

Clarifications reply

Request for proposal for Hiring of Firm/Organization for migrate and maintain the existing Moodle platform for Learning Management System (LMS) titled as E-Campus, into a local server of project partner.

RFP Ref. No. RFP-ILO-Skills21-2022-003

Closing date & time: 8 January 2023, 16.30 hours, Dhaka Time (GMT+6)

Dear Prospective Bidder(s)

We have received following clarifications from some potential bidder(s). Please find ILO's response as well for your understanding and preparation of the submission. Kindly note, to ensure equal opportunity and competition, ILO is sharing this document through ILO website, UNGM portal, etc. where the RFP was published. This document must be treated as an integral part of the RFP proceedings.

Question & Answers:

1. Could you please arrange an appointment for a site visit as per your offer on 14th December 2022?

ILO Answer: Please check the clause no. 1.5 in the RFP document, there is no Site Visit / Bidder's Conference option for this tender. Clarifications are replied through this document.

2. Will go with Moodle 4.0.+ or 3.11.+ in the initial stage?

ILO Answer: The E-Campus/Moodle platform (<https://ecampusvti.itcilo.org/>) is based on Moodle 3.11

3. What is the estimation of the expected number of users?

ILO Answer: The total number of users on the platform: 1711, the estimated number of users is 8000

4. List (name) of all 3rd party plugins installed on the current platform (E-Campus/Moodle platform (<https://ecampusvti.itcilo.org/>)).

ILO Answer:

- mod_groupselect
- mod_lightboxgallery
- mod_questionnaire
- block_community
- block_completion_progress
- block_countdown
- block_featuredcourses
- block_participants
- block_qualificationprogrammes
- filter_multilang2
- profilefield_emmenuquery

5. "While Moodle itself is free, one of the plugins installed on the platform is not. This should be a concern." Ref, 2.1 (Technical Features for E-Campus)
- a. Name of this plugin

ILO Answer: The paid plugin is the graphical theme "Trending" (theme_trending). This is a one-time purchase (no recurring yearly subscription cost) about \$60.

6. What is the name of the current theme on the current platform (E-Campus/Moodle platform (<https://ecampusvtti.itcilo.org/>)).

ILO Answer: [Moodle 3.11 release notes - MoodleDocs](#)

7. According to the Scope of Work, the vendor needs to provide 3 (three) support and tutorial workshop webinar. Apart from these online workshops, you are also asking for F2F meetings. Trainings and workshops. Can you please specify the number of F2F meetings trainings and workshops to prepare the financial proposal?

ILO Answer: one f2f meeting with technical team consists of max 10 people

8. Would you please specify the requirement of new/ additional functionalities of the LMS at this point for budgeting purpose? Apart from OpenSource/ free plug-ins, if we need to install any paid plug-ins following the new requirements, should we include that cost in our financial proposal? If yes, would you please specify the number of paid plug-ins we need to consider for preparing financial proposal at this point?

ILO Answer: Please see point 5

9. As the system needs to be migrated on the server of BTEB, who is the ultimate user of this platform, should we include any cost of server in our financial proposal? Apart from the server cost, should we include domain and hosting cost for one year in our financial proposal?

ILO Answer: No cost for server. Please include the cost for only domain and hosting

10. In one place of the ToR, you asked for 4 hours/month of technical support. And in another place, you asked for 10 hours/month. Would you please confirm which one is correct?

ILO Answer: please note, this is 10 hours/month

11. We have also noticed some mismatch of percentage in the proposed payment schedule. Would you please confirm the correct one? Are we permitted to propose alternative payment schedule?

ILO Answer: We are sorry for the typo. Following is the revised payment schedule:

Payment Number	Deliverables	Percentage of total payment
1 st Payment	Completion of deliverable 1	20 %
2 nd Payment	Completion of deliverable 2, 3, 4 and 6	60 %
3 rd Payment	Completion of deliverable 5	20 %
	Total	100%

Proposed schedule is equal for all prospective bidders; thus, we do not encourage alternative payment schedule.

