Technical Evaluation Criteria

No.	Criterion	Description	Evaluation values	Weighting	RATING SCALE
	TECHNICAL SPECIFICATIONS				
	CLIENT BASE/SUPPORT IMPLEMENTATION			25	
1	**Customer Reference(s)**	Means that the bidder must provide contactable Customer references	The Bidder must provide at least three (3) written, valid, verifiable, and contactable references from current and/or previous clients for similar projects (refer to Business Requirements Specification). The contactable references should amongst others include, contact number, the name of the company, the contract period and the service performed. NB: The reference letter should be from the client. The bidder must provide at least three (3) written contactable references / testimonials (and/or or a sworn affidavit) from current and/or previous clients where similar service was rendered. The reference must be on the client' letterhead and must include the following 1. The company name and physical address. 2. Contact person's name, telephone number and email address. 3. Project scope of work. 4. Project Start and End Date.	1.1 **(10)**	(a) **More than three (3)** reference letter(s)/testimonial (s)/ affidavit (s) & LOA that meet SARS = 10 points (b) **Three (3)** reference letter(s)/testimonial (s)/ affidavit (s) & LOA that meet SARS requirements = 6 points (c) **Two (2)** reference letter(s)/testimonial (s)/ affidavit (s) & LOA that meet SARS requirements = 5 points (d) **One (1)** reference letter/testimonial/ affidavit & LOA that meet SARS requirements = 2 (e) Zero reference letters/testimonial/ affidavit that meets SARS requirements = 0
	Technical Support and Maintenance and Support Implementation	Support, maintenance, and implementation of the Compliance Management Solution.	Bidder's proposal must explain in detail how the bidder plan to support SARS with the implementation, and innovation of the Compliance Management Solution. Bidder must provide a sample of a plan Comprehensive: 1. The Bidder will be required to provide maintenance and support services for incidents and problems that might arise. 2. Any ad hoc services, amongst others such as those listed in the sections on Non-Exclusivity and Consulting will be formally agreed upon by SARS and the Service Provider as required. 3. The Bidder must provide complete documentation for the design and installation procedures. 4. The Bidder must provide advice to SARS on software updates and new enhancements for the solution. 5. Support and Maintenance, should be possible for the bidder to maintain and support the solution in South Africa 6. The Bidder must provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity. The Biddershould provide details of the escalation process and service level agreements. Proposal must consist of a detailed outline of the measures that the supplier will put in place to deal with support issues of varying degrees of severity.	1.2 **(10)**	(a) **Meets all 6 of the requirements,** complies with all the Maintenance and Support Services in respect of the criterion, achievable, (maintenance and support services,Any ad hoc services,provide complete documentation for the design and installation procedures., provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity, acceptable = **10 points** (b) **Meets 4-5 of the requirements**, complies with material aspects of the technical criterion but may not comply in certain aspects of Maintenance and Support Services in respect of the criterion, achievable, (maintenance and support services,Any ad hoc services,provide complete documentation for the design and installation procedures., provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity), acceptable risk is posed in respect of the criterion. = **7 points** (c) **Meets 2-3 of the requirements**, complies partially with material aspects of the technical criterion but certain elements of non-compliance on Maintenance and Support Services in respect of the criterion, partially achievable, (bidder can partially provide maintenance and support services,Any ad hoc services,provide complete documentation for the design and installation procedures., provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity, transfer risk to SARS. = 5 points (d) **Meets 1 of the requirement**, barely complies with material aspects of the technical criterion but most elements of non-compliance on Maintenance and Support Services in respect of the criterion, may not be achievable, (bidder can barely provide maintenance and support services,Any ad hoc services,provide complete documentation for the design and installation procedures., barely provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity, transfer risk to SARS. = **1 points** (e) **Does not comply** with material aspects of the Maintenance and Support Services criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points
	Training		1. The Bidder must be available to provide formal classroom and/or online training to SARS user and technical staff. • The Bidder must be able to provide support at any given moment should the users require any technical assistance. • The Bidder must provide On-site training resource.Bidder must supply dedicated training personnel with industry experience: (Provide CV with name, email address, contact number, years in the industry and detailed experience). • The Bidder must submit training video demonstrating the use of the solution to support this requirement. • The Bidder must provide ad hoc user and/or technical training, for example, as part of a project.	1.3 (5)	(a) **Three (3) professionals** with Regulatory Compliance Management Software Tool experience to operate the solution, technial support is provided, onsite training provided and training video provided = **5 points** maximum (b) **Two (2) professionals** with Regulatory Compliance Management Software Tool experience to operate the solution, technial support is provided, onsite training provided and training video provided = 3 points (c) **One (1) professional** with Regulatory Compliance Management Software Tool experience to operate the solution, technial support is provided, onsite training provided and training video provided = 2 points (d) **Zero (0) professional** with Regulatory Compliance Management Software Tool experience = 0 points
