

Tender for appointment of Service Provider to upgrade and support Moodle (Learning Management System)

REQUEST FOR PROPOSAL (RFP)

ISSUE DATE : 15 December 2017
CLOSING DATE/TIME : 5 January 2018



TENDER NOTICE

- Tender reference no.** : RFP003/17/IT
- Tender project** : Tender for appointment of Service Provider to upgrade and support Moodle (Learning Management System)
- Issuer** : Asian Institute of Chartered Bankers
L5, Wisma IBI
No. 5 Jalan Semantan
Damansara Heights
50490 Kuala Lumpur
- Issue date** : 15 December 2017
- Pre-Proposal Conference** : 20 December 2017 at 3.00 p.m.
- Closing date and time** : 5 January 2018 at 12.00 p.m.
- Proposal Clarification/ Demonstration** : 10-15 January 2018

REQUEST FOR PROPOSALS (RFP)

Reference No. RFP003/17/IT

Dear Sirs,

You are invited to submit your proposals for the:

Tender for appointment of Service Provider to upgrade and support Moodle (Learning Management System)

Proposals must reach Corporate Services Division, on or before **12.00 p.m., 5 January 2018**. All submissions shall be deposited to:

Tender Box
Asian Institute of Chartered Bankers
L5, Wisma IBI
No. 5 Jalan Semantan
Damansara Heights
50490 Kuala Lumpur

A pre-proposal conference for the briefing of the tender will be held at the address above at **AICB at 3.00 p.m. on 20 December 2017**.

This solicitation consists of the sections listed in the table of contents which will be part of any resulting contract.

Bidders should familiarize themselves with the entire proposal packet. Proposals should be submitted as specified herein under the Form of Tender.

Yours sincerely

Leong Seh Yuh (Ms)
Manager
Corporate Services

Email: tender@aicb.org.my

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Ref. No.: RFP003/17/IT

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PART A
RFP INFORMATION

1. INTRODUCTION

1.1 Request for Proposal

1.1.1 AICB is inviting Tenderers to submit a comprehensive proposal for **Moodle Upgrade and Support Services**.

1.1.2 This tender document provides detail specifications of the project and services requirements.

1.2 Background

1.2.1 Moodle is a learning platform designed to provide educators, administrators and learners with a single robust, secure and integrated system to create personalised learning environment. Moodle is a popular open source platform that lets you construct the ideal learning environment for your needs. With growing technology and rising needs, Moodle is becoming an integral tool for E-Learning. It's an open source LMS which provides a personalized learning environment to all its users.

2. CONDITIONS OF THE PROPOSAL

2.1 General Conditions

2.1.1 Tenderers should respond to the RFP on the basis that they have accepted the conditions stated in this RFP. The Tenderers shall be deemed to have examined and understood the contents of this RFP. The Tenderers shall also be deemed to have accepted and is bound by the terms and conditions specified in this RFP. Any limitation of responsibility that the Tenderers wish to negotiate should be clearly stated.

Any non-compliance by the Tenderers with any requirements stipulated in this RFP shall entitle AICB, at its sole discretion, to disqualify the Tenderers.

The specifications and contractual conditions contained in this RFP define the essential services, technical and contractual requirements with regards to this request. Any amendments to the specifications will be affected and notified to all Tenderers by correspondence through letters or e-mail.

If a Tenderer wishes to fulfill its obligations under its proposal through sub-contracting or partnership with a third party, this must be clearly and explicitly specified in the proposal. The Tenderers must also clearly and explicitly specify the organization(s) with which the Tenderers wish to sub-contract or to partner with, and the precise obligations intended by the Tenderers to be subject to such sub-contract or partnership. However, in all circumstances, the prime Tenderer will be accountable for the obligations it has committed in the proposal, irrespective of such sub-contracting or partnership.

2.1.2 Tenderers must ensure that the prices quoted are accurate before submitting their proposal. The Tenderers shall be solely responsible for any omissions and/or errors in their proposals, without any additional cost to AICB. AICB will not entertain any request for variation of price(s) or submission of additional quote for items erroneously omitted in the original submission.

Any quotations submitted must be in Ringgit Malaysia (RM) and shall include any applicable service tax, surtax and other government taxes.

