



The Lawrence School

Lovedale, The Nilgiris - 643003

NOTICE INVITING TENDERS

**Tender for Supply, Installation, Testing, Commissioning, and
Maintenance of a Student Calling System in School
Dormitories at The Lawrence School, Lovedale**

Tender notice

Notice Inviting Tender No	NIT/LSL/IT/004/2025
Tender Inviting Authority	The Lawrence school, Lovedale
Place of availability of Tender Documents (NIT)	www.thelawrenceschool.org/tenders
The contact Person	Mr. Krishna Kumar (HOD – IT Department)
Name of the Project Work	Supply, Installation, Testing, Commissioning, and Maintenance of a Student Calling System in School Dormitories at The Lawrence School, Lovedale
Address to send Prebid queries	pc@thelawrenceschool.org and ceit@thelawrenceschool.org
Place for submission of bids	The Lawrence School, Lovedale
EMD Amount	₹10,000/- EMD will be returned to bidders after finalization of the contract.
Address for communication	Headmaster, The Lawrence School, Lovedale, The Nilgiris, Tamil Nadu- 643003
LSL would endeavour to adhere to the following schedule:	
Event	Date – Deadline
Release of NIT	06.06.2025
Pre–bid queries (On Call)	16.06.2025
Last date and time for submission of bids	20.06.2025 (3.00 PM)

Telephone: 0423 2453300

email: pc@thelawrenceschool.org,

ceit@thelawrenceschool.org

DISCLAIMER:

The information contained in this NIT document or subsequently provided to Vendor/Supplier, whether in document or verbal or any other form by or on behalf of The Lawrence School, Lovedale, Ooty, Tamil Nadu, any of its employees or advisors, is provided to Vendor/Supplier on the terms and conditions set out in this NIT document and such other terms and conditions subject to which such information is provided.

The purpose of this NIT document is to provide interested parties with information that may be useful to them in eliciting their proposals pursuant to this NIT document. This Tender document may not be appropriate for all persons, and it is not possible for the School, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this NIT document.

This NIT document includes statements, which reflect various assumptions and assessments made by the School in relation to the Contract. Such assumptions, assessments and statements do not purport to contain all the information that each Vendor/Supplier may require.

The assumptions, assessments, statements and information contained in this NIT document, may not be complete, accurate, adequate or correct. Each Vendor/Supplier should, therefore, conduct his/her own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this NIT document and obtain independent advice from appropriate sources.

Information provided in this document to the Vendor/Supplier is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The School accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The School, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Vendor/Supplier under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this NIT document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the NIT document and any assessment, assumption, statement or information contained therein or deemed to form part of this NIT document or arising in any way in this NIT Stage.

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Section-A

1. Scope:

The Lawrence School, Lovedale, Ooty, Tamilnadu (hereinafter referred to as the “**LSL/School**”), an Educational Institution, invites NIT(s) for **Supply, Installation, Testing, Commissioning, and Maintenance of a Student Calling System in School Dormitories** (as per Annexure-II) for The Lawrence School in its permanent campus at Lovedale as per the NIT document.

The objective of this project is to establish a robust, student-friendly, and secure **calling system across all dormitories**, enabling students to communicate effectively with their parents and guardians. The facility shall be available to all **800 students (approx.)** residing in the dormitories through **dedicated calling phones**, with fair usage, billing, and privacy in place.

Student Strength

The system must be designed to support approximately **800 students** across all school dormitories. However, **student strength may vary** from year to year based on the academic intake. The service provider must ensure that the **infrastructure, licensing, and capacity of the Student Calling System** are **scalable and flexible** to accommodate such variations without service degradation.

Initial Capacity: 800 students (2025-26)

Scalability: The system must support an increase or decrease of up to $\pm 15\%$ in student numbers annually.

The service provider shall be responsible for the **design, supply, installation, testing, commissioning, and maintenance** of the calling system as described below:

Infrastructure Deployment

The service provider must install **47 Student Calling Devices** across all school dormitories (location-wise distribution to be confirmed with school authorities).

