

EXPRESSION OF INTEREST:

POTENTIAL BIDDERS ARE REQUIRED TO NOTIFY THE LAND BANK SUPPLY CHAIN DEPARTMENT VIA E-MAIL OF THEIR INTENTION TO TENDER FOR THE ABOVE MENTIONED TENDER
NOTIFICATION OF INTENT TO BID FOR THIS TENDER WILL ALLOW THE SUPPLY CHAIN DEPARTMENT TO SHARE CRITICAL INFORMATION DURING THE DURATION OF THE TENDER
POTENTIAL BIDDERS ARE TO SUBMIT THE FOLLOWING DETAILS VIA E-MAIL TO Tenders@landbank.co.za
NAME OF COMPANY:
CONTACT PERSON(S):
PHONE:
CSD REGISTRATION NUMBER:
BBBEE LEVEL:
E-MAIL ADDRESS:

REQUEST FOR PROPOSAL

APPOINTMENT OF SERVICE PROVIDER TO PROVIDE INSURANCE MANAGEMENT SYSTEM

T20/01/25

The Land and Agricultural Development Bank of South Africa
P O Box 375 Pretoria 0001 First Floor Block A, Lakefield Office Park
272 Lenchem Avenue (Corner of Lenchen Avenue and West Avenue
De Hoewes, Centurian

Webaddress: www.landbank.co.za

Registered credit provider: Regnumber NCRCP18

Directors: Ms R Nkosi (Chairperson), Prof JF Kirsten, Ms TN Mashanda, Ms NP Motshegoa, Ms D Maithufi, Ms E Pillay, Dr MM Tom and Adv DW Van der Westhuizen, Mr TM Rikhotso (Chief Executive Officer), Ms KH Mukhari (Chief Financial Officer)

Adv B Raseroka (Company Secretary)

1. TABLE OF CONTENTS

1. INVITATION TO TENDER.....	4
2. OVERVIEW OF LAND BANK	7
3. TERMS OF REFERENCE	8
4. CONFIDENTIAL.....	19
5. MISCELLANEOUS.....	19
6. PREFERENCE AND FINANCIAL EVALUATION.....	19
7. TERMS OF CONTRACT.....	19
8. GENERAL MANDATORY CONDITIONS	19
9. OBJECTIONS AND RISK.....	20
10. SUBMISSION REQUIREMENTS	21
11. FICA AND COMPLIANCE	21
12. PROTECTION OF PERSONAL INFORMATION	22

ANNEXURE A: VENDOR INFORMATION SHEET

ANNEXURE B: BIDDERS DISCLOSURE

ANNEXURE C: CONVENANT OF INTEGRITY

ANNEXURE D: FICA REQUIREMENTS

ANNEXURE E: SBD 6.1 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2011

ANNEXURE F: TERMS AND CONDITIONS

ANNEXURE G: DRAFT SERVICE LEVEL AGREEMENT

ANNEXURE H: BRIBERY AND CORRUPTION DECLARATION

1. INVITATION TO TENDER

Tender Number	T20-01-25
Title of this RFP	Appointment of service provider to provide insurance management system
Issue Date	13 January 2025
Compulsory briefing date	21 January 2025 at 11h00am (Join the meeting now)
Written questions of clarification closing date	23 January 2025 at 16h00
Written response to all clarifications	27 January 2025
RFP Closing Time & Date	07 February 2025 @ 11:00am
Delivery Address	Land Bank Head Office, Tender Box
	Lakefield Office Park, Block A, first floor
	272 West Avenue
	Die Hoewes, Centurion
Originals to be submitted	1 Original proposal
Copies to be submitted	1 soft copy (USB)
Tender Validity Period	120 business days from the closing date

SBD 1 – Part one

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE LAND BANK									
BID NUMBER:	T20-01-25		CLOSING DATE:	07 February 2025		CLOSING TIME:	11h00am		
DESCRIPTION	Appointment of service provider to provide insurance management system								
BID RESPONSE DOCUMENTS MUSY BE HAND DELIVERED AT:									
Land Bank Head Office, Tender Box									
Lakefield Office Park, Block A, first floor									
272 West Avenue									
Die Hoewes, Centurion									
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO					TECHNICAL ENQUIRIES MAY BE DIRECTED TO:				
CONTACT PERSON	Mr. S. Mthombeni				CONTACT PERSON	Mr. S. Mthombeni			
TELEPHONE NUMBER					TELEPHONE NUMBER				
FACSIMILE NUMBER					FACSIMILE NUMBER				
E-MAIL ADDRESS	Tenders@landbank.co.za				E-MAIL ADDRESS	Tenders@landbank.co.za			
SUPPLIER INFORMATION									
NAME OF BIDDER									
POSTAL ADDRESS									
STREET ADDRESS									
TELEPHONE NUMBER	CODE				NUMBER				
CELLPHONE NUMBER									
FACSIMILE NUMBER	CODE				NUMBER				
E-MAIL ADDRESS									
VAT REGISTRATION NUMBER									
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:				OR	CENTRAL SUPPLIER DATABASE No:	MAAA		
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]				ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?			<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS									
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO									
DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO									
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO									
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO									
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? <input type="checkbox"/> YES <input type="checkbox"/> NO									
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.									

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

2. OVERVIEW OF LAND BANK

Established in 1912 to promote agricultural and rural development, the Land Bank provides production, instalment sale finance, and medium-term or mortgage loans to emerging and commercial farmers. From time to time, the Bank also administers other government programmes, such as drought relief schemes and flood assistance. The Land Bank is wholly- owned by the South African government, and is in turn the sole shareholder of LBIC and LBLIC, which provide insurance products in the agricultural sector.

