



Western Cape  
Government

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# DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

## BUSINESS TECHNOLOGY AND INNOVATION SUPPORT PROGRAMME 2023/24



## PROGRAMME AND APPLICATION GUIDE

## How to Apply

### How to navigate the requirements for applying to the SMME Business Tech and Innovation Support Programme 2023/24

This document is intended to help guide businesses understand how use the online application system to apply to the SMME Business Tech and Innovation Support Programme 2023/24. Please note that the application process is an online process, and all relevant documentation needs to be uploaded while completing the online application process.

Before you commence with the application process, please familiarise yourself with the application requirements as outlined in the Application Guideline.

#### **Please note:**

This guide is to be read in conjunction with the Call for Proposal: Business Technology & Innovation Programme for Productivity Boost 2023/24 which sets out detailed qualifying requirements for a business or intermediaries to meet. The Call for proposals is accessible on the website.

The Guideline and Call for proposal can be accessed via the DEDAT website:

<https://www.westerncape.gov.za/site-page/business-technology-innovation-programme>

Online Application Link: <https://forms.office.com/r/R7yhpaVYh2>

**Important Note: The Fund is open immediately for applications and run until funds are depleted or until on 15 March 2024. We encourage you to apply as soon as possible.**



## Programme description

The Western Cape Government's *Growth for Jobs Strategy* seeks to affirm the province as the tech(nology), financial, innovation and design capital of Africa, through robust business, government, and community innovation, supported by academia ('quad helix'). It is envisaged that the region will be characterised by strong technology ecosystems and centres of excellence in a range of industries and opportunities, contributing towards and improving the competitiveness and growth in existing firms, within a supportive enabling environment.

Business productivity and competitiveness of the firms within South Africa, and so too the Western Cape province is low and continues to decline relative to our global counterparts. SA firms are not keeping pace with or do not exceed comparable international market standards, therefore resulting in constrained economic growth within the province.

These trends of poor performance needs to be reversed and the competitiveness of firms in the region must be taken to — or beyond — international standards through adequate business support, with one of the areas of focus being the promotion and adoption of technology and enabling a deep-seated culture of innovation. Increased Research & Development, user education and the creation of a sense of curiosity and urgency around continual improvement are central themes amongst others.

The competitiveness of the Western Cape in a future, digitally transformed world will depend on the ability of the technology and innovation sector to contribute more significantly to the digital transformation of enterprises and to create jobs and economic value through the establishment and development of digital businesses (from start-ups to scale-ups to corporates).

The approach to drive up productivity improvements through technology adoption in Western Cape firms, along with the complementary business/management support across the province is multifaceted.

The *DEDAT Business Technology & Innovation programme for Productivity Boost (The Fund)* aims to tackle **the challenge of low productivity in Western Cape firms** to achieve **greater competitiveness of firms** in the region to match or beat international standards through the **adoption of technology and of promotion of digital transformation.**



## ABOUT THE FUND

The Fund will support initiatives under the following two categories.

**Category 1:** Individual Business: The Fund will provide support to individual businesses seeking to implement digital enhancement or transformation initiatives aimed at business productivity and competitiveness improvements.

**Category 2:** Business Support Intermediary organisations: The Fund will also provide support to firms via intermediaries/organisations who implement business support programmes with a focus aimed at driving productivity improvements through the adoption of technology as well as support of digital transformation.

**See Call for Proposal for detail on the minimum requirements applicable to Category 1 and 2.**

Applications will undergo a qualitative assessment and will be supported on merit and the ability to demonstrate value to the Western Cape SMME beneficiaries that are participating in the project or programme.

**Important note for ALL applicants:** Successful applicants will need to have fully utilised all grant funding 22 March 2024. Other components of work related to the intervention implemented may be fully completed by the 31 May 2024 but all DEDAT funds awarded are to be utilised before the end of March 2023 and evidence will need to be provided as thereof.

