

## TERMS OF REFERENCE

### APPOINTMENT OF SERVICE PROVIDER TO PROVIDE THE FOLLOWING SERVICES TO KWAZULU – NATAL FILM COMMISSION:

**MIGRATION OF SAGE APPLICATIONS (EVOLUTION, PREMIER HR, ESS AND VIP TO A CLOUD  
ENVIRONMENT AND SUPPORT AND MAINTENANCE FOR TWELVE (12) MONTHS**

**Technical enquiries:** Mr Lwazi Nodada

**Email:** [LwaziN@kznfilm.co.za](mailto:LwaziN@kznfilm.co.za)

**SCM enquiries:** Ms Sthandiwe Mnguni

**Email:** [SthandiweM@kznfilm.co.za](mailto:SthandiweM@kznfilm.co.za) or [SCM@kznfilm.co.za](mailto:SCM@kznfilm.co.za)

**Submissions:** [SCMQuotes@kznfilm.co.za](mailto:SCMQuotes@kznfilm.co.za)

OUR KINGDOM IS YOUR STAGE

Board members: N. Malange, J. Wills, M. Mzimela, N. Mthembu, L. Berning, C. Coetzee, L. Ngcobo, S. Zondi

KZN Film Commission • 10th floor Musgrave Towers, 115 Musgrave Road, Berea 4001, South Africa Tel: +27 31 003 9000 Email: [info@kznfilm.co.za](mailto:info@kznfilm.co.za)

## 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>SQL</b>	Structured Query Language
<b>IT</b>	Information Technology
<b>RFQ</b>	Request For Quotation
<b>PO</b>	Purchase Order

### 1.3 The purpose of the Terms of Reference

The KZNFC wishes to appoint a suitable service provider to migrate Sage applications (Evolution, Premier HR, ESS, Payroll) which are currently hosted on an onsite server to a Cloud environment and provide support for the applications for a period of twelve (12) months. There are currently a total of 56 KZNFC employees that use Sage Evolution, 22 employees use Premier HR, 56 employees use ESS and 3 employees use Sage VIP. The services include day-to-day support and maintenance of the Sage applications, end user training and administrative training for IT personnel and SQL scripting. The TORs serve to guide the process of selecting and appointing a qualified service provider by ensuring a match between KZNFC's requirements and the knowledge and experience of the service provider. These TORs and the service provider's proposal will form the basis of the service level agreement to be entered between the parties.

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

### 2.1 Scope of work

The incumbent must include in their proposal relevant experience in providing support and maintenance for Sage applications for other organizations, as well as migrating Sage applications to the Cloud for other organizations.

### 2.2 Deliverables

- KZNFC will require 48 hours per month which can be utilized for all aspects relating to the Sage applications such as support, providing training, development, upgrades to the system and so forth.
- The service provider must work with the KZNFC IT team to ensure that the system is backed up and recovery tests are performed every month. The service provider will test the recovered system and produce results in the monthly reports.
- The service provider must ensure that all changes to the system follow the KZNFC change control procedure, changes should ideally be tested in a non-production environment before being implemented. Downtime can scheduled to implement changes to the system.
- The service must provide training for users as when required and also provide user manuals.
- Provide administrative training for IT personnel and provide manuals in PDF.
- Provide end-user training for all staff and provide manuals in PDF.
- Provide a call logging procedure (email or telephone).
- Provide monthly reports on usage/status of the Sage applications.
- Transfer the skills required to support, administer and maintain the Sage applications to the KZNFC's IT personnel.

### 2.3 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).

### 2.4 Details of the current Sage Evolution system

- SQL Server 2012
- Sage Evolution version 7.20.2.000
- 41 users
- Registered modules:
  - System
  - User Defined
  - General Ledger
  - Accounts Receivable
  - Accounts Payable
  - Contact Management Basic

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- Inventory
- Order Entry
- Fixed Assets
- Report Writer
- Contact Management Premium
- GL Master/Sub Accounts
- GL Segmented Accounts
- Bank Manager 2
- Segmented Inventory
- SIC Standard
- Procurement
- SIC Genie
- Audit Tool
- Advanced Procurement
- Mobility
- Inventory Optimization

### 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
- Minimum 3 reference letters
- CVs and 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.
- Costs must include once off migration costs and monthly support and maintenance costs

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## 5. EVALUATION CRITERIA

### Pre – Qualification Criteria *(disqualifying requirement)*

- Level 1 or 2 or 3 BBBEE status level contributor, EME or QSE

### Mandatory Requirements *(disqualifying requirement)*

- The service provider must be an accredited Sage partner (provide proof)

### Functionality

Bidders that score less than 65% of the points for functionality will not be considered for further evaluation process.

### Preferential Points and Price

Preferential points in accordance with the Supply Chain Management Procurement policies, the Treasury Regulations, the Preferential Procurement Policy Framework Act 5 of 2000 and the B-BBEE Act and with its regulations amendments.

Financial and Preference Point System	
Price	80
Preference Points (Conformance to B-BBEE)	20
<b>Total</b>	<b>100</b>

## 6. NON-APPOINTMENT

The KZNFC reserves its rights either NOT to make an appointment and/or appoint the bidder with the lowest price. The KZNFC also reserves its right to negotiate the final price of those bids deemed technical compliant.

For technical enquiries contact: [LwaziN@kznfilm.co.za](mailto:LwaziN@kznfilm.co.za)

For SCM enquiries contact: [SthandiweM@kznfilm.co.za](mailto:SthandiweM@kznfilm.co.za) or [SCM@kznfilm.co.za](mailto:SCM@kznfilm.co.za)

Submissions: [SCMQuotes@kznfilm.co.za](mailto:SCMQuotes@kznfilm.co.za)

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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>MIGRATION OF SAGE APPLICATIONS (EVOLUTION, PREMIER HR, ESS AND VIP) TO A CLOUD ENVIRONMENT AND SUPPORT AND MAINTENANCE FOR TWELVE (12) MONTHS</b>					
<b>Section 1 – Executive Summary</b>					
Executive summary with a summary of the proposed solution, detailed project implementation plan and associated timeframes.		20			
<b>Sub-Total</b>		<b>20</b>			
<b>Section 2 – Company Experience</b>					
The bidder has provided similar services to public entities, government departments or private companies in the past 5 years <i>(provide signed reference letters from other clients 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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Section 3 – Team Expertise					
<b>Project/Account Manager</b>					
CV with minimum NQF level 6 qualification and experience working as a Project or Account Manager on similar projects ( <b>CVs and copies of qualification(s) to be provided</b> )		15			
3 years' experience = 5 points 4 years' experience = 10 points 5 years' experience = 15 points					
<b>Technical Team</b>					
CVs with relevant IT qualifications and/or industry related certifications, and a minimum of 3 years' experience working on Sage projects ( <b>CVs and copies of qualification(s) to be provided</b> )		35			
1 CV = 25 points 2 CVs = 30 points 3 CVs = 35 points					
<b>Sub-Total</b>		<b>50</b>			
<b>Grand Totals</b>		<b>100</b>			

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