

## REQUEST FOR EXPRESSION OF INTEREST (EOI)

<b>Title of the EOI:</b> The extent and nature of the demand and supply of Office supervisors (administrative and specialised secretaries) in the health and social development sector: A case of the education and training landscape—2025-26	
<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-0014	
<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. 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></p>	

**TERMS OF REFERENCE FOR THE EXTENT AND NATURE OF THE DEMAND  
AND SUPPLY OF OFFICE SUPERVISORS (ADMINISTRATIVE AND  
SPECIALISED SECRETARIES):**

*A case of the education and training landscape*

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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.

The Organizing Framework for Occupations (OFO) classifies Office Supervisors as a unit group consisting of a minor group called Administrative and specialised secretaries. As a major group, the OFO classifies it under technicians and associate professionals. Sector Skills Plan (SSP) 2025-2030 identified office supervisors (office administrators in particular) as one of the Hard-to-Fill-Vacancies (HTFV) unit groups whose annual average growth rate (AGG) was negative pre and during COVID-19 pandemic year but changed to positive AAG post-COVID-19. Implication of this finding was that office supervisor occupations became more in demand post-COVID-19. Thus, this study seeks to explore factors that explain this trajectory. The Table below displays three key occupations under the office supervisors.

Table below shows the specialisations of each of the three occupations.

Occupation	Specializations Description
<b>334101 – Office Supervisor</b>	Data Entry Supervisor
	Filing Clerks supervisor
	Clerical Supervisor
	Personnel Clerks Supervisor
<b>334102 – Office Administrator</b>	Office Coordinator
	Parliamentary Support Services Administrator
<b>334103 – Call Centre Team Leader</b>	

Source: OFO version 2021.

As such, the HWSETA requires the services of a research service provider to conduct a research study to gain insight into what explains the changes, using the supply (training capacity) and demand analysis of Office supervisors (administrative and specialised secretaries).

## **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 extent and nature of the demand and supply of the Office supervisors (administrative and specialised secretaries), looking into the education and training landscape for these occupations, and highlighting implications for skills development.

## **3. GOAL**

The goal of the study is to analyze the extent and nature of the demand and supply of Office supervisors (administrative and specialised secretaries) to gain insight into how the education and training landscape influences or explains occupational shortages. Insights gained will inform evidence-based interventions to close the occupational gaps in the health sector.

## **4. OBJECTIVES**

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

- a) To quantify the number of Workers in each of the Medical and Pathology laboratory in South Africa.
- b) To assess the capacity for the training of each of the Office supervisors (administrative and specialised secretaries) in the South African education and training institutions
- c) To assess the job placement of graduates from each of the Office supervisors (administrative and specialised secretaries) in South Africa after completion of qualifications
- d) To assess the extent of demand for each of the Office supervisors (administrative and specialised secretaries) in South Africa.

## **5. SPECIFIC RESEARCH QUESTIONS**

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

- a) How many learners have been enrolled and completed qualifications of each of the Office supervisors (administrative and specialised secretaries)?

- i) What are the other factors that affect enrolments and completions for each of the Office supervisors (administrative and specialised secretaries)?
- b) How many training provider organizations in South Africa are offering qualifications for each of the Office supervisors (administrative and specialised secretaries)?
  - i) How many spaces are available with training provider organizations for learner enrolments in qualifications for each of the Office supervisors (administrative and specialised secretaries)?
  - ii) Of those enrolled in qualifications for each of the Office supervisors (administrative and specialised secretaries), how many have been funded by the HWSETA?
  - iii) What other factors are affecting the training capacity of skills development providers that offer training for Office supervisors (administrative and specialised secretaries) qualifications?
- c) What is the annual job placement ratio of Office supervisors (administrative and specialised secretaries) against graduates produced per annum across the public and private sectors for practice?
  - i) What are the limitations imposed by legislative or regulatory frameworks to placement of the Office supervisors (administrative and specialised secretaries) in the public, private, and NPO sectors?
- d) What is the vacancy rate of positions for Office supervisors (administrative and specialised secretaries)?
  - i) What are the other factors that have been affecting the demand for Office supervisors (administrative and specialised secretaries)?

## **6. SCOPE OF WORK**

The study will focus on the two occupations under Office supervisors (administrative and specialised secretaries) exploring the extent of demand and supply of these occupations. 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 9 years (2017 to 2025).

The service provider will be required to:

- Conduct a document review of the supply and demand of Office supervisors (administrative and specialised secretaries)
- Conduct secondary database analysis of at most 9 years (2017 to 2025) of enrolment dataset for qualifications in Office supervisors (administrative and specialised secretaries)
- Conduct secondary database analysis of at most 9 years (2017 to 2025) of completion dataset for qualifications in Office supervisors (administrative and specialised secretaries)
- Conduct secondary database analysis of at most 9 years (2017 to 2025) of demand datasets for occupations in Office supervisors (administrative and specialised secretaries).

NB: where applicable, secondary databases to be provided by HWSETA to the service provider for analysis. Further data may be requested from relevant government departments and/or professional body.

- Conduct 15 one-on-one virtual qualitative interviews, ensuring representation across six occupations from organizations of Office supervisors (administrative and specialised secretaries).

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.

## 7. 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="300 600 1279 909"> <thead> <tr> <th>Name &amp; Surname</th> <th>Title/Position</th> <th>Years of experience in research</th> </tr> </thead> <tbody> <tr> <td></td> <td>Team members (at least two) [10] NB: A team leader cannot be submitted as team member.</td> <td>10 points</td> </tr> <tr> <td></td> <td>Project/Team leader</td> <td>10 points</td> </tr> <tr> <td></td> <td><b>Total</b></td> <td><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] 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>
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	<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. <b>Total [20 points]</b></p> <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>[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>]. NB: International qualifications must be verified by SAQA and a copy of letters confirming verification. <b>Total [20 points]</b></p>	<p>[40 points]</p>												

3. Organizational Experience in research work	<b>The proven track record for conducting similar studies</b>		<b>[40 points]</b>							
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<b>Subtotal for Functionality (maximum) 100%</b>			<b>100 points</b>							
<i><b>NB: A service provider must score a minimum of 80 points on functionality [competency and expertise requirements] to be considered for the next level scoring for compliance/preferential points</b></i>										

## 8. 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.

## 9. 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.

## 10. 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.

## 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 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> : (one-on-one virtual qualitative interviews) [15x]			
<u>Qualitative data analysis</u> from one-on-one virtual qualitative interviews (Including Raw data collected from interviews)			
Secondary quantitative <u>data analysis</u> (minimum of two datasets provided by HWSETA) <ul style="list-style-type: none"> <li>a) Employment profile dataset (WSP)</li> <li>b) and hard-to-fill-vacancies dataset (WSP)</li> </ul>			

Outcome/Output	Activity	Team member(s) involve (Name and position)	Cost inclusive of VAT
secondary quantitative datasets to be requested by service provider from other institutions a) Enrolment datasets b) Completion datasets			
<u>Report writing and presentation</u>			

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

## 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 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