**The Fund will support projects and programmes with the following focus areas:**

Digital Transformation Tools Supported	Detail
<b>E-commerce Development</b>	Assisting businesses in establishing or improving their online presence, including the development of e-commerce websites and strategies to facilitate online transactions
<b>Technology Infrastructure</b>	Supporting the implementation or upgrade of technology infrastructure, such as hardware, software, and networking solutions, to enhance overall business efficiency.
<b>Cybersecurity Measures</b>	Implementing measures to ensure the security of digital assets and data, protecting businesses from potential cyber threats and ensuring compliance with cybersecurity best practices.



<b>Automation of Processes</b>	Introducing automation tools and technologies to streamline business processes, reduce manual workloads, and improve overall operational efficiency
<b>Digital Marketing Strategies</b>	Developing and implementing digital marketing strategies to enhance businesses' online visibility, reach a wider audience, and improve market access.
<b>Innovation and R&amp;D</b>	Encouraging innovation within businesses by supporting research and development initiatives focused on leveraging technology for business improvement.
<b>Financial Technology (Fintech) Solutions</b>	Introducing financial technology solutions that facilitate secure and efficient financial transactions, improving financial management for businesses.
<b>Business Intelligence and Analytics</b>	Implementing tools and systems for data analytics to help businesses gather insights, make informed decisions, and optimize their operations.
<b>Collaboration Tools</b>	Introducing collaboration platforms and tools to enhance communication and collaboration within and outside the business, fostering teamwork and partnerships.

**Note:** Digital literacy and digital skills programme will NOT be supported by this Fund. However, the fund may support certain training related to familiarising teams to the specific technology implemented as part of the digital productivity initiative implemented via the Fund. These will be dealt with on a case-by-case basis."

## HOW TO APPLY

- The period of application to the Fund is open until 15 March 2024 and is subject to budget availability, whichever comes first. It is in the best interest of the applicant to submit funding applications as soon as possible.
- Review and Respond to the Call for Proposal. Accessible on the website: <https://www.westerncape.gov.za/site-page/business-technology-innovation-programme>
- The application process is two-fold and entails (i) the completion of the required online information and (ii) the uploading of the required supporting documents. Link to online application form: <https://forms.office.com/r/R7yhpaVYh2>
- Only applications submitted via the online process, will be considered. No emailed or hand-delivered applications will be considered.
- Completion of the online form is mandatory.
- All required documents listed are compulsory and must be submitted in order to complete your application. Please ensure that all documents submitted are legible. Where documents are illegible, damaged, or corrupted, the application cannot be considered.

- The Department is unable to notify applicants on the correctness and completeness of the requisite information and documents submitted, nor can it request additional information. The onus is on the applicant to ensure that all the required information and the correct documents are timeously submitted.
- We recommend that you familiarise yourself with the online form so that you have the necessary information at hand when completing your application. The Online form guideline can be found in Annexure A
- To resubmit documents please use this link: <https://bit.ly/WCGBusTechInnov>

## COMPULSORY SUPPORTING DOCUMENTS

All required documents listed are compulsory and must be submitted in order to complete your application.

- **Project proposal** as per the requirements detailed in the Business Technology & Innovation Programme for Productivity Boost: Call for Proposal
- **Company registration documentation** or documents of incorporation (NPO/NPC registration certificate, partnership agreements, sole proprietor tax certificate) clearly identifying the director(s) of the company or organization must be submitted
- Western Cape based **FICA compliant documents** (e.g. Municipal accounts, Letter from Traditional Authority) not older than three (3) months
- Three (3) months latest **bank statements**
- **A tax compliant status (TCS)** letter with a valid (not expired) tax pin. The tax pin must be valid for the duration of the evaluation process up to a period of 60 days from the date of submitting application.
- **Latest signed annual financial statements** with comparatives prepared in accordance with the guidelines of the Companies Act
- A **valid BBBEE certificate** or sworn QSE affidavit for the applicant organization

## Uploading of Documentation

The application process will require you to upload several documents to substantiate your application. The onus will be on you to ensure that the documentation can be opened and viewed by the adjudicators. The link to submit the required documents will be provided in the online application form.

