



BUILDING A LEARNING PATHWAY

Making it easier to build strong
enterprises that grow faster.

Cape Chamber
OF COMMERCE AND INDUSTRY

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1. INTRODUCTION

The Cape Chamber of Commerce and Industry (CCCI) wishes to partner with training service providers to offer appropriate capacity building programmes for our members; ultimately to enhance our basket of learning benefits. This Request for Proposal (RFP) is issued to source training providers on a revenue sharing basis; preference will be given to accredited training content. The Cape Chamber provides access to market demand training services from qualifying training providers. As such, via this RFP, the CCCI is inviting service providers to offer a range of training content (accredited and non-accredited) , to submit proposals for consideration. The learning content sourced must augment our learning framework (GrowthWheel – see outlined below).

CCCI objectives to be achieved when implementing this RFP.

Chamber	Member / Prospective Member
Provide access to a holistic set of enterprise growth enabling training topics, that are in high demand / relevant and of good quality.	Member finds training topics of interest for business growth at competitive rates.
Offer scale / market access to training providers which enables good pricing.	Keep business owners team informed and up to date with new knowledge.
Quality & reliable online and in person platforms	Training is enjoyable learning experience.
Grow the Cape Chamber of Commerce & Industry Brand	Discounted fee for being a member; non-member pays a higher fee.

Deadline for Submission: Please submit your proposal specifying which training content is in high demand and how such content will match or compliment the Growthwheel focus areas, the implementation plan, revenue sharing structure, and experience of undertaking similar assignments to tim@CapeChamber.co.za no later than **10.00 hrs CAT on 19 June 2023.**

Duration of assignment: The CCCI is seeking to enter into an initial two-year agreement (with the possibility of extending for a further 3 years) with the selected training providers commencing on 1 July 2023.

2. SCOPE OF SERVICES REQUIRED

2.1 BACKGROUND TO THE ASSIGNMENT

At present, webinars and a CRM (Glue Up) communication platform are the main tools used to invite participants (members and non-members) to attend our capacity building programmes; Going forward, knowledge management is key to monitor the learning journey. In this regard, the Cape Chamber will be using its MS teams facility as the dedicated platform to facilitate our monitoring and evaluation processes and record keeping; thus, keeping the learning experience in a structured format for all training providers.

Accordingly, this RPP is seeking training content providers to offer training content via webinars (Cape Chamber's MS Teams platform). In addition, in person facilitator led workshops, using the Cape Chamber's training venue or alternatives.

2.2 WHAT IS BEING COMMISSIONED THROUGH THIS REQUEST FOR PROPOSAL

Given the above, the CCCI would like to partner with qualified service providers to make available learning content for our webinars and in person training workshops.

The intended Learning Content includes the learning modules, as structured as segments of the Growth Wheel framework:



GrowthWheel Focus Area	Training Content / Topics to be considered
<ul style="list-style-type: none"> • Hire your next employee with a profit mindset or ensuring financial sustainability. • Getting new clients through networking • Convincing lenders that your investment pays back. • The business you are in and where to take it • Designing products that customers want • Way to make money from your business idea • Selecting the best customers you can get. • Making your company strong in the marketplace. • Building a strong organisation with the right people and on the right terms • Getting and keeping the best employees; talent management • Entering a partnership that will create the most value for the company. • Create cashflow in your business processes • Go over the legal elements of running a business • Working on your network to get and keep the right contacts. • Making sure your core messages reaches the right people • Planning the sales activities and strengthening the sales cycle. • Engaging with the right media and sending the right message. • Making sure the financials are compatible with the business activities. • Finding the best way of financing your business • Managing and optimising your production processes. • Getting the most out of your IT capabilities. • Creating the best conditions for products and people 	<ul style="list-style-type: none"> • Strategic Planning • Determine Market Position • Revenue Mix and Product Differentiation • Attracting & Maintaining new Customers • Marketing • Branding • Communication • Talent Management & Succession Planning • Mission Statement, Vision Statement, Values • Unique Value Proposition • Product Mix and Market/Customer segmentation • Pricing Strategies • The value of networking and Stakeholder Engagements • Marketing Mix • Messaging and Customer Dialogue • Ownership, Governance & Shareholder value • Financials • Investment Planning • Employee Wellness • Strategic Partners • Business Processes • IT Systems with Dashboards • Facilities Management • Quality Management Systems • Legal & Risk Management • Shareholder/Board Directives • Organisational Structures and Job Descriptions • Branding/ Marketing. • E-Commerce • Artificial Intelligence • Culture, Productivity & Talent Management • Negotiating Skills • Supply Chain • Sales Techniques / Lead Generation • Compliance with Regulatory Stakeholders, such as SARS, CIPC etc. • Fund raising for NPC's/PBO's

3. OVERALL EDI PROGRAMME MANAGEMENT

The CCCI and particularly its Chapter & Enterprise Development team will manage the entire training programme; from accepting and confirming attendance via our CRM system, payment receipts, arranging the MS Teams links/in house workshops, record the session, review and provide feedback and facilitate the revenue sharing process.

