



**REQUEST FOR PROPOSAL (RFP) DOCUMENT**

**FOR**

**School ERP Solution at**

# **The Lawrence School**

**Lovedale, The Nilgiris, Tamil Nadu - 643003**

**Notice Inviting RFP for ERP Solution**

## **Tender notice**

Tender Inviting Authority	The Lawrence school, Lovedale
Place of availability of Tender Documents (RFPs)	www.thelawrenceschool.org
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.
List of Tender documents (RFPs)	One document - RFP for Implementation of ERP
Address to send Prebid queries	pc@thelawrenceschool.org and ceit@thelawrenceschool.org
Place for Prebid meeting	The Lawrence School, Lovedale
Place for submission of bids	The Lawrence School, Lovedale
EMD Amount	₹75,000/-. EMD will be returned to bidders after finalization of the ERP.
Nature of bid process	<b>Two stage bidding system – Technical and financial proposals</b>
Proposal Evaluation Process	Quality cum Cost Based System (QCBS) of evaluation 30:70 (70 points for technical bids and 30 points for financial bids)

### **Schedule of the bidding process**

LSL would endeavour to adhere to the following schedule:

<b>Event</b>	<b>Date – Deadline</b>
Notice Inviting Tender No	NIT/LSL/IT/002/2025
Release of RFP	21.05.2025
Pre – bid queries (On Call)	10.06.2025 to 20.06.2025
Last date and time for submission of bids	05.07.2025
Technical Bid opening	Will be informed through email
Financial Bid opening	Will be informed through email
Submission of Performance Security	Will be informed through email
Signing of Agreement	Will be informed through email

## **Request for Proposal**

### **Selection of Firm/Vendor for design, development, implementation and support of Enterprise Resource Planning (ERP) solution for The Lawrence School, Lovedale.**

#### **1. Introduction**

The Lawrence School, Lovedale is one of the premier residential public schools in the country. It is an autonomous institution run under the aegis of The Ministry of Education, Govt. of India and has its own campus at Lovedale, The Nilgiris, Tamil Nadu - 643003 India.

The Lawrence School, Lovedale intends to deploy a comprehensive, structured, and end-to-end software solution as a platform for managing and automating its operatives which includes administrative as well as academic activities.

#### **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. Brief scope of work**

The high-level scope of services for the Bidder is defined below. Please refer to the complete tender document for detailed requirements relevant to the scope of this RFP, as well as elaboration on each of the items below:

**3.1 Requirements:** - The design should support cross-browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices. Users can open on any Smartphone, tab, iPhone, and all other capable phones & mobile devices with the gadget compatibility like windows/ios/android/etc. Interactive CMS and dashboard wherein required. Payment Gateway Integration.). Reports for all modules (Excel/PDF/etc). Security audit certification and SSL certified (by CERT-In empaneled agency) and all security procedures are to be completed. All the server/VM hosting the public facing portals should be periodically assessed for vulnerabilities and they must be patched periodically. As per the Guidelines for Indian Government websites and bilingual. Software and modules to be upgradable and 2-tier access authentication. FAQ and SOP manuals (document and video) and Mobile App (android/ios/etc.)

However, Bidder/SI is encouraged to perform a due-diligence exercise during the bid process, by visiting The Lawrence School, Lovedale. Bidder may co-ordinate with Mr. Krishna Kumar, IT Head for scheduling the same. Selection of Vendor: Prequalifying bidder will be called for software demo. Only those vendors who qualify on technical evaluation shall be considered for evaluation of commercial bids.

**3.2 Cloud/On -premises requirement:** The bidder/SI shall be responsible for providing cloud/On -premises, sizing, procurement, and installation for the proposed ERP solution modules. Cloud/ On -premises based ERP (All modules) SAAS model and Hosted location should be India. Capable of collaboration and public access module wise on The Lawrence School, Lovedale website: [www.thelawrenceschool.org](http://www.thelawrenceschool.org). The school management will decide on the cloud or on-premises hosting type.

**3.3 Software Licenses:** The bidder shall procure the licenses for all the components proposed as part of the ERP solution.

