



NUMALIGARH REFINERY LIMITED
NOTICE INVITING TENDER

Two parts bid **ONLINE (E-tender)** offers requested from competent contractors for following work:

Name of Work:	Implementation of Web & mobile cloud-based Customer Relationship Management (CRM) Solution for NRL on Subscription Model
Tender No. & Date :	OC31000227 dated 29.09.2020
Due Date & Time of Submission :	Closing of bidding : 20.10.2020 at 11:00 hrs. Opening of bid : 21.10.2020 at 11:00 hrs.
Earnest Money Deposit :	Rs.26,000.00 Note: The EMD must be submitted ONLINE within the submission due date & time specified in the NIT and tender document through the online portal of HDFC bank link: https://nrl.procure247.com . If the EMD is not received within the specified date/time, offer shall not be considered for opening. The online receipt generated against the online EMD submission should be uploaded with the bidder's online offer. In case of MSE registered bidders- bidder has to upload the scanned copy of UAM/EM-Part-II certificate with the technical bid. <i>Bidders in possession of MSE certificates are exempted from submission of EMD.</i>
Contract Period:	41 Months (Contractual validity of price from date of PO)

BRIEF SCOPE OF WORK: As per Tender Document, SCC and SOR.

PRE-QUALIFICATION CRITERIA:

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

***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".

The bidder shall fulfil the following eligibility criteria and furnish documentary proof wherever applicable:–

SL	PQC Requirement	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
2	Past Experience	Work orders in support of the period of experience and completion certificates
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.
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.
5	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

The Value of past experience be adjusted at a simple rate of 7% for every completed year and/ or part thereof ending last day of the month preceding the month in which bids are invited

Note: The bidder must submit copy (ies) of relevant Work Order(s) and Completion Certificate(s) along with the un-priced bid in support of the above criteria.

3. Average Annual Financial Turnover during the last three years ending 31st March of the previous financial year, shall be at least **Rs.15.60 Lakh**. The bidder must submit copy (ies) financial documents – Trading and P/L account(s) along with the un-priced bid in support of the above criteria.
4. Bidder should have following valid documents to be submitted along with the technical Bid on the date of Closing of tender.
 - (i) Income Tax PAN number.
 - (ii) GST registration number.
 - (iii) PF & ESI certificate

SPECIAL NOTE TO THE BIDDERS:

Relaxation for MSE / Start up bidders pertaining to prior turnover, prior experience and price benefit will **not be applicable** for this tender.

- ***NRL adopts a practice to verify documents submitted by L1 (successful) bidder in support of bidder's credential against PQC. Authentication may be verified with the issuing authorities, by way of direct communication to NRL over official e-mail IDs / Original letter of authentication by post. Bidders may also follow up with the issuing authority for eliciting early response. If documents remain unauthenticated till given time line, NRL reserves the right to reject the bid. Proper address of communication, including e-mail ID of the issuing authority should be provided along the tender document.***

Document submitted in support of PQC	Communication Address	Email-ID

Tender Schedule:

S. No.	Title	Date & Time
1	Tender Publish Date	29.09.2020 at 17.00 hrs.
2	Tender document download and Bid Submission start date & time	29.09.2020 at 17.50 hrs.
3	Tender document download and Bid Submission end date & time	20.10.2020 at 11.00 hrs.
4	EMD Submission Start Date:	29.09.2020 at 17:50 hrs.
5	EMD Submission End Date:	20.10.2020 at 11:00 hrs.
6	Bid opening date & time (Technical Bid)	21.10.2020 at 11.00 hrs.

All bidders are note the above mentioned timeline for tender submission.

Bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The Toll free contact number for the helpdesk is 1800 233 7315.

IMPORTANT NOTE:

- 1) Tender documents should be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating, through the website <http://eprocure.gov.in/eprocure/app>
Bidders are advised to go through instructions provided as '**Instructions for online Bid Submission**'.
- 2) Bidders can access tender documents on the website, fill them with all relevant information and submit the completed tender document on the website <http://eprocure.gov.in/eprocure/app>.
- 3) Tenders and supporting documents should be uploaded online. Hard copy of tender documents and any supporting documents will not be accepted.

