



Call for tender

Terms of Reference for the Procurement of a Certified Premium Moodle Partner for the Maintenance of IDI Learning Management System (IDI LMS)

September 2025

INTOSAI Development Initiative

Stenersgata 2, N-0184 Oslo, Norway

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1. Purpose:

IDI is seeking to contract a Certified Premium Moodle Partner to provide maintenance services for its Moodle Workplace platform. The IDI Learning Management System (LMS) is built on Moodle Workplace version 4.1 and serves as a key component of the IDI Digital Education Infrastructure and the IDI Delivery Model. IDI had been using the open-source version of Moodle for over ten years before migrating to Moodle Workplace in January 2025.

The platform is used to deliver training and professional development programmes to Supreme Audit Institutions (SAIs) and their staff, in line with IDI's mandate and strategic priorities outlined in the IDI Strategic Plan 2024–2029. Ensuring the operational continuity, security, scalability, and ongoing development of the LMS is essential to provide an efficient, accessible, inclusive, and sustainable global learning offering.

2. Contracting Vehicle:

A one-year contract—extendable for up to three years—between IDI and the selected Certified Premium Moodle Partner for the maintenance and support of the Moodle Workplace environment.

3. Background:

INTOSAI Development Initiative (IDI) is a Norwegian Foundation, and the Board is the supreme body. The Board consists of 10 members drawn from Supreme Audit Institutions (SAIs) of different countries and is chaired by the Auditor General of Norway.

The International Organisation of Supreme Audit Institutions (INTOSAI) is the global professional organisation of Supreme Audit Institutions (SAIs) and comprises a membership of currently 195 SAIs, of which approximately 140 are from developing countries.

The INTOSAI Development Initiative (IDI) is an INTOSAI body that supports Supreme Audit Institutions (SAIs) in developing countries in their efforts to sustainably enhance performance, independence, and professionalism. IDI provides this support by facilitating and coordinating effective SAI capacity development programmes, developing and disseminating global public goods, strengthening regional bodies, networks, and communities, and mobilizing scaled-up and more effective support to SAIs.

Using a client-centred approach the IDI facilitates SAI capacity development programmes at global, regional, subregional and SAI levels. To increase reach some of our programmes, we use non-mentor led programmed Digital Education. Additional information about the IDI is available on www.idi.no

IDI has adopted eLearning and other Digital Education solutions to increase its capacity development efforts. IDI started to use a LMS based on Moodle in 2015.

The LMS is used for delivering Integrated Educations and Audit Support (IEAS), certifications, eLearning courses, working online spaces and other Digital Education activities. IDI LMS is available at: <https://lms.idielearning.org>.

4. IDI's Digital Education Ecosystem:

This section outlines the key components of IDI's current Digital Education Ecosystem, offering potential Moodle Premium Partners a clear understanding of the environment and its strategic requirements for support, maintenance, and future development.

4.1 Core Platform: IDI LMS – Moodle Workplace 4.1

IDI operates its Learning Management System (LMS) on the Moodle Workplace 4.1 platform, configured and managed by a Moodle Premium Partner. This platform is the core of IDI's global learning operations. With our current Moodle Premium Partner, An upgrade to Moodle 4.5 with the current partner is scheduled before the end of this year.

The user database includes 9,184 registered users as of June 2025.

During the year 2024, the number of active users (users who logged into the LMS at least once during the year) was 2,464. As of May 2025, the number of active users is 2,482. The total number of courses created in the LMS is 463.

The Moodle template currently in use is Edwiser

4.2 Operating Environments

IDI operates both a production environment, where active training programmes are delivered to real users, and a pre-production environment, which serves as a testing ground for validating changes, conducting trials, and providing training before any updates are implemented in the live production environment.

4.3 Multi-Platform Access

IDI's LMS is accessible both via the web, through the domain [idielearning.org](https://lms.idielearning.org), which is managed through GoDaddy, and through mobile devices using its official branded Moodle App, developed by Moodle HQ and available on Google Play and the App Store. This dual access ensures a seamless and flexible learning experience across platforms.

4.4 Current active integrations

IDI's LMS is supported by a range of active integrations that enhance its functionality, improve accessibility, and ensure seamless connectivity with external systems.

Zoom: Integrated for synchronous sessions and virtual conferences.

UserWay: Accessibility widget implemented to comply with international standards (WCAG).

Pearson VUE Plugin: A custom plugin developed by a Moodle Partner that enables users to schedule and take certification exams directly within the LMS. The plugin is currently maintained by our Premium Moodle Partner, who ensures its continued functionality and compatibility with the platform. In addition to maintaining the plugin, the Moodle Partner collaborates with IDI's eLearning Manager in tasks such as uploading CSV files containing demographic information of users authorized to take the certification exams, creating cohorts, generating exam authorizations, and publishing exam results.

SMTP: External email service provided by the Moodle Partner, used for sending automated notifications from Moodle.

Mirror Database (Cluster): A synchronized replica of the main database, used for external analytical queries (e.g., via Power BI) without affecting the production environment.