**3.4 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
- Trainings and Change Management
- Cutover and Go-Live
- Post Go-Live Stabilization support

**3.5 Operations and Maintenance:** The bidder is required to provide the following as part of Operations and Maintenance:

- Maintenance support for the entire ERP solution, including Cloud/ On -premises and software components, for a duration of 5 years from the date of completion of warranty period.
- Implementation of Development change requests as per the effort defined in this RFP document.
- Annual Maintenance Contract: The bidder shall provide Annual Maintenance Contract (AMC) for the Cloud as well as the software components proposed as part of the ERP solution, for a duration of 5 years from the date of completion of warranty period.

**3.6 Project Management:** The bidder shall be responsible for the project planning, resource management, execution, monitoring and status reporting throughout the duration of the contract, for the overall ERP solution implementation and support.

4. **Implementation approach:** The ERP implementation at The Lawrence School, Lovedale is to be carried out in a single-phase approach to cover the requirements of all school functions and departments defined in this RFP. This approach would involve implementation of ERP solution across all applicable school functions and locations for ERP systems in the same phase. The existing applications may either retire (functionality being merged in ERP) or retained with or without interfaces with ERP solution after data migration.

5. **Timelines of ERP solution implementation at The Lawrence School, Lovedale:** 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

## 6. Modules for Functional Implementation:

These are only functional modules visualized from the perspective of meeting the 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.

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	Annexure 1.8
9.	Horse Stable Management	Annexure 1.9
10.	Asset Management	Annexure 1.10
11.	Lesson Planning and Timetable	Annexure 1.11
12.	Examination/Report Cards	Annexure 1.12
13.	Activities	Annexure 1.13
14.	Library	Annexure 1.14
15.	Hospital Management	Annexure 1.15
16.	Visitor Management	Annexure 1.16
17.	Transport	Annexure 1.17
18.	Estate Management	Annexure 1.18
19.	Catering Management	Annexure 1.19
20.	Hostel Management	Annexure 1.20
21.	Travel Desk	Annexure 1.21
22.	Alumni Management	Annexure 1.22

## 7. SCHEDULE OF REQUIREMENTS

Briefly, the agency shall perform following steps, and shall deliver software components, along with all dependencies, and documents, for/to The Lawrence School, Lovedale in regard to the implementation of institute Management ERP solution:

1. Software Demo, System and Process study and Gap Analysis.
2. Development of prototype
3. System Design, Development and Implementations
4. Integrations and Data migration
5. Installation in Local infrastructure and cloud
6. Testing and debugging
7. Concurrent and real-time-real-situation runs
8. User manuals, Developer manuals, Training manuals and Handover of ownership with details

On-site rectification and maintenance support for five years after warranty period.

## **8. 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.

Bidder/SI is required to propose an ERP solution that should provide the following key technical features:

- i. The ERP solution should be based on open architecture.
- ii. The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
- iii. The ERP solution should be natively built based on 32/64-bit operating system and shall support 32/64-bit CPU architectures.
- iv. The ERP solution (including Portal) offered shall be Unicode Compliant.
- v. ERP solution proposed shall be IPv4/IPv6 compliant.
- vi. The Document Management functionalities should be an integral part of ERP solution from compatibility perspective, to enable seamless end user experience around document management.
- vii. The Integrated Solution should be capable of enabling the audit (both internal and statutory) through the system.
- viii. Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).
- ix. System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.
- xi. 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.
- xii. 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.
- xiii. Proposed application must be platform independent.
- xiv. Programming and Database: to be proposed up-to-date and widely used technology and platforms
- xv. The proposed application should support Cloud hosting may be hosted in hybrid mode.
- xvi. Hosting will be concurrently in Campus Hardware and Cloud (only specific modules like leave etc), with appropriate mirroring/data synchronization strategy.
- xvii. Suitable Disaster Recovery mechanism to be proposed
- xviii. Appropriate software level multi-tier security must be incorporated

## **9. Cloud Requirements**

- xix. CSP should be empaneled under MeitY's "Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)".
- xx. 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.
- xxi. 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).
- xxii. 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.
- xxiii. Cloud management report by CSP which includes resource uses, billing declaration of major outage etc,
- xxiv. CSP shall guarantee uptime of 99% at Data Centre and shall execute a Service Level Agreement to this effect.