See *Annexure B for Document Uploading process:*

Please ensure that all uploaded documents are in one of the following file formats


- PDF - Portable Document Format
- JPEG/JPG - Joint Photographic Experts Group
- PNG - Portable Network Graphics

The maximum file size for uploading of documents is 20 megabytes (20MB)





# Annexure A: Template of online form submission for the preparation of project proposals

 **Western Cape Government**  
FOR YOU

## Business Technology and Innovation Programme for Productivity Boost

The Department of Economic Development and Tourism: Business Technology & Innovation programme for Productivity Boost (The Fund) aims to tackle the challenge of low productivity in Western Cape firms to achieve greater competitiveness of firms in the region to match or beat international standards through the adoption of technology and of promotion of digital transformation.

The competitiveness of the Western Cape in a future, digitally transformed world will depend on the ability of the technology and innovation sector to contribute more significantly to the digital transformation of enterprises and to create jobs and economic value through the establishment and development of digital businesses (from start-ups to scale-ups to corporates).

The approach to drive up productivity improvements through technology adoption in Western Cape firms, along with the complementary business/management support across the province is multifaceted.

The Fund will support initiatives under the following two categories.

**Category 1: Individual Business:** The Fund will provide support to individual businesses seeking to implement digital enhancement or transformation initiatives aimed at business productivity and competitiveness improvements.

**Category 2: Business Support Intermediary Organisations:** The Fund will also provide support to firms via intermediaries/organisations who implement business support programmes with a focus aimed at driving productivity improvements through the adoption of technology as well as support of digital transformation.

**Focus Areas:**  
E-commerce Development; Technology Infrastructure; Cybersecurity Measures; Automation of Processes; Digital Marketing Strategies; Innovation and R&D; Financial Technology (Fintech) Solutions; Business Intelligence and Analytics; Collaboration

**The period of application to the Fund is open to 15 March 2024 and is subject to budget availability, whichever comes first. It is in the best interest of the applicant to submit funding applications as soon as possible**

**Notes**

- Closing this browser screen will clear your response. Please complete and submit before closing this screen.
- Text can be cut from another source and pasted into the areas requiring text responses.
- Please provide accurate and true information. Should you wish to amend the information that you have provided before submission, use the 'back' button to return to previous pages.
- Questions marked with an asterisk (\*) are compulsory and so must be completed before you can advance to the next section of the form. While other questions are non-compulsory, it is highly recommended that you consider providing a response as all information provided will be used in the assessment of your application.

Under POPIA, all Personal Information in this process will be managed according to the Western Cape Government Department of Economic Development and Tourism's privacy policy which is available here: <https://www.westerncape.gov.za/general-publication/poipia-privacy-notice>

Section 1

### Contact Information

These are the details of the person that we will contact should we need clarification on the company information given in this section. Please provide personal rather than general contact details here e.g. [joe@company.co.za](mailto:joe@company.co.za) rather than [info@company.co.za](mailto:info@company.co.za)

1. First Name \*  
Enter your answer
2. Surname \*  
Enter your answer
3. Job Title \*  
Enter your answer
4. Mobile Number \*  
Please do not place spaces between numbers eg:0831234567  
The value must be a number
5. Email Address \*  
For example, [name@gmail.com](mailto:name@gmail.com)  
Enter your answer
6. Confirm Email Address \*  
Please provide your email address again so that we can confirm against above  
Enter your answer

Section 2

### Business/ Organisation Information

7. Registered Name \*  
This is the formal name of the company registered with CIPC e.g. Travel Time 2000 (Pty)Ltd.  
Enter your answer
8. Trading Name  
This information is only required if the organisation does not operate under its registered name.  
Enter your answer
9. Company Registration Number \*  
Enter your answer
10. Year in which business was established. \*  
Proven duration of operation of a minimum 2 years  
Number must be between 1850 - 2022
11. Business Contact Number  
Please do not place spaces between numbers eg: 0211234567  
The value must be a number
12. Company Email Address  
This will be the email address for general enquiries for the company e.g. [info@abctrading.co.za](mailto:info@abctrading.co.za)  
Enter your answer

