

**Procurement and  
Contracts  
Administration**



دائرة المشتريات  
و العقود

**RFP RJ 17-09**  
**“Moodle Hosting Service”**

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## 1 INTRODUCTION

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### 1.1 BACKGROUND

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The American University of Beirut (hereinafter referred to as “AUB”) (<http://www.aub.edu.lb>) is an educational not-for-profit corporation established under the laws of the State of New York, U.S.A., including a Campus and a Medical Center, in Beirut, Lebanon, and an office in the U.S.A., in New York (NY), U.S.A.

AUB serves over 12000+ users. It consists of more than 4,500 faculty and staff, and has an enrolment of approximately 8,000 students, more than 1,200 of whom reside on Campus.

AUB is requesting offers from qualified suppliers for: **Moodle Hosting Service** as specified under the project scope section.

### 1.2 OBJECTIVE

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The objective of this RFP is to select a supplier, preferable Moodle partner, who will be able to provide Moodle hosting service on the cloud and implement the integration and plug-ins mentioned in the Project scope.

We require the implementer to conduct the needed handover to AUB team as well as ensure a smooth go-live by providing adequate go-live support.

## 2 OVERVIEW

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### 2.1 CURRENT ENVIRONMENT

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Moodle has been hosted physically at the university data center since 2005 on a Linux (Redhat) environment. Our production environment is described as below:

- Moodle AUB site: <https://moodle.aub.edu.lb>
- Moodle version: 2016052303.08
- Moodle release: 3.1.3+ (Build: 20161215)
- Number of courses (3800) including (1500+) active courses
- Number of users (14921)
- Number of role assignments (84272)
- Number of questions (233947)
- Number of resources (119301)
- Average number of participants per course (53.39)
- Some courses have 1000+ enrollment
- 15,000+ quizzes submission per semester

Moodle server hardware specs:

- Four quad CPU
- 48GB RAM
- 1TB disk space (75% usage)
- 200GB Database (30% usage)

### 2.2 PROJECT SCOPE

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The scope is to host Moodle latest stable version on the cloud with all the required plug-ins and integrations as specified below to allow the student, faculty and staff community to seamlessly navigate within Moodle and benefit from the integration with the existing university applications without having to login more than once.

This includes but is not limited to:

- ✓ **Architecture and deployment documentation**
- ✓ **When necessary, do a Proof Of Concept on AUB Environment**
- ✓ **Handover**
- ✓ **Identify the various cloud services (SaaS, PaaS and IaaS) and provide pricing for each**
- ✓ **Identify the SLA per each service Model in addition to the service availability**
- ✓ **Configuration Documentation for the integrations**
- ✓ **Project Management and Planning**
- ✓ **Identify the various support services level (pre and post implementation) and provide pricing for each**
- ✓ **Go Live Support**



### **Moodle integrations**

As for integrating Moodle with our existing systems, these include the following:

- Banner by Ellucian (student information system) for course creation, instructor assignment and student enrolment
- Turnitin (plagiarism detection system)
- Office 365 for authentication and repository integration
- Safe Exam Browser for secure exams
- University photo ID center (File System) for user profile picture
- Mahara (ePortfolio system)
- Identity Access Management (Implemented in 2018)

### **Moodle plug-ins**

The following Moodle plug-ins should be also provided in addition to the Moodle core features:

- Essential theme
- Questionnaire activity
- Attendance activity
- Checklist activity
- Collapsible course format

### **Non-functional requirements**

- Moodle upgrades and bugs fixes

It is the vendor responsibility to ensure the latest major version is setup for our instance within one year from its release. The timing of the upgrade should be planned with AUB to guarantee continuity. We also expect not having any limitations on security updates and bug-fixes and to act immediately by implementing solutions and fixes on the production site to avoid any service interruption.

- Backup and disaster recovery

Provide backup and disaster recovery synchronization plan to be able to retrieve lost content, a course and/or the entire system without losing data or submissions. Access to daily backup course files should be granted to the system administrators with easy process to download and restore to the production site with no delay. Our expected RTO should be 5 hours and RPO should be less than 1 hour.

- Performance and availability requirements

It is the vendor responsibility to provide high performance systems with load balancer to sustain the high demand especially during the peak periods such as (beginning of the semester, mid-terms week, reading week, final exams and end of semester).

