

Confidential

The Land and Agricultural Development Bank of South Africa
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Registered credit provider: Reg. Number NCRCP18

Date: 20 August 2025

Attention: Prospective bidders

From: Supply Chain Management

Bid Number: T11-07-25

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE LAND BANK GEOGRAPHIC INFORMATION SYSTEMS (GIS) SOLUTION FOR A PERIOD OF THREE YEARS

NB: PLEASE NOTE THAT THE CLOSING DATE HAS BEEN EXTENDED TO 10 SEPTEMBER 2025 AT 11H00AM.

1. QUESTIONS AND ANSWERS DURING THE COMPULSORY BRIEFING SESSION

1.1	Question	: Will bidders be penalized by providing data sets that are not the latest for the purposes of the presentation?
	Answer	: No, the presentation is intended to demonstrate the functionality and capability of your existing system and how well it aligns with our requirements.
1.2	Question	: Let's say there's a platform that already provides some of the required GIS solutions, for example, it's well-developed for crop or soil monitoring but it doesn't yet offer the full suite of functionalities outlined in the tender. Would the Bank consider proposals from such platforms, provided there is a clear development roadmap for the outstanding components? In other words, could the Bank allow time for certain features to be built or enhanced post-award, if the initial offering meets part of the requirements and demonstrates strong potential for full compliance?
	Answer	: Our intention is for all services to be provided as a complete offering by a single entity. However, we understand that different service providers may have varying areas of expertise. To that end, it becomes a business decision for the interested parties to determine whether they wish to collaborate and submit a joint bid that collectively meets the full scope of requirements. The key requirement is that the bid, whether submitted by a single provider or a consortium, must demonstrate the full capability to deliver all specified services from the outset.

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

Adv B Raseroka (Company Secretary)

		That said, there may be room for discussion with the appointed service provider on the practicalities of implementing certain services particularly in terms of timelines and integration but overall readiness is a critical expectation.
1.3	Question	: In the context of crop monitoring, a significant portion of land parcels may not be under active cultivation while they are owned, they are not currently being farmed. What is the Land Bank's position on this? Would the system be expected to identify and differentiate between active and inactive parcels? Should the ability to determine land use status be a functional requirement of the solution?
	Answer	: Crop monitoring will not be conducted on a general or broad scale. Instead, monitoring will focus specifically on Land Bank funded projects where there is prior knowledge of active agricultural activity. The service provider will receive detailed information regarding these targeted areas, enabling focused and relevant monitoring aligned with the Bank's investments.
1.4	Question	: Regarding data accuracy, how does the Land Bank propose to address or manage potential inaccuracies within the national cadastral system?
	Answer	: We acknowledge that the national cadastral data is not entirely accurate and should be considered as a general reference point rather than an exact source. When it comes to monitoring, however, our focus will be specifically on Land Bank farms. We will provide you with precise information regarding these farms, clearly identifying the parcels that require monitoring.
1.5	Question	: We would appreciate some clarity on the expected go-live date for the project. Could you please provide guidance on the planned timeline?
	Answer	: The Land Bank is seeking for an existing system that is already operational and in use. We are not looking for a solution to be built from scratch on our behalf, but rather a platform that you currently offer, which we can evaluate against our terms of reference to determine its suitability.
1.6	Question	: My question relates to the qualifications of individuals applying for the tender. I noticed in one of the slides that applicants are expected to be registered with the SAGC as the relevant professional body. Could you please clarify whether bidders would be penalized if some team members are registered with alternative professional bodies?
	Answer	: As part of our commitment to professional standards within the GIS community, we require that at least one team member be registered with the South African Geomatics Council (SAGC) in order to obtain points during the technical assessment (stage 2).
1.7	Question	: You mentioned that the system should support pre-investment risk assessments, including soil mapping and environmental evaluations,

