



REQUEST FOR PROPOSAL

Selecting Moodle partner for upgrading the ISO Digital Learning Platform

2021-07-06

We are ISO, the International Organization for Standardization, the world's largest developer of voluntary International Standards.

We are looking for a qualified and competent Moodle partner supplier in Europe to set up, customize, host, support and maintain the new [ISO Digital Learning Platform](#).

Therefore, we would like to invite you to respond to this Request for Proposal (RFP). The purpose of this RFP is to allow several qualified suppliers to submit their best proposal for this service.

Unless otherwise public, any information obtained through endorsed discussions with ISO personnel pursuant to the preparation of your response must be treated as confidential and proprietary information of ISO. No contact should be made by your company to any of our suppliers.

Please provide comprehensive information to the attached questions by **6 August 2021, 12:00 (CEST)** after that time further proposals may not be accepted without prior written agreement.

Should you have any questions, do not hesitate to contact Ms Nesreen Al-Khammash (khammash@iso.org).

Yours sincerely,

Boris Maggia
Project Manager, ISO
maggia@iso.org

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1 RFP process

1.1 Enquiries

Except as planned below for clarification calls, any query necessary for the preparation of the response must be addressed in writing by email to Ms Nesreen Al-Khammash (khammash@iso.org) and copying tenders@iso.org.

1.2 Modifications

No officer, agent or employee of ISO is authorised to alter orally, any portion of these documents. During the period prior to the submission of information, any clarification or additions will be issued in the form of written addenda distributed by ISO. Information submitted shall be final and may not be altered by subsequent offers, discussions or commitments unless the respondent is requested to do so by the ISO Procurement Manager or the ISO Project Manager in written form.

1.3 Schedule, deadlines and validity

Activity	Due Date
RFP released to potential Suppliers	6 July 2021
Clarification calls with Suppliers (as requested)	12 July to 3 August 2021
Suppliers return proposal	6 August 2021, 12:00 (CEST)
Suppliers' proposal presentation	9 August to 17 August 2021
Expected evaluation of proposals	23 August 2021
Expected selection of proposal	26 August 2021
Contract signed	15 September 2021

Electronic format of all proposals must be received by **6 August 2021, 12:00 (CEST)** at tenders@iso.org, copying the Project Manager. Proposals not received by this time without prior written agreement will be disqualified.

These dates are a guide to the time frame expected for this project. Dates may change and the ISO Project Manager will advise of any changes.

The content and pricing of the submission must remain valid for **6 months** from the date of submission.

1.4 Format of submission

Your response should be structured in accordance with the requirements contained in the RFP (see section 6) and should align with each requirement of the RFP by cross-reference to the relevant section number.

Suppliers are encouraged to supply innovative solutions in responding to this RFP. However, Suppliers must strictly adhere, at all times, to the requirements of this RFP. You should include any additional supporting information or alternative proposals as a separate section titled "Alternative Options".

1.5 Partial responses

Partial proposals not meeting the requirements specified in this RFP will not be considered.

1.6 Clarification on RFP

The Suppliers should direct any questions arising during the preparation of the response to this RFP, or requests for clarification, in writing by email to Ms Nesreen Al-Khammash (khammash@iso.org) and copying tender@iso.org.

We have planned for clarification calls. Please contact the Ms Nesreen Al-Khammash to arrange timing.

Where appropriate, ISO reserves the right to circulate questions and the answers thereto to all other Suppliers or post these publicly at www.iso.org, without disclosing the source of the questions or revealing the substance of a proposal.

2 General conditions

By submitting a proposal, the Supplier agrees to all conditions and terms stated in this RFP. If the Supplier does not agree with particular terms, such terms must be discussed in detail with the ISO Procurement Manager before a proposal is submitted.

The working language for all communications is English.

Except for this RFP and otherwise public information, information or communications obtained in relation to this RFP (including clarification calls) may not be released without the express written consent of ISO.

By responding to this RFP, applicants agree that the decision of ISO is final and binding, including any decision to withdraw this RFP or disqualify any proposal. ISO shall not in any way be responsible for any costs incurred in the preparation and presentation of the Supplier's information.

ISO reserves the right to negotiate all terms and conditions in order to enter a formal contract with the Suppliers, including regarding ultimate pricing. The ultimate decision regarding the awarding of a bid is subject to said negotiation. Inability to accept any required contractual term from ISO can result in disqualification of a proposal, without regard to any prior communication, shortlisting or process. This RFP document, the Supplier's response and written addenda may form part of the contract.

ISO is not bound to give any reason for rejecting any responses or part thereof.

Unsolicited telephone calls or visits to ISO or ISO staff during the RFP process to obtain proposal status information are prohibited and may result in the Supplier being disqualified from the application process. News releases pertaining to this RFP, or the award of any contract related to this RFP may not be made without the prior written permission of ISO.

