

REQUEST FOR EXPRESSION OF INTEREST (EOI)

Title of the EOI: Stakeholder satisfaction survey —2024/25	
Date of this EOI: 24/01/2025	Closing Date for Receipt of EOI: 04/02/2025
EOI Reference Number: HWSETA-24/25 EvalResearch-0005	
Service Category: Evaluation Research	
Address EOI response by e-mail to the Attention of: Johanna Ledwaba	
Email address: johannal@hwseta.org.za	

TERMS OF REFERENCE FOR THE STAKEHOLDER SATISFACTION SURVEY 2024/25

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1. BACKGROUND AND CONTEXT

The Health and Welfare Sector Education Training Authority (HWSETA) facilitates skills development in the Health and Welfare sectors. HWSETA, as mandated by the Skills Development Act no 97 of 1998, is responsible for funding and facilitating education, training and skills development interventions to the workforce of the Health and Welfare development sectors. In order to achieve this mandate, the HWSETA embarks on partnerships with various stakeholders that provides training and work-based learning in various learning programmes. To improve service delivery to our stakeholders, the HWSETA is embarking on a customer satisfaction index survey to gain insights and perspectives of our stakeholders' satisfaction levels with the efficiency and effectiveness of the HWSETA to delivering its mandate.

The findings will be used to improve the efficiency and effectiveness with which the HWSETA delivers its mandate.

2. RATIONALE AND PURPOSE

It is with this background that HWSETA requests for proposals from relevant research stakeholders to conduct a customer satisfaction survey to assess levels of stakeholder satisfaction with the efficiency and effectiveness of the HWSETA to delivering its mandate. The relevant research stakeholders will conduct a baseline stakeholder satisfaction survey using mixed methods and produce a report and make recommendations for improvement and implementation. The relevant research stakeholders will seek satisfaction levels from the following stakeholders;

1. Accredited Training providers/Skills Development Providers
2. Service Providers with service level agreements with HWSETA
3. Skills Development Facilitators (SDFs) —Large, Medium and Small organizations
4. Professional Bodies
5. Public Higher Education Institutions —Universities, Universities of Technology, TVET colleges, Sector Colleges and Community Colleges

The report will serve to understand, and document key challenges experienced by external stakeholders in order to improve service delivery.

3. OBJECTIVES

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

1. To assess the stakeholder's overall satisfaction with the efficiency and effectiveness of the HWSETA to delivering its mandate.
2. To assess the stakeholder's satisfaction with the administration processes towards service delivery.
3. To assess the stakeholder's satisfaction with the HWSETA's communication channels.
4. To identify gaps in service delivery.

SPECIFIC CUSTOMER SATISFACTION QUESTIONS

The survey must answer the following specific questions:

1. How satisfied are the stakeholders with the time it took to receive a respond to their queries?
2. How satisfied are the stakeholders with their overall experience on the HWSETA website?
3. How satisfied are the stakeholders with the usefulness of the reports disseminated by the HWSETA?
4. How satisfied are the stakeholders with the accreditation process of the skills development providers?
5. How satisfied are the stakeholders with the time it took by the HWSETA to issue learner certificates?
6. How do the stakeholders rate accessibility and functionality of the WSP system?
7. How do the stakeholders rate accessibility and functionality of the ERP system?
8. How satisfied are the stakeholders with the turnaround time of approval of the WSP/ATR?
9. How satisfied are the stakeholders with the time it took to receive an outcome on the expression of interest?
10. How satisfied are the stakeholders with the time it took to receive payment?
11. How satisfied are the stakeholders with the time it took to receive an outcome of the tender bid or request for quotation?
12. How can the HWSETA improve its service delivery?

4. SCOPE OF WORK

The relevant research stakeholders will be required to:

- Conduct a stakeholder survey by administering a questionnaire to stakeholders via an online survey tool. The survey is estimated to be approximately 5-10 minutes.
- Collecting data using an online survey based on a programmed questionnaire with a specified sample of stakeholders.
- Conduct *one(1)* focus group discussion with sampled stakeholders to understand their perceptions and experiences working with the HWSETA. Each group discussion must be consisted of 4 to 5 group members.
- Conduct *six (6)* key informant interviews (KII) with sampled stakeholders to understand their perceptions and experiences working with the HWSETA.
- Follow the sampling guidelines provided by the SETA to ensure a stratified random sample of stakeholders.
- Perform data cleaning and validation and computation of descriptive statistics.
- Perform verbatim transcriptions of group discussions and KII and conduct content analysis on the qualitative data.
- Writing and submission of a comprehensive report to HWSETA detailing the executive summary, background to the study, methodology, findings against objectives, Conclusions, and recommendations.
- Provide all the raw data and analysed data to HWSETA.

