Are suppliers delivering the goods or services they were contracted to, as agreed?

e.g. why were the pit toilets not replaced?

e.g. why is the school extension not built?

e.g. are the houses going to be built on time?

Check the appropriate box next to each question and actions as you decide which questions and actions are relevant to your investigation, and mark when they are completed.

Relevant		Completed		Note your findings from the actions you took in the spaces below. What was successful. What was unsuccessul. Why?
Yes	No			
			Which specific projects or activities would you like to focus on?	
			Identify specific infrastructure projects, e.g. roadworks, housing, water infrastructure When trying to gather relevant procurement information, it will be useful to be able to specify as specifically as possible which projects, assets, or physical locations you are referring to. For example, project numbers, names, and sometimes geographic coordinates, are available for infrastructure projects. Note these down to use later. If you can not find project information publicly, try to still be as specific as possible in future communication about the project you are researching - e.g. which schools, roads, or areas are affected? **Resources:** - Provincial infrastructure projects can be found on https://vulekamali.gov.za/infrastructure-projects/full/ - Municipal infrastructure projects can be found - Major public infrastructure projecs can be found in the Public-sector infrastructure annexure in the Budget Review - see Key Documents under https://vulekamali.gov.za/latest/departments **More info** See the worksheet "*Are goods ordered in time, and service agreements in place, so that important public services can be delivered without interruption?*" for more on how to identify activities of government that relate to specific public services	
			Add any additional actions you took and resources you used to answer this question in the spaces below:	

Check the appropriate box next to each question and actions as you decide which questions and actions are relevant to your investigation, and mark when they are completed.				
Relevant		**Completed**		Note your findings from the actions you took in the spaces below. What was successful. What was unsuccessul. Why?
Yes	**No**			
			Which orders or instances of government procurement are relevant?	
			Determine which procurement method was followed Smaller contracts can be initiated by sourcing at least three quotes and selecting the lowest valid quote. Larger contracts must be initiated by advertising open tenders. In special circumstances, a single supplier can be contracted directly. If you don't find the information you need using the below approaches, reach out to the relevant entity and ask how the goods or services were procured. **More info:** See the procurement initiation section for more. https://procurement.vulekamali.gov.za/procurement/stages/initiation	
			If quotes were used, get the request to quote (RFQ) and all the information supplied to the quoting companies. When sourcing quotes for supplying goods or services, the buyer makes a Request for Quote (RFQ) available to specific companies considered to be able to meet the requirements, and sometimes also publicly. This, as well as the submitted quotes, would have to be requested directly from the procuring entity. They are not always made available publicly proactively. The buyer may have sourced more quotes so make sure to request all quotes and not only those considered. **More info:** See the **Data sourcing guide** for more on requesting information from government entities.	
			If tender procurement was carried out, find tender number(s), accompanying documents Try to find the available public information about the relevant procurement. Look for tender advertisements and awards. Download any accompanying documents and make sure you organise them in a way that will let you find the right document later. e.g. put the tender number and what kind of document it is in the filename (e.g. RFQ 0073 Guidance for Local content.pdf). These documents typically provide detailed information about the project requirements, scope of work, evaluation criteria, and other relevant details. **Resource:** - Tender advertisements and awards are available at https://www.etenders.gov.za/ - Note the search tools currently only apply to currently-advertised tenders. - Tender advertisements (current and past) and awards are also available on department, public entity, and municipality websites - Bulk tender award data downloads at the OCPO Transparency Portal https://data.etenders.gov.za/	
			Add any additional actions you took and resources you used to answer this question in the spaces below:	

Check the appropriate box next to each question and actions as you decide which questions and actions are relevant to your investigation, and mark when they are completed.				
Relevant		**Completed**		Note your findings from the actions you took in the spaces below. What was successful. What was unsuccessul. Why?
Yes	**No**			
			What exactly are the requirements on the service provider in the contract? What exactly should be delivered? By when?	
			Access the signed service level agreement(s) and check what what is to be delivered, and when. Service level agreements (SLA) detail what goods or services are to be delivered, the schedule for deliver, as well as the period of the agreement - when the contractual relationship starts and ends. While the tender documents are a strong indication of what would eventually be agreed, some details about how the contract will be delivered on may be amended or clarified in the SLA and this is what ultimately determines the contractual obligations of both parties - the buyer and the service provider. SLAs are not generally made public proactively and will have to be requested from the procuring entity directly. The OCPO transparency portal is starting to capture this information but it is not very comprehensive yet so make sure to submit a PAIA request as soon as you know what you need. **Resource:** See *Guide to sourcing data from government* for more information	
			Add any additional actions you took and resources you used to answer this question in the spaces below:	

Check the appropriate box next to each question and actions as you decide which questions and actions are relevant to your investigation, and mark when they are completed.				
Relevant		**Completed**		Note your findings from the actions you took in the spaces below. What was successful. What was unsuccessul. Why?
Yes	**No**			
			What has been delivered? What evidence is there?	
			Visit site if it is an infrastructure project If the procurement project involves infrastructure development, consider visiting the project site to gather firsthand information. Contact the responsible government department or agency to inquire about site visits or obtain permission to access the project area. During the site visit, observe the progress of the project, assess the implementation quality, and interact with the project stakeholders to gather additional information.	
			Request proof of delivery from the procuring entity (e.g. department, municipality) Proof of delivery must be recorded whether it is goods or services being procured. For goods, this may be a delivery receipt signed by the recipient, photographs of the delivered item, or a witness statement from someone who saw the item being delivered. For services, it may take the form of invoice reports detailing the services delivered as supporting evidence when the supplier sought payment. **Resource** - See *Guide to sourcing data from government* for more information.	
			Add any additional actions you took and resources you used to answer this question in the spaces below:	

Check the appropriate box next to each question and actions as you decide which questions and actions are relevant to your investigation, and mark when they are completed.				
Relevant		**Completed**		Note your findings from the actions you took in the spaces below. What was successful. What was unsuccessul. Why?
Yes	**No**			
			If service providers have failed to deliver per the agreement, have they been banned from getting public procurement contracts in future?	
			Check restricted suppliers list for addition of contractor The restricted suppliers list is used for monitoring purposes to ensure that the public sector does not do business with suppliers who have engaged in fraudulent or unethical practices. **Resource:** - https://vulekamali.gov.za/datasets/procurement-portals-and-resources/blacklisted-suppliers	
			If they have not, query this with those responsible If the supplier has not been listed on the restricted supplier list, raise this with the procuring institution. If they do not have a satisfactory explanation for not barring the non-delivering supplier, raise the matter with the OCPO.	
			Add any additional actions you took and resources you used to answer this question in the spaces below:	