The Bank's objectives flow from the Land Bank Act, No. 15 of 2002, and are aligned with government policies and the country's socio-economic needs. The Bank is expected to play a pivotal role in advancing agriculture and rural development. Its broad mandate, as expressed in the Land Bank Act, covers 11 objectives:

- Equitable ownership of agricultural land, in particular increasing the ownership of agricultural land by historically disadvantaged persons
- Agrarian reform, land redistribution or development programmes aimed at historically disadvantaged persons
- Land access for agricultural purposes
- Agricultural entrepreneurship
- Removal of the legacy of racial and gender discrimination in agriculture
- Enhancing productivity, profitability, investment and innovation
- Growth of the agricultural sector and better use of land
- Environmental sustainability of land and related natural resources
- Rural development and job creation
- Commercial agriculture
- Food security

Land Bank is committed to contributing to socio-economic transformation in South Africa and will therefore be contributing to the Preference System of all suppliers who are compliant to the Broad-Based Black Economic Empowerment Act no.53 of 2003 and the Preferential Procurement Policy Framework Act no.5 of 2011.

3. TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER TO PROVIDE INSURANCE MANAGEMENT SYSTEM

1. BACKGROUND

Land Bank Insurance Company SOC Limited and Land Bank Life Insurance Company SOC Limited, collectively known as Land Bank Insurance (LBI), are integral entities within the financial services sector, offering a range of insurance products tailored to meet the diverse needs of their clientele. LBI's portfolio encompasses both non-life and life agricultural insurance products, including but not limited to specialized offerings such as crop, assets, and parametric, as well as credit and whole life insurance plans. With a commitment to providing comprehensive insurance solutions, LBI recognizes the necessity for a robust administrative system that can seamlessly manage and integrate the entirety of insurance operations. This strategic initiative aims to enhance our service delivery and offerings by adopting a state-of-the-art Insurance Administration System capable of supporting the complete policy lifecycle, thereby ensuring efficiency, scalability, and superior client service over the next five years.

2. BUSINESS DRIVERS

To support the business case for acquiring an integrated Insurance System at LBI, it is crucial to consider the existing challenges and the anticipated benefits of this transition. The acquisition of an integrated Insurance System is a strategic investment that will modernize LBI's operations, enhance service delivery, reduce costs, and position the company for future growth and innovation. This transition not only supports LBI's immediate operational needs but also aligns with its long-term digital transformation goals.

3. PROBLEM STATEMENT

LBI relies heavily on third-party systems for its operations. This reliance poses risks including potential disruptions in service, limited control over data security, and constraints in customization. Acquiring an integrated system would reduce these dependencies and allow LBI to tailor the technology to better meet its unique needs. This will reduce dependencies on system not in control of Landbank Insurance company.

The existing infrastructure is outdated, which may hinder efficiency and scalability. Implementing a modern, integrated insurance system would address these issues, providing a more robust platform that supports current and future technological advancements. The new system will bring in modernization to our current legacy infrastructure. The integrated Insurance Administration System aims to digitize the insurance policy administration function as part of a broader digital transformation. This move will introduce necessary automation levels, reducing manual errors and increasing processing efficiency, which is critical for scaling operations and enhancing client satisfaction.

4. BUSINESS BENEFITS

Streamline client interactions and backend processes, resulting in faster response times and improved service quality. This is crucial for retaining existing clients and attracting new ones in a competitive market.

Integrating all insurance-related processes into a single platform, LBI can achieve significant improvements in operational efficiency. This integration helps in reducing operational costs by eliminating redundant systems and processes, thus driving down overall expenditure.

As LBI grows, the need for a scalable system that can adapt to changing business environments and regulations becomes essential. An integrated system offers the flexibility to adjust workflows, integrate new modules, and expand capabilities as needed without extensive custom development.

Centralised data from various functions is critical in insurance business, the system will provide a holistic view of operations. This consolidation enables better analytics and informed decision-making, facilitating strategic planning and performance management. Compliance with insurance regulations can be more

effectively managed. The system can be updated to adhere to new laws and standards, helping LBI mitigate risks associated with non-compliance and enhance its governance and control frameworks.

5. SCOPE OF WORK

This Scope of Work is intended to be used as a guideline for bidders preparing proposals for the end-to-end insurance management system. While we have outlined a preliminary scope of work in this document, we encourage expertise and creativity to expand upon or suggest alternatives to what is specified. Our evaluation will not only be confined to the scope described here; instead, we will consider the effectiveness and innovation of proposed solutions.

The project approach and methodology must be clear and concise, comprehensive, and directly address the specifics of the proposed scope of work. The project approach and methodology must provide an indication as to understanding of the performance specifications and the bidder's ability to provide the required system.

Modules	specification
Overall System	<p>The bidder must provide a comprehensive fully managed Integrated Insurance Management system that is not limited to have the below features:</p> <ul style="list-style-type: none"> • Fully managed Web-based insurance management system including Re-insurance, with a multi-channel interface that supports desktop and mobile access. • It must include application access security management, user management and User experience interface. • The system must integrate with other third-party systems. • The system must be scalable and able to cater for Landbank Insurance Company's growth in the next 5 years. • The system must have all environments, testing. Production and DR. • The system must cater for all non-life insurance products in agricultural sector.
Infrastructure	The bidder must ensure that the system is fully managed with its own secure, scalable, and high-availability infrastructure. Regular backups and disaster recovery plans must be in place.
Sales Management	The bidder must ensure that the integrated insurance system has the tools for managing sales pipelines from different channels, tracking leads, sales performance analytics, and easy integration with third party systems.
Marketing Management	The bidder must ensure that their system must have capabilities for campaign management, target market analytics, lead generation tools, and integration with social media and other marketing platforms.
Product Management	The bidder must ensure that the system has Features to manage insurance product portfolios, configure new insurance products, and adjust existing products. South African Agricultural Industry Regulatory compliance management for all product offerings.
Underwriting Management	The bidder must ensure that their system has automated underwriting tools, risk assessment models, integration with external data sources for

