

## REQUEST FOR EXPRESSION OF INTEREST (EOI)

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|---|--|
| <b>Title of the EOI:</b> The evolution of the NPO sector: training options and employability  |  |
| <b>Date of this EOI:</b> 12/02/2026   | <b>Closing Date for Receipt of EOI:</b> 25/02/2026 |
| <b>EOI Reference Number:</b> HWSETA-25/26 EvalResearch-0009   |  |
| <b>Service Category:</b> Evaluation Research  |  |
| <p><b>Email address:</b></p> <p>Expression of Interest (EOI) via a proposal and quotation must be sent by email to <a href="mailto:research@hwseta.org.za">research@hwseta.org.za</a> (with attachments not exceeding 100MB or send separate emails once it is above 10MB). We recommend compressing your files when submitting to 100MB-150MB.</p> <p>The email must be received <b>no later than 25 February 2026 (deadline) 17h00</b> with EOI reference number on the subject line.</p> |  |
| <p><b>Project Commencement date:</b> While the appointment of the service provider will be finalized or contracted with an MoA before the end of the financial year (31 March 2026), <b>the project will commence in August 2026</b> except for acquiring an ethical clearance from a registered/accredited research ethics committee submitted by an appointed Service provider.</p>   |  |

**TERMS OF REFERENCE FOR THE EVOLUTION OF THE NPO SECTOR: *training options and employability***

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## **1. BACKGROUND & CONTEXT**

The Health and Welfare Sector Education and Training Authority (HWSETA) is mandated by the Skills Development Act No. 97 of 1998 as amended, which amongst other things provides for the development and updating of a Sector Skills Plan (SSP) within the framework of the National Skills Development Plan (NSDP). This plan is meant to address the skills development needs of the sector, which in the case of the HWSETA covers the Standard Industrial Classification (SIC) codes as per the HWSETA constitution. The SSP is developed at the start of a strategic period. It is then updated annually within the strategic period to keep track, adjust, and adapt to significant changes that affect the skill levels of the sector. As such, the HWSETA requires the services of a research service provider to conduct a research study that will ultimately contribute towards the update of an SSP.

Research has documented challenges faced by the sector including the inability to sufficiently sustain themselves. Venter (2014) indicates that NPOs are still dependent on funding from aid donations, grants and contributions which are unreliable and makes it difficult for NPOs to plan and execute plans in accordance with their intentions and strategies. Their struggle to remain in existence is also associated with the type of work they do which is assumed to be temporary or short-term (Omura & Foster, 2014). As such, the HWSETA requires the services of a research service provider to conduct a research study to gain insight into what change drivers explains the demand and supply of skills in the NPO workforce post-COVID (2021-2025) particularly on the aspect of funding.

## **2. RATIONALE AND PURPOSE**

This serves as a request for proposals and quotations from relevant research service providers to conduct a research study that will contribute towards the update of a Sector Skills Plan (SSP). This study will assess the evolution of the NPO sector through the lens of how skills change drivers affect the demand and supply of skills in the NPO workforce post-COVID (2021-2025) particularly on the aspect of funding.

## **3. OBJECTIVES**

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

- a) To profile the labour market of the NPO workforce post-COVID (2021-2025)
- b) To identify and describe major change drivers impacting on skills demand and supply in the NPO workforce post-COVID (2021-2025)

- c) To explain mechanisms through which major change drivers impact on skills demand and supply in the NPO workforce post-COVID (2021-2025)
- d) To assess the extent to which education and training interventions prioritised by NPOs are aligned to identified training needs post-COVID (2021-2025)
- e) To assess the extent to which education and training interventions prioritised by HWSETA in the NPO sector are aligned to identified training needs post-COVID (2021-2025)?

