



University of the Philippines OPEN UNIVERSITY

BIDS AND AWARDS COMMITTEE

10 January 2024

SUPPLEMENTAL BID BULLETIN NO. 24-001

This Supplemental Bid Bulletin No. 24-001 is to amend or modify items in the Bid Documents and in response to the queries raised during the pre-bid conference conducted on 04 January 2024 for “MyPortal hosting and administration services from 1 February 2024 to 31 January 2025” to wit:

1. Updated Section VII. Technical Specifications is attached. Updates on the following:

- Item 3. Terms of Service. C. Helpdesk and Support:

The bidder must possess at least one of the following qualifications:

- ISO 27001-Certified Information Security Management Systems
- Moodle Premium Certified Services Provider
- DICT-Recognized Cybersecurity Assessment Provider

2. Updated Section VIII. Checklist of Technical and Financial Documents is attached. Updates on the following:

Technical Component Envelope. Class “A” Documents. Technical Documents.

(e) Conformity with the Technical Specifications (UPOU BAC FORM No. 4), Bidders must state under Statement of Compliance either “Comply” or “Not Comply” against each of the individual parameters of each specification, which should include the following:

1. Helpdesk and Support



1.1. Curriculum Vitae of at least 1 member with over 10 years of experience in using Moodle.

1.2. Curriculum Vitae of at least 3 members who have a minimum of 1-year experience in supporting Moodle installations.

1.3. Must possess at least one of the following qualifications:

- ISO 27001-Certified Information Security Management Systems
- Moodle Premium Certified Services Provider
- DICT-Recognized Cybersecurity Assessment Provider

For the guidance and information of all concerned bidders.


Dr. PRIMO G. GARCIA
Chair, BAC 

Received by the Bidder:

_____ Date: _____

Signature over printed name

Section VII. Technical Specifications

MyPortal Learning Management System and Technical Support System

Overview

The UPOU MyPortal is an online learning management platform which provides virtual classrooms to the students. It is currently powered by Moodle 4, which is a free and open-source learning management system written in PHP language.

The UPOU offers academic programs in semester and trimester terms, wherein each academic term has an estimate of 4,500 enrolled students. It is important that the web server where MyPortal is hosted should be able to handle such an amount of users.

The uptime of MyPortal is very critical as there are enrolled students who are located in different time zones. The overall security of the server and learning management platform is vital to protect the data from possible theft and security threats. In line with this, the UPOU should acquire the most competitive, reliable and efficient ICT service provider for the MyPortal system.

Item	Specification	Statement of Compliance
	<p>Notes: <i>[Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder’s statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution.]</i></p>	

1	Server Specification Below are the requirements of the server hosting the formal courses of UPOU. The MyPortal is currently hosted in a shared virtual private server on a Linode subscription. <table><tr><th colspan="2">Formal Course Server Specification</th></tr><tr><td>Memory</td><td>96GB</td></tr><tr><td>CPU</td><td>20 Cores</td></tr><tr><td>Storage</td><td>1920GB</td></tr><tr><td>Disk Transfer</td><td>20TB</td></tr><tr><td>Network In</td><td>40Gbps</td></tr><tr><td>Network Out</td><td>10000Mbps</td></tr></table>	Formal Course Server Specification		Memory	96GB	CPU	20 Cores	Storage	1920GB	Disk Transfer	20TB	Network In	40Gbps	Network Out	10000Mbps	
Formal Course Server Specification																
Memory	96GB															
CPU	20 Cores															
Storage	1920GB															
Disk Transfer	20TB															
Network In	40Gbps															
Network Out	10000Mbps															
2	Inclusive Cost Monthly subscription fee of the virtual private hosting server where the MyPortal system is hosted, including its additional backup server/s.															
3	Terms of Service The services to be provided for 12 months (1 year) are: A. Backup Services <ul style="list-style-type: none">• 1 full, live, redundant, web browser-accessible backup in another data center.• 1 image backup with daily and weekly, snapshots at maintainer’s time.• On-demand online availability for secure download of site backup• On-demand availability of latest site backup as publicly accessible test server B. Security and Maintenance <ul style="list-style-type: none">• The Moodle site should have a valid SSL certificate installed.• System availability reports.• Server monitoring dashboards which can be independently viewed by authorized MyPortal managers and technologists.• Periodic vulnerability assessment, and automated malware scanning. Results of each vulnerability assessment and malware scan should be provided to ICTDO.• Regular and continuous upgrades of the operating system to the latest version with long-term support. The Moodle site, including its themes and plugins, to the latest stable version. Last, the server-side language and database system which are required to run the Moodle site.															