12. Company Email Address  
This will be the email address for general enquiries for the company e.g. [info@abctrading.co.za](mailto:info@abctrading.co.za)  
Enter your answer
13. Website URL  
This is the website address for the company. If no website address, you can provide social media information e.g. Facebook, Twitter, Instagram etc.  
Enter your answer
14. Is your business located in the Western Cape? \*  
Must have business headquarters or main area of operation located in the Western Cape  
 Yes  
 No
15. Physical Address \*  
Refers to the specific location where a business is physically situated or can be found. Must be located in the Western Cape  
Enter your answer
16. Industry Business Operates in. \*  
Refers to the sector or field of business in which the company primarily conducts its activities or services.  
 Tourism  
 Manufacturing  
 Retail and Wholesale  
 Services Industry  
 Township  
 Exporter  
 Other



17. Core Business Activity \*

Core Business Activity refers to the primary and essential function or service that a business specialises in and offers to its customers. It defines the purpose or focus of the business's operations.

Enter your answer

18. Is the Business 100% owned by South Africans? \*

Only business 100% owned by South Africans will be eligible for a Digital Voucher

- Yes
- No

19. Tax Reference Number \*

This is the SARS reference number. If not registered with SARS, indicate "0" in the space below.

The value must be a number

20. Tax compliance pin number (obtainable from SARS) \*

The organisation or intermediary must be tax compliant at the time of application. A tax compliant status (TCS) letter with a valid (not expired) tax pin must be submitted. The tax pin must be valid for the duration of the application evaluation process up to a period of 60 days from the date of submitting your application

Enter your answer

21. B-BBEE Level \*

B-BBEE Level is provided by accredited verification agencies in South Africa. Businesses must select 'Other' if they do not have accredited as BBEE status.

- Level 1 - 100 points and above - 135% procurement
- Level 2 - 85 to 99.99 points - 125% procurement
- Level 3 - 75 to 84.99 points - 110% procurement
- Level 4 - 65 to 74.99 points - 100% procurement.
- Level 5 - 55 to 64.99 - 80% procurement
- Level 6 - 45 to 54.99 - 60% procurement
- Level 7 - 40 to 44.99 - 50% procurement
- Level 8 - 30 to 39.99 - 10% procurement
- Other

22. Number of Permanent Employees \*

Refers to the total count of individuals currently permanently employed by the business.

The value must be a number

23. Number of part-time employees \*

Refers to the total count of individuals employed part-time by the business.

The value must be a number

24. Business Annual Turnover (R) \*

This is the total revenue or income earned by the business in a single year in Rand value. The format is 00000.00

The value must be a number

Section 3

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Application Information

This section, the application form will collect essential information to determine eligibility for the digital voucher program.

25. Is this application on behalf of an individual business or Intermediary business/organization \*

Definition- Intermediary organisation: An incorporated company or registered organization or established partnership that has legal rights and responsibilities, including tax filings. A business/organisation providing business development support to multiple SMME.

- Individual Business
- Intermediary Organisation

26. Select the category of Digital Tools required by the business or being supported by the intermediary \*

Definitions of the categories can be found in the Call for Proposal. Select all applicable categories

- E-commerce Development
- Technology Infrastructure
- Cybersecurity Measures
- Automation of Processes s
- Digital Marketing Strategies
- Innovation and R&D
- Financial Technology (Fintech) Solutions
- Business Intelligence and Analytics
- Collaboration Tools
- Digital Skills Training: - Specific training linked to software/technology being implemented
- Other

27. Summary of Digital Tool/Service Required. \*

Provide a brief description outlining the specific digital tools, services, or training related to specific tech being implemented, needed by the business for its operations and growth.

Enter your answer

28. What is the expected impact this Digital Tool/Service/Training/Skills Transfer will have on the business? \*

This question seeks to understand the anticipated positive changes or benefits the business expects to achieve through the use of the requested digital tool, service, training, or skills transfer.

- Productivity Improvements
- Improved Competitiveness
- Market Access
- Improved Service Delivery
- Improved skills to utilize digital tools effectively
- Other

29. Describe Impact of Digital Tool/Service/Training/Skills Transfer will have on the business? \*

This question asks for a detailed description of the specific effects and improvements the requested digital tool, service, training related to specific tech being implemented, will bring to the business.