5. COMPETENCY AND EXPERTISE REQUIREMENTS

The successful bidder must have the following competencies:

FUNCTIONAL CRITERION	KEY COMPONENTS	MAXIMUM POINTS AVAILABLE												
1. Capacity and detailed methodology of delivery	<p>1.1 Have proven capacity to undertake a project of this nature and to complete the project by the due date.</p> <ul style="list-style-type: none"> ▪ Full description of the functionality of the online survey software [10pts]. ▪ Each detailed functionality below will be scored up to 1,5 points. <table border="1" data-bbox="300 1693 1321 2018"> <tr> <td data-bbox="300 1693 539 1989">Management of personal information in accordance with the POPIA</td> <td data-bbox="539 1693 715 1989">Online survey software to be used.</td> <td data-bbox="715 1693 890 1989">Data management</td> <td data-bbox="890 1693 1034 1989">Quality control process</td> <td data-bbox="1034 1693 1177 1989">Data storage and backups</td> <td data-bbox="1177 1693 1321 1989">Other capabilities (e.g administer through WhatsApp p/SMS)</td> </tr> <tr> <td data-bbox="300 1989 539 2018">1,5 points</td> <td data-bbox="539 1989 715 2018">1,5 points</td> <td data-bbox="715 1989 890 2018">1,5 points</td> <td data-bbox="890 1989 1034 2018">1,5 points</td> <td data-bbox="1034 1989 1177 2018">1,5 points</td> <td data-bbox="1177 1989 1321 2018">1,5 points</td> </tr> </table>	Management of personal information in accordance with the POPIA	Online survey software to be used.	Data management	Quality control process	Data storage and backups	Other capabilities (e.g administer through WhatsApp p/SMS)	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points	20 points
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1,5 points	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points									

	<p>1.2 Organizational Structure and Function</p> <ul style="list-style-type: none"> The service provider must submit the following information in the following manner for least three (3) of the fieldworkers/CAWI Operators: <table border="1" data-bbox="300 562 1321 763"> <thead> <tr> <th>Name and Surname</th> <th>Title</th> <th>Be able to speak at least 3 SA official languages fluently</th> <th>At least 3 years of Experience in conducting CAWI interviews</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>One or two languages = 2pts Three or more languages = 5 pts</td> <td>One- or two-years' experience= 2pts Three or more years' experience= 5 pts</td> </tr> <tr> <td>Total</td> <td></td> <td>5</td> <td>5</td> </tr> </tbody> </table> <p>IMPORTANT: Please copy the table onto your proposal that you will be submitting.</p> <ul style="list-style-type: none"> The service provider must provide CVs of all team members listed on the table above. All team members must have at least 3 years' experience in conducting CAWI interviews. All team members must be able to speak at least 3 SA official languages fluently. Table above not provided on the proposal detailing at least 3 the team members = [0] The table completed with less than 3 team members = [0] 	Name and Surname	Title	Be able to speak at least 3 SA official languages fluently	At least 3 years of Experience in conducting CAWI interviews			One or two languages = 2pts Three or more languages = 5 pts	One- or two-years' experience= 2pts Three or more years' experience= 5 pts	Total		5	5														
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<p>2. Project Implementation</p>	<p>Core team [scripter, data analysis, report writing]</p> <table border="1" data-bbox="300 1149 1311 1585"> <thead> <tr> <th>Role in the project</th> <th>Name and Surname</th> <th>Title</th> <th>At least 3 years of experience in evaluation research</th> <th>At least 3 years of experience in your role</th> </tr> </thead> <tbody> <tr> <td>Scripter of the question naire</td> <td></td> <td></td> <td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td> <td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td> </tr> <tr> <td>Data analysis (Quantitative and Qualitative)</td> <td></td> <td></td> <td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td> <td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td> </tr> <tr> <td>Report writing</td> <td></td> <td></td> <td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td> <td>1-2yrs experience = 2pts 3 or more yrs experience = 5 pts</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td>5</td> <td>5</td> </tr> </tbody> </table> <p>IMPORTANT: Please copy the table onto your proposal that you will be submitting.</p> <ul style="list-style-type: none"> The service provider must provide CVs of all team members listed on the table above. Table above not provided on the proposal = [0] Overall core team score will be averaged = [10] 	Role in the project	Name and Surname	Title	At least 3 years of experience in evaluation research	At least 3 years of experience in your role	Scripter of the question naire			1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	Data analysis (Quantitative and Qualitative)			1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	Report writing			1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	1-2yrs experience = 2pts 3 or more yrs experience = 5 pts	Total			5	5	<p>10 points</p>
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Total			5	5																							
<p>3. Professional Qualifications of the Evaluation Team</p>	<p>The project team leader and at least 2 of the team members (core team) from the tables above should be in possession of the following qualifications.</p> <ul style="list-style-type: none"> Team Leader's Qualifications (1 person): Master's degree in social sciences or health related qualification = [10] Doctoral Degree in Social Science or Health related qualification = [15] Core Team Members Qualifications (at least 2): 	<p>40 points</p>																									