## **10. 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.

## **11. Change Management**

The bidder would be required to set up ERP Change Management helpdesk during the course of the Project Implementation for answering routine queries pertaining to ERP implementation project and providing ERP Change Management workshops, for The Lawrence School, Lovedale users.

- i. The Bidder's response to this bid document must provide details of the ERP Change Management helpdesk, communication model and approach, and proposed team composition.
- ii. The team must be headed by an ERP Change Management consultant / Training Manager, as specified in team profile requirements in this RFP.

## **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 and solution documentation**

The bidder will provide detailed final system documentation for the reference of The Lawrence School, Lovedale. Two sets of hard copies of all documentations along with the soft version shall be supplied by the bidder and shall include but not limited to the following:

- i. All ERP solution components and associated third party software product related documents
- ii. Configuration document consisting of system setting and parameters for each functional module
- iii. Standard operational procedure (SOP) manuals
- iv. Documents related to data structures/tables
- v. On-line help manual
- vi. Technical manuals
  - i. Installation guides
  - ii. System administration and Operations & Maintenance manuals
  - iii. Toolkit guides and troubleshooting guides
  - iv. User manuals including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc.
  - v. Program flow and descriptions
  - vi. Training manuals
- vii. Any other documentation required for usage of implemented solution by the bidder.

All documents mentioned above as well as any other standard documentation for the product will be supplied as part of this contract.

### **14. System performance guarantee**

- i. Performance guarantees shall be provided by the bidder for the solution capabilities of ERP and modules supplied and implemented.
- ii. The bidder is required to advise The Lawrence School, Lovedale on an appropriate systems environment upgrade during post-implementation period of ERP implementation.
- iii. The Lawrence School, Lovedale requires the SI to ensure that all the agreed performance criteria such as response time, concurrent users etc. are met during implementation, Go-Live, post Go-Live stabilization period and post- implementation support period.
- iv. The Lawrence School, Lovedale requires adherence to claims by the SI and ERP product OEM about the solution, ERP product capabilities as well as high availability and reliability.

## 15. 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:

### A. 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

### B. Concurrent Users support

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

## 16. Operations and Maintenance

Description	Duration
Warranty Period of ERP Solution	1(One) Year
Maintenance Support for ERP solution start 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 RFP)
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 RFP) (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 to arrange 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.

## **17. 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:

- Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems during the warranty period.
- 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.
- 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.
- 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.
- 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.
- 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

## Categorization, Response and Resolution timelines

Categorization of Incidents:

Level	Criteria	Expected Response and Resolution time
<b>Critical</b>	<ul style="list-style-type: none"> <li>• Complete system Crash or;</li> <li>• 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;</li> </ul>	<ul style="list-style-type: none"> <li>• Response Time: During business hours – Within 30 minutes.</li> <li>• Resolution Time: During business hour-Within 4 Hours</li> <li>• Response Time: Non - business hours - Within 1 hours or (earlier as per business hours if business hours begin)</li> <li>• Resolution Time: During Non-business hour 8 hours (earlier as per business hours if business hours begin)</li> </ul>
<b>Major</b>	<ul style="list-style-type: none"> <li>• System disruption in part/s of the System- Directly impacting revenue processes with no workaround or;</li> <li>• 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;</li> </ul>	<ul style="list-style-type: none"> <li>• Response Time: During business hours – Within 60 minutes.</li> <li>• Resolution Time: During business hour –within 1 day</li> <li>• Response Time: During Non-business hours - Within 1 hours or (earlier as per business hours if business hours begin)</li> <li>• Resolution time: During non-business hour – within 2 days (earlier as per business hours if business hours begin)</li> </ul>
<b>Minor</b>	<ul style="list-style-type: none"> <li>• System disruption in a part of the system. Not impacting revenue processes but causing operational inefficiency with no work-around or;</li> <li>• 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</li> </ul>	<p>Response and resolution for other criteria –</p> <ul style="list-style-type: none"> <li>• Response Time: During business hours - Within 4 hours.</li> <li>• Resolution Times: During business hours –within 3 days.</li> <li>• Not supported during non-business hours</li> </ul>

