

Date: July 24, 2023

To: **All Bidders**

From: **International Development Law Organization, Headquarters Procurement Unit**

Subject: **Procurement of Learning Management System (LMS)**

Clarification No: 2

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	In the "i. Place of Delivery" item of the RFQ, it is stated that the place of delivery for the job is Metro Manila, Philippines. Will this work be done remotely, or is on-site service required?	The services will be done remotely, but in-person meetings may be required, if necessary.
2	Full support in migration of data, accounts, content, settings, etc. from the current Moodle: - please provide the current system DB structure.	No existing Moodle LMS yet, but the service agreement should stipulate Data Retention and Reclaim Policy.
3	Single sign-in capabilities- is there any existing SSO tool already implemented?	No assigned system for single sign-in or authentication.
4	Corporate branding and theming with Moodle platform. - please provide detail about corporate brand and them guideline	Corporate branding and guidelines will be given once the service provider is selected. The service provider should only confirm their site customization capability.
5	Post-implementation support – tenure?	This Service Agreement is foreseen for a year.
6	A framework for incident criticality levels and priority settings, e.g., High, Medium and Low, with defined parameters, conditions, limitations and exclusions. – Is SLA and priority definition already defined. ? if yes please provide.	Not defined yet, will be based on the proposal by the service provider, and may be negotiated.
7	Site hosting cost would also be included in the proposal.	Yes.
8	Site infrastructure monitoring and support would also be included in the proposal.	Yes.
9	During LMS system development and support, is there any resource that would be required on site for weekly status meetings or stakeholder meetings?	The services will be done remotely, but in-person meetings may be required, if necessary.
10	Does the total duration of One year Include Development Migration and support or one year support is extra after development and migration.	One year is counted from the date of signing the SLA, so yes, the one year includes the development. Migration is not expected to be done during Year 1 of the SLA.

11	How often a vendor's representative is required at site.	The services will be done remotely, but in-person meetings may be required, if necessary.
12	Do we have to support the Network and other Infrastructure equipment?	Only the network and infrastructure related to the development, management, and operations of the Moodle-based LMS is required of the service provider.
13	Please provide the present framework of Application and infrastructure.	No existing framework and infrastructure yet
14	Please indicate if the training can be online or classroom	Online.

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.

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