

KWA-ZULU NATAL TOURISM AND FILM AUTHORITY

APPOINTMENT OF A SERVICE PROVIDER TO OVERSEE THE RECORDS TRANSFER FOR THE KWAZULU NATAL TOURISM AND FILM AUTHORITY FOR ONE (1) YEAR

1. Abbreviations and Acronyms

TOR	Terms of Reference
KZNTAFA	KwaZulu-Natal Tourism Audio and Film Authority
SP	Service Provider
CEO	Chief Executive Officer
CFO	Chief Financial Officer
SLA	Service Level Agreement

2. BACKGROUND TO THE PROJECT

As organisations grow and evolve, they often undergo structural changes such as mergers, acquisitions, or the establishment of new entities. These transitions necessitate meticulous planning and execution, particularly in the management and transfers of records. Effective records management is crucial to ensure continuity, legal compliance, and operational efficiency. This project seeks to appoint a service provider to oversee the seamless transfer of records into our new entity, ensuring that all data is accurately and securely migrated. This is crucially required as KZN Film Commission and KZN Tourism have merged into one entity. It is against this background that the KZNTAFA is seeking a service provider to standardise the records of the 2 former entities and transfer them to the new entity for a period of one (1) year.

3. ORGANISATIONAL CONTEXT

KZN Tourism and KZN Film Commission have merged into one entity which is KZN Tourism Film Authority, since the organization is currently undergoing a significant transformation with the establishment of a new entity designed to enhance our operational capabilities and market reach. This new entity will inherit a substantial volume of records from various departments, including financial, legal, human resources, and operational records.

4. PURPOSE OF THE TERMS OF REFERENCE

The purpose of the TOR is to call for proposals from service providers to provide records management services to the new entity (KZNTAFA) for a period of one (1) year. This includes transferring records from the former KZN Film Commission and KZN Tourism to KZN Tourism and Film Authority per the file plans.

5. CONTRACT OBJECTIVES, SCOPE OF WORK, AND DELIVERABLES

a. Overall objective of the contract

The overall objective of this contract is to appoint a service provider to provide Records Management services and ensure all records are digitized and standardized for the new entity, for a period of one (1) year covering the 2024/2025 financial year.

5. SCOPE OF WORK

The scope of work for the appointed service provider will include, but is not limited to, the following tasks:

The service provider must plan and facilitate the consolidation of electronic records from two entities into a single SharePoint platform. The primary records to be migrated are currently stored in SharePoint. The service provider's responsibilities include:

- a) Assisting with the transfer of documents to ensure the new entity has a comprehensive file plan.
- b) Ensuring that the records from both TKZN and KZNFilm are seamlessly transferred to KZNTAFA without any data loss.
- c) Collaborating closely with the IT department throughout the process.

- d) **Transfer Planning:** Developing a detailed records transfer plan, including timelines, resource allocation, and risk mitigation strategies.
- e) **Implementation:** Executing the transfer plan, which includes the digital migration of electronic records.
- f) **Quality Assurance:** Conduct thorough quality checks to ensure all records have been accurately transferred and are accessible on KZNTAFA SharePoint.

6. IMPORTANCE OF THE PROJECT

The success of this records transfer project is vital to the operational integrity of the new entity. Proper management of records is essential for:

- a) **Legal and Regulatory Compliance:** Ensuring adherence to laws and regulations regarding data retention and privacy.
- b) **Operational Continuity:** Maintaining uninterrupted access to essential information for ongoing business operations.
- c) **Risk Management:** Minimizing the risk of data loss, breaches, or mismanagement during the transition period.

7. SELECTION CRITERIA

The selection of a service provider will be based on the following criteria:

- a) **Experience and Expertise:** Proven track record in managing large-scale records transfers, with expertise in both digital and physical records management.
- b) **Technical Capability:** Ability to utilize advanced technologies for data migration and records management.
- c) **Security Measures:** Robust security protocols to protect sensitive information during the transfer process.
- d) **Compliance Knowledge:** Understanding of relevant legal and regulatory requirements.
- e) **Cost-Effectiveness:** Competitive pricing with a clear outline of all costs involved.

