

REQUEST FOR EXPRESSION OF INTEREST (EOI)

Title of the EOI: TVET and University Work Integrated Learning Track and Tracer Study —2024/25	
Date of this EOI: 24/01/2025	Closing Date for Receipt of EOI: 11/02/2025
EOI Reference Number: HWSETA-24/25 EvalResearch-0006	
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 TVET AND UNIVERSITY WORK INTEGRATED LEARNING TRACK AND TRACER STUDY 2024/25

Table of Contents

1. BACKGROUND & CONTEXT	3
2. RATIONALE AND PURPOSE	3
3. GOAL	4
4. OBJECTIVES	4
5. SPECIFIC RESEARCH QUESTIONS.....	4
6. SCOPE OF WORK	4
7. COSTING	5
8. COMPETENCY AND EXPERTISE REQUIREMENTS.....	6
9. TIMELINES OF THE PROJECT	8
10. EXPECTED DELIVERABLES.....	8
11. QUALITY AND REPORTING REQUIREMENTS	8
12. MANDATORY REQUIREMENTS.....	9

1. BACKGROUND & 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. The ultimate goal of these interventions is to close the skills gap in the Health and Welfare sector by increasing employability for the unemployed and career progression for those already employed. Furthermore, the HWSETA carries a responsibility of evaluating the outcome of the education, training, and skills development interventions. To this end, the HWSETA has been conducting the track and tracer study to assess learner pathways upon completion of their programmes. The track and trace study is conducted annually through telephonic survey by an external service provider. We are currently calling for a capable service provider with experience in data collection for research purposes using Computer Assisted Telephonic interviews (CATI) surveys to conduct the telephonic survey for 2023/24.

2. RATIONALE AND PURPOSE

A request for proposals from service providers to conduct a telephonic survey on tracking and tracing learners in the following SETA-funded learning programmes:

- TVET Work Integrated Learning
- University Work Integrated Learning

The project will serve to understand, explore and document key features, trends, challenges and outcomes of skills interventions in the Health and Welfare sectors. Fundamentally, the research project will assist in further developing a sustainable skills development strategy for the HWSETA. This would contribute positively to the HWSETA sectors and promote inclusive economic growth in the country.

This study seeks to understand the outcomes of work integrated learning for students at TVET colleges and universities by tracking and tracing learners within the health and welfare sector. The purpose of this assignment is to provide SETA with information about the qualification attained by TVET and university WIL learners who completed WIL programmes. Tracer studies are designed to determine whether a programme is achieving its mission and assist in demonstrating the programme's outcomes.

3. GOAL

The goal of this study is to assess the effectiveness of the Work integrated Learning (WIL) programme funded by HWSETA targeting TVET and University students.

The aim of this study therefore is to measure the extent to which **unemployed TVET College students and university students obtain qualifications** after successfully completing the Work Integrated Learning programmes funded by the HWSETA

4. OBJECTIVES

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

1. To determine attainment of full qualification after completion of the WIL programme.
2. To determine learners' experiences towards the WIL programme.
3. To determine learners' perception towards the WIL programme.
4. To determine learner employability after completion of WIL programme.

5. SPECIFIC RESEARCH QUESTIONS

The research study seeks to answer the following specific questions:

1. Have the WIL learners obtained a full qualification upon completion of WIL programme?
2. What are the learners' perspectives on the influence of WIL in enhancing their competencies (knowledge, skills, and abilities)?
3. What is the learners' work-readiness after completing the WIL programme?
4. After completing the WIL program and obtaining their qualifications, did the learners acquire employment?

6. SCOPE OF WORK

The service provider will be required to:

- Conduct an evaluation research study by tracking and tracing learners who have completed HWSETA-funded TVET and University WIL through telephonic interviews.

- Programme or script a questionnaire already designed by HWSETA on CATI software. This software should have the capability of capturing data as it is collected.
- Conducting telephonic interviews based on a scripted questionnaire with a specified sample of learners who have undergone and completed TVET and University WIL programme. A comprehensive database containing a sample of approximately **545 learners** who completed TVET and University WIL programmes from the HWSETA's learner population of 2023/24 financial year will be provided.
- Follow the sampling guidelines provided by the SETA to ensure a stratified random sample of completers.
- Deliver a database from the interviews and scripted questionnaires using the tools and templates provided by the HWSETA
- Provide labelled Audio's for each learner contacted; this should include both the successful and unsuccessful interviews.
- Produce a track and trace technical/fieldwork report based on a template provided by the HWSETA.
- Conduct data analysis based on the analytical framework provided by the HWSETA.
- Prepare and submit an evaluation report against key outcome indicators using a template provided by the SETA.