		as well as post-investment assessments such as performance tracking and crop monitoring. Could you please clarify whether this GIS solution is intended to support credit assessments exclusively, or will it also be used for insurance purposes?
	Answer	<p>The system should support both pre-investment risk assessments such as soil mapping and environmental evaluations, and post-investment monitoring, including crop performance tracking on Land Bank funded projects. While the service provider is not responsible for making credit decisions, the system must deliver detailed assessments to inform the Land Bank's internal credit evaluations.</p> <p>Specifically, the system should provide soil and land capability data as outlined in the terms of reference, as well as enable ongoing monitoring of crop conditions to detect environmental risks early and allow timely intervention.</p> <p>The system must integrate with the Land Bank's portfolio data to correlate environmental risks with investment locations. This integration will support risk management across the portfolio and assist the Land Bank Insurance (LBI) division in making informed insurance decisions, including the development of new insurance products based on monitoring insights</p>
1.8	Question	Based on the Land Bank's needs, should the system you are proposing an existing one that monitors the three key variables, be able to connect with other systems in the future? And is this integration required right away when the system is first used?
	Answer	The Land Bank is currently seeking an existing, cloud-based GIS solution offered on a subscription model that can fully support the identified scope of work. The solution must be robust, scalable, and align with our operational and technical requirements.
1.9	Question	Will the proposed system be required to integrate with any existing systems currently in use within the Land Bank?
	Answer	For now, the system will operate as a standalone solution. However, moving forward, its integration with other internal systems will depend on the Land Bank's strategic decisions and implementation plans.
1.10	Question	can the bank consider extending the closing date for this RFP?
	Answer	Yes, closing date extended to 10 September 2025 at 11h00am.
1.11	Question	Will the cloud-hosted system need to integrate with Land Bank's existing data such as previously funded credit portfolios to provide insights on which crops and investments perform well in specific areas for future credit assessments? Alternatively, will Land Bank solely rely on data provided by the system's data provider, using it for one-time pre- and post-assessments rather than continuous monitoring for individual users?

	Answer	: The Land Bank will utilise the data as provided through the solution implemented by the appointed Service Provider. Data updates should be applied as they become available to ensure accuracy and relevance. In cases where specific applications are required, such as crop monitoring, the Land Bank will supply the relevant farm locations for inclusion in the monitoring process.
1.12	Question	: Could you please clarify whether the system is expected to include crop suitability identification within the credit portfolio, or if the focus is solely on general assessments such as climate risk, without specifically addressing crop suitability?
	Answer	: The Land Bank will provide specific data to the system, such as identified areas for crop monitoring, which is a key component of the solution. Soil mapping, which is more of a pre-investment activity, will rely heavily on the service provider's expertise and studies. Given that South Africa has approximately 500,000 farm portions, the Land Bank seeks a solution that can analyse various factors such as climate, soil, and topography to determine the most suitable crops for each farm. This approach aims to support high-value crop selection tailored to specific locations. Overall, the goal is to better understand and mitigate risks related to climate and other environmental factors, enabling more informed decisions. The system should provide insights and early warnings on risks, helping to recommend crop choices that reduce uncertainty and improve investment outcomes.
1.13	Question	: I have a question regarding data retention following the conclusion of the project. Specifically, how long is the service provider expected to retain the generated data after the three-year contract period? Could you clarify the process and format for handing over this data to the Land Bank at the end of the service term?
	Answer	: Data retention will be governed in accordance with the Land Bank's Records Management Policies to ensure compliance, accountability, and proper data lifecycle management.
1.14	Question	: I would like to clarify regarding the cloud-based solution: Are there any data compliance issues we need to address, given that many cloud services are subject to in-country data regulations? Is there any risk of such data jurisdiction challenges in this particular case that we should be aware of?
	Answer	: Regarding hosting, it is understood that the solution will be provided as a fully managed service or Software as a Service (SaaS) as outlined under mandatory requirements, that the data centre must be located within South Africa to ensure compliance with local data residency regulations.

