

REQUEST FOR INFORMATION: SME SURVEY

Terms of Reference



REQUEST FOR INFORMATION (RFI)

RFI: ECIC03I-202122

SME SURVEY

CLOSING DATE: 27 May 2021

TIME: 15:00 (SAST, OBTAINABLE BY DIALING TELKOM ON 1026)

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A. INTRODUCTION

1. Introduction

- 1.1 The Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC or Corporation)¹ is a self-sustained state-owned entity listed under Schedule 3B of the Public Finance Management Act 1 of 1999 (as amended) and established in terms of the Export Credit and Foreign Investments Insurance Act 78 of 1957 (as amended).
- 1.2 The mandate of ECIC is to facilitate and encourage South African export trade, by underwriting export credit loans and investments outside the country, to enable South African contractors to win capital goods and services contracts in countries outside South Africa. ECIC is a registered Financial Service Provider and is regulated by the Financial Sector Conduct Authority and Prudential Authority (FSP No: 30656). Currently exempted in terms of FAIS Notice 78 of 2019.
- 1.3 ECIC operates from offices at Block C7 Eco Origins Office Park, 349 Witch Hazel Avenue, Highveld Ext 79, Centurion, 0157, South Africa.

2. Purpose

- 2.1 ECIC requires information from suppliers offering survey services. This information will provide ECIC with market research, including key characteristics that can be considered in identifying appropriate survey agencies.
- 2.2 Potential suppliers who do not respond to this RFI **will not** be precluded from bidding in future open bid(s) issued by ECIC. Information provided in this RFI is for industry research only and will not be used to any respondent's advantage or disadvantage in future open tenders.

3. Enquiries

- 3.1 All enquiries regarding this RFI must be sent in writing to the Head of Procurement on/or before **21 May 2021** to the following email address:
procurement@ecic.co.za
- 3.2 All questions must reference specific paragraph numbers, where applicable.
- 3.3 ECIC will not entertain any enquiries regarding this bid sent to any other email address or received through any other means, except as instructed in paragraph 3.1.
- 3.4 All enquiries received by ECIC will be consolidated and responded in one response, which will be published on the website of ECIC (www.ecic.co.za), next to the respective bid within three working days from the last day of enquiries.

¹ Further information on the ECIC can be found at www.ecic.co.za

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4. Submission of the proposals

- 4.1 Responses must be clearly marked for ease of reference.
- 4.2 All responses must be submitted on PDF format on/or before the closing date and time to the following email address:

procurement@ecic.co.za

5. Right of cancellation

- 5.1 ECIC reserves the right to discontinue the tender procedure at any stage and not continue with a Request for Proposal (RFP), Request for Bid (RFB) or Request for Quotation (RFQ). Responding to this RFI does not mean that the vendor will be requested to submit a formal RFP or RFB or RFQ.

6. Confidentiality

- 6.1 Any information relating to the submissions, through the process or otherwise shall be treated in strict confidence. In submitting a response, the responder agrees that it shall not be entitled to any information disclosed by another respondent to ECIC, which ECIC has determined to be of a confidential nature. The content and details of the evaluation of submissions will remain confidential to ECIC.

7. Protection of personal information

- 7.1 ECIC recognises that when the Bidder submit its proposal in response to this Request for Quotations, it will provide personal information, which ECIC will process for the sole purpose of evaluating the Bidder's proposal. By submitting its proposal in responding to this Request for Quotations, the Bidder hereby provide its consent to the processing of its Personal Information by ECIC.
- 7.2 The following terms shall have the meaning ascribed to them:
 - 7.2.1 **"Personal Information"** shall bear the same meaning as ascribed to it under POPI;
 - 7.2.2 **"POPI"** means Protection of Personal Information Act, No. 4 of 2013;
 - 7.2.3 **"Responsible Party"** shall bear the same meaning as ascribed to it under POPI; and
 - 7.2.4 **"bid"** means this Request for Quotations.
- 7.3 ECIC as the Responsible Party undertakes to:
 - 7.3.1 comply with the provisions of POPI as well as all applicable legislation as amended or substituted from time to time;

