

No.	Criterion	Description	Evaluation values	Weighting	Rating Scale	Comments
4.5	Low volume marking	Solution should be able to cater for marking of low volume goods produced locally or arrive unmarked	Detailed description and examples of solution for marking of low volume goods. (manual application, etc.)	3	a) Does not meet criteria = 0 b) Meet 1 Criteria = 4 c) Full Criteria Met = 8	Only 1 criterion is set out, yet the scoring reads: "a) Does not meet criteria = 0 (the bidder cannot mark low volume goods) b) Meet 1 Criteria = 4 (the bidder can only mark either imported goods or local but not both. c) Full Criteria Met = 8 (the bidder can mark low volume goods both local and imported goods) New wording Solution should be able to cater for marking of low volume produced locally and unmarked imported goods. a) Does not meet criteria = 0 b) Full Criteria Met = 8
9.1	Solution Monitoring Centre	The solution provider shall provide a command centre that will be responsible for overseeing the smooth running of all components of the solution, handling queries from entities (related to solution components), triggering mitigating action with support or other relevant teams and providing solution usage and operability reports to SARS as requested.	SP must provide hardware, software and training required to set-up, the command centre at a location designated by SARS, and having the ability to integrate with the SARS enforcement centre. The command centre must : 1. Be managed and resourced by SP, with full access provided to SARS for monitoring and oversight; 2. Be operational 24 hours a day, and provide immediate response on component failures, maintenance of equipment on production lines, perform scheduled and unscheduled services, schedule emergency and routine fixes, monitoring of system performance, checking for outages, etc. 3. Must record on system operation including items marked, quality of markings, and associated commercial information (e.g. order, packing lists and invoices); 4. Account for wastage and discrepancies. 5. Be the central point of call for all query management from industry or from SARS Operations related to solution operation; 6. Provide real-time production monitoring of local production connectivity to production monitoring equipment, products being manufactured, number of products manufactured per hour, status of equipment, level of ink, alerts against unauthorised opening of production monitoring equipment; 7. Track service technicians responsible for equipment maintenance; 8. Ensure active monitoring of IT infrastructure against security threats.	3	a) Does not meet criteria = 0 b) Meets one to two criteria = 2 c) Meets three to four criteria = 4 d) Meets five to six of the criteria = 6 e) Full Criteria Met = 8	7. Track service technicians responsible for equipment maintenance; Ensure active monitoring of IT infrastructure against security threats. The wording caters for 8 criterions there was an omission on inserting number 8. New Rating Scale a) Does not meet criteria = 0 b) Meets one to two criteria = 2 c) Meets three to four criteria = 4 d) Meets five to six of the criteria = 6 e) Meets seven to eight of the Full Criteria = 8
12.12	Device Usability	Refers to the usability - navigation, user-friendliness and intuitivity of the device	Demonstrate that the device: 1. Are reasonably impact and damage resistant. 2. Are simple to use and navigate 3. Equipped with GPS capabilities in order to automatically register and track locations	8	a) Does not meet criteria = 0 b) Meets one of the criteria = 2 c) Meets two of the criteria = 4 d) Meets three of the criteria = 6 e) Full Criteria Met = 8	The criterion is marked as 12.12, yet it is meant to be 17.12.