4.5 Content Development Tools

Articulate and iSpring: These tools are used by IDI's instructional team as well as by external providers to develop educational content, primarily in SCORM format, which is later uploaded into the Moodle platform.

4.6 Analytics and Reporting

IDI's analytics environment is supported by a mirror database directly connected to tools like Power BI, enabling dynamic reporting, KPI monitoring, and institutional visualizations. This service is provided by the Premium Moodle Partner, who ensures secure access to an up-to-date cluster.

4.7 Plugins overview

To provide a better understanding of the current configuration of our Moodle Workplace environment, we have included an annex with detailed information on the status of installed plugins as of 16 September 2025. This overview may assist in evaluating compatibility, support requirements, and potential areas for optimization or enhancement.

4.8 Strategic Considerations

IDI's digital education ecosystem is designed to be scalable, accessible, multilingual, and sustainable. In this context, the Moodle Premium Partner is expected to act as a strategic ally — providing not only reliable

technical support, but also proactively contributing to the ongoing technological evolution of the platform in alignment with IDI's institutional priorities.

5.Services required:

5.1 Hosting and maintenance of Moodle Workplace Environment.

Please quote the scenarios and items indicated in the table below:

Table 1

Moodle Workplace Scenarios

SaaS Model

Scenario Packages Based on the number of active users. The number of active users is calculated by counting the users who have logged into the LMS at least once within a one-year period.	500 GB / 3000 active users	500 GB / 4000 active users	500 GB / 5000 active users	Please use this column to provide information that helps us understand how you calculate the costs for: (a) more than 5,000 active users, and (b) additional storage beyond the 500 GB already quoted.
Moodle Workplace as a Service – Annual				
Maintenance, Support, and Administration of Moodle Workplace – Annual Please indicate the number of support hours included in the annual package, along with a description of the services covered.				
Other variable costs related to the operation and				

maintenance that are not indicated above.				
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For other costs not directly related to the different scenarios, please provide a quotation for the following items and include them in **Table 2** below.

Table 2

Other Costs Related to Moodle Workplace

Item	Cost
Theme License	
Design cost per hour	
Tenant design and configuration cost	
Migration Costs Based on the information provided in Section 4 – IDI Digital Education Infrastructure-, please indicate the related migration costs.	
Moodle Workplace Support Please indicate your hourly support rate and whether you offer support via a ticketing system or email. Include your standard response times. If you offer a support package, please specify the number of hours included and the total cost of the package.	
Other costs related to the operation and maintenance are not indicated above.	

As part of the expected Operation and Maintenance services for Moodle Workplace, the selected provider is expected to include the following activities as part of their standard service delivery. These tasks are essential to ensure the ongoing stability, performance, and evolution of the LMS in alignment with IDI's operational needs and strategic priorities:

- Provide expert advice on the most suitable LMS architecture based on IDI's requirements.
- Ensure proper functioning of LMS notification systems.
- Maintain a valid and correctly configured security certificate.
- Administration of hosting services used for the LMS environment.
- Implement and manage a robust backup policy.
- Perform minor bug fixes and updates as needed.
- Carry out one or two major updates of the base software each year.
- Support real-time analysis and provide LMS traffic statistics (weekly, monthly, or annually).
- Proactively advise on and implement updates (Moodle scripts, security patches, hardware architecture, and bug fixes). Software updates will be performed by the provider, while server architecture changes will be coordinated with the IDI Manager.
- Ensure the LMS remains stable and scalable.
- Provide prompt troubleshooting and resolution of LMS issues.
- Submit a monthly report to the IDI Manager detailing recommended script and security updates.
- Offer guidance on: new plugins and modules, LMS accessibility, data analytics and reporting, integration with external tools/web services, and improvements to the LMS look and feel (through a suitable Moodle theme).
- Maintain the custom plugins described in the IDI Digital Education Infrastructure section above (***Pearson VUE Plugin***) and provide support to the IDI eLearning Manager in performing tasks related to the functioning of the plugin, such as uploading CSV files, creating cohorts, generating exam authorizations, and publishing results.
- Monitor active user behavior on a monthly or quarterly basis and report to the IDI Manager in order to estimate the annual number of active users and their associated cost.

5.2 Additional Services

In addition to the services indicated in the tables above, the bids must include the fee for the tasks indicated below:

Table 3
Additional Services

Item	Cost
Plugins and Modules: Testing, installation, and setup of existing Plugins and Modules from Moodle plugin directory compatible with moodle Workplace (Cost per hour)	
Setup LMS Resources and Activities (Cost per hour)	
Development of custom modules and plugins of low or medium complexity (the big scale development is out of scope of this contract). (Cost per hour)	
Annual maintenance fee for the IDI BMA app (Annual)	
Maintenance fee for customized plugins indicated in the IDI Digital Education Infrastructure section above. (Cost per hour)	
Data analysis tasks related to the LMS, including the use of Moodle reporting tools, SQL-based data extraction, and the development of dashboards in Power BI. (Cost per hour)	
SMTP service for LMS notifications Annual: Indicate the cost for an average of 10,000, 15,000, and 20,000 emails per month.	
Data base Cluster	