IBS (In-Building Solution) Devices & Signal Boosters

To ensure strong and uninterrupted cellular signal reception across all dormitories, especially in signal-shadow zones.

Calling Service Model

Service provider to enable an **unlimited calling package** for students on the basis of monthly charges.

Operation and Management System

Provision of a **centralized management portal** or dashboard (web-based or software) has to be created separately for LSL.

Data Protection and Compliance

The service provider must ensure all student and call data is handled securely and in compliance with applicable The Digital Personal Data Protection (DPDP) Act, 2023 laws.

A Non-Disclosure Certificate has to be submitted by the service provider.

Support & Maintenance

The provider shall offer **comprehensive service and support** for a minimum of **3 years**.

The tender document can be downloaded from the School website at URL Link:

<https://www.thelawrenceschool.org/tenders>

2. Eligibility Criteria for the Service Provider (SP):

All the Vendors/Service Provider must fulfil the following eligibility criteria and submit the documents and the declarations (duly self-attested) in support of their claim along with the NIT. The applications of those not meeting the Eligibility Criteria stated below and not accompanied with the requisite documents will be treated as incomplete and hence be rejected.

- i. The Vendor/ Service Provider must be a GST registered individual/firm/company.
- ii. The Vendor/ Service Provider should have his own shop/firm/establishment/company and should have experience in supplying the required items to renowned schools/hotels/establishments.

- iii. The Vendor/ Service Provider shall submit details of experience in running a shop or related field at least for a period of a minimum of three years before the date of NIT along with documentary proof.
- iv. The Service provider should not have been barred or black listed by any Educational Institution and Government Organization.
- v. The Vendor/Service Provider is required to submit a self-attested copy of PAN/TAN/TIN/GST certificates wherever applicable.
- vi. The Vendor/Service Provider must have an average annual turnover of ₹10 lakhs in the last two financial years i.e. FY2023- 24 and FY2024- 25.
- vii. The bidder must submit an authorization letter from the concerned telecommunications service provider, clearly stating that the call facility is being operated through their network in compliance with TRAI (Telecom Regulatory Authority of India) regulations. A copy of the authorization letter must be enclosed with the bid.
- viii. The bidder must have a fully functional Customer Service Centre located in India, specifically in Tamilnadu, for call logging, service monitoring, and issue resolution.
- ix. The vendor must provide contact numbers for three (3) levels of support teams to ensure prompt resolution of issues.
- x. The bidder must have a minimum of two (2) reputed educational institutions as clients within The Nilgiris district.
- xi. The bidder must have a minimum of fifteen (15) reputed educational institutions as clients within Tamilnadu.
- xii. The bidder must have a minimum of fifty (50) clients across the state of India.
- xiii. The Vendor/Service Provider should have experience of supplying similar nature items of ₹4 Lakhs or more. Supporting Document: Copy of work orders/Contract or Client Certificate should be submitted in this regard.
- xiv. Criteria related to Incorporation of the Firm, Legal entity:
 - a. The bidder must be a legal entity registered in India under the Companies Act, 1956, having a registered office and operations in India.
 - b. The entity should have been operational in India for at least the last five financial years.
 - c. The bidder must be a single legal entity and not be a consortium of firms.

3. **Contract Period**

The Contract shall initially be valid for a period of **One (1) year** and may be extended on **year-to-year basis** for further **two years period** based on satisfactory performance and with mutual consent and rates, terms & conditions mutually agreed at the time of extension.

4. Support & Maintenance

The Service Provider shall offer end-to-end support and maintenance services for a minimum of three (3) years from the date of commissioning of the system. The objective is to ensure the uninterrupted, safe, and optimal performance of the Student Calling System infrastructure.

Preventive Maintenance

Schedule: Preventive maintenance shall be carried out **once in every two months** for all installed devices and associated network infrastructure.

Onsite Technical Support:

- Technicians must be available to visit the site for repairs based on severity levels (see SLA below).
- Spare parts must be stocked locally or made available within committed timelines.

