The Lawrence School

Lovedale, The Nilgiris - 643003

NOTICE INVITING TENDERS

Tender for Supply, Installation, Testing, Commissioning, and Maintenance of School ERP Software Solution (Fully Customized) at The Lawrence School, Lovedale

Tender notice

Notice Inviting Tender No	**NIT/LSL/IT/009/2025**
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	**School ERP Software Solution (Customized)** for LSL and providing operational support for a period of 5 Five years.
Address to send Prebid queries	pc@thelawrenceschool.org and ceit@thelawrenceschool.org
Place for submission of bids	The Lawrence School, Lovedale
PBG Amount	The successful bidder shall be required to submit a Performance Bank Guarantee (PBG) equivalent to 5% of the total project value prior to the finalization of the contract.
Nature of bid process	**Two stage 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/009/2025
Release of NIT	18.11.2025
Pre – bid queries (On Call)	19.11.2025 to 12.12.2025
Last date and time for submission of bids	18.12.2025
Technical and Finance Bid opening	Will be informed through email

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.

INDEX

Scope of Work – School ERP Software Solution

1. Objective

To design, develop, implement, and maintain a customized, comprehensive, and scalable School ERP System for *The Lawrence School, Lovedale (LSL)* that automates administrative, academic, and operational processes in compliance with Government of India norms and school policies.

2. Main Objective of the proposed School ERP Customized Software

To automate the activities of the institute through a software management system in the form an ERP System based on existing Govt. of India Rules and Regulations and school polices. Most of the manual work, document flow, data entry and processing and subsequent storage will be shifted or supplemented by this ERP system. This will enable processing, analyzing, reporting, retrieving, managing and rearranging the data and information much easier. At the same time work, process and document flow will be more in automated manners.

3. Software Licenses:

The bidder shall procure the licenses for all the components proposed as part of the ERP solution

4. Overall Responsibilities of the Selected Vendor

The selected vendor shall be responsible for:

i. Complete lifecycle management — from design to post-implementation maintenance.

ii. Onsite and/or cloud-based deployment.

iii. Integration with existing school systems (like Tally, VSKOL, Reportbee, etc.).

iv. Ensuring data security, scalability, interoperability, and user-friendly interfaces.

5. ERP Solution Implementation:

The bidder shall be responsible for go-live / realization of the end- to-end ERP solution as per the functional and technical requirements defined in this ERP document, including the following key activities:

- Project Initiation
- Operations and Maintenance
- Technical Solution Design
- System Development
- Testing
- Data Migration
- Training and Change Management
- Cutover and Go-Live
- Post Go-Live Stabilization support

6. Implementation Phases

Phase	Description	Key Deliverables
Stage 1 – Project Initiation	Requirement analysis, site visit, and gap assessment	Detailed requirement document, project plan, resource deployment
Stage 2 – Design & Development	System design, workflow creation, and module customization	Prototype and approval of UI/UX and functional workflows
Stage 3 – Testing & Data Migration	Unit, integration, and user acceptance testing; migrate legacy data	Test reports, migrated data validation report
Stage 4 – Go-Live & Stabilization	Final installation, cut over to production, and initial handholding	Go-live report, user feedback, stabilization completion certificate
Phase 5 – Warranty & Maintenance (5+ years)	Post-implementation technical and functional support	AMC reports, SLA compliance reports

7. Timelines of ERP solution implementation:

The proposed timeline for the ERP solution implementation is 4 months to 6 months (based on the availability of the modules and features. If required the software will be implemented in a **phased manner**) from the date of signing of contract on mutually accepted terms and conditions and awarded to bidder by The Lawrence School, Lovedale till the Go-live. This would be followed by a Post Go-Live Stabilization Support for 3 months and 1 year warranty period which will start after the completion of stabilization period. Also, additional period of 5 years for Maintenance support after the completion of warranty period.

The Bidder is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with timelines Month 1 starts on the day that contract is signed by both the parties on mutually accepted terms and conditions.

Detailed Timelines Schedule is as under

a. Interaction with staff members, understanding school requirements and collation of data
b. Onsite/Online backend operation
c. Training, Implementation, and final Installation

8. Functional Modules

These are only functional modules visualized from the perspective of meeting objectives. Any other module/customizations required as part of the whole system is automatically considered as part of the job and does not warrant any extra commitment and provision of funds. Such modules are considered as part of the design, development and implementation of the whole software.

The ERP shall include (but not be limited to) the following modules. Each module must have integrated dashboards, reports (Excel/PDF), and user-based access control.

