**aNNEXURE A2: Bidder TECHNICAL Compliance Checklist**

**BIDDERS NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Example of how to complete the compliance checklist:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section**  **No.** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non -Compliant** | **Reference page in Proposal** | **Comments** |
| 8.3.1 | Summary of the bidder’s experience in implementation | **EXAMPLE** |  |  | Pg. |  |
| 8.3.2 | Detailed approach on how the project will be executed |  |  |  | Pg. | Bidder to state reason for partial compliance |
| 8.3.3 | Provide a 1-2 page resume and certificates of each resource |  |  |  | Pg. | Bidder to state reason for non-compliance |

**The form must be submitted in File 1, Exhibit 2**

| **No.** | **Technical Evaluation Criterion** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **1.** | **Company Profile and Resources** |  |  |  |  |  |
| **1.1** | The bidder must provide SARS with an Organogram of the Media Monitoring Analysis Unit:  \* Organogram must clearly define a structure for each individual of the Media Monitoring and Analysis Unit |  |  |  |  |  |
| **2.** | **Experience and Capability** |  |  |  |  |  |
| **2.1** | Bidder must provide SARS with proof detailing the number of years of experience in Media Monitoring & Analysis Services. |  |  |  |  |  |
| **2.2** | Bidder must provide SARS with Curriculum Vitae CV(s) of staff that are part of the Media Monitoring and Analysis Unit. CV(s) must detail experience in Media and/or Digital/online media and/or Information Technology (IT). |  |  |  |  |  |
| **2.3** | Provide qualifications of the Key accounts manager dealing with the SARS account:  \*Marketing and or Communication Qualification  \*Public Relations  \*Statistics  \*Journalism  \*Media Studies and or related qualification |  |  |  |  |  |
| **3.** | **Testimonial – Scope of Work Performed** |  |  |  |  |  |
| **3.1** | The bidder must provide testimonials of relevant experience to the scope of work and proven track record over the past three (3) years.  The schedule must include a (minimum of 3) clients for the following:  \*  Client Name;  \*  The client contact person and number;  \*  Contract period;  \*  Description of the services;  \*  Challenges; Please specify the challenges you overcame  \*  Value added services; and  \*  Testimonials from the clients listed on the schedule. |  |  |  |  |  |
| **4.** | **Monitoring and Reporting** |  |  |  |  |  |
| **4.1** | The bidder must submit a detailed proposal demonstrating the Operational capability including methodology /approach/ process to execute an all inclusive package of media monitoring as specified in the SARS scope of work.  This must include but not limited to:  \*  News Monitoring;  \*  Broadcasting;  \*  Online and social media; |  |  |  |  |  |
| **5.** | **Data Analysis and Reporting** |  |  |  |  |  |
| **5.1** | The bidder must submit a proposal which includes the following:  \* A sample of data analysis reports, which demonstrate the bidder’s quantitative and qualitative content analysis capability.  (Samples of monthly, quarterly, annual and ad hoc quantitative and qualitative reports).    NB: Bidders will be allocated three (3) points per sampled qualitative report and three (3) points per quantitative report reflecting the following:  - Media Landscape  - Socio-Political Environment  - Impact on an organisation's reputation |  |  |  |  |  |
| **6.** | **Presentation Criteria**  **Technical Support** |  |  |  |  |  |
| **6.1** | The bidder has shown live demonstration of the tools/systems used to provide the required alerts and updates by outlining:  An example of alerts that will be sent to SARS \*The format in which the information will be provided. \*How the information will be accessed? \*The controls and security around the systems;and \*Number of users who can access the information. |  |  |  |  |  |
| **6.2** | The bidder has shown live demonstration on the number of users who can access the information. |  |  |  |  |  |
| **6.3** | The bidder must provide proof of responsiveness and availability of staff 24/7 in response to SARS’ requests with regard to accessing the websites / electronic portal where articles (news or online) and broadcast items are uploaded. |  |  |  |  |  |
| **6.4** | Bidders must demonstrate Business Continuity Plan to ensure a seamless or uninterrupted delivery of service. |  |  |  |  |  |
| **6.5** | The bidder has demonstrated enabling IT and telecommunication infrastructure on 24 hours basis to proactively trigger real time alerts for negative publicity concerning SARS during prime time hours. |  |  |  |  |  |
| **6.6** | The bidder has provided clear guidelines on the navigation of the website portal that will be available to SARS users. |  |  |  |  |  |
| **6.7** | The bidder has demonstrated the ability to track media coverage outside of South Africa. |  |  |  |  |  |