



## **REQUEST FOR INFORMATION**

### **CALL CENTRE TECHNOLOGY CAPABILITY**

**REFERENCE: RFI01/01/22**

The Land and Agricultural  
Development Bank of South Africa

P O Box 375 Pretoria 0001  
Block D Eco Glades 2 Office Park, 420 Witch  
Hazel Avenue Eco Park CENTURION  
Telephone (012) 686 0500 Toll-free  
0800 00 52 59

E-mail address: [info@landbank.co.za](mailto:info@landbank.co.za) Web  
address: [www.landbank.co.za](http://www.landbank.co.za)

**Registered credit provider: Reg  
number NCRCP18**

Directors: Mr MA Moloto (Chairperson), Ms DR Hlatshwayo (Deputy Chairperson),  
Ms SA Lund, Ms ME Makgatho, Dr ST Cornelius, Mr MS Makgoba, Mr AC Kanana (Chief Executive Officer),  
Ms KH Mukhari (Chief Financial Officer) and Mr MK Mzaidume (Company Secretary)



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## **1. REQUEST FOR INFORMATION**

|                           |                                                  |
|---------------------------|--------------------------------------------------|
| RFI Reference             | RFI01/01/22                                      |
| Title of this RFI         | CALL CENTRE TECHNOLOGY CAPABILITY                |
| Issue Date                | 08 February 2022                                 |
| RFI Closing Time & Date   | 23 February 2022, 11:00                          |
| Delivery Address          | Land Bank Head Office                            |
|                           | Block D Eco Glades 2 Office Park                 |
|                           | Cnr Witch Hazel Avenue and Olievenhoutbosch Road |
|                           | 420 Witch Hazel Avenue                           |
|                           | Eco Park Centurion                               |
| Originals to be submitted | 1 Original proposal                              |
| Copies to be submitted    | <b>1 soft copy (USB)</b>                         |
| Tender Validity Period    | n/a                                              |

## **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

In early 2015 the National Treasury requested the Land Bank to conduct an organisational review, with the aim to help the Bank strengthen its balance sheet; enhance its sustainability; improve its profitability and operational efficiency; reduce costs; and lower the refinancing risks relating to its liability portfolio.

To this end, during 2015 the Bank undertook a detailed analysis of its operating performance and developed a new business strategy as well as operating and funding models, in consultation with various stakeholders. At the heart of this strategy is the Bank's desire to be strategically relevant and drive inclusivity in the agricultural sector. The Board approved the revised strategy for the Bank in August 2015, and provided a mandate to reconfigure the organisation for the long term. Subsequently, the organisational structure was revised, and both staff and branch numbers were reduced and/or realigned.

Land Bank is committed to contributing to socio-economic transformation in South Africa and will therefore 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 201

### **3. INFORMATION REQUEST**



Information is requested from interested persons, companies, close corporations or enterprises [hereinafter referred to as the Respondent(s)] to supply the below mentioned information to the Land Bank.

The subsequent Request for Proposal [**RFP**] if and when this is issued by the Land Bank, will not be limited to only those Respondents who have submitted this RFI.

It is envisaged that a Service Provider will be appointed, through a separate RFP process, to provide the aforementioned services.

This RFI is not an offer to purchase and the Land Bank is under no obligation to accept any proposals in this process and/or the subsequent RFP which may be issued hereafter.

As this is a Request for Information only, no business will be awarded through this process.

Your submission should include in detail your proposed methodology, and preliminary program of expected activities. From the RFI and response and/or submissions thereto, Land Bank will compile an RFP document which will include an indicative schedule of activities and timelines.

In responding to this RFI, Land Bank encourages all RFI Respondents to put their best effort into the construction and development of the proposal.