2. QUESTIONS AND ANSWERS AFTER A COMPULSORY BRIEFING SESSION

2.1	Question	: Is the successful bidder expected to integrate with other 3rd parties like Credit Bureaux or the DHI as part of KYC?
	Answer	: No.
2.2	Question	: To be clear, when the Land Bank states “...solution must be a modular, cloud-enabled platform that supports operations through desktop, web, and mobile access”, this means that a Land Bank user must be able to access the Land Bank GIS system using a mobile device rather than the Land Bank wanting a mobile app?
	Answer	: This approach is intended to enable GIS users to access the system through their mobile devices, including cell phones or dedicated mobile applications, ensuring flexibility and ease of use in the field.
2.3	Question	: (in the future) Does the Land Bank want the system to be able to incorporate data generated by the Farmers (i.e. data from their Farm Management digital solutions/FMIS) into Land Bank credit and risk management? Is this required now or only potentially in the future?
	Answer	: While it is not an immediate requirement, any data produced during the three-year period of the contract will remain the property of the Land Bank
2.4	Question	: (in the future) Does the Land Bank envisage the need for a mobile application for its nominated field based users, e.g. for ground truthing, verifying farmer and or production data etc [possibly for insurance claims amongst use cases]?
	Answer	: Given that the Land Bank will need to collect field data for purposes such as ground truthing, farmer verification, and insurance assessments, it is advisable to proactively include a mobile data collection capability in the GIS tender response. While this feature is not a mandatory requirement at this stage, incorporating it as an optional or phased component for future deployment would be beneficial.
2.5	Question	: As the Land Bank is aware, there is a vast amount of data that can be used to inform loan risk assessment. The process could be considered from an initial high level risk assessment, followed (if necessary) by a far more detailed assessment. The difference is that the former is near real time while the latter would most likely not be real time. We would like to know if the Land Bank wants this kind of functionality (under a separate SLA). If the Land Bank is in agreement with this suggestion, can the Bank kindly outline what data is required for the rapid, automated assessment and a more detailed, but longer secondary assessment?
	Answer	: The requirements are as specified in the scope of work detailed in the Terms of Reference (TOR).

2.6	Question	How/where does the Land Bank access the SG21 data of the farm/parcel from? Does the farmer provide this in their credit application?
	Answer	: Surveyor General Office and there is data in private sector
2.7	Question	Mention is made of “incorporating data from Land Bank offices and client farms”. What Land Bank data will be provided, in what format/s and how frequently would this be expected? Do all offices use the same data and metadata formats?
	Answer	: Ownership in the following formats; Geospatial data and/or excel data
2.8	Question	What data contributing to the performance assessment and analysis required of the GIS system is expected to be provided by the users of the system (e.g. field boundaries, crop types, planting dates, harvest dates, crop performance and yield) and how frequently would such data be uploaded to the system?
	Answer	: The solution should incorporate the geographical hierarchy, including administrative data, as well as Land Bank farm data, specifically ownership information.
(2.9	Question	Regarding the Search Functionality and Crop Monitoring, should this only apply to the Land Bank-financed farms (where data would be provided by Land Bank or the user) or potentially to any farm in South Africa?
	Answer	: Crop Monitoring: The Elastic search functionality will be primarily applied to the Land Bank financed farms to enhance data retrieval and search efficiency
2.10	Question	What resolution and attributes (physical and chemical) are required for the Soil Solution Mapping? Does the Land Bank have documented standards or examples of this? Can existing land type products be used or is a new/updated product required?
	Answer	: The spatial resolution of the data should be maintained at the farm level, irrespective of the size of the individual farms
2.11	Question	Mention was made in the briefing of “high-value crops” for the Crop Suitability Mapping. Should the focus only be on these crop types or should any/all crop types be considered? Should mixed crop types be considered?
	Answer	: The crop suitability analysis should primarily focus on food security crops, while also incorporating niche crop types and crops specific to South Africa
2.12	Question	The TOR indicates the “identification, development and management” of a list of datasets under Geospatial Mapping of Environmental Resources. Please clarify if this implies the updating and/or improving this data prior to system integration, or if these would be improved by users of the system, or if existing datasets can be used as is.