Enter your answer

30. Indicate how you will check/track the impact of improvement \*

This question asks for a detailed description on how the specific effects and improvements the requested digital tool, service, training related to specific tech being implemented, will be tracked by the business

Enter your answer

31. Total value of funding requested incl VAT for digital tool/service/training required (R) \*  
Format is 00000.00

Please enter a number greater than or equal to 50000

32. For Intermediary Organisations. Please provide value of own funding contribution

The intermediary/organisation must demonstrate that it provides co-funding for the requested amount or for the specific intervention which also includes which includes the value of support and services currently provided. This can be financial, non-financial or in-kind support. A signed letter by the Chief Executive Officer (CEO)/ Chief Financial Officer (CFO) or similar executive authority confirming the value of own funding committed for the implementation of the proposed intervention must be submitted.

Enter your answer

33. Please confirm that you have the following documents which will be submitted electronically to DEDAT in compliance with the Business Technology & Innovation Programme for Productivity Boost requirements.

Documents must be uploaded to <https://bit.ly/WCGBusTechnov>  
You will receive an automated response when you submit this online Form.  
Please make a note of your reference number as you will require this for further correspondence. \*

- Funding proposal as per the requirements detailed in the Business Technology & Innovation Programme for Productivity Boost: Call for Proposal
- Company registration documentation or documents of incorporation (partnership agreements, sole proprietor tax certificate) clearly identifying the director(s) of the company or organization must be submitted
- Western Cape based FICA compliant documents (e.g. Municipal accounts, Letter from Traditional Authority) not older than three (3) months
- Three (3) months latest bank statements
- A tax compliant status (TCS) letter with a valid (not expired) tax pin. The tax pin must be valid for the duration of the evaluation process up to a period of 60 days from the date of submitting application
- Latest signed annual financial statements with comparatives prepared in accordance with the guidelines of the Companies Act
- A valid BBBEE certificate or sworn QSE affidavit for the applicant organization

34. Please enter Valid Tax Compliance Pin: As supplied by SARS. \*

The Tax pin must be valid for the duration of the evaluation process up to a period of 60 days from the date of submitting the application

Enter your answer

## Section 4

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### Declaration of Submission

Please confirm that the information that you have provided is accurate and true by selecting 'Yes' below.

Should you wish to amend the information that you have provided before submission, please use the 'back' button to return to previous pages.

35. I agree as a beneficiary of the fund to participate in a pre- and post-assessment in order for the Department to track the impact of the changes on the productivity of the business. This may extend up to 2 year post the intervention. \*

Yes

36. The individual business or intermediary as well as SMMEs supported by the fund is not currently receiving any other funding from DEDAT. \*

Applications will not be considered for businesses who are currently receiving funding/support from the Department, whether it's the individual business that applied or businesses being supported by the intermediary

Confirm: Individual business or intermediary as well as SMMEs supported are not receiving funding support from DEDAT

37. I declare that, to the best of my knowledge, the information provided above is true. \*

Yes



## Annexure B: Uploading a Document via Online form.

This process applies to Question 33 on the online form.

### Step 1 : Question 33

33. Please confirm that you have the following documents which will be submitted electronically to DEDAT in compliance with the Business Technology & Innovation Programme for Productivity Boost requirements.

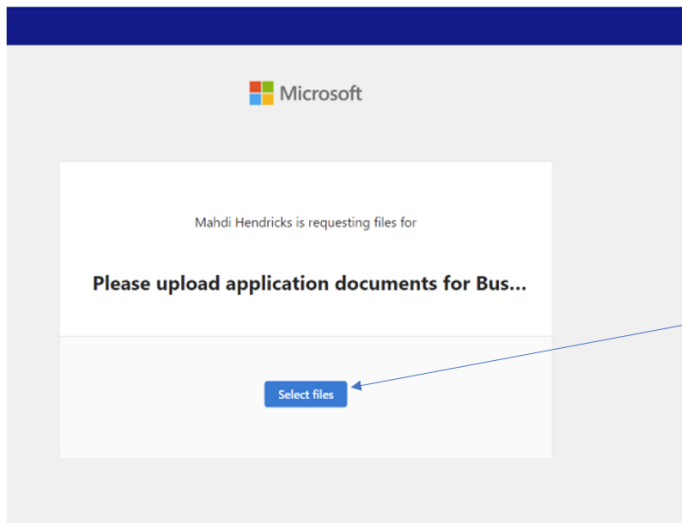
Documents must be uploaded to <https://bit.ly/WCGBusTechInnov>. You will receive an automated response when you submit this online Form. Please make a note of your reference number as you will require this for further correspondence. \*