#### **4. SPECIFIC RESEARCH QUESTIONS**

The research study seeks to answer the following specific questions in relation key objectives as numbered above:

- a) To profile the labour market of the NPO workforce post-COVID (2021-2025)
  - i) What is the demographic and geographic distribution of NPOs and their workforce? i.e. organizational size, total employment profile, gender etc.
  - ii) What is the occupational and educational levels distribution of workforce within the NPOs?
- b) To identify and describe major change drivers impacting on skills demand and supply in the NPO workforce post-COVID (2021-2025)
  - i) How do identified change drivers affect demand for or supply of skills
  - ii) What are implications of these drivers for skills planning in the sector?
  - iii) To what extent do identified change drivers explain the Hard-to-Fill-Vacancies (HTFV) in the NPO sector post-COVID-19 (2021-2025)?
  - iv) To what extent do identified change drivers explain the skills gaps in the NPO sector post-COVID-19 (2021-2025)?
- c) To explain mechanisms through which major change drivers impact on skills demand and supply in the NPO workforce post-COVID (2021-2025)
  - v) How do the identified change drivers impact on skills demand and supply in the NPO workforce post-COVID (2021-2025)
- d) To assess the extent to which education and training interventions prioritised by NPOs are aligned to identified training needs post-COVID (2021-2025)
  - vi) What is the proportion of education and training interventions prioritised aligned to training needs identified by NPOs post-COVID (2021-2025)?

- e) To assess the extent to which education and training interventions prioritised by NPOs are aligned to identified training needs post-COVID (2021-2025)
- vii) What is the proportion of education and training interventions funded and supported by HWSETA is aligned to training needs identified by NPOs post-COVID (2021-2025)?

## 5. SCOPE OF WORK

The study will focus on the NPO organizations to assess change drivers, their effect on demand and supply of skills, NPOs prioritised interventions as a response to external environment, and whether HWSETA's interventions and support is aligned to identified needs or not post-COVID period (2021-2025). The study will use a mixed-method approach, which will focus on the collection and analysis of primary virtual qualitative interviews (15 one-on-one interviews with relevant organizations, i.e. employers) and secondary data analysis. The study covers a period of not more than 5 years (2021 to 2025).

The service provider will be required to:

- Conduct a document review of the effect of change drivers in the NPO workforce post COVID-19
- Conduct secondary database analysis of 5 years (2021 to 2025) of NPOs submission to WSP/ATR
- Conduct secondary database analysis of at most 9 years (2017 to 2025) of completion dataset for qualifications in Medical and Pathology laboratory technicians
- Conduct NPO survey of a sample of 300 NPOs
- Conduct 15 one-on-one virtual qualitative interviews with key NPO informants  
A research service provider must formulate the interview guide, which HWSETA must approve.
- Deliver a recording and transcripts of the virtual qualitative interviews conducted
- Conduct data analysis based on the analytical framework provided by the HWSETA.
- Prepare and submit a research report using a template provided by the HWSETA.

## 6. COMPETENCY AND EXPERTISE REQUIREMENTS

Prior to the bidder being subjected to the competency/ functional criterion, **it is mandatory for the bidder to have the research ethics approval capacity, where at least two names**

(team leader and any team member) are confirmed to have an active certificate of Training and Resources in Research Ethics Evaluation (TRREE) specifically Module 1 (introduction to research ethics) & Module 3 (informed consent), <https://elearning.trree.org/>. The certificate should be provided.

NB: If a bidder does not meet these mandatory requirements, they will be disqualified immediately without undergoing the competency/functional criterion.

The successful bidder must have the following competencies:

| FUNCTIONAL CRITERION                                       | KEY COMPONENTS   | MAXIMUM POINTS AVAILABLE        |                |                                 |  |   |           |  |                     |           |  |              |                  |                    |
|--|--|---------------------------------|----------------|---------------------------------|--|---|-----------|--|---------------------|-----------|--|--------------|------------------|--------------------|
| <p>1. Organizational Structure and Function</p>            | <p>1.1 A minimum of at least 2 team members must have at least 4 years of individual work experience. The team leader must have a minimum of 8 years of experience in research. The research service provider must submit CVs of all team members listed above.</p> <table border="1" data-bbox="300 952 1278 1261"> <thead> <tr> <th data-bbox="300 952 544 1021">Name &amp; Surname</th> <th data-bbox="550 952 847 1021">Title/Position</th> <th data-bbox="853 952 1278 1021">Years of experience in research</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 1023 544 1189"></td> <td data-bbox="550 1023 847 1189">Team members (at least two) [10]<br/>NB: A team leader cannot be submitted as team member.</td> <td data-bbox="853 1023 1278 1189">10 points</td> </tr> <tr> <td data-bbox="300 1191 544 1227"></td> <td data-bbox="550 1191 847 1227">Project/Team leader</td> <td data-bbox="853 1191 1278 1227">10 points</td> </tr> <tr> <td data-bbox="300 1229 544 1261"></td> <td data-bbox="550 1229 847 1261"><b>Total</b></td> <td data-bbox="853 1229 1278 1261"><b>20 points</b></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Table above not provided in the proposal = [0]</li> <li>• Table completed with individual team members with less than 4 years of experience = [0]</li> <li>• Table completed with team leader with less than 8 years of experience in research = [0]</li> <li>• Table completed with at least two team members with each having 4 years of experience in research specified = [10]</li> <li>• Table completed with a team leader with a minimum of 8 years of experience in research = [10]</li> </ul> | Name & Surname                  | Title/Position | Years of experience in research |  | Team members (at least two) [10]<br>NB: A team leader cannot be submitted as team member. | 10 points |  | Project/Team leader | 10 points |  | <b>Total</b> | <b>20 points</b> | <p>[20 points]</p> |
| Name & Surname   | Title/Position   | Years of experience in research |                |                                 |  |   |           |  |                     |           |  |              |                  |                    |
|  | Team members (at least two) [10]<br>NB: A team leader cannot be submitted as team member.  | 10 points                       |                |                                 |  |   |           |  |                     |           |  |              |                  |                    |
|  | Project/Team leader  | 10 points                       |                |                                 |  |   |           |  |                     |           |  |              |                  |                    |
|  | <b>Total</b>   | <b>20 points</b>                |                |                                 |  |   |           |  |                     |           |  |              |                  |                    |
| <p>2. Professional Qualifications of the Research Team</p> | <p><b>The Project/Team leader</b> should be in possession of the following qualifications [provide certified copy of the team leader's qualification the stamp must <u>not be more than 6 months (duration between stamp date and EOI deadline date)</u>]:</p> <p>A minimum of a Master's degree/Doctoral Degree in Social science:</p> <ul style="list-style-type: none"> <li>▪ Qualifications below Master's degree = [0]</li> <li>▪ Master's degree = [10]</li> <li>▪ PHD = [20]</li> </ul> <p>NB: International qualifications must be verified by SAQA and a copy of letters confirming verification.</p> <p><b>Total [20 points]</b></p> <hr/> <p>The research service provider must submit the qualifications of <b>at least 2 team members</b> that will be involved in this project <u>listed on the organization and structure table</u> above in possession of the following qualifications (excluding team leader).</p> <p>A minimum of an honours degree in Social science:</p> <ul style="list-style-type: none"> <li>▪ No qualification submitted or qualification submitted below honours degree = [0]</li> <li>▪ Honours degree = [10]</li> <li>▪ Master's or PhD = [20]</li> </ul>   | <p>[40 points]</p>              |                |                                 |  |   |           |  |                     |           |  |              |                  |                    |