Modules	specification
	risk profiling, and compliance with the latest South African Insurance industry regulations.
Claims Management	The bidder must provide a system that has a module for managing claims from initiation to closure, including automated workflows for claims processing, fraud detection, and integration with payment systems for settlements.
Reinsurance Management	The bidder must provide a system that has a module for managing reinsurance both proportional and non-proportional including other forms of risk transfer e.g. co-insurance.
Account management	Handling bordereaux Automated calculations of account payables and receivables
Commissions Management	The bidder must provide a system that has full functionality to calculate and manage commissions payment process, issue commission statements and reconciliation of commission payments.
Payment Module	The bidder must provide a secure payment gateway , support for multiple payment methods, automated reconciliation, and financial reporting.
Customer Relation Management	The bidder must ensure that the system have: <ul style="list-style-type: none"> • A comprehensive CRM module that provides a 360-degree view of the customer, with validated Know your customer. • Features for tracking customer interactions, policy details, and transaction history. • Enhanced tools for customer segmentation, retention, and loyalty programs. • A comprehensive CRM system for managing all customer interactions, customer support ticketing, feedback collection, and customer communication through various channels.
Premium Collection	The bidder must ensure that the system have a management tool for premium billing, collection processes, automated customer reminders, and compliance with financial regulations.
Contract Management	The bidder must ensure that the system provide tools for managing policy contracts, automated customer notifications, contract renewal notifications, digital signature capabilities, and compliance checks.
Document Management	The bidder must provide an integrated insurance system document management workflow and for storing, retrieving, and managing insurance documents and customer data with compliance to data protection regulations.
Integration Capabilities	The bidder must provide a system that can integrate seamlessly with third-party systems, not limited to banking systems, pricing, ERP, APIs for real-time data exchange, etc. The system must ensure that it has full integration to data source system that the bidder will provide in the agricultural insurance sector ie:weather,vegetation and crop monitoring etc (DTA Deeds Office, GRS system). Please note that Landbank Insurance is expecting full system integration from the successful bidder.
Regulatory Compliance	The bidder must provide a system that adhere to the latest South African Insurance Industry regulations for non-life insurance in the

Modules	specification
	agricultural sector, ensuring that all processes are compliant and up to date with legal and regulatory standards.
Stakeholder Consideration	System considerations for various stakeholders like Landbank SOC Ltd , UMA, brokers (binders and intermediaries), and other partners. Specific features and access controls must be tailored for each type of user.
Project Implementation Plan	The bidder must provide a 12-month implementation plan, including detailed project phases, deliverables, and milestones and current system data migration.
Architectural and System Design	The bidder must provide detailed architectural and system design drawings documents with their proposal. The proposal must showcase how the system components interact and are integrated. Detailed drawings of the system design, including user interface designs, infrastructure layout, and integration schemas.
System Security Management	The bidder must demonstrate that the proposed system has robust security management, including encrypted communications, secure data storage, and compliance with cybersecurity standards.
Data Analytics and Reporting	The bidder must provide the system that have: <ul style="list-style-type: none"> • Real-time reporting capabilities for operational efficiency and strategic planning. • Dashboards and visualization tools to monitor key performance indicators. • Advanced analytics tools for risk assessment, pricing models, and trend analysis.
People Change Management and Training	The bidder must provide system training to end user and technical training to IT Team. The comprehensive plan must include: <ul style="list-style-type: none"> • Training plan • Change management and communication plan • Knowledge transfer plan

6. QUALIFYING CRITERIA:

Tenders will be evaluated in four stages

6.1. Stage one - Mandatory requirements

Bidders must comply with and meet all the mandatory requirements referred to below. Bidders who do not meet any of the mandatory requirements listed below will be immediately disqualified.

NO	DESCRIPTION
1	A completed pricing schedule using the template provided as per clause 6.4.1
2	Proof of insurance management system in a form of portfolio of evidence with report pictures and the name of the system
3	The Bidder must submit the ISO/IEC 27001 Information Security Management Certificate or equivalent

NO	DESCRIPTION
4	The bidder must be the original equipment manufacture or an approved reseller and submit a confirmation letter from the OEM
5	Proof of professional indemnity cover for insurance management system of R20 million
6	Bidders must submit a signed letter (on their company letterhead) that they will conform and exceed the Landbank Insurance requirements expectations as indicated in scope document and submit written confirmation letter that they will use skilled personnel throughout the duration of the project. This is not limited to Project delivery manager, solution design and architecture, Subject matter expert of all the insurance modules
7	The bidder attended the compulsory briefing session and have registered the contact details on the online chat.
8	The original submission and a softcopy version in PDF-Format on a USB. NB: The original and softcopy must contain the same information.

6.1.1. Non-mandatory essential returnable documents

Bidders are requested to submit the essential returnable documents with the bid document.

- Land Bank reserves the right to request outstanding essential documents during the evaluation process and the bidder will be expected to provide such within a limited period (not more than 5 working days).
- Failure to provide any outstanding information within the required timeframe will lead to a proposal being deemed non-responsive.

NO	DESCRIPTION
1	A proof that the bidder is in good standing with SARS. Such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin in National Treasury compliance with instruction note 9 of 2017/2018 prior to the award of the bid.
2	A proof of registration as a vendor on the National Treasury Central Supply Database (CSD), which can be found at https://secure.csd.gov.za/ in compliance with National Treasury compliance paragraph 4.2 with instruction note 4a of 2016/2017
3	SBD1 – A fully completed and duly signed Invitation to bid
4	SBD 4 - A fully completed and duly signed disclosure form. Should a conflict of interest be declared or identified, the bid would be declared non-responsive. NB Bidder must ensure all pages are complete and all questions answered, and to indicate not applicable (N/A) where appropriate.

6.2. Stage two - Technical/Functionality Evaluation

The evaluation of the functionality of the proposals will be evaluated as per the criteria contained in the table below:

Category	Sub criteria	Total score	Score	Form of Evidence
The bidder must have at least five (5) years' experience in implementing or providing a complete Insurance management system for non-life at a Financial Institution.				
This criterion covers company experience in implementing or providing a complete Insurance management system	More than 9 years' experience	30	30-	Signed positive testimonial letters on the client's letterhead with contact details NB: The age of the letter must be within 5 years from the tender closing date
	More than 7 to 9 years' experience		20	
	5 to 7 years' experience		10	
	Less than 5 years' experience		0	
Provision of at least four (4) signed positive testimonial letters from existing/previous clients where the implementation of a complete insurance system at a Financial Institution which the Land bank may contact for verification. The signed letters must include: a brief description of the Insurance management system provided, client name, contact details and the level of satisfaction.				
This criterion covers positive testimonial letters from current or previous clients	Four positive testimonial letters	30	30	Signed Positive testimonial letters on the client letter head with contact details NB: The age of the letter must be within 5 years from the tender closing date
	Three positive testimonial letters		20	
	Two positive testimonial letters		10	
	No or one testimonial letter provided		0	
implementation plan for all the modules mentioned in the scope of work				
This sub-criterion covers project approach and methodology	Detailed implementation plan properly addressing all the 22 items as per clause 5 above.	40	40	Detailed implementation plan addressing all the 22 items as per clause 6 above.
	Detailed implementation plan properly addressing at least 15 items as per clause 5 above		20	
	Not plan or plan addressing less than 15 items as per clause 5 above		0	
TOTAL POINTS		100		

NB: Any proposal not meeting a minimum threshold of 70 points on functionality will not be considered for further evaluation.

