**aNNEXURE A2: Bidder TECHNICAL Compliance Checklist**

**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 |

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

| **No.** | **Technical Evaluation Criterion** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **1.** | **Company Profile and Resources** |  |  |  |  |  |
| 1.1 | Provide a company profile, organisational structure and description of available infrastructure to render the services. |  |  |  |  |  |
| 1.2 | Provide the number of key personnel that are being recommended to SARS and level of expertise, their responsibilities, qualifications and compentencies 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 | Provide a schedule of the bidder’s experience and proven track record over the past four (4) 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 |  |  |  |  |  |
| 2.3 | Provide the number of accounts retained and lost over the past four (4) years. |  |  |  |  |  |
| 2.4 | Demonstrate the operational capability including methodology, approach, process and tools / systems to execute an all-inclusive package of media monitoring as specified in the SARS scope of work.   * Print; * Broadcasting; and * Electronic and online media |  |  |  |  |  |
| 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. |  |  |  |  |  |
| 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 and reference checks** |  |  |  |  |  |
| 5.1 | Only shortlisted bidders will be notified about the presentation and demonstration requirements. |  |  |  |  |  |