



## TERMS OF REFERENCE

# APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A BACKUP AS A SERVICE & DISASTER RECOVERY AS A SERVICE SOLUTION TO THE KWAZULU-NATAL FILM COMMISSION FOR TWELVE (12) MONTHS

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## 1. BACKGROUND INFORMATION

### 1.1 Introduction

The KwaZulu-Natal Film Commission (KZNFC) was established under the KwaZulu-Natal Film Commission Act, 2010. The KZNFC has been established to promote the film industry in the province, and has as part of its objectives:

- To promote and market the province as a global destination for film production;
- To develop, promote and market, locally and internationally, the film industry in the province;
- To facilitate investment in the film industry in the province;
- To provide and encourage the provision of opportunities for persons, especially from disadvantaged communities, to enter and participate in the film industry in the province;
- To address historical imbalances in the infrastructure and in the distribution of skills and resources in the film industry in the province; and
- To contribute to an enabling environment for job creation in the film industry in the province.

### 1.2 Acronyms

<b>KZNFC</b>	KwaZulu-Natal Film Commission
<b>KZN</b>	KwaZulu Natal
<b>TOR</b>	Terms of Reference
<b>IT</b>	Information Technology
<b>SLA</b>	Service Level Agreement
<b>DR</b>	Disaster Recovery
<b>BaaS</b>	Backup as a Service
<b>DRaaS</b>	Disaster Recovery as a Service
<b>CV</b>	Curriculum Vitae

### 1.3 The purpose of the Terms of Reference

The KwaZulu-Natal Film Commission wishes to appoint an experienced service provider to provide a suitable Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS) solution to the KZNFC for a period of twelve (12) months.

## 2. CONTRACT OBJECTIVES, SCOPE OF WORK AND DELIVERABLES

### 2.1 Service standards

- Provide end to end management, support, and monitoring of the Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS) solution.
- Ensure 99% backups success rate.
- Provide training to KZNFC's IT personnel to understand the processes and



systems in use in the proposed solution.

- Provide monthly reporting on capacity frequency and success/ failure of backups.
- Provide regular recovery testing of backups.

## 2.2 Time frames

The timeframe of this contract is a period of twelve (12) months commencing from the date of appointment i.e. the signing of the Service Level Agreement (SLA).

## 2.3 Deliverables

- Back up the VMware onsite servers to a global public Cloud provider using Backup Software that is native to the global public Cloud provider.
- Allow management of the backups on-premise and in the public Cloud platform.
- The backup storage must be billed monthly according to actual usage.
- The solution should allow for the recovery and provisioning of the virtual servers in the Cloud infrastructure for disaster recovery or when required. Recovery Point Objective is 24 hours and Recovery Time Objective is 6 hours.
- Once the virtual servers are recovered into the Cloud infrastructure, flexible billing modes such as Yearly/Monthly and pay-per-use billing modes must be available based on service requirements.
- Backups must then be performed in the Cloud infrastructure to accommodate the active virtual servers with a minimum retention of 7 days.
- A Virtual Private Network (VPN) that establishes an encrypted connection for an Internet-based communications tunnel between KZN Film Commission and the Public Cloud provider is required.
- A static public IP address must be provided so that the virtual servers can be accessed over the Internet, as well as the required Bandwidth (~500GB monthly for the IP and VPN – This can be adjusted later once the data has been active in the infrastructure).
- Basic security should be provided to allow certain ports and services to access the virtual servers in the Cloud.
- Anti-DDoS service must be included to monitor the service traffic from the Internet to public IP addresses to detect attack traffic in real time.
- A domain controller with 1 vCPU and 2GB RAM (40GB OS) will be required for Cloud authentication. The Microsoft Windows server OS must be included. Installation and configuration of the domain controller must be included. This domain controller must always be running and operational.
- An S3 object Storage Service (~5TB) is required for storing the archived backups from the on-premise Veeam Backup and Replication environment. No additional Veeam licenses are required. The storage type used must meet the following requirements:
  1. Good performance/reliability and availability.
  2. Low access latency and high throughput.
  3. Minimum of 11 Nines durability.
  4. Archive/deep archive storage is not to be used
- The Cloud service provider must have at least two geographical datacenters within the South Africa borders to ensure that data is stored and processed within this



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country. The backup data described in item 1 should be hosted in one geographical datacenter and the Veeam S3 archive repository should be located in the other geographical datacenter to ensure multi-site redundancy.