7. COSTING

There will be one questionnaire with different sample sizes, please provide a cost indication separately for each.

Quote1: A database of **545 learners** with a questionnaire length of approximately **20-25 minutes**.

ACTIVITY			COST
Programming or scripting the questionnaire			
Training of data capturers			
Conducting telephonic interviews (20 minutes per interview)	Programme	Participants	
	TVET WIL	144	
	UNIVERSITY WIL	401	
	Total	545	
Consolidation, cleaning, validation, and submission of captured data			

ACTIVITY	COST
Storage, retrieval, labelling, and submission of audios	
Fieldwork report	
Data analysis	
Evaluation Report	
Total Cost	

Please, note that data collection will have one questionnaire, and quote should be provided for the questionnaire and sample size.

8. 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	1.1 Have proven capacity to undertake a project of this nature and to complete the project by the due date. <ul style="list-style-type: none">Full description of the functionality of the CATI system and/or online survey [10pts].Each detailed functionality below will be scored up to 1,5 points.	20 points																							
	<table><tr><td>Management of personal information in accordance with the POPIA</td><td>CATI system and software to be used.</td><td>Provision and labelling of audios.</td><td>Quality control process</td><td>Data storage and backups</td><td>Online survey capabilities</td></tr><tr><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td><td>1,5 points</td></tr></table>		Management of personal information in accordance with the POPIA	CATI system and software to be used.	Provision and labelling of audios.	Quality control process	Data storage and backups	Online survey capabilities	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points	1,5 points											
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	1,5 points		1,5 points	1,5 points	1,5 points	1,5 points	1,5 points																		
	1.2 Organizational Structure and Function																								
	<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/CATI Operators:																								
	<table><tr><td>Name and Surname</td><td>Title</td><td>Be able to speak at least 3 SA official languages fluently</td><td colspan="3">At least 3 years of Experience in conducting CATI interviews</td></tr><tr><td></td><td></td><td>One or two languages = 2pts Three or more languages = 5 pts</td><td colspan="3">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 colspan="3">5</td></tr></table>						Name and Surname	Title	Be able to speak at least 3 SA official languages fluently	At least 3 years of Experience in conducting CATI 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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	Total			5	5																				
IMPORTANT: Please copy the table onto your proposal that you will be submitting.																									
<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 CATI 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]																									

2. Project Implementation	<div>Core team [scripter, data analysis, report writing]</div> <table><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><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</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></table> <div><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]</div>	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			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	10 points
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Total			5	5																							
3. Professional Qualifications of the Evaluation Team	<div>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.</div> <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): Honours Degree in Social Sciences or Health related qualification = [10] Master's degree in social sciences or health related qualification = [20]Fieldworkers Qualifications (at least 2): Matric or above = [5] Below matric= 0 <div><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>International qualifications must be verified by SAQA and a copy of letters confirming verification</p></div>	40 points																									

4. Experience	<div>The proven track record for conducting similar studies</div> <table><tr><th>criterion</th><th>score</th></tr><tr><td>Reference letters</td><td><div>The service provider must submit a minimum of 2 reference letters with contactable references in provision of evaluation research services.</div><div>The reference letter should be between 2017 and 2024.</div><div>For a reference letter to be valid it must be dated and signed.</div><div>Less than two reference letters = [0]</div><div>Minimum of 2 reference letters = [10]</div><div>At least one letter must confirm the use of CATI tool for data collection = [20]</div></td></tr></table> <div>Each reference letter must have the following to meet the minimum requirements.</div> <table><tr><th>Key elements of the reference letter</th></tr><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 CATI tool for data collection</td></tr></table>	criterion	score	Reference letters	<div>The service provider must submit a minimum of 2 reference letters with contactable references in provision of evaluation research services.</div> <div>The reference letter should be between 2017 and 2024.</div> <div>For a reference letter to be valid it must be dated and signed.</div> <div>Less than two reference letters = [0]</div> <div>Minimum of 2 reference letters = [10]</div> <div>At least one letter must confirm the use of CATI tool for data collection = [20]</div>	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 CATI tool for data collection	20 points
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Subtotal for Functionality (maximum) 100%		100 points										

9. 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.

10. EXPECTED DELIVERABLES

The service provider will be required to deliver:

- Two scripted questionnaires for review and approval.
- Successful and unsuccessful interview audios
- Two fieldwork reports.
- Raw and cleaned data analysis files.
- Evaluation report.

11. 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.

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 (attach 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