



**TERMS OF REFERENCE  
FOR APPOINTMENT OF A SERVICE PROVIDER FOR THE  
PROVISION OF DATA FOR THE SSP UPDATE**

# Contents

<b>1. BACKGROUND &amp; CONTEXT</b> .....	3
<b>2. RATIONALE AND PURPOSE</b> .....	3
<b>3. SCOPE OF WORK</b> .....	3
<b>4. COSTING</b> .....	4
<b>5. COMPETENCY AND EXPERTISE REQUIREMENTS</b> .....	5
<b>8. TIMELINES OF THE PROJECT</b> .....	6
<b>9. QUALITY AND REPORTING REQUIREMENTS</b> .....	6
<b>10. PRICING</b> .....	6
<b>10. IMPORTANT INFORMATION FOR SERVICE PROVIDERS</b> .....	7

## **1. BACKGROUND & CONTEXT**

The purpose of this submission is to present the Terms of Reference for the procurement of a service provider to provide the HWSETA with data on healthcare professionals and organizations in South Africa which goes beyond data that the SETA sources from the HWSETA and Public Service SETA (PSETA) workplace skills plan (WSP) for the development of the HWSETA's Sector Skills Plan (SSP).

The key objective of the SSP is to identify the skills priority focus areas by investigating the economic and labour market performance of the sector and the extent of skills mismatches to identify scarce occupations and critical skills required in the health and social sector. To this end, the HWSETA needs to estimate the total employment profile of the sector. Given the low WSP/ATR rate by the employer organizations in our sector especially from the private sector, HWSETA must aggregate the WSP/ATR datasets together with private sector information from an external service provider that manages and updates contact and employment data for the healthcare sector. This will ensure accurate estimations of total employment in health sector. We are therefore calling for a capable service provider with access to a well representative database on the total employment profile of the health and social sector.

## **2. RATIONALE AND PURPOSE**

The purpose of this request for proposals is to appoint a service provider for contact and employment data provision only on public, private, healthcare organisations as well as the non-clinics that may not be submitting their WSPs to either HWSETA or PSETA but contribute towards the sector's total employment profile. The service provider will also make provision for the data specification on folders provided, where definition of headers and key information to note without focusing on the data analysis aspect.

## **3. SCOPE OF WORK**

The service provider(s) appointed shall be expected to carry out full scope of professional activities to assist the HWSETA in receiving data that is understandable. These services include amongst other activities:

- I. Deliver a database in CSV/Excel format to the HWSETA in a template which accounts for the following sections:**
  - A. Healthcare Organizations/Employer profile** (this section must include although not limited to the following):

- Organization Name
- Organization skills development levy number (SDL number)/practice number
- Demographic details (province, physical address, postal code, region, suburb etc)
- Sector (public or private)
- Service
- Status of the organization (operating, not operating etc)

**B. Healthcare Professionals/Total employment profile** (this section must include although not limited to the following):

- Primary person employed
- Id Number/Unique Identifier
- Practice number
- Employer SDL number/name
- Gender, race, age,
- Position
- Occupation
- Council affiliation/number
- Sector
- Person status (operating or not operating, deceased, emigrated, maternity leave, retired etc)
- Demographic details (province, region, suburb etc)

**II. Provide the HWSETA with a description and specification document to provide definitions and explanations on the variables from the dataset provided**

**III. Provide the HWSETA with access to the data on a quarterly basis to account for updated datasets**

**4. COSTING**

The costing provided should be based on a period of 3 years and must account for VAT.

<b>Deliverable</b>	<b>Year 1 (2022-2023) Costing</b>	<b>Year 2 (2023-2024) Costing</b>	<b>Year 3 (2024-2025) Costing</b>

## 5. COMPETENCY AND EXPERTISE REQUIREMENTS

The functionality criteria will eventually be broken down into a rating score which is summarised below once the overall assessment has been completed:

### Score Description

Score	Description
1 – Poor	Unacceptable, does not meet set criteria
2 – Average	Compliance to the requirements
3 – Good	Satisfactory should be adequate for stated elements
4 – Very Good	Above average compliance to the requirements
5 - Excellent	Meets and exceeds the functionality

The successful bidder must have the following competencies:

Note that bids will be evaluated on functionality separately first. Bids scoring less than 80% on functionality will not be considered further in the evaluation and will be disqualified. The remaining successful bidders will be evaluated on the 80/20 preference points system.

CRITERIA	SCORE
<b>Functionality</b>	
Experience of service provider expertise in the field of data provision <ul style="list-style-type: none"> <li>• Greater than 20 years =25 points</li> <li>• 16-20 years= 15 points</li> <li>• 11-15 years= 10 points</li> <li>• 5-10 years =5 points</li> </ul>	25
Frequently shares updates of records of healthcare professionals and organizations (explain how the databases are updated) <ul style="list-style-type: none"> <li>• Quarterly and or with even shorter intervals= 25 points</li> <li>• Semi-annually= 15 points</li> <li>• Annually = 5 points</li> </ul>	25
Broad coverage of records of healthcare <u>professionals</u> <ul style="list-style-type: none"> <li>• Greater than 300 000 healthcare professional= 10 points</li> <li>• 300 000 healthcare professionals= 5 points</li> <li>• Less than 300 000 healthcare professionals= 1 point</li> </ul>	10
Broad coverage of records of healthcare <u>organizations</u>	10

CRITERIA	SCORE
<b>Functionality</b>	
<ul style="list-style-type: none"> <li>• Greater than 200 000 healthcare organizations= 10 points</li> <li>• 200 000 healthcare organizations= 5 points</li> <li>• Less than 200 000 healthcare organizations= 1 point</li> </ul>	
Reference letters aligned to provision of data <ul style="list-style-type: none"> <li>• 3 Letters= 10 points</li> <li>• 2 letters= 5 points</li> <li>• 1 letter= 3 points</li> <li>• No letters of reference = 0 points</li> </ul>	10
Provision of POPI Act compliance policy which sets out standards regarding accessing and processing of personal information <ul style="list-style-type: none"> <li>• POPI Act compliance policy provided = 10 points</li> <li>• No provision of POPI Act compliance policy = 0 points</li> </ul>	10
Ability to deliver the services required <ul style="list-style-type: none"> <li>• Submission of organogram and specify the category &amp; team under its submitted expertise</li> </ul>	5
The ability to implement the project in a cost-effective way	5

## 8. TIMELINES OF THE PROJECT

The project will run for a period of three years starting from the day both parties come into agreement. The data should be delivered to the HWSETA according to the service provider's reporting framework with fixed dates across three years.

## 9. QUALITY AND REPORTING REQUIREMENTS

The service provider will report directly to the research manager and the researcher, as and when required. The service provider must appoint key personnel for communication and 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 same.

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

#### **10. IMPORTANT INFORMATION FOR SERVICE PROVIDERS**

**Proposals must be submitted to - [ntombizodwam@hwseta.org.za](mailto:ntombizodwam@hwseta.org.za) by no later than 30 September 2022 at 16h00 PM.**

Please direct all queries to, email – [mahalim@hwseta.org.za](mailto:mahalim@hwseta.org.za) or telephone - 011 607 6906