The school expects a **comprehensive ERP solution** covering all **20 modules** listed below. However, if a proposed software offers **limited modules with advanced and exceptional features** that meet the school's **functional requirements**, the school management may consider procuring those **specific modules (one or more)** from that solution. The school reserves the right to **split and award** the contract based on the suitability of the offered solutions. The **remaining modules** may be sourced from **other compatible ERP** solutions, subject to the **availability of required features**. Nevertheless, **service providers are strongly encouraged to propose a complete, all-inclusive ERP package.**

Sr. No	Modules	Brief Scope of Work
1.	Admission Management	Annexure 1.1
2.	Student Management	Annexure 1.2
3.	Online Fees Collection and Fees Management	Annexure 1.3
4.	HR Management	Annexure 1.4
5.	Payroll Management	Annexure 1.5
6.	Leave and Attendance Management	Annexure 1.6
7.	Finance/ Accounting	Annexure 1.7
8.	Inventory management and Asset Management	Annexure 1.8
9.	Lesson Planning and Timetable	Annexure 1.9
10.	Examination/Report Cards	Annexure 1.10
11.	Activities	Annexure 1.11
12.	Library	Annexure 1.12
13.	Hospital Management	Annexure 1.13
14.	Visitor Management	Annexure 1.14
15.	Transport	Annexure 1.15
16.	Estate Management	Annexure 1.16
17.	Catering Management	Annexure 1.17
18.	Hostel Management	Annexure 1.18
19.	Travel Desk	Annexure 1.19
20.	Alumni Management	Annexure 1.20

9. Technical scope for ERP solution

Bidder/SI shall propose an ERP solution that has certain set of key technical features and adhere to critical technical requirements of The Lawrence School, Lovedale in context of compatibility to existing IT eco-system as well as future technology vision and roadmap.

i. Bidder/SI is required to propose an ERP solution that should provide the following key technical features:
ii. The ERP solution should be based on open architecture.
iii. The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
iv. The ERP solution should be natively built based on 32/64-bit operating system and shall support 32/64-bit CPU architectures.
v. The ERP solution (including Portal) offered shall be Unicode Compliant.
vi. ERP solution proposed shall be IPv4/IPv6 compliant.
vii. The Document Management functionalities should be an integral part of ERP solution from compatibility perspective, to enable seamless end user experience around document management.
viii. The Integrated Solution should be capable of enabling the audit (both internal and statutory) through the system.
ix. Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).
x. System to provide reports to monitor assigned user access privileges at a granular (transaction and
xi. functionality) level.
xii. The system should be compliant to CERT-In, D/O Information Technology Guidelines for Web/ Application / Network Security. It should provide log-in, both by user and by terminal. The System should provide the date and time of all transactions with details of creation, read, update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column.
xiii. The application should support loose integration interface using open industry standards. The application should be able to interface with applications to be procured later using Web Service interface.
xiv. Proposed application must be platform independent.
xv. Programming and Database: to be proposed up-to-date and widely used technology and platforms
xvi. The proposed application should support Cloud hosting may be hosted in hybrid mode.
xvii. Hosting will be concurrently in Campus Hardware and Cloud (only specific modules like leave etc), with appropriate mirroring/data synchronization strategy.
xviii. Suitable Disaster Recovery mechanism to be proposed
xix. Appropriate software level multi-tier security must be incorporated

10. Cloud Requirements

i. CSP should be empaneled under MeitY's "Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)".
ii. Meet any security requirements published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by MeitY as a mandatory standard.
iii. The CSP Data Center facilities considered for cloud services should be located within India and the Data Center should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party.
iv. CSP shall be responsible for Cloud Service Provisioning Requirements, Data Management, Operational Management, Cloud Network Requirement, Cloud datacenter specifications, Cloud Storage Service Requirements, Application Hosting Security, Cloud Hosting Security, Application Performance Monitoring (APM), Backup Services, Database Support Service, and Helpdesk Support from Cloud Service Provider Managed Services.
v. Cloud management report by CSP which includes resource uses, billing declaration of major outage etc,
vi. CSP shall guarantee uptime of 99% at Data Centre and shall execute a Service Level Agreement to this effect.

11. Software Licenses

The Bidder should provide requisite licenses for all the system software required for ERP solution including, but not limited to, Operating System, Enterprise class Database Software, Clustering and High Availability Software as applicable for VMs (if required), Compilers, Document management OS hardening and verification tool and all other required software and or applications etc. with sufficient number of licenses. Maximum Users across all functions 125.

