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**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 139**

**DATE OF PUBLICATION: 9 FEBRUARY 2017**

**Mr S J Motau (DA) to ask the Minister of Communications:**

1. With reference to the outsourced service provider that was contracted by the Media Development and Diversity Agency in the 2015-16 financial year and whose contract expired before the completion of some of its IT service reports, what (a) are the full particulars of the parties to the contract, (b) is the term of the contract, (c) are the performance requirements that must be fulfilled by the service provider and (d) is the total value of the contract;
2. To what extent did the service provider complete its duties in terms of the contract;
3. What (a) proportion of the contract value and (b) total amount was paid out to the service provider concerned? NW144E

**REPLY: MINISTER OF COMMUNICATIONS**

(1)

(a) Sword SA (provision of IT support services as per the terms of reference below).

(b) Sword SA (provision of IT support services as per the terms of reference below).

(c) Yes, there were requirement that needed to be fulfilled by the service provider as per terms of reference:

* Develop and implement an IT strategic plan in line with the agency’s business plan;
* Develop, manage, monitor and report on IT risk processes;
* Develop, implement and maintain a backup strategy;
* Develop, implement and maintain an information disaster recovery plan;
* Develop, implement, maintain and monitor IT policies, procedures or practices over all IT functions and activities;
* Develop and implement a consistent and concise IT security policy including management over User Accounts;
* Ensure maximum uptime availability of computer systems throughout the Agency;
* Produce 6 service reports
* Provide management support over the IT infrastructure services, including desktop applications, Local and Wide Area networks, IT security and the telecommunications infrastructure;
* Develop and implement new systems in line with MDDA’s business plan;
* With Management propose, agree and deliver IT services in accordance with agency priorities;
* Initiates and implements improvements in all areas of IT responsibility;
* Schedule backups of file servers and off -site storage for such backups;
* Application software on file server;
* Manage and control all system administration functions;
* Print servers and printing devices; and
* Manage and monitoring over IT assets within the agency.

(d) The value of the contract was R 259 153.92.

(2) From the monthly assessments of the service rendered the service provider was able to provide the services as per terms of reference but was not able to submit all service reports. All other tasks were completed apart from 4 out of 6 of the service reports were received. Quantitatively, 90% of the tasks were achieved and a handover report was prepared and presented to the newly appointed IT manager.

(3)

(a) Total payment in proportionate value comes to 93% of the contract value.

(b) The Total amount paid was R241 943.68

**MR NN MUNZHELELE**

**DIRECTOR GENERAL [ACTING]**

**DEPARTMENT OF COMMUNICATIONS**

**DATE:**

**MS AF MUTHAMBI (MP)**

**MINISTER OF COMMUNICATIONS**

**DATE**