Supported by:

Federal Foreign Office

DAAD Deutscher Akademischer Austauschdienst
German Academic Exchange Service

HOCHSCHULE KEHL
UNIVERSITY OF APPLIED SCIENCES
Verwaltung - Gestalten & Entwickeln

Carl von Ossietzky
Universität
Oldenburg

NELSON MANDELA
UNIVERSITY

Tender for framework contract

Terms of Reference (ToR)
For the technical consolidation of the multifunctional learning and teaching platform DIGI-FACE
(im Programm Digitalisierung innerhalb des Programms "Fachzentren Afrika" 2024-2025

https://www.digiface.org/

1. Background

With funding from the German Federal Foreign Office (AA), the German Agency for International Academic Exchange and Cooperation (DAAD) is pursuing the goal of setting up efficient teaching and research facilities at leading African universities by establishing different Centres of Excellence at African universities. Since 2008, ten Centres have been founded in various countries and regions of sub-Saharan Africa. They are all conceived and implemented as cooperation projects with German partner universities and are situated in Western Africa (Ghana, Niger, Senegal, Mali), Central Africa (DR Congo), East Africa (Kenya, Tanzania) and Southern Africa (Namibia, South Africa).

The African Centres of Excellence (CoE) offer interdisciplinary academic training mostly linked to the areas of "good governance" and competencies which are targeting "soft skills" as well as "German language and culture". All centres have scholarship programmes for master's and / or PhD programs.

The African Centres of Excellence enable the training of future leading managers for society and science all over Africa via sustainable structures built up as part of the cooperation projects between the universities situated in the Global South and the Global North.
The CoE contribute to the active sustainable development of African societies by developing contextual, relevant expertise on good governance approaches and technological solutions, which can be applied in relation to the cultural, socio-economic and ecological environment of each of the targeted African regions. In this way, research results will flow into everyday professional life and local knowledge for the needs for development and transformation of the region increases.

2. Project Objectives

In the framework of the CoE network, DAAD has conceived a support programme for financing and assisting digitalisation in African universities via digital academic services to be delivered by the African Centres of Excellence. The new project is called DIGITAL INTIATVE FOR AFRICAN CENTRES OF EXCELLENCE (DIGI-FACE) and has been launched by additional funding of DAAD since 2019. The aim of this new project is to support the above-mentioned CoE programme objectives by setting up and using digital tools to be developed in order to strengthen the functioning of all digital components of the centres and to promote the desired digital networking of the CoE with each other, with their German partners and with other relevant stakeholders.

3. Contract format

A framework contract shall be concluded between Kehl University (principal) and the service-provider, starting as soon as possible after the award deadline and running until 31 December 2025.
The services to be provided by the service-provider are specified in the following section.
The University of Kehl shall notify the service-provider in writing (including by e-mail) of the details of the individual expected services for each partial service to be provided (individual notification). The service-provider may only charge for services if such a corresponding individual notification has been made.

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4. Scope of work and deliverables

