TERMS OF REFERENCE

APPOINTMENT OF SERVICE PROVIDER TO PROVIDE THE FOLLOWING SERVICES TO KWAZULU – **NATAL FILM COMMISSION:** **PROVISION OF CLOUD SERVICES FOR KZNFC FOR A PERIOD OF 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

KZNFC	KwaZulu-Natal Film Commission
KZN	KwaZulu Natal
TOR	Terms of Reference
VM	Virtual Machine
IT	Information Technology

1.3 The purpose of the Terms of Reference

The KZNFC wishes to appoint a qualified and experienced service provider for the provision of Cloud Services for a period of twelve (12) months, which will include migration of current servers to a Cloud platform. 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.

2. CONTRACT OBJECTIVES, SCOPE OF WORK AND DELIVERABLES

2.1 Background

- KZNFC servers are currently hosted and managed on premise, the servers are running on a VMware platform.
- The backing up and disaster recovery of the servers is hosted by a service provider.

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

- Migrate the VMware onsite servers to a global public Cloud provider using Server Migration Service that is native to the global public Cloud provider.
- Allow management of the backups on-premises and in the public Cloud platform.
- In case of a virus attack, accidental deletion, or software or hardware fault, the solution should allow for data restoration to any point in the past when the data was backed up.
- The Cloud 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 for the servers that will remain on-premises.
- 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.
- 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.
- Host Security Service must be available to deeply scan the accounts, ports, processes, web directories, software information, and auto-started tasks on the servers. It must also support the intrusion detection function that identifies and prevents intrusion to servers, discovers risks in real time, detects and kills malicious programs, and identifies web shells and other threats.
- 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 country.
- Provide guaranteed 99.9% uptime, failure to meet this target may result in penalties.
- Upgrade operating system versions of the VMs to the latest OS.
- Storage Disaster Recovery Service must provide cloud disaster recovery (DR) for the datacenters.
- The solution should provide identity authentication and permission management to support fine- grained access control for the cloud resources.
- The migration of the servers must have little or no impact on the ongoing operations.
- Services to perform the necessary tasks that will enable the migration of the listed servers below as well as the configuration of the backups based on the current backup retention of 30 days must be included.
- Include monthly managed service that should include daily monitoring of all the listed services and immediate remediation in the event of a failure.
- Include services to perform the necessary tasks that will enable the migration of the listed servers below as well as the configuration of the backups based on the current backup retention of 30 days.

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- In the event of a service failure, remediation must be performed on a work to completion basis at no additional cost to KZNFC.
- Provision of detailed monthly reporting and feedback, this is to be a 9x5 service.

2.4 Current existing servers at KZNFC to be migrated

VM	CPUs	Memory (MB)	Provisioned MiB	OS according to the configuration file
KZNFHOERP01	4	16 384	2 048 186	Microsoft Windows Server 2012 (64-bit)
KZNFHOVAP01	2	4 096	465 084	Microsoft Windows Server 2012 (64-bit)
KZNFHOVDC01	4	8 192	161 960	Microsoft Windows Server 2012 (64-bit)
KZNFHOVFP01	4	8 192	3 735 721	Microsoft Windows Server 2012 (64-bit)
KZNFHOVFS01	2	4 096	106 661	Microsoft Windows Server 2012 (64-bit)
KZNFHOVMS01	8	12 288	626 860	Microsoft Windows Server 2012 (64-bit)
KZNFHOVPR01	8	8 192	1 371 116	Microsoft Windows Server 2012 (64-bit)
KZNFHOVVR01	2	6 144	88 238	Microsoft Windows Server 2012 (64-bit)

2.5 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).

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 other clients
- CVs and qualifications of Project/Account Manager and technical team

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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.
- Fixed monthly cost for public Cloud provider for the listed servers for a period of twelve (12) months.
- Monthly cost for managed service.
- Any additional operational / security costs.
- All once off costs including all installation, configuration & migration costs.

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 Cloud Provider must comply with the following certifications:
    - ISO 27001:2013 - Information security management
    - ISO 27018:2014 - Personnel data protection
    - ISO 22301:2012 - Business continuity system standard
    - PCI DSS Certification -Payment Card Industry Data Security standards
    - TL 9000- Quality management system requirements
    - CSA STAR -Cloud security

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
Total	**100**

5. 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.

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ANNEXURE A - EVALUATION GRID FOR FUNCTIONALITY

Name of project: **MIGRATION OF THE KZNFC SERVER ENVIRONMENT TO A CLOUD PLATFORM**	Weight	Maximum Score	Initial assessment	Revised assessment (before interviews*)	Revised assessment after interviews*
Section 1 – Executive Summary					
Executive summary detailing the bidder's experience in the provision of Cloud services, a summary of the proposed solution, detailed project implementation plan including all tasks and activities and associated timeframes. • Experience in providing Cloud services = 5 points • Summary of proposed solution = 5 points • Detailed project plan = 5 points • Detailed project plan including all tasks and activities and associated timelines = 5 points		20			
Sub-Total		**20**			

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Section 2 – Company Experience					
The bidder has provided similar services to other clients in the past 5 years *(provide signed reference letters from other clients which must be on the clients' letterheads)* • 3 reference letters = 20 points • 4 reference letters = 25 points • 5 reference letters = 30 points		30			
Sub-Total		**30**			

Name of project: **MIGRATION OF THE KZNFC SERVER ENVIRONMENT TO A CLOUD PLATFORM**	Weight	Maximum Score	Initial assessment	Revised assessment (before interviews*)	Revised assessment after interviews*
Section 3 – Team Expertise					
Project Manager/Account Manager/Service Delivery Manager					
CV with minimum NQF level 6 qualification and experience working as a Project or Account Manager on similar projects *(CVs and copies of qualification(s) to be provided)* 3 years' experience = 5 points 4 years' experience = 10 points 5 years' experience = 15 points		15			
Technical Team					
CVs with relevant IT qualifications and/or industry related certifications, and a minimum of 3 years' experience working on Cloud Services projects *(CVs and copies of qualification(s) to be provided)* 1 CV = 25 points 2 CVs = 30 points 3 CVs = 35 points		35			
Sub-Total		**50**			
Grand Totals		**100**			

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