



TERMS OF REFERENCE

APPOINTMENT OF A SERVICE PROVIDER TO RECONFIGURE AND RESTRUCTURE SHAREPOINT PORTAL AND PROVIDE SUPPORT AND MAINTENANCE 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

KZNFC	KwaZulu-Natal Film Commission
KZN	KwaZulu Natal
TOR	Terms of Reference
IT	Information Technology
B-BBEE	Broad-Based Black Economic Empowerment
SLA	Service Level Agreement
PFMA	Public Finance Management Act, 1999 (Act No 29 of 1999) as amended
SCM	Supply Chain Management
SP	SharePoint

1.3 The purpose of the Terms of Reference

The KwaZulu-Natal Film Commission wishes to appoint a suitable service provider that has senior level Microsoft SharePoint Architecture, Deployment and Developer experience to reconfigure and restructure KZNFC's SharePoint portal and also provide support and maintenance for for a period of 12 months. The KZNFC's SharePoint portal is used as a document management and storage system, it is also used for records management and for electronically signing documents. The appointed service provider should provide highly effective design, change and support capabilities.



2. CONTRACT OBJECTIVES, SCOPE OF WORK AND DELIVERABLES

2.1 Service standards

- KZNFC will require 48 hours per month which can be utilized for all aspects relating to the system such as maintenance, support, providing training, development, upgrades to the system and so forth.
- 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 be scheduled to implement changes to the system.

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

- Reconfiguration and restructuring of the KZNFC SharePoint portal
- Provide support and maintenance.
- Redesign the look and feel of the current KZNFC SharePoint portal to make it more modern.
- Provide system optimization so that KZNFC gets the full benefits of the system.
- Increase storage capacity to 10TB.
- Organized site navigation must be created to give the user easy access to their relevant sites.
- Reorganize system structure and ensure each department/division can be backed up and restored.
- Configure the records center for archiving purposes.
- Create an office attendance and venue booking system on the portal.
- Create a custom calendar of events on the portal.
- Create links to other systems used within the company and the KZNFC website.
- Provide error logging and system analysis.
- Provide a call logging procedure (email or telephone).
- Provide administrative training for IT personnel and provide manuals in PDF.
- Provide end-user training for all staff and provide manuals in PDF.
- Transfer the skills required to implement, support, administer and maintain the KZNFC's SharePoint portal to the KZNFC's IT team.
- Provide monthly reports on usage/status of SharePoint portal.

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 letter from other clients
- Examples of SharePoint portals done for other clients
- CVs and qualifications of Project/Account Manager and technical team

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

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 be a Microsoft partner (*proof to be provided*)

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

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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*
SUPPORT AND MAINTENANCE FOR SHAREPOINT					
Section 1 – Executive Summary					
Executive Summary (explaining how the bidder understands the requirements of the TORs, summary of the proposed solution to reconfigure and restructure the SP portal and a summary of the bidder's experience relevant to the requirements of the TORs)		20			
Sub-Total		20			
Section 2 – Company Experience					
The bidder has experience in providing similar services (provide signed reference letters from other clients which must be on the client's letterhead) 3 reference letters = 10 points 4 reference letters = 15 points 5 reference letters = 20 points		20			
The bidder has successfully provided similar services for other clients (provide examples of SharePoint portals done for other clients e.g. screenshots) 3 SP portals = 10 points 4 SP portals = 15 points 5 or more SP portals = 20 points		20			
Sub-Total		40			



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Name of project:	Weight	Maximum Score	Initial assessment	Revised assessment (before interviews*)	Revised assessment after interviews*
SUPPORT AND MAINTENANCE FOR SHAREPOINT					
Section 3 – Team Expertise					
Project/Account 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)		15			
3 years' experience = 5 points 4 years' experience = 10 points 5 years' experience = 15 points					
Technical Team					
CVs with minimum NQF level 6 relevant IT qualifications and/or industry related IT certifications, and a minimum of 3 years' experience working on SharePoint projects (CVs and copies of qualification(s) to be provided)		25			
1 CV = 15 points 2 CVs = 20 points 3 CVs = 25 points					
Sub-Total		40			
Grand Totals		100			