

A CALL FOR SUBMISSION OF EXPRESSION OF INTEREST (Eoi)

Service providers are invited to submit expressions of interest through a proposal and quotation to collect completions from learners who participated in HWSETA based on the terms of reference attached to this call.	
Date Published:	09 February 2026
Closing Date:	20 February 2026
Reference Number:	HWSETA-2025/26 EvalResearch- 0008
Service Category:	Evaluation Research
Email address:	<p>Expressions of interest must be received no later than 20 February 2026 and may be submitted to HWSETA using the following method:</p> <p>By email to: research@hwseta.org.za (with attachments not exceeding 100-150 MB) no later than 20 February 2026 with subject line "HWSETA-25/26 EvalResearch-0008"</p> <p>Queries may be directed to the above-mentioned email address no later than 18 February 2026. Queries received after 18 February 2026 may not be responded to.</p>

Expression of Interest through a Proposal and Quotations must be submitted to – research@hwseta.org.za or telephone - 011 607 6900

NB!! Please make sure you compress your files when submitting to at least 100MB or send separate emails.

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1. BACKGROUND & CONTEXT

The Health and Welfare Sector Education and Training Authority (HWSETA) funds skills programmes aimed at improving employability, occupational mobility, and productivity for both unemployed and employed learners. HWSETA is also responsible for ensuring that programme investments are accounted for by delivering key outputs such as completions in the form of qualification certificates or certificate of completion. The HWSETA hereby invites proposals from suitably qualified service provider to trace and collect proof of completion from the HWSETA funded beneficiaries.

2. SCOPE OF WORK

The scope of the services includes tracing beneficiaries who have completed HWSETA programmes, verifying their programme status, and collecting proof of completion. The HWSETA will provide a database of 15 000 beneficiaries that must be reached.

The service will include the tracing of former beneficiaries funded for learnership, artisanship, bursaries, internship and work integrated learning during 2020-2025 financial years to determine programme status and therefore collect proof of completion for those who completed their respective programmes.

To achieve this, the service provider will formulate a proposal to the HWSETA indicating the methodology that will be used to reach the beneficiaries, and how they will collect the proof of completion, as well as the costing for various components of the proposal. The proposal must essentially demonstrate the following;

2.1 EXPERIENCE AND QUALIFICATION

2.1.1 Provide evidence of previous experience in tracing beneficiaries, including that includes submission of documentation by the beneficiary.

2.1.2 Provide qualifications of the team leader. Qualifications in Social Science, Information Technology or relevant and related fields will serve as an added advantage.

2.2 METHODOLOGY

2.2.1 Detail the methodologies and tools that will be used and demonstrate the efficiencies and effectiveness of such strategies, and tools.

2.2.2 Provide a clear plan on how they will validate the information gathered

2.3 REPORTING REQUIREMENTS:

2.3.1 Detail the frequency of progress reports and results.

3. COMPETENCY AND EXPERTISE REQUIREMENTS

The successful bidder must have the following competencies:

FUNCTIONAL CRITERION	KEY COMPONENTS	MAXIMUM POINTS AVAILABLE
1. Detailed Methodology to reach beneficiaries	Telephonic (10pts)	[30 points]
	Email (10pts)	
	Other (provide details) (10pts)	
2. Detailed Methodology to collect proof of completion	Via email (5pts)	[15 points]
	Online platform (provide details) (5pts)	
	Other/alternative (provide details) (5pts)	
3. Detailed Methodology to store proof of completion	<p>Online platform (provide details) (30pts)</p> <p>For the platform to be considered valid,</p> <p>it must demonstrate security of information with authentication & password management (10pts)</p> <p>it must demonstrate data recovery of information (10 pts)</p> <p>it must be compliant to POPI Act (5 pts)</p>	[25 points]
4. Professional Qualifications	<p>Team leader to provide a certified copy of the qualification listed. The stamp must <u>not be more than 6 months</u>).</p> <p>NB: International qualifications must be verified by SAQA and a copy of letter confirming verification.</p> <p>ONLY NQF 7 and above qualifications will be accepted</p> <ul style="list-style-type: none"> ▪ Social Science ▪ Information Technology ▪ Marketing 	[15 points]
5. Organizational Experience	<p>Provide evidence of your organisation's experience as it applies to the required services in the form of a reference letter (Minimum one (1x) reference letter.</p> <p>For a reference letter to be valid it must be on company letter head, dated, signed, and should be between 2018 and 2025.</p>	[15 points]
Subtotal for Functionality (maximum) 100%		100 points
<p>NB: A service provider must score <u>a minimum of 80 points on functionality</u> [competency and expertise requirements] to be considered for the next level scoring for compliance/preferential points</p>		

4. EXPECTED TIMEFRAME AND DELIVERABLES

The duration of the project will be two (2) months, starting March to April 2026.

The service provider will be required to deliver the outputs outlined in the table below and must propose a detailed, feasible, and time-bound implementation plan that aligns with these deliverables.

Figure 1: Project phases and deliverables

PHASE	DELIVERABLE	FORMAT
INCEPTION STAGE	Inception report: Detailed report outlining the agreed methodology, timelines.	MS Word
COLLECTION	Fieldwork progress reports: Interim report summarising response rates, fieldwork challenges, statistics on collected evidence, folder containing proof of completion.	MS Word
COLLATION OF INFORMATION	Excel file: Call/email outcome Folder: Collected evidence	Excel/Folder

5. 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.

Quote 1: A database containing 15 000 beneficiaries

ACTIVITY			COST
Tracing and collection of proof of completion	Total number of beneficiaries	15 000	
TOTAL COST (Including VAT)			

A service provider must provide a quotation as per the estimated number or percentage of collected evidence. The HWSETA requires at least 50% of collected evidence.

10. MANDATORY REQUIREMENTS

The mandatory documents/information listed below must be provided with the submission. These include;

Company registration documents

- CIP Compliance
- Valid tax status pin
- Signed SBD 4 form
- Proof of registration on the Central Supplier Database
- Signed POPI Consent (**Refer to Annexure A**)
- Valid BBBEE Certificate

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 the purposes of assessing the service provider's submission in relation to the advertised RFQ and the purposes of assessing current services required by the 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 the 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