



claroline.net

SERVICES OFFER CLAROLINE – LEARNING MANAGEMENT SYSTEM



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YOUR NEED

You are looking for an effective solution to set up an e-learning system, to make available pedagogical contents and documents or to carry out collaborative projects in your organization.

You would like to interface the system with existing tools.

You are interested in trying free solutions but you are still uncertain about it.

OUR PROPOSAL

Claroline, the Open Source eLearning and eWorking platform, is a scalable solution aimed at meeting your needs and your constraints, notably in terms of progressiveness and deployment.

The services that we offered are related to the deployment of the platform and are adjustable to your needs.

A pilot project can be proposed if necessary. It allows you to evaluate the platform and to progress with limited risks. It can lead to the elaboration of more detailed specifications in order to pursue the deployment and interfacing of the platform with existing tools.

Please note that all the prices are mentioned without the 21% VAT applicable in Belgium. Any potential bank charge will be supported by the client.

1. The Claroline platform

The Claroline platform is developed within the framework of an Open Source project released under GPL license. The project is run by the CERDECAM (Research and Development Centre of the ECAM, Belgium) in partnership with the IPM (Institut de Pédagogie universitaire et des Multimédias de l'UCL, Louvain-la-Neuve). The platform can be downloaded freely from the project official website <http://www.claroline.net>.

The services offered for the platform are provided by a Claroline partner: the CERDECAM asbl.

2. Hosting of a Claroline platform

Our different hosting offers always include :

- ◆ Installation of the platform
- ◆ Backup of your data
- ◆ Platform securization
- ◆ Platform upgrade
- ◆ FTP access to the server, PhpMyAdmin access for MySQL
- ◆ Configuration to work with a domain you already own, in cooperation with your technical responsible

	Disk space	Users*	Courses*	Guaranteed bandwidth	Price per month
Starter	1 Gb	100 max	20 max	512 kb	95 €
Silver	2 Gb	500 max	50 max	1 Mbps	150 €
Gold	5 Gb	2000 max	200 max	2 Mbps	250 €
Gold+	10 Gb	5000 max	500 max	5 Mbps	500 €
Platinum	50 Gb	20 000 max	2000 max	10 Mbps	800 €
Customize	< 500 Gb	300 000 max	30 000 max	On demand	On demand

*Number of users and courses is not a technical limitation but a global advice to keep the platform operational to this need. A specific offer for your context can always be discussed.

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|---|---|-------------------------------|
| ◆ <i>Upgrade from an offer to another</i> | Within 2-3 days | 50 €
(fixed price) |
| ◆ <i>Platform installation</i> | Platform installation, securization and personalization at the beginning of your project
(to be paid only for an engagement of less than 1 year) | 250 €
(fixed price) |
| ◆ <i>Technical information</i> | - Processor 4 Intel® Xeon 3.0 Ghz | |

◇ Upgrade from an offer to another	Within 2-3 days	50 € (fixed price)
	- Hard drives SCSI RAiD - Memory RAM 8 Gb Mo ddram ECC - Supervision 24/7 of the network interface and servers	

>> Any hosting offer must be taken with a basic pack of minimum 10 hours distant technical assistance (see next point).

3. Support services

The CERDECAM team puts at your disposal its technical skills and expertise in the usage of the Caroline platform for any technical problem you may encounter:

- ◆ Priority answers and personalized assistance by e-mail in case of technical problems within the next business day
- ◆ Technical advice: administration, LDAP and SSO identification, parameters modification...
- ◆ Modification on demand of your own Apache, PHP, MySQL configurations
- ◆ Assistance in firewall configuration, cross platform problems
- ◆ ...

◇ Distant technical assistance	10 hours/year	850 €
(annual fee)	20 hours/year	1600 €
	30 hours/year	2250 €
	50 hours/year	3800 €

◇ Technical assistance on the premises	We can go to your organization for a technical assistance.	85 €/heure (travel expenses excluded)
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◇ Transparency	The assistance services are charged for every quarter hour started. For transparency reasons, a summary of the services will be maintained and annexed at every payment (or delivered on demand).	
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>> The languages used are English or French.

4. Optional services

◇ Personalization : adaptation of the graphical appearance of your platform	For any annual engagement (of at least one year) to our hosting service, the basic adaptation of the graphical interface of your platform can be assumed by our team: logo and colours integration, font, styles.... in cooperation with your graphic designer.	170 € (fixed price)
◇ Domain name registration	You choose your domain name (.net, .org...) for a period of one year and we register it and apply it to your platform.	60 € (fixed price)

5. Training and project support

The training and coaching sessions for your eLearning project can focus on basic or more in-depth points in the use of Claroline.

◇ Possible training topics	Examples :	340 €/half-day
	<ul style="list-style-type: none">• Discovering the platform and its functionalities• Administering a Claroline platform: configuration + campus and users management• Building efficient learning paths with your own resources	(travel expense excluded)

6. Travel expense

Any travel and accommodation expense (if needed) will be supported by the client. Our travel expense by car are charged 1,2 €/km. No travel expense when the services are delivered in Brussels.

7. General conditions

A down payment of 30% for minimal services required is charged when signing the contract. Services are charged according to the schedule of payment agreed on contractually or, failing that, monthly in arrears. The balance is invoiced at the end of professional engagement, after approval of a summary report of the services provided.

This services offer remains valid during 3 months from the receipt of this document.

The general conditions of the CERDECAM for providing the services (available on demand) are applied.



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