



The Cape Chamber of Commerce & Industry and the Cape Higher Education Consortium

# WESTERN CAPE ECONOMY INNOVATION AWARDS NOMINATION FORM 2026

Please complete this nomination form accurately, completely but succinctly.

## 1. Contact details

Nominator (Person)	Nominating Organisation	Signature	Date	e-mail address
Naadia Ismail	Provincial Treasury			Naadia.Ismail@westerncape.gov.za

Nominated Persons	Nominated Organisation	Sub-sector one of the following: Private Sector or Academia or Public Sector or Non-Profit	Cell phone number	e-mail address
Nadia Ebrahim	Provincial Treasury	Public Sector	0614830640	Nadia.Ebrahim@westerncape.gov.za
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Rayno Alberts	Provincial Treasury	Public Sector	0824304343	Rayno.Alberts@westerncape.gov.za

## 2. Short description

**+100 word description of what the innovation / solution is and who needs to be recognised for which parts of the solution.**

*(e.g. new service /product /solution /regulation /infrastructure /institutional capacity)*

The Procurement Client Centre (PCC) is a catalytic, provincewide innovation that modernises and unifies supplier access to Western Cape Government procurement. Integrating the eProcurement System (ePS) and Western Cape Supplier Evidence Bank (WCSEB), it replaces fragmented, paper-heavy processes with a single digital ecosystem for compliance, onboarding, opportunity access, support, and training across 13 departments. The PCC reduces administrative effort by  $\pm 60\%$ , enables single-submission compliance, and strengthens fairness and transparency. Serving 9,000–12,000 suppliers annually, it expands market access for SMMEs, rural and township enterprises, and drives competitiveness and inclusive economic growth in the Western Cape.

## 3. Detailed description

Please answer all the questions (a) to (j) below, and place answers in the prescribed place as indicated in the table below (to construct a results chain):

a. What is the target business group/s that this innovation serves and improves?

- The PCC serves all businesses wishing to participate in provincial procurement, with a special focus on SMMEs, emerging suppliers, township enterprises, and rural suppliers. It supports 13 provincial departments, suppliers across every sector, and outsourced entities engaging in public procurement with the Western Cape Government.

b. How many of these target businesses have already utilised this new solution?

- The system currently supports 9,000–12,000 compliant suppliers whose profiles are managed through the WCSEB and made accessible to all provincial departments. Additionally, over 35,000 RFQs are processed annually through ePS, creating recurring opportunities for thousands of suppliers.

c. How did these businesses access and receive the new solution?

Businesses access the PCC through:

- In-person support for onboarding and troubleshooting, database registration on the CSD (Central Supplier Database); WCSEB (Western Cape Supplier Evidence Bank); and ePS (e-Procurement System for RFQs)
- The ePS digital procurement platform (for RFQs and submissions) for 13 provincial departments
- A dedicated helpdesk, email support and multilingual guides
- Supplier training videos, roadshows, webinars, and community engagements

- Supplier Roadshow, conducted at various locations throughout the province.

This guarantees universal, province-wide access to transparent procurement channels.

d. What did this new solution help these businesses become better at?

The PCC improves supplier capability by enabling:

- Faster, simpler procurement participation
- Accurate compliance submissions (once annually instead of repeatedly)
- Real-time notifications of opportunities
- Clarity on processes, rules and requirements
- Improved readiness to compete fairly with established suppliers
- Reducing red-tape for suppliers through a single point of entry for supplier providing access to procurement opportunities needed by 13 provincial departments.
- Establishes a spot market for SMMEs to access tender opportunities with easy access

This levels the playing field for SMMEs and reduces typical compliance barriers.

e. How did this help to improve their business performance? *Increased sales, lower costs, increased investment, increased employment, increased exports?*

The PCC contributes to:

- Reduced administrative cost and time for suppliers
- Faster access to provincial procurement markets
- Higher competitiveness due to clear, consistent documentation
- Improved business growth through increased opportunity visibility
- Wider market reach due to centralised supplier data accessible across 13 departments
- Creating a spot market for socioeconomic empowerment through direct procurement, without set-asides

By reducing red tape, the PCC directly improves supplier productivity and revenue potential.

f. What exactly is this new innovative solution?