6. Support Availability and SLA Requirements

To ensure the reliable operation and continuous improvement of IDI's LMS, the selected provider must guarantee adequate service availability, timely support, and effective communication. Proposals must clearly describe:

- Availability during business days as well as the provider's availability during weekends or non-business days
- Response and resolution times based on the severity of issues
- Communication channels to be used

The levels of support should cover, at minimum:

- **Critical faults:** LMS, server, or essential service is down — for example, users report a complete loss of access to the LMS due to server downtime or failure to respond to authentication requests. Critical faults also include failures in the functioning of the Pearson VUE plugin during exam periods, as this directly affects certification processes. Such incidents require immediate response (within 1 hour) and resolution within 4 hours.
- **Important fixes:** Issues requiring prompt attention based on their complexity — for example, errors in user enrollments or course activities that fail to display or execute correctly. These issues should be resolved within 1 to 3 business days, depending on the complexity of the issue and the level of impact on users.
- **Normal fixes and general queries:** Minor bugs, interface display issues, or non-urgent user support requests, for example requesting help with report generation. These should be resolved within 5 business days.

The proposed Service Level Agreement (SLA) must include specific commitments regarding availability, response times, resolution times, and communication protocols.

Additionally, the provider must demonstrate that it has qualified technical personnel capable of performing the required tasks, including the development of low- and medium-complexity plugins and modules. If subcontracting is required, IDI must be informed and give prior approval.

7. Language requirements:

The selected Certified Premium Moodle Partner must be able to communicate in English. The IDI LMS runs Digital Education activities in English, Arabic, Spanish and French. IDI has a pool of LMS administrators with the capacity to work with these languages.

8. Duration and Volume:

The initial contract period will be one (1) year, starting from the date of signature. The contract may be renewed annually for up to three (3) additional years based on satisfactory performance, continued need, and availability of funding.

The contract is expected to be signed no later than 1 December 2025, allowing sufficient time for a transition process during December. This will enable the selected provider to begin operations on 1 January 2026 with full knowledge of the LMS environment and a smooth handover from the current provider.

9. Eligibility:

Open to European Certified Premium Moodle partners operating as a company.

The provider must demonstrate that it has qualified technical personnel to fulfill the indicated tasks, including the development of plugins and modules of low and medium complexity. The IDI must be informed and approved in case the provider requires subcontracting.

Mandatory:

- Moodle Partners with at least 10 years of experience
- Documented experience in the implementation, operation and maintenance of Moodle Workplace.
- Documented experience developing modules and plugins for Moodle. Desirable with proven experience sharing the development of plugins and modules with the Moodle plugin directory.

Good to have:

- ISO/IEC 27000-series certification
- A published privacy policy/notice
- Terms of service
- Record of processing activities
- Records management policy
- Reports of external audits on information security
- Data analytics tools experience

10. Costs:

Bidders are required to structure the cost section of their proposals based on Tables 1, 2, and 3 provided in Section 5 – Services required.

Proposed fee rates can be provided in either Norwegian Kroner (NOK) or Euros (EUR).

Rates must include all applicable taxes. Taxes must also be indicated separately.

The fee shall be paid at the rate agreed in the contract agreement, up to the amount agreed in the call down contract.

11. GDPR (General Data Protection Regulation) Compliance:

According with the EUROPEAN General Data Protection Regulations (GDPR) the selected provider must have:

The selected provider must sign the following GDPR documents:

- Data Processor Agreement Template (ANNEX 2)

12. Submission of Proposals:

Interested Certified Premium Moodle Partner companies should submit a concise proposal to IDI's eLearning Manager that includes the following required documentation:

Required Documentation:

- Covering letter: The proposal must include a signed covering letter that presents a detailed technical proposal, terms and conditions, and the financial offer. Any potential reservations must be clearly stated in the letter, with reference to the corresponding page number in the proposal. The letter should also highlight the supplier's relevant experience, including Moodle Partner support services, local and international eLearning Certifications or recognitions.
- Tax and VAT certificates of the bidder.
- Documentation on the legal registration of the bidder.
- Documentation on the financial position of the bidder.
- Documentation of the professional qualifications of the bidder
- Self-declaration on Health, Safety, and Environment.

- Documentation that certifies the company as an official Premium Moodle partner
- Documentation that demonstrates that the provider is GDPR compliant
- Three professional references: please provide client contact information and duration/nature of service provided.
- Service Level Agreement (SLA): The provider should propose a Platform Availability SLA, clearly indicating expected uptime percentages. In addition, please specify the penalties or service credits that will apply in the event of non-compliance with the agreed SLA.

13. Deadline:

The proposal must be submitted by **17 October 2025**.

14. Selection of Moodle Partners for the Framework Agreement

Vendors who meet the minimum requirements will be invited to an online meeting to address any outstanding questions and provide further details about their proposal.

The selection process will be based on a cumulative assessment that considers technical qualifications, relevant experience, pricing, and other relevant factors.

The evaluation will be weighted as follows: **60% for technical criteria** and **40% for financial aspects**.

15. Contact details:

Please send your proposal to:

Minor Sancho Rodríguez.
Manager - Professional and Relevant SAls Department
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