



The Lawrence School

Lovedale, The Nilgiris - 643003

NOTICE INVITING TENDERS

**Tender for Design, Development, Deployment, Hosting,
Implementation and Maintenance of the Official School Website
– www.thelawrenceschool.org.**

1. Tender notice

The Lawrence School, Lovedale invites sealed/electronic proposals from eligible and experienced website design and development agencies / companies / firms for the design, development, deployment, hosting, content migration, training, technical support and maintenance of the School's official website.

Notice Inviting Tender No	NIT/LSL/IT/004/2026-27
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	School Website Design, Development, Deployment, Hosting, Implementation and Maintenance
Address to send Prebid queries	pc@thelawrenceschool.org and ceit@thelawrenceschool.org
Place for submission of bids	The Lawrence School, Lovedale
Nature of bid process	Two bidding system – Technical and financial proposals
Proposal Evaluation Process	Quality cum Cost Based System (QCBS) of evaluation 70:30 (70 points for technical bids and 30 points for financial bids)
LSL would endeavour to adhere to the following schedule:	
Event	Date – Deadline
Notice Inviting Tender No	NIT/LSL/IT/004/2026-27
Release of NIT	22.10.2026
Pre – bid queries (On Call)	22.10.2026 to 02.11.2026
Last date and time for submission of bids	04.11.2026
Technical and Finance Bid opening	Will be informed through email

Telephone: 0423 2453300

email: pc@thelawrenceschool.org,

ceit@thelawrenceschool.org

The School reserves the right to modify the tender schedule, seek clarifications, reject any or all proposals, cancel the procurement process, or award the work in whole or in part, without assigning any reason, subject to applicable rules and the terms of this NIT.

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.

2. BACKGROUND AND PURPOSE

The Lawrence School, Lovedale intends to redesign and redevelop its official website into a modern, secure, responsive, accessible and easy-to-manage digital platform. The website is expected to serve students, parents, prospective parents, alumni, staff, visitors, government authorities and the general public.

The selected agency shall undertake the complete lifecycle of the website project—from discovery and information architecture through UI/UX design, development, content migration, testing, deployment, training, search-engine optimization, security hardening, analytics setup and post-go-live support.

3. OBJECTIVES OF THE PROPOSED WEBSITE

- Create a contemporary, professional and institutionally appropriate digital identity for The Lawrence School, Lovedale.
- Present the School's history, heritage, academics, admissions, campus life, boarding facilities, activities, achievements and public information in a clear structure.
- Provide a responsive user experience across desktop, laptop, tablet and mobile devices.
- Provide a robust Content Management System (CMS) enabling authorized School staff to create, edit, publish, unpublish and archive content without routine dependence on the developer.
- Provide flexibility to add new pages, sub-pages, landing pages, slide pages and content sections after launch without artificial page-count restrictions.
- Support integration with School portals, admission systems, report-card portals, payment/fee links, social media and other approved third-party services.
- Improve discoverability through technical SEO, structured content, metadata and search-engine friendly architecture.
- Provide strong security, backup, disaster-recovery and access-control mechanisms.
- Ensure compliance with applicable Indian legal, accessibility, privacy and data-protection requirements.
- Provide sufficient storage and hosting capacity for the School's current and future website content, with a minimum proposed storage capacity of 100 GB unless a higher requirement is recommended by the bidder.

Vendor Neutrality: This tender is platform- and technology-neutral. Proposals are invited from any eligible and qualified bidder capable of meeting the stated functional, technical, security, hosting, scalability, support and maintenance requirements. The School will not prescribe or prefer any particular CMS, website builder, hosting provider, framework, programming language or

technology platform. Bidders shall clearly identify their proposed technology stack and demonstrate how it meets the requirements of this NIT.

4. SCOPE OF WORK

The selected bidder shall provide an end-to-end website solution including, but not limited to, the following:

4.1 Discovery, Requirement Analysis and Planning

- Conduct requirement-gathering meetings with the School's nominated team.
- Review the existing website, current content, navigation, public-disclosure requirements and digital assets.
- Prepare a detailed requirement specification and project implementation plan.
- Prepare a content inventory and identify duplicate, obsolete, missing and reorganized content in consultation with the School.
- Conduct a gap analysis and propose improvements to the website architecture and user journeys.

4.2 Information Architecture and Navigation

- Develop a clear sitemap and information architecture.
- Design navigation for approximately 25–30 major/main webpages initially, with suitable sub-pages and slide/landing pages as required.
- The website shall not impose a restrictive limit on the number of pages that the School can create after completion.
- Provide menus, mega menus where appropriate, breadcrumbs, search, related-content links and footer navigation.
- Provide an architecture that allows the School to add new sections independently.

4.3 UI/UX Design

- Prepare wireframes and high-fidelity visual designs for key page types before development.
- Design a consistent visual language aligned with the heritage and institutional identity of The Lawrence School.
- Design responsive layouts for desktop, tablet and mobile.
- Ensure readability, intuitive navigation, clear calls to action and accessible content presentation.
- Obtain School approval for the design system, homepage and major templates before full development.

4.4 Website Development and CMS

- Develop the website using a secure, stable and widely supported technology stack.
- Provide a CMS with role-based access control.
- Support page creation, editing, duplication, publishing, scheduling, draft/review workflows and archiving.
- Support rich text, image galleries, video, documents, downloads, banners, sliders, cards, accordions, FAQs, forms and announcements.
- Provide versioning or revision history wherever supported by the selected CMS.
- Provide search functionality across published website content and documents.
- Provide redirects and URL management to minimize broken links during migration.

4.5 Content Migration and Content Support

- Migrate approved content from the existing website and other School-provided sources.
- Support restructuring and formatting of content to suit the new website architecture.
- Migrate approved images, PDFs, documents, forms, public-disclosure materials and other digital assets.
- Preserve important legacy URLs where practical and implement redirects where URLs change.
- The bidder shall provide reasonable assistance for content formatting and migration; final content approval shall remain with the School.