12. Post Go-Live stabilization support

The post-go-live stabilization support provided by the bidder would cover the following:

i. The bidder shall provide post go-live stabilization support, as a part of this project, by deploying the same technical & functional consultants at site for full three months / one financial quarter after Go-Live, as were involved during the implementation.
ii. The cost of this shall be borne by the bidder.
iii. During the Stabilization period the bidder would help The Lawrence School, Lovedale user to correct any troubleshooting while doing transactions or generating reports.
iv. The bidder will update the user manuals and configuration manuals if required.
v. Any required configuration and/or customization required during this phase would be done by the bidder without any additional cost to The Lawrence School, Lovedale.
vi. Bidder shall maintain sufficient team size to support seamless operations and maintain the SLAs proposed in this tender document

13. System performance requirements

Performance criteria: The bidder would be required to perform monitoring tests to measure performance times during peak load. The measured metrics shall be as follows:

Response time performance criteria

Measurement	Response Time
End to End response time (end user to core application and back)	for LAN Users < 3 sec
Time for Report Generation: • Simple Report	< 5 sec (Simple)
Medium Complexity report	< 30 sec (Medium)
High Complexity report)	< 1 min (High

Concurrent Users support

Measurement Minimum Concurrent users to be supported Support concurrent users for access to ERP solution 15 to 30.

14. Operations and Maintenance

Description	Duration
Warranty Period of ERP Solution	1(One) Year
Maintenance Support for ERP solution starts from the end date of warranty period	5 (Five) years (Subject to extension by another for 3 years based on the satisfactory services rendered by Bidder during the initial 3 Years support period)
Development Change requests to allow enhancements to ERP solution as requested by The Lawrence School, Lovedale during warranty period	1(one) Year (based on the capacity / effort estimates required and captured as part of this NIT)
Development Change requests to allow enhancements to ERP solution as requested by The Lawrence School, Lovedale start from the end date of warranty period	5 (Five) years (based on the capacity / effort estimates required and captured as part of this NIT) (Subject to extension on the satisfactory services rendered.

The operation & maintenance period shall commence after the end of the warranty period.

During the period of warranty, the bidder shall remain responsible for arranging replacement and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of The Lawrence School, Lovedale's Authority in this regard to direct the contractor to attend any damage or defect in work shall be final and binding on the contractor.

Bidder agrees that if equipment is required to be taken outside The Lawrence School, Lovedale premises for repair or replacement, suitable spares would be provided, and the cost of transportation and other expenses will be borne by the Bidder.

15. Maintenance Support

ERP Operation and Support

The bidder will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. Bidder should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

The Bidder Support Team shall provide below mentioned services:

a. Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems during the warranty period.
b. The bidder/SI shall provide updates & patches of the ERP software and tools to The Lawrence School, Lovedale as and when released by OEM without any additional cost.
c. The nature of support would be 24X7. The normal technical support hours would be 9:00AM to 5:00PM from Monday to Saturday every week. However, after that time and on Sunday (24X7 hrs.), the nature of support would be on On-Call basis only for critical high priority incidents.
d. The Onsite functional/technical support shall be provided by trained and experienced functional and technical experts appointed by bidder/SI. Each member of the functional and technical support team must have a minimum total working experience of 2 years in the relevant field.
e. Any change in resource should be intimated at least 2 weeks in advance. The Lawrence School, Lovedale would conduct formal interview before deployment of on-site resources.
f. The following ticket logging mechanisms need to be provisioned by SI/bidder for the Service Desk:

a. Phone Calls
b. E-Mail and
c. Self-Help web-based tool

16. Categorization, Response and Resolution timelines

Categorization of Incidents:

Level	Criteria	Expected Response and Resolution time
Critical	• Complete system Crash or; • Any incident due to which 50 or more users cannot access the Application software, data and hardware components that are part of proposed ERP solution or;	• Response Time: During business hours – Within 30 minutes. • Resolution Time: During business hour- Within 4 Hours • Response Time: Non - business hours - Within 1 hours or (earlier as per business hours if business hours begin) • Resolution Time: During Non-business hour 8 hours (earlier as per business hours if business hours begin
Major	• System disruption in part/s of the System- Directly impacting revenue processes with no workaround or; • Any incident due to which 10 to 25 users cannot access the Application software, data and hardware components that are part of proposed ERP solution. or;	• Response Time: During business hours – Within 60 minutes. • Resolution Time: During business hour –within 1 day • Response Time: During Non-business hours - Within 1 hours or (earlier as per business hours if business hours begin) • Resolution time: During non-business hour – within 2 days (earlier as per business hours if business hours begin)
Minor	• System disruption in a part of the system. Not impacting revenue processes but causing operational inefficiency with no work-around or; • Any problem due to which 1 to 9 users cannot access the Application software, data and hardware components that are part of proposed ERP solution	Response and resolution for other criteria – • Response Time: During business hours - Within 4 hours. • Resolution Times: During business hours –within 3 days. • Not supported during non-business hours

