b>X.10. CAPABLE FOR UPGRADE TO ENABLE PROCESSING OF TRANSACTION VIA QR CODE (E.G. WITHDRAWAL)</b>
<b>Y. SYSTEM INTEGRATION TESTING/USER ACCEPTANCE TEST</b>	Y.1. THE SYSTEM INTEGRATION TESTING (SIT) IF NEEDED, SHALL BE COMPLETED WITHIN 30 CALENDAR DAYS UPON RECEIPT OF PURCHASE ORDER. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY.
	Y.2. THE USER ACCEPTANCE TESTING (UAT) AND PROGRAMMING SHOULD BE COMPLETED WITHIN 90 CALENDAR DAYS UPON ISSUANCE OF SIT CERTIFICATE. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL ACQUISITION COST (VAT INCLUSIVE) PER DAY
	Y.3. THE WINNING BIDDER SHALL DELIVER ONE (1) TEST UNIT FOR UAT TO LBP-HEAD OFFICE WITHIN SEVEN (7) CALENDAR DAYS UPON RECEIPT OF P.O.
	Y.4. THE WINNING BIDDER SHALL PROVIDE TECHNICAL SUPPORT DURING THE DURATION OF UAT
<b>Z. DELIVERY AND</b>	Z.1. ATMs SHALL BE DELIVERED AND INSTALLED, IF APPLICABLE, TO SITE AND/OR MOTHER BRANCH

<p><b>PAYMENT TERMS</b></p>	<p>Z.2. DELIVERY OF ATMS IN THE VENDOR'S WAREHOUSE SHALL BE IN TWO (2) BATCHES, 50 UNITS FOR EACH BATCH</p> <ul style="list-style-type: none"> <li>• THE 1<sup>ST</sup> BATCH SHALL BE READY FOR DELIVERY WITHIN <b>150</b> CALENDAR DAYS UPON RECEIPT OF NOTICE TO PROCEED OR WITHIN <b>150</b> CALENDAR DAYS UPON ADVICE FROM PCMD WHICHEVER COMES LATER</li> <li>• THE 2<sup>ND</sup> BATCH SHALL BE READY FOR DELIVERY WITHIN <b>150</b> CALENDAR DAYS UPON BBSD ADVISE OR WITHIN THE SCHEDULE OF DELIVERY REQUESTED TO THE VENDOR</li> <li>• UNITS WHICH REMAIN UNDELIVERED AFTER SIX MONTHS RECKONED FROM DATE OF FIRST DELIVERY FROM EACH BATCH CALLED-OUT, SHALL BE RECEIVED BY BBSD. THE UNITS, HOWEVER, SHALL STILL BE SAFEKEPT AT THE VENDOR'S WAREHOUSE FOR ADDITIONAL PERIOD OF THREE (3) MONTHS AT NO COST TO THE BANK.</li> <li>• UPON RECEIPT OF NOTICE FROM BBSD TO DELIVER TO THE BRANCHES, THE VENDOR SHALL DELIVER THE UNIT(S) AS SPECIFIED OR WITHIN FIVE (5) BANKING DAYS IF THE DESTINATION IS VIA LAND TRAVEL ONLY, WHILE TWENTY (20) BANKING DAYS IF THE DESTINATION IS VIA LAND AND SEA TRAVEL, <b>EXCEPT TO THE FOLLOWING AREAS WHICH WILL REQUIRE TWENTY-FIVE (25) BANKING DAYS:</b> <ol style="list-style-type: none"> <li>1. <b>DINAGAT ISLANDS</b></li> <li>2. <b>MISAMIS OCCIDENTAL</b></li> <li>3. <b>ZAMBOANGA DEL NORTE (E.G., SINDANGAN)</b></li> <li>4. <b>DAVAO DEL NORTE (E.G., TAGUM)</b></li> <li>5. <b>CAMPOSTELA VALLEY PROVINCE (DAVAO DE ORO, MONTEVISTA, MAWAB, LAAK)</b></li> <li>6. <b>AGUSAN DEL SUR</b></li> <li>7. <b>SARANGANI PROVINCE</b></li> <li>8. <b>CAMIGUIN</b></li> <li>9. <b>BOHOL</b></li> <li>10. <b>MISAMIS ORIENTAL</b></li> <li>11. <b>CEBU</b></li> <li>12. <b>COTABATO</b></li> <li>13. <b>MAGUINDANAO</b></li> <li>14. <b>ZAMBOANGA DEL SUR</b></li> <li>15. <b>DAVAO DEL SUR</b></li> <li>16. <b>NEGROS ORIENTAL</b></li> <li>17. <b>NORTH COTABATO</b></li> <li>18. <b>ANTIQUE</b></li> <li>19. <b>NEGROS OCCIDENTAL</b></li> <li>20. <b>BILIRAN</b></li> <li>21. <b>ILOILO</b></li> <li>22. <b>SURIGAO DEL NORTE</b></li> <li>23. <b>SURIGAO DEL SUR</b></li> <li>24. <b>BILIRAN</b></li> </ol> </li> </ul>
<p><b>Z. DELIVERY AND PAYMENT TERMS</b></p>	<p>Z.3. PENALTY FOR NON-COMPLIANCE WILL BE 1/10 OF 1% OF THE TOTAL VALUE OF THE UNDELIVERED ITEM FOR EVERY DAY OF DELAY</p> <p>Z.4. AMOUNT OF <b>2,500.00</b> PER DAY FOR UNSUCCESSFUL ACTIVATION/OPERATIONALIZATION ARISING DUE TO UNAVAILABLE/DEFECTIVE HARDWARE/PARTS/SOFTWARE (INCLUDING BROWSER), LATE ARRIVAL OF MORE THAN TWO (2) HOURS ON THE SCHEDULED TIME/DATE OR TOTALLY NON-APPEARANCE OF THE SERVICE ENGINEER. IF THE DELAYS ON THE ACTIVATION IS CAUSED BY THE BANK, THE VENDOR SHALL BE PAID BY THE BANK IN THE AMOUNT OF P2,500 PER INCIDENT.</p> <p>Z.5. PAYMENT TERMS: UNIT COST NET OF P5,000 FOR THE ACTIVATION/OPERATIONALIZATION</p>
<p><b>AA. BENCHMARK</b></p>	<p>AA.1. SPEED OF NORMAL TRANSACTIONS MUST BE THE FF: (STANDARD LBP NETWORK CONFIGURATION)</p> <p>AA.2. 10 SECONDS OR LESS FOR BALANCE INQUIRY (FROM PIN ENTRY TO BALANCE DISPLAY)</p> <p>AA.3. 14 SECONDS OR LESS FOR WITHDRAWAL TRANSACTION (FROM PIN ENTRY TO CASH PRESENTMENT)</p>

