



REQUEST FOR PROPOSALS AND QUOTATION 2023-2024

The Health and Welfare Sector Education and Training Authority (“HWSETA”) invites the relevant research service providers to respond to the Request for Proposal and Quotations of conducting research study on **The extent and nature of demand and supply of Child and Youth Care Workers in social services.**

1.BACKGROUND & CONTEXT

The Health and Welfare Sector Education and Training Authority (HWSETA), is mandated by the Skills Development Act No. 97 of 1998, as amended which amongst other things provides for the development and update of a Sector Skills Plan (SSP) within the framework of the National Skills Development Plan (NSDP). This plan is meant to address the skills development needs of the sector, which in the case of the HWSETA covers the Standard Industrial Classification (SIC) codes as per the HWSETA constitution. The SSP is developed at the start of a strategic period and is then updated annually within the strategic period to keep track, adjust, and adapt to significant changes that affect the skills levels of the sector. As such, the HWSETA requires the services of an expert research service provider to conduct a research study that will ultimately contribute towards the update of an SSP.

The National Development Plan (NDP) 2030 states that in the immediate and medium term, the country needs to increase the supply of four categories of social service professionals to respond to the demand for appropriate basic social welfare services. These categories are Social Workers, Social Auxiliary Workers, Community Development Workers, and Child and Youth Care Workers. More specifically, the NDP advocates for social welfare services to be expanded, with more education and training for social work practitioners and a review of funding for non-profit organizations (NDP 2030:56). An emerging social service occupation towards its professionalization, which has been at the center of attention from the Ministry of Social Development is Child and Youth Care Work. The HWSETA has over the years also played a critical role in supporting the professionalization of Child and Youth Care through its skills development programmes and is now embarking on conducting a more in-depth investigation to the extent and nature of demand and supply of Child and Youth Care Workers. This will further enable the HWSETA to identify the skills gaps within the Social Service Professions.

2. RATIONALE AND PURPOSE

This serves as a request for proposals and quotations from relevant research service providers to conduct a research study that will contribute towards the update of a Sector Skills Plan (SSP). This study will assess the extent and nature of demand and supply of Child and Youth Care Workers' within the social services sector, looking into the education and training landscape for this occupation, and also highlighting implications for skills development.

3. SCOPE OF WORK

The study will focus on the various categories of Child and Youth Care Worker occupations exploring the extent of demand and supply of these occupations within Social Services Professions in the SA education and training landscape. The study will use a mixed-method approach which will focus on the collection and analysis of primary and secondary data in addition to qualitative interviews with the key expert informants. The study covers the period 2013 to 2023, which is a decade, and addresses the following research objectives and research questions:

1) Quantify the number of Child and Youth Care Workers in South Africa in this decade (2013-2023)

Key Research Questions
• How many students have been enrolled in the Child and Youth Care Work (CYC) undergraduate qualifications (NQF 4-7) in the South African public post-school education and training institutions in this decade (2013-2023)?
• How many students have completed their under-graduate qualifications and thus graduated in CYC in this decade (2013-2023)?
• How many CYC graduates have been registering with the South African Council for Social Services Professions (SACSSP) in this decade (2013-2023)?
• What are limitations imposed by legislative or regulatory frameworks to the transition of students from basic education towards studying undergraduate qualifications in CYC (i.e., entry requirements etc.)?
• Are there any other factors affecting the number of CYC students and how?

2) Assess the capacity for the training of Child and Youth Care Workers in South African education and training Institutions

Key Research Questions
• How many South African public and private post-school education and training institutions are offering under-graduate qualifications (NQF 4-7) in CYC?
• What are names of those qualifications?
• How has this capacity evolved over the decade (2013-2023)?
• What is the training capacity of these post-school education and training institutions based on the number of students they can enrol against the applications for under-graduate studies (NQF 4-7) in CYC per annum?
• How has this capacity evolved over the decade (2013-2023)?
• How many students have been awarded bursaries and scholarships to study undergraduate qualifications in CYC over the decade (2013-2023), including those awarded by the HWSETA?
• How many CYC graduates have been awarded Internships over the decade, including those awarded by the HWSETA?
• What has been the bursary/scholarship rate per annum over the decade (2013-2023)?
• What are the limitations imposed by legislative or regulatory frameworks to the training capacity of post-school education and training institutions to offer education and training in CYC in this decade (2013-2023)?
• Are there any other factors affecting capacity for education and training and how?