Categorization of Configuration changes:

Level	Criteria	Expected Response and Resolution time
Critical	Configuration changes which are critical to day to day working and requires immediate change. Below mentioned are examples of configuration change at critical level a. Addition or deletion of an authority level. b. Change in Dearness allowance, tax etc. c. Change in tariff policy d. Change in SOP with critical effect. e. Generation of simple reports from masters	• Response Time: 4 hours • Resolution Time: SI should implement configuration change within 2 days from date of The Lawrence School, Lovedale approval
Major	Configuration changes which are major but not critical to day-to-day working and requires immediate change. Below are examples of configuration change at major level a. Change in SOP with major effect. b. Joining of new employee	• Response Time: 8 hours • Resolution Time: SI/Bidder should implement configuration change after successful testing within 4 days from date of The Lawrence School, Lovedale approval.
Minor	Configuration changes other than critical and major for day to day working. Below mentioned are examples of configuration change to minor level Change in process (addition or deletion)	• Response Time: 8 hours • Resolution Time: Bidder/SI should implement configuration change after successful testing within 8 days from date of The Lawrence School, Lovedale approval.

17. Final Acceptance

The final acceptance certificate will be issued after the date of expiry of Post Go-Live stabilization support period.

18. Warranty

One-year warranty period shall commence after the completion of stabilization period or after issue of the final acceptance report whichever is later.

19. Bid Evaluation

The evaluation of the bid responses would be done based on the following

20. Pre-Qualification

a. Bidders' proposals will be evaluated as per the **Pre-Qualification criteria** mentioned in this **NIT**.
b. All required **supporting documents, client references, and resource profiles** must be submitted.
c. **All mandatory compliance requirements** must be met; failure will lead to **disqualification**.
d. Only **qualified bidders** will be considered for **Technical & Financial bid evaluation** and **technical presentation**.
e. The Lawrence School, Lovedale accepts ERP credentials **irrespective of ERP version** implemented earlier.
f. The **OEM/System Integrator (SI)** must propose the **latest version** of the ERP product.

21. Pre-Qualification Requirements

21.1 <u>ERP Product Vendor (OEM)</u>

a. Minimum **average turnover ₹10 lakhs** in the last completed financial year.
b. Must be a **registered company** under the **Companies Act, 1956**.
c. At least **five ERP implementations in India**.
d. Must have its own **development and support centres in India**.
e. **Documents Required:**
f. Audited **Balance Sheets & P/L statements** (last three years)
g. **Certificate of Incorporation (ROC)**
h. **Self-certificate & customer list** from OEM
i. **Certificate** confirming development/support centres in India

21.2 ERP Implementation Experience

a. **At least** five ERP implementations **in the last** three years**.**

b. **Minimum** two implementations **must be of the** same ERP product **proposed in this** NIT**.**

c. **At least** one ERP project **in the** Government/PSU/Autonomous sector**.**

d. **Must have** adequate technical staff**.**

e. Documents Required:

f. Work Orders & Completion Certificates

g. Technical staff details

h. Customer list

i. Details of Government sector ERP implementation

22. Cloud Service Provider (CSP)

a. **Must be** incorporated under the Indian Companies Act**.**

b. **Proposed** Data Centre **should be** Tier-3 or higher**.**

c. **Data Centre must be** operational for at least one year**.**

d. Documentary proof required.

23. Non-Blacklisting Criteria

a. **Neither** OEM nor Bidder/SI **should be** debarred or blacklisted **by any** Central/State Government, University, School, or Autonomous Body**.**

b. **No** litigation or inquiry pending **against them.**

c. Self-declaration required.

23.1 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.

24. Evaluation of NIT

The procurement will be conducted in accordance with **General Financial Rules (GFR).** Selection will be based on the Quality-cum-Cost Based System (QCBS), with 70% weightage for technical evaluation and 30% for financial proposal.

Technical Bid:

- Service providers will be required to demonstrate their software to the Technical Evaluation Committee.
- The technical evaluation of the bids will be conducted first by the Technical Evaluation Committee members.

Financial Bid:

- After technical evaluation, financial bids will be opened by the Purchase Committee. Selection will be based on the Quality-cum-Cost Based System (QCBS), with 70% weightage for technical evaluation and 30% for financial proposal.

A Committee constituted by the School shall evaluate the tenders. The decision of the Committee in the evaluation of the NIT shall be final, and no correspondence will be entertained outside the process of negotiation/discussion with the Committee.

Any attempt by the Vendor/Supplier or their representatives to influence the decision on the NIT, officially or otherwise, shall result in the NIT being summarily rejected. The Committee is fully empowered to take the final decision regarding the NIT.