This project represents a critical step in the establishment of our new entity, ensuring that all records are accurately and securely transferred. By appointing a qualified service provider, we aim to achieve a smooth transition, maintaining operational efficiency and compliance. The successful completion of this project will lay a strong foundation for the future growth and success of our new entity

8. COMPETENCY REQUIREMENTS

- a) The service provider should meet the following competency requirements:
- b) Be independent of the entity;
- c) Be competent in the professional practice of Records/Document management.
- d) Be a records management service provider who possesses current knowledge of the Standards.
- e) Be well-versed in the best practices of the profession, and
- f) Have been providing records management services for a minimum of seven (5) years.
- g) Has provided records management services to a minimum of 3 public institutions.

9. SPECIAL CONDITIONS

- a) The period of the contract will be for a period of one (1) year covering 2024/2025 and 2025/2026 financial years.
- b) The service provider appointed will be bound to the Code of Conduct and Confidentiality as per the Standards and the KZNTAFA policies in the course of their duties.
- c) The successful bidder(s) must sign a Service Level Agreement (SLA) with the Chief Executive Officer (CEO) and reporting on the progress and completion of the contract will be made to the Chief Executive Officer of KZNTAFA.
- d) The bidder may not intend to assign, in whole or in part, any of its obligations to perform in terms of the contract to any third party, unless the Chief Executive Officer has prior to the assignment, consented in writing to this.
- e) A bidder may not intend to cede his right to payment in terms of a contract to a third party without the prior written consent of the CEO. A bidder may not by means of cession, cede any of his obligations to perform in terms of a contract to any third party.
- f) The bidder(s) must formally indicate any objection the bidder(s) may have in making available, on request by the KZNTAFA, all working papers, data, documents,

reports and evidence collected or prepared during the planning, execution, and reporting. The bidder(s) and staff allocated to the project must agree to be subjected to a security vetting process if required.

10. TEAM COMPOSITION

- a) Records/Document Manager - with at least 5 years' experience in Records Management and 3 years of public sector experience.
- b) Records Management Specialist – NQF level 8 qualification in Project Management with at least 3 years of Records Management experience.

11. TIME FRAMES

- a) The term of the contract will be for one (1) year from the signing of the SLA

12. REPORTING

The service provider will be directly accountable to the Chief Financial Officer

The following deliverables must be achieved by the appointed service provider:

1. Initial Assessment Report:

- Detailed analysis of existing records and current file structures of TKZN and KZNFilm.
- Identification of potential challenges and mitigation strategies.

2. File Plan Development:

- Comprehensive file plan tailored to Kwa-Zulu Natal TAFAs' needs, ensuring efficient organization and retrieval of records via SharePoint.

3. Migration Strategy:

- Step-by-step plan for migrating records from TKZN and KZNFilm to the new SharePoint platform of KZNTAFA.
- Risk assessment and contingency plans to prevent data loss.

4. Data Mapping and Cleanup:

- Mapping of existing data to the new file plan structure.

- Cleanup of redundant, outdated, or irrelevant records before migration.

5. Configuration and Customization:

- Configuration of SharePoint to support the new file plan.
- Customization of SharePoint features as needed to enhance functionality.

6. Testing and Validation:

- Comprehensive testing of the migration process in a controlled environment.
- Validation of data integrity and completeness post-migration.

7. Training and Documentation:

- Training sessions for key stakeholders on the new file plan and SharePoint functionalities.
- Detailed user manuals and documentation for ongoing reference.

8. Final Migration and Go-live Support:

- Execution of the final migration process.
- Post-migration support to address any issues and ensure smooth operation.

9. Project Closeout Report:

- Summary of activities, outcomes, and lessons learned.
- Recommendations for ongoing records management and future improvements.

13. STANDARD BIDDING DOCUMENT

PROJECT/ TECHNICAL PROPOSAL

Bidders will be required to submit a **technical** and **financial** proposal.

14. TECHNICAL PROPOSAL

The technical proposal should comprise the following elements:

- a) Understanding of the assignment and scope of work.
- b) Experience of the service provider including relevant track record, reference letters (in letterheads), a record of professional affiliation, and experience of conducting similar work.
- c) Proposed Records Management profile (CV) and other key members of the team

- d) Detailed project execution plan, including task definition and allocation, project timeframes/timetable and milestones, and feedback and reporting plan to KZNTAFA.