6.3. **STAGE THREE (03) PRESENTATION - DUE DILIGENCE**

Due diligence will be done to verify the proposed end-to-end insurance management system as per requirements below and to establish the suitability of system in line with the Land Bank requirements. Failure to comply, the bid will be deemed non responsive.

Bidders must indicate compliance or non-compliance with the relevant bid requirements by marking the YES box and non-compliance by marking the NO box. Bids not completed in the manner prescribed will be considered incomplete and rejected. Should bidders fail to indicate agreement/compliance or otherwise, Land Bank will assume that the bidder is not in compliance or agreement with the statement(s) as specified in this bid. **NB: Any bid that is non-compliant with any requirements, will be deemed non responsive.**

CRITERIA CATEGORY	SPECIFIC CRITERIA	COMPLIES		COMMENTS
		YES	NO	
Overall System	Web-based system with desktop and mobile access.			
	Application access security and user management.			
	Integration with third-party systems.			
	Scalability for future growth.			
	Environments for testing, production, and disaster recovery.			
Infrastructure	Managed, secure, scalable, and high-availability infrastructure.			
	Regular backups and disaster recovery plans.			
Onboarding of Management	Onboarding and continuous maintenance of Clients and products information and details.			
Sales Management	Tools for managing sales pipelines and tracking leads.			
	Sales performance analytics and CRM integration.			



CRITERIA CATEGORY	SPECIFIC CRITERIA	COMPLIES		COMMENTS
		YES	NO	
Marketing Management	Campaign management and target market analytics.			
	Lead generation tools and integration with social media.			
Product Management	Management of insurance product portfolios.			
	Regulatory compliance management for product offerings.			
Underwriting Management	Automated underwriting tools and risk assessment models.			
	Integration with external data for risk profiling.			
Claims Management	Management of claims from initiation to closure.			
	Automated workflows for claims processing and fraud detection.			
Payment Module	Secure payment gateway integration and support for multiple payment methods.			
Customer Relationship Management	Comprehensive CRM module with a 360-degree customer view.			
	Tracking of customer interactions and policy details.			
Premium Collection	Management tool for premium billing and collection processes.			
Contract Management	Tools for managing policy contracts, including digital signature capabilities.			
Document Management	Document management workflow for insurance documents and customer data.			
Integration Capabilities	Ability to integrate with various third-party systems like banking and ERP.			
Regulatory Compliance	Adherence to current industry regulations and standards.			



CRITERIA CATEGORY	SPECIFIC CRITERIA	COMPLIES		COMMENTS
		YES	NO	
Stakeholder Consideration	Features and access controls tailored for various stakeholders like brokers and partners.			
Project Implementation Plan	Detailed 18-month project plan with phases, deliverables, and milestones.			
Architectural and System Design	Detailed architectural and system design documents including UI designs and integration schemas.			
System Security Management	Robust security management practices including encrypted communications and secure data storage.			
Data Analytics and Reporting	Real-time reporting capabilities, dashboards, and advanced analytics tools.			

6.4. Stage four (04) - Price and specific goals

quote on any other related requirements to ensure that the insurance management system will be effectively and efficiently delivered to the Land Bank and Land Bank insurance.

6.4.1. Price schedule

DESCRIPTION	UNIT MEASURE	QUANTITY	PRICE PER UNIT	TOTAL PRICE EXCLUDING VAT
Initial acquisition cost				
Implementation cost				R
			R	R
Functional requirements			R	R
Design			R	R
Development			R	R
testing			R	R
system go-live			R	R
Operational costs				
subscription fee			R	R
			R	R
			R	R
Training and onboarding				
User training cost			R	R
Documentation and resources			R	R
			R	R
				R
Any other costs				
			R	R
			R	R
Sub total				R
VAT				R
Grand total				R

6.4.2. Price instructions

- Bidder must price according to the price schedule provided;
- The system must accommodate at least 500 users which should be incorporated in the pricing
- The bidders are required to submit the bill of material to support the price schedule.
- The price schedule must be completed in non-erasable ink and the use of correction fluid/tape is not permitted;

- The project costing must include implementation, data migration, maintenance, and support
- Prices tendered must be valid for 120 days and must be for the duration of contract including provision for price increase;
- All pricing shown must EXCLUDE VAT, with the VAT components being as shown separately on all costed/priced items/services.
- All pricing assumptions, excluded costs and estimated costs must be clearly documented. Land Bank will not entertain any price adjustments for it assumes that the pricing document is complete and covers all costs associated with these services.

4. Confidentiality

The bidder will be required to sign a confidentiality agreement to ensure that the Bank data and information is managed confidentially.

5. Miscellaneous

The Bank reserves the right, in its sole and absolute discretion to amend these terms of reference as required from time to time.

6. Preference and Financial Evaluation

6.1. Price and Specific Goals

This phase is the final stage in the evaluation process and only successful bidders that have passed stage one and two requirements will be considered. In this phase only price and specific goals will be considered. To qualify for specific, a valid B-BBEE certificate needs to be submitted with this bid.

Land Bank will evaluate all tenders in terms of Preferential Procurement Policy Framework regulation of 2022 (PPPFA). The scoring methodology will apply. A copy of the PPPFA regulations can be downloaded from www.treasury.gov.za

Either 80/20 or 90/10 preference point system will be utilised for this tender

Bidders are required to complete Annexure I SBD 6.1 in full to ensure all BBEE and sub-contracting information are submitted at the time of the bid closing

7. TERMS OF CONTRACT

Before the tender will be awarded and before the commencement of any work, the successful tenderer will enter into a Service Level Agreement with the Land Bank which will form the contractual basis for the delivery of the services as well as how performance will be measured and will include the General Conditions of the Contract.