|  | [Provide a certified copy of the qualification listed. The stamp must <u>not be more than 6 months (duration between stamp date and EOI deadline date)</u> .<br>NB: International qualifications must be verified by SAQA and a copy of letters confirming verification.<br><b>Total [20 points]</b>   |                    |       |                   |  |                                      |                  |   |                   |   |  |
|--|--|--------------------|-------|-------------------|--|--------------------------------------|------------------|---|-------------------|---|--|
| <b>3. Organizational Experience in research work</b>   | <b>The proven track record for conducting similar studies</b>  | <b>[40 points]</b> |       |                   |  |                                      |                  |   |                   |   |  |
|  | <table border="1"> <thead> <tr> <th>CRITERION</th> <th>SCORE</th> </tr> </thead> <tbody> <tr> <td>Reference letters</td> <td> <p>The service provider must submit <u>a minimum of 2 reference</u> letters with <b>contactable references</b> in provision of research services.<br/><b>The reference letter should be between 2017 and 2025.</b><br/><b>For a reference letter to be valid it must be dated and signed.</b><br/>Less than two reference letters = <b>[0]</b><br/>Minimum 2 reference letters = <b>[20]</b></p> <p>In addition to meeting minimum 2 reference letters, following bonus points will be added when.</p> <p>At least one letter confirms the ability of research service provider in <b>using mixed methods research</b> (both qualitative and quantitative research <b>[10]</b>)<br/>At least one letter confirms the exposure of research service provider to <u>labour market research or SETA landscape research</u> <b>[10]</b></p> </td> </tr> </tbody> </table> <p><b>Each reference letter must have the following to meet the minimum requirements.</b></p> <table border="1"> <thead> <tr> <th>Key elements of the reference letter</th> </tr> </thead> <tbody> <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> </tbody> </table> | CRITERION          | SCORE | Reference letters | <p>The service provider must submit <u>a minimum of 2 reference</u> letters with <b>contactable references</b> in provision of research services.<br/><b>The reference letter should be between 2017 and 2025.</b><br/><b>For a reference letter to be valid it must be dated and signed.</b><br/>Less than two reference letters = <b>[0]</b><br/>Minimum 2 reference letters = <b>[20]</b></p> <p>In addition to meeting minimum 2 reference letters, following bonus points will be added when.</p> <p>At least one letter confirms the ability of research service provider in <b>using mixed methods research</b> (both qualitative and quantitative research <b>[10]</b>)<br/>At least one letter confirms the exposure of research service provider to <u>labour market research or SETA landscape research</u> <b>[10]</b></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 |  |
| CRITERION  | SCORE  |                    |       |                   |  |                                      |                  |   |                   |   |  |
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| 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  |  |                    |       |                   |  |                                      |                  |   |                   |   |  |
| <b>Subtotal for Functionality (maximum) 100%</b>   |  | <b>100 points</b>  |       |                   |  |                                      |                  |   |                   |   |  |
| <b>NB: A service provider must score <u>a minimum of 80 points on functionality [competency and expertise requirements]</u> to be considered for the next level scoring for compliance/preferential points</b> |  |                    |       |                   |  |                                      |                  |   |                   |   |  |

## 7. TIMELINES OF THE PROJECT

The duration of the project will be eighty (100) working days from the date that will be specified by the HWSETA.

## 8. EXPECTED DELIVERABLES

The service provider will be required to deliver:

- Conceptual Proposal including methodology
- Literature Review (includes document review analysis)
- Ethical Clearance (Service Provider to source Ethical Clearance from a recognised institute)
- Interview schedule for virtual qualitative interviews for review and approval by HWSETA.

- Recorded audios and transcripts of virtual qualitative interviews
- Enrolments and completions secondary database analysis in files and graphics
- Research report & Presentation.

## 9. QUALITY AND REPORTING REQUIREMENTS

The service provider will report directly to the Researcher (appointed as project lead from HWSETA) and the Research and Information Manager of HWSETA, as and when required. The service provider must oversee the general management of the service and performance.

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

**The following table must be used for the quotation.** However, you are free to include more quotation details in your own preferred format in addition to the table shown below.

| Outcome/Output  | Activity | Team member(s) involve (Name and position) | Cost inclusive of VAT |
|---|----------|--|-----------------------|
| <u>Conceptual Proposal including methodology</u>  |          |  |                       |
| <u>Literature Review</u> (includes document review analysis)  |          |  |                       |
| <u>Ethical Clearance</u> (Service Provider to source Ethical Clearance from a recognised institute)   |          |  |                       |
| <u>Data collection:</u><br><ul style="list-style-type: none"> <li>- (one-on-one virtual qualitative interviews) [15x]</li> <li>- NPO survey (quantitative) to 300 sample</li> </ul> |          |  |                       |
| <u>Qualitative data analysis</u> from one-on-one virtual qualitative interviews (Including Raw data collected from interviews)  |          |  |                       |

| Outcome/Output   | Activity | Team member(s) involve (Name and position) | Cost inclusive of VAT |
|--|----------|--|-----------------------|
| Secondary quantitative <u>data analysis</u><br>(minimum of two datasets provided by HWSETA)<br>a) Employment profile dataset (WSP)<br>b) and hard-to-fill-vacancies dataset (WSP)<br>secondary quantitative datasets to be requested by service provider from other institutions (i.e. DHET and/or HPCSA)<br>a) Enrolment datasets<br>b) Completion datasets |          |  |                       |
| <u>Report writing and presentation</u>   |          |  |                       |

Please, note that data collection will have one questionnaire, and a quote should be provided.

## 11. 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 below**)

### 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 applicant'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