

RFQ Number	NO-269/2023
Issue Date	7 March 2024
Closing Date	14 March 2024, by no later than 23:30pm
	<p>Please forward your responses either via email or hand delivered on or before the closing date as follows:</p> <p><u>via email</u> - mmokaila@seda.org.za</p> <p>OR</p> <p><u>Hand delivered.</u></p> <p>Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833</p> <p>Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441- 1171</p>

TERMS OF REFERENCE

1. PURPOSE

Seda requires the services of a competent and experienced Service Provider to implement a business development support Information Platform or Programme that can be utilised by Seda Practitioners (e.g., Business Advisors, Regional Facilitators, Project Specialist, Information Officers etc.), including potential and existing SMMEs and Cooperatives. The programme will be accessible both to staff and Seda's clients.

2. INTRODUCTION AND BACKGROUND

The economic impact of Covid-19 is still being felt across the small business sector, exacerbated by the recent international shocks, such as the war between Russia and Ukraine, with its related impact on supply chains and rising energy costs. A research study recently undertaken by Seda on Gap Analysis on Seda offerings indicates that the consumer doubt, lockdown and restrictions curtailed growth on small businesses. For most small businesses, there have been drastic decline on sales and increasing uncertainties about growth. Furthermore, the study showed that there is a lack of awareness of funding opportunities and knowledge on how to access them, lack of information on market opportunities (Business Intelligence) as well as limited knowledge on where small businesses can access small enterprise development support services from both the public and private sector.

It has become evident that there is a gap in business development support information across the ecosystem, particularly in how it is aggregated, coordination of its usage and availability to specific segments of the SMME market.

2.1 SEDA BACKGROUND

The Small Enterprise Development Agency (Seda) is an agency of the Department of Small Business Development, which was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. Seda is mandated to coordinate and provide non-financial support services to aspiring SMMEs through its delivery network of Branches and Business Development Service Providers.

The Seda delivery network, which help to execute its mandate has a branch network comprising of fifty-three (53) service delivery points which cover most of the country's district municipalities and Metropolitan cities. There are nine (9) management, support and administrative offices (provincial offices) and one (1) National Office. Among other

responsibilities, the following are some core activities that are undertaken at the branch, provincial and national offices:

- Client liaison
- Business consultation and advisory
- Client/Business diagnosis and assessment
- Business/Enterprise development support
- Initiate and manage client interventions and projects, including monitoring and evaluation
- Cooperatives programme support
- Incubation programme support
- Client business performance reporting
- Financial administration - Procurement of goods and services, payments and financial reporting

2.2. PROJECT BACKGROUND

The small business environment is very dynamic and is constantly changing. This requires that small businesses that are supported by Seda, business development practitioners & support staff to be very agile in responding to this dynamic environment. The availability and access to relevant information is critical for the implementation of Seda's strategic outcomes and initiatives for the achievement of Seda's goals and mandate.

Seda has various sources of information resources material from research reports and various databases in the resources centre that provide access to credible and reliable business development information. These resources are however not sufficient in meeting the various needs for information on SMMEs, hence the information programme is critical in enhancing access to business development information and subsequently improving service access for clients.

Seda seeks to improve availability of and accessibility to business development support information programme in line with its District Ecosystem Facilitation role in SMME development and small business development support mandate. Amongst other key objectives of the information programme the following must be realised:

- Empower Small Micro and Medium enterprises (SMMEs) and cooperatives to identify fast-growing sectors in their local areas where they can start businesses;
- Empower business development support practitioners to provide informed business advisory services to businesses;
- Provide information on opportunities within economic value - chains that are available to SMMEs and Cooperatives;
- Provide information on Business Development Support Providers (SDSPs) that are located within local district and provincial areas;
- Provide market related information to small businesses that can assist them to unlock market access opportunities;
- Provide information that can inform the design and development of offerings that are aligned to the needs and sophistication of each market segment.