It is the vendor responsibility to monitor the system 24 hours a day 365 days a year and intervene immediately in the event of unavailability to make sure service is available 99.999%. The American university of Beirut should be able to migrate from an existing chosen Moodle Managed Hosting plan to another one provided by the hosting company at any moment.



- Network and security measures

It is the vendor responsibility to provide the network and security measures that will be taken to protect the data from unauthorized access by providing a Service Level Agreement (SLA), operational Level Agreement (OLA) and Non-disclosure agreement (NDA) and be able to maintain logs for any incident upon the university auditors' request. We also expect not to share our data with any third party without our consent. A compliance to protect the privacy of student education records such as The Family Educational Rights and Privacy Act (FERPA) or any equivalent is needed.

- Exit strategy

It is the vendor responsibility to provide the American university of Beirut, at any time, courses content including user's data in a format that is ready to import in another Moodle instance.

## **2.3 BID TECHNICAL COMPONENTS**

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The vendor must present the following components in his Bid in addition to the standard bid requirements:

- Project Implementation Methodology
- High Level Project Plan (Phases, man hours & time Frame)
- Hardware , network , software or any requirements that need to be prepared by AUB IT team ahead of time for the integrations with existing applications
- Profiles of the implementation team member(s)
- A Proposed SLA

## **2.4 BID FINANCIAL COMPONENT**

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- Fixed Price Contract per the whole solution with the expected man-hours breakdown for every component
- Offering for extra hosting years (1-3-5 years)
- Payment Method which should be Per Milestone or phases
- Resource rates for any additional services (in case needed)

## **2.5 REQUIRED SERVICES**

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- Assess Moodle production environment and propose needed enhancement for better performance.
- Provide clear project Implementation plan & Implementation Methodology.
- Integrate Moodle with the University existing systems mentioned under Project Scope section and install the needed plug-ins.

- Migrate current courses.
- Perform the necessary installations.
- Define the roadmap to Authenticate with Windows AD.
- Provide support during testing phase.
- Perform necessary setup and configuration under both testing and production.
- Make sure of compliance with the required system audit trails
- Prepare and conduct a comprehensive test plan for final user acceptance before solution delivery
- Deliver Setup and configuration documents and user manuals.
- Ensure a smooth go-live
- Provide Transfer of knowledge sessions to AUB IT team on the implemented setup and integrations.
- Organize & perform necessary workshops/trainings for key AUB IT resources to walk them through the technicality of the implemented components.
- Assume full responsibility on system stability & performance

### 3 REQUIREMENTS PROCESS

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#### 3.1 PARTICIPATION TO ITB

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Suppliers willing to submit their offers should confirm by sending an **Intent to Respond** through an email to Mr. Richard Jarjoura (Email [rj36@aub.edu.lb](mailto:rj36@aub.edu.lb)) within 2 business days of receiving the ITB.

#### 3.2 EVALUATION CRITERIA

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The following elements will be the primary considerations in evaluating submitted proposals and selecting the qualified vendor:

TECHNICAL EVALUATION (60%)		
1	Compliance with RFP requirements (Design, Functionality, Scalability, etc.)	
2	Corporate Qualifications, experience, and demonstrated performance working on similar project size in Lebanon and in the region, references	
3	Implementation Services (Project Plan, Methodology, Quality etc...)	
4	Ongoing Support & Maintenance Services (SLA, Post Implementation Support)	
5	Compliance with Proof of Concept POC applied on AUB Environment	
FINANCIAL EVALUATION (40%)		
1	Financial Proposal	

#### 3.3 RFP SCHEDULE

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Milestone	Date/Time
RFP issuing date	17/05/2017
Deadline for Bidders' inquiries	23/05/2017
Deadline To answer inquiries	26/05/2017
Deadline for receiving offers	05/06/2017



### 3.4 APOLOGY

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In case the requested services are not available, or you do not want to participate in this bid, you are kindly requested to respond by submitting a written apology to [bidadmin@aub.edu.lb](mailto:bidadmin@aub.edu.lb) indicating the reason and the bid reference number.

### 3.5 INQUIRIES

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All inquiries related to this bid shall be addressed to Mr. Richard Jarjoura (Email [rj36@aub.edu.lb](mailto:rj36@aub.edu.lb))

### 3.6 PRICING

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Prices are to be quoted in USD excluding VAT.