3) Assess Job placement of Child and Youth Care Workers after completion of their undergraduate degrees.

Key Research Questions
<ul style="list-style-type: none"> • What is the annual job placement ratio of Child and Youth Care Workers against graduates produced per annum across the public, private sector for practice over the decade (2013-2023)? • How has the level of job placements affected practice over the decade (2013-2023)?
<ul style="list-style-type: none"> • What is the regulated Child and Youth Care Worker to supervisor or mentor ratio in practice? • How has this ratio evolved over the decade (2013-2023) and how has it affected practice?
<ul style="list-style-type: none"> • What is the Fiscus budget allocation for Child and Youth Care Worker Services towards the public and NPO sector over the decade? • How has this evolved over the decade (2013-2023) and how has it affected capacity to practice?
<p>Over the decade (2013-2023);</p> <ul style="list-style-type: none"> • Who has been the major employer of Child and Youth Care Workers? • What is the impact of the declining economy on Government's capacity to employ Child and Youth Care Workers? • What is the impact of the shrinking NPO sector on the employment of Child and Youth Care Workers?
<ul style="list-style-type: none"> • What are the limitations imposed by legislative or regulatory frameworks to placement of the Child and Youth Care Workers in public, private and the NPO sector? • How has legislative or regulatory frameworks evolved over the decade (2013-2023) and affected capacity to practice? • Are there any other factors affecting capacity to practice and how?

4) Assess the capacity for post-graduate education and training of Child and Youth Care Workers in South Africa

Key Research Questions
<ul style="list-style-type: none"> • How many SA public and private post-school education and training institutions are offering post-graduate degrees in Child and Youth Care Work? • How has this capacity evolved over the decade (2013-2023)?
<ul style="list-style-type: none"> • What is the training capacity of the institutions on the intake of students into post-graduate degrees in Child and Youth Care Work per annum in all public universities? • Are there sufficient academics and permanent staff for education and training at post-graduate level? • How has this capacity evolved over the decade (2013-2023)?
<ul style="list-style-type: none"> • What are the career pathways or progression created by the education and training of Child and Youth Care Workers? • How has it affected supply of the Social Service Professionals over 10 years?
<ul style="list-style-type: none"> • What are limitations imposed by legislative or regulatory frameworks to the education and training capacity of Child and Youth Care Workers at post-graduate degree level in South Africa? • What other factors exist that affect the capacity for education and training at post-graduate level?

5) To assess the extent of demand for Child and Youth Care Workers in SA over 10 years

Key Research Questions
<ul style="list-style-type: none"> • What has been the demand for Child and Youth Care Workers in the Social Services Professions landscape in South Africa over the decade (2013-2023)? • What is the vacancy rate of positions for Child and Youth Care Workers over the decade (2013-2023)? • What are the reasons attributed to this vacancy rate?
<ul style="list-style-type: none"> • What is the current ratio of Child and Youth Care Workers to clients in SA for both the public and private sectors?
<ul style="list-style-type: none"> • What is the current ratio of Child and Youth Care Workers to the South African population (National & Provincial and across public, private and NPO sector)?
<ul style="list-style-type: none"> • What is the current ratio of Child and Youth Care Workers to children and the Youth in South Africa (National & Provincial and across public and private sector)?
<ul style="list-style-type: none"> • Does the current supply of Child and Youth Care Workers meet the demand from employers? • Does the current supply of Child and Youth Care Workers meet social demand from the society?
<ul style="list-style-type: none"> • What are the limitations imposed by legislation to the demand for Child and Youth Care Workers? • What are the other factors that have been affecting the demand for Child and Youth Care Workers over the decade (2013-2023)?