25. Evaluation Process:

Technical Functional Evaluation

The eligibility criteria will be first evaluated as defined in the Notice Inviting Request for Proposals for each bidder. A detailed technical evaluation will be taken for only those bidders who meet with the prescribed minimum qualifying eligibility criteria. The bidders securing minimum 50% marks in technical evaluation shall be considered for opening of financial proposals. The selection process will be based on Quality and Cost based selection (QCBS) – wherein 70% weight-age will be given to the technical proposal and 30% to the financial proposal.

25.1 Technical Functional Evaluation Framework

The bid response of the SI /Bidder that would be evaluated based on the following Technical Functional Evaluation framework:

Sl. No	Technical Parameters – Checklist		Score	Max Score
1	**ERP Implementation Experience – (Max Score: 10)**			10
	This criterion evaluates the bidder's past experience in implementing ERP systems, particularly in Indian Boarding Schools and Universities. The experience shall demonstrate the bidder's capability to handle large-scale educational ERP implementations and provide evidence of successful deployment, training, and maintenance.			
	Evaluation Criteria	**Description**		
	ERP implemented in more than Five Indian Boarding Schools and Universities	The bidder has a proven track record of implementing ERP software in at least five reputed Indian boarding schools or universities.	10	
	ERP implemented in more than Fifteen Indian Schools and Universities	The bidder has implemented ERP software in a minimum of fifteen Indian schools and universities (including non-boarding institutions).	8	
	ERP implemented in more than Ten Indian Boarding Schools and Universities	The bidder has implemented ERP software in at least ten Indian schools and universities.	6	
2	**Employee Strength of the Bidder/Organization – (Max Score: 5)**			5
	This parameter assesses the bidder's manpower capacity and organizational strength in software design, development, implementation, testing, service, and support. It reflects the bidder's ability to allocate qualified personnel for timely and efficient project execution.			
	Employee Strength	**Description**		
	More than 15 employees	The organization employs over 15 qualified professionals engaged in ERP-related design, development, and support services.	5	
	More than 10 employees	The organization has between 10 and 15 employees dedicated to software development and support functions.	4	
	More than 5 employees	The organization has between 5 and 10 employees with relevant experience in ERP development and implementation.	2	

<table>
<tr><td rowspan="6">3</td><td colspan="2">Software Platform and Certification Standards – (Max Score: 10)</td><td rowspan="3"></td><td rowspan="6">10</td></tr>
<tr><td colspan="2">This section evaluates the quality and credibility of the software platform being proposed, based on recognized international standards and certifications.

ISO/IEC certifications ensure adherence to best practices in information security, IT service management, and quality management systems.</td></tr>
<tr><td>Certification Level</td><td>Description</td></tr>
<tr><td>ISO/IEC 27001, 20001, 9001 (Information Security, IT Service Management, Quality Management)</td><td>The bidder’s software platform and organization hold all three certifications, ensuring top-level security, process reliability, and quality assurance.</td><td>10</td></tr>
<tr><td>ISO/IEC 27001 and 20001</td><td>The organization holds certifications in information security and IT service management standards.</td><td>8</td></tr>
<tr><td>ISO/IEC 27001</td><td>The organization holds certification in information security management.</td><td>6</td></tr>
<tr><td rowspan="8">4</td><td colspan="2">Availability of Modules in Existing School ERP Software – (Max Score: 30)</td><td rowspan="3"></td><td rowspan="8">30</td></tr>
<tr><td colspan="2">This criterion assesses the comprehensiveness of the existing School ERP solution being offered by the bidder. The bidder should demonstrate that their software includes all the required modules to meet the School’s academic, administrative, financial, and operational needs.</td></tr>
<tr><td>Module Availability</td><td>Description</td></tr>
<tr><td>100% of required modules available</td><td>All modules as per the School’s specified requirements are available and fully functional.</td><td>30</td></tr>
<tr><td>80% of required modules available</td><td>Most key modules (approximately 80%) are available with minimal customization required.</td><td>25</td></tr>
<tr><td>70% of required modules available</td><td>The ERP covers the majority of essential modules but may need some additional customization.</td><td>20</td></tr>
<tr><td>50% of required modules available</td><td>Half of the required modules are available and will require significant customization to meet the needs.</td><td>15</td></tr>
<tr><td>30% of required modules available</td><td>Only a limited number of modules are available, requiring major customization.</td><td>10</td></tr>
</table>

