**aNNEXURE A2: Bidder TECHNICAL Compliance Checklist**

**The form must be submitted in File 1 (Technical file), Exhibit 2**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section**  **No** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| 1.2 | **Experience of the bidder** | Yes |  |  | Page 9 to 12 - exhibit 2 |  |
| 2.1 | **Manage all reservations and bookings** |  | Yes |  | Page 13 to 15 - exhibit 4 | Bidder to state reason for partial compliance |
| 2.2 | **Manage all refunds and non-refundable airline-tickets** |  |  | No | Page 17 to 20 - exhibit 5 | Bidder to state reason for non-compliance |

| **No.** | **Technical Evaluation Criterion** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **1.** | **Company Profile and Resources** |  |  |  |  |  |
| 1.1 | A company profile, organisational structure and infrastructure to render the services. |  |  |  |  |  |
| 1.2 | Number of key personnel that are being recommended to SARS and their level of expertise, responsibilities, qualifications and competencies relevant to the scope of work. |  |  |  |  |  |
| 1.3 | Full name and contact details (landline, cellphone and email address) of a Key Account Manager that the bidder recommends to SARS. Please elaborate on how the Key Account Manager played a key role in at least two (2) projects similar to the scope of work of this bid. |  |  |  |  |  |
| **2.** | **Capability** |  |  |  |  |  |
| 2.1 | The bidder’s experience and proven track record over the past three (3) years. |  |  |  |  |  |
| 2.2 | Provide three (3) most recent testimonials from any clients, where similar services were provided. The testimonials must include but not be limited to:   * Contact details * Brief description of service rendered; * Quality of service received; and * Performance. * Contract period * The quality of service received; * Performance; * Challenges; * Value added services; and * Value of the contract.   Please note that SARS will sample and reserves the right to contact clients for a reference check. It is important to ensure that the clients listed on the bidder’s schedule are contactable. |  |  |  |  |  |
| 2.3 | Provide the number of accounts retained and lost over the past three (3) years. |  |  |  |  |  |
| 2.4 | Provide a detailed proposal on the operational capability including methodology, approach, process and tools / systems to execute an all-inclusive package of media monitoring in the following platforms, as specified in the SARS scope of work:   * Print; * Broadcasting; * Electronic and online media; * Daily news summary report; * Qualitative analysis report ; and * Special Reports |  |  |  |  |  |
| 2.5 | * Provide a detailed proposal of the tools / systems used to provide the required alerts / updates by outlining: * An example of alerts that will be sent / delivered to SARS; * The controls and security around the systems; and * What are the limitations e.g. number of users. * Provide a detailed proposal of how the media reports would be delivered to SARS. Specify the tools / systems that will be used to provide the required alerts / updates, by outlining or demonstrating: * An example of media reports that will be sent / delivered to SARS, namely the Encompassing Media Report, the daily news summary report, a qualitative analysis report and special reports; * Ease of retrieving material from an alert for perusal and re-distribution * The controls and security around the systems; and * What are the limitations e.g. number of users. * Technical support regarding access and trouble-shooting to be made available to the SARS media team |  |  |  |  |  |
| 2.6 | Demonstrate enabling IT and telecommunication infrastructure (24 hours portal, email alerts, SMS alerts, automated searches, downtime, innovation and additional value-adding services). |  |  |  |  |  |
| 2.7 | Provide sample(s) of the website portals that were previously managed by the bidder. |  |  |  |  |  |
| 2.8 | Provide the ability and capability to track media coverage outside of South Africa. |  |  |  |  |  |
| **3.** | **Data Analysis and Reporting** |  |  |  |  |  |
| 3.1 | The proposal must include a sample of previously produced data analysis reports, which demonstrate the bidder’s quantitative and qualitative content analysis. Samples of analysis reports should include a weekly, monthly, quarterly and annual reports. |  |  |  |  |  |
| 3.2 | Provide a quality assurance / processes in place to ensure reliability and validity of data. |  |  |  |  |  |
| **4.** | **Technical Support** |  |  |  |  |  |
| 4.1 | Demonstrate the bidder’s approach to ensure technical training and after hours / weekend support to SARS’ officials, with regard to accessing the websites / electronic portal where articles (print or online) and broadcast items are uploaded, as well as the online editorial that enables navigation of summaries provided to SARS. |  |  |  |  |  |
| **5.** | **Presentation** |  |  |  |  |  |
| 5.1 | Provide overview of company performance / elaborate scope of media database, unique offerings and competitive advantage as well as key account staff assigned and key accountants of similar magnitude handled. |  |  |  |  |  |
| 5.2 | Demonstrate end-to- end process and infrastructure for searching, capturing, retrieving and sending media clippings from across print, digital and broadcast media. Include information on software capability and security. Elaborate on practices relating to alerts and delivery of content behind firewalls and subscription-based content. Provide report of system downtime and recovery periods. |  |  |  |  |  |
| 5.3 | Demonstrate analyses methodology and provide a detailed proposal and/or example of the systems processes and recommendations on how media analysis approach will protect, preserve and protect SARS reputation. |  |  |  |  |  |
| 5.4 | Demonstrate ease of use of final products delivered to SARS, including:   * Media alerts of key articles; * Daily news summary; * Innovative time-saving solution to collate/package and distribute media   coverage updates to internal audiences;   * Quality of clippings; and * Device compatibility. |  |  |  |  |  |