Categorization of Configuration changes:

Level	Criteria	Expected Response and Resolution time
<b>Critical</b>	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	<ul style="list-style-type: none"> <li>• Response Time: 4 hours</li> <li>• Resolution Time: SI should implement configuration change within 2 days from date of The Lawrence School, Lovedale approval</li> </ul>
<b>Major</b>	Configuration changes which are major but not critical to day to day working and requires immediate change. Below mentioned are examples of configuration change at major level a. Change in SOP with major effect. b. Joining of new employee	<ul style="list-style-type: none"> <li>• Response Time: 8 hours</li> <li>• Resolution Time: SI/Bidder should implement configuration change after successful testing within 4 days from date of The Lawrence School, Lovedale approval.</li> </ul>
<b>Minor</b>	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)	<ul style="list-style-type: none"> <li>• Response Time: 8 hours</li> <li>• Resolution Time: Bidder/SI should implement configuration change after successful testing within 8 days from date of The Lawrence School, Lovedale approval.</li> </ul>

**18. Development Change Requests**

After the stabilization period till the end of warranty period there may be requirement of development at changes in ERP system as per requirement of the institute. SI/Bidder also has to quote man days' charges for three years of support which will start after the stabilization period and this will not contain minor customizations, bug fix and update release, bug fix and update release should be reported and handled by SI at no additional cost. Expected number of man days which will be required to complete the development activities during each year of support is given below. The number of man days given below is approximate and can increase or decrease based on the requirement. The payment of Change request will be after the request has been generated by The Lawrence School, Lovedale team.

Expected During 2nd year of support (warranty period) and next 5 years of support 100-man days.

I. Scope of work for development change support has to be out of scope of usual support activities. This should be agreed by The Lawrence School, Lovedale.

II. Development work would include change request, customization to existing reports or forms, changes to workflow, and new report development. This would also include any future integration effort with existing or new applications.

III. The procedure for approval of development cost would be followed as mentioned below: - a. The Lawrence School, Lovedale would intimate the requirement via email, letter to SI/Bidder team.

b. SI/Bidder team will raise the Change request.

c. Discussions may happen between The Lawrence School, Lovedale and SI/Bidder in understanding the requirements then Bidder would be required to submit the effort estimations required to meet the requirements.

d. The Lawrence School, Lovedale team would jointly verify the effort estimations, SI/Bidder may be asked for the presentation for justifying the effort estimations submitted, if required.

e. After obtaining the approval from the competent authority, SI/Bidder team will be communicated through approval letter. The Lawrence School, Lovedale may reject the effort estimations and SI may be asked for new effort estimations if rejected.

f. The approved effort estimations would be deducted from total man days after the completion of the work.

## **19. Service Level Agreements**

The key service level requirements for the ERP system availability, which need to be ensured by the SI/Bidder during the warranty period as well as during the operations and maintenance support period. All complaints shall be lodged with the service desk, which will allot ticket number for each complaint indicating location, function, time of registration and severity of the complaint. Centrally managed web-based ticketing tool for lodging the complaints will be provided by SI/Bidder, as a part of the facilities. A resource person has to be deployed by the SI for a period of 3-6 months after the installation of the ERP for day-to-day support and minor corrections/customizations, etc. Only lunch and tea will be provided by the school for the resource person during this period.

## **20. Penalty Clauses: -**

**Non-adherence to overall Project timelines:** If the SI/Bidder fails to achieve the completion of project up to the stabilization period within defined duration (as agreed jointly between The Lawrence School, Lovedale and Bidder at the time of contract award), the payment to SI/Bidder will be liable for deduction @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. **The total implementation timelines from the date of work order till the completion of stabilization period should not go beyond 180 days (6 months) for a single phase.**

**Penalties for Incident Support:** SI/Bidder would publish monthly, and quarterly report of measurements listed above. Total Penalties of 5% off the quarterly payment would be imposed for not meeting minimum service level of SLA for critical incidents, 3% for major incidents and 2% for minor incidents.