2.1.3 Tenderers must be prepared to:

Provide details scope of work that need to be performed and approach of maintenance service delivery and plan for AICB's reference. Give a formal presentation of the proposal to AICB, if requested. Respond to any questions on the proposal and provide additional information, when required by AICB.

2.1.4 AICB will retain the proposal and other related documents submitted by the Tenderers upon completion of the evaluation process.

2.1.5 The respondents are required to submit a signed statement that they understand and will accept the terms and conditions presented in Appendix 5 (Form of Tender) of the RFP. The respondent must identify any terms or conditions with which it is unable to comply.

2.2 Statement of Confidentiality

2.2.1 This document is strictly confidential. Information contained in this document shall not be disclosed directly or indirectly to any party, unless expressed otherwise in writing by AICB.

2.2.2 The Tenderers are required to sign an Undertaking of Confidentiality document as per Appendix 1, which outlines the Tenderers' responsibility not to divulge any information on this RFP document, to any third party.

2.2.3 The tender proposal and its responses from the Tenderers will be treated as strictly confidential.

3. EVALUATION OF PROPOSAL

- 3.1 The interpretation of the contents of the proposal by AICB shall be final.
- 3.1.1 This RFP does not in itself constitute in any way a commitment of AICB to any Tenderers. AICB reserves the right to select any proposal at its own discretion and does not bind itself to accept the lowest-priced or any proposal.
- 3.1.2 The tenderers must submit the proposal for a complete solution to meet all requirements as defined in this RFP. In addition, Tenderers may propose innovative alternatives, if they consider that the alternatives provide a better solution. A proposal that does not include a response to all requirements may be excluded at the sole discretion of AICB. Furthermore, AICB is not obliged to accept a proposal in its entirety and may, at its absolute discretion, opt to accept only parts of the proposal.
- 3.1.3 The evaluation of the proposal shall be based on, but not limited to, the following factors:
- Compliance with the project requirements;
 - Compliance with the conditions of confidentiality;
 - Compliance with the upgrade implementation, support and maintenance, and hosting service requirements;
 - Completeness and feasibility of the total proposal;
 - Detailed cost of the listed services including all miscellaneous costs;
 - Specify the breakdown of the cost; and
 - Proven vendor track record.
- 3.2 AICB is not obliged to give any reason for the acceptance or rejection of any proposal.

4. SUBMISSION OF PROPOSAL

- 4.1. The proposals for both Part I and Part II must be forwarded to AICB in two (2) hardcopies and one (1) softcopy (Microsoft Office 2000) of Part I, two (2) hardcopies and one (1) softcopy (Microsoft Office 2000) of Part II. The hardcopies should contain original signatures and should be clearly identified and labeled the word '**ORIGINAL**'.
- 4.1.1 Part I [two (2) hardcopies and one (1) softcopy] must be sealed and labeled '**Moodle Upgrade and Support Services – Part I**' and hand delivered to:
- 4.1.2 Part II [two (2) hardcopies and one (1) softcopy] must be properly **bound and sealed**. The total size, including the folder/cover must not exceed 28cm x 5cm and must be labeled '**Moodle Upgrade and Support Services – Part II**'. The tender box will be located at:
- Asian Institute of Chartered Bankers
L5, Wisma IBI
No. 5 Jalan Semantan
Damansara Heights
50490 Kuala Lumpur
- 4.2 Proposals submitted by telex, telegram or any other means will NOT be considered.
- 4.3 The completed proposal must be received by the stipulated RFP closing date and time specified in Clause 5.1 of this RFP.
- 4.4 The Tenderers shall comply with any request made by AICB for additional information, for clarification purposes, after the closing date of this RFP. The Tenderers shall promptly comply with the request, as this non-reply may be prejudicial to the Tenderers.
- 4.5 All cost incurred in the preparation of the above quotations as well as for presentation to AICB, if any, shall be borne solely by the Tenderers.
- 4.6 Failure on the part of the Tenderers to comply with the requirements specified herein shall invalidate the Tenderers' proposals.