# 2023 LANDBANK ATM Specifications

SOFTWARE COMPONENTS AND SETTINGS FEATURES	SPECIFICATION DETAILS
	AS OF SEPTEMBER 21, 2023
<b>A. GENERAL REQUIREMENTS</b>	
<b>A.1. LICENSE/CERTIFICATE &amp; INSTALLATION</b>	A.1.1. ALL SOFTWARE MUST BE LICENSED AND PRELOADED (e.g. OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, ATM PLATFORM, COMPENSATING CONTROL TOOLS, WHITELISTING, ANTI-SKIMMING SOLUTION AND COMPRESSION UTILITIES, TRANSPORT LAYER SECURITY (TLS) VERSION 1.2 OR HIGHER <b>WHICHEVER IS COMPATIBLE WITH LBP'S TLS VERSION</b> , END POINT PROTECTION AND ANTI-MALWARE (FIREWALL))
	A.1.2. ALL APPLICABLE LICENSE/CERTIFICATE RENEWALS/UPGRADES (e.g. TERMINAL SOFTWARE, KERNEL, ATM PLATFORM CURRENTLY INSTALLED IN THE ATM) MUST BE COVERED BY THE VENDOR INCLUDING ITS INSTALLATION ON THE ATMS FOR FIVE (5) YEARS AFTER THE DATE OF INSTALLATION
	A.1.3. IN CASE THE NEW/UPGRADED SOFTWARE REQUIRES HARDWARE REPLACEMENT, SUCH REPLACEMENT SHALL BE PROVIDED BY THE VENDOR WITHOUT ADDITIONAL COST TO THE BANK FOR FIVE (5) YEARS AFTER THE DATE OF INSTALLATION.
	A.1.4. INSTALLATION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: OPERATING SYSTEM, DATABASE, APPLICATION SOFTWARE, COMPENSATING CONTROL TOOLS INCLUDING WHITELISTING, INTRUSION PROTECTION (IP), HARD DISK ENCRYPTION (HDE), ANTI-SKIMMING SOLUTIONS, COMPRESSION UTILITIES, TLS VERSION 1.2, <b>INCLUDING RENEWAL OF TLS CERTIFICATE PRIOR TO EXPIRATION OR HIGHER END POINT PROTECTION/ANTI-MALWARE (FIREWALL).</b>
	A.1.5. THE VENDOR SHALL PROVIDE AN ATM SECURITY DASHBOARD/CONSOLE TO MONITOR THAT ALL SECURITY REQUIREMENTS (e.g. WHITELISTING, IP AND HDE) ARE IN PLACE. THE SERVER SHALL BE PROVIDED BY THE BANK.
	A.1.6. THE VENDOR SHALL UPDATE LANDBANK AND SEEK APPROVAL ON ALL LATEST ATM SOFTWARE RELATED UPDATES.
<b>B. SYSTEM SOFTWARE</b>	
<b>B.1. OPERATING SYSTEM</b>	B.1.1. WINDOWS 10 OR ANY HIGHER VERSION, IN CASE OF END OF SUPPORT FROM SOFTWARE PROVIDER, UPGRADE OR CHANGE OF OPERATING SYSTEM AND ALL OTHER RELATED COMPONENTS INCLUDING ITS ROLL-OUT/IMPLEMENTATION SHALL BE FOR THE ACCOUNT OF THE VENDOR, SUBJECT TO LBP APPROVAL. THIS IS APPLICABLE FOR THE DURATION OF THE FIVE-YEAR CONTRACT
	B.1.2. TIME MUST BE AUTOMATICALLY SYNCHRONIZED WITH HOST TIME AND DATE
	B.1.3. PRELOADED INTEGRATED COMMUNICATIONS SOFTWARE APPLICABLE FOR TCP/IP
	B.1.4. PRELOADED WITH ETHERNET LAN CARD SOFTWARE DRIVERS
	B.1.5. <b>THE ATM VENDOR SHALL TURNOVER TO THE BANK THE FINAL/UPDATED SOFTWARE BUILD/ SOFTWARE IMAGE/ GOLDEN IMAGE AT NO COST TO THE BANK</b>
<b>C. APPLICATION SOFTWARE</b>	
<b>C.1. MESSAGE TO / FROM HOST</b>	C.1.1. SHALL BE PCI-PA-DSS CERTIFIED
	C.1.2. SHALL BE CAPABLE TO RUN USING DIEBOLD 912/ DDC MESSAGE FORMATS OR LATEST ATM PROTOCOL/MESSAGE FORMAT OF THE ATM SWITCH AT NO ADDITIONAL COST TO THE BANK. (E.G. NDC, ISO8583, API, ETC.)
	C.1.3. SEND ATM MESSAGE TO HOST ON VAULT ACTIVITIES
	C.1.4. SEND ATM MESSAGE TO HOST ON HARDWARE RELATED ERRORS
	C.1.5. SUPPORT REMOTE HOST DOWNLOADING OF MASTER KEYS (HARDWARE AND SOFTWARE READY)
	C.1.6. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF ANTI-SKIMMING DEVICE/MODULE IN CASE OF MALFUNCTION
	C.1.7. SUPPORT SENDING OF ATM MESSAGE FOR STATUS OF CONSUMABLE SUPPLY COUNTERS TO HOST. (RETRIEVE/SET OPERATIONAL COMMAND MESSAGE)
	C.1.8. THE ATM APPLICATION SHOULD ALWAYS BE ACTIVE AND SHOULD AUTO CONNECT TO THE HOST AND ATM MONITORING SOLUTION (AMS) UNTIL ONLINE STATUS
<b>C.2. LOCAL SETTINGS</b>	C.2.1. CUSTOMIZATION IMAGE(CI) RETAINED AFTER POWER INTERRUPTION
	C.2.2. ALL SOFTWARE SETTINGS RETAINED AFTER POWER INTERRUPTION

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C.3. DIGITAL IMAGE CAPTURE	C.3.1. PORTRAIT CAMERA  CAPTURES AT LEAST THREE (3) CLIENT IMAGES FOR BOTH CARD-BASED AND CARDLESS, COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING:  <ul style="list-style-type: none"> <li>FOR CARD-BASED WITHDRAWAL TRANSACTION - PIN ENTRY, CARD EJECTED AND CASH DISPENSED</li> <li>FOR CARDLESS WITHDRAWAL TRANSACTION - CASH CODE ENTRY, NOMINATED PIN ENTRY, TRANSACTION AMOUNT, TRANSACTION COMPLETE OR ERROR ENCOUNTERED</li> <li>FOR BALANCE INQUIRY, FUND TRANSFER, BILLS PAYMENT AND CHANGE PIN TRANSACTIONS - CARD ENTRY, PIN ENTRY AND CARD EJECTED</li> </ul>
	C.3.2. CASH SLOT CAMERA / HAND TO CASH CAMERA  CAPTURES AT LEAST FOUR (4) CASH IMAGES FOR BOTH CARD-BASED AND CARDLESS, COMPLETE AND INCOMPLETE TRANSACTIONS CAPTURE IMAGE DURING:  <ul style="list-style-type: none"> <li>FOR CARD-BASED WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE</li> <li>FOR CARDLESS WITHDRAWAL TRANSACTION - CASH DISPENSED, CASH TAKEN, CASH RETRACT, CASH SLOT CLOSE</li> </ul>
	C.3.2. CAPTURES IMAGES EVERY FIVE (5) MINUTES DURING IDLE PERIOD (NO TRANSACTION (FOR PORTRAIT CAMERA ONLY
	C.3.3. IMAGES ARE DATE AND TIME STAMPED AND CROSS REFERENCED WITH THE FOLLOWING DETAILS: DATE, TIME, TERMINAL ID, TERMINAL NAME, TRANSACTION TYPE, ACCOUNT TYPE, SEQUENCE NUMBER, TOTAL BALANCE, AVAILABLE BALANCE, AND ERROR
	C.3.4. STORES IMAGES IN JPG FORMAT
	C.3.5. IMAGES ARE ARCHIVED FOR 30 DAYS IN THE MACHINE. AUTO DELETION OF IMAGES BEYOND 30 DAYS
	C.3.6. DIGITAL AND COLORED IMAGE MINIMUM OF 720P HD RESOLUTION
	C.3.7. DOWNLOADABLE TO THE CD/DVD-R AND CD/DVD-RW
	C.3.8. SYNCHRONIZED TIME BETWEEN ELECTRONIC JOURNAL FILE AND TRANSACTION RECEIPT
	C.3.9. COMPRESS/ZIP FOLDER AND PROTECTED BY PASSWORD. SHALL INCLUDE PASSWORD MAINTENANCE ( EDIT MODULE). SEPARATE FOLDER FOR TRANSACTIONAL AND IDLE PERIODS
	C.3.10. ALERT / WARNING MESSAGES (SOLICITED AND UNSOLICITED) WHEN THE CAMERA MALFUNCTIONS CAN BE SENT/LOGGED AT ATM LEVEL, HOST, ATM MONITORING TOOL AND ELECTRONIC JOURNAL)
C.3.11. REQUIRES SECURITY PASSWORD WHEN COPYING AND VIEWING PICTURES/IMAGES AT THE MACHINE	
C.4. TERMINAL PROGRAMMING, SCREEN / ICON EDIT	C.4.1. SHALL SUPPORT THE FOLLOWING PICTURE FILE FORMATS:  <ul style="list-style-type: none"> <li>A. JPEG</li> <li>B. GIF</li> </ul>
	C.4.2. SHALL BE ABLE TO CUSTOMIZE SCREENS VIA DVD/CD / AUTOEXEC.BAT AND REMOTE UPDATE
	C.4.3. SHALL SUPPORT DISPLAY OF TEXT/INFORMATION FROM THE HOST AND ATM MONITORING TOOL
	C.4.4. SHALL SUPPORT THE FOLLOWING MULTI-MEDIA FILES:  <ul style="list-style-type: none"> <li>A. MP3</li> <li>B. AVI</li> <li>C. MPEG</li> </ul>
	C.4.5. UTILITY FOR ADDING / MAINTAINING ATM SCREENS
	C.4.6. ACTIVATE SECURITY OF BIOS
	C.5.1. THE ATM SHALL ACCEPT EMV CARDS. INSTALLATION, ACTIVATION AND ENABLING OF NECESSARY UPDATES ON EMV COMPLIANCE OR REQUIREMENTS WITHIN THE 5-YEAR CONTRACT PERIOD SHALL BE FOR THE ACCOUNT OF THE VENDOR. INSTALLATION MAY COINCIDE WITH THE PREVENTIVE MAINTENANCE SCHEDULE.
	NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT
D.1. ENCRYPTION	D.1.1. SHALL SUPPORT DATA ENCRYPTION STANDARDS (DES) OR ADVANCED ENCRYPTION STANDARD (AES) - 256
	D.1.2. 3-DES ENCRYPTION OR ADVANCED ENCRYPTION STANDARD (AES) - 256 COMPLIANT (FOR BOTH HARDWARE AND SOFTWARE)