Select link to upload document

- Funding proposal as per the requirements detailed in the Business Technology & Innovation Programme for Productivity Boost: Call for Proposal
- Company registration documentation or documents of incorporation (partnership agreements, sole proprietor tax certificate) clearly identifying the director(s) of the company or organization must be submitted
- Western Cape based FICA compliant documents (e.g. Municipal accounts, Letter from Traditional Authority) not older than three (3) months
- Three (3) months latest bank statements
- A tax compliant status (TCS) letter with a valid (not expired) tax pin. The tax pin must be valid for the duration of the evaluation process up to a period of 60 days from the date of submitting application
- Latest signed annual financial statements with comparatives prepared in accordance with the guidelines of the Companies Act
- A valid BBBEE certificate or sworn QSE affidavit for the applicant organization

### Step 2 : Question 33

This screen will appear in your browser

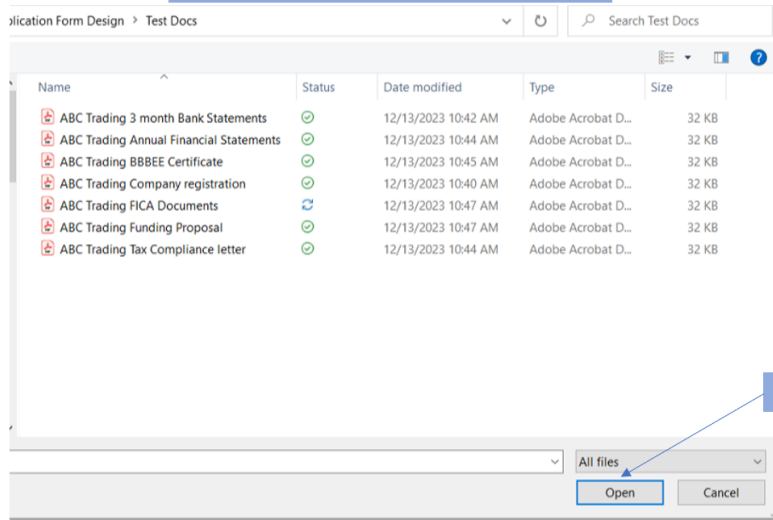


Click : "Select Files" to upload document



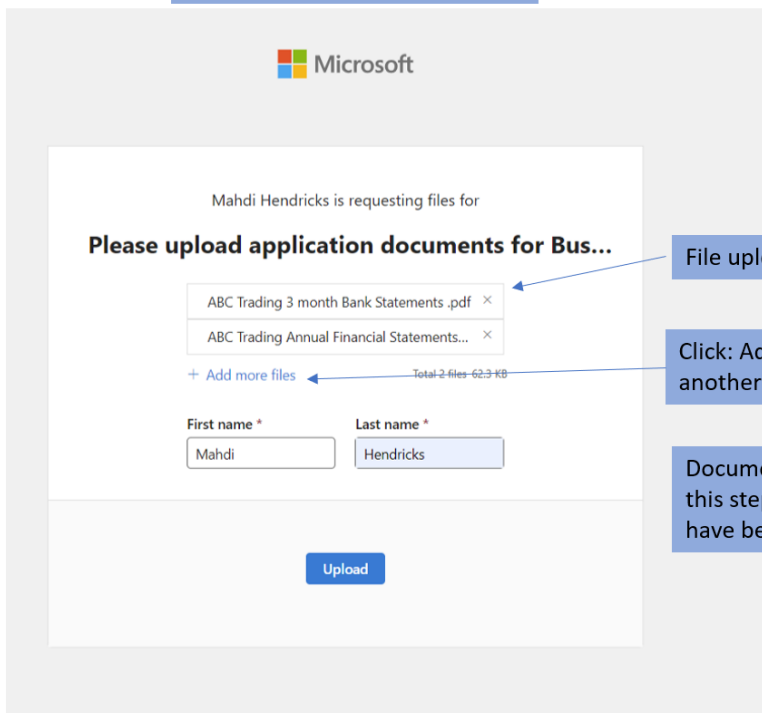
Step 3 : Question 33

Select the file you want to upload



Click : "Open"