The framework agreement applies to the technical consolidation of the multifunctional teaching and learning platform DIGI-FACE. The consolidation of the multifunctional platform DIGI-FACE is to be guaranteed until the end of the project (31.12.2025). This multifunctional DIGI-FACE platform will also be made available to the DIGI-FACE network in 2024 and 2025. This activity includes contractual extensions and updates of necessary and security-relevant licences and contracts for the maintenance of the holistic IT infrastructure, both hardware and software, as well as all other activities to ensure the permanent and secure operation of the platform. DIGI-FACE cannot invest in the hardware and IT infrastructure of the participating universities of the CoEs. Nevertheless, it also shares possible solutions that can strengthen the internet and ICT architecture at universities in the Global South. Our CoEs are to be equipped with important software solutions for conducting online video calls in the future as well. The IT infrastructure will be consolidated by the DIGI-FACE Coordination Team to achieve the project goals in the long term. In the end of a possible next project phase our DIGI-FACE servers will need to be replaced. The maximum technical lifetime of the hardware was then completely exhausted (7 years technical operation time). A proposal for future server hardware is offered by the DIGI-FACE team based on the experience gained.Furthermore, all measures to qualitative automation of relevant management processes in order to support the Centres in their daily work. Processes and workflows have to be implemented more efficiently and must be documented for cost calculations of the future platform operations. Even if the primary functions of the platform are to be retained, the alumni area in particular must be elaborated on the platform, namely at the decentralised level of the CoAE. (Centre of African Excellence) These "Sub-pages" are bundled on a common landing page. Each alum initiative of the CoAE should have the possibility of an internet presence. DIGI-FACE would like to increase the visibility of alumni work. The existing DIGI-FACE offer must therefore be further developed. The same applies to the visibility of important information of the CoAE on their Centre Page. There must be a place where the most important documents such as research strategies, academic posters and information material, can be shared with the public. Ideally, the optimised publication tool could be linked to the newly created event tool to provide further benefits to the CoAE. Decentralised management processes on the platform need to be further developed and automated as much as possible in order to spare the limited staff in the CoAE. It should be possible to subscribe to the existing newsletter via email. The ticket system and the processing time of these tickets must also be improved in the next phase of DIGI-FACE in order to optimise the platform operation further. The existing excellent Responsive Design and the possibilities of use through the Moodle App must be communicated even more strongly to the universities through a separate campaign. DIGI-FACE services are also available on smartphones! The role and responsibility of CoEs and DIGI-FACE Centre administrators must be situated and précised in the universities with the support of the DIGI-FACE coordination team. The Administration Staff which is in charge of DIGI-FACE/e-learning management at the CoE needs clear guidance from DIGI-FACE to fulfil their role in the best way.

As a contractual partner of DIGI-FACE, the provider is a sub-processor within the meaning of Section 28 GDPR, i.e. a contract for data order processing is concluded with HS Kehl. In addition, the rules for server operation between HS Kehl and Nelson Mandela University must be observed. The cooperation is subject to strict compliance with the European General Data Protection Regulation.

The contractor shall provide the following services in particular, which relate directly to the technical consolidation of the DIGI-FACE platform:

- Maintenance and servicing of the platform architecture for the platform operator (HS Kehl) including maintenance and license management of software and hardware used
- Modelling and optimization of business processes for the user-friendly further development of the DIGI-FACE platform
- Operation of the DIGI-FACE Platform ticket system (technical support).
- Fastest possible processing of incoming support requests for web developments
- Expert services for the preparation of the technical handover of the DIGI-FACE platform to future platform operator

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Kinzigallee 1, D-77694 Kehl

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Accordingly, the following tasks can be asked to be completed:

Task	Amount of work
Maintenance and servicing of the platform architecture for the platform operator (HS Kehl) including maintenance and license management of software and hardware used	Up to 150 working hours
Modelling and optimization of business processes for the user-friendly further development of the DIGI-FACE platform	Up to 150 working hours
Operation of the DIGI-FACE Platform ticket system (technical support)	Up to 50 working hours
Fastest possible processing of incoming support requests for web developments	Up to 50 working hours
Expert services for the preparation of the technical handover of the DIGI-FACE platform to future platform operator	Up to 100 working hours

An overview of the current IT architecture of the DIGI-FACE platform can be found in the attachment

The workload is indicative and cannot be fully guaranteed. An overrun of the indicated workload should not exceed 20% per task category. However, up to 20% more workload per task category may be required of the service provider under the terms of the framework contract.

Fees in projects abroad with DAAD funding

Fees for services in projects abroad can be funded if the service in question cannot be derived from the academic interest/profile of the project and its staff. The requested fee payments are to be calculated on the basis of the fee guidelines of the applying German university. (In the case of consortia, the rate of the member university with the highest remuneration level applies - in accordance with the UN's "Noblemaire principle"). More Information.

5. Selection criteria

Previous references and experience in technical platform consolidations in the field of Higher Education Institutions, if possible in the above fields (40%): Please submit references.

Price per standard working hour (40%): Please submit a list of costs of your services and service times. Please indicate if further charges for taxes or else would be charged. In order to ensure comparability of the offers, a reference to the tax (whether the offer is net/gross) is mandatory.

Sustainability in the technical consolidation of the DIGI-FACE platform (20%): Please submit a concept (1-2 pages) in how to achieve this goal in the technical platform consolidation.

