**ANNEXURE A2**

**Technical Compliance Checklist**

**Please refer to section 8.2 to complete this form. The form must be submitted in File 1, Exhibit**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section**  **No** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non Compliant** | **Reference page in Proposal** | **Comments** |
| 8.2.1. | Provided a Company profile and clearly indicated debt collection and related services, organisational structure, national footprint and infrastructure to render the services | Yes |  |  | Page 9 - exhibit 2 |  |
| 8.2.2 | Provide a schedule of bidder’s experience and proven track record over the past 4 years in debt collection and related services |  | Yes |  | Page 10 - exhibit 2 | Bidder to state reason for partial compliance |
| 8.2.3 | Provide proof that the bidder has Professional Indemnity Insurance. |  |  | No | Page 11 - exhibit 2 | Bidder to state reason for non-compliance |

Please refer to section 8 to complete this form. The form must be submitted

| **Section**  **No. 8.3** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 8.2.1. | **Company Profile and Resources** |  |  |  |  |  |
| a) | Provided a Company profile and clearly indicated debt collection and related services, organisational structure, national footprint and infrastructure to render the services; |  |  |  |  |  |
| b) | Provided proposal on its staff’s area of experience, languages, qualifications and competencies relevant to the scope of services; |  |  |  |  |  |
| c) | Provided Size of call/contact center(s) and number of seats; |  |  |  |  |  |
| d) | Provided amount of time required by the bidder to commence with the services once appointed |  |  |  |  |  |
| e) | Provided Full details of the dedicated Account Manager who will attend to regular contract review meetings between the bidder and SARS |  |  |  |  |  |
| 8.2.2 | **Capability** |  |  |  |  |  |
|  | Provided a schedule of bidder’s experience and proven track record over the past 4 years in debt collection and related services. The information provided for each client include: -   * Client name; * Contact person, phone number, the company’s business address; * Debt book value; * Contract period; * Description of debt collection services rendered; * State nature of account (collection for consumers, businesses or both); * Challenges; * Recovery rate; and * Value added services. |  |  |  |  |  |
| 8.2.3 | Collection Process |  |  |  |  |  |
|  | Provided collection process implemented by the bidder in ensuring that debt is collected efficiently and ethically  Provided proof of Association of Debt Recovery Agents membership or any other relevant statutory bodies |  |  |  |  |  |
| 8.2.4 | Insurance |  |  |  |  |  |
|  | Provided proof that the bidder has Professional Indemnity Insurance |  |  |  |  |  |
| 8.2.5 | Technology and Reporting |  |  |  |  |  |
|  | Provided details on the:-   * Process and procedure implemented for submitting and updating accounts; * IT resources to enable tracing, monitoring, predictive dialler tools, preview dialling and call centre management tools; * Capability of bidder’s system to integrate with systems (e.g. SAP); and * Nature and format of reports available. These include but are not limited to online reports and ability to provide customised reports. |  |  |  |  |  |