



CAE - Apoio Empresarial

Building relationships between Angolan SMEs and the oil and gas industry.

Wa Mukula

CAE—Apoio Empresarial Newsletter

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January—February 2010

CAE's HSE Training Was the Key to Winning and Completing Multi-Million Dollar Contract

Luanda, Angola — CAE has focused on providing relevant technical training programs to Angolan SMEs and from inception to the end of December 2009 has delivered 166 courses to over 1,300 companies and 2,300 participants. Because of CAE's expertise in delivering relevant courses, ESSO Angola asked CAE to start providing training to its current and potential suppliers on accessing and using ESSO's electronic procurement system—eRFX.

Results-At-A-Glance

Since CAE Inception in 2005—February 2010

KEY FIGURES	
Total Value of Contracts Won by Angolan Firms:	\$206,022,575
Number of Contracts	289



A CAE/ESSO e-RFX training with Angolan SMEs

Number of Jobs Created	4,194
Number of Certified Clients	122
Number of Clients in Contact List	1,127
Number of Trainings Delivered	176
Number of Companies in CAE Trainings	1,455
Number of Participants in CAE Trainings	2,478

With Patience and Perseverance, CAE Helps Clients Obtain Financing in Benguela

Benguela, Angola—Patience and Perseverance are two virtues most organizations wish they had more of. The CAE office in Benguela is no different than other organizations in their quest to achieve these virtues. Fortunately they are finally seeing their hard work paying off. This has come in the form of more loans being awarded to CAE clients. Already this year, the office has helped one client obtain a loan for \$100,000. Another client, Bid Zi, Lda a bar management business in Benguela, was also able to obtain a micro-credit loan for \$5,000. Before working with CAE, Mr. João Smauel Manuel, the owner of Bid Zi, Lda, was unable to obtain financing after several repeated attempts.

After registering with CAE in July 2009, Mr. Manuel began participating in a variety of CAE led workshops, including: accounting, business planning, and sales training. Mr. Manuel also regularly met with CAE Benguela consultants, Francisco Fontes and Jeffrey Seltz, where they assisted him with what his company needed most - access to financing.



CAE Consultant from the Benguela regional office, Francisco Fontes (right), with Bid Zi's General Manager João Samuel Manuel (left)

By being patient and perseverant, Francisco and Jeffrey succeeded in helping Mr. Manuel achieve his objective. They did

e-RFX is used by ExxonMobil worldwide to give its suppliers the ability to place bids for commercial opportunities online. Their aim is to leverage the capabilities of a web-based solution to simplify the buying and selling process for both ExxonMobil and their respective supply chain. The electronic system is secure and user friendly, and has proven to be a valuable tool for ExxonMobil. Suppliers are notified by an e-mail inviting them to participate in a bid. On the scheduled bidding day, suppliers submit their offers electronically at the same time.

From November 2008 to December 2009, seventy-eight local suppliers (56 companies from CAE's Database and 22 current ESSO suppliers) were trained at CAE facilities and received technical assistance on accessing the portal and using the system. The local suppliers that were trained on e-RFX came from various oil and gas sectors including: security and transportation, fuel and chemical production, office furniture, IT and telecommunications, and water supply. The training sessions also helped introduce suppliers to CAE's array of services. Some companies took advantage of the opportunity to register as CAE clients and others completed the necessary steps to receive CAE certification.

"This training partnership with ESSO Angola is very beneficial to both CAE—Apoio Empresarial, ESSO Angola and the local suppliers, said Wilson da Silva, CAE's Marketing & Communications Coordinator. "It simplifies the paperwork between ESSO and the bidders, reduces the amount of time to bid on and analyze contracts and, above all else, is more cost effective. CAE is able to meet, register and certify new companies, ESSO staff can focus on preparing more bids and contracts, and the suppliers have free access to a user friendly working tool".

In January and February of this year alone, 10 Angolan SMEs were trained on the e-RFX system. CAE's relationship with ESSO and its role in e-RFX trainings will only continue to grow as more and more local Angolan suppliers use the system to bid on ESSO commercial opportunities.

**Recommend Your Current and
Prospective Suppliers to CAE!**

this in two steps: first by establishing a relationship with Banco Sol's microcredit department in Benguela, specifically with Mário Furtado, the manager of the department; and second by leveraging this relationship to set up a meeting between Mr. Furtado and Mr. Manuel to discuss the possibility of getting a loan to help his business grow. In acknowledging the importance of this relationship between CAE and Banco Sol, Francisco stated, "The partnership with Banco Sol is crucial because it reinforces the connection that CAE is making between banks, such as Banco Sol, and CAE clients (i.e. Angolan SMEs)."

With the support of CAE this meeting was held at Mr. Manuel's bar in January 2010. At the meeting, Mr. Furtado had the opportunity to review Bid Zi Lda's financial documents, operations, and plan for the additional financing. This step in the process was crucial because it served as the stepping stone to what eventually led to Banco Sol's decision to lend Mr. Manuel \$5,000. Upon reflection, Mr. Manuel gratefully praised CAE by stating, "With the help of CAE trainings and technical assistance, I was able to get a loan that helped my company offer higher quality products."

Are you not completely thrilled with the way your current Angolan suppliers conduct business? Do you have Angolan businesses knocking on your door, asking you to use their products and services?

SEND THEM TO CAE TO GET CAE CERTIFIED!

Let CAE put these suppliers through our rigorous business trainings processes to improve their performances. Its FREE for them, and will help you and your company with the relationship you have with your current suppliers and those you are thinking of having with future suppliers.

CAE—Apoio Empresarial is implemented by:
 CDC Development Solutions Home Office
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CAE Training Calendar

April

Class	Day/Time	Location
Accounting	April 6-8 / 9:00-12:00	CAE's Cabinda Office
Quality Management	April 7-8 / 8:30-12:30	CAE's Luanda Office
Human Resources	April 14-15 / 8:30-12:30	CAE's Luanda Office
How To Get A Loan	April 14-15 / 8:30-12:30	Soyo Public Library
Human Resources	April 15-16 / 9:00-12:00	CAE's Benguela Office
Customer Service	April 21-22 / 8:30-12:30	CAE's Luanda Office
Cost/Benefit Analysis	April 27-29 / 9:00-12:00	CAE's Cabinda Office
Bids and Contracts	April 27-28 / 8:30-12:30	Soyo Public Library
Strategic Planning	April 28-19 / 8:30-12:30	CAE Luanda Office
Human Resources	April 29-30 / 9:00-12:00	CAE's Benguela Office

May

Class	Day/Time	Location
Stock Management	May 5-6 / 8:30-12:30	CAE's Luanda Office
Customer Service	May 10-11 / 9:00-12:00	CAE's Benguela Office
Business Administration	May 11-13 / 9:00-12:00	CAE's Cabinda Office
HSSE	May 11-12 / 8:30-12:30	Soyo Public Library
Project Management	May 12-13 / 8:30-12:30	CAE's Luanda Office
Monitoring & Evaluation	May 18-19 / 9:00-12:00	CAE's Cabinda Office
HSSE	May 19-20 / 8:30-12:30	CAE's Luanda Office
Customer Service	May 26-27 / 9:00-12:00	CAE's Benguela Office
Feasibility Study	May 26-27 / 8:30-12:30	CAE's Luanda Office
Accounting and Taxation	May 26-27 / 8:30-12:30	Soyo Public Library

Note: Training classes are subject to change. [Please email Catarina do Nascimento for more information.](#)