4.6 Integrations

- Integration/linking with approved School portals and third-party systems, as applicable.
- Links or embedded access to admission systems, report-card portals, student/parent portals, fee/payment systems, alumni systems, social media and other approved services.
- Integration with Google Maps or equivalent campus location service.
- Integration with Google Analytics/Tag Manager or another School-approved analytics platform.
- Provision for future APIs and third-party integrations.

4.7 SEO and Discoverability

- Technical SEO implementation including clean URLs, title tags, meta descriptions, canonical URLs, XML sitemap and robots.txt.
- Structured data/schema where appropriate for an educational institution.
- Search-friendly headings, image alt text and internal linking.
- Google Search Console setup and verification support.
- Website performance optimization and Core Web Vitals-oriented improvements.

4.8 Security and Privacy

- HTTPS/SSL for the complete website.
- Secure CMS configuration, administrator authentication and role-based permissions.
- Protection against common web application vulnerabilities, including OWASP-aligned controls.
- Regular security updates for CMS, themes, plugins, frameworks and dependencies.
- Secure handling of forms and personal information.
- Compliance with applicable privacy and data-protection requirements, including the Digital Personal Data Protection Act, 2023, to the extent applicable.
- Security logs and incident reporting mechanisms for administrative activity.

4.9 Hosting, Backup and Disaster Recovery

- Provide or coordinate secure hosting suitable for a school website.
- Minimum 100 GB storage capacity, or higher if recommended based on the website's media and document requirements.
- Provide adequate bandwidth and scalability for admissions, events, examinations, announcements and peak traffic periods.
- Daily backup or an equivalent backup schedule proposed by the bidder, with retention and restoration procedures.
- Provide disaster-recovery and restoration arrangements.
- Provide uptime monitoring and an escalation mechanism.

4.10 Training and Knowledge Transfer

- Conduct administrator/editor training for School personnel.
- Provide training material, user manual and administrator documentation.
- Provide recorded/online training sessions where feasible.
- Provide knowledge transfer sufficient for the School to independently manage day-to-day content.

4.11 Post-Go-Live Support and Maintenance

- Provide corrective maintenance, security updates, bug fixes and technical support.
- Provide support for CMS administration and routine content-related technical issues.
- Provide SLA-based response and resolution for incidents.
- Provide periodic health checks, backup verification, security review and performance review.
- Provide reasonable minor design/content template changes during the maintenance period.

5. INDICATIVE WEBSITE STRUCTURE

The following is an indicative structure and shall be finalized during the requirement-analysis stage. The bidder shall propose an improved sitemap where appropriate. The School may add, remove, rename or restructure pages during implementation.

Sl. No.	Indicative Main Section	Illustrative Sub-pages / Content
1	About the School	History, Heritage, Leadership, Governance, Campus, Location, Milestones
2	Admissions	Admission Process, Eligibility, Prospectus, Fee Information, Enquiry, FAQs
3	Academics	Curriculum, Departments, Faculty, Academic Calendar, Examination
4	Student Life	Boarding, Houses, Clubs, Societies, Hobbies, Co-curricular Activities
5	Sports & Activities	Sports, Outdoor Activities, Events, Achievements
6	Campus & Facilities	Library, Laboratories, ICT, Medical/Hospital, Dining, Infrastructure
7	News & Events	News, Events, Announcements, Circulars, Photo/Video Galleries
8	Public Disclosures	Mandatory certificates, approvals, recognition and statutory disclosures
9	Alumni	Alumni Information, Activities, Registration/Contact
10	Parent/Student Resources	Portals, Downloads, Forms, Useful Links
11	Contact	Contact Details, Enquiry Form, Map, Department Contacts
12	Other / Future Sections	New pages and landing pages as approved by the School

6. WEBSITE STRUCTURE, INDEPENDENT MANAGEMENT, STORAGE AND SCALABILITY

6.1 Website Structure & Proposed Pages

The School has identified an initial website structure comprising approximately 25–30 main webpages, along with the required sub-pages and individual information / single-slide pages. The bidder shall review the School's detailed page list and proposed structure, including the attached Excel-based page inventory, as part of the requirement-analysis and implementation process.

- The bidder shall thoroughly review the School's proposed page structure and requirements before finalizing the information architecture.
- The bidder shall provide observations, recommendations and suggested updates, wherever required, for improving navigation, usability, content organization and overall website structure.
- The final sitemap shall be prepared in consultation with the School and shall remain flexible enough to accommodate future additions.

6.2 Independent Website Management

The School requires the website platform to enable the School's authorized team to independently manage and maintain the website after initial implementation. The selected platform shall allow authorized users to create additional pages and sub-pages, update content and make routine website changes without depending on the development agency for every such update, subject to the applicable platform/plan limitations.

- The CMS/platform shall support creation of new pages and sub-pages by authorized School users.
- The School shall be able to update text, images, documents, banners, announcements, news, events and other routine content independently.
- The bidder shall provide post-implementation training to the School's nominated team.
- Training shall include practical guidance on page creation, sub-page creation, content editing, media/document management, publishing and routine website administration.
- The bidder shall clearly disclose all platform limitations relating to page creation, users, storage, bandwidth, integrations and other relevant resources.

6.3 Proposed Website Platform / CMS Requirements

The bidder shall demonstrate that the proposed website platform / CMS and its configuration can satisfy the School's functional, page-management, storage, scalability, security and long-term administration requirements.

- The bidder shall explain how the selected implementation methodology and post-implementation training implementation and post-implementation training will enable the School team to independently manage and expand the website.
- The bidder shall specify the applicable the proposed website platform / CMS plan and clearly identify all relevant limitations affecting the School's requirements.
- The bidder shall not assume that additional page creation, storage, bandwidth or other resources are unlimited; all applicable limitations and upgrade requirements shall be disclosed in the technical and financial proposal.

6.4 Storage & Plan Requirements

The School requires a minimum storage capacity of 100 GB to accommodate documents, photographs, videos, website resources and other digital content that may accumulate over the years.

- The bidder shall recommend an appropriate hosting/platform plan capable of supporting the expected website scope and long-term requirements.
- The proposal shall clearly state the available storage capacity and any applicable limits on file size, bandwidth, media, databases or other resources.
- Any additional cost required to increase storage, bandwidth or other resources shall be clearly identified in the financial bid.

6.5 Scalability & Long-Term Management

The primary objective is to have a scalable and manageable website that the School team can independently maintain and expand over time, without having to approach the development team each time a new page needs to be created. The proposed website platform / CMS shall therefore provide the School with sufficient flexibility and administrative control to create, modify and manage additional pages, sub-pages and content as the School's requirements evolve.

- The bidder shall explain the proposed approach for long-term scalability.
- The bidder shall identify any technical or commercial limitations that may affect future expansion.

The bidder shall provide a clear plan for training, administrator access, documentation and ongoing support.

7. MANDATORY PUBLIC DISCLOSURE AND DOCUMENT SECTION

The website shall provide a clearly accessible public-disclosure area with provision for the School to upload and replace documents such as:

- Affiliation Certificate
- Trust Certificate / Registration documents as approved for publication
- No Objection Certificate (NOC)
- Recognition Certificate
- Building Safety Certificate
- Fire Safety Certificate
- Water / Health / Sanitation Certificate
- DEO / Government correspondence or certificate approved for public disclosure
- Mandatory CBSE disclosures and links
- Other statutory documents and notices as required from time to time

8. FUNCTIONAL REQUIREMENTS

Feature	Minimum Requirement
CMS	Full CMS with admin/editor roles and granular permissions
Page Management	Unlimited/uncapped page creation within hosting/resources; templates and reusable blocks
Menus	Multi-level menus, footer menus, breadcrumbs
Search	Site-wide search with relevant results and indexing
Media	Image, PDF, video, audio and document management
Forms	Contact/enquiry/feedback forms with secure email notifications
News/Events	Create, schedule, publish, archive and filter news/events
Gallery	Photo/video gallery with categories and albums
Downloads	Document library with categories and search
SEO	Metadata, sitemap, robots, redirects, canonical URLs and schema support
Analytics	Analytics integration and reporting access
Security	SSL, role-based access, secure admin login and audit/logging support
Backup	Automated backup and documented restoration process
Mobile	Responsive and mobile-first compatible
Accessibility	Keyboard navigation, alt text, readable contrast, accessible forms and semantic structure
Performance	Optimized images, caching and performance monitoring
Scalability	Architecture capable of supporting future pages, media and integrations

9. TECHNICAL REQUIREMENTS

- The website shall be platform independent and accessible through current versions of major browsers.
- The bidder shall propose a stable and maintainable technology stack and identify all open-source, proprietary and third-party components.
- The CMS and framework shall be kept on supported versions throughout the contract period.
- The website shall use HTTPS with a valid SSL/TLS certificate.
- The architecture shall support future integration through APIs/web services where required.
- Database access and server access shall be protected using appropriate security controls.
- The bidder shall ensure proper separation of development, staging and production environments where practical.
- The bidder shall provide source-code/configuration handover as specified in the contract and shall not lock the School into an inaccessible proprietary platform without explicit approval.

- The School shall receive administrator-level access to the CMS and relevant hosting/control panels, subject to security controls.
- All website data, content and School-provided digital assets shall remain the property of The Lawrence School.

10. CONTENT DEVELOPMENT AND MIGRATION

The School may provide existing content, documents, images and other digital assets. The bidder shall assist in reorganizing and presenting such content within the approved information architecture.

- The bidder shall prepare content migration templates and mapping sheets.
- Duplicate or obsolete content identified during migration shall be flagged to the School rather than deleted without approval.
- The bidder shall ensure correct formatting, links, document downloads, image placement and mobile rendering after migration.
- Where new copywriting is quoted as an optional item, it shall be separately identified in the financial bid.
- The School shall retain final editorial control over all institutional content.

11. IMPLEMENTATION PHASES AND DELIVERABLES

Phase	Activities	Key Deliverables
Phase 1 – Initiation	Kick-off, requirement study, stakeholder consultation, content audit	Requirement document, project plan, risk register
Phase 2 – IA & UX	Sitemap, wireframes, navigation, design system	Approved sitemap, wireframes, UI/UX designs
Phase 3 – Development	CMS, templates, modules, integrations	Development/staging website
Phase 4 – Content Migration	Content, documents, images, redirects	Migrated and verified content
Phase 5 – Testing	Functional, responsive, browser, security and performance testing	Test reports and defect closure
Phase 6 – UAT	School review and user acceptance	UAT sign-off / issue list
Phase 7 – Go-Live	Production deployment, DNS/SSL, backup, monitoring	Go-live certificate/report
Phase 8 – Training	Admin/editor training and documentation	Training, manuals and knowledge transfer

Phase 9 – Support	Warranty, maintenance, SLA, security and updates	SLA reports and maintenance reports
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12. IMPLEMENTATION TIMELINE

The bidder shall submit a detailed project plan. The School expects the initial website to be designed, developed and made ready for launch within approximately 8–12 weeks from the date of contract / work order, subject to timely availability of content, approvals and dependencies. The bidder may propose a different timeline with justification.

Milestone	Indicative Timeline
Kick-off and requirement study	Week 1–2
Sitemap / information architecture	Week 1–3
UI/UX design approval	Week 2–4
Development and CMS configuration	Week 4–8
Content migration and integrations	Week 6–10
Testing and UAT	Week 9–11
Training and Go-Live	Week 11–12

13. WEBSITE PERFORMANCE REQUIREMENTS

- The website shall be optimized for fast page loading under normal network conditions.
- The bidder shall implement caching, image optimization, minification and other appropriate performance techniques.
- The bidder shall conduct performance testing before Go-Live.
- The bidder shall report major performance bottlenecks identified during testing.
- The website shall be designed to remain usable during high-traffic periods such as admissions, major events and announcements.