The Service Provider will not proceed with any work, tasks or requests without being in possession of a duly signed Service Level Agreement or any other form of agreement, letter of intent, communicated to the Service Provider from the Land Bank Procurement Department.

Should the Service Provider commence with any work without a signed Service Level Agreement, the Service Provider will be doing so solely at their own risk and Land Bank will not be liable or be under any obligations whatsoever.

8. GENERAL CONDITIONS

All tenderers responding to this request for Proposals must provide the following statutory compliance documentation in order to be considered:

- a) Completed Vendor Accreditation Form
- b) Proof of registration to the Central Supplier Database (CSD)
- c) Cancelled cheque and/or stamped letter from the Bank
- d) All Supplier information and disclosure forms must be properly completed, signed and stamped by a Commissioner of Oaths

- e) Any false declaration of information will result in the exclusion of the proposal from consideration
- f) Bidders to submit a tax compliance status (TCS) pin issued by SARS along with a valid tax clearance certificate
- g) A BEE certificate from a SANAS accredited rating agency or Affidavit substantiating the bidders B-BBEE rating
- h) Certified copy of Identity Documents of Shareholders/Directors
- i) In the case of Consortium or Joint Venture, bidders are required to provide copies of signed agreements stipulating the work split – **not applicable in this tender**
- j) The Land Bank may invite bidders for an oral interview prior to the approval of a bid. Land Bank will not be liable for the costs incurred by the tenderer in connection with such interview.

9. OBJECTIVE CRITERIA & RISK ANALYSIS

- 9.1. In addition to the financial offer and preference evaluation, the Tenderers having the highest ranking / number of points, will additionally be reviewed against the following points listed in order to ascertain suitability for award.
- a) If having passed Qualifying Criteria, the tenderer will again be checked in terms of having a Compliant Tax Status at time of recommendation to confirm that the status has not changed, based on an active and Tax Complaint Pin issued by the South African Revenue Services
 - b) Fully compliant and registered with the National Treasury Central Supplier Database
 - c) No misrepresentation in the tender information submitted
 - d) Any non-performance on Land Bank projects
 - e) The tenderer or any of its directors/shareholders is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector; and
 - f) The tenderer has declared that there are no conflicts of interest which may impact on the tenderer's ability to perform the contract in the best interests of the employer or potentially compromise the tender process and persons in the employ of the state are permitted to submit tenders or participate in the contract
 - g) Convicted by a court of law for fraud and corruption
 - h) Removed from a contract between them and any organ of state on account of failure to perform on or comply with the contract
 - i) Unduly high or unduly low Tendered rates in the Tender offer. In this regard, a financial risk analysis will be performed to verify that the costs are reasonable and balanced. Tenders may be disqualified if tendered rates are found to be distorted.
 - j) In terms of unduly high Tendered fees in the Tender offer, refer to the PPR2022.
- 9.2. Land Bank may perform a due diligence exercise on the preferred tenderer to determine its risk- profile. The outcome of the due diligence exercise may be considered as an objective criterion. A due diligence exercise may include, but is not limited to, the following factors;
- 9.3. **Financial Analysis of Tenderers Financial Statements.**
Financial health of the bidder may be assessed if deemed necessary, to ensure that the service provider will be able to operate as per required deliverables (Ratios: Accounts Receivable & Payable Turnover, Liquidity & Solvency). In the case of an

unincorporated JV or a SPV, each partner of the entity must submit their financial statements and it will be consolidated to determine their capability to execute the applicable contract.

9.4. Judgements and criminal convictions.

Land Bank may consider previous civil judgements against the preferred tenderer as part of its risk assessment. Land Bank may also consider whether the preferred tenderer or any of its directors have been-convicted of a serious offence.

9.5. Pending litigation

Land Bank may consider any pending litigation in a court of law or administrative tribunal as part of its risk assessment.

9.6. Performance

Land Bank may consider the Service Provider having a history of poor performance on any task orders/purchase orders or contracts, including poor performance in respect of compliance with policies or procedures regarding safety, health, quality control or environment, or having committed a serious and gross breach of contract.

9.7. Reputational-harm

If Land Bank is likely to suffer substantial reputational harm as a result of doing business with the preferred service provider, it may take this into account as part of its risk assessment.

The above set out other objective criteria may be clarified during the evaluation and correction of any non-compliance may be negotiated with the highest scoring tenderer, if possible. However, should the tenderer not comply with these requirements by the close of negotiations, Land Bank reserves have the right to award to the next ranked tenderer.

10. SUBMISSION REQUIREMENTS

- Any service provider requiring clarification on any matter whatsoever, including questions relating to the specifications required of the service provider to perform this project or the tender and evaluation process must do so via e-mail and address such request to Tenders@landbank.co.za
- Proposals must be deposited in or couriered to the tender box at the reception area of Land Bank Head Office, Lakefield Office Park, Block A first floor, 272 West Avenue, Die Hoewes, Centurion on or before **7 February 2025 @ 11:00am.**

11. FICA AND COMPLIANCE CHECKS

Land Bank, in its capacity as an accountable institution, has a duty to verify the identity of all its clients in compliance with the Financial Intelligence Centre Act No 38 of 2001 (FICA).

The Land Bank shall thus conduct a comprehensive PEP screening on the successful bidder and therefore requests all bidders to submit the Know Your Customer (KYC) documents as listed in Annexure D of this RFP document.

12. PROTECTION OF PERSONAL INFORMATION

In submitting any information or documentation requested above or any other information that may be requested pursuant to this RFP, you are consenting to the processing by Land Bank or its stakeholders of your personal information and all other personal information contained therein, as contemplated in the Protection of Personal Information Act, No.4 of 2013 and Regulations promulgated thereunder ("POPI Act"). You also consent that any information, either written or verbal, may be made available to third parties strictly for the purpose of oversight to this tenders' appointment. Further, you declare that you have obtained all consents required by the POPI Act or any other law applicable. Thus, you hereby indemnify Land Bank against any civil or criminal action, administrative fine or other penalty or loss that may arise because of the processing of any personal information that you submit.

