

A CALL FOR SUBMISSION OF EXPRESSION OF INTEREST (Eoi)

Service providers are invited to submit expressions of interest through a proposal and quotation to develop a web-based beneficiary monitoring application 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- 0007
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-0007"</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.*

TERMS OF REFERENCE

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1. BACKGROUND & CONTEXT

The Health and Welfare Sector Education and Training Authority's (HWSETA) mandate is to facilitate, co-ordinate and monitor the implementation of the National Skills Development Plan (NSDP) 2030 in the Health and Social Development Sectors. The core principles are to

- Identify skills shortages in the health and social sectors
- Support the development of the skills of the health and social sector workforce.

The HWSETA implements its skills development mandate through partnerships with various stakeholders within the sector, as such, learner enrolment is done at a stakeholder level. Therefore, data collection plays a crucial role in tracking the progress and outcomes of beneficiaries. Routine monitoring allows for continual 'feedback loops', providing regular insights on progress made and alerting to any emerging issues that need adjusting to ensure the program keeps on track. Further, the HWSETA strives to increase reach to rural and marginalised communities and implementation of programmes in these areas face constraints that limit the achievement of HWSETA's objectives. While projects experience long delays at several levels during implementation, it has been difficult to identify and quantify those hindrances. The application will allow tracking of beneficiaries during the course of the programme —project teams will be able to identify beneficiaries who have completed their programmes thus collect proof of completion. In addition, project teams will identify implementation issues early and take corrective actions, thus improve service delivery and performance.

The HWSETA hereby invites proposals from suitably qualified service provider to develop a web-based monitoring application that will i) provide iterative feedback loop that collects information directly from beneficiaries and produces short reports on progress and challenges that can be addressed by project teams, ii) track progression of beneficiaries and collect proof of completion. This approach improves project efficiency and increases beneficiary engagement, satisfaction and ultimately improve programme effectiveness and impact.

2. SCOPE OF WORK

The scope of work includes the development of a web-based beneficiary monitoring application that can be accessed over the internet from multiple locations using any browser on any device.

2.1 User interface

- The application must allow
 - beneficiaries to complete a registration form
 - beneficiaries to send comments or feedback.
 - beneficiaries to upload documents (proof of completion)

2.2 Administration interface

- Administrators can create/post unique web forms to
 - track beneficiaries' changes over the course of the learning programme.
 - Identify challenges experienced during training
 - follow up on outcomes experienced post-training
- Administrators can manage communication with beneficiaries (interactive email chat)

2.3 Infrastructure

- The application must
 - be hosted on HWSETA cloud service
 - have the ability to post notifications or alerts on email
 - have GPS capabilities for geographic location
 - have SMTP functionality (using an independent relay)
 - have https secure connection

2.4 Security

- The application must have the following capabilities,
 - **Input Validation & Output Encoding:** Treat all user input as untrusted; validate it strictly (type, length, format) and encode output to prevent Cross-Site Scripting (XSS) and command injection.
 - **Authentication & Password Management:** Use strong, salted password hashing (bcrypt, Argon2), enforce complexity, implement multi-factor authentication (MFA), and avoid hardcoding credentials.
 - **Authorization (Access Control):** Apply the principle of least privilege (give only necessary permissions) and use a "default deny" approach, checking authorization for sensitive actions.
Error Handling & Logging: Avoid revealing sensitive system info in errors; log security-relevant events (logins, failures, access control issues) and analyze logs.
 - **Cryptography:** Use vetted, strong algorithms (AES, TLS 1.3), manage keys securely (not in code), and encrypt data at rest and in transit.
 - Encryption of information
 - Port management

2.5 Maintenance and support

- The service provider must provide
 - maintenance of software in terms of updates and availability to respond to technical issues.
 - Handover and capacitation of HWSETA IT team after 12 months of implementation.

2.6 Pages to develop

- Home page
- Registration form/account creation with password complexity
- Login screen
- Feed/notifications
- Reporting
- Email chat
- And other necessary pages

2.7 Reporting

- Downloadable reports
 - Tables on beneficiary personal information, programme details, progress status, challenges, outcomes and other key information
- Dashboards
 - Graphics on percentage of registrations, programmes, progress status and other key information.

The application will be used to collect the following data points or indicators

- Beneficiary personal information
- Programme details: Name of programme, start date and end date (duration), employer and training provider details
- Progress status (entered, still in training, dropped out, completed)
- Proof of completion
- Challenges experienced during training
- Outcomes experienced post training

The HWSETA is seeking a service provider who can provide an application complying with the above minimum criteria. The HWSETA will request the service provider to demonstrate an example of a similar application that was developed before.