4. YOUR RESPONSE

In your response, please provide the following (amongst others):

- List the topics that you propose to offer training for.
- Identify the initial training courses / modules that you propose to start with.
- Provide details about your offerings relating to above, including training content.
- Your organisation credentials of a proven track record for providing these services.
- CVs for the experts that will be offering the training courses.
- Describe your approach to support the CCCI to market your training content.
- Explain your process for making your learning processes and content available.

5. CONTRACTING PROCEDURE

The CCCI is using an open call for proposal process, meaning that any supplier of off-the-shelf (customizable) training content together with CV's of qualified facilitators, may submit a proposal to the CCCI during the submission period. We will however give preference to Chamber members in good standing.

5.1 INDICATIVE TIMETABLE

Set out below is the proposed procurement timetable. This is intended as a guide only:

Activity	Due Date
Issue RFP	1 June 2023
RFP Closure	19 June 2023
Evaluation of Proposals (Including clarifications)	20 June to 26 June 2023
Selection of successful bidder (Notification of unsuccessful bidders)	30 June 2023
Contract in place	1 July 2023
Training Content Available for use by CCCI	1 July 2023

5.2 HOW TO APPLY

Your entire proposal including all supporting documentation should be emailed as a single document, to tim@capechamber.co.za no later than 10.00 CAT on 19 June 2023.

Please place the title **“Cape Chamber - Training Content Providers RFP”** in the subject line of your email submission.

If you have a specific question related to this RFP, please send an email to tim@capechamber.co.za by no later than 15 June 2023.

5.3 SELECTION CRITERIA

Proposals will be evaluated against the criteria below. The CCCI may request additional information or seek clarification from applicants if necessary.

Selection criteria	Weighting
Technical <ul style="list-style-type: none">• Relevance – training content matches the topics needed (15%)• Quality of offering – evidence of experience and demand for (15%)• Quality of trainer CVs (10%)• Track-record of similar training partnerships (include names and contact details of two referees) (10%)	50%
Financial <ul style="list-style-type: none">• Competitiveness of pricing for courses• Evidence that users purchase the offerings at these price points	40%
Other: BBBEE <ul style="list-style-type: none">• Points to be awarded in line with the B-BBEE Act and Regulations	10%

5.4 EVALUATION PROCESS

The CCCI will run this competitive procurement process in a manner which is open and transparent and ensures equal treatment of respondents in the process. Decisions will be made based on the stated criteria. Applicants must respond to all questions set out herein as well as at any time between the issuing and close of the RFP.

5.5 EXCLUSIONS

The exclusion process involves evaluating whether the applicant has committed any offences that would lead them to be excluded from the procurement process. The following could form the basis for exclusion:

- Blacklisting
- Bankruptcy and Insolvency
- Limited proven capability.
- Non-Declaration of a conflict of interest
- Distortion of competition

5.6 CONTRACT AWARD CRITERIA

Only the highest scoring applicants will be invited by the Assessment Panel to enter contract negotiations. Being invited to participate in contract negotiation does not obligate the CCCI to enter into any agreement, contract, or representation but only to negotiate exclusively to arrive at an agreement. Negotiations will be based on a draft contract prepared by the CCCI.

The selected applicant will be expected to sign the Declaration of Conflict-of-Interest statement found in Annexure 2.

6. ANNEXURES

6.1 ANNEXURE 1: TERMS AND CONDITIONS

This appendix provides the Terms and Conditions which will govern your submission of a proposal to the CCCI. You are required to read this appendix carefully together with the Request for Proposal (RFP) brief (including all its annexes) before submitting a proposal. By submitting a proposal, you accept these Terms and Conditions, and you agree to abide by them. If you do not agree to these Terms and Conditions, please do not submit a proposal.

1) Submitting a proposal

- a) By submitting a proposal, you confirm that:
- b) you have legal capacity to submit a proposal in response to this RFP and are acting lawfully, ethically and in good faith in your dealings with the CCCI.
- c) you have sufficient time, skills, experiences, and resources to carry out the learning management services to the highest professional standards expected of a competent supplier of services identical or similar and can obtain all necessary rights, licences, consents, waivers, approvals, permissions, permits, certificates, and insurances necessary to provide the services to the CCCI.
- d) all information contained in your proposal is true, accurate and not misleading; and

- e) the CCCI may share your proposal with any third party as the CCCI, in its absolute discretion deems necessary for the purpose of evaluation.