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6. Time Frame

Question deadline	23 August 2024
Deadline for submission of quotations:	01 September 2024
Award deadline:	15 September 2024
Start of the framework contract:	30 September 2024
End of the contract:	31 December 2025
Inspection of the tender documents	The tender documents can be viewed on the website of Kehl University of Applied Sciences

Awarding authority: Kehler Institut für Angewandte Forschung (KIAF)
Please send your questions and quote to digiface@hs-kehl.de

Coordinators: Mr Hannes Köninger (+497851894-506) | Ms Elisa Adams (+49 7851 894-143)

Division into lots: no
Admission of secondary offers: yes

Legal remedies/redress:
A review procedure only takes place upon application. Accordingly, the provisions of Section 160 GWB (Act against Restraints of Competition) apply
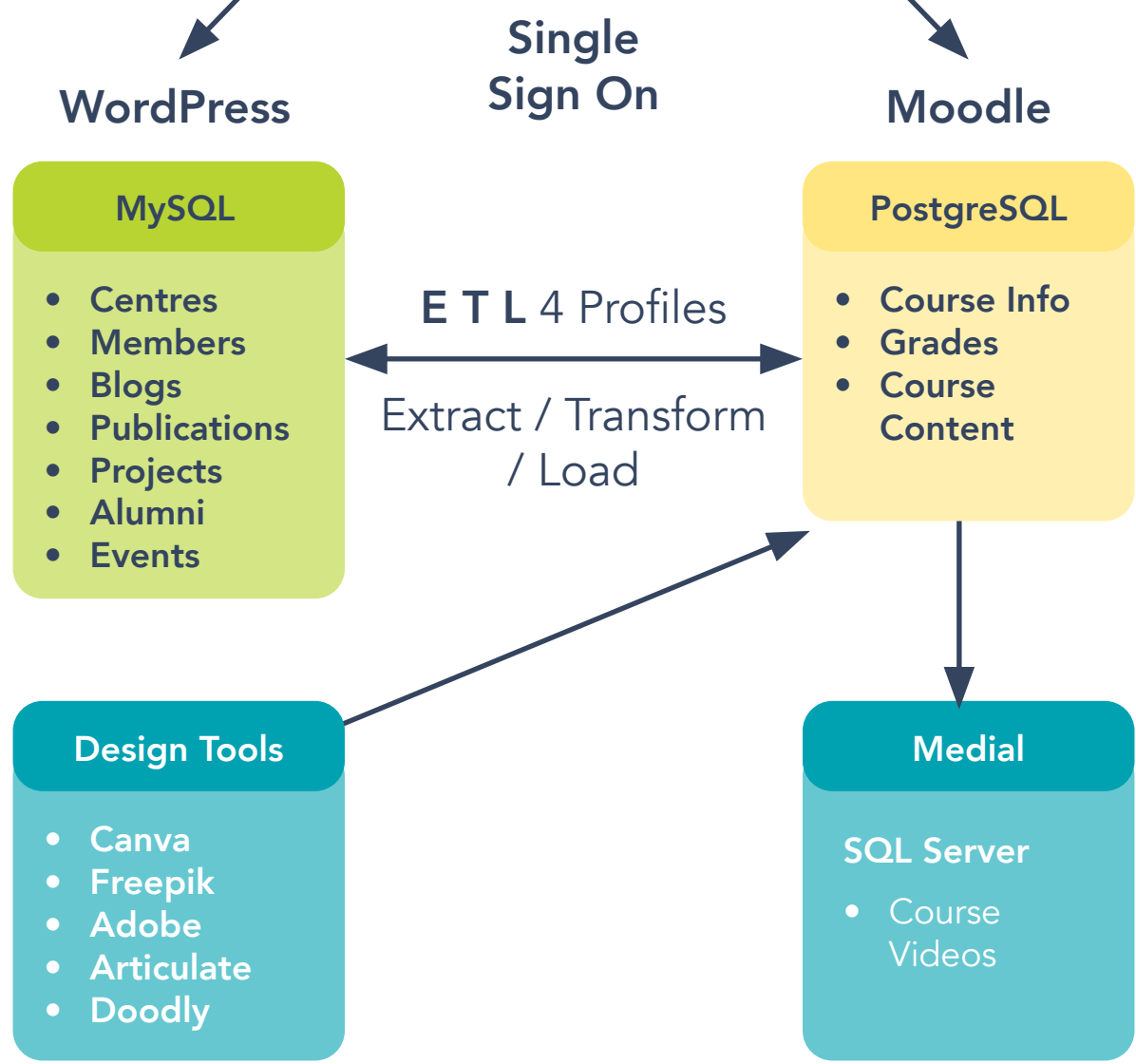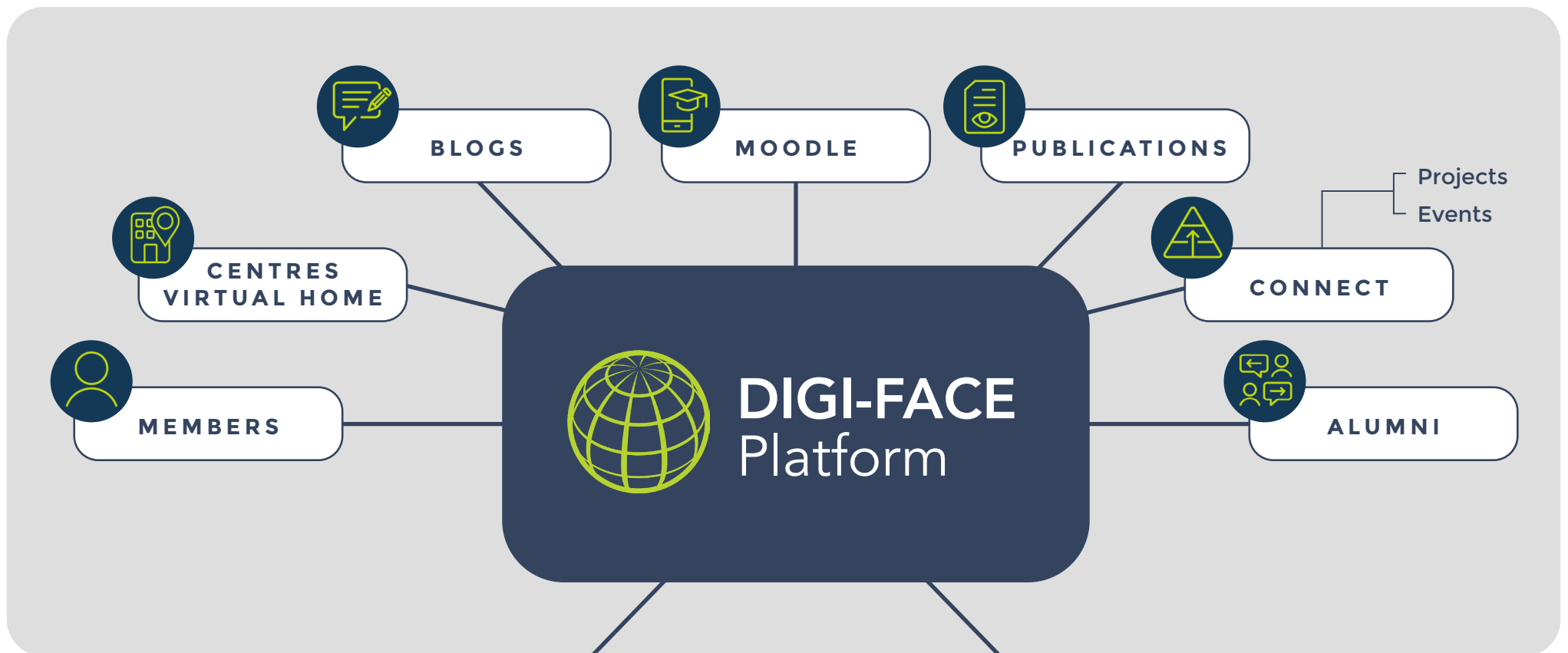
Issued in Kehl (Germany), 25.07.2024