5. CLOSING DATE AND VALIDITY PERIOD OF PROPOSAL

- 5.1 The closing date and time of this RFP is 5 January 2018, 12:00 noon.
- 5.2 This document lapses in accordance with the closing date and time.
- 5.3 The Tenderers' offer shall be valid for a period of six (6) months commencing from the closing date of this RFP. On expiry of the validity of offer, the Tenderers shall, if so requested by AICB, extend the validity of offer for a period of three (3) months after the expiry date of the initial six (6) months.
- 5.4 Proposals received after the closing date and time of this RFP shall be invalidated. The Tenderers' proof of posting and/or submission by other means shall not be accepted as proof of receipt by AICB.
- 5.5 Any Tenderer withdrawing its proposal after submission and opened by AICB shall be blacklisted from participating in future RFPs, in accordance with the procedures of AICB.
- 5.6 Any Tenderer that is not interested or unable to participate in this RFP after received the tender document shall complete the attached RFP Acknowledgement Form (Appendix 3) and return it to AICB.
- 5.7 Upon award of this project to the successful vendor, the offered prices shall be firm throughout the contract period. Final bill of materials might be changed and decided on later stage.

6. CONTACT FOR ENQUIRIES

- 6.1 Tenderers shall channel all queries or clarifications to AICB.
- 6.2 Tenderers seeking clarification should submit their queries, in writing, via fax or e-mail, addressed to the following officers:

Leong Seh Yuh (Ms)
Manager, Corporate Services
Asian Institute of Chartered Bankers
Wisma IBI, 5 Jalan Semantan, Damansara Heights
50490 Kuala Lumpur
Email: tender@aicb.org.my



1. INTRODUCTION

Part B will describe the tender requirements gathered based on the business and technical needs. The Tenderers must fulfill all the requirements and shall be able to submit the proposals for AICB's consideration.

1.1. AICB is looking a new IT vendor to provide the following services for Moodle:

1.1.1. Application Support and Maintenance

1.1.2. Application Upgrade

1.1.3. Hosting Services

2. APPLICATION SUPPORT AND MAINTENANCE SERVICE REQUIREMENTS

The Tenderers are required to provide the following services:

- 2.1. The required support hours are as follows:
- 2.1.1. Support hours is Monday to Friday, 8 am to 6 pm. However, there are some peak operation activities during the year which the tenderer is required to respond and resolve problems reported after office hours for pre-identified activities e.g. student examination period.
- 2.1.2. Explain how the proposal addresses the expectation of the Tolerable Downtime of 1 day and Tolerable Data Loss of 4 hour in one incident, and System Uptime Availability of 98% (maximum annual unplanned downtime a year is 7 days based on 24 by 7 operation hours).
- 2.2. Appoint a dedicated Support Team to provide support services to AICB for troubleshoot, analysis, recommend and resolve application incidents reported by the users and stakeholders.
- 2.3. The Respondent shall be required to provide technical support and maintenance as follows:

Support Hours	Response Time acknowledging receipt of problem reported	Services
Business Day Support Hours 8:00 am – 6:00 pm (Mon –Fri)	30 minutes	<ul style="list-style-type: none"> All application software, including but not limited to problem resolution, bug fixes, and new versions. Conduct impact analysis and suggestion on enhancements. Performance tuning and optimization. Maintenance services to be carried out during the non-business day. Availability management. Usage and technical advice. Submission of Incident Report.
After office support during peak operation periods which are pre-	60 minutes	<ul style="list-style-type: none"> Services as above.

defined (on needs basis)		
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- 2.4. Preventive maintenance is to be scheduled during weekend (Saturdays and Sundays) and to be agreed with AICB.
- 2.5. Provide the support escalation process for support during weekdays and weekends.
- 2.6. Manage problem escalation process.
- 2.7. If a problem cannot be resolved immediately, a workaround will be recommended. As a guide, users should not suffer a downtime of more than 1 day per incident.

2.7.1. Classification of Problems Encountered by AICB:

Severity	Nature of Problem
1	<ul style="list-style-type: none"> • Major hardware or software failure rendering system inoperable. • Users are not able to access core information. • Users are not able to perform core functions. • Operations are impaired or delayed for more than a day. • Severe performance and system response time degradation.
2	System is operational with limited functionality but business operations are not delayed.
3	Minor feature failure that does not effect operations.