2) Conflict of Interest

- i. You must declare any actual or potential conflict of interest with the CCCI (including the CCCI's employees and members of the CCCI Board, Council, Committees and Chapters) and describe the nature in full. The CCCI reserves the right to determine the appropriate course of action.
- ii. If at any time during the RFP process you discover an actual or potential conflict of interest, you must inform the CCCI immediately. The CCCI reserves the right to determine the appropriate course of action.
- iii. If you are successfully chosen as a service provider to the CCCI, at any time during the period of providing those service to the CCCI, you discover an actual or potential conflict of interest, you may inform the CCCI immediately. The CCCI reserves the right to determine the appropriate course of action.

3) Compliance

- a) The CCCI reserves the right to reject or disqualify your proposal, without any incurrence of costs or damages, where:
- you fail to comply with the requirements of this RFP (including but not limited to these Terms and Conditions), your proposal is incomplete, or you are guilty of a serious misrepresentation in supplying information in response to this RFP;
 - your proposal is received after the deadline set out in this RFP. The CCCI will not consider any requests for an extension of the time or date fixed for the submission of responses; there is a change in your identity, control, financial standing or any other factor impacting on the selection and/or evaluation of your proposal; you are or become insolvent or have a petition issued against you; you do not have the economic and financial standing and/ or the technical and professional ability to carry out the services; you are suspected either directly or indirectly of behaving in a collusive, canvassing, or anticompetitive manner or you offer or accept an inducement or reward to gain a commercial, contractual, regulatory, or personal advantage; and/or
 - you (or if you are a commercial entity, a director or person who has the power of control or power to make representations or decisions on your behalf) have committed any offence relating to conspiracy, corruption, bribery, fraud, money laundering or any other criminal offence related to your course of business or profession, or in the CCCI's opinion have acted in such a manner that is at odds with internationally accepted ethical standards.

b) The CCCI reserves the right in its absolute discretion, without any incurrence of costs or damages, to:

- refuse any proposal submitted.
- extend the time or date for fixed submission. In such circumstances the CCCI will endeavour to notify all bidders of any change; amend any aspect of this RFP (including but not limited to the evaluation criteria and the timeline) or cease the process at any time.
- negotiate the award of additional services which are a repetition of the services advertised in this RFP to the successful applicant.
- limit the number of proposals invited to participate in any follow-up activity or to dispense with any follow-up altogether.
- require that you clarify your proposal in writing and/ or provide additional information and/or adequate references to the CCCI's satisfaction. A failure to respond adequately may result in you not being selected.

4) Bidder's Responsibilities

- You shall be responsible for all your own costs, expenses and losses which may be incurred in relation to the preparation of your proposal, provision of additional information, or attendance at interviews or similar.
- You shall, always, treat the contents of the CCCI's documentation as confidential, as well as any information regarding the CCCI imparted to you by any other means, and only disclose such information as may be necessary for the preparation of a compliant response.
- At the CCCI's request you shall return or destroy all documents, other materials, working papers relating to this RFP and all copies thereof including all electronic copies. When completed you shall confirm such to the CCCI in writing.
- You shall not before the date and time specified within the RFP documentation disclose to any person the amount of your proposal except where the disclosure in confidence is necessary to obtain insurance premiums or guarantees required as part of any proposal to the CCCI.
- Any contract entered because of this RFP will be based on the draft contract submitted by the CCCI. No third-party general Terms and Conditions will apply.

5) Intellectual Property

- All intellectual property rights and associated training materials will remain with the service provider.

6) Warnings/Disclaimers

- Nothing contained in this RFP, or any other communication made in respect of it between the CCCI or its representatives and any party will

constitute an agreement, contract, or representation between the CCCI and any other party. For the avoidance of doubt, receipt by you of this RFP does not imply the existence of a contract or commitment by or with the CCCI for any purpose.

- The information contained in this RFP does not purport to contain all the information which you may require. While the CCCI has taken all reasonable steps to ensure, as at the date of this RFP that the facts contained in it are true and accurate in all material respects, the CCCI does not make any representation or warranty as to the accuracy or completeness or otherwise of this RFP.
- The CCCI accepts no liability to you whatsoever and however arising and whether resulting from the use of this RFP, or any omissions from or deficiencies in it.

7) Waiver

- Failure or neglect by the CCCI to enforce at any time any of the provisions of these Terms and Conditions shall not be construed nor shall it be deemed to be, a waiver of our respective rights hereunder, nor in any way affect the validity of the whole or any part of this agreement, nor prejudice our respective rights to take subsequent action.

8) Jurisdiction

- This RFP shall be solely governed by and interpreted in accordance with the laws of the Republic of South Africa and subject to the exclusive jurisdiction of the South African courts.

6.2 ANNEX 2: DECLARATION OF CONFLICT OF INTEREST

I, _____ [Name of Team Leader] declare
that [I do] or [do not] have (strike out whichever does not apply) a potential or actual conflict
of interest which may prevent me or any member of my organisation from working with the
CCCI.

Signature

Date (DD/MM/YYYY): _____

If you have declared a conflict of interest, please describe in full the nature of this conflict.