**aNNEXURE A2: 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** |
| 8.3.1 | Summary of the bidder’s experience in implementation | **EXAMPLE** |  |  | Pg. |  |
| 8.3.2 | Detailed approach on how the project will be executed |  |  |  | Pg. | Bidder to state reason for partial compliance |
| 8.3.3 | Provide a 1-2 page resume and certificates of each resource |  |  |  | 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 detailing service offering, structure, turnover, date established, alliances and partnerships with regards to screening |  |  |  |  |  |
| **1.2** | The service provider has information indicating a range of in-house services provided specific to screening (own data bases), including services that are insourced by the Service Provider from other service providers, including the service level agreements that are in place in this regard.  Screening service:  1. Qualifications  2. A candidate's Identity  3. Citizenship status  4. Driver’s license  5. Credit record  6. Directorship and company checks  7. Professional Membership  8. Social media risk assessment  9. Employment History |  |  |  |  |  |
| **1.3** | Disaster Recovery Plan and Business Continuity Plan to ensure a seamless or uninterrupted delivery of service. |  |  |  |  |  |
| **1.4** | The service provider has provided a One (1) page Curriculum Vitae (CV) indicating the level of expertise of Key Personnel that will be assigned to SARS. Each CV should include: level of expertise, number of years of experience, their accessibility, qualifications and competencies relevant to the scope of services. |  |  |  |  |  |
| **1.5** | The service provider has provided the Full name and contact details (landline, cell-phone and email address) of a Key Account Manager with technical expertise 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.** | **Testimonials** |  |  |  |  |  |
| **2.1** | The service providers must provide written testimonials from three (3) current and/or recent finance, banking or government (not older than 36 months) clients to whom screening services are / were provided. The testimonials must include but not be limited to:  • A brief description of services rendered;  • Quality of service; and  • Performance, including turn-around times (TAT). |  |  |  |  |  |
| **3.** | **Capability** |  |  |  |  |  |
| **3.1** | The service providers must illustrate how they are implementing the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) including but not limited to how they source, use, collate, disseminate and store personal information. |  |  |  |  |  |
| **3.2** | Service Providers must also clearly illustrate how they handle discrepancies between screening check results and submitted information. |  |  |  |  |  |
| **3.3** | Service Providers will be required to conduct a live demonstration of an automated and integrated system that will be used for screening purposes. The Service Provider must demonstrate that the system has the following minimum capabilities but not limited to:  • Role specific access to facilitate access for different role players;  • Direct interface between SARS employees and the relevant systems;  • Paperless completion and submission of forms and documents, as applicable;  • Uploading capability;  • Tracking and monitoring capability;  • Dashboard;  • Consolidated personal credential verification (PCV) report; and  • Capacity and capability to deal with batch recruitment of three hundred (300) individuals and above.  Note: The live demonstration of an automated and integrated system that will be used for screening purposes will be conducted via Webex or Zoom during the pandemic. SARS will contact bidders to schedule a virtual presentation. |  |  |  |  |  |
| **4.** | **Turn-Around Times** |  |  |  |  |  |
| **4.1** | Service Providers must provide service level agreements indicating turnaround times, in instances whereby they rely on other service providers for the required information, and dependencies for all screening services that are applicable to this tender. This must cover how those services are managed in cases of interference by external forces, such as lockdowns, outside both parties control. The delays must be quantified in number of days. |  |  |  |  |  |