To: **All Bidders**
From: **International Development Law Organization, Headquarters Procurement Unit**
Subject: Procurement of Learning Management System (LMS)

Clarification No: 1

Reference is made to IDLO RFQ NO. N_44_2023_PHIL issued on July 18, 2023 for the procurement of Learning Management System (LMS) through IDLO Tenders website.

Please find hereunder the queries received and IDLO's response to them.

No.	Query	Answer
1	Could you please describe briefly, the integration level and expectations according to the point "integration of data into other systems such as an HR or Performance Management System." in section D?	This just pertains to the capability of the LMS to generate/integrate reports and data in other existing portals. For example, if the HR department of the institution decides to utilize the LMS for their internal onboarding/capacity-building, data can easily be integrated into existing systems that they have (online portals which generate payslips, or where they can file leave forms, etc). The actual integration level and expectations will depend on the internal systems of the institution. The service provider should answer if their system is capable of integration to others.
2	Is there any other integration expected such as LDAP etc	No.
3	Are video files expected to be hosted? If so: - How many total videos are expected to be hosted? - What is the average duration (min.) of each video?	Yes, videos are expected to be hosted. However, it'll be difficult to give identify the total videos and average duration as that would depend on the courses that will be developed.
4	Is a private location expected for the cloud?	No, since eventually the LMS website will have a unique government domain issued by DICT, to certify that it is a legitimate government website (.gov.ph).
5	Is continuous real-time support expected during virtual classroom activities?	No, continuous real-time support is not expected during virtual classroom activities. However, "prompt" support is expected from the service provider. The service provider should present the conditions of the support services. For example, how many hours per month, time available to give support, and turn-around time from inquiry to assistance. The classification of support should also be detailed, for example "end-user concerns related to courses, activities, etc." "site admin concerns related to permissions, privacy, etc."
6	What is meant by the "built-in course authoring tool"? Is the	The development of a new module or component is not expected from the Moodle service provider, but the LMS

	development of a new module or component expected?	should provide a "build-in course authoring tool" or allows authoring tool plugins like H5P.
7	Is original certificate design expected? If so, how many are expected?	The creation of an original certificate design is not expected from the Moodle service provider, but the LMS should provide built-in or allow certification plugins. The LMS should have capability to automate certificate issuance/generation.
8	How many individuals are expected to attend the LMS usage and management training, and how many sessions are planned for it?	The number of individuals and number of sessions would depend on the training services that the service provider can offer. Please provide in the quotation the number of trainings/sessions, types of training, and number of individuals per training.
9	A. User and Account Management: Question: What system does IDLO use for single sign-in and authentication?	No assigned system for single sign-in or authentication.
10	D. Data Tracking and Reporting -Integration of data into other systems, such as an HR or Performance Management System. 1. What data integration would you like to integrate with Moodle? be completion tracking and grades. 2. Is the third-party system open for integration to Moodle	1. Nothing definite yet, but most likely, it'll just be completion tracking and grades. 2. This cannot be answered yet, as it would depend on the internal systems of the institution. However, the service provider should answer if their system is capable of integration to others.

For your consideration while preparing your response to the above mentioned RFQ. All other terms and conditions of the tender remain unchanged and remain applicable in full force.

We appreciate your continuous interest with IDLO and looking forward to receiving your valued offer.

Headquarters Procurement Unit
IDLO