Prof. Dr. Ewald Eisenberg

Project Leader

Annex 1: Platform Diagram DIGI-FACE
Annex 2: IT-Infrastructure DIGI-FACE

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Seite 4

DIGI-FACE Platform & Sub-Sections

BLOGS

MOODLE

PUBLICATIONS

Projects
Events

CENTRES
VIRTUAL HOME

CONNECT

MEMBERS

DIGI-FACE
Platform

ALUMNI

WordPress

**Single
Sign On**

Moodle

MySQL

- **Centres**
- **Members**
- **Blogs**
- **Publications**
- **Projects**
- **Alumni**
- **Events**

E T L 4 Profiles

Extract / Transform
/ Load

PostgreSQL

- **Course Info**
- **Grades**
- **Course
  Content**

Design Tools

- **Canva**
- **Freepik**
- **Adobe**
- **Articulate**
- **Doodly**

Medial

SQL Server

- Course
  Videos

DIGI-FACE

Firewall to Internet

PHYSICAL SERVER 1

HP ILO SERVER1 DETAILS:
ME: VMW-DF-NC1.DIGIFACE.ORG
IP ADDRESS: 10.255.120.15

VMWare Host
ME: VMW-ESXI-01.DIGIFACE.ORG
IP ADDRESS: 10.103.122.75
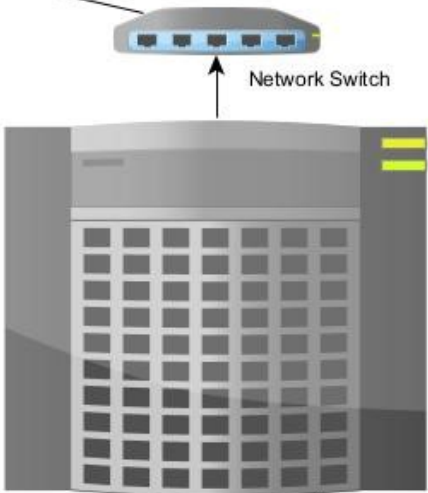
Network Switch

VIRTUAL SERVERS

NAME: VCENTRE-SVR01.DIGIFACE.ORG
IP ADDRESS: 10.254.127.251
FUNCTION: VSphere Hypervisor

NAME: LEARN.DIGIFACE.ORG
IP ADDRESS: 10.254.121.2
FUNCTION: Moodle Production LMS

NAME: WWW.DIGIFACE.ORG
IP ADDRESS: 10.254.127.250
FUNCTION: WordPress Platform

NAME: MEDIAL.DIGIFACE.ORG
IP ADDRESS: 10.254.127.248/249
FUNCTION: Video Storage/Streaming

NAME: MOODLE-TEST.DIGIFACE.ORG
IP ADDRESS: 10.254.127.200
FUNCTION: Moodle Test LMS

NAME: WEBDEV.DIGIFACE.ORG
IP ADDRESS: 10.254.121.4
FUNCTION: WordPress Test
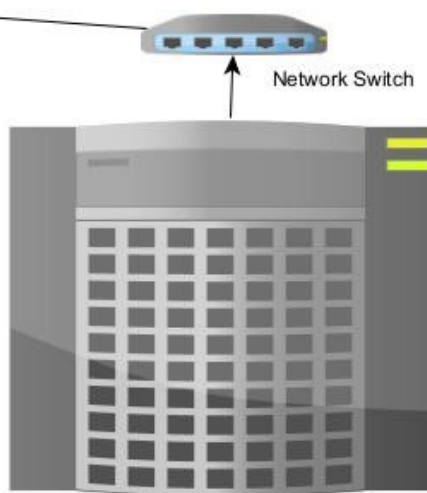
Network Switch

PHYSICAL SERVER 2

HP ILO SERVER2 DETAILS:
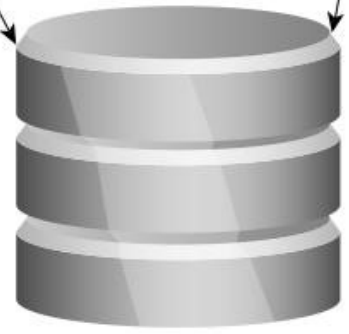NAME: VMW-DF-NC2.DIGIFACE.ORG
IP ADDRESS: 10.255.120.16

VMWare Host
NAME: VMW-ESXI-02.DIGIFACE.ORG
IP ADDRESS: 10.103.122.76

VeeAM Backup Server

SUPER MIICRO Backup Server
NAME: BACKUP.DIGIFACE.ORG
IP ADDRESS: 10.103.216.127
SIZE: 16TB

HP STORAGE CONTROLER 1 DETAILS:
NAME: STORAGE-CTRL01.DIGIFACE.ORG
IP ADDRESS: 10.254.127.252
SIZE: 14.2TB

HP STORAGE CONTROLER 2 DETAILS:
NAME: STORAGE-CTRL02.DIGIFACE.ORG
IP ADDRESS: 10.254.127.253
SIZE: 14.2TB

Fibre Storage