D.1. ENCRYPTION	D.1.3. SHALL SUPPORT MESSAGE AUTHENTICATION CODE (MAC) FUNCTIONALITIES
	D.1.4 DATA-AT-REST PROTECTION/DISK ENCRYPTION AND TRUSTED BOOT. THE SERVER SHALL BE PROVIDED BY THE BANK IN ACCORDANCE TO THE SPECIFICATIONS REQUIRED BY THE VENDOR
E.1. ATM MAINTENANCE/ SUPERVISOR FUNCTIONS	E.1.1. SHALL CONFORM WITH BASELINE REQUIREMENT FOR ID / PASSWORD HANDLING:
	A. USER ID
	1) LBP ASSIGNED ID NUMBER OR AGREED ID CONVENTION/FORMAT FOR SPECIFIC SYSTEM
	2) MINIMUM OF 4 AND MAXIMUM OF 16 ALPHANUMERIC (ALPHA, NUMERIC OR COMBINATION OF BOTH) CHARACTERS
	3) NOT CASE SENSITIVE
	B. PASSWORD
	1) MINIMUM OF 8 ALPHA AND NUMERIC CHARACTERS
	2) MUST NOT CONTAIN THREE CONSECUTIVE CHARACTERS
	3) CASE SENSITIVE
	4) MASKED
	5) ADMIN ID CAN ADD, DELETE AND MODIFY OTHER USER IDs
	6) ALL USERS MAY CHANGE PASSWORD ANYTIME EXCEPT FOR LOCK OUT
	7) SHALL AUTOMATICALLY EXPIRE AFTER NINETY (90) DAYS. THE ATM, THRU ITS MAINTENANCE MENU, SHALL INFORM THE USER AT LEAST 15 DAYS PRIOR TO PASSWORD EXPIRATION. IN THE EVENT THE PASSWORD WAS NOT CHANGED PRIOR TO EXPIRATION, THE MAINTENANCE MENU MAY ONLY BE ACCESSED BY CHANGING THE PASSWORD.
	8) MINIMUM OF THREE PREVIOUS PASSWORDS USED
	9) AUTOMATIC LOCK/SUSPEND/REVOKE ON MAXIMUM OF THREE UNSUCCESSFUL ATTEMPTS PER DAY AND REVERT THRU ADMIN
	10) AUTOMATIC LOCK/LOG-OFF ON A MAXIMUM OF 15 MINUTES OF INACTIVITY
	11) DEFAULT PASSWORD SHALL BE CHANGED ON INITIAL LOG-IN
C. USER ID AND PASSWORD DATABASE SHALL BE ENCRYPTED	
E.1.2. SHALL INCLUDE PER CASSETTE TOTALS AND TOTAL AMOUNT OF ALL CASSETTES INCLUDING DIVERT CASSETTES IN THE TERMINAL READING RECEIPTS	
E.1.3. ALL MAINTENANCE ACTIVITIES SHALL BE LOGGED AT THE ELECTRONIC JOURNAL & HOST (LBP'S IDRARS)	
F.1. REMOTE ATM READING SYSTEM AND REMOTE RESTART CAPABILITY	F.1.1. THE SERVICE PROVIDER SHALL PROVIDE REMOTE ATM READING SYSTEM WITH REMOTE RESTART FUNCTIONALITY. DELIVERY SHALL BE WITHIN SIX MONTHS AFTER START OF UAT OR SHALL PERFORM REMOTE READING AND REMOTE MAINTENANCE USING THE BANK'S ATM MONITORING TOOL AT NO ADDITIONAL COST TO THE BANK:
	<ul style="list-style-type: none"> <li>• ATM RESTART</li> <li>• VIEWING OF SCREEN(CONSUMER MONITOR AND MAINTENANCE MONITOR)</li> <li>• DOWNLOAD AND UPLOAD FILE FUNCTION</li> <li>• REMOTE DEPLOYMENT OF PATCHES/FIXES</li> </ul>
	NOTE: SUCCEEDING SOFTWARE DEVELOPMENT AND PROFESSIONAL SERVICE SUPPORT SHALL BE ON A SEPARATE ENGAGEMENT
F.2. ATM MONITORING SOLUTION	F.2.1. THE SERVICE PROVIDER SHALL PROVIDE ATM MONITORING SOLUTION (AMS) AT NO ADDITIONAL COST TO THE BANK. DELIVERY OF THE AMS SHALL BE UPON THE START OF UAT INCLUDING ITS LICENSE
F.3. SOFTWARE DISTRIBUTION CAPABILITY	F.3.1. THE SERVICE PROVIDER SHALL PROVIDE A SOFTWARE DISTRIBUTION APPLICATION THAT WILL ALLOW USER TO REMOTELY DEPLOY AND RUN/EXECUTE APPLICATION SOFTWARE UPDATES/UPGRADES/PATCHES/HOT FIXES TO THE MACHINE
G.1. ELECTRONIC JOURNAL	G.1.1. CAPABLE TO LOG NUMBER OF BILLS RETRACTED
	G.1.2. CAPABLE TO LOG THE ACCUMULATED NUMBER OF BILLS DISPENSED IN EVERY TRANSACTION
	G.1.3. SHALL COMPLY WITH THE BANK'S STANDARD RECONCILIATION SYSTEM FORMAT (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	G.1.4. REFER TO THE ATTACHED MINIMUM REQUIREMENTS (SHALL BE PROVIDED TO THE WINNING BIDDER ONLY)
	G.1.5. LOGGING AND BROWSE FACILITY WITH DATE ENCRYPTION/PROTECTION
	G.1.6. CAPABLE TO SEARCH DATE AND TIME FROM THE TRANSACTION LOGS AT THE ATM LEVEL
	G.1.7. UPLOAD FACILITY TO HOST VIA TCP-IP
	G.1.8. THE EJ SHOULD CONFORM TO THE BANK'S LANDBANK ATM RECONCILIATION SYSTEM (LARS) AND EJ BROWSER AT NO COST TO THE BANK

<p>H.1. ATM/CDM EJ BROWSER</p>	<p>H.1.1 THE WINNING BIDDER SHALL PROVIDE AN ELECTRONIC JOURNAL (EJ) BROWSER WITH THE FOLLOWING FEATURES:</p> <p>H.1.1.1 CAPABLE TO PROCESS EXISTING ATM AND CDM MODELS OF THE WINNING BIDDER</p> <p>H.1.1.2 INSTALLER IS DOWNLOADABLE AND CAN BE SENT VIA EMAIL</p> <p>H.1.1.3 CAPABLE TO UPLOAD EITHER SINGLE OR MULTIPLE EJ FILES AT THE SAME TIME</p> <p>H.1.1.4 CAPABLE TO DECRYPT EJ AS PRESENT ATM TRANSACTION JOURNAL</p> <p>H.1.1.5 CAPABLE TO DISPLAY ATM COUNTERS AT THE END OF THE JOURNAL</p> <p>H.1.1.6 CAPABLE TO:</p> <ul style="list-style-type: none"> <li>➤ PASSWORD COUNTER FOR INCORRECT ATTEMPTS LIMITED TO 3 TIMES</li> <li>➤ BROWSER MUST HAVE 2 SET OF GROUPS( 1 ADMIN/MANAGER AND ATM INCHANGE/USER) ADMIN SHOULD HAVE ADD, RESET AND DELETE USER FUNCTION</li> <li>➤ PASSWORD MUST CONTAIN CAPITAL LETTER/S, SYMBOL AND NUMBER CHARACTER COMBINATION</li> <li>➤ BROWSER SHOULD BE ABLE TO DECRYPT EJ AS PRESENT ATM TRANSACTION JOURNAL</li> <li>➤ BROWSER SHOULD BE ABLE TO DISPLAY ATM COUNTERS AT THE END OF THE JOURNAL</li> <li>➤ BROWSER SHOULD BE ABLE TO FILTER AND PRODUCE A SUMMARY OF CARDLESS WITHDRAWAL OR DEPOSIT</li> </ul>
<p>I. COPY EJ AND COPY IMAGE APPLICATION</p>	<p>FOR COPYING OF EJ AND COPY</p> <ol style="list-style-type: none"> <li>1. ABLE TO COPY SINGLE FILES</li> <li>2. ABLE TO COPY MORE THAN 1 FILES/DAYS</li> <li>3. ABLE TO COPY ALL FILES</li> </ol>
<p>J. OTHERS</p>	<p>CAPABLE FOR UPGRADE TO ENABLE PROCESSING OF TRANSACTION VIA QR CODE (E.G. WITHDRAWAL)</p>

