

NOTICE INVITING EXPRESSION OF INTEREST (EOI)

EOI NO: PA/65-048/2019 dated 27.02.2019

OUTSOURCING OF MOBILE DISPENSARY SERVICES IN ASSAM & ARUNACHAL PRADESH

OIL INDIA LIMITED (OIL), a 'Navratna' category premier National Oil Company of India engaged in the business of Exploration, Production and Transportation of Crude Oil and Natural Gas and production of LPG in India, invites Expression of Interest (EOI) from reputed and specialized Medical service providers / Hospitals, / Agencies, etc. having requisite expertise experience in providing Mobile Dispensary services in OIL operational areas of Assam & Arunachal Pradesh. The format and other details for the EOI is available at OIL website www.oil-india.com

The "Expression of Interest" along with relevant documents in sealed envelopes subscribing "Expression of Interest for Mobile Dispensary Services" must reach the office of the General Manager-Public Affairs Department, Oil India Ltd., Duliajan, Assam -786602 on or before **15:30 hrs of 18.03.2019.**

I. Project Title:

OUTSOURCING OF MOBILE DISPENSARY SERVICES IN ASSAM & ARUNACHAL PRADESH FOR THREE YEARS (Extendable by one year)

II. Background:

OIL intends to engage a specialized agency to conduct mobile dispensary services in the areas of Assam & Arunachal Pradesh (preferably in OIL's operational areas). The contract will be valid for 3 years extendable by one year.

III. Location of Work/Service:

The agency is required to conduct mobile dispensary service camps in various OIL operational areas of Assam & Arunachal Pradesh. Exact service locations shall be provided to the agency by OIL.

Note: The agency may be required to carry out an initial field survey or an assessment before starting a camp in a new location. For locations where the project is being implemented previously a survey could be carried out to assess the requirement & frequency for holding such camps.

IV. Duration of empanelment: 3 years extendable by 1 year

V. Method of empanelment:

- OIL would like to empanel reputed and specialized Medical service providers / Hospitals, / Agencies, etc. having requisite expertise experience in providing Mobile Dispensary services in OIL operational

areas of Assam & Arunachal Pradesh. OIL will follow a diligent process for selection of partner (s) for empanelment in order to implement mobile dispensary services.

- The selected parties will be formally intimated by OIL on their empanelment and due formalities to be followed as per laid down norms of OIL.
- The validity of the empanelment shall be initially for a period of 3 (Three) years, which may be extended by one more year with mutual agreement with the first right of refusal by OIL. This is at the sole discretion of the OIL. There shall be no binding upon the firms or the Management of OIL.
- It may be noted that a financial proposal is not required at this stage.

VI. Board Scope of Work:

a. Quantity of Work:

- The agency is required to conduct a Total number of approximately 2300 Mobile Dispensary Camps annually (average 8 Nos. of Mobile Dispensary Camps to be held per day for 24 nos. of days in a month). However Total number camps held per day may vary sometimes depending on the requirement of OIL.
- Approximately 20 Nos. of special health camps/mobile dispensary camps/flood relief camps may be required to be held annually as and when need arises.

b. Activities to be carried out under Mobile Dispensary Camp:

- The Mobile Dispensary services primarily includes Diagnosing & Treating clinically simple diseases/ailments by a team of Doctors, nurses, technician etc.

The scopes of services are mentioned below:

Target Group	Mobile Dispensary Services
Infants and Children (under 5 years of age)	Management and referral of common childhood illness such as diarrhea, ARI, complications of Measles etc.
Antenatal and Postnatal women	Antenatal checkups, identification of high risk pregnancies and referrals, diagnosis, management and referral of postnatal infections
Non-communicable chronic ailments	Identification, screening and referrals of Hypertension, Diabetes Mellitus, precancerous oral conditions, Defective Vision, Epilepsy, Asthma, mental health conditions
Communicable	Facilitation of detection of communicable diseases of public health importance like Malaria, Dengue,

	Leprosy, Tuberculosis, Filariasis and other locally endemic diseases.
Acute illnesses	Skin diseases, fevers, respiratory, intestinal, urinary tract infections, and musculoskeletal conditions including minor injuries, First aid for emergencies, animal, snake bites.
Unhealthy lifestyle individuals	Counselling on substance abuse, physical activity, healthy food habits, personal hygiene etc.