SUGGESTED COMPILATION OF BIDS

**PLEASE ENSURE THAT THE SEPARATE ANNEXURES/FILES ARE NAMED ACCORDINGLY ON
YOUR USB AND HARD COPY SUBMISSION**

Name of Firm	
CSD Registration Number	
Contact Person	
Contact Number	
Physical Address	
E-mail Address	
Administrative	
Annexure A: Vendor Accreditation Form	
Annexure B: Bidders Disclosure Form	
Annexure C: Covenant of Integrity Declaration	
Annexure D: Land Bank FICA requirements	
Annexure E: Terms and Conditions	
Annexure F: Service Provider Agreement *This is included for informative purposes and does not need to be completed. *Successful bidder(s) will enter into the service provider agreement attached in this RFP, with the addition of their proposed financial submission, services, time lines, etc.	
Annexure G: Bribery & Corruption Declaration	
Annexure H: SBD 1 Tax Compliance	
Annexure I : SBD 6.1 Preference Points Claim Form In Terms Of The Preferential Procurement Regulations 2022	
Annexure J: Valid BBBEE Certificate or Affidavit	
Annexure K: Tax compliance status (TCS) pin issued by SARS along with a valid tax clearance certificate	
Annexure L: Cancelled cheque and/or stamped letter from the bank confirming banking details	
Annexure M: National Treasury's CSD Proof of registration	
Annexure N: Financial Proposal using the template provided	
Annexure O: Qualifying Criteria	
MANDATORY CRITERIA DOCUMENTATION (PLEASE REFER TO THE EVALUATION CRITERIA ABOVE FOR MORE INFORMATION)	
Annexure P: Essential returnable documents	

ANNEXURE A

Vendor information sheet

SAP Registration number _____

1. Registration name of company _____

2. Company registration number _____

3. VAT number _____

4. Company details	Street address	Postal address
Building/complex _____	PO Box _____	
Street name _____	City _____	
Suburb _____	Code _____	
City _____	Suburb _____	
Code _____		
Telephone no _____	Contact person _____	
Fax no _____	Direct Tel _____	
E-mail _____	Direct Fax _____	

5. Payment terms _____

6. Payment must be made in (currency) _____

7. Bank detail Please attach banking details on an original letterhead signed by CEO/Director/s appearing on the letterhead.

Bank name _____

Branch _____

Type of account _____ (eg. Current account; Cheque account, Savings account, e.t.c)

Account number _____ Branch code _____

8. Contact person for Account queries

Name Ms. Jeanette Raphalalani

Cell no _____

Tel no (+27 12) 686 0848

E-mail njraphala@landbank.co.za

Fax no _____

9. How much is the company's annual turnover? : R _____

10. Share holding - (Please list Share holders with their % of share holding)

Title	Name	Identity number	Race	% share holding

11.

Business indicator - mark with (X) in the bracket HDP - Historically Disadvantaged Persons () EXB - Existing business ()	INT - International business () JVB - Joint venture business ()
--	--

12. Additional

List the commodities / service that you
currently supply to Land Bank
Currently
providing

Can provide

I the undersigned, confirm that the information provided on this vendor information sheet is accurate and contains no misrepresentations or omissions, and is based on current information known to me. I also undertake to immediately inform the Land Bank of any changes to the above furnished information. The Land Bank is hereby allowed to verify any of the details provided.

 Name

 Signature

 Designation

 Date

FOR OFFICE USE ONLY
(LAND BANK)

Procurement
 Department

Name & Signature _____

Date: _____

ANNEXURE B BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES/NO

- 2.2.1 If so, furnish particulars:

.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

- 2.3.1 If so, furnish particulars:

.....
.....
.....
.....

3 DECLARATION

I, the undersigned, (name).....in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions of delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder



ANNEXURE C

CONVENANT OF INTERGRITY

I, the undersigned,

(Full names)

do hereby make oath and state as follows:

1. I am:
 - 1.1. an adult male/female aged__;
 - 1.2. presently employed as/carrying on business as _____ situated at_____.
2. The facts stated herein are both true and correct and within my personal knowledge and belief unless otherwise stated.
3. I hereby confirm that:
 - 3.1. I am duly authorised to depose to this affidavit;
 - 3.2. neither myself nor anyone acting on behalf of the tenderer is, or will be, engaged in any Prohibited Practice as defined in 4 below in connection in respect of any tendering process or in the provision of services and/or goods;
 - 3.3. I will immediately inform Land bank of any instance of any such Prohibited Practice which comes to my attention and/or the attention of the tenderer and/or its employees or agents concerning the following:
 - 3.3.1. if any of the tenderer's directors, employees or agents has been convicted in any court for any offence involving a Prohibited Practice in connection with any tendering process and/or the provision of goods or services during the 5 (five) years immediately preceding the date of this affidavit; and/or
 - 3.3.2. if any of the tenderer's directors, employees or agents is dismissed or resigns from the tenderer's employment on grounds of being implicated in any Prohibited Practice.
 - 3.4. I will provide Land Bank with full details of such conviction, dismissal or resignation and the measures taken to ensure that neither the tenderer nor any of its directors, employees or agents commits any Prohibited Practice in future.



- 3.5. In the event that the tenderer is awarded any business by land bank, the tenderer grants Land bank or its employees and/or agents the right of inspection of its records. The tenderer shall preserve such records in accordance with applicable law but in any case for at least 3 (three) years after conclusion of each transaction contemplated under the Request for Tender.
4. I acknowledge that for all purposes under this affidavit, the following terms and/or expressions below shall bear the meanings set out hereunder:
- 4.1. "Corrupt Practice" means the offering, giving or promising of any improper advantage to
- influence the action of a Public Official, or the threatening of injury to his person, employment, property, rights or reputation, in connection with any procurement process or in the execution of any contract in order that any person may obtain or retain business improperly or obtain any other improper advantage in the conduct of business;
- 4.2. "Fraudulent Practice" means a dishonest statement or act of concealment which is intended to, or tends to, improperly influence the procurement process or the execution of a contract to the detriment or potential detriment of land bank or is designed to establish tender prices at non-competitive levels and/or to deprive land bank of the benefits of fair and open competition, and includes collusive practices (whether before or after tender submission) among tenderers or between a tenderer and a consultant or any employees or agents of Land bank;
- 4.3. "Public Official" means any person holding a legislative, administrative, managerial, political or judicial post in any country, or exercising any public function in any country or a director or employee of a public authority or of a legal person controlled by a public authority of any country, or a director or official of a public international organisation; and
- 4.4. "Prohibited Practice" means an act that is either a Corrupt Practice or a Fraudulent Practice.
5. I/We consent that Land Bank will process (by collecting, using, storing or otherwise dealing with) my/our personal information and that of third parties which I/we provide, for the purposes of providing services and products to me/us. The personal information will be processed in accordance with the requirements of the law. All personal information I/we provide to Land Bank is given voluntarily. However, if I/we withhold any personal information requested; withhold consent for or object to the processing of my/our personal information, this may result in Land Bank not establishing or continuing a relationship.