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- 7.3.2 treat all Personal Information strictly as defined within the parameters of POPI;
 - 7.3.3 process Personal Information only in accordance with the consent it was obtained for, for the purpose agreed, as permitted by law;
 - 7.3.4 secure the integrity and confidentiality of any Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction, access, use, disclosure or any other unlawful processing of Personal Information;
 - 7.3.5 not transfer any Personal Information to any third party in a foreign country unless such transfer complies with the relevant provisions of POPI regarding transborder information flows; and
 - 7.3.6 not retain any Personal Information for longer than is necessary for achieving the purpose in terms of bid or in fulfilment of any other lawful requirement.
- 7.4 ECIC will ensure that all reasonable measures are taken to:
- 7.4.1 identify reasonably foreseeable internal and external risks to the Personal Information in its possession or under its control;
 - 7.4.2 establish and maintain appropriate security safeguards against the identified risks;
 - 7.4.3 regularly verify that the security safeguards are effectively implemented;
 - 7.4.4 ensure that the security safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards;
 - 7.4.5 provide immediate notification to the Bidder if a breach in information security or any other applicable security safeguard occurs; provide immediate notification to the Bidder where there are reasonable grounds to believe that the Personal Information has been accessed or acquired by any unauthorised person;
 - 7.4.6 remedy any breach of a security safeguard in the shortest reasonable time and provide the Bidder with the details of the breach and, if applicable, the reasonable measures implemented to address the security safeguard breach;
 - 7.4.7 provide immediate notification to the Bidder where the Bidder has, or reasonably suspects that, Personal Information has been processed outside of the purpose agreed to or consented to;

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- 7.4.8 provide the Bidder, upon request, with all information of any nature whatsoever relating to the processing of the Personal Information for the purpose of the bid and any applicable law; and
 - 7.4.9 notify the Bidder, if lawful, of receipt of any request for access to Personal Information, in its possession and relating to the Bidder.
- 7.5 The Bidder has the right to inspect the Personal Information processing operations, as well as the technical and organisational information security measures employed by the ECIC to ensure compliance with the provisions of this paragraph 7.

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B. BID RULES

8. Completeness

- 8.1 Bidders must check number of pages submitted and ensure that there are no missing pages or information. ECIC shall not accept any liability for any missing pages or information.

9. Costs

- 9.1 ECIC shall in no manner be responsible for any costs incurred by the bidder in preparation and submission of response in relation to this bid.

10. Ownership of Proposals

- 10.1 All proposals in response to this bid, whether successful or unsuccessful, will become the property of ECIC.

11. Change in Scope

- 11.1 ECIC reserves the right to change the scope and extent of supply of the goods and/or services requested in this bid and invite the re-submission of such tender on or before the closing date, without necessitating a new tender.

12. Form of tender

- 12.1 Tender documents must be completed by the tenderer in non-erasable, legible and ²visible ink.
- 12.2 Where the space provided in the bid document is insufficient, separate schedules may be drawn up in accordance with the prescribed formats. These schedules must be bound with a suitable contents page and submitted with the tender documents.

13. Language

- 13.1 The tender documents are drafted in English and any contract, which originates from the acceptance of the tender, will be interpreted and construed in English.
- 13.2 All proposals must be submitted in English language.

14. Gender

- 14.1 Any word implying any gender shall be interpreted to imply all other genders.

15. Headings

- 15.1 Headings are incorporated into this proposal and submitted in response thereto, for ease of reference only and shall not form part thereof for any purpose of interpretation or for any other purpose.

² Visible to human eye.

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16. Confidentiality

- 16.1 Any information relating to the submissions, through the process or otherwise shall be treated in strict confidence. In submitting a response, a Service provider agrees that it shall not be entitled to any information disclosed by another respondent to ECIC, which ECIC has determined to be of a confidential nature. The content and details of the evaluation of submissions will remain confidential to ECIC.

17. Disclaimer

- 17.1 The ECIC has produced this bid in good faith. However, the ECIC, its agents and its employees and associates, do not warrant its accuracy or completeness. The ECIC will not be liable for any claim whatsoever and howsoever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this bid due to any misinterpretation of this bid.
- 17.2 This bid is a Request for Information only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the ECIC and the bidder.