- 2.8. Provide monthly Incidents Detailed Information report containing the following information:
 - Date and time of call received;
 - Description of problem;
 - Start time;
 - Completion of time;
 - Immediate Action Taken;
 - Description of Solution; and
 - Root cause of problem.
- 2.9. Provide prevention measures.
- 2.10. Perform daily and monthly application backup.
- 2.11. Perform database housekeeping to improve system capacity performance.
- 2.12. Perform recovery of application database.
- 2.13. Perform User Acceptance Test the new release of application script enhancement or new change request, patches or fixes before deploying in production environment.

- 2.14. The Tenderers to propose their Service Level Agreement to problem acknowledgement and resolution depending on the severity levels of the incident.

3. APPLICATION UPGRADE SERVICE REQUIREMENTS

- 3.1. The Tenderers are required to provide the following services:

3.1.1. Perform application upgrade to the latest application version release and patches/fixes.

3.1.2. Migration to address Moodle integration with the existing Campus Management System (CampusVue).

3.1.3. Detail information of AICB Moodle application:

No	Item	Description
1	Moodle version	2.5
2	MySQL version	5.5.49
3	MySQL size	3Gb
4	Theme/Plugin	(Details are as per below)
5	Server RAM	16Gb
6	Server storage	310Gb
7	Server OS	Red Hat 4.4.7
8	Moodle file size	10Gb
9	Moodle automated backup	None

Theme/Plugin details:

No	Plugins	Version	Remarks
1	Attendance	2014022803	Disabled
2	Big Blue Button BN	2014101007	-
3	Canvas	2014110301	-
4	Fronter	2014110300	-
5	Microsoft Word 2010 Table Format	2015040201	-
6	Math & Science by WIRIS	2015060200	-
7	Autoenrole Cohort	2013072314	Disabled
8	Atto HTML Editor		Disabled

4. HOSTING SERVICE REQUIREMENTS

- 4.1. The Tenders are required to provide the following services:
 - 4.1.1. Provide maintenance support (24 hours X 7 days) for Operating System and its related software and infrastructure monitoring.
 - 4.1.2. Analyses and review system related logs and perform server performance tuning.
 - 4.1.3. Conduct system performance and system health checks, update service packs.
 - 4.1.4. Perform upgrade to any latest system software version release, patches/fixes.
 - 4.1.5. Perform quarterly capacity analysis and planning report (server resource utilisation).
 - 4.1.6. Conduct server preventive maintenance on quarterly basis according to the schedule agreed by AICB.
 - 4.1.7. Perform recovery of system database.
 - 4.1.8. Perform backup, housekeeping and analyses system logs.
 - 4.1.9. Provide the support escalation process for online and phone(off-site) support during weekdays and weekends (on needs basis).
 - 4.1.10. The required support hours are as follows:
 - 4.1.10.1. Monday – Sunday: 24 hours X 7 days
 - 4.1.10.2. Explain how the proposal addresses the expectation of the Tolerable Downtime of 1 day and Tolerable Data Loss of 4 hour in one incident, and System Uptime Availability of 98% (maximum annual unplanned downtime a year is 7 days based on 24 by 7 operation hours).
 - 4.1.10.3. Preventive maintenance is to be scheduled during weekend (Saturdays and Sundays) and to be agreed with AICB.
- 4.2. Hosting Security Policy (move to Hosting Service Requirements Section)
 - 4.2.1. The Respondent shall implement its hosting infrastructure comprising hardware and system software in accordance with IT industry best practices. Please explain in detail the policy and procedures in safeguarding the proposed system information assets.



PART C
IMPLEMENTATION APPROACH AND
TIMELINE

1. EFFECTIVE DATE FOR TIMELINE

- 1.1 The support and maintenance including the hosting services will be effective from 1 June 2018. However, the Tenderer to propose the implementation plan for the Moodle upgrade.

2. IMPLEMENTATION PLAN

- 2.1 The respondent is required to explain the following:
 - 2.1.1 Detail implementation strategy and implementation approach which includes a plan for the support, maintenance, hosting services, data migration and integrating the proposed system such as student examination etc.
 - 2.1.2 Explain the proposed implementation plan.



