

**OIL INDIA LIMITED**  
(A Government of India Enterprise)  
CONTRACTS DEPARTMENT  
P.O.: Duliajan- 786602, Assam

**CORRIGENDUM-10 DATED 01.02.2022 TO TENDER NO. CDH8338L22 for “Hiring of Services for Real Time Production Monitoring and Analysis (RTPM) Project under DRIVE Initiative”**

This Corrigendum is issued to all concerned bidders to notify the following:

1. Bid Closing/ Technical Bid Opening Date: Extended upto **10<sup>th</sup> February, 2022**  
(11:00 Hrs / 14:00 Hrs Server Time)

2. The following changes have been incorporated in few clauses of the subject tender.

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

Sl. No.	Page No.	Section	Sub - Section	Clause	Action																		
1	159	Part-3 SECTION-II SCOPE OF WORK / TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS	4. SERVICE LEVEL AGREEMENTS 4.3 Post Implementation during AMC	9. SLA linked to tool accuracy:	Deleted (Deleted SLA table from this section)																		
2	157	Part-3 SECTION-II SCOPE OF WORK / TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS	4. SERVICE LEVEL AGREEMENTS 4.2 During Implementation	4. SLA linked to tool accuracy:*	Added (Added SLA table to this section)																		
3	161	Part-3 SECTION-II SCOPE OF WORK / TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS	5. WARRANTY AND SUPPORT / 5.1 General Terms and Conditions 3. Post warranty Comprehensive Maintenance:	Bidder shall be responsible to maintain the accuracy of the modelling solution as per mutually agreed SLA terms during the AMC phase of contract. Bidder is required to conduct solution accuracy check in collaboration with OIL and submit accuracy report as and when required by OIL.	New Clause Added																		
4	157	Part-3 SECTION-II SCOPE OF WORK / TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS	4. SERVICE LEVEL AGREEMENTS 4.1 Definitions 8. Incidence Resolution	<table border="1"> <thead> <tr> <th>Severity</th> <th>Response Time</th> <th>Target Resolution</th> </tr> </thead> <tbody> <tr> <td>Critical (P1)</td> <td>30 Minutes</td> <td>4 Hours</td> </tr> <tr> <td>High (P2)</td> <td>2 Hours</td> <td>24 Hours</td> </tr> <tr> <td>Medium (P3)</td> <td>8 Hours</td> <td>2 Business days</td> </tr> <tr> <td>Low (P4)</td> <td>24 Hours</td> <td>3 Business days</td> </tr> <tr> <td>Very Low (P5)</td> <td>2 Business days</td> <td>5 Business Days</td> </tr> </tbody> </table>	Severity	Response Time	Target Resolution	Critical (P1)	30 Minutes	4 Hours	High (P2)	2 Hours	24 Hours	Medium (P3)	8 Hours	2 Business days	Low (P4)	24 Hours	3 Business days	Very Low (P5)	2 Business days	5 Business Days	Deleted (This table is not required as SLAs have already been provided in the sections below)
Severity	Response Time	Target Resolution																					
Critical (P1)	30 Minutes	4 Hours																					
High (P2)	2 Hours	24 Hours																					
Medium (P3)	8 Hours	2 Business days																					
Low (P4)	24 Hours	3 Business days																					
Very Low (P5)	2 Business days	5 Business Days																					
5	134	Part-3 SECTION-II SCOPE OF WORK / TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS	16. UPS (Uninterrupted Power Supply) Device POWER: 5 KVA/4KW	POWER: 5 KVA/4KW The UPS should be capable of providing 6 hours of power backup for all locations (wherever applicable)	New Clause Added																		

**\*SLA linked to tool accuracy (revised)**

Sl. No.	Performance Criteria	Penalty
<b>Demonstration of accuracy to OIL:</b>		
1	VFM modelling shall meet at least 80% accuracy with 90% confidence interval (80% of the wells assessed should have accuracy of 80% of the actual production volume) tiered accuracy SLAs to be followed as per below:	
	1. 80% accuracy with 90% confidence interval	No Penalty
	2. Less than 80% accuracy and more than 70% accuracy with 90% confidence interval	5% of the implementation charges
	3. Less than 70% accuracy	10% of the implementation charges
2	Wax deposition Modelling shall meet at least 70% accuracy with 80% confidence interval (70% of the well flow lines assessed should have accuracy of 70% of the actual wax deposition in the well flow lines) tiered accuracy SLAs to be followed as per below:	
	1. 70% accuracy with 80% confidence interval	No Penalty
	2. Less than 70% accuracy and more than 50% accuracy with 80% confidence interval	3% of the implementation charges
	3. Less than 50% accuracy	5% of the implementation charges
3	Blockage Detection Modelling shall meet at least 70% accuracy with 80% confidence interval (70% of the well flow lines assessed should have accuracy of 70% of the actual wax deposition in the well flow lines) tiered accuracy SLAs to be followed as per below:	
	1. 70% accuracy with 80% confidence interval	No Penalty
	2. Less than 70% accuracy and more than 50% accuracy with 80% confidence interval	3% of the implementation charges
	3. Less than 50% accuracy	5% of the implementation charges

\*\*\*\*\*