

## SERVICE PROVIDERS STRATEGIC PERFORMANCE 01 JULY – 30 SEP 2013

Section 76(b) of the Municipal Systems Act (MSA) states that KPIs should inform the indicators set for every municipal entity and service provider with whom the municipality has entered into a service delivery agreement. According to Auditor General (AG) of South Africa:

- a) Service provider means a person or institution or any combination of persons and institutions which provide a municipal service;
- b) External service provider means an external mechanism referred to in section 76(b) which provides a municipal service for a municipality; and
- c) Service delivery agreement means an agreement between a municipality and an institution or person mentioned in section 76(b) in terms of which a municipal service is provided by that institution or person, either for its own account or on behalf of the municipality.

Section 121(b) of the MFMA and Section 46 of the MSA further state that a municipality should include the following related to service providers in its annual report:

- The performance of each service provider;
- A Comparison of the performance with targets set for and performances in the previous financial year; and
- Measures taken to improve performance.

The following is an analysis of products and services procured by the Municipality for R100,000 and above.

The table below indicate service providers utilised according to functional areas:

### Office of Municipal Manager

Description of service Rendered	Term Of Contract	Performance Areas	Performance Rating	Performancecomment	corrective measure
None	None	None	None	None	None

### CORPORATE SERVICES

Description of service Rendered	Term Of Contract	Performance Areas	Performance Rating	Performance comment	corrective measure
Back up system	2 Years	Provision of Back up system	Good	Work done satisfactory	None
Customer Satisfactory Survey	Once-off	Conduct Customer satisfactory survey	In Progress	In Progress	In Progress
Time Management(Clocking) System	3 Years	Electronic time managenet system	Good	Work done satisfactory	None
Local Area Network (LAN)	Once off	Provision of local Area Network	Good	Work done satisfactory	None
Back up system	2 Years	Provision of Back up system	Good	Work done satisfactory	None
Customer Satisfactory Survey	Once-off	Conduct Customer satisfactory survey	In Progress	In Progress	In Progress

### BUDGET AND TREASURY

Description of service Rendered	Term Of Contract	Performance Areas	Performance Rating	Performance comment	corrective measure
Rendering of banking services	5 Years	Service for all banking needs.	Good	Work done satisfactory	None
Debt collection	3 Years	Debt collection on all outstanding debts	Good	Work done satisfactory	None
Cleaning Service	3 Years	Provision of cleaning services	Good	Work done satisfactory	None
Security Service	3 Years	Provision of Security services	Good	Work done satisfactory	None
Printing Services	2 Years	Provision of printing Services	Average	There is Machinery breakdown quite more often	Acquire Machine of high capacity
Supply and installation of assets Identification boards.	Once-off	Supply and installation of assets Identification boards.	Good	Work done satisfactory	None
Provision of Insurance Services	3 Years	Provision of Insurance Services	Good	Work done satisfactory	None
Provision of tracking device Services	3 Years	Provision of tracking device Services	Good	Work done satisfactory	None

#### COMMUNITY SERVICES

Description of service Rendered	Term Of Contract	Performance Areas	Performance Rating	Performancecomment	corrective measure
Supply and delivery of waste collection Truck	120 000 km or five years whichever comes first	Supply and delivery of waste collection Truck	Good	Work done satisfactory	None

#### INFRASTRUCTURE SERVICES

Description of service Rendered	Term Of Contract	Performance Areas	Performance Rating	Performance comment	corrective measure
Maintenance of Roads	2 years	compliance to specification supply on need basis meeting deadlines	Good	Highly responsive on request	N/A
Supply and delivery of a motor Grader(Bell)	120 000 km or five years whichever comes first	Supply and delivery of a motor Grader(Bell)	Good	Work done satisfactory	None

#### ECONOMIC DEVELOPMENT AND PLANNING

Description of service Rendered	Term Of Contract	Performance Areas	Performance Rating	Performancecomment	corrective measure
Site Demarcation	Once off	In Progress	In Progress	In Progress	In Progress
Informal Trade Stalls	Once off	In Progress	In Progress	In Progress	In Progress