# LANDBANK OF THE PHILIPPINES

## 2023 ATM MAINTENANCE AGREEMENT COVERAGE

AS OF SEPTEMBER 21, 2023

FEATURES	MINIMUM REQUIREMENTS
<b>A. TERM AND SERVICES</b>	
A.1. AGREEMENT TERM	<p>A.1.1. ONE (1) YEAR WARRANTY ON SOFTWARE (OWNED AND THIRD PARTY), LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE FROM DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST.</p> <p>A.1.2. FOUR (4) YEARS SERVICE MAINTENANCE PACKAGE ON LABOR, PARTS AND INCIDENTAL CHARGES FOR REMEDIAL AND PREVENTIVE SOFTWARE AND HARDWARE MAINTENANCE.</p> <p>A.1.3. THE VENDOR SHALL PROVIDE MAINTENANCE AGREEMENT CONTRACT SIX MONTHS PRIOR TO HARDWARE WARRANTY EXPIRATION.</p>
A.2. TERMINATION	<p>A.2.1. THE AGREEMENT MAY BE PRETERMINATED BEFORE THE EXPIRY DATE BY GIVING A WRITTEN NOTICE AT LEAST THIRTY (30) DAYS PRIOR TO THE TERMINATION DATE.</p> <p>A.2.2. THE AGREEMENT MAY BE TERMINATED WHEN:</p> <p>A.2.2.1 ONE OF THE PARTIES COMMITS A SUBSTANTIAL BREACH OF ITS OBLIGATION AND SUCH BREACH IS NOT CORRECTED WITHIN THIRTY (30) DAYS FROM THE DATE OF THE RECEIPT OF WRITTEN NOTICE, DULY SERVED, REGARDING SUCH BREACH; AND</p> <p>A.2.2.2 THE SERVICE PROVIDER IS UNABLE TO COMPLY/MEET THE SPECIFICATIONS IN ACCORDANCE TO THE REQUIREMENTS.</p>
A.3. MAINTENANCE SERVICES	<p>A.3.1. ON-SITE REPAIR AT THE EXISTING SITES OF INSTALLATION OF THE ATM LOCATED AT THE ADDRESSES PROVIDED BY LANDBANK.</p> <p>A.3.2. ALL REPLACEMENT PARTS MUST BE NEW, ORIGINAL AND AVAILABLE AT ALL TIMES.</p> <p>A.3.3. QUARTERLY PREVENTIVE MAINTENANCE (PM) SERVICE SHALL BE DONE ON THE ATMs ON THE FOLLOWING CONDITIONS:</p> <ul style="list-style-type: none"> <li>• SHALL BE DONE AT THE START OF THE QUARTER FROM THE DATE OF INSTALLATION OR FOUR (4) MONTHS AFTER DELIVERY WHICHEVER COMES FIRST.</li> <li>• QUARTERLY PM SHALL INCLUDE UPDATING OF ANTI-MALWARE/END-POINT PROTECTION, IF APPLICABLE.</li> <li>• UPON ADVISE OF BBSD, PM SHALL ALSO INCLUDE TAKING OF AT LEAST 3 PICTURES OF THE ATM WITH THE FOLLOWING DESCRIPTION:             <ol style="list-style-type: none"> <li>1. COLORED IMAGE MINIMUM OF THREE (3) MEGAPIXEL RESOLUTION</li> <li>2. THE FRONT VIEW SHALL TO BE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES</li> <li>3. THE BACK/SIDE IMAGE OF THE ATM SHALL CAPTURE THE WHOLE BODY (WITH OPEN AND CLOSED VAULT DOOR)</li> <li>4. SHALL INCLUDE DETAILS OF THE ATM (e.g. BRANCH, TERMINAL ID, TERMINAL NAME AND ATM BRAND/MODEL)</li> </ol> </li> <li>• PREVENTIVE MAINTENANCE (PM) SHALL BE PERFORMED AT AN INTERVAL NOT EXCEEDING THREE (3) MONTHS OR <b>ON A QUARTERLY BASIS WHICHEVER IS APPLICABLE/ DOABLE TO THE BRANCH</b>. IT IS RECOMMENDED THAT PM SCHEDULE SHALL BE SUBMITTED TO BBSD ONE (1) MONTH PRIOR TO PM SCHEDULE.</li> </ul> <p>A.3.4. REMEDIAL MAINTENANCE AT THE REQUEST OF THE BANK BASED ON THE SPECIFIC NEEDS OF EACH MACHINE.</p> <p>A.3.5. FOR RECURRING ATM SOFTWARE/HARDWARE PROBLEMS OF THE SAME DEVICE (AT LEAST 4 TIMES WITHIN A MONTH), TOTAL OVERHAUL AND COMPLETE REPLACEMENT OF ATM PART(S) SHALL BE DONE ON THE ATM AT NO ADDITIONAL CHARGE.</p> <p>A.3.6. EVERY SIX (6) MONTHS RECKONED FROM THE DATE OF INSTALLATION/OPERATIONALIZATION OR AS THE NEED ARISES WHICHEVER COMES FIRST, THE VENDOR SHALL PERFORM THE FOLLOWING:</p> <p>STAGE 1 - REPLACE ALL CONSUMABLE PARTS (E.G., TAKE-AWAY WHEEL, FEED SHAFT AND STRIPPER WHEEL)</p> <p>STAGE 2 - REPLACE THE PICKER MODULE</p> <p>STAGE 3 - REPLACE THE STACKER AND PRESENTER MODULES</p> <p>EXIT CRITERIA: NO DISPENSER-RELATED HARDWARE FAILURE IN THE NEXT 45 DAYS</p> <p>A.3.7. MONTHLY ATM AVAILABILITY RATE OF ATM HARDWARE (DISPENSER, CARD READER, EJ, AND OTHER HARDWARE-RELATED) SHOULD NOT FALL BELOW 95%. MONTHLY DISPENSER DOWNTIME SHALL NOT EXCEED 3% OF TOTAL ATM DOWNTIME.</p>

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	<p>A.3.8. FOR THE IMMEDIATE REPAIR OF THE MACHINE, THE SERVICE ENGINEER SHOULD BRING WITH HIM REPLACEMENT/SPARE PARTS OF FREQUENTLY MALFUNCTIONING COMPONENTS OF CARD READER, DISPENSER, ELECTRONIC JOURNAL, NETWORK CABLE AND RECEIPT PRINTER ON THE LOCATION OF THE ATM BEING SERVICED.</p> <p>THE SERVICE ENGINEER SHALL BE EQUIPPED WITH OTHER NECESSARY TOOLS/EQUIPMENT (E.G., LAPTOP FOR LAN CARD TROUBLESHOOTING) IN SERVICING THE ATM.</p>
A.3. MAINTENANCE SERVICES	<p>A.3.9. AN ATM THAT INCURRED THREE (3) CONSECUTIVE RETRIEVAL SHORTAGES REGARDLESS OF AMOUNT OR ANY SHORTAGE MORE THAN P2,500.00 SHALL BE PLACED UNDER CONTROL ENVIRONMENT PROCEDURE.</p>
	<p>A.3.10 FOR COMPLIANCE REQUIREMENTS TO ALL VISA, EMVCO, BANCNET, BSP ATM/CARD BASED RELATED COMPLIANCES, THE VENDOR MUST PROVIDE PATCHES RELATED TO THESE COMPLIANCES WITHIN THE DURATION OF THE PROJECT.</p>
	<p>A.3.11 THE ATM VENDOR SHALL CONDUCT COMPREHENSIVE TRAINING TO BRANCH PERSONNEL DURING ATM ACTIVATION. THESE ACTIVITIES INCLUDE BUT NOT LIMITED TO CHANGE OF VAULT COMBINATION, USER ENROLLMENT (ADD/DELETE), ATM MAINTENANCE PROCEDURES SUCH AS COPY PICTURE/EJ, HARDWARE MODULE DIAGNOSTIC TESTS, PROPER ATM RESET/SHUTDOWN, TERMINAL READING COUNTERS (VIEW/PRINT/CLEAR), SUPPLY REPLENISHMENT (THERMAL RECEIPT/CASH LOADING PROCEDURES).</p>
	<p>A.3.12. ANNUAL TRAINING ON FIRST LEVEL MAINTENANCE (FLM) FOR ONE DAY TO ALL BRANCHES ON A PER REGION/AREA BASIS SHALL BE CONDUCTED BY THE VENDOR, FREE OF CHARGE</p>
	<p>A.3.13 THE ATM VENDOR SHALL PERFORM HARDENING OR REMOVAL OF UNUSED SERVICES AND APPLICATIONS (E.G. WINDOWS AUTO-PLAY FACILITY, ETC.), IF APPLICABLE.</p>
	<p>A.3.14 FOR ESETTING OF USER'S PASSWORD IN CASE OF EXPIRATION, THE VENDOR SHALL ASSIST THE BRANCH IN ORDER TO ACCESS THE MAINTENANCE MENU AT NO ADDITIONAL COST TO THE BANK. EACH TERMINAL IS ALLOWED FOR TWO (2) PASSWORD RESETTINGS IN A YEAR AT NO COST.</p>
<b>B. SERVICE LEVEL COMMITMENTS</b>	
B.1. COVERAGE	B.1.1. NATIONWIDE
	B.1.2. MONDAY TO SUNDAY INCLUDING HOLIDAYS; 12 HOURS A DAY (8:00AM - 8:00PM); WITH EXISTING 24/7 HELP DESK.
B.2. RESPONSE TIME. This refers to the period between the time that the service call was placed and the time at which the service engineer arrives at the ATM site or provides phone assistance.	B.2.1. WITHIN METRO MANILA, METRO CEBU, METRO DAVAO AND IN THOSE AREAS WHERE THERE ARE ASSIGNED/STATIONED SERVICE ENGINEERS: WITHIN 2 HOURS (LIST OF EXTENSION OFFICES OR BASES AND AREAS WHERE THERE ARE ASSIGNED SERVICE ENGINEERS TO BE SUBMITTED DURING THE PRE-BID).
	B.2.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS OR BASED ON THE FIRST OR THE FASTEST AVAILABLE MEANS OF TRANSPORTATION TO THE ATM SITE.
B.3. REPAIR TIME. This refers to the time the service engineer starts the repair works up to the completion of the restoration of the unit to its operational/ usable status.	B.3.1. WITHIN METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN 48 HOURS UPON THE START OF THE REPAIR WORKS.
	B.3.2. OUTSIDE METRO MANILA, METRO CEBU AND METRO DAVAO: WITHIN 24 HOURS UPON THE START OF THE REPAIR WORKS (TIME WHEREIN BRANCH PERSONNEL ARE UNAVAILABLE TO ASSIST THE SERVICE ENGINEER WILL NOT BE COUNTED). IF WITH REPLACEMENT OF PARTS, WITHIN 48 HOURS UPON THE START OF THE REPAIR WORKS.
SITES WITH SPECIAL CONSIDERATION ON RESPONSE AND REPAIR TIME	<p><b>THE FOLLOWING AREAS WILL HAVE A 48 HOURS RESPONSE TIME AND 72 HOURS REPAIR TIME:</b></p> <ol style="list-style-type: none"> <li>1. BILAO AND SAPIAN (CAPIZ)</li> <li>2. PROVINCE OF SIKUJOR</li> <li>3. PROVINCE OF ROMBLON</li> <li>4. PROVINCE OF MARINDUQUE</li> <li>5. ALABAT (QUEZON, PROVINCE)</li> <li>6. PROVINCE OF CATANDUANES</li> <li>7. TUAO (CAGAYAN)</li> <li>8. MOUNTAIN PROVINCE</li> <li>9. PROVINCE OF KALINGA</li> <li>10. PROVINCE OF SULU</li> <li>11. PROVINCE OF TAWI-TAWI</li> <li>12. SIOCON (ZDN)</li> <li>13. DINAGAT ISLANDS</li> <li>14. SIARGAO ISLAND</li> <li>15. CAMIGUIN ISLAND</li> <li>16. PROVINCE OF BATANES</li> </ol>
B.4. PENALTY CLAUSE	B.4.1. NOT MEETING RESPONSE AND REPAIR TIME (INCLUDING REPLACEMENT OF PARTS) ON PER INCIDENT BASIS: <u>PHP 100.00</u> PER HOUR OF DELAY OR A FRACTION THEREOF

