



REQUEST FOR INFORMATION (RFI)

DUT Moodle Learning Management System (LMS)

Upgrade, Modification, Integration and Managed Services Market Assessment

RFI Reference: DUT-ODL-LMS-RFI-003

Issued By: Durban University of Technology (DUT) SCM Unit

ODL Office and Centre for Excellence in Learning and Teaching (CELT)

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Closing date for RFI: 24 August 2026 by 11am.

RFI to be emailed to roq@dut.ac.za

1. INTRODUCTION

Durban University of Technology (DUT) invites suitably qualified Moodle service providers, educational technology specialists, cloud hosting providers, system integrators, and managed service providers to submit information relating to the upgrade, enhancement, hosting, integration, and long-term support of the University's Moodle Learning Management System (LMS).

This Request for Information (RFI) is issued to gather market intelligence, understand available solution options, identify implementation approaches, assess indicative costs, and determine industry best practices relating to large-scale Moodle deployments supporting both traditional contact learning and fully online distance learning (ODL).

This RFI is intended solely for information gathering and planning purposes and does not constitute a procurement process, tender, request for proposal, offer, or commitment by DUT to purchase goods or services.

2. BACKGROUND AND CONTEXT

Durban University of Technology is a comprehensive University of Technology located in KwaZulu-Natal, South Africa, with approximately:

- 30,000 contact students
- 1,000 academic and professional staff
- Moodle LMS Version 4.5

ENVISION2030

transparency • honesty • integrity • respect • accountability
fairness • professionalism • commitment • compassion • excellence

CREATIVE. DISTINCTIVE. IMPACTFUL.



- Microsoft Azure-hosted environment
- Existing Salesforce CRM integration developments
- Planned PeopleSoft Campus Solutions 9.2 integration requirements

DUT is introducing fully asynchronous Online Distance Learning (ODL) programmes alongside traditional contact delivery and requires a scalable Moodle ecosystem capable of supporting both delivery models within a single integrated environment.

3. PURPOSE OF THIS RFI

The objectives of this RFI are to:

- Understand available Moodle hosting and managed service models.
- Assess market capability for large-scale Moodle deployments.
- Identify approaches to Moodle scalability and high availability.
- Obtain information regarding PeopleSoft integration methodologies.
- Understand Salesforce CRM integration considerations and compatibility management.
- Explore authentication, SSO, and identity management options.
- Gather information regarding disaster recovery and business continuity approaches.
- Understand support and SLA models offered by service providers.
- Obtain indicative implementation timelines.
- Obtain indicative budgetary information for planning purposes.
- Inform the development of a future procurement strategy and potential Request for Proposal (RFP)

4. CURRENT ENVIRONMENT

Respondents should consider DUT's current Moodle environment when preparing their submissions.

Item	Current Environment
LMS Platform	Moodle
Current Version	Moodle 4.5
Hosting Environment	Microsoft Azure
Database	MySQL 8.0.46
Authentication	LDAP / Active Directory / SAML
Current Delivery Mode	Contact Learning
Active Courses (2026)	Approximately 1,700–1,900
Student Population	Approximately 30,000
Faculty and Staff	Approximately 1,000

ODL projects	As per section 5
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5. ODL ENROLMENT PROJECTIONS

Respondents should consider the following projected growth requirements when describing their proposed solution capabilities.

Year	Projected ODL Students	Projected Peak Concurrent ODL Users	Total Peak Concurrent Users
2026	900	270	10,270
2027	4,500	1,350	12,350
2028	8,700	2,610	14,610
2029	12,300	3,690	16,690
2030	15,900	4,770	18,770

Respondents are requested to indicate how their proposed hosting and infrastructure model would accommodate these projected loads and what scalability mechanisms would be employed.

6. INFORMATION REQUESTED FROM RESPONDENTS

6.1 Company Profile

Respondents should provide:

- Company background.
- Years in operation.
- Moodle certifications and accreditations.
- Moodle Partner status (if applicable).
- Higher education sector experience.
- South African higher education references.
- Similar Moodle implementation projects.
- Financial stability indicators.
- Professional indemnity insurance details.

6.2 Moodle Upgrade and Application Management

Respondents are requested to describe:

- Moodle upgrade methodology.



- Recommended Moodle LTS version.
- Upgrade risks and mitigation strategies.
- Plugin management approach.
- Patch management processes.
- Course migration methodologies.
- ODL enablement features.
- Mobile learning capabilities.
- Accessibility compliance approaches.
- Student engagement analytics capabilities.
- H5P support and licensing models.
- Proctoring solution options.
- Turnitin or equivalent plagiarism detection integrations.

6.3 Infrastructure and Hosting

Respondents should describe:

Infrastructure Architecture

- Hosting model.
- Cloud platform options.
- High availability architecture.
- Auto-scaling capabilities.
- Load balancing approaches.
- Content delivery network (CDN) integration.
- Database optimisation.
- Caching technologies.
- Storage architecture.