**Penalties for Availability measurements:** SI/Bidder would publish monthly and quarterly reports capturing measurements listed for the ERP solution availability requirements. If availability lies between 80% to 90%, penalties of 5% off the quarterly payment would be imposed. Similarly, if availability lies between 90% to 100%, penalties of 10% off the quarterly payment would be imposed.

**Penalties for Performance of ERP application and Web Portal:** if time to load the end-to-end page and request response time of DB is more than 7 sec in LAN for locally hosted ERP, penalties of 2% off the quarterly payment would be imposed. Similarly, penalty may imposed with agreed amount between The Lawrence School, Lovedale and Bidder if failed to deliver configuration changes request on timely manner.

## **21. System audit and certification**

The Lawrence School, Lovedale reserves the right to carry out technical audit of ERP implementation, at its own cost, through any other certified agency designated by The Lawrence School, Lovedale during Operations & Maintenance period. Based on the findings and recommendations from such audit activities, the SI/Bidder shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document.

## **22. Final Acceptance**

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

## **23. Warranty**

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

## **24. Bid Evaluation**

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

### **24.1 Pre-Qualification**

Based on the response to mandatory Pre-Qualification requirements:

- The bidders' Pre-Qualification Proposal in the bid response document is evaluated as per the requirements specified in the RFP and adopting the pre-qualification criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified, client contact information for verification, profiles of project resources and all others as required for evaluation.
- The bidders shall meet all the mandatory compliance requirements. Failure to meet the mandatory compliance requirements will result in disqualification of the bidder.
- The bids of those bidders who qualify in the prequalification process will only be considered for their Technical Functional bids and financial bids and called for technical presentation.
- The Technical Functional bids and financial bids of those bidders, who fail to qualify the prequalification criteria, will be returned to the respective bidders, without opening and any further processing for the same.
- The Lawrence School, Lovedale doesn't restrict credentials and proofs given for ERP implementation experience on the basis of ERP version installed for client's vis-a-vis ERP version proposed in response of this RFP.
- OEM and/or SI should propose latest version of ERP product for installation in The Lawrence School, Lovedale.

## 24.2 Pre-Qualification Requirements

These are mandatory requirements to be met by the ERP product vendor and the system integrator. Only those bidders who meet all the mandatory requirements as provided in prequalification criteria below shall be considered for technical functional evaluation.

Criteria	Details	Documentary Evidence to be attached
Profile of ERP Product vendor (OEM)	<ol style="list-style-type: none"> <li>1. The company must have average Turnover of Rs. 25 Lakhs worldwide in last completed financial year and carrying out of profit-making business in last 2 completed financial years -.</li> <li>2. Should be a registered company as per company Act,1956 of India.</li> <li>3. Should have a minimum of 5 implementation in India</li> <li>4. Must have its own development and support centres in India.</li> </ol>	<ul style="list-style-type: none"> <li>• Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years</li> <li>• Copy of Certificate of Incorporation from Registrar of Companies (ROC) Self-certificate from OEM along with customer list.</li> <li>• Certificate from OEM for development and support centre details in India</li> </ul>
Experience in ERP Implementation	<ul style="list-style-type: none"> <li>• Should have successfully implemented and supported at least 5 ERP projects during last 3 completed financial years.</li> <li>• Out of 5 ERP projects implemented and supported, at least 2 ERP implementations should be of ERP product as proposed in current RFP response.</li> <li>• Should have successfully implemented and supported at least One ERP projects in government / PSU/Autonomous sector during the last 3 completed financial years.</li> <li>• Should have adequate number of technical staff</li> </ul>	<ul style="list-style-type: none"> <li>• Copies of Work order and Completion Certificate with details</li> <li>• Technical staff details</li> <li>• List of existing customers.</li> <li>• Details about govt sector ERP implementation.</li> </ul>

**Requirement for CSP (Qualification Criteria for Cloud Service Provider): Should be incorporated under India Companies Act; The proposed Data Centre should be at least Tier-3, should be operating for minimum period of one year. (Documentary proof required.)**

**24.3 Non-Black listing Criteria for OEM and SI/bidder:** -The Bidder and OEM should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools /Autonomous body etc. nor should have any litigation/ enquiry pending and / or initiated by any of these Department or Court of Law. (Self-Declaration required).

