

Moodle Renewal for Bunker Hill Community College

Account Manager: Kelly Dempsey



To: Bunker Hill Community College 250 New Rutherford Avenue, Boston, Massachusetts, 02129
("You", "Client" or "Customer")

From: Moodle US, LLC, of 8101 College Blvd, Suite 100 PMB1007, Overland Park, KS 66210
("Moodle", "We" or "Us")

Thank you for being a valued customer of Moodle. We truly appreciate your business and look forward to continuing to provide Moodle services for You.

Your Current Services

We currently host Moodle Core version (4.1) for you under the URL <https://online.bhcc.edu/> and we support you under our Standard Support package.

Site Maintenance

- Infrastructure support
- Infrastructure maintenance
- Site maintenance
 - OS updates
 - Improvements to infrastructure architecture over time
 - Stack updates for component such as PHP, Apache, and database software
 - Security updates

Support Services

- You will have a named client liaison (or named Account Manager as per your contract)
- Moodle employs a ticket based help desk system to allow our knowledgeable support team to respond to your needs as quickly as possible.
- Our support desk is currently staffed from **8am Eastern to 7pm Eastern M-F**

The following table outlines our Support Ticket Priority Response:

Priority	Description	Response Time
Critical - Site down	Mission Critical, application unavailable, non-responsive or unusable.	2 hours or less 24 hours a day, 7 days a week
Major	Components or features unavailable, no work-around possible. Downgraded user experience.	2 hours during regular business hours.

Moderate and Minor	Components or features unavailable, but work-around possible. Non-critical questions, inquiries and on-going projects.	24 hour response during normal business hours.
--------------------	--	--

Site Backup and Restoration Policy

- 30 daily backups: recover from nightly backup from any day within the past 30 days
- 6 weekly backups: weekly backups provide an option to restore from a point beyond the daily backups
- 3 monthly backups: monthly backups allow for restore from a point extending back 3 months.
- Backup snapshots which do not fit into the above retention policy are purged (removed) periodically.

Service Analysis

Your current level of service appears to be sufficient to meet the requirements of your organization.

Please reach out to us immediately if you anticipate any changes to your needs over the upcoming contract period — such as the number of active users, storage requirements, or your support expectations. We are happy to discuss your new situation and provide an updated renewal proposal. Your Account Manager can meet with you to discuss any updates to your services with us.

Recommendations

The pricing shown in the Agreed Terms below reflects a cost of business increase over last 3 year contract.

Year 1	Price	QTY	Subtotal
MUS-Hosting & Support	\$60,225.00	1	\$60,225.00

Agreed Terms:

Upon acceptance, the Parties (Moodle and You) agree that this Renewal SOW Quote will be incorporated into and form part of the Moodle US Master Services Agreement. The terms herein shall govern and form part of the contractual agreement formed between You and Moodle in conjunction with the terms of Your Master Services Agreement. All such terms shall govern Moodle's provision of, and Your use of, the Services outlined in this Renewal SOW.

Dates of Service: 08 / 01 / 2023 to 07 / 31 / 2024

Billing cycle: Annually

Terms: NET30

Annual Pricing: \$60,225.00

Will you be using a Purchase Order?

No

Signature

Organization: Bunker Hill Community College

Signature:

Grace M Mah

Printed Name: Grace M Mah

Date: 07-13-2023

Signature Certificate

Reference number: YADCY-S6T20-FMSAN-YZUA9

Signer

Timestamp

Signature

Grace Mah

Email: gmmah@bhcc.edu

Sent:

29 Jun 2023 17:09:33 UTC

Viewed:

29 Jun 2023 17:13:01 UTC

Signed:

13 Jul 2023 17:36:48 UTC



Recipient Verification:

✓ Email verified

29 Jun 2023 17:13:01 UTC

IP address: 50.205.228.2

Location: Charlestown, United States

Document completed by all parties on:

13 Jul 2023 17:36:48 UTC

Page 1 of 1



Signed with PandaDoc

PandaDoc is a document workflow and certified eSignature solution trusted by 40,000+ companies worldwide.