3. SCOPE OF WORK

The scope of the work includes but is not limited to the following:

- Consult with relevant internal and external stakeholders to achieve objectives as stated above.
- Develop an information programme and consolidate all the data from economic sectors or industry (industry / sector profiles/ industry datafiles/industry statistics/ sectoral value chain analysis and other relevant information) into a single web- based interface, enabling quick and easy access.
- A detailed demonstration of the Information Programme to selected Seda internal stakeholders (e.g. Practitioners)
- Conduct training on the Information programme offerings throughout the Seda delivery network.
- Update required data and information on a quarterly basis (for the first year of the programme establishment).

4. PROJECT ACTIVITIES/ DELIVERABLES

The key project deliverables and activities include but are not limited to the following:

- **Inception Report:** The service provider is expected to compile and submit an inception report electronically after the inception meeting. The report should cover how the service provider intends on undertake the study, detailing its approach in order to achieve the objectives of the study. In addition, the report should provide a detailed project plan with deliverables and fixed timeframes
- Implementation plan and reporting structure
- A **business intelligence platform** or programme accessible to Seda Practitioners, SMMEs and Cooperatives
- **Populating of the platform** with the relevant information e.g. Economic Profiles, industry or sector specific information, regional market trend analysis, mapping of Business Development Support Providers, (financial and non - financial) per local municipality, district and Province) and updating of the information in the on a quarterly basis in the first 12 months of the programme implementation.
- The service provider is expected to provide **progress update reports** on a regular basis
- During project implementation, the Service Provider will be required to make presentations as and when required to Seda internal structures to be determined by the project team, e.g., Project Steering Committee, (EDD) Management Committee (MANCO) and the Executive Committee (EXCO).
- A **project closure report** with recommendations must be compiled and handed over to Seda at the end of the project implementation.

5. DURATION OR TIMEFRAME

The duration/ timeframe of this project from commencement to conclusion must be conducted within a one (1) year after the project inception meeting. The service provider is therefore required to submit with this proposal a Detailed Project Implementation Plan covering all the phases or activities, taking the above timeframe into account.

6. SEDA'S ROLE AND RESPONSIBILITY

The Seda project team (Research and Development unit) at the National Office in Pretoria will work directly with the service provider to ensure effective and efficient project management and coordination.

7. INFORMATION REQUIRED IN THE PROPOSAL/QUOTATIONS

7.1 Cover Letter

The Proposal should include a cover letter that briefly introduces the proposal's implementation methodology, timeframe, and total cost based on the required statement of work and any additional aspects that the service provider would like to include. The letter should further indicate the period of validity of the proposal and other elements that may be considered necessary.

7.2 Business Profile

The service provider should submit a company profile, which should include: -

- The business' general details and the field of specialization;
- A schedule of staff assigned to this project, their roles/ position in the company, and their qualifications. Please attach abridged CVs and copies of academic qualifications;
- the details of similar projects done and the contact details of the referees for respective projects;
- Any other information that the Service Provider may deem relevant;
- The business profile should be annexed to the Proposal and marked accordingly.

7.3 Project cost

- The project cost is an essential factor to Seda as it ensures optimum value for money;
- The Proposal should include a cash flow schedule showing the cost breakdown of every proposed activity or deliverable and the total project cost.

8. PROJECT MANAGEMENT PLAN

The service provider shall compile a project management plan addressing the following aspects, among others:

- Project Management Organization and Responsibility Matrix - the project management team intended to be used to execute the study;
- The Project Manager, resources, management procedures, and lines of communication shall be identified and defined. A Responsibility Matrix shall be included to define the roles and responsibilities of the different team members;
- The service provider shall also indicate the number of personnel committed to the project. Their brief resumes should be submitted, demonstrating their **experience and knowledge related to the project**.

9. METHODOLOGY AND IMPLEMENTATION APPROACH

The Service Provider is required to provide a clear and detailed description of the methodology that is proposed to be used to execute the work required.

10. EVALUATION OF THE PROPOSAL

10.1 Phase 1: SCM Document Assessment Criteria

The following pre-qualification criteria will form the basis of the evaluation of all price quotations, and failure to comply will result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1.

10.2 Phase 2: Functionality

The following criteria will evaluate all quotations, where quotations must score a minimum of 70% for functionality to qualify for further evaluation.