#### **4. DISCLAIMER**

Respondents are hereby advised that the Land Bank is not committed to any course of action as a result of its issuance of this RFI and/or its receipt of submissions in response to it. In particular, please note that the Land Bank reserves the right and at its sole and full discretion to:

- A) Utilise any information provided to it in response to this RFI to draft the scope of requirements for inclusion in an RFP, unless it is specifically stated as Intellectual Property;
- B) Take no further action whatsoever, if it so decides
- C) Withdraw from this process and the provisions of this project at any time;
- D) Select the RFI and RFP participants based on Land Bank's criteria;
- E) Change the dates of adjudication and submission;
- F) Not invite RFI respondents for further participation in the RFP process;
- G) Not bind itself to accept any or all of the RFIs;
- H) Increase or decrease the quantities/scope as indicated in the RFI;
- I) validate any information submitted by Respondents in response to this bid. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting a bid, Respondents hereby irrevocably grant the necessary consent to Land Bank to do so;
- J) Request audited financial statements or other documentation for the purposes of a due diligence exercise; and/or



- K) Not accept any changes or purported changes by the Respondent to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provides for it.

Kindly note that Land Bank will not reimburse any Respondent for any preparatory costs or other work performed in connection with this submission.

## **5. SCOPE OF WORK**

### **BACKGROUND AND SCOPE OF WORK**

The Land Bank intends to implement a call centre technology capability that can facilitate the handling and routing of client phone calls to existing bankers and receptionists working remotely from home. This needs to be a fully hosted infrastructure and technology as a service offering, securely integrated to the Bank's network to utilize the already existing data capacity to handle and route the phone calls.

### **Requirements**

The Land Bank wishes to engage with vendors to assist in providing the call centre technology capability proposal for the intended implementation of the phone based channel for client servicing, including indicative pricing.

Further information regarding this required proposal is as follows:

### **Technology Capability Enablement**

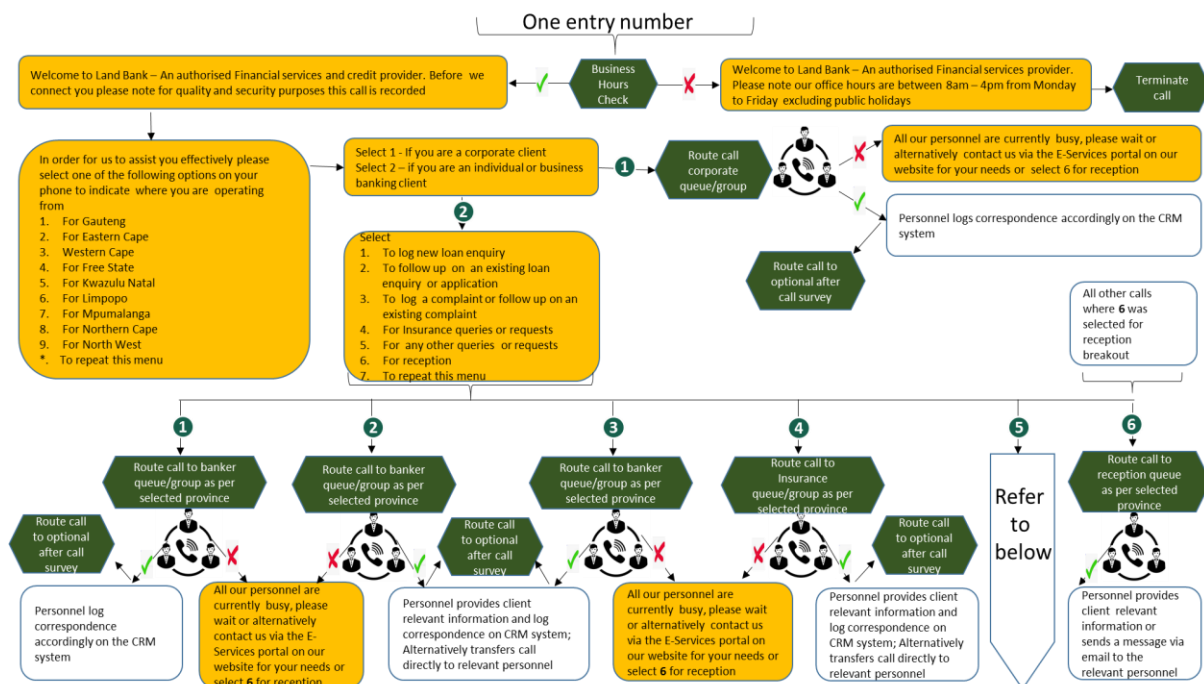
The call centre channel technology capability required to enable the current and future needs to include the following: automatic call distributor (ACD), interactive voice response (IVR), call quality monitoring, call recording solution, call accounting solution, call analytics, computer telephony integration (CTI), auto and predictive dialler. These capabilities need to be modular based to enable a phased implementation in line with the banks priorities as and when required. Below are the unique features for these capabilities.