DEPONENT

Thus done and signed at _____ on this the _____ day of _____ 2023
the Deponent having acknowledged that:

- 1. he/she knows and understands the contents of this declaration;
- 2. he/she has no objection to taking the prescribed oath; and
- 3. he/she considers the prescribed oath to be binding on his/her conscience.

Commissioner of Oaths Stamp	<div data-bbox="820 1016 1246 1025"></div> COMMISSIONER OF OATHS <div data-bbox="820 1189 1275 1198"></div> FULL NAMES
-----------------------------	---



	CAPACITY
	<hr/>
	BUSINESS ADDRESS



ANNEXURE D

Land Bank, in its capacity as an accountable institution, has a duty to verify the identity of all its clients in compliance with the Financial Intelligence Centre Act No 38 of 2001 (FICA).

Know Your Customer (KYC) documents are required for each client transaction. The requirements for each entity type are listed below.

Individuals

- ☐ Green, bar-coded Identity document **(also used for PEPs/Sanctioned screening purposes)** if not available valid reason why identity document could not be provided together with a valid Passport or valid driver's licence
- ☐ Valid Passport (for foreign nationals)
- ☐ Proof of physical residential address
- ☐ Authority to act (if applicable) : power of attorney / letter of appointment from the court and Identity document, physical residential address and contact details of persons authorised to act
- ☐ Birth certificate (for minors under 18 years) and proof of authority (where minor is assisted by legal guardian)

Unlisted Companies

South African

- ☐ Certificate of Incorporation (CM1 or CoR 15.1/CoR 14.1)
- ☐ Certified copy of Change of Name, if applicable (CM9 or CoR 9.1 or 2)
- ☐ Notice of Registered Office and Postal Address (CM22 or CoR 21)
- ☐ Current list of Directors (CM29 or CoR 39) **(also used for PEPs/Sanctioned screening purposes)**
- ☐ Authority to act : Directors' Resolution and/or Delegation of Authority
- ☐ In respect of the Principal Executive Officer, each Director, each Authorised person, and each shareholder holding more than 25% of the voting rights of the company:
 - Certified copy of the Identity document
 - residential address and contact details
- ☐ Proof of physical business address and trading/operating name
- ☐ **Beneficial ownership (natural person that owns the company) of the company. If the shareholder is another company, provide shareholder details and beneficial ownership. Process continues till we establish the ultimate beneficial owner. If the shareholder is a trust, the trust deed needs to be provided to identify and verify all trustees, founders and beneficiaries to the trust.**

Foreign

- ☐ Official Document of Incorporation (or CoR 17.1)
- ☐ Registration Certificate (CoR 17.3)
- ☐ If trading in RSA, documents for RSA unlisted companies
- ☐ Authority to act : Directors' Resolution
- ☐ Identity document/Passport, details of physical residential address and contact details of related parties and persons authorised to act **(also used for PEPs/Sanctioned screening purposes)**



- ☐ Proof of physical business address and trading/operating name

Listed Companies

- ☐ Registration Certificate (Registrar of Companies or equivalent regulator- foreign companies)
- ☐ Documentary evidence of listing (printout from the official website of the stock exchange on which the entity is listed is required)
- ☐ Authority to act : Directors' resolution
- ☐ Identity document proof of residence and contact details of persons authorised to act (**also used for PEPs/Sanctioned screening purposes**)

Close corporations (CC)

- ☐ Founding Statement and Certificate of Incorporation (CK1)
- ☐ Amended Founding Statement (CK2), (If applicable)
- ☐ Authority to act : Members' Resolution
- ☐ Identity document, physical residential address and contact details of each member, persons authorised to act and of the Person Exercising Executive control over the CC. (**also used for PEPs/Sanctioned screening purposes**)
- ☐ Proof of physical business address and trade name

Conversion of Close Corporation (If a Close Corporation converts to another entity type, the following forms are applicable)

- ☐ Form CoR 18.1 – Application to convert a Close Corporation
- ☐ Form CoR 18.3 – Registration Certificate

Trusts

- ☐ Trust Deed or other Founding Document
- ☐ A Foreign Trust: an official document reflecting appointment of Trustees issued by an authority in the country where the Trust is created
- ☐ Authority to act : Letter of Authority from the Master of the High Court and Trustees' Resolution
- ☐ Identity document, physical residential address and contact details of each trustee, each beneficiary, the founder and the persons authorised to act (**also used for PEPs/Sanctioned screening purposes**)
- ☐ Proof of registered address of Master of High Court (stamp on letter of authority)

Partnerships

- ☐ Partnership Agreement
- ☐ Authority to act: Partners' Resolution
- ☐ Identity document, physical residential address and contact details of all the partners and persons authorised to act and of the Person Exercising Executive control of the partnership (**also used for PEPs/Sanctioned screening purposes**)



Professional partnerships

- ☐ (Certain Partnerships consisting of more than (20) partners which are incorporated in terms of Section 30(2) of Company's Act 61 of 1963 which are recognized in terms of the relevant Government Gazettes examples are: Attorneys, Notaries and Conveyancers, Public Accountants and Auditors, Medical Practitioners, Pharmacists, Professional Engineers, Quantity Surveyors, Stockbrokers and Architect)
- ☐ Registration certificate (provide proof of registration of the partnership by a regulatory body)
- ☐ Partners Resolution (Authority to act)

- ☐ Identity document residential and contact details for Persons Authorised to Act and of the Person Exercising Executive control of the partnership **(also used for PEPs/Sanctioned screening purposes)**
- ☐ Proof of physical business address

PEPS

Politically exposed person or PEP is the term used for an individual who is or has in the past been entrusted with prominent public functions in a particular country. The principles issued by the Wolfsberg Group of leading international financial institutions give an indication of best banking practice guidance on these issues. These principles are applicable to both domestic and international PEPs.