5	**Software Customization Flexibility – (Max Score: 15)**			15
	This parameter evaluates the bidder's flexibility and commitment to customizing the ERP software according to the School's specific operational and functional requirements. The evaluation will consider the level of customization promised and the bidder's readiness to adapt the system without compromising on quality and stability.			
	Customization Commitment	**Description**		
	100% Customization Commitment	The bidder commits to complete customization of the software in line with all the School's requirements, including workflow, reporting, and data management.	15	
	50% Customization Commitment	The bidder offers partial customization where only key modules and workflows will be customized to suit School needs.	10	
	Limited Customization Commitment	The bidder offers limited flexibility with mostly standard modules and minimal customization options.	5	
6	**Technical Presentation, Project Plan, and Understanding of Objectives – (Max Score: 30)**			30
	This section assesses the bidder's technical competence, clarity of approach, and overall understanding of the assignment. The evaluation will be based on the presentation, demonstration, and submitted documents.			
	Evaluation Aspect	**Description**		
	A. Technical Presentation and Demonstration	The bidder shall make a detailed presentation highlighting the following aspects:	10	
		• Approach and methodology specific to Educational ERP		
		• Demo or working prototype showcasing core modules		
		• Quality of Graphical User Interface (GUI) and user experience		
		• Security features and data protection mechanisms		
		• Disaster recovery provision and backup strategy		
		• AI integration and automation capabilities		
		• Data flow and synchronization process		
		• Frequency of external data backup		

		• Efficiency of report generation (detailed and summary/management reports)		
		• System performance and response time		
	B. Proposed Project Plan	The bidder shall submit a comprehensive project plan covering:	10	
		• Implementation phases with clear milestones and timelines		
		• Dependencies, assumptions, and risk mitigation		
		• Resource allocation and role responsibilities		
		• Training and handholding strategy		
		• Monitoring and reporting mechanism		
	C. Understanding of the Objectives	The bidder's proposal will be evaluated based on how well the approach and work plan address the objectives stated in the NIT. The assessment will consider:	10	
		• Understanding of School's operational goals and challenges		
		• Relevance of the proposed ERP solution to academic and administrative functions		
		• Clarity in aligning the proposed approach with School's digital transformation objectives		

The minimum qualifying mark for the technical functional evaluation is 50 out of a total of 100 marks as per the evaluation criteria listed above and denoted by Ts.

25.2 Combined Bid evaluation

A bidder will be selected under the Quality cum Cost Based System method (QCBS) with weightages of 70:30 (70% for technical proposal and 30% for financial proposal) and as per 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 combined weighted score for technical and financial, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in 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) and will be evaluated as under:

$$OS = \text{Technical Score (TS)} + \text{Financial Score (FS)}$$

A maximum of 100 marks will be allocated for the Technical Bid. Technical bid will be evaluated as per the technical bid evaluation table shown in Table 5 with this NIT. 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.
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 qualifications is 60 and the weightage of the technical bids and financial bids is kept as 70: 30. Assuming that in response to the NIT, 3 proposals, A, B & 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 the 3 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 under:

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 them the following points for financial proposals:

A	:	(100 / 120) × 100	=	83 points
B	:	(100 / 100) × 100	=	100 points
C	:	(100 / 110) × 100	=	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 A	:	75 × 0.70 + 83 × 0.30 = 77.4 points
Proposal B	:	80 × 0.70 + 100 × 0.30 = 86 points
Proposal C	:	90 × 0.70 + 91 × 0.30 = 90.3 points

The three proposals in the combined technical and financial evaluation will be ranked as under:

Proposal A	:	77.4 points	:	H3
Proposal B	:	86 points	:	H2
Proposal C	:	90.3 points	:	H1

Proposal C at the total bid value of Rs. 110/- will, therefore, declared as **winner** and recommended for negotiations/approval, to the competent authority.

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

26. Submission of NIT

All quotations must be submitted to the Purchase Committee either:

a. **In a sealed cover** addressed to the Purchase Committee, The Lawrence School, Lovedale, Ooty – 643003, Tamil Nadu.

b. **OR**

c. Via email to **pc@thelawrenceschool.org** with a **CC to ceit@thelawrenceschool.org**

d. Bids not conforming to the prescribed formats or submitted after the due date will be rejected.

e. **Technical Bids** must be submitted **separately as per the Annexure II**.

f. **Initial Financial Bids** must also be submitted **separately**.

g. Shortlisted service providers will be given an opportunity to submit **revised Financial Bids** after gaining a clear understanding of the scope of work based on the school's requirements. As part of this process, service providers must:

- A **two-level demonstration process** will be followed — the **1st Level Demo (Online)** will be reviewed by the **HOD – IT Department**, and the **2nd Level Demo (On-site)** will be evaluated by the **Technical Evaluation Committee**. If any software is found to be **very basic**, **under initial development**, or **not yet fully functional**, it will be **rejected at the 1st Level** of evaluation.