Both Technical bid and Financial bid are to be submitted concurrently, duly digitally signed in the web site <http://eprocure.gov.in/eprocure/app>.

Online Bids are received only on CPPP Portal website <http://eprocure.gov.in/eprocure/app> on or before due date as indicated in the NIT. The bidder shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid. Price Bids of only those bidders shall be opened who are Techno-commercially qualified, at a time and place for which notice shall be given. The qualified bidders shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt. They can also view the bid opening event online at their remote end.

For any assistance, please contact the following person:

Dhiraj Mohan Saikia, Phone No 03776 – 265774, E-mail: z_tender@nrl.co.in

5. NRL adopts a practice to verify documents submitted by L1 (successful) bidder in support of bidder's credential against PQC. Authentication may be verified with the issuing authorities, by way of direct communication to NRL over official e-mail IDs / Original letter of authentication by post. Bidders may also follow up with the issuing authority for

eliciting early response. If documents remain unauthenticated till given time line, NRL reserves the right to reject the bid.

Proper address of communication, including e-mail ID of the issuing authority should be provided along the tender document.

To update MSME/ UAM details please follow the steps:

- (i) Logon to the CPPP
- (ii) Login with your account details
- (iii) Click on **My Accounts**
- (iv) Click on **Privileges**
- (v) Under **MSME** you have to update your details.

For any issues/assistance, please contact CPPP helpdesk at 0120-4200462 / support-eproc@nic.in

Corrigendum/addendum/extension (if any) pertaining to this tender will be published in the website only

Kindly upload technical bid documents in folders as specified below:

1. **EMD Folder:** Scanned copy receipt generated of successful payment after online submission of EMD in the <https://nrl.procure247.com> / UAM certificate/ EM Part-II for MSE bidders
2. **Tender Document Folder:** Signed and seal of each page (filled in information in tender).
3. **Technical Document Folder:**
 - a. Work order and completion certificate
 - b. Financial document in support of Annual Turnover
 - c. PAN card copy
 - d. GST Registration certificate
 - e. PF, ESI copy etc.

Procedure or Process for Online Submission of EMD:

- 1) User Manual for Bidders is available in NRL Website under <https://www.nrl.co.in> → Tenders → Tender Manual → EMD Online Deposit Manual (HDFC Bank Payment Portal)
- 2) Visit HDFC Bank Payment Portal URL: <https://nrl.procure247.com>
- 3) Click on 'Bidder Registration'
- 4) Bidder Registration Screen shall appear – Fill the mandatory details required and complete the process.
- 5) On successful submission of details in bidder registration form, bidder will get the system generated link to verify his/her email id and login to the website. Without verifying email id bidder may not be able to login to the system.
- 6) After successful email verification – please login with your user id and password
- 7) Bidder will receive system generate One Time Password (OTP) on their registered mobile number. In case not receiving of OTP please click Regenerate OTP and login.
- 8) After login Screen bidder can search the tenders and proceed for EMD payment.

- 9) Bidders' have to click on Payment Dashboard option available under Action tab
- 10) Payment Dashboard – Click on Pay to proceed further for the selection of payment mode.
- 11) Smart Hub – Bidders' can select the online payment and click on Pay to proceed further.
- 12) After click on Pay – Bidder will get an option for Cards and Net Banking. Bidders can select their preference and proceed further for the payment.
- 13) On successful payment bidder will receive system generated message on screen stating "EMD paid successfully"
- 14) Bidders' can also download the Payment receipt from Payment Dashboard.
- 15) Downloaded payment receipt – Bidders' can easily print the receipt and use it for their bidding purpose.
- 16) Since the HDFC Bank payment gateway is not under the CPPP, so the payment mode is mentioned as offline (BG) in the CPP portal. Bidder has to make a dummy entry in the EMD fields of CPPP by putting 'Transaction ID' (HDFC Bank payment receipt) as instrument no., payment date as issue date, any date as expiry date, and bank name as issuer details. Please upload the EMD payment receipt along with technical bid.
- 17) For any technical help, the bidders can contact HDFC Bank executive Mr. Tapan Desai at Mobile No: 8866287104 and email: tapan@tender247.com.

GM (Commercial), I/c

Numaligarh Refinery Limited