	(12 HOURS/DAY).
	B.4.2. NON-PERFORMANCE OF PREVENTIVE MAINTENANCE ON AN ATM: NON PAYMENT OF THE MONTHLY MAINTENANCE AGREEMENT COST (3 MONTHS) COVERING THE REFERENCE QUARTER.
	B.4.3. THE VENDOR SHALL BE LIABLE ON ANY LOSS INCURRED BY THE BANK DUE TO THE NEGLIGENCE/NON-PERFORMANCE OF REQUIREMENTS IN THIS TOR.
B.5. REPORTING OF SERVICE ENGINEER AFTER SERVICING	B.5.1. SERVICE REPORTS SHALL BE SUBMITTED TO THE CONCERNED BRANCH REGULARLY AND IMMEDIATELY AFTER ATM SERVICING. SERVICE REPORTS SHALL BE PROPERLY ACCOMPLISHED BY THE SERVICE ENGINEER AND DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL.
	B.5.2. THE SERVICE ENGINEER SHALL IMMEDIATELY REPORT TO THE BANK'S ATM MONITORING UNIT THE COMPLETION OF THE ATM SERVICING OR THE STATUS OF THE SERVICING, IF NOT YET COMPLETED, BEFORE LEAVING THE ATM SITE.
	B.5.3. SUBMISSION OF END OF DAY REPORT ON ALL PENDING AND COMPLETED SERVICES WITH UPDATES ON PARTS REPLACEMENT, RE-SCHEDULED SERVICES, ASSIGNED SERVICE ENGINEER, DETAILS OF SERVICING SUCH AS TIME STARTED AND FINISHED, DESCRIPTION OF WORK PERFORMED ETC.
B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING	B.6.1. PROVIDE TECHNICAL SUPPORT/PROBLEM RESOLUTION FOR SOFTWARE RELATED PROBLEM MANAGEMENT REPORT (PMR) INCLUDING THIRD PARTY SOFTWARE INSTALLED IN THE MACHINE. TECHNICAL SUPPORT SHALL INCLUDE PROBLEM INVESTIGATION, DETERMINATION OF FIXES OR WORK-AROUND AND APPLICATION, SYSTEM TESTING AND IMPLEMENTATION SUPPORT FOR FIXES.
	B.6.2. INCIDENTS/PROBLEMS SHALL BE RESPONDED TO WITHIN 24 HRS FROM RECEIPT OF PMR.
	B.6.3. PROBLEM FIXES SHALL BE DELIVERED TO LBP WITHIN TWO (2) MONTHS FROM THE RECEIPT OF PMR.
B.6. PROBLEM MANAGEMENT REPORT (PMR) HANDLING	B.6.4. PROBLEM FIXES SHALL BE APPLIED WITHIN THREE (3) MONTHS FROM THE RECEIPT OF INSTRUCTION. A REPORT SHALL BE PROVIDED TO BBSD ON THE MONTHLY STATUS OF DEPLOYMENT.
	B.6.5. FIXES FOR SOFTWARE RELATED INCIDENT THAT CAUSES DOWNTIME AND UNAVAILABILITY OF MACHINE SHALL BE DELIVERED WITHIN ONE (1) MONTH FROM RECEIPT OF PMR.
<b>C. SERVICE PERSONNEL</b>	
C.1. SERVICE CALL PLACED THRU DISPATCH	C.1.1. IMMEDIATE ASSIGNMENT OF SERVICE CALLS TO ATM SERVICE ENGINEERS.
C.2. SKILLS OF SERVICE ENGINEERS	C.2.1. QUALIFIED, COMPETENT & HIGHLY TRAINED ATM SERVICE ENGINEERS (Pls. provide list & resume) <ul style="list-style-type: none"> <li>• Graduate of Engineering, IT-related or two-year IT-related technical course</li> <li>• Underwent at least two months comprehensive training on ATM servicing with Certification</li> <li>• With at least six (6) months actual experience on ATM servicing</li> <li>• Familiar with all the preloaded software in the machine</li> <li>• The Service Engineer should be an employee of the Vendor and not outsourced from a Third-party Service Provider</li> </ul>
C.3. DEPLOYMENT OF SERVICE ENGINEERS	C.3.1. ON STAND-BY AT STRATEGIC LOCATION NATIONWIDE PROVIDED WITH CELLULAR PHONE/RADIO FOR IMMEDIATE RESPONSE AND CONTACT.
	C.3.2. NOD-MONITORING SHOULD BE PROVIDED QUARTERLY WITH THE LIST OF THE NAMES OF THE ATM SERVICE ENGINEERS AND THEIR CORRESPONDING AREAS OF ASSIGNMENT AND CONTACT NUMBERS.
	C.3.3. SHALL HAVE SERVICE ENGINEERS COVERING AREAS OF LEAF/AGRI-HUB-IDENTIFIED SITES.
	C.3.4. WITH AT LEAST ONE ENGINEER ASSIGNED PER EVERY FIFTEEN (15) LBP ATMs.
<b>D. PRICE</b>	
D.1. CONTRACT PRICE	D.1.1. CONTRACT PRICE SHALL COVER THE COSTS OF ALL DELIVERABLES AND SERVICES, INCLUDING ALL APPLICABLE TAXES, COSTS OF IMPORTATION, INSURANCE, TRANSPORTATION AND DELIVERY AT THE TIME AND LOCATIONS OF THE ATMs. NO ADDITIONAL INCIDENTAL CHARGES SUCH AS TRANSPORTATION, HOTELS, PER DIEM, BOARD AND LODGING, ETC. OF THE SERVICE ENGINEERS CAN BE CLAIMED BY THE SERVICE PROVIDER.
<b>E. PAYMENT</b>	
E.1. PAYMENT OF INVOICES	E.1.1. THE SERVICE PROVIDER SHALL BE PAID QUARTERLY AFTER THE END OF EVERY QUARTER BASED ON THE 4-YEAR ATM MAINTENANCE AGREEMENT COST AND NET OF PENALTIES AND UPON RECEIPT OF THE INVOICE AND COMPLETE PM REPORTS.
	E.1.2. THE SPARE PARTS SHALL BE PAID UPON SUCCESSFUL INSTALLATION AT THE ATM PARTS WITHIN THE 5-YEAR CONTRACT PERIOD AND UPON RECEIPT OF SALES INVOICE AND DELIVERY AND ACKNOWLEDGEMENT RECEIPTS DULY ACKNOWLEDGED/SIGNED BY THE BRANCH AUTHORIZED PERSONNEL FOR THE ATM PARTS REPLACEMENT.

E.2. REQUIREMENT FOR PAYMENT	E.2.1. UPON REQUEST OF BBSD, THE SERVICE PROVIDER SHALL SUBMIT TO BBSD PICTURES OF THE ATM AND ATM SITE TAKEN DURING THE INITIAL ACTIVATION OF THE ATM OR CONDUCT OF PM OR SLM, WITH DETAILS AS FOLLOWS: 1. MACHINE SERIAL NUMBER 2. ATM RECEIPT GENERATED FROM THE CONCERNED ATM THAT INDICATES THE DATE, TERMINAL ID AND TERMINAL NAME 3. FRONT VIEW OF THE ATM SITE TAKEN AT APPROXIMATELY 7 FEET TO CAPTURE THE WHOLE IMAGE OF THE ATM INCLUDING ITS SIGNAGES 4. BACK/SIDE IMAGE (SHALL CAPTURE THE WHOLE BODY)
	E.2.2. THE SERVICE PROVIDER SHALL ATTACH IN THE INVOICES ORIGINAL COPIES OF THE ATM SERVICE REPORTS AND/OR PREVENTIVE MAINTENANCE REPORTS (DULY ACKNOWLEDGED/ SIGNED BY THE BRANCH AUTHORIZED ATM PERSONNEL) OF SERVICES RENDERED WITHIN THE QUARTER.
	E.2.3. PAYMENT FOR PREVENTIVE MAINTENANCE SERVICES WILL NOT BE PROCESSED IF SERVICE REPORT IS NOT PROVIDED.
NOTE: THE DOCUMENTS MENTIONED ARE ON TOP OF THE DOCUMENTARY REQUIREMENTS BEING REQUIRED BY AAD.	