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C. REQUEST FOR INFORMATION

18. Background information

- 18.1 Small and Medium Enterprises (SMEs) play an important role in Africa's growth and development, accounting for about 90 per cent of all businesses and 38 percent of Africa's Gross Domestic Product (GDP). With the African Continental Free Trade Area Agreement (AfCFTA) having been implemented at the start of this year, the focus is now on how SMEs can participate in an integrated region to take advantage of the expanded market.
- 18.2 The ECIC intends to conduct a research to better understand the obstacles and challenges SMEs face when they export goods to other African countries. The outcomes from this survey are expected to give guidance for purposes of appropriate policy intervention from an export credit agency perspective i.e., in terms of product development or other underwriting considerations. The ECIC intervention will help close market gaps and enable growth and expansion in the SME segment. Key findings from the survey will form part of a research publication that will be shared with government bodies, development financial institutions, commercial banks and private investors.
- 18.3 The survey questions will be designed by the ECIC. The service provider will thus not be required to formulate any survey questions, but will only send the questionnaire to SMEs in selected African countries.
- 18.4 The service provider must be able to reach out to SMEs on their own using their own networks and dataset, this means that the contact details of the SMEs will not be provided by the ECIC. The ECIC is not targeting micro-businesses, but Small and Medium-sized enterprises (SMEs) which are firms employing 11 to 250 employees.

19. Statement of need

- 19.1 ECIC requires information on availability of the service and the costs to provide required service, that must meet the following:
 - 19.1.1 Access to databases of SMEs on the African continent.
 - 19.1.2 Ability to send survey questionnaires to potential respondents, using their own database that contains SMEs. ECIC will provide the questions.
 - 19.1.3 Consolidating the outcome of the survey and providing a report to ECIC.
 - 19.1.4 Availability of tools to conduct the survey, considering possible challenges on some countries on the African continent.
 - 19.1.5 Have experience on rendering similar services to either African regional bodies, African continental bodies, etc.
 - 19.2 ECIC will retain proprietary rights to the survey.
- ##### **20. B-BBEE Level**
- 20.1 Respondents to this RFI must indicate their B-BBEE Level in their response.

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D. ANNEXES

Annexure A: Corporation and service offering information

- A.1.** Please provide your firm's responses in a table format as set out below. Please note that if the applicable answer is "No" to any of the questions below, your firm will not be eligible to bid for this tender as these are our mandatory requirements.

Question	Response
Table 1 – Enterprise/Entity	
1. Name of corporation/entity	
2. Inception date of the corporation/entity	
3. B-BBEE level of the corporation/entity	
4. Provide your corporation's experience in providing research/survey services, by providing the following:	
4.1 The corporation's years of experience in providing survey/research services.	
4.2 Number of clients for whom your corporation has provided survey services in the past 10 years, including type of entities you have offered survey services.	
4.3 Highlight any competitive advantages your corporation has in offering survey services.	
5. Indicate if it is envisaged to utilise services of any subcontractor in offering the required services. Provide the reasons for subcontracting.	
6. Indicate the governance that are in place to strengthen the corporation's activities and assure independence on the services and advice provided to clients.	
7. Provide any information that is required for this type of services that we might have missed.	

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Question	Response
Table 2 – Survey Team	
1. How many individuals will be in the team performing the survey services? Provide their respective seniorities (e.g. junior analyst, senior analyst, director).	
2. Who is the contact person at your firm who you would propose as the account manager or equivalent for this survey? 2.1 Provide a summary of their experience.	
3. Provide any information that is required for this type of services that we might have missed.	

Question	Response
Table 3 – Regional or Continental Bodies	
1. Provide detail on your corporation's experience and service offerings in providing survey services to African regional or continental bodies, etc.	
2. Provide any information that is required for this type of services that we might have missed.	

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Annexure B: Pricing template/example

1. Please differentiate between variable and fixed costs, where applicable.
2. Provide an estimation of the costing to provide mentioned services, split per activity/deliverable/section of work.

Table 4 – Pricing: SME Survey	Amount in Rands
1. Contacting/Sending questionnaires to SMEs	
2. Collating the responses received (all responses received to be shared with ECIC)	
3. Issuing a report to ECIC	
Total excluding VAT	
VAT	
Total including VAT	