- The solution should provide identity authentication and permission management to support fine-grained access control for the Cloud resources.
- Please include services to perform the necessary tasks that will enable both the Backup and Disaster Recovery as a service model, indicating the costs associated with each option.
- Include the optional cost of a monthly managed back and DR service as well as Disaster Recovery failover and failback assistance. This service should include daily monitoring of all the above listed services and immediate remediation in the event of a failure. A Service Delivery Manager (SDM) should be assigned to the KZN Films Commission for these services. The SDM must provide detailed monthly reporting and feedback. This is to be a 9x5 service. In the event of a service failure, remediation must be performed on a work to completion basis at no additional cost to KZN Films Commission.
- Below list of virtual servers will be required for Backup to the Cloud and Disaster Recovery when required:

VM	CPUs	Memory (GB)	Disks	Disk	Capacity GB
<b>KZNFHOVAP01</b>	2	4	2	Hard disk 1	250
				Hard disk 2	200
<b>KZNFHOERP01</b>	4	16	1	Hard disk 1	1,000
<b>KZNFHOVFP01</b>	4	8	3	Hard disk 1	100
				Hard disk 2	1,220
				Hard disk 3	500

### 3. REPORTING

For contracts management, performance monitoring, relationship management, technical reports, backup reports and usage statistics, the service provider will be accountable to the **IT Specialist: Mr Lwazi Nodada**

### 4. QUOTATION REQUIREMENT

#### 4.1 Project Proposal

Bidders will be required to submit a **technical** and **financial** proposal.

##### 4.1.1 Technical proposal

- Executive Summary
- Reference letters from public entities, government departments or private companies to whom the service provider has provided similar services.
- CVs and qualifications of



#### 4.1.2 Financial proposal

Costing provided should show the following:

- Monthly cost for public Cloud provider based off site backup for DR purposes, including hosting of off-site domain controller.
- Optional monthly managed service for above.
- Monthly cost for Cloud provider Veeam S3 archive repository.
- Optional monthly managed service for above.
- Any additional operational / security costs as detailed in items listed in the deliverables.
- Maximum expected additional / increase in monthly costs to activate and operate the three DR VMs plus the domain controller server should a failover to DR be required.
- Fixed future once off cost to assist with DR failover and enablement.
- Fixed future once off cost to assist with DR failback and recovery into the production site.
- All once off costs including all installation, configuration & migration costs.

## 5. EVALUATION CRITERIA

The bid for the appointment of each service provider will be evaluated on the pre-qualification criteria, the mandatory requirement, functionality, price, and preferential points in accordance with the Preferential Procurement Policy Framework Act 2000 (Act No. 5 of 2000 and B-BBEE Act.)

### 5.1 Pre-Qualification Criteria

B-BBEE Status level 1 or 2, an EME or QSE

### 5.2 Mandatory Requirement (disqualifying requirement)

The bidder must provide valid proof of partnership with the Cloud provider of their choice

### 5.3 Functionality

The service provider must score a minimum of 65% to be evaluated further for price and preference points. Refer to Annexure A for the information that must be provided and supported with documentation for the bid proposal to be evaluated and scored.

### 5.4 Price and Preference

**80/20 preference points will be applicable for the evaluation of this tender. Preference Points will be determined by the status level contributor of each service provider which will be a determining factor of who scores the highest for price and preference point.**

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**ANNEXURE A - EVALUATION GRID FOR FUNCTIONALITY**

Name of project:	Weight	Maximum Score	Initial assessment	Revised assessment (before interviews*)	Revised assessment after interviews*
<b>BACKUP AS A SERVICE &amp; DISASTER RECOVERY AS A SERVICE SOLUTION</b>					
<b>Section 1 – Executive Summary</b>					
Executive Summary (explaining how the bidder understands the requirements of the TORs, summary of the proposed solution and a summary of the bidder’s experience relevant to the requirements of the TORs)		20			
<b>Sub-Total</b>		<b>20</b>			
<b>Section 2 – Company Experience</b>					
The bidder has provided similar services for other clients in the past 10 years ( <i>provide signed and dated reference letters which must be on the client’s letterhead</i> )  3 reference letters = 20 points 4 reference letters = 25 points 5 reference letters = 30 points		30			
<b>Sub-Total</b>		<b>30</b>			



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Name of project:	Weight	Maximum Score	Initial assessment	Revised assessment (before interviews*)	Revised assessment after interviews*
<b>BACKUP AS A SERVICE &amp; DISASTER RECOVERY AS A SERVICE SOLUTION</b>					
<b>Section 3 – Team Expertise</b>					
<b>Account/Project Manager</b>					
CV with minimum NQF level 6 qualification and experience working as an Account/Project Manager on similar projects <i>(CVs and copies of qualification(s) to be provided)</i>  3 years' experience = 5 points 4 years' experience = 10 points 5 years' experience = 15 points		15			
<b>Technical Team</b>					
CVs with NQF level 6 relevant IT qualifications and/or industry related IT certifications, and a minimum of 3 years' experience working on similar projects <i>(CVs and copies of qualification(s) to be provided)</i>  1 CV = 15 points 2 CVs = 25 points 3 CVs = 35 points		35			
<b>Sub-Total</b>		<b>50</b>			
<b>Grand Totals</b>		<b>100</b>			