

BUSINESS OPPORTUNITIES FOR MSE IN NRL

A Webinar held on 30th April, 2020

Summary of Questions asked by the MSE participants and NRL's response are tabulated below

SI No.	Questions	NRL Response
1	How is the process of getting enlisted in your organization ? Would request you to add our details in your approved vendor list.	Vendor enlistment with NRL is not mandatory to participate in NRL tendering process. NRL tenders are published in Central Public Procurement Portal eprocure.gov.in . Any eligible bidder can participate in NRL open tenders.
2	How about requirement of Corporate Gifts, Decoration products an other Gift items?	Procurement of such items is very limited.
3	Can NRL buy books for children as their CSR policy for distribution to schools and community in general?	NRL invests significantly in CSR. Expenditure plan is finalized by a committee as per CSR Policy.
4	DIPP registered Startups under Govt. of India are exempt from 'submission of prior experience or turnover requirements' during tender submission if technical expertise/qualifications. Does NRL accept this?	Bidders should meet Pre Qualification Criteria and other terms and conditions of the tender. Relaxation of prior experience or prior turnover etc are followed as per prevailing rules and gudilines of government.
5	Do you have any requirement for Fiber Reinforced Plastic materials?	Rarely procured.
6	Does NRL also buys kitchen utensils, gifts etc ?	Yes. Please look for NRL tenders in Government e-tendering portal procure.gov.in
7	Does NRL do MSE procurement for CSR expenditure? If so, what is the CSR procurement process? Is it only for NGOs or it is open for MSEs as well?	NRL publishes tenders for purchase of materials / service contracts as reuired for CSR projects.
8	Can you please provide us the list of goods and services being procured by Numaligarh, so that we can understand where do we stand as business associate to NRL.	NRL procures wide rage of products and services which include equipments, spares, fittings, electrical / mechanical / civil / instrumentation items, chemicals, safety items, consumables, construction materials, maintenance wokrs, consultancy & professional services, works contracts related to plant & machinery etc.
9	NRL required compulsory PBG/ SD From MSME SCST / Women ?	Requirement of PBG and SD is as per tender condition and applicable for MSE as well as for ohters.
10	Organisation with MSME service registered will be allowed also ?	Yes. MSE bidder should meet required tender condition.
11	How about Printing requirements ?	NRL requires to procure printing services time to time.
12	Is EIL enlistment mandatory to support NRL as MSE vendor in its projects ?	EIL enlistment is generally not mandatory. However, if the tender is floated by EIL being EPCM for NRL, then
13	We have never seen open tender for Insulating Varnish, Thinner, Insulating Rubber Mat,	Some materials / services are seldom required. Hence, such tenders may be floated occassionally.
14	Kindly confirm whether the payment cleared by TREDS will be as per tender terms or payment in full at the end?	It will depend on tender payment term with NRL and will be guided by TReDS procedure.
15	We are experts in stopping water leakages in big vessels by using polyurethane resin and foam injections that we manufacture ourselves. Is there any job for the same?	Yes, NRL procures such materials / services as and when required. Please look for NRL tenders in Government e-tendering portal procure.gov.in

16	We as offset printers would like to empaneled with NRL for all kind of printing requirements, Pamphlets, brochures, coffee table books, Annual reports and many more	Prior empanelment with NRL is not mandatory. Please look for NRL tenders.
17	What about the limited tenders, many times this happens that some tenders are available as mentioned single or limited tender.	Limited tender is floated by exception. You will find NRL open tenders in CPP portal.
18	What is credit period?	As per payment term. It is generally 30 days from receipt and acceptance.
19	What is Payment terms for SCST/ women MSME Vendor?	As per payment term. It is generally 30 days from receipt and acceptance.
20	Who will be the EPC contractor for upcoming mega refinery expansion ?	Not yet finalized.
21	Will any amount be deducted for payment through Treds ?	As per procedure of TReDS service provider
22	We are MSEs ST regd. vendor in NRL. So why did not we qualify the mechanical nature of job?	To qualify for award of contract the bidder has to meet technical and financial criteria of the tender.
23	How often do you need graphic designing services? as we are a one stop design solution providers. from Professional PowerPoints, annual reports, corporate branding to demo videos of products/services to AR/VR & VFX	Graphic designing is not frequently availed services in NRL
24	Do you take any step for the promotion of MSE entrepreneurs under Golaghat district? Does NRL give any opportunity to the new and fresh MSE entrepreneurs?	(i) In many tenders past track record (PTR) of MSEs is relaxed and fresh MSEs can participate in those tenders. (ii) EMD is waived for MSEs, (iii) Price preference is given as per MSE policy
25	How to get registered in GeM ?	You may (i) read user manuals for seller, (ii) ask for online help by email or phone given in GeM portal. GeM rules and procedures will apply.
26	Heat Exchanger maintenance (Re-Tubing) is done by directly by NRL or subcontracted to vendors?	NRL gets the Heat Exchangers maintenance jobs including re-tubing by lining up annual rate contract. One time contracts are also lined up during shutdown etc. Please look for such tenders in government e-tendering portal eprocure.gov.in
27	Does NRL directly procure the retubing machines ?	Retubing is generally included in maintenance contract.
28	How does NRL cater to HSE services requirements for the Refinery? Are there any scope for Standalone contracts or only through EPC contractors?	Tenders are floated when such services are required. There is scope for standalone contracts.
29	May I know which kind of pipe fittings Material mostly required?	Carbon Steel. Also special fittings of alloy steel, stainless steel etc procured based on requirement.
30	What is General terms and conditions and Criteria in Pipe fittings and Flanges for MSME-SC/ST vendors?	General terms and conditions and Criteria are published in the tender documents. For MSEs government guidelines are followed.
31	What is mandatory documents requirements in tender ? Any TPI approval required?	Bidder should compulsorily meet the bidder's qualification criteria mentioned in the tender document. MSE related provisions are included in the tender document. TPI requirement varies tender wise.

32	When the world is following most stringent norms for procurement of packing for critical applications in refineries, what is NRL's view?	NRL also follow stringent policy and bidders are required to meet the required qualification criteria.
33	What is the scope for Software Service and software products of MSE ?	NRL uses various software systems in its business work-flow as well as in technical processes. There is scope for MSE to supply software products and services.
34	Can we expect tender with exemption from submission prior experience for STARTUP companies ?	Government guidelines for Startup will be applicable.
35	CCTV, Fire alarm system, Bio-metric Time Attendance and Access Control System etc are purchased via GEM?	Common use items available in GeM are procured.
36	We are also looking for more open tenders in filtration equipments and tower packings.	Please keep looking at NRL tenders in CPP portal (eprocure.gov.in).
37	What will be procurement period for MSMEs , for your upcoming project discussed here?	Pre-projects are going on. Other activities are expected to pick up from next three months.