Step 4 : Question 33



File uploaded will appear here

Click: Add more files to upload another document

Documents will upload: Repeat this step until all documents have been upload one at a time



Step 5 : Question 33

Microsoft

Mahdi Hendricks is requesting files for

**Please upload application documents for Bus...**

- ABC Trading Company registration .pdf
- ABC Trading FICA Documents .pdf
- ABC Trading Funding Proposal.pdf
- ABC Trading Tax Compliance letter.pdf

+ Add more files Total 7 files 218 KB

First name \* Last name \*

Mahdi Hendricks

Upload

Please ensure all compliant documents have been uploaded

Insert your "First and Last Name". This is important as it will link submission to your application

Step 6 : Question 33

Microsoft

Uploading 57%

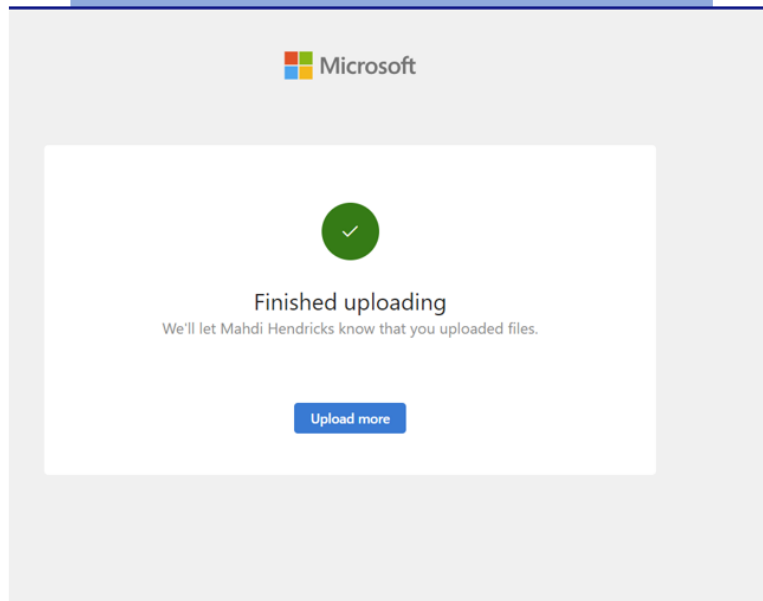
Total 7 files 218 KB

This screen will appear to show status of upload



### Step 7 : Question 33

This screen will appear to confirm that upload is successful



### Step 8 : Question 33

33. Please confirm that you have the following documents which will be submitted electronically to DEDAT in compliance with the Business Technology & Innovation Programme for Productivity Boost requirements.
- Documents must be uploaded to <https://bit.ly/WCGBusTechInnov>  
You will receive an automated response when you submit this online Form.  
Please make a note of your reference number as you will require this for further correspondence.
- \*
- Funding proposal as per the requirements detailed in the Business Technology & Innovation Programme for Productivity Boost: Call for Proposal
  - Company registration documentation or documents of incorporation (partnership agreements, sole proprietor tax certificate) clearly identifying the director(s) of the company or organisation must be submitted
  - Western Cape based FICA compliant documents (e.g. Municipal accounts, Letter from Traditional Authority) not older than three (3) months
  - Three (3) months latest bank statements
  - A tax compliant status (TCS) letter with a valid (not expired) tax pin. The tax pin must be valid for the duration of the evaluation process up to a period of 60 days from the date of submitting application
  - Latest signed annual financial statements with comparatives prepared in accordance with the guidelines of the Companies Act
  - A valid BBBEE certificate or sworn QSE affidavit for the applicant organization

Confirm all documents have been uploaded by selected each tick box

Back

Next

**Continue to Question 34 on the online form.**