#### F. OTHER TERMS AND CONDITIONS

F.1. ATM MONITORING SOLUTION	F.1.1. THE SERVICE PROVIDER SHALL ALSO PROVIDE ATM MONITORING SERVICES/SOLUTION WHICH WILL MONITOR, CORRELATE, IDENTIFY, AND FILTER ATM, ATM HOST AND NETWORK EVENTS. THE MONITORING SOLUTION SHALL INCLUDE SOFTWARE MAINTENANCE SUPPORT AND MINOR/MAJOR UPGRADES FOR THE DURATION OF THE 5-YEAR CONTRACT PERIOD AT NO ADDITIONAL COST TO THE BANK.  <b>F.1.2. IT SHALL ALSO PROVIDE ACCESS TO THE BRANCH FOR THEM TO PERFORM DOWNLOADING OF ATM FILES (E.G., EJ AND IMAGES). IMPLEMENTATION OF THE SAID ACCESS SHALL BE UPON ADVISE OF LBP-BBSD.</b>
F.2. ATM REPORT	F.2.1 THE SERVICE PROVIDER SHALL PROVIDE ATM RELATED REPORTS SUCH AS AVAILABILITY REPORT AND INCIDENT ACTIVITY REPORT.
F.3. MAINTENANCE OF NON-FRICTION TYPE ELECTRONIC LOCK	F.3.1. THE BATTERY IN THE ELECTRONIC LOCK SHALL BE REPLACED EVERY OTHER QUARTER OR AS NEEDED WHICHEVER COMES FIRST TO BE DONE BY THE SERVICE ENGINEERS DURING PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT OF BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER.
F.4. MAINTENANCE OF THE COMPLEMENTARY METAL OXIDE SEMICONDUCTOR (CMOS) BATTERY OF THE CPU/MOTHER BOARD	F.4.1. THE CMOS BATTERY SHALL BE REPLACED YEARLY OR AS NEEDED WHICH WILL BE DONE BY THE SERVICE ENGINEERS DURING THE CONDUCT OF ATM SERVICING AND PREVENTIVE MAINTENANCE. THE COST OF THE REPLACEMENT BATTERY SHALL BE SHOULDERED BY THE ATM VENDOR / SERVICE PROVIDER.

**LAND BANK OF THE PHILIPPINES**  
**As of September 21, 2023**

**OTHER REQUIREMENTS**

1. PARTICIPATION TO THE BANK'S CONDUCT OF FIRST LEVEL MAINTENANCE (FLM) ANNUAL TRAINING TO ALL BRANCHES. THE VENDOR SHALL INCLUDE PROVISION OF INSTRUCTIONAL KIT (VIDEO) COVERING FLM ACTIVITIES.
2. CERTIFICATE OF SATISFACTORY PERFORMANCE ISSUED BY LANDBANK-BBSD OR CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN (10) BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS LOCAL BANKS SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS AND NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT.
3. THE LOWEST CALCULATED BIDDER SHALL DELIVER ONE (1) UNIT OF THRU THE WALL ATM AND ONE (1) UNIT OF LOBBY TYPE ATM AT LBP-HEAD OFFICE WITHIN 7 WORKING DAYS UPON RECEIPT OF NOTICE FROM BBSD FOR POST-QUALIFICATION EVALUATION.
4. THE BIDDER SHALL SECURE A CERTIFICATION OF CONNECTIVITY FROM LANDBANK. CONNECTIVITY SHALL COVER BASIC TRANSACTIONS (BALANCE INQUIRY, WITHDRAWAL (CARD-BASED AND CARDLESS), FUND TRANSFER AND PIN CHANGE).
5. SHALL SUBMIT THE FOLLOWING CERTIFICATIONS:
  - VALID AND CURRENT COMPLIANCE CERTIFICATE FROM PCI-PA-DSS
  - VALID AND CURRENT LATEST LEVEL 1 & 2 COMPLIANCE CERTIFICATE FROM EMV CO
6. THE WINNING BIDDER SHALL SUBMIT NON-DISCLOSURE AGREEMENT.
7. THE BANK'S STANDARD CI DOWNLOAD SHALL BE PROVIDED TO THE WINNING VENDOR.
8. THE BANK SHALL APPROVE THE STANDARD ACKNOWLEDGEMENT FORM THAT WILL BE ISSUED BY THE VENDOR TO THE BANK'S RECIPIENT FOR SIGNATURE DURING THE DELIVERY OF ATM.
9. A CERTIFICATION ON THE CONDUCT OF TRAINING SIGNED BY THE SERVICE ENGINEER AND ATM IN-CHARGE/BRANCH REPRESENTATIVE SHALL BE SECURED DURING THE INITIAL ACTIVATION OF THE ATM.
10. THE WINNING BIDDER SHALL ACCOMMODATE THE REQUIREMENT OF THE SUPPLIER OF ATM ACCESSORIES (e.g. WRAP-AROUND STICKER, TOPPER, ETC.), WHICH INCLUDES BUT NOT LIMITED TO THE FOLLOWING:
  - PROVISION OF WORK SPACE
  - TAKING OF PICTURES ON THE COMPLETED ATMS FOR REFERENCE PURPOSES
  - ASSISTANCE NEEDED IN ORDER TO PERFORM THE SUPPLY, DELIVERY AND INSTALLATION OF THE ABOVEMENTIONED ACCESSORIES AT THE ATM VENDOR'S WAREHOUSE
11. THE TOTAL QUANTITY FOR TTW AND LT ATMS CAN BE CHANGED PROVIDED THE SAID CHANGE IS WITHIN THE CONTRACT PRICE. THE COST OF ATM SHALL ALSO BE BASED ON THE COST OF THE ATM TYPE BEING REQUESTED. DELIVERY PERIOD FOR THE SAID CHANGE IS 240 DAYS UPON RECEIPT OF ADVISE FROM BBSD.
12. BOLTING OF THE ATM (MAXIMUM OF 50 ATMS) TO THE FLOOR/GROUND SHALL BE DONE UPON THE ADVISE OF BBSD DURING REQUEST TO DELIVER THE UNIT.
13. THE WINNING BIDDER SHALL BE RESPONSIBLE TO PROCURE AND FACILITATE THE CERTIFICATION PROCESSES AND RELATED ACTIVITIES ON TERMINAL INTEGRATION CERTIFICATION (TIC) WITH BANCNET'S AUTHORIZED TIC PROVIDER IN COORDINATION WITH LANDBANK BBSD
14. THE REQUIREMENTS IN THIS TOR SHALL BE PROVIDED WITH COST EQUIVALENT/ BREAKDOWN OF COST (e. g., MACHINE, HARDWARE MAINTENANCE, SOFTWARE MAINTENANCE, DELIVERY CHARGES, TERMINAL INTEGRATION CERTIFICATION, ETC.)

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15. SHALL PROVIDE THE FOLLOWING CONSUMABLE PARTS INCLUDING DELIVERY, LABOR AND MOBILIZATION COSTS TO REMOVE/INSTALL NEW PARTS DURING THE FIVE-YEAR PERIOD\* AT THE BID PRICE (UNIT COST) SUBMITTED:

NO.	ATM PART	QUANTITY
1	ELECTRONIC PIN PAD	10
2	CURRENCY CASSETTE	100
3	POWER SUPPLY	10
4	CARD READER (EMV)	10
5	RECEIPT PRINTER	10
6	CPU	10
7	MONITOR	10
8	TOUCHSCREEN MODULE	10
9	DISPENSER MODULE (PICKER MODULE/ EXTRACTOR OR DISPENSER BOARD ONLY)	10
10	DIGITAL LOCK	10
11	FASCIA	10
12	SOLID STATE DRIVE	10

\* Reckoning of the 5-year period shall be from the date each ATM unit was activated

\* Subject to actual consumption and submission of monthly inventory report

16. SHALL COMPLY THE FOLLOWING QUALIFICATIONS AND DOCUMENTARY REQUIREMENTS

QUALIFICATION REQUIREMENTS	DOCUMENTARY REQUIREMENTS
1. HAS A COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL OF ATMS	BROCHURES OR OTHER OFFICIAL DOCUMENTS COMING FROM THE ATM VENDOR INDICATING THE COMPLETE SPECIFICATIONS OF THE OFFERED BRAND/MODEL  THE OFFERED MODEL FOR THRU-THE-WALL/LOBBY TYPE SHOULD MATCH IN THE VENDOR'S BROCHURE OR OFFICIAL DOCUMENT FOR THRU-THE-WALL TYPE/LOBBY TYPE ATMS.
2. CERTIFICATE OF SATISFACTORY PERFORMANCE ISSUED BY LANDBANK-BBSD OR CERTIFICATE OF SATISFACTORY PERFORMANCE FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN (10) BANKS IN TERMS OF ASSETS. IMPLEMENTATION OF THE SAME PROJECT TO ITS LOCAL BANKS SHALL BE OPERATIONAL FOR AT LEAST TWO (2) YEARS AND NUMBER OF ATM UNITS MUST BE AT LEAST 50% OF THIS PROCUREMENT.	CERTIFICATE OF SATISFACTORY PERFORMANCE FROM LANDBANK-BBSD OR FROM AT LEAST TWO (2) EXISTING LOCAL BANK CLIENTS (OTHER THAN LANDBANK) BELONGING TO THE TOP TEN BANKS IN TERMS OF ASSETS.
3. THE BIDDER MUST BE COMPLIANT WITH PAYMENT CARD INDUSTRY PAYMENT APPLICATION DATA SECURITY STANDARDS (PCI-PA-DSS)	VALID AND CURRENT CERTIFICATE FROM PCI-PA-DSS
4. THE BIDDER MUST BE COMPLIANT WITH THE LATEST LEVEL 1 & 2 FROM EMVCO	VALID AND CURRENT LATEST LEVEL 1 & 2 COMPLIANCE CERTIFICATE FROM EMVCO.
5. HAS QUALIFIED, COMPETENT, AND HIGHLY TRAINED ATM SERVICE ENGINEERS:  <ul style="list-style-type: none"> <li>• GRADUATE OF ENGINEERING, IT-RELATED OR TWO-YEAR IT-RELATED TECHNICAL COURSE.</li> <li>• UNDERWENT AT LEAST TWO (2) MONTHS COMPREHENSIVE TRAINING ON ATM SERVICING WITH CERTIFICATION.</li> <li>• WITH AT LEAST SIX (6) MONTHS ACTUAL EXPERIENCE ON ATM SERVICING.</li> <li>• FAMILIAR WITH ALL THE PRELOADED SOFTWARE IN THE MACHINE.</li> <li>• THE SERVICE ENGINEER SHOULD BE AN EMPLOYEE OF THE SUPPLIER AND NOT OUTSOURCED FROM A THIRD-PARTY SERVICE PROVIDER.</li> </ul>	LIST AND RESUMES OF ATM SERVICE ENGINEERS