All work and materials shall comply with all applicable provincial and federal laws, municipal ordinances, regulations, applicable building leases, and directions of inspectors appointed by proper authorities having jurisdiction. Where proof of certifications is required by ISO, the Suppliers shall make all such certificates available for inspection.

The Suppliers shall at all times act impartially and shall refrain from any relationship which would compromise its independence or that of its personnel. If the Suppliers fails to maintain

independence, ISO on the basis of its sole discretion reserves the right immediately disqualify the application. The Suppliers shall include a conflict-of-interest statement in its proposal.

ISO reserves the right to negotiate all terms and conditions to enter a formal contract with the Suppliers, including regarding ultimate pricing. This RFP document, the Supplier's response and written addenda may form part of the contract.

ISO is not bound to give any reason for rejecting any responses or part thereof.

All work and materials shall comply with all applicable provincial and federal laws, municipal ordinances, regulations, applicable building leases, and directions of inspectors appointed by proper authorities having jurisdiction. Where proof of certifications is required by ISO, the Suppliers shall make all such certificates available for inspection.

2.1 Modifications

No officer, agent or employee of ISO is authorised to alter orally, any portion of these documents. During the period prior to the submission of information, any clarification or additions will be issued in the form of written addenda distributed by ISO. Information submitted shall be final and may not be altered by subsequent offers, discussions or commitments unless the respondent is requested to do so by the ISO Procurement Manager in written form.

2.2 Health and safety

The Suppliers are expected to follow legislative health and safety directives, as dictated by the appropriate country.

2.3 Disclaimer

This RFP and its attachments contain all information the Supplier may require preparing a proposal as requested by ISO.

The Supplier is advised that if confirmation or clarification of the contents or any further information is required, it should contact the ISO Procurement Manager by e-mail at tenders@iso.org.

The acceptance of a submission to this RFP is not to be construed as representing or creating any binding obligation on ISO to enter into any legal commitment whatsoever. Furthermore, in responding to this RFP, the Supplier is deemed to specifically acknowledge the following:

- Notwithstanding any representation by or on behalf of ISO or any estimate of quantities by ISO shown in this RFP or otherwise given to the Supplier (now or in the future) ISO shall be under no obligation to purchase any particular quantity of products or services, except as otherwise formally agreed in with written and signed contractual agreement.
- The Supplier places no reliance on any such representation or estimates and will place no reliance upon any future representation or estimate that may be provided unless that representation or estimate is noted in the written and signed contractual agreement.
- ISO shall have no liability to the Supplier whether in contract, tort or otherwise with respect to the giving of any such representation or estimate.

2.4 Confidentiality

Unless otherwise public, all information disclosed in connection with this RFP is confidential and the property of ISO. This information must only be released to the personnel of the Supplier to whom release is required in order to prepare a response to this RFP.

2.5 Fraud and corrupt practices

The Bidders and their respective employees shall observe the highest standard of ethics during the Selection Process.

ISO will not award a procurement contract to a winning bidder that has directly or indirectly engaged in any corrupt, fraudulent, collusive or coercive practice in competing for the contract in question.

2.6 ISO Logo

Please note that applicants are not permitted to use or display the trademarked ISO logo, during or after the RFP process without express permission from ISO.

3 Background

3.1 ISO

ISO (International Organization for Standardization) is the world's largest developer of voluntary International Standards. International Standards give state of the art specifications for products, services and good practice, helping to make industry more efficient and effective. Developed through global consensus, they help to break down barriers to international trade.

ISO was founded in 1947, and since then have published more than 22 000 International Standards covering almost all aspects of technology and business. From food safety to computers, and agriculture to healthcare, ISO International Standards impact all our lives.

ISO is a non-profit membership organization with members from 164 countries and thousands of technical committees to take care of standard development.

A technical committee is where the standards are written by experts coming from industry, government, academia, and more. It is members' role to identify the experts and ensure an active voice from their country.

For more detailed information on our organisation, including a description of our key projects and an organisation chart, please visit our website: www.iso.org/about-us.html.

4 Project description and requirements

4.1 ISO Digital Learning Platform

The [ISO Digital Learning Platform](#) has been launched in January 2021. It is a key element to deploy our digital learning strategy. The platform is managed by the Capacity Building unit and aims offer exciting learning opportunities for our members' staff and stakeholders, including ISO committee experts, to benefit from a range of courses on standardization.

The current supplier does not meet ISO quality criteria and therefore, the development of new functionalities is on hold.