4. RESEARCH OUTPUTS

The research study should produce the research report in line with the following structure.

- 1) Executive summary
- 2) Background to the study
- 3) Literature review [local and international literature]
- 4) Research Methodology
- 5) Data Analysis
- 6) Discussion of Findings
- 7) Conclusions
- 8) Recommendations

5. RESEARCH METHODOLOGY

- Qualitative and Quantitative (Mixed Methods) research strategy
- Type of data will involve the collection and analysis of both primary and secondary data.

Sample Size and data collection

Distribution	Number
SA Public Universities	1
Skills Development Providers	15
DSD	1
Public Employers	6
<ul style="list-style-type: none"> • Department of Social Development • SAPS (South African police Services) • Correctional Services • Justice and Constitutional Development • Department of Health 	
Private Employers	8
<ul style="list-style-type: none"> • Hospitals • Clinics 	
Statutory Council and Voluntary Associations	
SACSSP (South African Council for Social Services Practitioners)	1
PBCYC (Professional Board of Child and Youth Care)	2
NACCW (National Association of Child Care Workers)	2
NACOSS (National Coalition for Social Services)	1
Secondary Data: WSP submission, DSD, SACSSP; PERSAL	

6.SCOPE OF WORK, EXPERTISE AND REQUIRED SKILLS

AREA OF EXPERTISE	SCOPE OF WORK	SKILLS REQUIRED
<p>1. Researching and analysis in the Post School Education and Training (PSET); the Sector Education, Training Authority (SETA) landscape and the Sector Skills Plan (SSP) or Demand-Supply analysis.</p>	<ul style="list-style-type: none"> • Conducting research within the education and training context in South Africa. • Conducting research in both rural and urban settings • Articulation of essential partnerships for skills planning in the sector 	<ul style="list-style-type: none"> • Understanding the PSET landscape • Understanding the broader the education and training contexts, • Understanding the DHET's SSP Framework, the Work Skills Plans (WSP), and OFO codes are essential.
<p>2. Labour market analysis especially on the Social Services Professionals</p>	<ul style="list-style-type: none"> • Analysis of the supply and demand for skills in the social sector • Conducting skills mismatch analysis and identification of skills gaps within the social sector • Applying the trends analysis of data from year to year 	<ul style="list-style-type: none"> • Understanding the social sector policy and social sector workforce • Understanding skills projections • Descriptive data analytics • Diagnostic data analysis • Technical competence in trends analysis of data from year to year within the social sector
<p>3. Sampling</p>	<ul style="list-style-type: none"> • Sampling for representatively and generalisability. • Defining the target population. • Specifying the sampling frame. • Specifying the sampling unit. • Selection of the sampling method. • Determination of sample size. • Specifying the sampling plan. • Selecting the sample. 	<ul style="list-style-type: none"> • Database analysis • Big data analysis • Utilising both qualitative and quantitative sampling techniques • Developing both qualitative and quantitative data collecting
<p>4. Data Collection, conducting interviews, capturing and coding</p>	<ul style="list-style-type: none"> • Collect quality data through qualitative and quantitative data collecting methods, • quality assurance and packaging data for analysis • Data capturing and coding • Transcription of recorded data • Coding of qualitative data 	<ul style="list-style-type: none"> • Developed skills in both qualitative and quantitative data collection. • Interviewing skills (virtual and face to face) • Experience in the application of quantitative and qualitative data tools, • Experience in research methods, principles and application of appropriate data collection • Data capturing and coding skills for both qualitative and quantitative data

The bidder must have the following competencies:

Criteria	Maximum to be awarded									
Organizational Structure and function										
<p>The research provider must submit the following information in the following manner:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Name & Surname</th> <th style="width: 30%;">Title/Position</th> <th style="width: 45%;">Years of experience in research</th> </tr> </thead> <tbody> <tr> <td></td> <td>Team members (at least two)</td> <td>5 points</td> </tr> <tr> <td></td> <td>Team leader</td> <td>5 points</td> </tr> </tbody> </table> <p>NB!! Please copy the table on your proposal that you will be submitting. The provider must also submit CVs of all team members listed above. A minimum of at least 2 team members must have at least 4 years of individual work experience. The team leader must have a minimum of 8 years of experience in research.</p> <ul style="list-style-type: none"> • Table above not provided in the proposal = [0] • Table completed with individual team members with less than 4 years of experience = [0] • Table completed with team leader with less than 8 years of experience in research = [0] • Table completed with at least two team members with each having 4 years of experience in research specified = [5] • Table completed with a team leader with a minimum of 8 years of experience in research = [5] 	Name & Surname	Title/Position	Years of experience in research		Team members (at least two)	5 points		Team leader	5 points	10
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	Team leader	5 points								
Qualification Team Member										
<p>The research provider must submit qualifications of at least 2 team members that will be involved in this project listed on the above table in possession of the following qualifications (excluding team leader).</p> <p>Honours Degree= [5]</p> <p>Master's or PhD Degree = [10]</p> <p>No submission of an Honours and Masters/PhD qualifications = [0]</p> <p>Submitted qualifications below Honours Degree = [0]</p> <p>(Provide certified copy of the qualification listed the stamp must not be more than 6 months). NB: International qualifications must be verified by SAQA and a copy of letters confirming verification.</p>	10									
Qualifications Team Leader										
<p>The project leader should be in possession of the following qualifications (provide certified copy of the team leader's qualification the stamp must not be more than 6 months):</p> <p>A minimum of a Master's degree/Doctoral Degree in Social science:</p> <ul style="list-style-type: none"> ▪ Master's degree = [10] ▪ PHD = [20] ▪ Qualifications below Master's degree = [0] <p>NB: International qualifications must be verified by SAQA and a copy of letters confirming verification.</p>	20									

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Evidence in conducting research and report writing																															
<p>The project leader or any team member must provide at least one or two research reports of that they have Authored or Co-Authored not older than 5 years demonstrating competencies in the following components:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #c6e0b4;">Area of Expertise</th> <th style="background-color: #c6e0b4;">Score Points</th> </tr> </thead> <tbody> <tr> <td>Labour market analysis in the social sector field</td> <td style="text-align: center;">10</td> </tr> <tr> <td>The research report provided demonstrates the design of qualitative and quantitative research methodology</td> <td style="text-align: center;">10</td> </tr> <tr> <td>Data analysis of both qualitative and quantitative</td> <td style="text-align: center;">10</td> </tr> <tr> <td>Presentation of findings and Report writing</td> <td style="text-align: center;">10</td> </tr> <tr> <td>No research report (PoE) provided</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> <p>[NB!! The research report/s provided must not be older than 5 Years].</p> <p>Each area of coverage will be assessed against the report/s (not more than two) using the Likert scale below</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #c6e0b4;">Score</th> <th style="background-color: #c6e0b4;">Weight score</th> <th style="background-color: #c6e0b4;">Description</th> </tr> </thead> <tbody> <tr> <td>Poor</td> <td style="text-align: center;">20%</td> <td>Unacceptable, does not meet set criteria</td> </tr> <tr> <td>Average</td> <td style="text-align: center;">40%</td> <td>Compliance to the requirements</td> </tr> <tr> <td>Good</td> <td style="text-align: center;">60%</td> <td>Satisfactory should be adequate for stated elements</td> </tr> <tr> <td>Very Good</td> <td style="text-align: center;">80%</td> <td>Above average compliance to the requirements</td> </tr> <tr> <td>Excellent</td> <td style="text-align: center;">100%</td> <td>Meets and exceeds the functionality</td> </tr> </tbody> </table>	Area of Expertise	Score Points	Labour market analysis in the social sector field	10	The research report provided demonstrates the design of qualitative and quantitative research methodology	10	Data analysis of both qualitative and quantitative	10	Presentation of findings and Report writing	10	No research report (PoE) provided	0	Score	Weight score	Description	Poor	20%	Unacceptable, does not meet set criteria	Average	40%	Compliance to the requirements	Good	60%	Satisfactory should be adequate for stated elements	Very Good	80%	Above average compliance to the requirements	Excellent	100%	Meets and exceeds the functionality	40
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Ability to conduct the work																															
<p>The research provider must submit a minimum of 3 reference letters with contactable references in provision of research services [Not older than five years and each reference letter from one employer].</p> <p>Less than three reference letters = [0]</p> <p>Three reference letters = [10]</p> <p>Above three reference letters = [20]</p> <p>Each Reference letter must have the following to meet the minimum requirements.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #c6e0b4;">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> </tbody> </table>	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	20																									
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NB: Bids scoring less than 80% will not be considered further in the evaluation and will be disqualified.