### 3.7 SUBMISSION DATE AND TIME

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Offers must be submitted on or before:

### 3.8 SUBMISSION ADDRESS

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Offers must be submitted to the following address:

**Bid Administrator**  
**American University of Beirut**  
**Office of Financial Planning**  
**College Hall, 2nd floor, Room 218**  
**Bliss Street - Beirut – Lebanon**

Offers submitted by hand or via post mail shall be enclosed in a sealed envelope clearly marked: **RFP RJ-17-09 “Moodle Hosting Service”**

Moreover, the offers should be sent including the following:

- **Two copies of the Technical Offer (with no prices)**
- **Two copies of the Financial Offer**
- **CD/USB that contains a soft copy of both Technical and Financial offers.**
- **Filled and signed copy of Appendix A (Bidder Contact Information and Proposal Checklist)**

Alternatively, offers may be submitted by email to [bidadmin@aub.edu.lb](mailto:bidadmin@aub.edu.lb) only, however the confidentiality of electronic submissions through emails cannot be guaranteed by the University.

In the event that AUB offices are officially closed on the date the proposals are due, the deadline for submission shall be automatically extended until the next business day.

### **3.9 CONFIDENTIALITY**

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All information included in this ITB are confidential and only for the recipient knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party. AUB may require bidders to execute a Non-Disclosure Agreement before being provided with some or all of the information included in the tenders.

### **3.10 INSUFFICIENT DATA**

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It is the responsibility of the person submitting the proposal to ensure the completeness of the information submitted. Failure to do so may result in the elimination of the proposal from consideration.

### **3.11 ITB AWARD & EXECUTION**

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AUB reserves the right to cancel the ITB without giving the reasons, at any stage prior to the execution of the contract whether before or after the selection of the successful Supplier. AUB reserves the right to reject any proposal without giving the reasons for such rejection. Unless otherwise stipulated, the ITB and proposal of the selected bidder will become part of any contract initiated by AUB. The contract form will be provided by AUB upon selection of the successful bidder. AUB will not incur any liability to any bidder as a result of using its rights hereunder or any other right provided for by law.

### **3.12 VALIDITY**

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Proposals submitted shall be valid for one year from the date of submission. Proposals will be treated as final and binding offers and may not be amended or withdrawn without the written permission of the University.

### **3.13 PROPOSAL OWNERSHIP**

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All materials submitted in response to this ITB shall become the property of AUB. Selection or rejection of a proposal does not affect such right.

### **3.14 COSTS**

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The University will not be liable for any costs incurred by Suppliers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Suppliers in responding to this ITB are entirely the responsibility of the Supplier, and shall not be reimbursed in any manner by AUB.

### **3.15 PAYMENT**

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AUB payment term is 100% 45-60 days after delivery and after installation (if required) provided acceptance of the end user.

### **3.16 DISCLOSURE**


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Supplier represents and certifies that the offer has not been knowingly disclosed directly or indirectly to any competitor or AUB staff or other Supplier before the opening of proposals by AUB. Supplier represents and certifies that the financial terms have been established independently without consultation, communication, or agreement for the purpose of restricting competition or any matter relating to such prices with any competitor or other Supplier. Supplier represents and certifies that no attempt has been made to induce any other company or person to submit or not to submit a proposal in response to this ITB for the purpose of restricting competition.

### **3.17 GOVERNING LAWS**

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The laws of Lebanon shall govern the validity, interpretation, construction, performance, and implementation of this ITB. Any dispute arising out of this ITB shall be exclusively settled by the courts of Beirut, Lebanon.

Hanan Itani Ramadan   
Director of Procurement & Contracts Administration

Cc.: Internal Audit Office  
Bid Administrator





**APPENDIX A**  
**BIDDER CONTACT INFORMATION AND PROPOSAL CHECKLIST**

**Contact Information**

<b>Supplier Name:</b>		Company stamp:
Prepared by:		
Supplier quotation Ref.:		
Date:		
Email:		
Supplier Website:		
Brand Website:		
Tel:		
Cell:		
Fax:		
Technical Support Hot Line:		
Technical Support Engineer Name:		

**Proposal Checklist**

- ✓ Have you submitted your proposal in a sealed envelope to the address (electronic or mailing) as specified in Article 3.6 above
- ✓ Does your offer include two copies of the technical proposal?
- ✓ Does your offer include two copies of the commercial proposal?
- ✓ Does your offer include a soft copy (CD/USB) of your technical and commercial proposals?
- ✓ Have you updated your supplier application form during the past three years? If not, please contact Procurement and Contracts Administration Department.