



TERMS OF REFERENCE

**APPOINTMENT OF A SERVICE PROVIDER TO REDEVELOP THE KWAZULU-NATAL FILM COMMISSION
ONLINE FUNDING SYSTEM AND PROVIDE HOSTING AND SUPPORT FOR A PERIOD OF 36 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

1.3 The purpose of the Terms of Reference

The KZNFC wishes to appoint a suitable service provider to redevelop the KwaZulu-Natal Film Online Funding System and provide hosting and support for a period of 36 months. The KZNFC Online Funding System was developed to automate the manual funding process for audience development funding, distribution and marketing funding, markets and festivals funding, production funding, bursary applications, and development funding. The system is designed to route new applications to relevant Project Coordinators.



2. CONTRACT OBJECTIVES, SCOPE OF WORK AND DELIVERABLES

2.1 Service standards

- KZNFC will require 72 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 etc.
- 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 a monthly report for KZNFC.
- 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 thirty-six (36) months commencing from the date of appointment i.e. the signing of the Service Level Agreement (SLA).

2.3 Deliverables

- Redevelop the system in line with KZNFC's requirements
- Fix all bugs on the system
- Improve the security of the system
- Improve system usability
- Provide hosting, maintenance, and support of the system for a period of 36 months
- Provide training for end users and administrative training for IT personnel
- User-friendly public facing interface
- Online dashboard
- Timely funding reports
- Full access administrator's portal
- Fully-fledged automated funding application process
- Provide monthly reports

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

- Redevelopment of the system
- Hosting, maintenance, and support for a period of 36 months



- End user training
- Administrative training for IT personnel

Please submit

Reference letters

CVs and proof of NQF level 6 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.

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 (Disqualifying Criteria)

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

5.2 Mandatory Requirement (disqualifying requirement)

N/A

5.3 Functionality

The service provider must score a minimum of 70% 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

80/20 preference points will be applicable for the evaluation of this process.



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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*
KZNFC Online Funding System					
Section 1 – Approach, Organisation and Methodology					
Detailed proposal outlining the method of execution, methodology and deliverables		15			
Project timelines		15			
Sub-Total		30			
Section 2 – Company Experience					
The service provider has provided similar services for public entities, government departments or private companies in the past 5 years (<i>provide reference letters as proof</i>) 3+ reference letters = 15 points 5+ reference letters = 20 points 7+ reference letters = 25 points		25			
Sub-Total		25			



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Name of project:	Weight	Maximum Score	Initial assessment	Revised assessment (before interviews*)	Revised assessment after interviews*
KZNFC Online Funding System					
Section 3 – Team Expertise					
Key Expert 1: Account/Project Manager					
CV with a minimum NQF 6 level qualification and experience working as an Account/Project Manager on a similar project: 3+ years = 5 points 5+ years = 10 points 7+ years = 15 points (CVs and qualifications to be provided)		15			
Key Expert 2: Website Developers					
CVs of web developers to be assigned to the project with a minimum NQF 6 level qualification and 5 or more years experience in developing websites or online portals: 2 CVs = 10 points 3 CVs = 20 points 4 or more CVS years = 30 points (CVs and qualifications to be provided)		30			
Sub-Total		45			
Grand Totals		100			