2	VERIFIABLE TRACK RECORD			10	
	Established Operating Capability		SARS requires that the Bidder has extensive experience in providing compliance solutions. SARS seeks to ascertain the extent to which the Bidder has established operations and has delivered related services to the market over a period of time. The Bidder must provide all documentation to substantiate the proposal. Proof of the date on which the Bidder's business commenced operations and a document describing the core nature of the business are required as proof. NB: The evaluation criteria statements in each block must be used conjunctively (unless otherwise stated)	2.1 (5)	(a) The bidder has been in operation for **longer than 7 years and evidence** has been provided = 5 (b) The bidder has been in operation for **longer than 5 years and evidence** has been provided = 3 (c)The bidder has been in operation for **longer than 3 years and evidence** has been provided = 2 (d) The bidder has been in operation for less than 3 years - 0
	Current Client Base		SARS seeks to establish the size and nature of the Bidder's current client base to which it provides the Compliance Management Solution that SARS requires. The Bidder must provide a list of the names of all their existing corporate clients, their contact person/s, the clients' contact email/s and numbers and an indication of the sectors these clients belong to. NB: SARS reserves the right to verify the provided information. NB: The evaluation criteria statements in each block must be used conjunctively (unless otherwise stated)	2.2 (5)	(a) The Bidder has **> 20 corporate clients** across all sectors. Total number of compliance solutions provided across all sectors exceed 20.) =5 (b) The Bidder has **>10 up to 15 corporate clients** across all sectors. Total number of compliance solutions provided across all sectors exceed 10.)= 3 (c) The Bidder has **> 5 up to 10 corporate clients** across all sectors. Total number of compliance solutions provided across all sectors exceed 5.) = 2 (d) The Bidder has **< 5 corporate clients** across all sectors. Total number of compliance solution provided across all sectors is less than 3 and/or not indicated.) = 0
				40	
3	**Compliance Management Solution**		(The Bidder must set out its solution for compliance management provision indicating how it will meet the requirements of section 3.1 (A-G) of the Bid Requirements Specification. a) Enable compliance management of identified legislation, internal policies, rules, internal procedures that are set and approved by the Commissioner, EXCO. b) Ensure inherent and residual risk rating of identified legislation and non-binding codes or standards taking into cognisance the impact on reputation, finances (e.g., fines and penalties), and resources. c) Provide a detailed breakdown (in the form of compliance risk management plans) of each legislation, non-binding coded or standards and enabling compliance verification /obligations with detailed reporting capabilities. d) Provide management with relevant checklist with simple or layman terms of the provision of each legislation, non-binding codes or standards. e) Enable management of issues related to non-compliance to legislation or policies and standard operating procedures. f) Enable amendments to the legislation, non-binding codes or standards on a regular basis to ensure that SARS has the latest requirements. g) Enable set up of surveys or import surveys, email notifications, reminders, web-based completions of surveys, reporting and analysis of surveys. The Compliance Risk Management Plan should include interpretation of the provision of each identified legislation, non-binding codes or standards in simple terms. SARS seeks to establish the extent to which the Bidder's solution conforms to SARS' minimum requirements for compliance management provision. Bidders who can show that they meet all the requirements and provide comprehensive details regarding its compliance management provision that pose no or negligible risk to SARS will receive maximum points. The Bidder must attach documentation in order to substantiate its response/proposal. NB: The evaluation criteria statements in each block must be used conjunctively (unless otherwise stated	3.1 (40)	(a) **Meets full 7 requirements** (Bidder has fully complied with the requirements. Response generally represents a negligible risk. **Functionality complies with all aspects of section 3.1 (A-G) of the BRS and is substantiated)** = 40 (b) **Meets 5 of the requirements** (Bidder has largely complied with the requirements. Response generally represents a low risk. **Functionality complies with all aspects of section 3.1 (A-G of the BRS and is substantiated)** = 30 (c) **Meets 4 of the requirements** (Bidder has complied with some of the requirements. Response generally represents an acceptable risk. **Functionality complies only partially with all the aspects of section 3.1 (A-G of the BRS and is only partially substantiated)** = 20 (d) **Meets 3 of the requirements** (Bidder has partially complied with the requirements. Response generally represents an unacceptable risk. **Functionality does not comply with all aspects of section 3.1 (A-G of the BRS and is not substantiated)** = 10 (e) **Meets 1-2 of the requirements** (Bidder has not complied with the requirements. **Response generally represents a high risk)** = 0
				10	