14. ACCESSIBILITY AND USABILITY

- Use semantic HTML and accessible page structures.
- Provide alternative text for meaningful images.
- Ensure keyboard-accessible navigation and forms.
- Maintain readable typography and suitable contrast.
- Avoid content that depends exclusively on colour or animation.
- Ensure responsive presentation on mobile and tablet devices.
- Provide accessibility-conscious PDFs/documents where the School supplies or commissions them.

15. SECURITY, PRIVACY AND DATA PROTECTION

- The bidder shall implement appropriate technical and organizational security measures.
- Administrative accounts shall use strong authentication and role-based permissions.
- Unused accounts and privileges shall be disabled or removed as appropriate.
- The bidder shall apply security updates within reasonable timeframes based on severity.
- The bidder shall notify the School promptly of any suspected security incident affecting the website.
- The bidder shall not use School data for advertising, profiling or unrelated purposes.
- Personal information collected through forms shall be handled only for the approved purpose and retained according to School instructions and applicable law.
- The bidder shall support the School in meeting applicable data-protection requirements.

16. HOSTING, STORAGE, BACKUP AND DISASTER RECOVERY

- The bidder shall provide details of the proposed hosting provider, data-centre location, architecture and service levels.
- Minimum website storage requirement: 100 GB, with scalability for future expansion.
- The bidder shall disclose bandwidth limits, traffic limits, CPU/RAM/database limits and any other resource restrictions.
- No artificial restriction shall be imposed on the number of pages, menus or content items created by the School, subject to reasonable infrastructure resources.
- Daily backup is preferred; bidder shall specify backup frequency, retention and off-site/independent backup arrangements.
- The bidder shall provide documented restoration procedures and reasonable assistance during recovery.
- Any additional hosting/resource charges shall be clearly disclosed in the financial bid.

17. POST-GO-LIVE SUPPORT AND SLA

Severity	Indicative Definition	Response	Target Resolution
Critical	Complete website outage, security incident, or inability for users to access major functions	Within 30 minutes during business hours	Within 4 hours / workaround at earliest
Major	Major feature unavailable or serious functional degradation without acceptable workaround	Within 1 hour	Within 1 business day
Minor	Limited issue with workaround or non-critical content/functionality issue	Within 4 hours	Within 3 business days

Service Request	Routine configuration/content/template support	Within 1 business day	As mutually scheduled
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The bidder shall propose a detailed SLA. The School may accept a stricter SLA offered by the bidder. Support channels shall include email and at least one direct support mechanism.

18. WARRANTY AND MAINTENANCE

A minimum one-year warranty period shall commence after successful Go-Live and acceptance. The bidder shall correct defects, security vulnerabilities and implementation-related issues without additional cost during warranty.

The bidder shall quote separately for post-warranty Annual Maintenance / Comprehensive Maintenance Services for up to five years, with the option of extension subject to satisfactory performance and mutual agreement.

- CMS and framework updates
- Security patches and vulnerability remediation
- Bug fixing
- Backup verification
- Performance monitoring
- Uptime monitoring
- Minor template/configuration changes
- Technical assistance to School administrators
- Periodic website health reports

19. OWNERSHIP, SOURCE CODE AND EXIT MANAGEMENT

- All content, documents, photographs, graphics supplied by the School and data generated through the website shall belong to the School.
- The bidder shall provide the School with administrator credentials and necessary access for the website and CMS.
- The bidder shall disclose all third-party licensed components and their licensing terms.
- The bidder shall not prevent the School from exporting its content and data.
- At contract expiry/termination, the bidder shall provide reasonable transition assistance and hand over website data, backups, configuration information and other agreed deliverables.
- Any proprietary component that prevents practical migration must be explicitly identified in the bid.

20. PRE-QUALIFICATION / ELIGIBILITY CRITERIA

Criteria	Minimum Requirement	Documents
Legal status	Registered company/LLP/partnership/proprietorship capable of executing the contract	Registration/incorporation certificate
Experience	Minimum 3 years in website design/development/services	Company profile and supporting documents
Website projects	At least 5 completed institutional/education/corporate websites	Work orders/completion certificates/client list
Education experience	At least 2 completed school/college/university website projects preferred	Client references / work orders
Turnover	Minimum average annual turnover of ₹10 lakh in the last 3 completed financial years	Audited financials / CA certificate
GST/PAN	Valid statutory registrations as applicable	GST/PAN documents
Non-blacklisting	Bidder should not be blacklisted/debarred by Central/State Government, PSU, autonomous body or educational institution	Self-declaration
Support capability	Adequate in-house technical/design/support resources	Team details and CVs
Security	Ability to provide SSL, backups, security updates and secure hosting	Technical proposal

21. TECHNICAL EVALUATION – QCBS

21.1 COMBINED BID EVALUATION

A bidder will be selected under the Quality cum Cost Based System (QCBS) method with weightages of 70:30 (70% for technical proposal and 30% for financial proposal) and as per the procedures described in this NIT. The combined score shall be obtained by weighing the technical and financial scores in the ratio of 70:30 and adding them up. On the basis of the combined weighted score for technical and financial proposals, the bidders shall be ranked in terms of the total score obtained. The proposal obtaining the highest combined score in the evaluation will be ranked as H1, followed by the proposals securing lesser marks as H2, H3, etc. The bidder securing the highest combined marks will be considered for award of the contract.

Overall Score (OS) of a bidder will be his Technical Score (TS) plus his Financial Score (FS).

OS = Technical Score (TS) + Financial Score (FS)

A maximum of 100 marks will be allocated for the Technical Bid. The Technical Bid will be evaluated as per the technical bid evaluation table specified in this NIT. The Technical Score of a bidder will be evaluated as under:

$$TS = TBV \times 70/100$$

Where TBV stands for Technical Bid Value of a bidder.

The Financial Bid will be evaluated as under:

$$FS = LFBV / FBV \times 30/100$$

Where LFBV stands for Lowest Financial Bid Value and FBV stands for Financial Bid Value of the concerned bidder.

EXAMPLE:

As an example, the following procedure will be followed. The minimum qualifying marks for technical qualification is 60 and the weightage of the technical bid and financial bid is kept as 70:30. Assuming that, in response to the NIT, three proposals A, B and C are received, the Technical Evaluation Committee awards them 75, 80 and 90 marks respectively out of 100 marks. The minimum qualifying marks are 60. All three proposals are therefore found technically suitable and their financial proposals will be opened after notifying the date and time of bid opening to the successful participants.

Assuming that the Evaluation Committee examines the financial proposals and the quoted total bid values are as follows:

Proposal	Financial Bid Value (FBV)
A	Rs. 120/-
B	Rs. 100/-
C	Rs. 110/-

Using the formula $LFBV / FBV$, where LFBV stands for Lowest Financial Bid Value and FBV stands for Financial Bid Value, the committee will give the following points for the financial proposals:

Proposal	Calculation	Financial Score	Points
A	$(100 / 120) \times 100$	83.33	83 points
B	$(100 / 100) \times 100$	100.00	100 points
C	$(100 / 110) \times 100$	90.91	91 points

In the combined evaluation, thereafter, the Evaluation Committee will calculate the combined technical and financial score as under:

OS = Technical Score (TS) + Financial Score (FS)

Proposal	Calculation	Combined Score
A	$75 \times 0.70 + 83 \times 0.30$	77.4 points
B	$80 \times 0.70 + 100 \times 0.30$	86 points
C	$90 \times 0.70 + 91 \times 0.30$	90.3 points

For illustration, the three proposals in the combined technical and financial evaluation would be ranked as follows:

Proposal	Combined Score	Illustrative Rank
A	77.4 points	H3
B	86 points	H2
C	90.3 points	H1

In this illustration, Proposal C at the total bid value of Rs. 110/- would be ranked H1 and may be considered for negotiations/approval by the competent authority, subject to the terms of this NIT and the School's procurement process.

In the event of a tie in the final scores, the Bidder having the lower financial quote amongst the tied bidders would be given preference.

22. TECHNICAL PRESENTATION / DEMONSTRATION

- Shortlisted bidders shall demonstrate their proposed CMS and website approach.
- The demonstration shall include homepage design, inner-page templates, page creation, menu management, news/events, document uploads, gallery, forms, search, SEO controls and user permissions.
- The bidder shall demonstrate responsive behaviour on mobile and desktop.
- The bidder shall explain hosting, security, backup, disaster recovery and support arrangements.
- A working prototype or equivalent demonstration may be requested.
- The School may reject proposals that are materially incomplete, non-functional, dependent on unavailable future features, or unable to demonstrate the mandatory requirements.

23. BID SUBMISSION REQUIREMENTS

The bidder shall submit the following in the Technical Proposal:

1. Covering letter and signed bid.
2. Company profile and legal registration details.
3. GST, PAN and other statutory documents.
4. Details of relevant website projects and client references.
5. Work orders/completion certificates wherever available.
6. Audited financial statements / turnover certificate for the required period.
7. Technical architecture and proposed technology stack.
8. Proposed sitemap/information architecture and sample wireframes.
9. UI/UX portfolio and design samples.
10. CMS features and administrator workflow.
11. Hosting, storage, backup, disaster recovery and security proposal.
12. SEO, accessibility and analytics approach.

13. Project implementation plan and resource deployment plan.
14. SLA and support model.
15. Warranty and AMC proposal.
16. Non-blacklisting declaration.
17. Declaration of ownership, confidentiality and data protection compliance.
18. Any deviations from the tender requirements, clearly listed in a deviation statement.

24. FINANCIAL BID

The Financial Bid shall be submitted separately and shall include all applicable taxes and charges. The bidder shall provide a clear cost breakup.

Sl. No.	Component	Amount (₹)
1	Requirement analysis, UI/UX and information architecture	
2	Website development and CMS implementation	
3	Content migration and formatting	
4	Integrations and forms	
5	SEO, analytics and performance optimization	
6	Security configuration and testing	
7	Hosting and 100 GB or higher storage – Year 1	
8	SSL / security certificate – Year 1	
9	Training and documentation	
10	Warranty support – Year 1	
11	Annual Maintenance – Year 2	
12	Annual Maintenance – Year 3	
13	Annual Maintenance – Year 4	
14	Annual Maintenance – Year 5	
15	Optional services / additional development rate card	
	Subtotal	
	GST and applicable taxes	
	Grand Total	

Any recurring or usage-based charges, including hosting, storage, CDN, premium plugins, API usage, email/SMS services or third-party licenses, shall be explicitly identified. Hidden or mandatory recurring charges shall not be permitted.

25. PAYMENT TERMS

Indicative payment structure; the final structure may be mutually agreed in the contract:

Milestone	Indicative Payment
On contract signing / project initiation	40%
Approval of UI/UX, sitemap and design system	
Development completion and staging/UAT readiness	40%
Go-Live and successful acceptance	
Completion of initial post-go-live support / stabilization	20%

Payments shall be released against submission of invoice and achievement of the applicable milestone, subject to satisfactory acceptance by the School.

26. ENGAGEMENT PERIOD AND CONTRACT DURATION

The engagement shall cover the complete website development lifecycle, from project initiation and requirements gathering through design, development, testing, deployment, handover and post-go-live support. The bidder shall provide a clear work plan, named project team, milestones and deliverables. The engagement period shall be calculated from the date of issue of the Work Order / Letter of Award or the date specified by the School in writing.

Phase	Indicative Period	Key Activities / Deliverables
1. Project initiation and requirement finalisation	Week 1	Kick-off meeting; stakeholder consultation; requirements gathering; confirmation of objectives, scope, content owners, approvals and communication protocol.
2. Information architecture and sample design	Weeks 1–3	Sitemap, navigation structure, wireframes, visual direction and School-specific home page/internal page mock-ups. School approval shall be obtained before full development.
3. Website development and CMS configuration	Weeks 3–7	Build approved layouts and pages; configure CMS/platform; establish user roles; implement responsive design, forms, search/SEO settings and agreed integrations.

4. Content migration and configuration	Weeks 5–8	Migrate and organise approved existing content, documents, images and other supplied resources; configure mandatory disclosure and institutional information sections.
5. Testing, review and corrections	Weeks 8–10	Functional, browser/device, responsiveness, accessibility, security and performance checks; School user acceptance testing; correction of identified defects.
6. Training, deployment and handover	Weeks 10–12	Training for designated School personnel; user/admin manuals; deployment to production; handover of credentials, source code/custom code where applicable, documentation and backup/export procedures.
7. Post-go-live warranty and support	12 months from successful Go-Live and acceptance	Correction of defects, implementation-related issues and security vulnerabilities; technical assistance and support as specified in the SLA.
8. Post-warranty AMC / maintenance	Up to 5 years, quoted separately	Optional annual maintenance, security updates, compatibility updates, backups/monitoring where included, troubleshooting and agreed minor changes, subject to contract and annual approval.

Engagement Conditions

- The overall implementation period is expected to be approximately 8–12 weeks from the commencement date. The bidder shall submit a detailed week-wise project schedule with dependencies, review points and deliverables.
- The School shall review submitted designs and deliverables within a reasonable period. Any delay attributable to pending School approvals, content or inputs shall be documented jointly and may be considered while revising the schedule with written approval.

- The bidder shall not proceed to full-scale development until the School approves the sitemap and sample design. Changes to approved scope shall be documented and undertaken only with written approval.
- The website shall be considered ready for Go-Live only after completion of agreed testing, resolution of critical defects, successful user acceptance testing, delivery of required documentation and written approval by the School.
- The warranty period shall begin after successful Go-Live and written acceptance by the School. The bidder shall separately quote the annual cost for post-warranty AMC for up to five years; AMC shall be subject to the School's approval and contract terms.
- The bidder shall ensure continuity of service during the engagement and hand over all agreed credentials, documentation, website assets, data exports and source code/custom code developed specifically for the School, subject to the ownership provisions of this tender.
- Any extension to the implementation timeline or engagement period shall require written justification from the bidder and approval by the competent authority. The bidder shall promptly notify the School of risks likely to affect milestones.

27. NOTIFICATION OF AWARD AND CONTRACT

- The successful bidder shall be issued a Letter of Award / Work Order.
- The bidder shall sign the contract within the period specified by the School.
- The bidder shall commence the assignment within the agreed commencement period.
- The technical and financial commitments made during the bidding and demonstration process shall form part of the contract.
- Failure to comply with contractual requirements may result in cancellation of award, invocation of performance security and/or other remedies available under the contract.

28. GENERAL CONDITIONS

- The School is not bound to accept the lowest financial bid.
- The School reserves the right to accept or reject any bid, wholly or partly, without assigning reasons, subject to applicable procurement rules.
- The bidder shall bear the cost of preparing and submitting the proposal.
- All pages of the proposal shall be signed/initialled by the authorized signatory wherever required.
- Any overwriting or alteration shall be authenticated by the authorized signatory.
- The School may seek clarifications or additional supporting documents during evaluation.
- The School may verify references and contact previous clients.
- No bidder shall attempt to influence the evaluation committee directly or indirectly.
- The bidder shall maintain confidentiality of all non-public School information.

- The successful bidder shall comply with applicable laws, rules, tax requirements and the School's reasonable security policies.
- GFR provisions and other applicable procurement requirements shall apply as determined by the School.
- Any dispute shall be subject to the jurisdiction of the competent courts in The Nilgiris, Tamil Nadu, unless otherwise specified in the final contract.

29. DISCLAIMER

The information contained in this NIT is intended to enable bidders to prepare their proposals. The bidder is expected to conduct its own assessment, site/online consultations where required and technical due diligence. The School does not warrant that the information in the NIT is exhaustive. The School may amend the NIT, issue clarifications or modify requirements before the bid deadline.

ANNEXURE – I: VENDOR / AGENCY INFORMATION SHEET

Particular	Details to be filled by Bidder
Name of Vendor / Agency	
Registered Office Address	
Branch / Local Office Address	
Contact Number	
Company Email ID	
Website	
PAN	
GST Registration No.	
Legal Constitution	Company / LLP / Partnership / Proprietorship / Other
Year of Establishment	
Authorized Signatory	
Designation	
Contact Number	
Email ID	
Name of Project Manager	
Support Contact	
Bank Name	
Account Number	
IFSC	

ANNEXURE – II: TECHNICAL COMPLIANCE SHEET

Sl. No.	Requirement	Compliance	Remarks
1	Responsive website for desktop, tablet and mobile	Complied / Partially / Not Complied	Remarks / Proposed Solution
2	CMS with role-based access control	Complied / Partially / Not Complied	Remarks / Proposed Solution
3	No artificial restriction on number of pages/content items	Complied / Partially / Not Complied	Remarks / Proposed Solution
4	Minimum 100 GB storage or higher proposed capacity	Complied / Partially / Not Complied	Remarks / Proposed Solution
5	Sitemap and approximately 25–30 main pages initially, with sub-pages/landing pages	Complied / Partially / Not Complied	Remarks / Proposed Solution
6	Content migration from existing website	Complied / Partially / Not Complied	Remarks / Proposed Solution
7	Public disclosure document section	Complied / Partially / Not Complied	Remarks / Proposed Solution
8	News, events and announcements	Complied / Partially / Not Complied	Remarks / Proposed Solution
9	Photo/video galleries	Complied / Partially / Not Complied	Remarks / Proposed Solution
10	Document/download management	Complied / Partially / Not Complied	Remarks / Proposed Solution
11	Site-wide search	Complied / Partially / Not Complied	Remarks / Proposed Solution
12	Forms and email notifications	Complied / Partially / Not Complied	Remarks / Proposed Solution
13	SEO controls	Complied / Partially / Not Complied	Remarks / Proposed Solution
14	Analytics integration	Complied / Partially / Not Complied	Remarks / Proposed Solution
15	SSL/HTTPS	Complied / Partially / Not Complied	Remarks / Proposed Solution
16	Security hardening and regular updates	Complied / Partially / Not Complied	Remarks / Proposed Solution
17	Backup and disaster recovery	Complied / Partially / Not Complied	Remarks / Proposed Solution
18	Hosting with scalable resources	Complied / Partially / Not Complied	Remarks / Proposed Solution

19	Accessibility-conscious design	Complied / Partially / Not Complied	Remarks / Proposed Solution
20	Training and documentation	Complied / Partially / Not Complied	Remarks / Proposed Solution
21	Warranty and AMC support	Complied / Partially / Not Complied	Remarks / Proposed Solution
22	Source/content export and exit support	Complied / Partially / Not Complied	Remarks / Proposed Solution

ANNEXURE – III: RELEVANT PROJECT EXPERIENCE

Sl. No.	Client / Institution	Project Description	Year	Contract Value	Contact / Reference
1					
2					
3					
4					
5					

ANNEXURE – IV: PROPOSED PROJECT TEAM

Role	Name	Qualification	Experience	Relevant Skills	Proposed Allocation
Project Manager					
UI/UX Designer					
Frontend Developer					
Backend/CMS Developer					
QA / Testing					
SEO / Digital Specialist					
Support Engineer					

ANNEXURE – V: DECLARATION OF NON-BLACKLISTING

We hereby certify that our organization has not been blacklisted, debarred or prohibited from participating in government / public sector / educational institution procurements by any Central Government, State Government, Government agency, PSU, autonomous body or educational

institution as on the date of submission of this bid. We further undertake to inform The Lawrence School immediately if any such action occurs during the validity of our proposal or contract.

Name of Authorized Signatory: _____

Designation: _____

Name of Organization: _____

Date: _____ **Place:** _____

Signature & Seal: _____

The Lawrence School

ANNEXURE – VI: FINANCIAL BID FORMAT

Sl. No.	Description	One-time Cost (₹)	Annual Cost (₹)	Remarks
1	Requirement study / IA / UI/UX			
2	Development / CMS			
3	Content migration			
4	Integrations			
5	SEO / Analytics / Performance			
6	Security / Testing			
7	Hosting / 100 GB+ storage			
8	SSL / Security certificate			
9	Training / Documentation			
10	Warranty			
11	AMC – Year 2			
12	AMC – Year 3			
13	AMC – Year 4			
14	AMC – Year 5			
15	Optional services / rate card			
	Subtotal			
	GST / Taxes			
	Grand Total			

Name of Authorized Signatory: _____**Designation:** _____**Name of Organization:** _____**Date:** _____ **Place:** _____**Signature & Seal:** _____

ANNEXURE – VII: BIDDER'S DEVIATION STATEMENT

All deviations from the NIT shall be explicitly stated below. Absence of a deviation shall be treated as full compliance, subject to the tender terms.

Sl. No.	Clause / Requirement	Deviation Proposed	Reason / Alternative
1			
2			
3			
4			
5			

Name of Authorized Signatory: _____

Designation: _____

Name of Organization: _____

Date: _____ Place: _____

Signature & Seal: _____

Technical Parameter

The Technical Bid shall carry a maximum of 100 marks. The evaluation will be based on documentary evidence, the bidder's proposed platform, the sample website/design submitted specifically for The Lawrence School, Lovedale, and the technical presentation/demo. Particular emphasis shall be given to the quality of the sample design, user experience, content management platform, ease of independent website management, scalability and long-term maintainability.

A bidder must secure a minimum of 60 marks out of 100 in the Technical Evaluation to qualify for opening of the Financial Bid.

Sl. No.	Technical Evaluation Parameter	Maximum Marks	Evaluation Focus
1	Relevant Website Development Experience	10	Institutional/educational website experience, completed projects, client references and relevant technical capability.
2	Experience in Education / Institutional Websites	5	Experience with schools, colleges, universities, trusts or similar institutions, including content-heavy public-facing websites.
3	Sample Website Design, UI/UX & Creative Quality	20	Quality of the proposed sample design for The Lawrence School, Lovedale, visual appeal, navigation, mobile responsiveness, accessibility and overall user experience.
4	Website Platform / CMS, Ease of Management & Scalability	20	Demonstrated platform capabilities, page creation, sub-pages, media/document management, independent school administration, roles/permissions, scalability and long-term maintainability.
5	Technical Architecture, Security, Hosting, Backup & Performance	10	Architecture, security controls, privacy, hosting, backup, disaster recovery, uptime, performance and technical robustness.

6	SEO, Accessibility, Analytics & Integrations	5	Search engine readiness, accessibility, analytics, social/media integration, forms and other relevant integrations.
7	Implementation Plan, Support, Training & SLA	10	Implementation methodology, timelines, migration, training, warranty/AMC, support team, response/resolution commitments and SLA.
8	Technical Presentation & Live Demonstration	20	Live demonstration of the proposed platform, sample design, administration interface, page creation, content/media management, responsiveness and key technical capabilities.

Detailed Scoring Methodology

1. Relevant Website Development Experience – Maximum 10 Marks

Score	Detailed Assessment
10 Marks	10 or more completed institutional/education/corporate websites of comparable complexity, with documentary evidence and references.
8 Marks	7–9 completed websites of comparable complexity, with documentary evidence.
6 Marks	5–6 completed websites of comparable complexity.
4 Marks	3–4 completed relevant websites.
2 Marks	1–2 completed relevant websites.
0 Marks	No satisfactory evidence of relevant completed website projects.

2. Experience in Education / Institutional Websites – Maximum 5 Marks

Score	Detailed Assessment
5 Marks	5 or more completed websites for schools/colleges/universities/educational trusts or similar institutions.
4 Marks	3–4 completed education/institutional websites.
3 Marks	2 completed education/institutional websites.
1 Mark	1 completed education/institutional website.
0 Marks	No relevant education/institutional website experience.