#### 24.4 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 70% 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.

After the technical evaluation is completed, the Lawrence School, Lovedale shall notify through the school website ([www.thelawrenceschool.org](http://www.thelawrenceschool.org))/ email to bidders whose Proposals did not meet the minimum qualifying technical eligibility criteria/score or bidders whose Technical Proposals were considered non-responsive to the RFP requirements, indicating that their Financial Proposals will not be opened/downloaded.

The Lawrence School, Lovedale shall simultaneously notify, in writing to the bidders whose Technical Proposals qualified minimum qualifying technical eligibility criteria/score, indicating the date, time, and location for opening of Financial Proposals.

#### Technical Functional Evaluation Framework

The bid response of the SI /Bidder that qualify as per the Pre-Qualification criteria, would be evaluated based on the following Technical Functional Evaluation framework:

Sl. No	Technical Parameters – Checklist	Score	Max score
1	ERP implemented in more than Five Indian Boarding Schools and Universities.	10	10
	ERP implemented in more than Three Indian Boarding Schools and Universities.	8	
	ERP implemented in more than Two Indian Boarding Schools and Universities.	6	
2	Employee strength of the Bidder/organization: No. of employees employed in software design, development, implementation, testing, service and support.		5
	More than 15 employees	5	
	More than 10 employees	4	
	More than 5 employees	2	
3	Software Platform		10
	ISO/IEC certificate for software standards		
	27001, 20001, 9001 (ISO/IEC, ITSM, QMS)	10	
	27001, 20001	8	
	27001	6	

4	Technical presentation by the bidder on approach and Methodology (focusing on educational ERP), DEMO (working prototype), Graphical User Interface (GUI), Security Features, disaster recovery provision, AI integration, Data Flow and synchronization, frequency of backup in external drive, Detail report and summary report/Management report, System performance time etc.)	10	5
5	Available modules in the existing School ERP software		15
	Available modules as per the school requirement 100%	15	
	Available modules as per the school requirement 80%	12	
	Available modules as per the school requirement 70%	10	
	Available modules as per the school requirement 50%	5	
6	Software Customization Flexibility		20
	100% Customization commitment as per the school's requirement	20	
	50% Customization commitment as per the school's requirement	10	
	Limited customization commitment	5	
7	Proposed Project Plan detailing out dependencies and assumptions with action plan.  Understanding of the objectives of the assignment: The extent to which the consultant's approach and work plan respond to the objectives indicated in this RFP.		5

The minimum qualifying marks for the technical functional evaluation is 70 out of a total of 100 marks as per the evaluation criteria listed above and denoted by Ts.

#### **24.5 Financial Evaluation**

To be submitted in a sealed cover.

##### **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 RFP. 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 above table with this RFP. 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.

**The bidder(s) whose bid has secured the highest “Final Score” will be considered as successful bidder(s).**

### **Guideline for Submission of NIQ**

All quotations must be submitted to the Purchase Committee either:

- **Preferally in a sealed cover**, or Via **email** to [pc@thelawrenceschool.org](mailto:pc@thelawrenceschool.org) (with a CC to [ceit@thelawrenceschool.org](mailto:ceit@thelawrenceschool.org))
- **Technical Bids** must be submitted **separately**.
- **Initial Financial Bids** must also be submitted **separately**.
- 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:
  - Showcasing a **software demonstration**,
  - Preparing a **gap analysis** aligned with the school’s specific needs.

Revised financial bids may be submitted after these steps.

- 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.

### **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.

## **THE ELIGIBILITY CRITERIA FOR THE SOLUTION PROVIDER (SP)**

The following are the eligibility criteria for qualification for bidding in this tender for the SP and all the criteria are mandatory for qualification of the SP.

The SP is required to use the formats and guidelines provided in the annexure to provide information on the eligibility criteria.

Criteria related to Incorporation of the Firm, Legal entity:

- The bidder must be a legal entity registered in India under the Companies Act, 1956, having registered office and operations in India.
- The entity should have been operational in India for at least the last five financial years.
- The bidder must be a single legal entity and not be a consortium of firms.