	Answer	: Latest published data is required, however, the Land Bank will not incur any cost relating to the updating of data.
2.13	Question	: “Flora” and “Fauna” are mentioned under the list of datasets in Geospatial Mapping of Environmental Resources in the TOR. Please clarify what flora is expected outside of what is provided by the National Vegetation Map and LC/LU data and what the expectations are for fauna.
	Answer	: the Land Bank's position that any required datasets, including those not explicitly listed in the tender documentation, must be provided and maintained at no additional cost to the Land Bank.
2.14	Question	: Does yield estimation assume a user will provide crop performance data throughout the season or is this expected to also be derived through satellite image analysis? What levels of accuracy are expected for yield estimation and are there templates/examples for how this should be reported?
	Answer	: Yield estimation can be approached using both user-provided crop performance data and satellite image analysis. Ideally, the system should support integration of in-season ground truth data from users as well as leverage remote sensing for continuous monitoring and estimation. Expected accuracy levels should align with industry standards for agricultural yield prediction, typically within a margin of error, depending on crop type and data quality. Reporting templates or examples should be provided by the Service Provider, ideally including clear visualizations, summary statistics, and comparative analysis against historical yield data.
2.15	Question	: We intend to submit a response with a Sub-supplier (or subcontractor). Which supplier documents, listed as mandatory submission requirements, must be included?
	Answer	: All mandatory documents must be submitted together with your bid response. In addition, the following documents are required where a consortium, joint venture, or subcontracting arrangement is involved: <ul style="list-style-type: none"> • A formal agreement between the parties must be submitted, clearly outlining the roles, responsibilities, and scope of work for each partner involved in the bid. • Each party must submit a separate TCS certificate / PIN / CSD number. • formal resolution from all participating entities, authorizing a designated representative to act on behalf of the group.
2.16	Question	: What documentation is required under the 'Original Equipment Manufacturer or approved reseller' requirement, and what should the confirmation letter from the OEM include? And should this be submitted for suppliers included in the response as well?
	Answer	: OEM Confirmation Letter must: <ul style="list-style-type: none"> • Be issued on the OEM's official letterhead, signed and dated. • Clearly confirm that the bidder is an authorized reseller, distributor, or partner of the OEM.

		<ul style="list-style-type: none"> • Specify the products or solutions covered under the authorization. • Be valid at the time of bid submission. <p>Suppliers/Subcontractors who will be providing OEM-dependent products or services, then a separate OEM confirmation letter must also be submitted for each of those suppliers, where relevant.</p>
2.17	Question	: Is Annexure O Qualifying criteria the same as the list that appears on Table 3 Pages 18-22 on the RFP document?
	Answer	: Yes.
2.18	Question	: The SBD4 form was not attached. Can the Land Bank please provide a template?
	Answer	: Kindly refer to page 32 - 34
2.19	Question	: The format of the Bribery and Corruption Declaration appears to be misaligned wrt its format. Is there an alternative or updated template available for submission?
	Answer	: No.
2.20	Question	: May an employee of the bidding party or a member of the Consortium act as the commissioner of oaths for the necessary bid documents to be submitted?
	Answer	: No, an employee of the bidding party or a member of the Consortium/Joint Venture may not act as the Commissioner of Oaths for any bid documents submitted.
2.21	Question	: What is the expected approach to onboarding and training? Should the successful bidder provide initial training to Land Bank in-house agents (train-the-trainer model) or offer ongoing user training directly to end users?
	Answer	: The Service Provider is expected to deliver comprehensive training, including manuals and instructional sessions, covering both the GIS solution and the overall GIS system to ensure effective user adoption and operational proficiency.
2.15	Question	: Will the successful bidder be expected to provide a centralised helpdesk and support service for queries and troubleshooting, or will Land Bank handle first-line support internally?
	Answer	: The Service Provider shall be responsible for providing all necessary support and maintenance services to ensure the continuous and optimal functioning of the GIS solution
2.22	Question	: Is there an expectation for multilingual support in training materials, onboarding guides, and help desk and Bank interactions to cater for diverse user demographics?
	Answer	: English is sufficient
2.23	Question	: Does Land Bank foresee ongoing user adoption programmes (e.g., refresher training, new feature demonstrations, seasonal updates) as part of the service?

