

REQUEST FOR EXPRESSION OF INTEREST (EOI)

Title of the EOI: Track and Tracer of Workers funded for HWSETA Skills Programmes —2024/25	
Date of this EOI: 24/01/2025	Closing Date for Receipt of EOI: 11/02/2025
EOI Reference Number: HWSETA-24/25 EvalResearch-0004	
Service Category: Evaluation Research	
Address EOI response by e-mail to the Attention of: Johanna Ledwaba	
Email address: johannal@hwseta.org.za	

TERMS OF REFERENCE FOR THE TRACK AND TRACER OF WORKERS FUNDED FOR HWSETA SKILLS PROGRAMMES 2024/25

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1. BACKGROUND & CONTEXT

The Health and Welfare Sector Education Training Authority (HWSETA) facilitates skills development in the Health and Welfare sectors. HWSETA, as mandated by the Skills Development Act no 97 of 1998, is responsible for funding and facilitating education, training and skills development interventions to the workforce of the Health and Welfare development sectors. The goal of these interventions is to close the skills gap in the Health and Welfare sector by improving the skills and thus increasing productivity of the health and welfare workforce. As a result, the HWSETA carries a responsibility of evaluating the outcomes of the education, training, and skills development interventions. We are currently calling for a capable service provider with experience in data collection for research purposes using online survey for 2024/25 outcomes evaluation of the HWSETA skills programme for the workers.

2. RATIONALE AND PURPOSE

A request for proposals from service providers to conduct an online survey on tracking and tracing learners in the following SETA-funded learning programmes:

- Skills programmes for workers.

The project will serve to understand, explore, and document key features, trends, challenges, and outcomes of skills programme in the Health and Welfare sectors. Profoundly, the research project will assist in further developing a sustainable skills development strategy for the HWSETA. This would contribute positively to the HWSETA sectors and promote inclusive economic growth in the country. The focus of the study is to understand the outcomes of the skills programme through the tracking and tracing of workers supported within the health and welfare sector. The main purposes of the assignment will be to provide the SETA with information regarding the productivity levels, skill utilization and relevance of the programme among the health and welfare workforce. Tracer studies are designed to determine whether a programme is achieving its mission and assist in demonstrating the programme's outcomes.

3. GOAL OF THE STUDY

This study aims to assess improvement in skills resulting from exposure of workers to skills programmes funded by the HWSETA.

4. OBJECTIVES

The study should, therefore, address the following related objectives:

1. To determine the benefits gained by workers from the skills training through skills programmes.
2. To determine the usability of the skills training obtained by workers through skills programmes.
3. To determine workers' perceptions of the training through skills programmes.

5. SPECIFIC RESEARCH QUESTIONS

The research study seeks to answer the following specific questions:

1. Did the workers find the skills acquired through skills programmes relevant and effective to their work?
2. Were workers able to use what they learnt from the skills programme at work?
3. Did the workers' productivity increase after completing the skills programme?
4. What are the workers' perceptions of the skills training organised by their employers?

6. SCOPE OF WORK

The service provider will be required to:

- Conduct an empirical research project on tracking and tracing learners by conducting an online on a total of **480 learners** who completed skills programme.
- Programme or scripted questionnaire has already been designed by the HWSETA. This should be used as a data collecting tool. The questionnaire is estimated to be approximately 6-10 minutes.
- Administer an online to 480 beneficiaries based on a scripted questionnaire with a specified number of learners who have completed the skill programme.
- Follow the sampling guidelines provided by the SETA to ensure a stratified random sample of completers.
- Conduct two (2) key informant interviews (KII) with sampled employers to understand the benefits gained as an organization.
- Deliver a database from the responses and scripted questionnaires using the tools and templates provided by the HWSETA.

- Perform verbatim transcriptions KII and conduct content analysis on the qualitative data.
- Produce a track and trace technical/fieldwork report based on a template provided by the HWSETA.
- Conduct data analysis based on the analytical framework provided by the HWSETA.
- Prepare and submit an evaluation report against key outcome indicators using a template provided by the SETA.