15. FINANCIAL PROPOSAL

- a) The financial offer must contain a budget breakdown.
- b) The budget breakdown will include costs for the contract period of one year, which must include
- c) Related assumptions and detailed makeup.
- d) Fees must be quoted at an all-inclusive rate for the different levels of proposed resources to be utilized, and
- e) Fees should be inclusive of VAT
- f) All administration costs such as accommodation, travel, subsistence, etc. for the duration of the contract.

16. EVALUATION CRITERIA

Specific Goals will apply to this Quotation process:

The bid for the appointment of each service provider will be evaluated on mandatory requirements, functionality, preference point system, and specific goals under the Preferential Procurement Regulation 2022.

Mandatory Requirement N/A

Functionality

Bidders scoring less than 70% of the functionality requirements will not be evaluated further for the price and preference points.

APPLICATION OF PREFERENCE POINT SYSTEM AND SPECIFIC GOALS:

The 80/20 preference points system will be applicable for the evaluation of this process in accordance with the Preferential Procurement Regulations 2022.

	Specific Goals
Price	80
Ownership Goals	
At least 51% of Black Africans, Indians, and Coloreds Owned Companies	10
RDP Goals	

Enterprises located in a specific Municipal Area (eThekweni)	10
Total	100

Kindly Refer to Table 1 of SBD 6.1 of the Preference Claim Form to claim for Points.

Verification of Specific Goals:

- a) **Black Africans, Indians, and Coloreds Ownership verification** will be conducted through the submission of the Sworn Affidavit or BBBEE Certificate with a summary report.
- b) **Locality Verification** will be conducted through the submission of a Utility Bill or CSD Report

Failure on the part of a tenderer to submit proof or documentation required in terms of this Quotation to claim points for specific goals with the tender will be interpreted to mean that preference points for specific goals are not claimed. The organ of state reserves the right to require a tenderer, either before a Quotation is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

All quotations with all the required documentation are to be forwarded to scmquotes@kznfilm.co.za and for inquiries related to SCM are to be forwarded to scm@kznfilm.co.za

For Technical Enquiries Contact: Ms Thandeka Hlengwa **Email:** ThandekaH@kznfilm.co.za

For SCM Enquiries Contact: Ms Nqobile Shoji **Email:** scm@kznfilm.co.za

Minimum Required Score = 70%

KWAZULU-NATAL TOURISM AND FILM AUTHORITY

EVALUATION GRID: To seek a qualified service provider for the management of KZNTAFA records.	Maximum	Score
APPROACH AND METHODOLOGY	40	
<ul style="list-style-type: none"> • Consolidate, implement a new File Plan Structure- SP must create a structured file plan that reflects KZNTAFA operational and compliance needs. = 10 points • Implementation Planning: Migration Strategy (Develop a detailed migration strategy to transfer existing records into the new file plan = 10 points • System Configuration: Configure the records management system i.e. SharePoint to support the new KZNTAFA file plan structure. = 10 • Understanding of Compliance and Legal Requirements i.e. Confidentiality (POPIA Act), Disposal, Protection of Data/Records & Accessibility = 10 		
(COMPANY PROFILE)	15	
Company profile detailing: <ul style="list-style-type: none"> • At least 5 years' Experience in Records Management= 10 points. • At least 3 years' Experience in Public Sector Records Management = 5 points. 		
Reference Letters	30	
<ul style="list-style-type: none"> • Reference letters prove experience in providing records management services 		

Board members: Prof AT Nzama (Chairperson), Ms Linda Ngcobo (Deputy Chairperson), Dr K Naidoo, Mr P Ngcobo, Mr MM Mzimela, Mr S Madlala Ms N. Malange, Mr S Khalinjani, Prof T Nzimakwe, Ms D Hoorzuk, Mr S Gumbi (CEO)

KWAZULU-NATAL TOURISM AND FILM AUTHORITY

4 Reference letters = 30 points 3 Reference letters = 20 points 2 Reference letters = 10 points NB//letters Signed, Dated, and on a company letterhead.		
Key Expert	15	
Key Expert 1: Records Manager (Attach CV) Professional experience in Records Management 5 years = 15 points 2-3 years = 10 points		
Total	100	