HWSETA issues this Request for Proposal and Quotation (RFQ) in good faith; however, it reserves the right to:

- Cancel or delay the selection process at any time, without explanation,
- Not to select any of the respondents to this RFQ, without explanation,
- Exclude certain services, without explanation.

A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.

NB: Service providers will be evaluated by procurement in terms of the new PPFA, 2022 Regulation 80/20. Where 80 will be allocated for price and 20 points for HWSETA specific goals as follows:

HWSETA Specific Goals	Points
Black women	3
Black owned	3
People with disability	4
Black youth	5
QSE/EME (A qualifying small business enterprise/exempt micro enterprise in terms of a code of good practise on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act)	5

6. MANDATORY REQUIREMENTS

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

7. COST OF THE WORK/QUOTATION

A quotation for the scope of work highlighted above should be provided. **The following table must be used for the quotation.** However, you are free to include more quotation details in your own preferred format in addition to the table shown below.

Outcome/Output	Activity	Team member(s) involve (Name and position)	Cost inclusive of VAT
Literature Review			
Data collection: Semi structure Interviews			
Data collection: Focus groups			
Data analysis			

Outcome/Output	Activity	Team member(s) involve (Name and position)	Cost inclusive of VAT
Report writing and presentation			

8. IMPORTANT INFORMATION FOR SERVICE PROVIDERS

Proposals and Quotations must be submitted to - bishops@hwseta.org.za . **NB!! Please make sure you compress your files when submitting to at most 10MB or send separate emails.**

A non-compulsory briefing session will be held on **Friday, 20 October 2023 @12h00**: Kindly follow the link below to join the meeting: [https://teams.microsoft.com/l/meetup-](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjRmNTA2MDEtZTE3ZS00Njg4LWlwMDMtMGEzZTUyMmVmYmFh%40thread.v2/0?context=%7b%22Tid%22%3a%22bcd3fb7-c61a-4bb4-851b-d787318224b1%22%2c%22Oid%22%3a%226832d0af-3863-4a6b-8742-15f86e11c254%22%7d)

[join/19%3ameeting_YjRmNTA2MDEtZTE3ZS00Njg4LWlwMDMtMGEzZTUyMmVmYmFh%40thread.v2/0?context=%7b%22Tid%22%3a%22bcd3fb7-c61a-4bb4-851b-](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjRmNTA2MDEtZTE3ZS00Njg4LWlwMDMtMGEzZTUyMmVmYmFh%40thread.v2/0?context=%7b%22Tid%22%3a%22bcd3fb7-c61a-4bb4-851b-d787318224b1%22%2c%22Oid%22%3a%226832d0af-3863-4a6b-8742-15f86e11c254%22%7d)

[d787318224b1%22%2c%22Oid%22%3a%226832d0af-3863-4a6b-8742-15f86e11c254%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjRmNTA2MDEtZTE3ZS00Njg4LWlwMDMtMGEzZTUyMmVmYmFh%40thread.v2/0?context=%7b%22Tid%22%3a%22bcd3fb7-c61a-4bb4-851b-d787318224b1%22%2c%22Oid%22%3a%226832d0af-3863-4a6b-8742-15f86e11c254%22%7d)

Closing date: 25 October 2023

Please direct all queries to Bishop Selelepoo: email – bishops@hwseta.org.za or telephone - 011 607 6907

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 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