The company or the bidder should not have been barred or blacklisted by any Government of India Organisations and Educational Institutions.

The bidder or its Associate should have, during the last three years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant or its Associate, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such bidder or its Associate.

The company should have a Valid PAN number.

The company should have a Valid GST.

Criteria related to financial viability: The annual sales for each of the last three financial years (2022-23,2023-24, 2024-25) should be at least Rs. 25 Lakhs from IT services business.

Criteria related to experience in providing services related to the ERP Implementation and support.

- The SP must have successfully implemented and supported at least 5 ERP projects during the last 3 completed financial years
- The SP must have successfully implemented the proposed ERP solution or provided ERP support services, for a boarding school like LSL at least 100 users for the proposed ERP solution.

The SP must have a team of at least 10 ERP consultants of the proposed ERP Solution, on its rolls having experience in implementing all the major modules/solution components of the proposed ERP Solution collectively.

The SI should have an active partnership agreement with the OEM of the proposed ERP solution to provide implementation services to implement the ERP solution in India.

EMD for Rs. 75000 (Seventy-Five Thousand Rupee) in the Name of "Headmaster, The Lawrence School, Lovedale".

## **NEGOTIATION WITH THE ERP SOLUTION OEM AND SIGNING THE CONTRACT**

LSL will select the ERP solution proposed by the successful bidder for ERP implementation services.

LSL will open the commercial bids of the proposed ERP solution, only after selection of the successful bidder.

LSL will have the rights to negotiate with the ERP solution OEM and sign a contract directly with the ERP solution OEM, for the supply of ERP solution.

If the commercial negotiation with the ERP solution OEM fails, or the ERP solution OEM refuses to sign the contract to supply the ERP solution directly, LSL will have the right to nullify the complete bid process, without getting into contract with the successful bidder for ERP implementation services.

## **NOTIFICATION OF AWARD AND SIGNING THE CONTRACT**

LSL reserves the right to negotiate with the bidder whose proposal for ERP implementation services has been ranked as successful bidder by the committee on the basis of price quoted in the commercial proposal and also the other commercial terms and conditions furnished in the Technical proposal

Award of contract for the project: After the completion of the bid evaluation process and determination of the successful bidder, and completion of the negotiations if any, as listed in the RFP, a Letter of Award (the "LOA") shall be issued, in duplicate, by LSL to the successful bidder and the successful bidder shall, within 10 (ten) days of the 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 extension of time for submission thereof, cancel the LOA and the next highest ranking bidder may be considered.

The notification of award or the issue of LOA will not constitute the formation of the contract.

The successful bidder who has been issued with LOA is expected to furnish a Performance Bank Guarantee (PBG) for an amount which is 10% of the final contract value. This Performance Bank Guarantee has to be from any of the state banks or Nationalized Bank or a Private Bank which is authorized to do business with Government.

The contract between the successful bidder and LSL will come into force only upon the bidder furnishing the Performance Bank Guarantee as per conditions laid out in this RFP 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 specified conditions, LSL has the right to withdraw the notification of award/LOA.

If the successful bidder tries to alter the Commercial Proposal or the Technical Proposals, with something which were not part of the proposals and which are in variance with the basic spirit and letters of the proposals, while signing the contract, LSL has the right to withdraw the notification of award and the bidder will forgo the EMD furnished during the bidding process.

If the successful bidder fails to get into a contract with LSL as per the Commercial Proposal and the Technical Proposal submitted against this RFP, and all the commitments made during the evaluation process, LSL has the right to withdraw the notification of award and the bidder will forgo the EMD furnished during the bidding process.

Failure of the successful bidder to agree with the Terms and Conditions of the RFP, the terms as put forward by LSL and/or the failure to present the Performance Bank Guarantee within the stipulated period and/or non-fulfilment of the condition of executing a contract by the successful bidder shall constitute sufficient grounds for the annulment of the award, and forfeiture of EMD.

Expenses for the Contract-The incidental expenses of execution of agreement /contract shall be borne by the successful bidder.

Commencement of Assignment: The SI shall commence the project within fifteen days of the date of the Agreement, or such other date as may be mutually agreed. If the SI fails to commence the assignment as specified herein, LSL may invite the second ranked SI for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled/terminated.