All proposals will be evaluated on functionality separately first using the below functionality criteria. Proposals scoring less than 80% will not be considered further in the evaluation and will be disqualified.

3 COMPETENCY AND EXPERTISE REQUIREMENTS

The successful bidder must have the following competencies:

Feature	Description of key components	Points allocated
1. Infrastructure	<ul style="list-style-type: none"> ▪ hosting on HWSETA cloud service [2pts] ▪ ability to post notifications or alerts on email [2pts] ▪ GPS capabilities for geographic location [2pts] ▪ SMTP functionality (using an independent relay) [2pts] ▪ https secure connection [2pts] 	10 pts
2. Security	<ul style="list-style-type: none"> ▪ Input Validation & Output Encoding [1pt]: Treat all user input as untrusted; validate it strictly (type, length, format) and encode output to prevent Cross-Site Scripting (XSS) and command injection. ▪ Authentication & Password Management [1pt]: Use strong, salted password hashing (bcrypt, Argon2), enforce complexity, implement multi-factor authentication (MFA), and avoid hardcoding credentials. ▪ Authorization (Access Control) [1pt]: Apply the principle of least privilege (give only necessary permissions) and use a "default deny" approach, checking authorization for sensitive actions. ▪ Error Handling & Logging [1pt]: Avoid revealing sensitive system info in errors; log security-relevant events (logins, failures, access control issues) and analyze logs. ▪ Cryptography [1pt]: Use vetted, strong algorithms (AES, TLS 1.3), manage keys securely (not in code), and encrypt data at rest and in transit. ▪ Encryption of information [2,5pts] 	10 pts

Feature	Description of key components	Points allocated
	<ul style="list-style-type: none"> Port management [2,5pts] 	
3. User interface	<ul style="list-style-type: none"> Ability to complete a registration form [5pts] Bulk uploads for entry/registration data [5pts] Ability to send comments or feedback [5pts] Ability to upload documents (proof of completion) [10pts] 	25 pts
4. Administration interface	<ul style="list-style-type: none"> Administrators can create/post unique web forms [10pts] to <ul style="list-style-type: none"> track beneficiaries' changes over the course of the learning programme. Identify challenges experienced during training follow up on outcomes experienced post-training Administrators can manage communication with beneficiaries (interactive email chat) [5pts] 	25 pts
5. Reporting	<ul style="list-style-type: none"> Downloadable reports [2,5pts] <ul style="list-style-type: none"> Tables on beneficiary personal information, programme details, progress status, challenges, outcomes and other key information Dashboards [2,5pts] <ul style="list-style-type: none"> Graphics on percentage of registrations, programmes, progress status and other key information. 	5 pts
6. Pages to develop	<ul style="list-style-type: none"> Home page [1pts] Registration form/account creation with password complexity [1pts] Login screen [0,5pts] Feed/notifications [1,pts] Reporting [0,5pts] Email chat [0,5pts] And other necessary pages [0,5pt] 	5 pts
7. Reference letter	<p>The service provider must submit a minimum of one (1x) <u>reference letter</u> with contactable references in development of a web-based monitoring application to an organization. For a reference letter to be valid it must be on company letter head, dated, signed, and should be between 2018 and 2025.</p> <p>At least one valid reference letter from any organization</p> <ul style="list-style-type: none"> - At least one valid reference letter of a web-based monitoring application to an organization (10pts) - At least two or more valid reference letters of a web-based monitoring application to an organization (15pts) 	15 pts
8. Software maintenance and support	<ul style="list-style-type: none"> maintenance of software in terms of updates and availability to respond to technical issues. [2,5pts] Handover and capacitation of HWSETA IT team after 12 months of implementation. [2,5pts] 	5 pts

4 EXPECTED TIMEFRAME AND DELIVERABLES

The development of the application will be three (3) months, starting April to June 2026.

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.

A quotation for the scope of work highlighted above should be provided. The quotation should also provide a brief description of the key features in relation of the above specifications, licensing models and different pricing options for the acquisition. The service providers should also be available to perform a demonstration of the software.

The following table is provided merely as guidance. You are free to elaborate as you see fit.

Item	Unit	Cost inclusive of VAT
Development		
Support and maintenance etc.		
Total		

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