3. Sample Website Design, UI/UX & Creative Quality – Maximum 20 Marks

Score	Detailed Assessment
20 Marks	Outstanding and highly suitable sample design demonstrating a clear visual identity for The Lawrence School; excellent home page and internal page layouts; intuitive navigation; strong typography and visual hierarchy; high-quality use of images/video; responsive desktop/tablet/mobile layouts; accessibility-conscious design; consistent design system; clear treatment of public disclosures, academics, admissions, activities, news/events and other institutional content.
17 Marks	Very strong and polished design with minor areas for refinement; excellent navigation and responsive behaviour; strong institutional visual identity.
14 Marks	Good professional design with clear navigation and appropriate layouts; responsive design demonstrated; some scope for improvement in visual consistency or user experience.
10 Marks	Acceptable design with basic institutional appearance and navigation, but limited creativity, responsiveness or UX refinement.
6 Marks	Basic template-based design with limited customization, visual hierarchy or user-experience consideration.
0 Marks	No usable sample design submitted/demonstrated or design does not reasonably address the School's requirements.

4. Website Platform / CMS, Ease of Management & Scalability – Maximum 20 Marks

Score	Detailed Assessment
20 Marks	Highly capable and scalable platform with intuitive CMS/admin interface; School staff can independently create, edit, publish, unpublish, duplicate and manage pages/sub-pages; flexible page builder/components; media/document library; user roles and permissions; menus/navigation management; forms; reusable content blocks; versioning/rollback or equivalent controls; strong mobile/responsive support; no restrictive practical limit on page creation; minimum 100 GB storage or clearly equivalent capacity; scalable storage/resources; export/backup capability; strong documentation and long-term maintainability.
17 Marks	Comprehensive CMS with independent page/sub-page management, strong media/document management, roles, reusable components and good scalability, with only minor limitations.
14 Marks	Good CMS with page creation, sub-pages, media management and basic roles/permissions; suitable for long-term school use with some limitations.

10 Marks	Functional CMS covering routine page/content updates but requiring developer support for several structural changes or advanced functions.
6 Marks	Limited CMS with basic content editing and significant dependence on the developer for page creation, layout changes or technical administration.
0 Marks	No suitable CMS/platform demonstrated or platform does not support the School's basic independent website-management requirements.

5. Technical Architecture, Security, Hosting, Backup & Performance – Maximum 10 Marks

Score	Detailed Assessment
10 Marks	Robust architecture with HTTPS/TLS, secure authentication, role-based access, regular backups, disaster recovery, monitoring, high availability/uptime provisions, performance optimization, secure hosting and documented data protection/security controls.
8 Marks	Strong security, hosting, backup and performance provisions with minor gaps.
6 Marks	Adequate security, hosting and backup arrangements meeting normal institutional requirements.
4 Marks	Basic security and backup provisions with limited disaster recovery/performance detail.
2 Marks	Minimal technical safeguards or incomplete documentation.
0 Marks	No satisfactory technical/security/backup approach demonstrated.

6. SEO, Accessibility, Analytics & Integrations – Maximum 5 Marks

Score	Detailed Assessment
5 Marks	Strong built-in SEO controls, accessibility features, analytics, sitemap/metadata controls, social integration, forms and provision for future integrations/APIs.
4 Marks	Good SEO, analytics, accessibility and integration support.
3 Marks	Adequate SEO, analytics and common integration features.
1 Mark	Basic SEO/analytics support with limited integration capability.
0 Marks	No satisfactory provision demonstrated.

7. Implementation Plan, Support, Training & SLA – Maximum 10 Marks

Score	Detailed Assessment
10 Marks	Detailed and realistic implementation plan with milestones, responsibilities, content migration, testing, training, handover, warranty/AMC, dedicated support resources and clear response/resolution SLAs.
8 Marks	Strong implementation and support plan with clear timelines and responsibilities.
6 Marks	Adequate implementation, training and support arrangements.

4 Marks	Basic implementation and support plan with limited detail.
2 Marks	Insufficiently detailed support or implementation approach.
0 Marks	No satisfactory implementation/support plan.

8. Technical Presentation & Live Demonstration – Maximum 20 Marks

Score	Detailed Assessment
20 Marks	Comprehensive live demonstration clearly proves the proposed platform and sample design. Bidder demonstrates, using the proposed platform, creation of a new page and sub-page, editing/publishing content, image/video/document upload, menu/navigation changes, user-role management, responsive preview, forms, search/SEO controls, analytics integration and relevant administrative functions. Demonstration is clear, stable and user-friendly.
17 Marks	Very strong demonstration covering most required administrative and user-facing capabilities with good clarity and stability.
14 Marks	Good demonstration covering core CMS, page management, media handling, navigation and responsive capabilities.
10 Marks	Adequate demonstration of core platform features, but several important capabilities are not demonstrated.
6 Marks	Limited demonstration with basic CMS/content editing only.
0 Marks	No satisfactory live demonstration or inability to demonstrate the proposed platform.

Important Evaluation Conditions

- The bidder shall submit a working sample/mock-up of the proposed website specifically reflecting The Lawrence School, Lovedale. Generic template screenshots without a meaningful School-specific adaptation may not receive full marks under the Sample Website Design criterion.
- The bidder shall demonstrate the actual proposed platform/CMS during the technical presentation. A presentation based only on screenshots, brochures or videos may not be sufficient for full marks where live demonstration is requested.
- The School may ask the bidder to perform specific tasks during the demonstration, including creation of a page/sub-page, modification of navigation, uploading media/documents, changing content and assigning user permissions.
- The bidder shall clearly disclose any limitations on the number of pages, sub-pages, users, storage, bandwidth, media uploads, database size, integrations or other resources, together with any additional charges applicable.
- The evaluation committee may consider documentary evidence, sample design, live demonstration, technical proposal and clarifications submitted during the evaluation. Marks shall be awarded based on the extent to which the bidder demonstrates compliance with the stated requirements.