Security

- Data encryption.
- Vulnerability management.
- DDoS protection.
- POPIA compliance.
- Data residency models.
- Security monitoring capabilities.

Business Continuity

- Disaster recovery architecture.
- Backup mechanisms.
- Recovery Time Objective (RTO).
- Recovery Point Objective (RPO).
- Testing procedures.

6.4 PeopleSoft Integration

DUT requires information regarding potential integration between Moodle and PeopleSoft Campus Solutions 9.2.

Respondents are requested to provide information regarding:

- Previous PeopleSoft integration experience.
- Recommended integration architecture.
- Use of Integration Broker.
- SOAP and REST integration approaches.
- Student enrolment synchronisation.
- Demographic data synchronisation.
- Real-time roster updates.
- Assessment and grade transfer.
- Completion status updates.
- Workflow and approval processes.
- Data security controls.

Respondents should include sample architectures or case studies where available.

6.5 Salesforce CRM Integration Validation

Respondents should provide information concerning:

- Compatibility testing approaches.
- API validation methodologies.
- Regression testing approaches.
- Management of deprecated Moodle APIs.
- Integration monitoring mechanisms.
- User provisioning and enrolment automations.
- Risk mitigation approaches during Moodle upgrades.

6.6 Identity Management and SSO

Respondents should describe:

- SSO architecture options.
 - MFA capabilities.
 - LDAP integration.
 - Active Directory integration.
 - SAML integration.
 - Azure AD compatibility.
 - Dual email authentication models.
 - Third-party email authentication options.
 - Role-based access management.
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6.7 Support and Managed Services

Respondents should provide details relating to:

- Support service model.
- Service desk structure.
- Escalation procedures.
- Account management approach.
- Monitoring services.
- Incident management.
- Service reporting.
- Service Level Agreements.
- Maintenance schedules.
- Upgrade management processes.

6.8 Training and Change Management

Respondents should outline:

- Administrator training programmes.
 - Train-the-trainer methodologies.
 - User adoption approaches.
 - Training materials.
 - Knowledge transfer methods.
 - Ongoing professional development offerings.
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7. IMPLEMENTATION AND TRANSITION CONSIDERATIONS



DUT currently has an existing Moodle service provider arrangement expected to continue until approximately May/June 2027.

Respondents are requested to describe:

- Transition management approaches.
- Co-existence models.
- Migration strategies.
- Data migration methodologies.
- Risk management frameworks.
- ODL launch support approaches.
- Governance structures.
- Stakeholder engagement models.

8. INDICATIVE BUDGETARY INFORMATION

For planning purposes only, respondents are requested to provide non-binding indicative cost estimates for:

Once-Off Costs

- Moodle upgrade.
- Infrastructure setup.
- Hosting migration.
- PeopleSoft integration.
- Salesforce integration validation.
- SSO implementation.
- Data migration.
- Training.
- Project management.

Recurring Costs

- Managed hosting.
- Software support.
- Maintenance.
- Monitoring.
- Backup services.
- Disaster recovery.
- Account management.
- Licensing costs.

Optional Services



- Custom development.
- Additional integrations.
- Consulting services.
- Additional training.
- Additional storage.

Indicative pricing will be used solely for budgeting and market assessment and will not constitute a commitment by DUT.

9. INFORMATION SUBMISSION FORMAT

Respondents are encouraged to structure responses as follows:

- I. Executive Summary
- II. Company Profile
- III. Recommended Solution Architecture
- IV. Moodle Upgrade Approach
- V. Hosting and Infrastructure Approach
- VI. Integration Approach
- VII. Support and Service Delivery Model
- VIII. Training and Change Management
- IX. Risk Considerations
- X. Indicative Timelines
- XI. Indicative Budgetary Information
- XII. Relevant References and Case Studies

10. USE OF INFORMATION

Information received through this RFI may be used by DUT to:

- Refine technical requirements.
- Validate project feasibility.
- Develop implementation strategies.
- Establish indicative budgets.
- Assess market capability.
- Determine procurement packaging strategies.
- Inform a future Request for Proposal (RFP).

Submission of information in response to this RFI does not guarantee participation in any future procurement process and does not create any contractual relationship between DUT and respondents.



II. DISCLAIMER

This Request for Information is issued solely for market research, planning, and information-gathering purposes.

DUT:

- Reserves the right **not to** proceed with any procurement process.
- Is not obliged to contract with any respondent.
- **Will not** reimburse respondents for costs incurred in preparing responses.
- May use information received to refine future procurement requirements.
- May issue a separate competitive **closed or open** procurement process at a later stage.

Participation in this RFI is entirely voluntary.
