



TERMS OF REFERENCE

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE HOSTING OF THE KZN
FILM COMMISSION WEBSITE AND DOMAIN FOR TWELVE (12) MONTHS
INCLUDING TECHNICAL SUPPORT AND MAINTENANCE OF THE WEBSITE**

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1. BACKGROUND INFORMATION

1.1 Introduction

The KwaZulu-Natal Film Commission 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

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|---------------|--|
| KZN | KwaZulu-Natal |
| TOR | Terms of Reference |
| B-BBEE | Broad-Based Black Economic Empowerment |
| SLA | Service Level Agreement |
| IT | Information Technology |
| VAT | Value-added tax |
| EME | Exempt Micro Enterprise |
| QSE | Qualifying Small Enterprise |
| PFMA | Public Finance Management Act, 1999 (Act No 29 of 1999) as amended |
| SCM | Supply Chain Management |
| CV | Curriculum Vitae |

1.3 The purpose of the Terms of Reference

The KZN Film Commission wishes to appoint a suitable service provider to provide hosting of the KZN Film Commission website and domain for a period of twelve (12) months including technical support and maintenance of the website.

2. SCOPE OF WORK

- Hosting of the KZN Film Commission website and domain.
- Technical support and maintenance of the website.
- The service provider must ensure that the website is backed up and recovery tests are performed every month.
- The service provider must ensure that all changes to the website follow the KZN Film Commission's change control procedure.
- The service provider is required to provide necessary security maintenance of the website, updating security patches and regular security checks
- The service provider will be expected to upload content as well as regular content changes/updates to the website upon request.
- The service provider will be responsible for making changes to the website upon request.
- The service provider must provide a designated Account/Service Manager whom the KZN Film Commission will liaise regarding content to be uploaded on the website and any other related issues.
- The service provider must provide customer/helpdesk support during work hours, there should be an email address and a telephone number.
- Google Analytics monthly reporting.

3. TIME FRAME

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

4. 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**

5. QUOTATION REQUIREMENT

5.1 Project Proposal

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

4.1.1 Technical proposal

- Implementation plan
- Three (3) or more reference letters
- CVs and copies of qualifications

4.1.2 Financial proposal

- The financial offer must contain a **budget breakdown**.
- All costs should be inclusive of VAT and conditional and/or unconditional discounts where applicable.
- Additional costs



6. 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.)

6.1 Pre-Qualification Criteria

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

6.2 Mandatory Requirement (disqualifying requirement)

None

6.3 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.

6.4 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.

| Name of project: | Weight | Maximum Score | Initial assessment | Revised assessment (before interviews*) | Revised assessment after interviews* |
|--|--------|---------------|--------------------|---|--------------------------------------|
| Appointment of a service provider to provide hosting of the KZN Film Commission website and domain for twelve (12) months including support and maintenance of the website | | | | | |
| Section 1 – Implementation Plan | | | | | |
| A detailed plan of how the website and domain will be migrated, hosted, monitored, and maintained. | | 10 | | | |
| Sub-Total | | 10 | | | |
| Section 2 – Company Experience | | | | | |
| 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 = 30 points 5 reference letters = 40 points | | 40 | | | |
| Sub-Total | | 40 | | | |
| Section 3 – Team Expertise | | | | | |
| Account/Service Manager | | | | | |
| CV with minimum NQF level 6 qualification and experience working as an Account/Service 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 or more years experience = 15 points | | 15 | | | |
| Technical Team | | | | | |
| 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 | | | |
| Sub-Total | | 50 | | | |
| Grand Totals | | 100 | | | |