PART D

TENDER PROPOSAL

1. FORMAT OF PROPOSAL – Appendix 4

- 1.1 The Tenderers are invited to submit a comprehensive proposal for Moodle Upgrade and Support Services. The Tenderers are advised to seek clarification to better understand AICB's environment and requirements before submitting the proposal.
- 1.2 The RFP specifications and its responses from the Tenderers shall be treated with confidentiality. The proposal shall be submitted in two [2] parts:
 - 1.2.1 Moodle Upgrade and Support Services Part I – Detail Technical Proposal.
 - 1.2.2 Moodle Upgrade and Support Services Part II – Commercial Response.

2. CONTENT OF PROPOSAL PART I – DETAILED TECHNICAL PROPOSAL

Part I must contain the detailed technical proposal of responses to the AICB tender requirements as specified in Part B of this RFP document.

2.1 Executive summary of the proposed services. The summary shall not contain any indication on cost and financial figures.

2.2 Undertaking of confidentiality stating the names of all the personnel involved in the preparation of proposal (Appendix 1).

2.3 TENDER REQUIREMENTS

2.3.1 Provide an overview of the proposed solution, scope, implementation approach and methodology to be used to achieve the objectives of the project:

2.3.1.1 Application Support and Maintenance Service Requirements

- The Tenderers shall specify their understanding of AICB tender requirements.

2.3.1.2 Application Upgrade Service Requirements

- The Tenderers shall specify their understanding of AICB tender requirements.
- The Tenderers shall specify in detail on the strategy in performing the upgrade and migration.

2.3.1.3 Hosting Service Requirements

- The Tenderers shall submit and meet with the required services and explain the strategy to migrate Moodle from the existing vendor to a new hosting service provider.
- The Tenderers shall specify in detail on the methodology in performing the maintenance service.

2.3.2 Support Structure and Resources

- Provide support team structure, the resources with their respective roles, resumes, database programming with MYSQL certification and experience.

2.3.3 Proposed Support Approach

- Provide overview of the proposed support approach.
- Describe your company's scope of work.
- Describe how the methodology and approach taken ensures effective delivery of the required services, effective mobilisation of staff resources, establishes a feasible support escalation structure, and provide an acceptable level of governance.

- Provide detailed approach on how your company can support AICB's requirements on internal capability development.
- Provide evidence that required service levels can be met.

2.3.4 Services Quality Assurance

- Provide detailed approach.
- Provide evidence that your company's quality control process guarantees delivery of the required services.
- Describe all key controls, standards, specific measures of performance and metrics that will be used by your company to ensure that an acceptable level of services is delivered.

2.3.5 Risk Mitigation

- Describe risks inherent in the delivery of the required maintenance services.
- Provide a strategy and detailed plan to manage and mitigate risks.

2.3.6 Exclusion and Considerations

- Identify the scope of work to be excluded and provide reasons for the exclusion.
- Highlight all assumptions made in arriving at proposed solution.

2.4 Corporate and Financial Profile

2.4.1 Please attach a certified true copy of the following:

- Audited Income Statement, Balance Sheet and Cash Flow Statement for the past 3 financial years.

IMPORTANT NOTE

Failure to submit the required documents or providing inaccurate/incomplete information may result in the disqualification of your tender submission.

2.5 Provide the company profile and track record in handling similar projects.

2.6 Detailed timelines for the project and resources that will be assigned to the project whether onsite or externally throughout the duration of the project and their credentials/expertise.

2.7 Tender to submit the contract agreement as per our requirement expectation.

3. CONTENT PROPOSAL PART II – COMMERCIAL RESPONSE

The Commercial Response is mandatory and shall be the second part of the proposal. The following documents/responses must be included in this part of the proposal according to the following sequence for subsequent evaluation.

3.1 Financial Stability

3.1.1 Respondents must include the last 3 years audited financial statement and other documentation that demonstrates the financial health of the respondent. Instructions for completing the respondent financial stability qualifications are provided in Appendix 2.

3.2 Cost Summary (A4 size paper in the format specified in Appendix 6 and must be attached as the first document of Part II in the proposal).