7. COMPETENCY AND EXPERTISE REQUIREMENTS

The successful bidder must have the following competencies:

FUNCTIONAL CRITERION	KEY COMPONENTS	MAXIMUM POINTS AVAILABLE																								
1. Capacity and detailed methodology of delivery	<p>1.1 Have proven capacity to undertake a project of this nature and to complete the project by the due date.</p> <ul style="list-style-type: none">▪ Full description of the functionality of the online survey software [10pts].▪ Each detailed functionality below will be scored up to 1,5 points. <table border="1"><thead><tr><th>Management of personal information in accordance with the POPIA</th><th>Online survey software to be used.</th><th>Data management</th><th>Quality control process</th><th>Data storage and backups</th><th>Other capabilities (use of WhatsApp/SMS)</th></tr></thead><tbody><tr><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td></tr></tbody></table> <p>1.2 Organizational Structure and Function</p> <ul style="list-style-type: none">▪ The service provider must submit the following information in the following manner for least three (3) of the fieldworkers/CAWI Operators: <table border="1"><thead><tr><th>Name and Surname</th><th>Title</th><th>Be able to speak at least 3 SA official languages fluently</th><th>At least 3 years of Experience in conducting CAWI</th></tr></thead><tbody><tr><td></td><td></td><td>One or two languages = 2pts Three or more languages = 5 pts</td><td>One- or two-years' experience= 2pts Three or more years' experience= 5 pts</td></tr><tr><td>Total</td><td></td><td>5</td><td>5</td></tr></tbody></table> <p>IMPORTANT: Please copy the table onto your proposal that you will be submitting.</p> <ul style="list-style-type: none">• The service provider must provide CVs of all team members listed on the table above.• All team members must have at least 3 years' experience in conducting online surveys.• All team members must be able to speak at least 3 SA official languages fluently.• Table above not provided on the proposal detailing at least 3 the team members = [0]• The table completed with less than 3 team members = [0]	Management of personal information in accordance with the POPIA	Online survey software to be used.	Data management	Quality control process	Data storage and backups	Other capabilities (use of WhatsApp/SMS)	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points	Name and Surname	Title	Be able to speak at least 3 SA official languages fluently	At least 3 years of Experience in conducting CAWI			One or two languages = 2pts Three or more languages = 5 pts	One- or two-years' experience= 2pts Three or more years' experience= 5 pts	Total		5	5	20 points
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Total		5	5																							

2. Project Implementation	<div>Core team [scripter, data analysis, report writing]</div> <table><tr><th>Role in the project</th><th>Name and Surname</th><th>Title</th><th>At least 3 years of experience in evaluation research</th><th>At least 3 years of experience in your role</th></tr><tr><td>Scripter of the questionnaire</td><td></td><td></td><td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td><td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td></tr><tr><td>Data analysis</td><td></td><td></td><td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td><td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td></tr><tr><td>Report writing</td><td></td><td></td><td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td><td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td></tr><tr><td>Total</td><td></td><td></td><td>5</td><td>5</td></tr></table> <div><p>IMPORTANT: Please copy the table onto your proposal that you will be submitting.</p><ul style="list-style-type: none">The service provider must provide CVs of all team members listed on the table above.Table above not provided on the proposal = [0]Overall core team score will be averaged = [10]</div>	Role in the project	Name and Surname	Title	At least 3 years of experience in evaluation research	At least 3 years of experience in your role	Scripter of the questionnaire			1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	Data analysis			1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	Report writing			1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	Total			5	5	10 points
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Total			5	5																							
3. Professional Qualifications of the Evaluation Team	<div>The project team leader and at least 2 of the team members (core team) from the tables above should be in possession of the following qualifications.</div> <ul style="list-style-type: none">Team Leader’s Qualifications (1 person): Master’s degree in social sciences or health related qualification = [10] Doctoral Degree in Social Science or Health related qualification = [15]Core Team Members Qualifications (at least 2): Honours Degree in Social Sciences or Health related qualification = [10] Master’s degree in social sciences or health related qualification = [20]Fieldworkers Qualifications (at least 2): Matric or above = [5] Below matric= 0 <div><p>Please provide certified copy of the qualifications listed the certified date must not be more than 6 months.</p><p>No submission of qualifications = [0]</p><p>Submitted qualifications for the team leader below the master's degree and below honours for core team members = [0]</p><p>International qualifications must be verified by SAQA and a copy of letters confirming verification</p></div>	40 points																									