The following examples serve as aids in defining PEPs:

- Heads of State, Heads of Government and cabinet ministers;
- influential functionaries in nationalised industries and government administration;
- senior judges;
- senior political party functionaries;
- senior and/or influential officials, functionaries and military leaders and people with similar functions in international or supranational organisations;
- members of ruling or royal families;
- senior and/or influential representatives of religious organisations (if these functions are connected to political, judicial, military or administrative responsibilities).

According to the Wolfsberg principles, families and closely associated persons of PEPs should also be given special attention by a bank. The term "families" includes close family members such as spouses, children, parents and siblings and may also include other blood relatives and relatives by marriage. The category of "closely associated persons" includes close business colleagues and personal advisers/consultants to the PEP as well as persons, who obviously benefit significantly from being close to such a person.

A bank should conduct proper due diligence on both a PEP and the persons acting on his or her behalf. Similarly, KYC principles should be applied without exception to PEPs, families of PEPs and closely associated persons to the PEP.



Proof of physical residential/business address

Any one of the following documents reflecting the physical/business address is acceptable :

- Utility bill (must be less than 3 months old, unless otherwise specified)
- Current lease or rental agreement
- Bank statement
- Municipal rates and taxes invoice
- Valid television licence
- Mortgage statement
- Telkom account
- Valid motor vehicle licence
- Insurance policy
- Tax return (less than 1 year old)
- Letter from bank manager, medical practitioner, accountant, or attorney, on a formal letterhead, stating that they know the client for three years and confirming physical address
- Letter on letterhead, signed by board of trustees, directors' etc. confirming physical business address
- Correspondence from a body corporate or shareblock association
- Payslip or salary advice

All address verification documents must be valid and reflect the name and the current physical address of the client (legal property descriptions are also acceptable - e.g. erf/stand numbers).

Spouse/partner

Any of above documents for spouse, together with marriage certificate or if not available;

- Affidavit from person co-habiting with client, providing:

Name, identity number and physical residential address of client and co-habitant

Relationship between client and co-habitant

Confirmation that residential address is shared

Parent:

- Any of above documents for parent

- Must be accompanied by the child's birth certificate (for a minor)

If above documentation not available:

Visit to physical address by a Land Bank employee, or

Affidavit from client (as a last resort), providing:

- Name, identity number and physical residential address

- Confirmation that client resides at physical residential address



Trade name (if this is not reflected on the proof of physical business address)

Any one of the following documents reflecting the Trade Name is acceptable:

- An Original Company Letterhead
- Utility bill (less than three months old)
- Bank statement or financial statement from another financial institution (less than threemonths old)
- Valid lease or rental agreement (signed by all relevant parties)
- Municipal rates and taxes invoice (less than three months old)
- Mortgage statement from another financial institution (less than six months old)
- Telephone account i.e. a land-line or cell phone (less than three months old)
- An official tax return (less than one year old)
- An official tax assessment or official correspondence from the local revenue services (lessthan three months old)
- Valid television licence document
- A recent short-term insurance policy or a renewal letter (less than one year old)

Definitions

Principal Executive Officer

Refers to the principal executive officer such as the CEO, CFO, COO, MD, FD or any person who exercises executive control.

Authorised Persons

These are individuals who are authorised to act on behalf of the Company/Legal Entity and who are authorised to establish a relationship with Land Bank on behalf of the company/legal entity.

Authority of Individuals purporting to act on behalf of the Company/Legal Entity:

- ☐ Duly executed Board Resolution authorising the opening of an account/establishment of the business relationship/conclusion of the transaction and conferring authority on those who will establish the business relationship/conclude the single transaction; OR
- ☐ Certified extract of the minutes proving authority; OR
- ☐ Original letter signed by the company secretary on the official company letterhead

If a 3rd party is acting on behalf of the Client(Individual) the following is required:

- ☐ Proof of authority (i.e.) power of attorney, mandate, resolution, court order,
- ☐ Letters of appointment by the Master of the High Court
- ☐ Individual FICA above, for the person who is acting on behalf of the Client (together with all the FICA documentation of the Client)

Certified or Verified

We are required to hold originally certified/verified copies of the following documentation on record. Strictly, only clear, legible copies of identity and other documents will be accepted.



Please provide the original or certified copies of the following documentation for each shareholder holding 25% or more of voting rights at a general meeting of the company:

- South African (Pty) Company – Certificate of Incorporation and Notice of Registered Office and Postal Address, and a letterhead of the company;
- Listed Company – Latest Annual Report;
- Foreign Private Company: the official document reflecting the incorporation of the foreign company issued by the relevant registrar of companies or similar authority of the country of incorporation of the foreign company, reflecting the company's incorporation and bearing its name and number of incorporation and the address where it is situated for purposes of its incorporation, together with a letterhead of the company;
- Close Corporation – Founding Statement and Certificate of Incorporation and Amending Founding together with a letterhead of the close corporation.

By submitting your information as requested above, you consent that Land Bank will process (by collecting, using, storing or otherwise dealing with) the personal information and that of third parties which is provided, for the purposes of providing services and products. The personal information will be processed in accordance with the requirements of the law. All personal information provided to Land Bank is given voluntarily. However, if you withhold any personal information requested; withhold consent for or object to the processing of the personal information, this may result in Land Bank not establishing or continuing a relationship.



PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90/80
SPECIFIC GOALS	10/20
Total points for Price and SPECIFIC GOALS	100



- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender



3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)}
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.



Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE level One or	10	20		
B-BBEE level Two or	8	16		
B-BBEE level Three or	6	12		
B-BBEE level Four	4	8		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]



- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

 SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:
DATE:
ADDRESS:

