



National Student Financial Aid Scheme

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Service Provider Feedback Form

As per the Public Finance Management Act, 1999 (Act No 1 of 1999) (PFMA), NSFAS is required to evaluate the performance of the service provider as to determine whether the service provider met expectations as required. The purpose of this service provider feedback form is to evaluate and conclude on the performance of the service provider. Please ensure objectivity in this regard.

DETAILS	
Supplier name	Mailtronic Direct Marketing cc.
Project Name	Annual Performance and Strategic Plan documents
Service Unit Name	Marketing and Communication Services

RATING	PERFORMANCE LEVEL
0	Poor
1	Unsatisfactory
2	Satisfactory
3	Good
4	Excellent

Please circle the appropriate answer below. Note that if the rating of the service provider is (1) or below, please provide detailed reasoning thereon together with suggestions for improvements which can be utilised to communicate with the service provider, at the end of this form.

COMMITMENT	EVALUATION
Communication: Consider whether the service provider answered questions, issues, or concerns NSFAS may have had, in a timely manner. 4	0 1 2 3 4
Performance: Consider whether the service provider achieved all deliverables as specified in the Terms of reference/ specification. 3	0 1 2 3 4
Timeliness: Consider whether the service provider delivered the required goods/services within the prescribed period. 3	0 1 2 3 4
Professionalism: Consider whether the service provider demonstrated high quality service standards and maintained the required level of professionalism at all times. 3	0 1 2 3 4
Outcome: Consider whether the expected outcome and effect on NSFAS operations was achieved. 4	0 1 2 3 4

Would you use this service provider again? Yes ☒ No ☐

Would you recommend this service provider? Yes ☒ No ☐

If you've answered **NO** to either of the last two questions, please use the additional comments section found below to explain how the service provider can improve their service, and why renewal of this contract (*if applicable*) would not be recommended. In addition, if the rating provided in the above-mentioned table is (1) or below, please provide detailed reasoning thereon.

Additional Comments

Mailtronic has delivered successfully on the required work with professionalism and punctuality.



Board Members: Mr Sizwe Nxasana - Chairperson | Mr Steven Zwane - Chief Executive Officer | Mr Andre Zeeman
Ms Julia De Bruyn | Mr Lumko Mtimde | Ms Mary Bomela | Ms Nafisa Mayat | Prof Neil Garrod | Ms Pearl Whittle | Ms Rose Keanly
Ms Sibongile Masinga | Mr Thabo Moloja | Ms Thandi Lewin | Prof Themba Mosia | Mr Yershen Pillay | Mr Yonke Twani | Mr Zirk Joubé