IB 2022-17 –WEB HOSTING OF eLEARNING MANAGEMENT SYSTEM (eLMS)

SECTION VII- TECHNICAL SPECIFICATIONS

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Item	Specifications	Statement of Compliance
		[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 subject to the applicable laws and issuances.]
1	**1 Lot WEB HOSTING OF ELEARNING MANAGEMENT SYSTEM (eLMS)** **I. Introduction** This project's technical requirements and conditions provides the description of the project, defines the technical specifications, requirements, terms and conditions as well as documentary requirements to support the procurement process.	
	II. Scope of Work The service provider shall: a. Host the eLMS of choice by the university. The eLMS shall be the latest stable version of Moodle eLMS b. Provide secured web and database server c. Provide a secured data center d. Provide 24x7 technical support services via phone and email e. Provide additional technical support other the standard technical support services f. Provide a single point of contact personnel	

III. Technical Requirements a. Service provider must submit proposed IT infrastructure diagram/design b. Minimum server technical specifications: **Web server:** ➢ 50GB of storage space, 5.25TB of bandwidth per month, 8 GB of guaranteed memory RAM, 2 Quad processors, CentOS, 10 domains plesk control panel with multiple versions of PHP. **SQL Server:** ➢ SQL server specifications: 90GB+934GB= 1TB of storage space, 10.5TB of bandwidth per month, 24GB of guaranteed memory RAM, 2 Quad processors, CentOS, 10 domains plesk control panel with multiple versions of PHP c. Data/server security, scalability ➢ Package software management: antivirus, firewall, WAF, PHP security Layer, patch management, domain reputation with easy UI and advanced automation. ➢ Hypertext Transfer Protocol Version 2 (HTTP/2) ➢ Uses plesk web hosting control panel ➢ able to provide dual stack IPv4 and IPv6 for future scalability (faster network connections as both the end user device and the server use Public IP that does not need network address translation ➢ have full multilateral peering with PHOpenIX ➢ Scalable server resources on-demand d. Data center security ➢ Has redundant internet connection, server hosting service with an uptime of 99.98%, multiple gateways to the internet (at least 4),	

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premise security includes fire detection system, redundant air-conditioning system with anti-humidity, 24-hour power backup via UPS and generator sets, 24/7 hours technical staff on duty, facility has network monitoring systems.

e. Add-on technical support service

- Conduct database backup at least twice a month, technical support of up to 5 incidents per month (e.g. reset server and other related tasks)

- Installation of preferred OS and eLMS as well as appropriate eLMS plugins and extensions. Includes configuration, customization, technical and administrative support for technical staff.

- Configure website domain name to *.bsu.edu.ph where the asterisk will be provided by the university

f. Information System Testing

1. Upon server and eLMS deployment, the system will be tested for 3 working days. During the testing period, there must be no downtimes except for causes that is out of the university and the service provider's control.

2. If any of the foregoing conditions are not met, the testing period shall be reset until all conditions are satisfied continuously for 3 working days.

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IV. Qualification Requirements of Service Provider

a. Server hosting is one of its major service with proven track record

b. Have at least two (2) existing similar operational project (eLMS web hosting) with a government or private institution. Service Performance Certificate from shall be attached.

c. Have the capacity and ability to provide technical support within 30 minutes upon detection of fault

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	d. Must have engaged in web hosting service for at least three (5) years catering to government agencies and private sectors.	
	V. Duties and Responsibilities of the Service Provider a. Deploy the system as specified in the technical requirements in part III b. Provide all admin user accounts to the university c. Conduct testing with the university until the product is accepted	
	VI. Contract Period ➤ The web hosting service is 1 year contract with additional 2 years free continuous hosting inclusive of identified technical support, subject to possible annual renewal thereafter if both parties agree.	
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Name of Bidder over Printed Name

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Date