	<p>Honours Degree in Social Sciences or Health related qualification = [10] Master's degree in social sciences or health related qualification = [20]</p> <ul style="list-style-type: none"> Fieldworkers Qualifications (at least 2): Matric or above = [5] Below matric= 0 <p>Please provide certified copy of the qualifications listed the certified date must not be more than 6 months.</p> <p>No submission of qualifications = [0]</p> <p>Submitted qualifications for the team leader below the master's degree and below honours for core team members = [0]</p> <p><i>International qualifications must be verified by SAQA and a copy of letters confirming verification</i></p>											
<p>4. Experience</p>	<p>The proven track record for conducting similar studies</p> <table border="1" data-bbox="300 891 1313 1167"> <thead> <tr> <th>critrion</th> <th>score</th> </tr> </thead> <tbody> <tr> <td>Reference letters</td> <td> <p>The service provider must submit a minimum of 2 reference letters with contactable references in provision of evaluation research services. The reference letter should be between 2017 and 2024. For a reference letter to be valid it must be dated and signed. Less than two reference letters = [0] Minimum of 2 reference letters = [10] At least one letter must confirm the use of mixed methods in stakeholder/customer satisfaction surveys = [20]</p> </td> </tr> </tbody> </table> <p>Each reference letter must have the following to meet the minimum requirements.</p> <table border="1" data-bbox="300 1211 1313 1435"> <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> <tr> <td>At least one letter must confirm the use of mixed methods in stakeholder/customer satisfaction surveys.</td> </tr> </tbody> </table>	critrion	score	Reference letters	<p>The service provider must submit a minimum of 2 reference letters with contactable references in provision of evaluation research services. The reference letter should be between 2017 and 2024. For a reference letter to be valid it must be dated and signed. Less than two reference letters = [0] Minimum of 2 reference letters = [10] At least one letter must confirm the use of mixed methods in stakeholder/customer satisfaction surveys = [20]</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	At least one letter must confirm the use of mixed methods in stakeholder/customer satisfaction surveys.	<p>30 points</p>
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<p>Subtotal for Functionality (maximum) 100%</p>		<p>100 points</p>										

6. TIMELINES OF THE PROJECT

The duration of the project will be forty (60) working days, across the timeline of 16th February 2025 and 18th April 2025.

7. EXPECTED DELIVERABLES

The service provider will be required to deliver:

- One scripted questionnaires for review and approval.
- Interview and FGD audios
- Fieldwork reports.

- Raw and cleaned data analysis files.
- Evaluation report.

8. QUALITY AND REPORTING REQUIREMENTS

The service provider will report directly to the Monitoring and Evaluation Officer and Monitoring and Evaluation Manager, as and when required. The service provider must oversee the general management of the service and performance.

9. 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 questionnaire, FGD and KII guide will be provided, please provide a cost indication as per the table below.

ACTIVITY			COST
Programming or scripting the questionnaire			
Training of data capturers			
Conducting Telephonic/online survey (20 minutes per interview)	Programme	Participants	
	Accredited Training providers	50	
	Service Providers	60	
	Skills Development Facilitators (SDFs)	1030	
	Professional Bodies	-	
	Public Higher Education Institutions	23	
	Accredited Training providers/ Skills Development facilitators	1 focus group (online)	
	Skills Development Facilitators (SDFs)	6 KII (online)	
Consolidation, cleaning, validation, and submission of captured data			
Storage, retrieval, labelling, and submission of audios			

Fieldwork report	
Data analysis and Evaluation Report	
TOTAL COST	

10. 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**)

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 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