**List of LANDBANK Officers, Employees and Consultant(s)**

**A. Board of Directors**

- Ex-Officio Chairman: Sec. Benjamin E. Diokno, Department of Finance (DOF)  
Ms. Rosalia V. De Leon, Treasurer, Primary Alternate – DOF  
Mr. Erwin D. Sta. Ana, Deputy Treasurer, Secondary Alternate – DOF
- Vice Chairperson: Ms. Ma. Lynette V. Ortiz, President and CEO
- Members: Pres. Ferdinand R. Marcos Jr., Department of Agriculture (DA)  
Mr. Domingo F. Panganiban, Senior Undersecretary, DA  
Ms. Mercedita A. Sombilla, Undersecretary, Alternate Member – DA  
Sec. Bienvenido E. Laguesma, Department of Labor and Employment (DOLE)  
Mr. Benedicto Ernesto R. Bitonio, Jr., Undersecretary, Alternate Member – DOLE  
Atty. Lennard Constantine C. Serrano, Assistant Secretary, Secondary Alternate – DOLE  
Sec. Conrado M. Estrella III, Department of Agrarian Reform (DAR)  
Mr. Napoleon U. Galit, Undersecretary, Alternate Member – DAR  
Ms. Nancy D. Irlanda, Representative - Private Sector  
Atty. David D. Erro, Representative - Agrarian Reform Beneficiaries Sector  
Ms. Virginia N. Orogo, Representative - Agrarian Reform Beneficiaries Sector

**B. President and CEO: Ms. Ma. Lynette V. Ortiz**

**C. Bids and Awards Committee (HOBAC)**

- Chairman: Mr. Reynaldo C. Capa, Senior Vice President – Banking Services Group
- Vice Chairman: Mr. Alwin I. Reyes, Vice President – Procurement Department
- Regular Members: Ms. Adelfa R. Masacupan, First Vice President – Asset and Liability Management Group  
Mr. Emmanuel G. Hio, Jr., First Vice President – Facilities Engineering Services Group  
Ms. Marife Lynn O. Pascua, Vice President – Agrarian Services Group  
Mr. Reo S. Andarino, Vice President – Digital Banking Support Department
- Provisional Member: Atty. Joseph Dennis C. Castro, Legal Manager - Legal Services Group

**D. HOBAC Secretariat**

- Head: Atty. Honorio T. Diaz Jr.
- Officers and Staff: Ms. Remedios S. Lacaden, Senior Management Associate  
Ms. Ruby S. Cortez, Procurement Specialist III  
Ms. Farah Eva B. Esguerra, Administrative Specialist II  
Ms. Maribel J. Paredes, Procurement Specialist I  
Mr. Mark Anthony C. Pantalla, Procurement Analyst  
Ms. Jenica V. De Vicente, Procurement Analyst  
Mr. Jerome C. Relucio, ASO I  
Mr. Roman R. Eala, ASO I

**E. Technical Working Group**

- Chairman: \_\_\_\_\_
- Vice Chairman: \_\_\_\_\_
- Members: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. Procurement Department**

- Head: Mr. Alwin I. Reyes, Vice President
- Officers and Staff: Ms. Ma. Victoria C. Viray, Senior Procurement Officer/Team Leader  
Ms. Rosemarie S.J. Miranda, Senior Procurement Officer/Team Leader  
Ms. Leonor F. Santos, Acting Senior Procurement Specialist/Team Leader  
Mr. Joel R. Perez, Senior Procurement Specialist/Team Leader

Ms. Helen S. Purificacion, Senior Procurement Specialist/Team Leader  
 Mr. Donato DR. Cariaga, Senior Procurement Specialist/Team Leader  
 Ms. Kristi Ann P. Rutab, Procurement Officer/Team Leader  
 Atty. Karla May M. Temporosa, Administrative Officer  
 Mr. Rommel C. Pascua, Procurement Specialist III  
 Ms. Cathrina Marie A. Garcia, Procurement Specialist III  
 Mr. Rosalino V. Cruz, Procurement Specialist II  
 Ms. Lubelle B. Lumabas, Procurement Specialist II  
 Mr. Jerome V. Bueno, Procurement Specialist II  
 Ms. Nadia G. Ilete, Procurement Specialist I  
 Ms. Ma. Angela Q. Emeterio, Procurement Analyst  
 Ms. Jeramae F. Concepcion, Procurement Analyst  
 Ms. Kimberly Joy A. Sto. Tomas, Procurement Analyst  
 Mr. Jollianzen Jenkin G. Dy, Procurement Analyst  
 Ms. Charmaine F. Mangilit, Procurement Analyst  
 Ms. Jeah Crysel L. Escalona, Procurement Analyst  
 Mr. Marlon R. Faraon, Procurement Analyst  
 Mr. Aaron V. Sedanto, Procurement Analyst  
 Mr. Rudyrick B. Silva, Procurement Analyst  
 Mr. Jake L. Rosita, Acting Procurement Analyst  
 Ms. Fretch Camille J. Japole, Procurement Assistant  
 Mr. Mark Anthony M. Abad, Procurement Assistant  
 Ms. Almay Joyce B. Ruz, Procurement Assistant  
 Ms. Vinna Mariella T. Custodio, Procurement Assistant  
 Ms. Diana R. Fronda, Acting Procurement Assistant  
 Ms. Ma. Theresa N. Cruz, Acting Executive Assistant  
 Ms. Jade Rodezza M. Cupino, Executive Assistant  
 Ms. Joy L. Gabay, Administrative Assistant  
 Ms. Julieta S. Rabino, ASO I  
 Mr. Jesus David, SCW  
 Mr. Emil Dela Cruz, SCW  
 Mr. Erikson Guani, SCW  
 Mr. Vicente Gutierrez, Jr, SCW  
 Mr. Andrew Palma, SCW  
 Mr. Dexter Naguit, SCW  
 Mr. Ramil Pendilla, SCW  
 Mr. Frederick Reyes, SCW  
 Mr. Pablo Tenoria, SCW

**G. Implementing Unit**

Head:

Officers and Staff:

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**H. End-user Unit**

Head:

Officers and Staff:

VP Elenita C. Rapanut

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Annexes H-1 to H-2

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**I. Project Consultants**

Team Lead:

Members:

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## ANNEX A

## RESPONSES TO BIDDER'S QUERIES AND/OR SUGGESTIONS

DATE	September 22, 2023
PROJECT IDENTIFICATION NO.	ITB-GS-20230510-03
PROJECT NAME	Automated Teller Machine (Thru-the-Wall and Lobby-Type) Inclusive of Four (4) Years Maintenance Support Services and Spare Parts
PROponent UNIT/TECHNICAL WORKING GROUP	Branch Banking Support Department

ITEM NO.	PORTION OF BIDDING DOCUMENTS	QUERIES AND/OR SUGGESTIONS	LANDBANK's RESPONSES
1	Annex D4 E.E.1. Shutter Sensor	We would like to know the test case. Blockage should be done at the presenter gate itself since DN sensor is inside to know whether there's an alien device installed on the cash presenter and not the obstruction outside the gate like bags, and the likes. Sensing the obstruction outside the presenter gate (sensor is outside the cash presenter) would mean additional downtime for the machines.	No revision in the specifications. Blockage in the presenter gate will be part of the User's Acceptance Testing (UAT)
2	Annex D4 L.L.1 CD/DVD Drive	DN machines is supporting the CD/DVD-R and CD/DV-RW. DN believes that allowing the use of USB on ATMs is exposing the bank at a very high risk in terms of fraud. This is the main reason why using USB is currently blocked on our production machines.	No revision in the specifications.
3	Annex D5 O.O.1. Mouse & Keyboard	DN has Trackball - same function as mouse.	No revision in the specifications. Trackball is acceptable as it serves the purpose of mouse.
4	Annex D5 S.S.5 EMV Updates and Implementation	DN can accommodate the License for the new EMV Kernel version but PS effort in case to update the SW image and corresponding testing support must be chargeable to the bank.	No revision in the specifications. PS effort shall be on a separate engagement only if the activity was done after the TIC.
5	Annex D5 X.X.9. Dedicated Brochure	For all DN 100D Series there is no separate product brochure for Lobby & TTW types. Both have been combined under a single product brochure. That is how the DN Series product marketing content have been released. From the past years LBP biddings, DN is submitting a single brochure for both lobby & ttw terminals supported by a certification.	No revision in the specifications. LBP will require certification from the vendor.
6	Annex D7 Terms and Delivery Lead Time of 150 days	DN is requesting for a 240 calendar days delivery lead time.	No revision in the specifications on the delivery period as this was

