



Ref: PUR-MRT-1001168

Date: October 10, 2020

CORRIGENDUM NO. 1 TO LETTER INVITING TENDER

Job ref.: Implementation of Web & mobile cloud-based Customer Relationship Management (CRM) Solution for NRL on Subscription Model.

Tender no.: OC31000227 dtd.29.09.2020

Further to the tender for the above job, bidders are requested to note the following changes in the New PQC and due date extension of the tender document:

1. Revised definition of bidder and Similar Works

SL	The existing PQC	Revised PQC
	The intending bidders for above tender should meet the qualifications as given below:- 1. Definition of Bidder: Bidder may be a system integrator/solution provider having its own CRM solution or may have an agreement with a CRM Software OEM. The bidder should be either OEM of “CRM Software” or a System Integrator duly authorized by the OEM of the offered “CRM Solution” to quote for this tender. The OEM authorization letter (referring this tender number) to this effect shall be submitted by the bidder 2. Past Experience of having successfully completed similar works* during last 10 years ending last day of the month, proceeding the month in which bids are invited should be either of the following :- ➤ One similar work costing not less than Rs.26.00# Lakh or ➤ Two similar works costing not less than Rs.20.80# Lakh each or ➤ Three similar completed works costing Rs.15.60# Lakh each	1. Definition of Bidder: The bidder should be either OEM of “CRM Software” or a System Integrator duly authorized by the OEM of the offered “CRM Solution” to quote for this tender. The OEM authorization letter (referring this tender number) to this effect shall be submitted by the bidder 2. Past Experience of having successfully completed similar works* during last 10 years ending last day of the month, proceeding the month in which bids are invited should be either of the following :- ➤ One similar work costing not less than Rs.26.00# Lakh or ➤ Two similar works costing not less than Rs.20.80# Lakh each or ➤ Three similar completed works costing Rs.15.60# Lakh each



NUMALIGARH REFINERY LIMITED.
COMMERCIAL DEPARTMENT.

	*Similar works: Similar works: “Implementation of Web & mobile cloud-based Customer Relationship Management (CRM) System with Mobility in Oil and Gas/ Chemicals/ Petrochemicals/ FMCG industry”.	*Similar works: Similar works: “Implementation of Web & mobile cloud-based Customer Relationship Management (CRM) System with Mobility in Central PSU/ reputed Pvt. Company/Institution. 3. Bid from consortium will not be acceptable.
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2. The bidder shall fulfil the following eligibility criteria and furnish documentary proof wherever applicable:–

SL	The existing PQC	Documents	Revised PQC	Documents
1	The bidding entity – (a) Should be registered legal entity in India, under the Indian Companies Act, 1956 / 2013. (b) Should have been in existence for at least 10 years as on 31 March 2019.	Certificate of Incorporation Registration Certificate	The bidding entity – (a) Should be a registered legal entity in India, under the Indian Companies Act, 1956 / 2013. (b) Should have been in existence for at least 10 years as on 31 March 2019.	Certificate of Incorporation Registration Certificate
2	Past Experience	Work orders in support of the period of experience and completion certificates	Past Experience	Copy of Work orders in support of the period of experience and completion certificates/ or any other proof of completion of CRM implementation issued by respective customer.
3	The bidder should have reported positive PAT for the last Financial Year (2019-20)	Certificate by Chartered Accountants or statutory auditors of the bidding entity.	The bidder should have reported positive Net worth for the last Financial Year (2019-20)	Certificate by Chartered Accountants or statutory auditors of the bidding entity.
4	Offered CRM solution should be capable of providing the features mentioned in Appendix-A (Technical Matrix) of the Tender document.	Compliance sheet duly signed and stamped by CTO/CFO/Board Authorized representative of Bidder /CRM OEM to be submitted.	Offered CRM solution should be capable of providing the features mentioned in Appendix-A (Technical Matrix) of the Tender document.	Compliance sheet duly signed and stamped by CTO/CFO/Board Authorized representative of Bidder /CRM OEM to be submitted.



SL	The existing PQC		Documents	Revised PQC
5			Bidder to demonstrate the capability of the CRM solution offered with reference to the features mentioned in Appendix-A (Technical Matrix). The bidder has to demonstrate its proposed CRM solution and establish all the capability as mentioned in Appendix A. Failing to demonstrate the desired features of the tools will be considered as the non-compliance of Technical Specification. The date, venue and time for such presentation will be intimated on a later date.	Evaluation by an empowered committee of NRL.
6	Bidders to confirm that all data pertaining to CRM implementation and support will be stored in data centers within the country only along with data center locations.	Declaration letter from Bidder /CRM OEM to be provided	Bidders to confirm that all data pertaining to CRM implementation and support will be stored in data centers within the country only along with data center locations.	Declaration letter from Bidder /CRM OEM to be provided

3. Extension of bid submission date and bid opening date:

Bid submission end date:	Extended to: 30/10/2020 at 11.00 AM
Bid opening date (Technical):	Extended to: 31/10/2020 after 11.00 AM

In case any bidder has submitted their offer, they may submit revised offer by the extended due date.

All other terms and conditions of the Tender Document remain unchanged.

GM (Commercial) I/c
Numaligarh Refinery Limited,
Numaligarh, Dist.: Golaghat,
Assam – 785 699

Copy to: NRL website (www.nrl.co.in)
Govt. website
E-Tender portal