



Request for proposal:

Maintenance Services of Application
System for the
Open and Distance Learning (ODL)
Online Course Catalogue in the Pacific

Proposal due:

November 30, 2022

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1. Summary

The Commonwealth of Learning (COL) is seeking a contractor to maintain an Open and Distance Learning (ODL) Course Catalogue available to teachers in the Pacific – <https://www.odlcatalogue4pacific.org>

The contractor will be expected to maintain the course catalogue up to and including December 2023.

2. Background

2.1 The project

Open, distance and flexible learning (ODFL) is an important channel for increasing educational opportunities and outcomes. It is particularly relevant for the Pacific region given small, dispersed, remote populations and limited access to secondary and post-secondary opportunities in rural and outer island locations.

COL is presently implementing a project to contribute to enhanced capacity and efficiency of Pacific education sectors through greater use of innovative delivery mechanisms and technology. This is supported by the Ministry of Foreign Affairs and Trade, New Zealand. The PACFOLD at the University of the South Pacific is a partner in implementation. The project works with the nine Commonwealth countries in the Pacific, which are: Fiji, Kiribati, Nauru, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu.

An Open and Distance Learning (ODL) Course Catalogue has been developed for teachers in the Pacific. The Catalogue has been designed to build the capacity of teachers in the Pacific by providing a range of training courses on various aspects of Open and Distance Learning in one place.

3. Project objectives and scope

COL is seeking a qualified contractor to maintain the Open and Distance Learning Course Catalogue system through to end December 2023.

The Requirement

The contractor will need to work closely with COL to maintain the ODL Course Catalogue system.

The contractor will provide services including but not limited to the following:

- Continuously monitor and perform software & operating system updates
- Continuously monitor system level metrics and take necessary actions when needed
- Continuously maintain the security of the production application system and its deployment environment and AWS cloud platform
- Finetune performance of the application system
- Maintain backup of application deployed. Perform disaster recovery if needed
- Troubleshoot and fix any issue or error on the application system
- Perform enhancements on the application system on request

System Infrastructure and Environment

The application system was developed on node.js, hosted on AWS servers, and used various AWS services and Jenkins deployment server. Detail of systems architecture will be provided.

4. Criteria for evaluating proposals

Proponents are requested to submit a proposal that clearly indicate qualifications and experience based on the criteria below. A separate budget document should detail elements of expenditure and value for money approach. Proposals will be evaluated against the following criteria: experience in managing education-related online solutions in the region, value for money, and ability to identify risks and mitigate them.

5. Key details and dates

Note: All dates below are in Pacific Time in Canada.

- All Proposals must be received by 0800 hours Pacific Time (Vancouver) **Wednesday November 30, 2022.**
- Proposals (including any attachments) must be sent in one email to: opportunities@col.org by the due date above with the subject line 'ODL Course Catalogue Maintenance Proposal'.

Key Dates

Stage	Date
Stage Date RFP published	November 1, 2022
Proposals received by COL	November 30, 2022
Work starts	January 3, 2023*

*COL reserves the right to amend these dates as necessary.

6. Ownership of Proposals

All Proposals become the property of COL. COL agrees to treat all Proposals as confidential and agrees to use the Proposals only for purposes related to this RFP process.

COL is headquartered at Suite 2500 - 4710 Kingsway, Burnaby, V5H 4M2, CANADA.

7. COL's Intentions

COL intends to obtain the offer most suitable and most advantageous to its requirements and interests. Notwithstanding anything else contained within this RFP, COL reserves the right in its sole discretion to reject or accept any proposal, compliant or not, including the right to reject all Proposals.

8. Use of COL Logo

Proponents may use COL's logo only for the preparation of their Proposal for this RFP, with the stipulation that the Proponent follows the brand guidelines at: <https://www.col.org/about/col-logo>. The Proponents are not permitted to use COL's logo for any other purpose without written consent from COL.

9. Conflict of Interest

Proponent's must identify any real or potential conflict of interest that may exist in connection to this RFP and/or any subsequent agreements. A conflict of interest is any situation or relationship that give the Proponent a real or perceived unfair advantage or any situation or relationship that is not in keeping with the Proponent's own conflict of interest standards. Any non-disclosure of any potential conflicts of interest may be sufficient cause to disqualify the Proposal or terminate/cancel any subsequent agreements.

10. Irrevocable Offer

Proposals constitute a valid and irrevocable offer which is open for acceptance by COL for a period of 60 days following the Closing Date of **November 30, 2022**.

11. Compensation

No Proponent shall have any claim for any compensation of any kind whatsoever as a result of participating in this RFP, and by submitting a Proposal, each Proponent shall be deemed to have agreed that it has no claim.