4	**Integration with SARS Systems**		SARS seeks to establish the extent to which the Bidder's solution conforms to SARS's requirements. The Bidder must confirm that the requirements regarding the data integration as set out in Section 5 of the BRS are met and provide further details regarding the way in which data will be managed and interfaced by SARS. Bidders who can show that they meet all the interfacing requirements and provide comprehensive details regarding its solution that pose little or no risk to SARS will receive maximum points. Documentation must be attached by the Bidder to substantiate its claims to achieve maximum points. SARS may also request the Bidder to provide additional demonstrations, presentations, and/or a POC to demonstrate their proposed offering NB: These evaluation criteria statements in each block must be used conjunctively (unless otherwise stated	4.1 (10)	(a) (Bidder has fully complied with the requirements as set out in Section 5 of the BRS. **Response generally represents a negligible risk to the achievement of the desired outcomes to SARS) =** 10 (b) (Bidder has largely complied with the requirements as set out in Section 5 of the BRS. **Response generally represents a low risk to the achievement of the desired outcomes to SARS) =** 5 (c) (Bidder has complied with the requirements as set out in Section 5 of the BRS. **Response generally represents an acceptable risk to the achievement of the desired outcomes to SARS) = 3** (d) (Bidder has partially complied with the requirements as set out in Section 5 of the BRS. **Response generally represents an unacceptable risk to the achievement of the desired outcomes to SARS) = 2** (e) (Bidder has not complied with the requirements as set out in Section 5 of the BRS. **Response generally represents a high risk to the achievement of the desired outcomes to SARS) =** 0
				15	
	Information Security Governance/Information Security	Refers to Information Security Governance and Infomation Security SARS aims to establish the Bidder's Information Security Governance in its operations and any elements of risk that may exist to the provision of services to SARS. The Bidder will be evaluated on the following basis: • The Bidder has shown an understanding of SARS requirements on Information Security Governance and has set out its response accordingly. • The Bidder's Information Security Governance will meet or exceed SARS requirements. • The Bidder's Information Security Governance solution represents a low risk to the take on and on-going delivery of these Services.	Information Security Governance 1. The Bidder must confirm if they conform to King 1/2/3/4 reports on governance. 2.The Bidder must confirm if they conform to ISO/37301:2021 (Compliance Management Systems), ISO/IEC 27002 (Controls), ISO/IEC 27005 .(Bidder must provide the required Certificates to validate their compliance) 3. The Bidder must confirm if information security awareness is performed. 4 The Bidder must confirm audit, risk assessment and vulnerability assessment processes. This includes confirmation that SARS can perform audits/assessment at any time. Technology Support 5. Browser based web application management/ access tools must be compatible with MS Edge. 6. The solution must support SARS standardised operating system	6.1 **(7)**	(a) **Meets full requirements**, complies with all aspects of the technical criterion, the Bidder's response to an Inquiry pose little or no risk in respect of Information Security Governance, acceptable = 7 points (b) **Meets 5 of the requirements**, complies with material aspects of the technical criterion but may not comply in certain aspects of Information Security Governance criterion, acceptable risk is posed in respect of the criterion = 5 points (c) **Meets 4 of the requirements**, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 4 points (d) **Meets 3 of the requirements**, partially complies with certain material aspects of the Information Security Governace technical criterion but certain elements of non-compliance transfer risk to SARS. = 3 points (e) **Meets 2 of the requirements**, does not comply with certain material aspects of the Information Security Governace technical criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 2 points (f) **Meets 1 of the requirements**, does not comply with certain material aspects of the Information Security Governace technical criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 points (e) **Does not comply** with material aspects of the Information Security Governance technical criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points
6.2			Information Security 1. The Bidder must provide an overview of logical access control measures. 2. The Bidder must provide an overview of data protection measures. 3. The Bidder must provide an overview of technical support, problem-, change management processes, including patch management. 4. The Bidder must provide an overview of malicious code (viruses, malware, ransomware etc.) measures. 5. The Bidder must provide an overview of network security measures. 6. The Bidder must provide an overview of application security measures. 7. The Bidder must provide an overview of back up, disaster recovery and business continuity measures. 8. The Bidder must provide an overview of IT asset management, including compliance to license agreements.	6.2 **(8)**	(a) **Meets 7- 8 of the requirements**, complies with all aspects of the Information Security criterion, the Bidder's response to an Inquiry pose little or no risk in respect of the criterion, achievable, (technical support, after sales technical support, comprehensive security available, acceptable = 8 points (b) **Meets 4-6 of the requirements**, complies with material aspects of the technical criterion but may not comply in certain aspects of Information Security criterion, acceptable risk is posed in respect of the criterion. = 5 points (c) **Meets 2-3 of the requirements**, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 3 points (d) **Meets 1 requirement**, does not comply with certain material aspects of the Information Security criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 point (e) **Does not comply** with material aspects of the Information Security technical criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points
	TOTAL			100	