

CLARIFICATIONS

Contract title: Public procurement contract for consultancy services for the provision of e-learning management system using Moodle.

Reference: BFA22005-10022

Please note that the contracting authority will not further respond to any other question as provided for under point 3.3 "Information". As a reminder, tenders must be received **before 22nd May, 2024 at 12:00 Kampala time. Late bids will not be accepted.**

N°	Issue / question raised	Response
1.	<p>Authentication</p> <p>As per the Terms of Reference, the preferred authentication method is Single Sign-On (SSO) authentication through Enabel's Azure AD identity provider. We need clarification on whether Azure AD is already set up at Enabel Uganda or if it needs to be implemented by the contractor.</p>	<p>Azure AD is already set up by Enabel Uganda through Enabel Global Office.</p> <p>Note: Please note that using SSO through Enabel AD is an option, not mandatory. You can propose an alternative method in your technical proposal.</p>
2.	<p>Mail server</p> <p>Since in the ToR it is mentioned that SSO will be implemented based on Azure AD, can we assume that the mail system is based on Microsoft solution (Office 365)? If not, could you please provide details about the existing solution?</p>	<p>Yes, the mail system is based on Microsoft solution (Office 365). More details to get from Inception Meeting.</p> <p>Note: Using Azure AD is an optional feature.</p>
3.	<p>Customization</p> <p>As outlined in the Terms of Reference, customization of the platform to meet Enabel's requirements in Uganda involves configuring integrations, styling, and other settings. Is there an existing</p>	<p>This shall be provided during the Inception meeting.</p>

	style guide or design in place, considering that styling options may be limited within the Moodle LMS platform?	
4.	<p>Security</p> <p>According to the Terms of Reference, the platform must prioritize encryption and adhere to ISO security standards. Is it accurate to assume that the referenced ISO standard is ISO 27001? Furthermore, should all requirements of this standard be applicable to the proposed solution?</p>	<p>Yes, the ISO 27001 standard shall be applied to the proposed solution.</p>
5.	<p>Conferencing tool</p> <p>According to the ToR A conferencing tool should be available in the newly installed platform. Based on the selected solution it may require a dedicated streaming server, however if Office 365 is used Microsoft Teams can be used as a base. We would like to know if Microsoft Teams is used by Enabel Uganda and if not in case of necessity we will organize a dedicated server for streaming.</p>	<p>Yes, Microsoft Teams is used by Enabel in Uganda.</p> <p>But feel free to propose available open-source options, if available.</p>

6.	<p>Section 5.5.2 Evaluation of tenders, Selection criteria number 2 "Sufficient Technical and Professional Capacity". The statement stated: The Contractor should be a MOODLE CERTIFIED PARTNER and provide proof of it. Are we eligible to submit the proposal? if we are not a Moodle Certified Partner but we have had multiple successful proofs of project development using Moodle for various International and local institutions?</p>	<p>Being a CERTIFIED MOODLE PARTNER is a mandatory requirement. However, as stated in section 5.5.2.1 "Selection of tenderers" on page 43, a tenderer may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with these entities. A group of candidates or tenderers may submit the capacities of the group's participants or of other entities</p>
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