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		<p>DN requests that Bank should receive the remaining machines per batch 3 months after Availability Notice, the same will be billed and paid by the bank.</p> <p>Bank should provide the actual deployment plan for the whole PO quantity in order for the vendors can plan and manage internal costs.</p>	<p>already adjusted from the previous requirement of 90-120 days.</p> <p>No revision in the specifications.</p> <p>Deployment plan was provided</p>
7	Annex D7 Z.Z.4. Delivery & Payment Terms	Vendor & Bank penalty for failed activation must be the same. Supported by a process for evaluating the reason for cause of delay and it should be proven negligence on the part of the vendor.	Considered in the TOR. Uniform rate at P2,500 for both Bank and vendor
8	Annex D7 Z.Z.5. Delivery & Payment Terms	After deduction of Php5,000, the bank should process the vendor's invoices and payment	Yes, considered in the TOR
9	Annex D8 Annex A ATM Dimension TW ATM Unit Wall Thickness	DN new TTW ATM portfolio can only accommodate a maximum of 200mm wall thickness. DN request Landbank for a maximum of 200mm wall thickness for TTW ATMs.	No revision in the specifications. Evaluation on the compliance/acceptability will be subject to the physical inspection of PMED team
10	Annex D13 A.1.4. TLS Certification Update	<p>Bank IT is the project owner of TLS, vendors don't maintain bank TLS. And Vendors don't have visibility on TLS Cost</p> <p>TLS Update should be to the account of the bank including roll-out.</p>	No revision in the specifications. Professional services related to the application of the new/renewal of the TLS certificate should be shouldered by the winning bidder within the 5-year contract. The primary channel for the application/deployment of the new TLS certificate should be done remotely. However, should the remote deployment failed for the ATM covered by the TOR, rollout should still be shouldered by the winning bidder.
11	Annex D13 B.1.5. Turn-over of Golden Image	DN can turn over the SW Image without DN proprietary SW Tool like OSD.	No revision in the specifications. Still acceptable to the Bank provided that the removal of the proprietary software tool will not result to inoperability of the golden image.
12	Annex D17 A.2.1. Termination	DN request for at least 90 days written notice prior to the termination date.	No revision on the specifications
13	Annex D18 B.4.1 Penalty Clause	DN request for the old rate of 100 pesos per hour of delay or a fraction thereof (12hours/day). It was also noted that this time around, the bank included the weekends and holidays. If weekends and holidays will be	Considered in the TOR. To retain at P100.00

ANNEX I-2

		included, DN would need the support from branch personnel.													
14	Annex D19 C.2.1 Skills of Service Engineers	DN would like to clarify that vendors MUST have a 100% headcount of its Field Engineers? If the bank would say that it will allow the vendors to have a mix of insource and outsource field engineers, DN would like to know how the bank intent to monitor if all the vendor's Field Engineers that servicing LBP machines are insource personnel?	No revision in the specifications. LBP will require certification from the vendor that all engineers servicing LBP ATMs are employees of the vendor and not outsourced.												
15	Annex D19 E.1.1. Payment of Invoices	ATM Maintenance Payment is NET OF PENALTIES. DN request that Landbank should not deduct the possible penalties on DN Invoices since these are still Subject for Discussions and Reconciliation between the bank and the vendor.	No revision in the specifications. Penalties shall be agreed/reconciled between parties prior processing of payment												
16	Annex D21 11. Total quantity of Lobby & TTW ATMS can be changed	Documentation & Compliance perspective, this is not possible. DN upon received of customer PO, we create Sales Order via SAP. DN asked the bank to firm up the lobby and ttw breakdown please. This is also be very difficult for all vendors especially for materials planning and ordering process.	No revision in the specifications. LBP will require ample time prior delivery in the event such change will occur												
17	Annex D21 12. Bolting of the ATM (maximum of 50 units)	DN is okay for maximum of 50 units to be bolted as long as these terminals are located within Metro Manila. As much as we would want to help the bank, but with the tight budget, vendors need proper planning and deployment plus costs. We are still evaluating if DN can join this round of LBP bidding.	No revision in the specifications.												
18	Annex D21 13. Bancnet Certification TIC/ EMV Certification	TIC/EMV Certification and Bancnet Certification are engagements and payments are only between the bank and the Certifying Body. Vendors are just helping the banks on these REGULATORY CERTIFICATIONS. DN can provide PS support during these certification activities. Payment and coordination should still be between Landbank and FIME/ Bancnet.	No revision in the specifications. Budget for the TIS was incorporated in the budget with allowance for inflationary increase. Please see actual cost charged by FIME to LBP in 2022: <table border="1" data-bbox="1082 1330 1449 1592"> <thead> <tr> <th>Particulars</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>BancNet TIC Contact Card Deck Toolkit</td> <td>\$1,750.00</td> </tr> <tr> <td>Terminal Integration Certification</td> <td>2,400.00</td> </tr> <tr> <td>Terminal Integration Pre-certification Services</td> <td>1,250.00</td> </tr> <tr> <td>Shipment Cost</td> <td>500.00</td> </tr> <tr> <td><b>Total</b></td> <td><b>\$5,900.00</b></td> </tr> </tbody> </table>	Particulars	Price	BancNet TIC Contact Card Deck Toolkit	\$1,750.00	Terminal Integration Certification	2,400.00	Terminal Integration Pre-certification Services	1,250.00	Shipment Cost	500.00	<b>Total</b>	<b>\$5,900.00</b>
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Shipment Cost	500.00														
<b>Total</b>	<b>\$5,900.00</b>														
19	Annex D9 F.F.3. Cassettes Capacity	DN Cassettes are capable to load maximum of 2,700 notes	No revision in the specifications. This is noted.												
20	IB Page 9 7 Bid Opening	DN requests for 2 weeks extension from June 16 for the Bid Opening. Suggested new date for Bid Opening is June 30, 2023.	No revision in the specifications. This is noted.												

ANNEX I-3

21		<p>Request for additional shipping days (from 20 days to 30 days) on the following areas:</p> <ul style="list-style-type: none"> <li>• Dinagat Islands</li> <li>• Misamis Occidental</li> <li>• Zamboanga del Norte (e.g., Sindangan)</li> <li>• Davao del Norte (e.g., Tagum)</li> <li>• Campostela Valley Province (e.g., Davao de Oro, Montevista, Mawab, Laak)</li> <li>• Agusan del Sur</li> <li>• Sarangani province</li> <li>• Camiguin</li> <li>• Bohol</li> <li>• Misamis Oriental</li> <li>• Cebu</li> <li>• Cotabato</li> <li>• Maguindanao</li> <li>• Zamboanga del Sur</li> <li>• Davao del Sur</li> <li>• Negros Oriental</li> <li>• North Cotabato</li> <li>• Antique</li> <li>• Negros Occidental</li> <li>• Biliran</li> <li>• Iloilo</li> <li>• Surigao del Norte</li> <li>• Surigao del Sur</li> <li>• Biliran</li> </ul>	<p>Considered in the TOR. To consider the 25 banking days delivery period only to these mentioned areas.</p>
22		<p>Enabling of controlled and managed USB access in the ATM instead of the use of CD/DVD. (All of NCR's latest and future generations of ATM PC Cores do not and will not have a DVD drive anymore)</p>	<p>No revision in the specifications.</p>
23		<p>Onsite deployment of TLS certificate prior to renewal should be chargeable if it results in a false visit</p>	<p>No revision in the specifications.</p> <p>Possible scenarios: 1<sup>st</sup> Scenario – Based on the status of the system and if needs physical visit, during visit the ATM went online, this is chargeable to the Bank  2<sup>nd</sup> Scenario – Branch in-charge is still not at the ATM site (waiting time is within 2 hours)</p>

ANNEX I-4

Request for adjustment in the service level requirement:

PARTICULARS	FROM	TO
Response time	24 hours	2 business days
Repair time	48 hours	72 hours

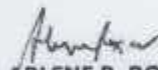
Concerned areas:

1. Puerto Princesa City, Palawan
2. Bilao/Sapian/Capiz, Capiz
3. Siquijor, Siquijor
4. Mandaue, Cebu
5. Leyte
6. Odiongan/ Sibuyan Island, Romblon
7. Sta. Cruz, Marinduque
8. Alabat, Quezon Province
9. Masbate
10. Virac/Baras, Catanduanes
11. Cagayan Valley
12. Mountain Province
13. Kalinga
14. Cagayan
15. Sulu
16. Sultan Kudarat
17. Tawi-tawi
18. Zamboanga del Norte
19. Dinagat Island
20. Camiguin
21. Surgao Del Norte
22. Batanes

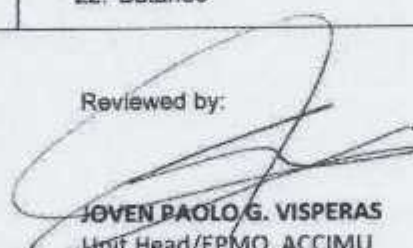
Considered in the TOR. Adjustment on response and repair time will only be at the following areas:

1. Bilao and Sapian (Capiz)
2. Province of Siquijor
3. Province of Romblon
4. Province of Marinduque
5. Alabat (Quezon, Province)
6. Province of Catanduanes
7. Tuao (Cagayan)
8. Mountain Province
9. Province of Kalinga
10. Province of Sulu
11. Province of Tawi-tawi
12. Siocon (ZDN)
13. Dinagat Islands
14. Siargao Island
15. Camiguin Island
16. Province of Batanes

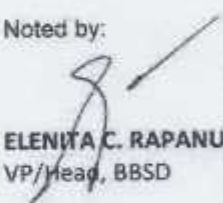
Prepared by:

  
**ARLENE R. ROXAS**  
 SePMS, BBSD

Reviewed by:

  
**JOVEN PAOLO G. VISPERAS**  
 Unit Head/EPMO, ACCIMU

Noted by:

  
**ELENITA C. RAPANUT**  
 VP/Head, BBSD

ANNEX I-5