



TERMS OF REFERENCE

**APPOINTMENT OF SERVICE PROVIDER TO PROVIDE THE FOLLOWING SERVICES TO KWAZULU – NATAL
FILM COMMISSION:
PROVIDE IT MANAGED SERVICES TO KZNFC FOR A PERIOD OF SIX (6) MONTHS**

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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



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
IT	Information Technology
LAN	Local Area Network
WLAN	Wireless Local Area Network
VLAN	Virtual Local Area Network
SCM	Supply Chain Management
SLA	Service Level Agreement
B-BBEE	Broad-Based Black Economic Empowerment

1.3 The purpose of the Terms of Reference

The KZN Film Commission wishes to appoint a suitable service provider to provide IT Managed Services for its offices situated in Musgrave (Durban) for a period of six (6) months from the 1st of November 2022.

2. CONTRACT OBJECTIVES, SCOPE OF WORK AND DELIVERABLES

2.1 Scope of work

- Management of LANs – Daily reporting and remediation
- Management of WLANs – Daily reporting and remediation
- Managing Veeam Backup & Replication – Daily reporting and remediation

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- Management of Fortigate Firewalls (including VPN)
- Managing LAN Switching – configuring and managing VLANs
- Managing Cisco Wireless Controllers and Cisco Wireless Access Points
- Maintenance of centralized FortiClient anti-virus on a client/server environment
- Management of APC Smart-UPS SRT 10000VA 208V

2.2 Service standards

- 24/7/365 monitoring and remediation of IT network infrastructure as per SLA
- 24/7/365 fault logging facility and expected time of attendance
- Reporting: network traffic, bandwidth usage, anti-virus updates, and network downtime.

2.3 Time frames

The timeframe of this contract is a period of six (6) 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, 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

- An executive summary and a detailed project plan
- Minimum of three (3) to ten (10) reference letters for providing similar services for other organisations.
- Minimum of three (3) to five (5) CVs together with IT-related qualifications for the technical team.

4.1.1 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 (i.e. travel, administrative, documentation, etc.)

5. EVALUATION CRITERIA

Pre – Qualification Criteria (*disqualifying requirement*)

- Level 1 or 2 B-BBEE status level contributor, EME or QSE

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Mandatory Requirements (*disqualifying requirement- provide proof*)

- The service provider must be a certified Cisco partner
- The service provider must be a certified Dell EMC solutions provider
- The service provider must be a certified Fortinet partner or distributor

Functionality

Bidders that score less than 60% 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

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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*
IT Managed Services					
Section 1 – Executive Summary and Project Plan					
An Executive Summary demonstrating the bidder’s experience in providing IT Managed Services.		5			
A detailed project plan for the take-over of the IT Managed Services at the start of the contract (the project plan should ensure minimal impact for the end-users)		15			
Sub-Total		20			
Section 2 – Company Experience					
The company has provided IT Managed Services for public entities, government departments or private companies in the past <i>(provide signed and dated reference letters from other clients which must be on the client’s letterhead)</i>		40			
3+ reference letters = 10 points 5+ reference letters = 20 points 7+ reference letters = 30 points 10+ reference letters = 40 points					
Sub-Total		40			
Section 3 – 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>		40			
3 CVs = 20 points 4 CVs = 30 points 5 or more CVs = 40 points					
Sub-Total		40			
Grand Totals		100			

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