Replacement & Repairs

- Faulty hardware (e.g., handsets, display units, signal boosters, etc.) not damaged due to misuse shall be replaced **at no additional cost** under the maintenance.
- A clear **warranty policy** covering each item must be provided.
- For damages due to physical mishandling, cost estimates must be submitted within 48 hours of inspection for school approval.

5. Service Level Agreement & Non-Performance charges:

To ensure reliability, the following **Service-Level Agreements (SLAs)** shall be adhered to by the Service Provider:

Uptime Guarantee

- The system shall maintain a minimum uptime of 98% per calendar month.
- Uptime is defined as the time during which:
 - All 47 devices are operational
 - Signal strength is adequate for calls
 - The management dashboard/system is accessible

Response and Resolution Times

The service provider shall respond and resolve issues based on the **priority and impact** as detailed below:

Severity Level	Definition	Response Time	Resolution Time
Critical	Total system failure or outage affecting multiple dorms	4 hours	24 hours
High	Failure of more than 2 devices or major network degradation	6 hours	48 hours
Medium and Low	Single device failure and Cosmetic issues, user queries, routine troubleshooting	8 hours	72 hours

Compliance & Security

All devices and network components must comply with DoT, TRAI, and relevant telecom/data security regulations.

Service provider shall conduct annual compliance audits and share reports with the school.

6. Non-Performance Penalty:

To ensure adherence to agreed service levels and protect the interests of the school, penalties shall be imposed for non-performance or breach of contract terms. This includes delayed services, repeated system failures, or lack of timely response and resolution.

For each incident where the service provider fails to resolve an issue within the committed resolution timeline (as per the SLA matrix), the following penalties will apply:

Severity Level	Penalty per Incident
Critical	₹2,000
High	₹1,000
Medium and Low	₹500

Repeated delays (3 or more incidents in a month) may trigger an escalation meeting and a formal warning.

7. Submission of NIT:

All quotations must be submitted to the Purchase Committee either:

- In a sealed cover or via email to pc@thelawrenceschool.org & with the CC to ceit@thelawrenceschool.org
 - **The Financial Bid must be submitted as per Annexure II.**
- i. The interested parties may inspect the premises or contact the HOD IT Department before submitting the NIT form.
 - ii. Tenders in the name of the Minors or on behalf of the Minors will be rejected, duly forfeiting the EMD.
 - iii. In case of Firms/Companies/Establishment etc., the authorized representative can submit the NIT along with authorization letter.
 - iv. The NIT's received after the stipulated date and time will not be accepted. NIT's will be opened by the Committee nominated by the School.
 - v. The NIT forms not accompanied by original Demand Draft from a Nationalized/ Scheduled Bank or proof of remittance through online towards the requisite EMD, incomplete filled in NIT forms and unsigned Terms & Conditions will be rejected.
 - vi. NIT forms with any pre-conditions or additional conditions other than the conditions prescribed and supplied by the Vendor/Supplier will summarily be rejected at the time of opening of NIT's.
 - vii. The Vendor/Supplier shall drop the NIT in a sealed cover/Email duly signed on each page of NIT in the Box kept at the Main Gate of the School. The required EMD by Demand Draft or proof of remittance online shall be attached to NIT. **The name of the business/shop of the Vendor/Supplier shall be written in capital letters on the sealed cover. On top of the sealed cover inscribe NIT for Student Calling System.**

8. Earnest Money Deposit (EMD): (Applicable only for the new vendors)

- i. The Vendor/Supplier shall be required to submit the Earnest Money Deposit (EMD) for an amount of ₹10,000/- (Rupees Ten Thousand only). The Vendor/Supplier may submit the EMD through Demand Draft or online bank transfer as per the bank details given below:

The bank details of The Lawrence School Account for online transfer:

Account Holders Name: The Headmaster, The Lawrence School, Lovedale

Account Number: SB A/C 10920587087

Bank Name: State Bank of India

IFSC CODE: SBIN0003162

Bank Address: The Lawrence School Campus, Lovedale

Note: The proof of payment including name of the bank, amount of EMD, date of transfer, UTR No. shall be attached to the NIT Document (in a separate sheet), in case of online transfer.