- Preparing a **gap analysis** aligned with the school's specific needs.

h. Revised financial bids may be submitted after these steps.

i. If the service provider's existing software fully meets the school's requirements, the ERP software will be implemented based on the initial financial bid, with only minimal customization as necessary.

27. Payment Terms

The payment will be made within 20 days on receipt of invoice (in duplicate) against successfully completion of the services as per the timeline indicated.

The payment will be released based on each **phase value (I, II & III).**

30% will be paid as an advance at the beginning of each phase, 40% will be paid on complete customization & Installation and the balance **30%** will be paid after three months of Go-live and on satisfactory feedback from users.

28. NOTIFICATION OF AWARD AND SIGNING THE CONTRACT

Award of Contract for the Project:

After the completion of the bid evaluation process and determination of the successful bidder, a Letter of Award (LOA) shall be issued, in duplicate, by LSL to the successful bidder. The successful bidder shall, within 10 (ten) days of receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the successful bidder is not received by the stipulated date, LSL may, unless it consents to an extension of time, cancel the LOA and consider the next highest-ranking bidder.

The notification of award or issue of LOA will not constitute the formation of the contract. The successful bidder who has been issued with the LOA is required to furnish a Performance Bank Guarantee (PBG) for an amount equivalent to 5% of the final contract value. This PBG shall be from any State Bank, Nationalized Bank, or a Private Bank authorized to do business with the Government.

The contract between the successful bidder and LSL will come into force only upon the bidder furnishing the Performance Bank Guarantee as per the conditions laid out in this NIT and LSL signing the final contract with the successful bidder.

If the successful bidder fails to furnish the Performance Bank Guarantee within the specified period and subject to the specified conditions, LSL has the right to withdraw the notification of award/LOA.

If the successful bidder alters the Commercial or Technical Proposals with elements not included in the original submissions or inconsistent with their contents while signing the contract, LSL has the right to withdraw the notification of award.

If the successful bidder fails to execute the contract with LSL as per the Commercial Proposal, Technical Proposal, and all commitments made during the evaluation process, LSL has the right to withdraw the notification of award.
Failure of the successful bidder to comply with the Terms and Conditions of the NIT, the terms put forward by LSL, and/or to furnish the Performance Bank Guarantee within the stipulated period, and/or to execute the contract, shall constitute sufficient grounds for the annulment of the award.

28.1 Expenses for the Contract:
The incidental expenses related to the execution of the agreement/contract shall be borne by the successful bidder.

28.2 Commencement of Assignment:
The System Integrator (SI) shall commence the project within fifteen days from the date of the Agreement or such other date as may be mutually agreed. If the SI fails to commence the assignment as specified, LSL may consider the second-ranked SI. In such an event, the LOA or the Agreement, as the case may be, may be cancelled or terminated.

29. PERFORMANCE BANK GUARANTEE
The successful bidder shall at their own expenses deposit with LSL, along with agreement, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank acceptable to LSL payable on demand, for the due performance and fulfilment of the contract(s) by the bidder.

This Performance Bank Guarantee will be for an amount equivalent to 5% of value of the contract(s). All incidental charges whatsoever such as premium, commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The Performance Bank Guarantee shall be valid beyond 3 months after the completion of the support and maintenance period (Warranty Period).

Subject to the terms and conditions in the Performance Bank Guarantee, at the end of support and maintenance period, the Performance Bank Guarantee will lapse. The Performance Bank Guarantee may be discharged/ returned by LSL upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the bidder being unable to service the contract(s) for whatever reason, LSL would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of LSL under the contract in the matter, the proceeds of the PBG shall be payable to LSL as compensation for any loss resulting from the bidder's failure to perform/comply with its obligations under the contract. LSL shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.

LSL shall also be entitled to make recoveries from the bidder's bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

30. COMPLAINTS AND DISPUTE RESOLUTION

If any of the bidders have any complaints or reservations on the bidding/procurement process, the evaluation etc. the competent authority to be contacted for resolution will be Headmaster, The Lawrence School, Lovedale.

The decision of the competent authority on the complaints or disputes will be final.

Cost of Resolution – Each party will bear the cost incurred by them for resolving the issues.