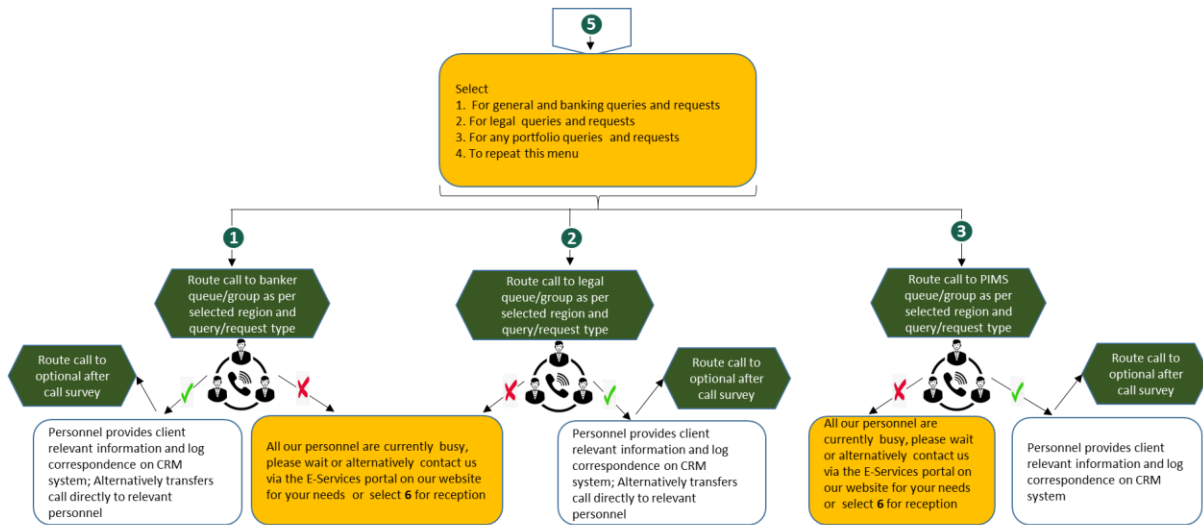
- Automatic Call Distribution (ACD)
  - Routing of calls – i.e. on skills, preferred agent, priority , longest waiting agent and other operational criteria etc
  - Call queuing and queue time service level management
  - Flexible programming capabilities for the various call flows
- Interactive Voice Response (IVR)
  - Scripting for advanced call management
- Computer Telephony Integration (CTI)
  - Agent console enabled over an internet connection with - interaction controls e.g. answer, hold, conference etc; telephony attached data retrieval; chat with supervisors embedded tool, excellent audio quality
- Call Recording and Retrieval
  - Recording of calls to an encrypted and secure central storage.

- Retrieval of any recorded interaction from a single supervisor tool
- Call Agent Management
- Ability to configure call agents with unique login credentials, multiple hunt groups/call groups, skill level per hunt group/call groups , etc
- Reporting & Dashboards
- Call reporting and agent activities reporting
- Quality Monitoring
- Ability to monitor agent performance
- Ability for supervisors to login into an active call sessions
- After Call Surveys
- Ability to manage and consolidate a variety of call response survey questions
- Dialler
- Ability enable outbound predictive and auto dialling for specific campaigns

### Business Process Enablement

Below is the draft call flow aligned to the current client servicing processes on other existing channels: Loan enquires/applications, customer complaints, queries and requests (To be refined as per detailed business process requirements.)





**Note - Portfolio queries and request include:**  
withdrawals; Statements; Settlements; Guarantees;  
Income tax statement; Installments; Insurance and  
sessions; Release of security or sessions; Consent for  
new bonds; Request for title deed