- ii. The EMD amount will not carry any interest.
- iii. EMD is not exempted to any Organizations/Institutions/Communities/Society/Voluntary organization, etc.
- iv. Vendor/Supplier whose EMD is already with the School need not to pay EMD again.
- v. Earnest money deposit of the successful Vendor/Supplier shall be forfeited, if he/she refuses or neglects to execute the order within the time frame as specified by the School.
- vi. The School reserves the right to reject any one or all the NIT's received without assigning any reason. No correspondence in respect of the decisions arrived by the tender committee will be entertained.

9. Allotment of Contract:

As per the recommendations of the Committee, the contract will be allotted to the successful Vendor/Supplier. The successful Vendor/Supplier shall enter into an agreement for **Supply, Installation, Testing, Commissioning, and Maintenance of a Student Calling System** at The Lawrence School, Lovedale for which he/she emerged as successful Vendor/Supplier within 7 days from the date of issue of letter of Intent.

10. Termination of Contract:

- i. The School is at liberty to terminate the Contract with one-month notice, without assigning any reasons.

- ii. If even after award of contract, the information/facts submitted by the Vendor/Supplier are found misleading/incorrect/false etc., The Headmaster of The Lawrence School, Lovedale, reserves the right to terminate the contract.
- iii. In case The Lawrence School, Lovedale, suspects or finds any supply is entrusted to any sub-contractor on piecemeal basis or on regular terms, The Headmaster, The Lawrence School, Lovedale, reserves the right to terminate the contract without assigning any reasons
- iv. The Headmaster, The Lawrence School, Lovedale, shall have the right to terminate the contract, by giving 30 days' notice, if in his opinion the quality of services offered is not up to the standard/satisfactory.

GENERAL TERMS AND CONDITIONS OF CONTRACT:

- 1. The contract will be for a period of one year, or a period that is on mutual agreement, commencing from the date of signing the contract.
- 2. The transportation loading-unloading & other charges will be inclusive in rates quoted by vendor/supplier.
- 3. In case of any dispute between the successful Vendor/Supplier and its employee, The Lawrence School, Lovedale will have no responsibility and shall not be responsible for any compensation in any form to such employment to any of such employees during or after the expiry of this agreement.
- 4. The successful Vendor/Supplier will have to provide good quality and standard product of items to The Lawrence School, Lovedale, as specified in Annexure-II.
- 5. In case of supplied materials, if found same are lower in quantity or quality and not of standard quality or not supplied in time, a deduction of 2 % of the bill amount will be made as penalty or as decided by The Headmaster, The Lawrence School, Lovedale.
- 6. All the ordered items are to be supplied by 3.00 pm as per the schedule given in the Purchase Order.
- 7. The successful vendor /supplier will ensure compliance of all the relevant provisions of the Laws / terms of contract.
- 8. The successful Vendor/Supplier shall not do anything inside or outside the premises, which may create nuisance or any cause of annoyance to the students, working staff or to the visitors visiting the premises.
- 9. These are only proposed draft terms & conditions and can be modified/changed or added at the time of finalization and signing the agreement.
- 10. Conditional/Incomplete offers not conforming to tender document will be rejected.
- 11. If the Vendor/Supplier is a partnership of two or more persons all such persons shall be jointly and severally liable to the School for the fulfillment of the terms of contract.

12. The Vendor/Supplier will be held wholly responsible for any action taken by statutory bodies for violation /non – compliance of any such provision/rule.
13. If a dispute or difference of any kind shall arise between The Lawrence School, Lovedale, and the Contractor in connection with or relating to the Contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
14. Venue of Arbitration: The venue of arbitration shall be the place from where the Contract has been issued, in this case The Lawrence School, Lovedale.
15. The Court of Judicature at Coimbatore will have the exclusive jurisdiction to try the disputes.
16. The Vendor/Supplier shall be governed by and interpreted in accordance with laws of India for the time being in force.