31. GENERAL CONDITIONS FORMING PART OF NIT

i. Price of the solution to be quoted for at The Lawrence School, Lovedale only.

ii. Rate contract base prices, taxes (including GST, duties and levies excepting octroi, which will be at actuals) thereof against each component viz. Cables, I/O points etc. as per Bill of material.

iii. No Price Variations- The rates shall be on a fixed price basis valid for three years. No upward revision in the price would be considered on account of subsequent increases in customs duty, excise tax, sales tax during the offer validity period.

iv. However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to the Bank. The rate contract for the passive components and services will be reviewed on yearly basis.

v. The two bid systems should be followed for this NIQ. Under this system the bidder must submit their offer in two separate sealed envelopes marked clearly as Technical Bid and Commercial Bid on cover page of the envelope for each item quoted. The sealed envelope should be placed in a third larger envelope. The main envelope which will contain both the bids should be super scribed with NIT enquiry no. and name of the item quoted for.

vi. The Successful bidder will have to submit Performance Bank Guarantee (PBG) @5% of the Project value in the form of DD drawn in favor of Headmaster, The Lawrence School, Lovedale payable at Lovedale within ten (10) days from the date of award of the contract.

vii. The Price Bids of only technically qualified bidders will be considered for further processing.

viii. Bids would be rejected for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

ix. The Lawrence School, Lovedale may, at its discretion, extend the deadline for submission of bids by amending the bid documents in accordance with clause relating to Amendment of Bidding documents in which case all rights and obligations of The Lawrence School, Lovedale and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

x. All the original and all copies of the bid shall be typed and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. All pages of the bid, except for un- amended printed literature, shall be signed by the person or persons signing the bid. Further, over-writings on documents, if any should be supported by signatures.

xi. The Lawrence School, Lovedale Authority, has the right to reject any bids on technical grounds without assigning any reason thereof.

xii. The compliance sheet should indicate in details of meeting up of specifications required. The bidder can mention the additional features that exist in quoted products, if any, separately.

xiii. The Headmaster, The Lawrence School, Lovedale shall be the final Authority for settlement of any dispute and his interpretation of any Clause/term/condition(s) of this document shall be final.

xiv. This NIT does not commit LSL to award a contract or to engage in negotiations. Further, no bidder is entitled for any claims for cost incurred in making the proposal in anticipation of award of contract.

xv. LSL reserves the right to make inquiries with any of the clients listed by the bidders in their previous experience record.

xvi. Timing and sequence of events resulting from this NIT shall ultimately be determined by LSL.

xvii. If any dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived there from, will be settled under the jurisdiction of Court of Law of The Nilgiris.

xviii. The Institute is not bound to accept the lowest bidder.

xix. The terms and conditions as per General Financial Rule (GFR) will be applicable.

Date: **Signature of the Vendor/Supplier**

<u>Annexure - I</u>

<u>**Vendor/Supplier Information Sheet**</u>

Name of the Vendor/Supplier :
Office Address :
Office Contact Number :
Company Email ID :
Website :
PAN Card Number :
GST Registration Number :
Name of the Proprietor :
Contact Number of the Proprietor :
Proprietor Email ID :
Nature of Current Business/Trade : Manufacturer/Distributor/Service Provider
Year of establishment :

Key Contacts

Service Contact No : Email Id :
Sales Contact No : Email Id :
Alternate Contact No: Email Id :

<u>**Vendor/Supplier's Bank Details:**</u>

Name of A/c Holder :
Bank Name :
Branch Name :
A/c Number – SB or CA :
IFS Code :

Signature of the Vendor/Supplier

<u>Annexure - II</u>

Technical Bid – Documents should be submitted

1. Implementation Approach and Methodology

The bidder shall submit a **detailed write-up** covering:

a. **ERP implementation methodology**, data conversion, and migration

b. **Project management approach** and **testing strategy**

c. **Resource requirements** from The Lawrence School, Lovedale (manpower, IT setup, space, approvals, etc.)

d. **End-to-end service delivery plan** for ERP implementation

e. **Work Orders and Completion Certificates**

f. **Technical staff details** and **list of existing customers**

g. **Details of boarding school ERP implementation**

h. **Audited Balance Sheet Statement** for the **last 3 financial years**

i. **OEM certificate** for development and support centre in India

2. Understanding of School Requirements

A **comprehensive write-up** to be provided including:

a. **Proposed business, functional, and IT architecture**

b. **Modules offered (Software BOM) and third-party components**

c. **Compatible Cloud/software list**

d. **Deployment architecture for Cloud and in-house setup**

e. **Integration plan with existing systems (Tally, VSKOL, Reportbee, etc.)**

3. Training and Change Management

Submit details of the **training plan** and **change management approach** as per NIT requirements.

4. Eligibility of Cloud Service Provider (CSP)

Provide an **undertaking from the authorized signatory** of the CSP for hosting specific modules (e.g., Leave Management).

5. Post Implementation Support and Maintenance

Include a **deployment plan** and **SLA compliance details** for post-implementation support.

Date: **Signature of the Vendor**