

AHMEDABAD UNIVERSITY

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Title – Moodle-LMS Support

Objective:

The institution seeks to appoint a qualified Moodle service provider to deliver **on-demand, pay-per-use support services** for its Moodle Learning Management System, including:

- Moodle application support
- Plugin & upgrade assistance
- Hosting and cloud cost optimisation
- Moodle data and course archival

Mandatory requirements for a bidder to qualify as a participant in this tender:

Sr No.	Engagement Expectation	Remarks
1	This engagement shall be strictly based on a Zero-AMC, On-Demand Support Model . The institution will: <ul style="list-style-type: none">● Raise support requests when required● Pay only for actual services delivered● Not be bound to any fixed monthly or annual charges	
2	<ul style="list-style-type: none">● Defined SLAs and escalation matrix	
3	<ul style="list-style-type: none">● The Service Provider needs to provide GSTIN Number and the PAN Card Number	
4	<ul style="list-style-type: none">● Support engineers must be Moodle-LMS experts & have good communication skills	
5	<ul style="list-style-type: none">● Administrator / Platform Developer, as applicable, with a proven track record of managing Moodle-LMS environments with a minimum of 5 years of experience, preferably in the education sector	

6	Service Providers must provide: <ul style="list-style-type: none"> ● Hourly pricing ● Archival & optimization pricing ● Moodle experience ● University references ● Team structure ● Company Profile ● Commercials 	
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Terms of Engagement

Support requirements – On-demand support

Preferred Communication Channel	Google Meet, Telephonic, Email
Billing	Hourly

Scope of Work

1. Moodle Application Support

The Service Provider shall provide on-demand technical support for any new request or any change requests:

Area	Coverage
User Login	SSO, LDAP, External DB, OAuth
Enrollment	Manual, Self, External DB, Web Services
Courses	Access, visibility, errors
Exams	Quizzes, grading, timing, submissions
Gradebook	Calculations, exports, External DB
Reports	Built-in and custom
Errors	System, database, plugin errors

2. Bug Fixing & Troubleshooting

Service Provider shall resolve:

PHP and database errors
Plugin conflicts
Cron and scheduled task failures
File upload or media issues
Performance degradation
White screen or broken pages

3. Plugin, Integration & Upgrade Support

Service Provider shall provide on-demand support for:

Installation, upgrade and removal of plugins.
Compatibility checks with Moodle core
Moodle version upgrades with staging, testing and rollback.

4. Hosting & Cloud Infrastructure Optimization

The Service Provider shall provide expert support to optimize the institution's Moodle hosting and cloud environment on need basis or on request from the Institution and the scope Includes:

Area	Responsibility
Cost Analysis	Review compute, database, storage, backup & bandwidth
Right-Sizing	Resize servers based on real usage
Storage Optimization	Reduce cloud object and disk storage
Moodle Data Directory	Optimize file storage

Database Optimization	Cleanup, indexing, tuning
Performance Tuning	Web server, PHP, caching
Architecture Review	Recommend better topology

Service Provider s shall provide a **before-and-after cost and performance report** after each optimization exercise.

5. Moodle Course & Data Archival

The Service Provider shall provide a structured **Moodle Archival Framework** to reduce live system load and cloud cost while ensuring academic compliance.

Archival Scope

Data Type	Action
Old Courses	Archived after the academic year (To be decided by the Institute for various programmes.)
Student Submissions	Moved to archive storage
Quiz Attempts & Logs	Exported and removed from live system
Old Media & Files	Shifted to low-cost storage
User Data	Retained as per institutional policy

Archival Process

1. Identify data eligible for archival
2. Export as Moodle backups or data dumps
3. Store in:
 - o Object storage (S3, MinIO, Azure Blob, NAS)
4. Remove from live Moodle
5. Maintain:
 - o Restore-on-demand capability
 - o Archive index

Compliance & Audit

Archival must ensure:

- No academic records are lost
- Data is retrievable for audits
- Compliance with:
 - UGC
 - Institutional data retention policies

Support Response (Best-Effort)

Priority	Example	Response & Resolution Time
Critical	LMS down, exams blocked	30 minutes
High	Login or enrollment failure	2 hours
Medium	Course or quiz issues	8 business hours
Low	Reports or UI issues	2 business days

Access & Security

Service Provider shall be given:

- Role-based or temporary access
- Access only during active tickets

All actions must be logged.

Reporting & Documentation

Service Provider shall provide:

- Work logs
- Issue resolution summaries
- Configuration and change records
- Upgrade and archival documentation

Exit Clause

The institution may terminate the engagement at any time.

In case of termination, the Service Provider must provide all:

- Documentation
- Configurations
- Archive indexes
- Knowledge base