Special conditions of the Student Calling System:

Product Demonstration and Pilot Program

To ensure that the proposed Student Calling System meets the expectations and operational requirements of The Lawrence School, Lovedale, the following process shall be adhered to by the shortlisted service provider:

- The service provider must first present a **live demonstration** of the Student Calling System to the School Management, showcasing key features, usage, and monitoring capabilities.
- Upon approval, the provider must conduct a **two-week pilot program at no cost to the school**, installing at least **four functional calling units** in designated dormitories for real-time usage by a sample group of students.
- The pilot will be assessed based on system **stability, usability, call quality, and admin features**. Approval for full-scale implementation will be subject to satisfactory pilot performance.

Student Strength

The system must be designed to support approximately **800 students** across all school dormitories. However, **student strength may vary** from year to year based on the academic intake. The service provider must ensure that the **infrastructure, licensing, and capacity of the Student Calling System** are **scalable and flexible** to accommodate such variations without service degradation.

Initial Capacity: 800 students (2025-26)

Scalability: The system must support an increase or decrease of up to $\pm 15\%$ in student numbers annually.

Billing Adjustments: If the monthly rental model is used per student, invoicing should reflect the **actual number of students enrolled and using the system** in that particular month, as confirmed by LSL.

a. The contract for this Student Calling System shall be for an initial **period of 1 year**. The contract may be extended for a maximum period of **3 years on a year-to-year basis**, at sole discretion of LSL, at rates, terms and condition mutually agreed at the time of extension.

b. **Infrastructure Deployment:** Installation of **47 Student Calling Devices** across all school dormitories (location-wise distribution to be confirmed with school authorities).

Each device must:

- Be sturdy, vandal-proof, and suitable for shared use.
- Support clear voice calls.
- Be wall-mounted Devices
- Allow calls only to **pre-approved, registered numbers** (minimum 3 per student)
- Have built-in privacy and call timer functions (e.g., call duration limits or fair usage controls)
- Proper earthing has to be provided for all devices.

c. **IBS (In-Building Solution) Devices & Signal Boosters:** To ensure strong and uninterrupted cellular signal reception across all dormitories, especially in signal-shadow zones.

Site survey to be conducted by the service provider to determine the type, quantity, and placement of:

- Repeaters
- Signal boosters
- Indoor antennas
- Network controllers
- All installations should conform to **DoT guidelines** and **safety norms**.

d. **Calling Service Model:** Service provider to enable an **unlimited calling package** for students:

- Monthly rental per student (amount to be mutually agreed)
- Each student should have username and password to make calls.
- Each student shall be allowed to **register 3 or more phone numbers**.
- Calls allowed only to these registered numbers.
- Facility should allow for registration/modification through a secure admin interface.

e. **Operation and Management System:** Provision of a **centralized management portal** or dashboard (web-based or software):

- Real-time system monitoring and health check of all devices
- User activity logs for basic administrative tracking

- Facility to manage and update registered numbers for each student
 - MIS reports on usage, uptime, issues reported/resolved, etc.
- f. **Data Protection and Compliance:** The service provider must ensure that **all student-related data, including call logs and contact information**, is handled with **strict confidentiality** and in full compliance with the provisions of the **Digital Personal Data Protection (DPDP) Act, 2023** and any other applicable data protection laws.
- Access to student data must be **restricted**, securely stored, and protected from unauthorized access, use, or disclosure.
 - The selected vendor shall be required to submit a **Non-Disclosure Certificate (NDC)** affirming their commitment to data privacy, and agreeing not to share, reuse, or disclose any student-related data to third parties under any circumstances.
- g. **Training & User Orientation:**
- Provide basic orientation/training for:
- School IT Technicians to help manage usage.
 - School tech team on system management and data access.

Payment Terms: -

The payment for the Student Calling System service shall be made based on the **school academic Term**. The **payment** will be released at the end of the period of **each Term**, subject to the following condition:

- Payment shall be made **within fifteen (15) days** of receipt of the **original invoice** from the service provider.

Date:

**Signature of the
Vendor/Supplier**