3.3 Complete Costing

3.3.1 Explain pricing structure for the proposed support, maintenance, upgrade and migration services.

3.3.2 Total Project Cost (in the Excel format specified in Appendix 7A).

3.3.3 Detailed breakdown CAPEX for Moodle Upgrade and Support (in the Excel format specified in Appendix 7B).

3.3.4 In cases where items are bundled, appropriate remarks must be made available for the relevant item in Appendix 7A, 7B and 2C.

3.3.5 All warranties to be specified in terms of type of coverage and warranty period stating the start period and the end period e.g. warranty starts with Go-Live date for 12 months.

3.3.6 Please submit propose payment terms.

3.4 All prices MUST be quoted in Ringgit Malaysia (RM) and shall include all government taxes, withholding tax (if any), cost of transportation & delivery, installation and any other related charges.

APPENDICES

Appendix 1	Undertaking of Confidentiality
Appendix 2	Financial Stability (Company, Financial and Product Info)
Appendix 3	RFP Acknowledgment Form
Appendix 4	Format of Proposal (page 23)
Appendix 5	Form of Tender
Appendix 6	Cost Summary
Appendix 7 A-C	Costing (A for Total Project Cost, B for Opex for Support and C for Opex for Hosting)

Appendix 1: Undertaking of Confidentiality

The respondent is required to sign Undertaking of Confidentiality document as per attached. AICB will maintain all responses in confidence, exercising reasonable care to limit access to those who have a need to know.



Appendix 1 -
Undertaking of Con

Appendix 2: Financial Stability

Corporate profiles must be provided in the specified format as indicated below. Provide attachments for submission of additional information. If the required information is unavailable, specify "NIL" response for the respective heading.

I. Company Information

No.	Description	Response	Reference (if applicable)
1	Name of Company		
2	Location of Offices		
3	Corporate structure (e.g. parents, subsidiaries and affiliates)		
4	Company nature of business and number of years in relevant lines of business		
5	Company / Product accolade		
6	<u>Staff:</u> a. Number of full-time employees broken down by office location and function with special emphasis on customer support		
	b. Number of staff dedicated to this		

No.	Description	Response	Reference (if applicable)
	product in areas of Development, Maintenance and User Support.		
	c. Provide resume for each of the key personnel assigned to this project		

II. Financial Information

No.	Description	Financial Year 1	Financial Year 2	Financial Year 3
1	Annual Turnover			
2	Annual Credit Sales			
3	Annual Cost of Sales			
4	Profits before Tax			
5	Profits after Tax			
6	Trade Receivable			
7	Trade Payable			
8	Shareholders Equity*			
9	Current Asset			
10	Current Liability			
11	Fixed Asset			
12	Total Asset			

* Shareholders Equity / Shareholders Fund = Total Asset - Total Liability

Note: Complete the past three years details above and attach audited financial statements.

III. Product/Solution/Service Information

No.	Description	Response			References (If applicable)
1	Systems Upgrade and Support to date: Specify customer name, country of support, date, value of the project.				
2	Number of year (s) the current version of the proposed solution has been available in the market				
3	R&D investment on the product for the past three years	Y1:	Y2:	Y3:	
4	<u>Client References:</u> a. List of client references (name and telephone number) using the product proposed in production to serve the needs of their business customers. Pilot projects, in-process development and "internal" solutions should not be included.				

No.	Description	Response	References (If applicable)
	b. List five largest clients (local and regional)		

Note: Submission must be in both hard copy and soft copy.

Appendix 3: RFP Acknowledgment Form



Appendix 3 - RFP Acknowledgment Form.docx

Appendix 4: Format Proposal (page 22)

Appendix 5: Form of Tender



Appendix 5 - Form of Tender.docx

Appendix 6: Cost Summary



Appendix 6 - Cost Summary.docx

Appendix 7 A-C: Costing (A for Total Project Cost, B-C for Opex Support and Hosting)

Appendix 7 (A): Total Project Cost

The Total Project Cost is the cost to implement the proposed system in AICB.

Appendix 7 (B - C): AICB Moodle Support, Maintenance and Hosting Services Opex



Appendix 7A 7B 7C - Costing.xlsx

Provide cost information by completing the following Excel worksheets:

- **Appendix 7 (B):** OPEX for Moodle Support and Maintenance Services
- **Appendix 7 (C):** OPEX for Moodle Hosting Services