The PCC is a centralised procurement-support ecosystem combining:

- The ePS (digital procurement and RFQ automation)- provincial tender opportunities

- The WCSEB (centralised digital compliance repository) that uses the national Central supplier database as its master data source- evidence -based
- A province-wide walk-in advisory centre
- Complaints management
- Supplier training and enablement programmes

It replaces fragmented, duplicative procurement access points with a unified platform for opportunities good governance and learning .

g. What makes it new, compared what existed before? (Novelty in the WC economy)

The innovation introduces:

- A provincial single point of truth for supplier compliance
- Dramatic document rationalisation (WCBD 4, 8, 9 → one 6-page WCBD 4)
- End-to-end digital procurement workflows
- A specialist supplier enablement model with multilingual support
- A transversal system used across 13 departments
- It is the first of its kind in the country's public sector procurement ecosystem that addresses both opportunities, learning and advisory support and technical application support and troubleshooting

h. What makes it better than what existed before?

Before PCC, the function was outsourced for support through a service provider so that the provinces compliance and capability maturity in procurement compliance management was well maintained.

Since this has become an in-house WC function that now only manages the in-house developed applications mention earlier in the write-up has not only reduced outsourcing costs, but allows the province to take full accountability and control over the function

The PCC is now better aligned to the WCG's key priorities and culture with better alignment to our values and procurement strategy for the province. The PCC is primed for:

- **Single-submission compliance**
- Automatic publication and response management via ePS
- Standardised documents, reducing paperwork by ±60%
- Streamlined supplier onboarding
- Dedicated support channels and training

This eliminates systemic inefficiencies and increases fairness for new market entrants.

- i. How is/was the new solution made available to the target market / business group?

The PCC is made available through:

- Digital platforms (ePS, WCSEB)
- Helpdesk support (email, phone, in-person)
- Supplier events, roadshows, Smart Procurement Conferences
- Department-level communication channels
- Training materials and online learning tools

Its accessibility is designed for inclusivity — urban, rural, youth-owned, and women-owned businesses.

- j. What will ensure that the financial viability / sustainability of providing the innovative solution and the beneficial consequences remain intact over this period? *E.g. profitable business with enduring competitive advantage in the market.* What is the expected longevity of this this solution? *E.g. 5yrs, 10 yrs, 10+ years*

The PCC is institutionally embedded and financially sustainable because:

- The ePS system is **developed in-house**, reducing external costs
- The WCSEB is a permanent compliance infrastructure
- The model is transversal across all departments
- Policies and Treasury Instructions formalise its use
- It is scalable to municipalities and other provinces
- It evolves through supplier feedback, Smart Procurement Conference learnings, and departmental consultations

The PCC is expected to operate for **for perpetuity**, remaining central to the WCGs procurement modernisation with a key focus on capacity building and capability maturity and value for money procurement that improves the lives of the residents of the Western Cape.