	Answer	: The Service Provider shall be responsible for providing all necessary support and maintenance services to ensure the continuous and optimal functioning of the GIS solution, including updates and refresher training as needed.
2.24	Question	: Regarding crop monitoring please indicate the quantities required for each year: the number of hectares and / or Number of farms and / or number of Land Bank Clients to be monitored
	Answer	: Please check the revised pricing schedule attached.
2.25	Question	: Please clarify <u>"not applicable to this tender"</u> Please also indicate your preference regarding the joint entity for example : consortium, joint venture, collaboration agreement etc.
	Answer	: Consortiums, joint ventures, and subcontracting arrangements are permitted for this tender.
2.26	Question	: Is Land Bank looking to license an existing GIS solution, or are they prepared to fund the development of a new system? If development is required, what is the Land Bank's expected timeframe for the system to be ready?
	Answer	: Only license an existing GIS solution (via subscription)
2.27	Question	: Do all components of the system need to operate in near real-time, or only specific elements?
	Answer	: Only specific elements especially in the area of crop monitoring and performance assessment should be in real time.
2.28	Question	: Is Land Bank aware of potential inaccuracies and errors within the existing South African cadastral data? If the system is to utilise the current cadastral data, would Land Bank accept a disclaimer regarding the associated data errors?
	Answer	: The Land Bank will not be procuring any data, including cadastral data; all necessary datasets are expected to be provided or accessed through the Service Provider's solution.
2.29	Question	: Is it important for the system to incorporate information distinguishing between state, formal tribal, and private land, considering the known overlaps and lack of clarity in these layers?
	Answer	: The Land Bank's scope includes private land (farm portions), communal and traditional areas, as well as areas zoned for farming that are currently classified under Erf or Erven
2.30	Question	: How should the system differentiate between cadastral boundaries (land ownership) and actual active crop fields or grazing areas?
	Answer	: The farm portion represents the working area, and the Land Cover Land Use (LCLU) analysis will be conducted based on this defined working area.

2.31	Question	: Is an ISO 27001 Information Security Management Certificate required as part of the bid, and if so, for which entity within the consortium?
	Answer	: The ISO 27001 certificate must be held by the entity within the consortium that will be responsible for delivering the information security related components of the project or solution.
2.32	Question	: Does Land Bank currently have a legacy GIS system, and if so, is it based on an Esri stack?
	Answer	: No
2.33	Question	: What exactly does "cloud-based solution" entail for this tender? Does it mean a system hosted remotely by the service provider (e.g., within CSIR's own infrastructure), or specifically within a public cloud environment such as Azure or AWS?
	Answer	: The system is hosted remotely
2.34	Question	: Are there specific rules, regulations, or concerns related to data sovereignty regarding the location of South African-based data if hosted on an international cloud platform?
	Answer	: Ensuring reliable access to data is critical. It is also important to emphasise minimal downtime and clearly defined support and maintenance turnaround times to maintain system availability and performance
2.35	Question	: Regarding the proposed modular system, can different modules be developed and costed separately, or is one overarching contract for the entire integrated GIS system expected, with internal costing for modules?
	Answer	: The Land Bank is seeking a GIS solution available exclusively through a subscription-based model
2.36	Question	: Will the Land Bank's budget accommodate the costing for acquiring proprietary data sets necessary for the system, such as weather events data from the South African Weather Service?
	Answer	: The Land Bank will not be liable for the procurement of any data

3. Annexure

3.1	Annexure A	Presentation
3.2	Annexure B	Revised price schedule