The purpose of this request, which is part of the project ISO OneStop LMS, is to find a qualified and competent Moodle partner supplier in Europe to set up, customize, host, support, and maintain the new ISO Digital Learning Platform. The new ISO Moodle platform should have the following main features:

- Easy to navigate and use
- Compatible with mobile applications
- Provide personalized learning paths
- Support collaborative learning
- Support generating flexible and customized learning analytics reports
- Support the delivery of blended learning activities including Virtual Instructor Led Trainings (VILTs)
- Support the integration with third-party software

The new platform will be used by approximately 1500 users in 2022 and would host around 30 different courses. The platform should support a 30% yearly increase in capacity (both in terms of users and courses).

4.2 Timeline for implementation

The project plan includes 3 phases.

Phase	Date
Phase 1 – New Moodle platform	September 2021 to October 2021
Phase 2 – Enhancement part 1	Starting November 2021
Phase 3 – Enhancement part 2	Starting Q1 2022

4.3 Phase 1

Phase 1 is about replacing the existing platform by a new one, which should include but not limited to the following:

- Setting up the testing environment and implementing the essential customized features to meet our requirements
- Importing content and user's data from the current Moodle platform
- Setting up the production environment
- Checking and validating the final settings
- Going live and providing the required support

4.4 Phase 2 and Phase 3

Phase 2 and phase 3 are about customizing and enhancing the platform by adding more functionalities which should include but not limited to the following:

- Installing third-party plugins to enable the design and delivery of blended learning activities including VILTs
- Mapping the job positions / organizational roles to the ISO competencies framework
- Upgrading the platform as when required

These phases 1, 2 and 3 should fulfil at least all the “must have” functional and non-functional requirements that are specified in Annex A and Annex B.

5 Evaluation criteria

In evaluating the complete proposals received, ISO will seek the most appropriate offer based on the following weighted criteria. The evaluation will be based on a scoring system as shown in the table below.

A majority of “Must have” not addressed for the functional and non-functional requirements will disqualify the supplier.

Category weight	Relative weight	Criteria
10%		Profile and references (section 6.1)
	15	Company history
	30	Competency and skills of the team
	30	Similar experience and number of customers
	25	Corporate social responsibility
	100	
35%		Functional requirements (section 6.2)
	50 (must have)	Phase 1
	22 (must have) 3 (nice to have)	Phase 2
	22 (must have) 3 (nice to have)	Phase 3
	100	
	25%	
15		Hosting
20		Recoverability
15		Security
5		Operation
25		Maintenance and support services
10		Authentication and identity management
5		Interoperability
5		Browser support and accessibility
100		
15%		Implementation plan (section 6.4)
	30	Approach
	30	Deliverables and timeline
	10	Resources needed
	30	Identified risks
	100	
15%		Financial proposal (section 6.5)
	20	Clarity and completeness
	50	Implementation cost
	30	Running cost on an annual basis
	100	

RFP questions

6 Supplier proposal

6.1 Profile and references (10%)

- Date and place founded
- Short history of your company
- Location of offices(s), HQ and worldwide
- Number of customers
- Mention 3 previous similar projects with similar options (platform URL if publicly available)
- Brief description of any corporate policies or initiatives in place addressing corporate social responsibility (ethics, environment, sustainability, anti-corruption, diversity or gender equity, human rights)
- Has the company ever filed for bankruptcy? If yes, explain in detail the reasons why, the filing date and the status
- Composition and structure of the key team personnel proposed
- Specific competencies or skills

6.2 Functional requirements (35%)

The Functional requirements by phase are listed in Annex 1 – Moodle Functional Requirements (excel file). The Supplier must fill-in the column “Included in Supplier proposal” and can optionally add comments.

6.3 Non-functional requirements (25%)

The Non-functional requirements are listed in Annex 2 – Moodle Non-Functional Requirements (excel file). The Supplier must fill-in the column “Included in Supplier proposal” and can optionally add comments.

6.4 Implementation plan (15%)

Describe your implementation plan taking into account the timeline in section 4.2. This should include:

- Approach
- Deliverables and timeline by phase
- Resources needed
- Identified risks

6.5 Financial proposal (15%)

We encourage the Supplier to breakdown the cost with the structure proposed below. The prices supplied must give ISO a full picture of all expenses or costs and ISO will assume that all provided costs are exhaustive and thus will not allow further costs to be introduced during contract negotiations, should you be selected.

All prices should be expressed in Swiss Francs. Recurring expenses should be shown yearly.

Item	Type	Cost
Phase 1	One-off	
Phase 2	One-off	
Phase 3	One-off	
Hosting	12 months (recurring)	
Support and maintenance	12 months (recurring)	
Professional/training service daily cost (if applicable)	Per hour/day	
Any other cost	-	

ISO payment terms are 30 days from the date a correctly detailed invoice is received. Please confirm your agreement with those terms.