4. Experience	<p>The proven track record for conducting similar studies</p> <table><tr><th>critrion</th><th>score</th></tr><tr><td>Reference letters</td><td><p>The service provider must submit a minimum of 2 reference letters with contactable references in provision of evaluation research services.</p><p>The reference letter should be between 2017 and 2024.</p><p>For a reference letter to be valid it must be dated and signed.</p><p>Less than two reference letters = [0]</p><p>Minimum 2 reference letters = [10]</p><p>At least one letter must confirm the use of online survey for data collection = [20]</p></td></tr></table> <p>Each reference letter must have the following to meet the minimum requirements.</p> <table><tr><th>Key elements of the reference letter</th></tr><tr><td>It must be dated</td></tr><tr><td>It must specify the research project study undertaken</td></tr><tr><td>It must be signed</td></tr><tr><td>The organization, position, and contact details of the signatory must be stated</td></tr></table>	critrion	score	Reference letters	<p>The service provider must submit a minimum of 2 reference letters with contactable references in provision of evaluation research services.</p> <p>The reference letter should be between 2017 and 2024.</p> <p>For a reference letter to be valid it must be dated and signed.</p> <p>Less than two reference letters = [0]</p> <p>Minimum 2 reference letters = [10]</p> <p>At least one letter must confirm the use of online survey for data collection = [20]</p>	Key elements of the reference letter	It must be dated	It must specify the research project study undertaken	It must be signed	The organization, position, and contact details of the signatory must be stated	30 points
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It must specify the research project study undertaken											
It must be signed											
The organization, position, and contact details of the signatory must be stated											
Subtotal for Functionality (maximum) 100%		100 points									

8. TIMELINES OF THE PROJECT

The duration of the project will be forty (60) working days, across the timeline of 16th February 2025 and 18th April 2025.

9. EXPECTED DELIVERABLES

The service provider will be required to deliver:

- Scripted questionnaires for review and approval.
- Fieldwork report.
- Raw and cleaned dataset/responses and analysis files.
- Evaluation report.

10. QUALITY AND REPORTING REQUIREMENTS

The service provider will report directly to the Monitoring and Evaluation Officer and Monitoring and Evaluation Manager, as and when required. The service provider must oversee the general management of the service and performance.

11. PRICING

- The proposed project pricing must be all inclusive of VAT.
- The HWSETA may require a breakdown of rates on any of the items priced and service providers are required to provide same.

- The HWSETA reserves the right to negotiate the selection/prioritisation of deliverables in line with the contract price.

A database of 480 learners with a questionnaire length of approximately 10 minutes.

ACTIVITY			COST
Programming or scripting the questionnaire			
Training of data capturers			
Conducting online survey (10 minutes per interview)	Skill Programme	Participants	
	Employed Non-Credit bearing	480	
	KII	2	
Consolidation, cleaning, validation, and submission of captured data			
Fieldwork Report			
Data Analysis			
Evaluation Report			
Total Cost			

Please, note that data collection will have one questionnaire, and quote should be provided for the questionnaire and sample size and two KIIs.

12. MANDATORY REQUIREMENTS

- Company registration documents
- Service provider's business address
- Service provider's contact person (name, email address, and telephone number)
 - Proof of registration on the Central Supplier Database (attached relevant documents)
 - Signed POPI Consent (**Refer to Annexure A**)

ANNEXURE A: CONSENT IN TERMS OF SECTION 11 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 ("POPIA")

In order for the Health and Welfare Sector Education and Training Authority ("HWSETA") to consider

the bidder's response to the advertisement to become a service provider of the HWSETA, it will be necessary for the HWSETA to process certain personal information which the service provider may share with the HWSETA for the purpose of the bid, including personal information.

The HWSETA will process the Service Provider's Personal Information in accordance with its Privacy Policy. Access to your Personal Information and purpose specification: Personal Information will be processed by the HWSETA for purposes of assessing the service provider's submission in relation to the advertised EOI and the purposes of assessing current services required by HWSETA. We may also share the service provider's Personal Information with third parties within the Republic of South Africa, including to carry out verification and background checks. In this regard, the service provider acknowledges that the HWSETA's authorised verification agent(s) and service providers will access Personal Information and conduct background screening.

Consent: By [ticking] "Yes" and signing below, you agree and voluntarily consent to the HWSETA's processing of your Personal Information for the purposes of evaluation, including to confirm and verify any information provided in the submission and service provider gives HWSETA permission to do so. The service provider understands that it is free to withdraw its consent on written notice to HWSETA and the service provider agrees that the Personal Information may be disclosed by HWSETA to third parties. Please note that if you withdraw your consent at any stage, we may be unable to process your bid submission.

Yes ☐ No ☐

Supplier Name

Date

Signature