12. With reference to clause no. 2.1 (Acknowledgement of Receipt) of the RFP, what is the timeline for submitting the acknowledgment of receipt?

ILO Answer: You can submit the acknowledgement within the closing deadline; however, we encourage to submit this instrument at the soonest possible time.

13. Given that we submit this acknowledgment of receipt prior to submission of the bid with intention of submitting the proposal, we consider that our acknowledgment is non-binding. Kindly confirm.

ILO Answer: All tender documents are binding to both parties (buyer and bidder).

14. Please clarify the followings:

No of users- Total Number of users using the system now.

Concurrency - Please share the concurrent users of the server.

Peak time- Please share maximum concurrency during peak time.

Datacenter- Is this a cloud-based infrastructure or a physical data center?

ILO Answer: The total number of users on the platform: 1711. The expected number of users are 8000. Please propose maximum concurrency considering the expected number of users. The datacenter is physical.

15. Please clarify how the existing solution is being monitored and whether there is any NMS/EMS in the current situation.

ILO Answer: To be confirmed by BTEB

16. The plug-ins requirement is not clear as per the RFP. Please confirm the installed plugins which are not free. A clear and concise proposal can be submitted upon the receipt of a detailed level of understanding of the existing plug-ins as well as planned upgradation (if any).

ILO Answer: List of additional plugins installed:

- mod_groupselect
- mod_lightboxgallery
- mod_questionnaire
- block_community
- block_completion_progress
- block_countdown
- block_featuredcourses
- block_participants
- block_qualificationprogrammes
- filter_multilang2
- profilefield_emmenuquery
- profilefield_emmenutable

The paid plugin is the graphical theme "Trending" (theme_trending). This is a one-time purchase (no recurring yearly subscription cost) about \$60

17. Do we need to consider any licensing in terms of considering plug-ins? Please advise if the bidder is required to do any development on top of the existing plug-ins.

ILO Answer: Answered in 16

18. With reference to point no. 5 of section 2.1 of the ToR, the assessment part of the module, please advise whether the bidder should provide custom development on top of the existing assessment module of moodle platform.

ILO Answer: No

19. As per section 3 of the ToR, we understand the scope is to migrate the moodle platform from the current server to the new hosting server. However, point no. 2 of section 3 states "updating to a new version before reaching the end of support". Please clarify whether the bidder is required to update the current version from the beginning of the migration.

ILO Answer: no update needed

20. With reference to point no. 4 of section 2, the technical support is 4 hours/month whereas referring to point no. 5 of section 3, the technical support indicates 10 hours/month till the end of the contract. Kindly clarify which one to consider.

ILO Answer: 10 hours/month

21. The request for a proposal indicates the hiring of a firm or organization. From the bidders' perspective, it is important to understand whether there is any restriction in terms of applying as an international firm. Please confirm the same.

ILO Answer: There is no restriction, any valid firm/company whether national or international can bid.

22. We are requesting you to confirm if there are any additional tender documents against the published RFP for the prospective bidders to consider for the submission of the technical proposal. If yes, please provide it or let us know how to get the same.

ILO Answer: All documents available in the weblink provided in the circulation or advertisement. ILO suggest you to read the tender document carefully and submit your bid accordingly.

23. Referring to point no. 3 of section 2 (scope of work) of the ToR, please clarify the additional functionalities/custom development required from the bidder.

ILO Answer: no

24. Please elaborate on the level of technical support. Please specify whether it is L2 or L3.

ILO Answer: L2

25. Should the bidder consider the deployment of the team members for the entire duration of the engagement or based on the effort estimation? We understand the additional technical support (L2 or L3) will be in addition to the team members. Please confirm.

ILO Answer: Support is limited to the deliverable/task described in ToR

26. Can we submit our proposal for your RFP via email?

ILO Answer: Proposal submitted by email will be rejected. Please read the clause no. 2.3 of the RFP for further instruction.