**aNNEXURE A3: Bidder TECHNICAL Compliance Checklist**

**BIDDERS NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section**  **No.** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non -Compliant** | **Reference page in Proposal** | **Comments** |
| 9.3.1.1 | The service provider has information on: | **EXAMPLE** |  |  | Pg. |  |
| 9.3.1.2 | A company profile, organisational structure and detailed infrastructure to render the services as outlined in 9.2; |  |  |  | Pg. | Bidder to state reason for partial compliance |
| 8.3.1.3 | Indicate a range of in-house services provided specific to employee health and wellness services; 3 |  |  |  | Pg. | Bidder to state reason for non-compliance |

**Please refer to section 9 to complete this form. The form must be submitted in File 1, Exhibit 2**

| **No.** | **Technical Evaluation Criterion** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **1.** | **Company Profile, Infrastructure and Resources** |  |  |  |  |  |
| **1.1** | The service provider has information on:  A company profile, organisational structure and detailed infrastructure to render the services as outlined in 9.2; |  |  |  |  |  |
| **1.2** | Indicate a range of in-house services provided specific to employee health and wellness services; 3 |  |  |  |  |  |
| **1.3** | Full contact details of the Client Relationship Manager. |  |  |  |  |  |
| **2.** | **Capability** |  |  |  |  |  |
| **2.1** | Bidder to demonstrate the ability to manage a Call Centre with a capacity of a minimum of 10 defined seats occupied at all times |  |  |  |  |  |
| **2.2** | Bidder must provide a Minimum of 2 CVs of the proposed resource team demonstrating the relevant experience in compiling professional reports in line with the industry norms. |  |  |  |  |  |
| **3.** | National Footprint |  |  |  |  |  |
| **3.1** | Provide a summary of the bidder’s database of network of specialists across the nine (9) regions by completing Annexure C2. |  |  |  |  |  |
| **4.** | Regional Split |  |  |  |  |  |
| **4.1** | Bidder to confirm area of speciality per each region by completing Annexure C3. |  |  |  |  |  |
| **5.** | Languages |  |  |  |  |  |
| **5.1** | Provide a proof by completing Annexure C3 to confirm that their affiliates have knowledge of the each regions languages. Bidder must be able to offer services in the eleven official languages |  |  |  |  |  |
| **6.** | **Record keeping and document management** | | | | | |
| **6.1** | Describe your record keeping and document management system in line with PAJA Act. |  |  |  |  |  |
| **7.** | **Testimonial** |  |  |  |  |  |
| **7.1** | Provide reference letters from at least three (3) contactable clients, to whom similar services have been provided to in the past five (5) years. The reference letters must include: company name, contact person, phone number, email address, duration of contract, a brief description of the services rendered and Signed by responsible unit head. |  |  |  |  |  |