#### **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 10% 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.

## **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.

### **GENERAL CONDITIONS FORMING PART OF NIQ (NOTICE INVITING QUOTATION)**

- Price of the solution to be quoted for at The Lawrence School, Lovedale only.
- 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.
- 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. 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.
- 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 superscribed with NIQ enquiry no. and name of the item quoted for.
- The Successful bidder will have to submit Performance Bank Guarantee (PBG) @10% of the tender 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. The submitted PBG should be valid for four years period.
- The Price Bids of only technically qualified bidders will be considered for further processing.
- 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.

- 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. All the
- 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.
- The Lawrence School, Lovedale Authority, has the right to reject any bids on technical grounds without assigning any reason thereof.
- 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.
- 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.
- This RFP 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.
- LSL reserves the right to make inquiries with any of the clients listed by the bidders in their previous experience record.
- Timing and sequence of events resulting from this RFP shall ultimately be determined by LSL.
- 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.
- The Institute is not bound to accept the lowest bidder.
- The terms and conditions as per General Financial Rule (GFR) will be applicable.

## **Annexure 2**

### **Self-Declaration to be given by the bidder**

LSL Reference No. & Date:

Bidder's Name & Address:

Person to be contacted:

Designation:

Telephone No:

Email:

To,

Headmaster

The Lawrence School, Lovedale

The Nilgiris, Tamil Nadu-643003

We, the undersigned Bidder, having carefully read and examined in detail the Terms and Conditions, specifications and all bidding document in regard to the supply of ERP Software at The Lawrence School, Lovedale and accept the same.

### **We also hereby declare that**

We have not been blacklisted/debarred by any Government/Undertaking.

The rates quoted are not higher than the rates quoted for the same item to any Government/Undertaking. The bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

For and on behalf of the firm  
(Firms Name & Address)

(Signature of Authorized  
Signatory) Name:

Date: -----

Designation: Place: -----

Phone No:

Seal:



**Technical Bid (Following documents to be provided as single PDF file)**

No	Section	Content	File Type
1	Implementation approach and methodology	<p>Detailed write up to be provided covering the following but not limited to:</p> <ul style="list-style-type: none"> <li>• Methodology and expertise in business process realignment</li> <li>• Methodology and approach for ERP solution implementation, data conversion and migration</li> <li>• Approach for ERP project management</li> <li>• Resource requirements from The Lawrence School, Lovedale including manpower deployment along with their functions, IT infrastructure, space requirement, necessary procedures, and approval cycle etc.</li> <li>• Testing strategy and approach</li> <li>• End to End Service delivery plan for ERP Implementation at The Lawrence School, Lovedale</li> <li>• Copies of Work order and Completion Certificate with details.</li> <li>• Technical staff details</li> <li>• List of existing customers.</li> <li>• Details about the Boarding School ERP implementation.</li> <li>• Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years.</li> <li>• Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years</li> <li>• Certificate from OEM for development and support centre details in India</li> </ul>	.PDF

No	Section	Content	File Type
2	Understanding The Lawrence School, Lovedale's requirement	<p>Detailed write up to be provided including the following along with the proposed business, functional and IT architecture:</p> <ul style="list-style-type: none"> <li>• Solution (Modules offered - Software BOM) for meeting The Lawrence School, Lovedale's functional and technical requirements</li> <li>• Details of third-party components offered</li> <li>• List of compatible Cloud and software</li> <li>• Landscape, sizing criteria and deployment architecture for Cloud as well as in house hardware requirement for development, testing and production environment.</li> <li>• Integration with existing software like Tally, VSKOL, Reportbee, etc.</li> </ul>	.PDF
3	Approach to training and change management	Detailed write up to be provided along with compliance to the change management and training requirements highlighted in this RFP document	.PDF
4	Eligibility Requirements for Cloud Service Provider (CSP)	Undertaking should be provided by authorized signatory of the CSP for hosting specific module only like leave	.PDF
5	Post implementation support and maintenance	Detailed write up to be provided including deployment plan and conformance to the SLAs recommended	.PDF

\*\*\*\*\*

End of Document