Criteria		Points Allocation	
1	Functionality	Points Allocation	
1.1	Experience / Track record (15 Points): The Service Provider must provide details of research experience and track record of knowledge on developing business information (intelligence) programme and undertaking socio-economic or market research. Provide three (3) contactable references of completed similar projects.	Check and tick the relevant box below	Points
		three References (15 Points)	
		Two references (10 Points)	
		One reference (5 points)	
		Points	
1.2	Technical Capacity (35 points): <ul style="list-style-type: none"> The project leader should have at least a Master's in economics /business management/Public administration/development studies/business /IT related qualification/equivalent (the project leader must be clearly identifiable on the proposal) 	With a Master's degree and above (10 points) Without a Master's degree (0 points)	
		Points	
	The project leader must have experience in	With five years of experience (10 points)	

	<p>conducting research in the small enterprise ecosystem and policy development relating to entrepreneurship and small business promotion and support.</p>	With less than five years of experience (5 points)		
		Without any experience (0 points)		
		Points		
	<p>At least three team members must strictly have a degree in economics /business management/Public administration/development studies/business /IT related qualification/equivalent and three years of experience in research developing information programme, understanding databases administration, undertaking of socio-economic and market research.</p>	All three members with relevant degrees and three years of experience in research developing information programme, understanding databases administration, undertaking of socio-economic and market research (10 points)		
		All three members with degrees and less than three years of experience in research developing information platforms, understanding databases administration, undertaking of socio-economic and market research (5 points)		
		Points		
	Attach CV and qualifications as proof.	CVs and qualifications of all members provided including that of the project leader (5 points)		
1.3	<p>Methodology (35 Points): A proposed detailed and inclusive methodology on</p>	Rating		
		Very poor (0)		

	<p>how the project will be implemented and supported.</p> <p>The following scale will be used in evaluating this section:</p> <ul style="list-style-type: none"> • Very poor - lack of feasible methodology/approach (0 points) • Poorly defined/unclear methodology/approach- (10 points); • Average and have an approach with missing key aspect- (20 points); • An inclusive and detailed approach / methodology (35) 	Poorly defined/unclear methodology/approach (10 points)		<p><i>Points</i></p>	
		Average with missing key aspect (20 points)			
		An inclusive and detailed approach / methodology (35 points)			
1.4	<p>Project Plan (15):</p> <p>Detailed project plan outlining how the service provider will manage the project for Seda which should include the following: All activities, Milestones, Resource, Costs and Estimated timeframes.</p> <ul style="list-style-type: none"> • all 5 elements - 15 points) 	Rating			
		Very poor (0 points)			
		Poor (5 points)			
		Average (10 points)			
		Good (15 points)			
		Points			

	<ul style="list-style-type: none">• 4 elements- 10• 3 elements - 5• 2 elements - 3• Below 2 - 0 points		
Total Points <i>A FUNCTIONALITY SCORE OF LESS THAN (70) POINTS WILL ELIMINATE THE PROPOSAL FOR FURTHER EVALUATION</i>		100	

10.3 Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Specific Goals as per the SBD 6.1	20
Total Points		100

Specific Goals and points claimed are indicated per table below:

The specific goals allocated points in terms of this RFQ									Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Micro Enterprise									8	
Small Enterprise									6	
Medium Enterprise									3	
Large Enterprise									1	
BBBEE Level Ownership									6	
L1	L2	L3	L4	L5	L6	L7	L8	L0		
6	5.25	4.50	3.75	3	2.25	1.5	0.75	0		
Targeted Group: Youth									2	
Target Group: Non-Youth									1	
Spatial: Rural and Townships									4	
Spatial: City									1	

TERMS AND CONDITIONS

1. Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.

2. The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).
3. Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
4. No late price quotations will be accepted under any circumstances.
5. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
6. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE), CIPC, Copy of Utility Bill/Lease Agreement/Title Deed will result in no preference points being awarded for Specific Goals.
7. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
8. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

Seda wishes to thank you in advance for your price quotation.