



CORRIGENDUM # III

**IMPLEMENTATION OF CRM ON SAAS (SOFTWARE AS A SERVICE) MODEL INCLUDING SUPPORT SERVICE
TENDER NO. IGL/ET2/CP/CM18040 dated 20.09.2024**

Tender Ref. No.: IGL/ET2/CP/CM18040

Tender date: 20.09.2024

Owner: Indraprastha Gas Ltd.

Corrigendum Date: 21.10.2024

Sl. No.	Tender Page No.	Clause/ Para/ Section	Description	Amendment/ Addition/ Modification/ Deletion
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1	56 of 141	Cl. No. 9.8 under SCC	<p>PAYMENT TERMS OF SOR ITEM 2: IMPLEMENTATION</p> <p>PAYMENT TERMS</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Project Milestone</th> <th>For Phase 1 (50% of the Implementation Cost)</th> <th>For Phase 2 (50% of the Implementation Cost)</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>Go-live (end-to-end implementation of each phase)</td> <td>40%</td> <td>40%</td> </tr> </tbody> </table>				S. No.	Project Milestone	For Phase 1 (50% of the Implementation Cost)	For Phase 2 (50% of the Implementation Cost)	4	Go-live (end-to-end implementation of each phase)	40%	40%	Amendment	<p>Read as Below:</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Project Milestone</th> <th>For Phase 1 (50% of the Implementation Cost)</th> <th>For Phase 2 (50% of the Implementation Cost)</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>Go-live (end-to-end implementation of each phase) and after handholding Support period</td> <td>40%</td> <td>40%</td> </tr> </tbody> </table>				S. No.	Project Milestone	For Phase 1 (50% of the Implementation Cost)	For Phase 2 (50% of the Implementation Cost)	4	Go-live (end-to-end implementation of each phase) and after handholding Support period	40%	40%
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3	60 of 141	Cl. No. 14.7 under SCC	<p>The Company shall guarantee an uptime of 99.8% during warranty and also during AMC, which shall be calculated on annual basis.</p> <table border="1" data-bbox="353 284 1131 327"> <tr> <td>Uptime of the solution</td> <td>99.8%</td> </tr> </table> <table border="1" data-bbox="353 347 1131 603"> <thead> <tr> <th>Uptime</th> <th>Penalty</th> </tr> </thead> <tbody> <tr> <td>>99.8% and above</td> <td>Nil</td> </tr> <tr> <td>>98% to 99.8%</td> <td>1% of Annual Subscription value</td> </tr> <tr> <td>>97% to 98%</td> <td>2% of Annual Subscription value</td> </tr> <tr> <td>>95% to 97%</td> <td>5% of Annual Subscription value</td> </tr> <tr> <td><95%</td> <td>Management shall take call on basis of the criticality of the Incident</td> </tr> </tbody> </table>	Uptime of the solution	99.8%	Uptime	Penalty	>99.8% and above	Nil	>98% to 99.8%	1% of Annual Subscription value	>97% to 98%	2% of Annual Subscription value	>95% to 97%	5% of Annual Subscription value	<95%	Management shall take call on basis of the criticality of the Incident	Amendment	<p>Read as below: The Company shall guarantee an uptime of 99.6% during warranty and also during AMC, which shall be calculated on monthly basis.</p> <table border="1" data-bbox="1321 295 2190 338"> <tr> <td>Uptime of the solution</td> <td>99.6%</td> </tr> </table> <table border="1" data-bbox="1321 367 2116 721"> <thead> <tr> <th>Uptime</th> <th>Penalty</th> </tr> </thead> <tbody> <tr> <td>>99.6%</td> <td>Nil</td> </tr> <tr> <td>>98% to 99.6%</td> <td>1% of Subscription value on pro rata basis</td> </tr> <tr> <td>>97% to 98%</td> <td>2% of Subscription value on pro rata basis</td> </tr> <tr> <td>>95% to 97%</td> <td>5% of Subscription value on pro rata basis</td> </tr> <tr> <td><95%</td> <td>Management shall take call on basis of the criticality of the Incident</td> </tr> </tbody> </table>	Uptime of the solution	99.6%	Uptime	Penalty	>99.6%	Nil	>98% to 99.6%	1% of Subscription value on pro rata basis	>97% to 98%	2% of Subscription value on pro rata basis	>95% to 97%	5% of Subscription value on pro rata basis	<95%	Management shall take call on basis of the criticality of the Incident
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Note:

1. All other terms & conditions of tender document remain unaltered.
2. Bidders are requested to visit IGL website <https://www.iglonline.net> / IGL's tendering website <https://petroleum.ewizard.in> regularly for further announcement.