	<p>C. Helpdesk and Support</p> <ul style="list-style-type: none"> ● Web-based helpdesk ticketing system. ● 24 x 7 technical support. ● Support for connecting services to an ePortfolio system and other web services. ● Support for connecting services for mobile app operation and development, which includes the provision of a branded Moodle app. ● Support for connecting services for third-party anti-plagiarism services. ● At least 1 member with over 10 years of experience in using Moodle. ● At least 3 members who have a minimum of 1 year experience in supporting Moodle installations. ● Secure private mailing list/eGroup dedicated to covering technical issues and limited to authorized MyPortal managers and technologists. ● Provide a secure remote access to the server only to authorized MyPortal managers and technologists for troubleshooting certain server issues/problems. ● The bidder must possess at least one of the following qualifications: <ul style="list-style-type: none"> ➤ ISO 27001-Certified Information Security Management Systems ➤ Moodle Premium Certified Services Provider ➤ DICT-Recognized Cybersecurity Assessment Provider 	
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I hereby verify to comply with all the above requirements.

Signature over printed name of the authorized representative

Company name

Date

Section VIII. Checklist of Technical and Financial Documents

I. TECHNICAL COMPONENT ENVELOPE

Class “A” Documents

Legal Documents

- (a) Valid PhilGEPS Registration Certificate (Platinum Membership) (**all pages**) in accordance with Section 8.5.2 of the IRR;

Technical Documents

- (b) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid (UPOU BAC FORM No. 1); and
- (c) Statement of the bidder’s Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents (UPOU BAC FORM No. 2). The SLCC should be at least 50% of the ABC;
- (d) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission;
or
Original copy of Notarized Bid Securing Declaration (UPOU BAC FORM No. 3); and
- (e) Conformity with the Technical Specifications (UPOU BAC FORM No. 4), Bidders must state under Statement of Compliance either “Comply” or “Not Comply” against each of the individual parameters of each specification, which should include the following:
 - 1. Helpdesk and Support
 - 1.1. Curriculum Vitae of at least 1 member with over 10 years of experience in using Moodle.
 - 1.2. Curriculum Vitae of at least 3 members who have a minimum of 1 year experience in supporting Moodle installations.
 - 1.3. Must possess at least one of the following qualifications:
 - ISO 27001-Certified Information Security Management Systems
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- (f) Original duly signed Omnibus Sworn Statement (OSS) (UPOU BAC FORM No. 5);
and if applicable, Original Notarized Secretary's Certificate (UPOU BAC FORM No. 6) in case of a corporation, partnership, or cooperative; **or** Original Special Power of Attorney (UPOU BAC FORM No. 7) of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder; and

Financial Documents

- (g) The prospective bidder's computation of Net Financial Contracting Capacity (NFCC) (UPOU BAC FORM No. 8);

or

A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

Class "B" Documents

- (h) If applicable, a duly signed joint venture agreement (JVA) in case the joint venture is already in existence. (UPOU BAC FORM No. 9)
or
duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

II. FINANCIAL COMPONENT ENVELOPE

- (a) Original of duly signed and accomplished Bid Form (UPOU BAC FORM No. 10) which should include *Secretary's Certificate or Special Power of Attorney, if applicable*; **and**
- (b) Original of duly signed and accomplished Price Schedule(s) (UPOU BAC FORM No. 11a and/or 11b);.

Note:

The prescribed documents in the checklist are mandatory to be submitted in the Bid.