<b>Output:</b> A new catalytic innovation established, serves the WC economy	<b>Outcome:</b> Improved business environment (for the target business group)	<b>Impact:</b> Which target group of businesses benefitted & what improved for them	<b>Longevity:</b> Duration of benefits
<ul style="list-style-type: none"> <li>A province-wide, centralised procurement access ecosystem (PCC + ePS + WCSEB) modernising how all suppliers engage the Western Cape Government.</li> <li>Eliminates duplicated paperwork, standardises documents, and reduces admin by ±60%.</li> <li>Enables single-submission compliance and transversal access across 13 departments.</li> <li>First unified procurement-support platform in the province.</li> </ul>	<ul style="list-style-type: none"> <li>Businesses gain transparent, consistent access to procurement opportunities through automated RFQs, a digital compliance bank, and multilingual support services.</li> <li>Reduced barriers for SMMEs, rural suppliers, youth- and women-owned firms.</li> <li>Faster onboarding, clearer rules, and more predictable processes improving ease of doing business with the state.</li> </ul>	<ul style="list-style-type: none"> <li>Directly benefits the 9,000–12,000 suppliers registered on WCSEB and the thousands accessing 35,000+ RFQs annually.</li> <li>Expands market access for SMMEs and emerging enterprises.</li> <li>Reduces cost and time to compete, improves compliance accuracy, increases bid participation and competitiveness.</li> <li>Strengthens revenue potential through increased opportunity visibility and fairer competition conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Expected to operate for <b>10+ years and beyond</b> as a transversal, institutionalised system supported by Treasury Instructions and annual updates.</li> <li>In-house development ensures low ongoing cost and long-term sustainability.</li> <li>Designed to scale across municipalities and adapt continuously through supplier feedback</li> <li>A mature and responsive supplier community that meets the needs of WCG procurement requirements and needs</li> </ul>

#### 4. Declaration of Evidence to verify results chain

What supporting evidence can you provide to verify the results stated above are as stated?

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<b>What evidence can be provided?</b>	<ul style="list-style-type: none"> <li>A fully digitised, centralised procurement access</li> </ul>	<ul style="list-style-type: none"> <li>Businesses gain easier, consistent access to procurement</li> </ul>	<ul style="list-style-type: none"> <li>Supports 9,000–12,000 suppliers annually; streamlines access to</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable, transversal, policy-embedded platform expected to</li> </ul>

	<b>Output:</b> A new catalytic innovation established, serves the WC economy	<b>Outcome:</b> Improved business environment (for the target business group)	<b>Impact:</b> Which target group of businesses benefitted & what improved for them	<b>Longevity:</b> Duration of benefits
e.g. Records, reports, peer reviews, and so forth	ecosystem (PCC + ePS + WCSEB) that standardises processes, reduces paperwork, and improves supplier access across 13 departments. Novel simplifications include the consolidation of bid documents and a single, annual compliance submission.	opportunities via transversal digital systems, supplier support services, roadshows, and automated RFQs. This improves transparency, reduces administrative friction, and enhances user experience.	35,000+ RFQs; strengthens competitiveness; reduces compliance costs; and expands access for SMMEs. Contributes to job creation, market expansion, and improved provincial procurement efficiency.	operate for 10+ years, supported by in-house development, formal Treasury Instructions, and continuous supplier-feedback improvements.

**5. Select the best category of award for this innovation**

<b>Sector</b>	<b>Award</b>	<b>Mark with "X"</b>
<b>Public Sector</b>	6 x Catalytic innovations that contribute to growth.	x
<b>Public Sector</b>	1 x Provincial- or National-government systemic innovation most impactful on economic growth	
<b>Public Sector</b>	1 x Municipal (LM+DM) innovation that is impactful on growth of their local economy	
<b>Public Sector</b>	1 x Public-sector innovation, enhancing good governance.	
<b>Safety &amp; Security</b>	1 x Innovation enhancing precinct safety & security.	
<b>Labour Market</b>	1 x Labour market efficacy award Reducing impediments to increased employment.	
<b>Academia</b>	1 x Research most impactful on competitiveness of Industry	
<b>Academia</b>	1 x Tertiary education best aligned to Industry / market needs	
<b>Academia</b>	1 x Most successful start-up / spin out	
<b>Academia</b>	1 x Entrepreneurship development in higher education	
<b>Industry Sector Bodies</b>	1 x Institution/s strengthening stakeholder cooperation to enhance competitiveness of their Industry.	
<b>Organised Business</b>	1 x Institution/s strengthening stakeholder cooperation to enhance competitiveness of their business precincts.	

**6. Check that you completed all that is necessary.**

**7. Submit this documented and/or video recorded to [innovation@capechamber.co.za](mailto:innovation@capechamber.co.za).**

Thank you for helping us discover and celebrate the champions shaping a better WC economy!