### **QUESTIONNAIRE:**

|                                                                                                                                                              |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1) What is the pricing model for the system and indicative pricing- Rates per seat/ Training rates/Support Rates/licensing                                   |  |
| 2) What is the support structure for the system i.e. configuration changes, user support, user/administrator training etc                                    |  |
| 3) What is the bandwidth requirements for the system                                                                                                         |  |
| 4) Will there be a need to enter into a service level agreement for the provision of these services? If so, what are the minimum expected contractual terms? |  |
| 5) Provide a brochure on the proposed software solution to be used for the call center                                                                       |  |
| 6) Is the system modular                                                                                                                                     |  |
| 7) What are the desktop hardware requirements for the system                                                                                                 |  |
| 8) Is the system cloud based, on premise , hybrid                                                                                                            |  |
| 9) Does the system integrate with Microsoft Active Directory                                                                                                 |  |
| 10) Does the system utilize MS SQL database                                                                                                                  |  |



|                                                                                                                                                                                                                                                                          |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 11) Are there any other components that are required for the installation and functioning of the system                                                                                                                                                                  |  |
| 12) Timelines for set up                                                                                                                                                                                                                                                 |  |
| <b>ADDITIONAL INFORMATION</b>                                                                                                                                                                                                                                            |  |
| Provide a proposed solution for <u>Hosted service</u> . Provide the estimated costs and proposed timeline for a hosted service setup. Responders are encouraged to include all relevant information that will help the Land Bank establish if this is a viable solution. |  |
|                                                                                                                                                                                                                                                                          |  |

## 6. **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](mailto:tenders@landbank.co.za) / [tpillay@landbank.co.za](mailto:tpillay@landbank.co.za) (Themendran Pillay)
- 
- Proposals may be deposited in or couriered to the tender box at the reception area of Land Bank Head Office, Block D, Eco Glades 2 Office Park, Corner of Witch Hazel Avenue and Olievenhoutbosch Road, Eco Park, Centurion on or before 23 February 2022, 11:00am



## 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 _____     | <b>Contact person</b> _____ |
| Fax no _____           | <b>Direct Tel</b> _____     |
| E-mail _____           | <b>Direct Fax</b> _____     |

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 RaphalalaniCell no \_\_\_\_\_ Tel no (+27 12) 686 0848E-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 &amp; Signature \_\_\_\_\_

Date: \_\_\_\_\_



## ANNEXURE B

### DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative: .....

2.2 Identity number : .....

2.3 Position occupied in the Company (director, trustee, shareholder).....

2.4 Company Registration Number:.....

2.5 Tax Reference Number:.....

2.6 VAT Registration Number: .....

- 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.



<sup>1</sup>"State" means –

- (a) Any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) Any municipality or municipal entity;
- (c) Provincial legislature;
- (d) National Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder **YES / NO**  
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person

connected to the bidder is employed : .....

Position occupied in the state institution: .....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**  
the appropriate authority to undertake remunerative  
work outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES / NO**  
document?



(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

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

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? \_\_\_\_\_ **YES / NO**

2.8.1 If so, furnish particulars:

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

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.

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

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between **YES/NO**



any other bidder and any person employed by the state  
who may be involved with the evaluation and or adjudication  
of this bid?

2.10.1 If so, furnish particulars.

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

2.11 Do you or any of the directors / trustees / shareholders / members  
of the company have any interest in any other related companies  
whether or not they are bidding for this contract?

**YES/NO**

2.11.1 If so, furnish particulars:

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

### **3 Full details of directors / trustees / members / shareholders.**

| <b>Full Name</b> | <b>Identity<br/>Number</b> | <b>Personal Tax<br/>Reference Number</b> | <b>State<br/>Number<br/>Number</b> | <b>Employee<br/>/ Peral<br/>Number</b> |
|------------------|----------------------------|------------------------------------------|------------------------------------|----------------------------------------|
|                  |                            |                                          |                                    |                                        |
|                  |                            |                                          |                                    |                                        |
|                  |                            |                                          |                                    |                                        |
|                  |                            |                                          |                                    |                                        |



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|  |  |  |  |

#### 4 DECLARATION

I, THE UNDERSIGNED (NAME).....

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

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT

SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature\_\_\_\_\_

Date...

Position \_\_\_\_\_

Name of bidder\_\_



## **ANNEXURE C**

### **CONVENANT OF INTEGRITY**

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.

\_\_\_\_\_  
DEPONENT

Thus done and signed at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_,

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 | _____                 |
|                             | COMMISSIONER OF OATHS |
|                             | _____                 |
|                             | FULL NAMES            |
|                             | _____                 |
|                             | CAPACITY              |
|                             | _____                 |
|                             | BUSINESS ADDRESS      |