- ii. On the spot medicines will be prescribed and distributed free of cost to the economically poor patients for simple diseases/ailments.
- iii. All cases requiring specialized laboratory test, x-ray etc. or specialist consultation shall be arranged by the patient at his/her own cost.
- iv. These camps will also be accompanied with awareness sessions on Health, Hygiene, Nutrition, Safe drinking water methods, family planning, Mother & Child Health, and various other topics related to Health Care.
- v. First-aid shall be provided in case of accidents and other emergency situations.
- vi. **On the spot Lab testing shall be provided and will include the following:**
 - a. Random Blood Sugar Estimation
 - b. Haemoglobin Estimation
 - c. RDT For Malaria& Dengue
 - d. H 10 Reagent Strips for Urine Analysis Without Instrument that Can Give minimum 10 Parameters (Urobilinogen, Bilirubin, Ketone Bodies, Glucose, Creatinine, Albumin, Calcium, Protein, Leukocyte)
 - e. Tongue Depressors (Disposable) With Torch for Oral Cavity and Throat Examination
 - f. Any other lab test possible on the spot.
- vii. In case a need arises, the agency must also have a provision for specialized doctor consultation by the doctors who are in field. The consultation should be possible even from the remote areas.
- viii. Agency will be required to conduct Mobile Dispensary Camps at any location in consultation with OIL across Assam & Arunachal Pradesh.
- ix. Average number of patients per camp may vary from location to location. The agency is responsible for attending all patients preset at the location during the stipulated time.
- x. Each Mobile Dispensary camp shall function for Minimum 4 hrs and maximum 6 hrs during daytime on weekdays excluding national and other relevant holidays.
- xi. OIL shall earmark the locations and assist the party to identify the places beforehand. The agency shall also liaise with local district authorities before conducting the Mobile Dispensary camps. The service locations provided by OIL may vary from time to time.
- xii. The agency shall arrange for a temporary shed to conduct the camp, if required at site.

- xiii. The services of the Mobile Dispensary shall be provided equally to all without any discrimination on the basis of gender, caste, religion, community, creed and social standing or discrimination of any nature whatsoever.
- xiv. The Mobile Dispensary service including medicines shall be provided to the patients free of cost and no cash or kind shall be received from anybody in lieu of it.
- xv. Through Mobile Dispensary only simple diseases/ailment which can be diagnosed clinically shall be treated besides providing first aid in accidents & emergencies along with health education to the people. An illustrative list of common diseases those can be treated through Mobile Dispensary is provided below. The party shall keep such medicines for treatment of these diseases in sufficient quantity.
- Communicable diseases like Malaria, Diarrhea, Dysentery, Amoebiasis, Influenza, Helmenthiasis, Tuberculosis, Infective Hepatitis, Conjunctivitis, Scabies, Superficial Fungal Infections, Leprosy etc.
 - Nutritional diseases like Protein-Caloric Malnutrition, Vitamin Deficiencies, Endemic Goiter, Night Blindness, Anemia etc.
 - Allergic diseases like Urticaria, Hay Fever, Br. Asthma etc.
 - ENT diseases like Tonsillitis, Pharynxitis, Sinusitis, Otitis etc.
 - Respiratory diseases like Bronchitis, COPD, Pneumonia etc.
 - Gastro Intestinal diseases like Acid Peptic Disorders, Constipation, Gastritis, Intestinal Colic, Colitis, Piles etc.
 - Cardio-Vascular Diseases like Hypertension, CCF, Rheumatic Heart Disease etc.
 - Neurological diseases like Neuritis, Epilepsy etc.
 - Skeletal diseases like Arthritis, Spondylosis etc.
 - Symptomatic treatment of fever, Pain, Colic, Headache, Cough, Insomnia, Anxiety etc.
 - Antenatal care.
 - Minor Injuries, Superficial Abscess.
 - Any other medicine as per the location, season or any other need.
- xvi. The agency must establish an operational base in the district of its operation for the ease of better accessibility, implementation & monitoring. In general average transportation per camp per day will be approx. 100 km, to & fro.
- xvii. Doctors and paramedics engaged in the mobile dispensary project will wear white apron along with a badge carrying OIL & Project Sparsha Logo on the left chest pocket of the apron. Logos shall be shared by OIL. The party shall arrange for apron & the badge at their own cost.
- xviii. The agency must ensure necessary awareness & publicity is carried so that maximum number of beneficiaries come to know about the mobile dispensary camp being held in their area and maximum number of people benefit.

c. Activities to be carried out during Special Health Camps:

- i. Agency is also required to carry out special health camps/mobile dispensary camps/flood relief camps as and when need arises.
- ii. Depending on the need, number of doctors and other supporting staff may be increased during these special health camps.
- iii. Provision for Special medicines & other aids to be kept during such camps.

d. Prescription of Medicines:

- i. The agency should always keep a stock of medicines in the camps for treating general diseases & ailments as per the diagnosis.
- ii. If in case need for any other medicine arises for which stock was not available, then the patient should be provided the same in the next visit.
- iii. Medicines should be prescribed & provided only in case any patient is diagnosed with an ailment or diseases by the doctors.
- iv. As far as possible generic medicines should be prescribed.

e. Equipment Requirement:

- i. **Equipped Mobile Dispensary Vehicle:** The vehicle should be of sufficient size which can accommodate the manpower and necessary medical equipment required to hold a mobile dispensary camp effectively. The vehicle shall have OIL Logo, Project Sparsha Logo, etc to carry out necessary branding. Details of OIL branding mentioned below in point no (g) below.
- ii. **Medical equipment:** Each Mobile Dispensary camp must have minimum following equipment:

Equipment	Quantity in each MMU
ECG Machine	1
BP Machine	2
Thermometer	2
ENT Set	1
Foreign Body Hook	2
Weighing Scale	1
Height Meter	1
Eye Charts	1
Teaching Aids	1
Torch lights with batteries	2
Portable Defibrillator (for emergency cases)	1
IV Fluid & IV Drip Set (for emergency cases)	1
AMBU Bag (Adult) (for emergency cases)	1
AMBU Bag (Child) (for emergency cases)	1
Necessary Lab Testing equipment	As per the requirement in each camp

Note: In case of damage / malfunctioning of the above equipment, the same will be repaired / replaced by the party at their own cost. Also any consumable required for the above equipment shall be arranged by the party at their own cost.

- iii. **Stationery:** Paper, suture set, register, soap, flask, cups, plates, dishes, glasses, etc must be arranged by the agency.

f. Manpower Requirement:

Each camp must comprise minimum of the following manpower:

Manpower Description	Quantity
Doctors (Professionally Qualified General Duty Medical Officer)	2 Nos
Nurses (Professionally qualified)	2 Nos
Paramedic (For assisting doctors & nurses at camps)	1 Nos
Field Coordinator (For conducting activities at camps)	1 Nos
Lab Technician (For conducting Laboratory Test in Field)	1 Nos

g. OIL Branding:

- i. The mobile dispensary project will run in the name of "SPARSHA" and carry trilingual posters / banners in Assamese, Hindi & English displayed at the camp sites and on the body of the vehicle exclusively used for the project so as to earn maximum goodwill for the company. The party shall arrange for banners and other publicity materials like brochure, leaflets etc at their own cost. OIL logo, Project Sparsha Logo other details will be shared by OIL with the agency before commencement of the project.
- ii. The agency/service provider must carry out effective brand building exercises and documentation to leverage "Project Sparsha- a Mobile Dispensary Services of OIL" in order to generate greater public discourse and social impact. In order to do so the agency has to focus on communication, information and education tools leading to increased visibility capturing the mission in the public image and recognition amongst target audiences as well as maintenance of documentary evidences of the project activities and feedback given by beneficiaries. In order to make it more effective, the following few salient points need to be followed while branding (after due approval from OIL) and documenting.
- iii. All manpower engaged with implementation of the Project must wear uniforms having OIL Company's logo & Project Sparsha logos inscribed on the front and should be properly visible. The logos shall be preferably in rubber print or embroidered in its original colours placed in front of the uniforms.
- iv. Banners, flexes, standees, glow signs and all other signages used will have to be trilingual (English, Hindi & Assamese) with Project "OIL Sparsha", "Oil India Ltd" and "Project Implementing Agency" logos.
- v. During various awareness sessions, the beneficiaries must be shared a brief on Oil India Limited and the Company's social responsibility of implementing the project "Sparsha- Mobile Dispensary Services of OIL" and also play OIL's Corporate Song at regular intervals.
- vi. All branding activities/layouts for banners/logo placements etc will be carried out only with prior approval from concerned OIL authorities.

- vii. The agency must maintain a proper records of very good resolution of photographs and videos of the Project.
- viii. The agency must ensure positive media presence during the implementation of the project.
- ix. The agency must give OIL due recognition on various platforms wherever it is concerning this project.

h. Data Management, Project Monitoring & Reporting:

- i. The party shall provide a complete package for Comprehensive database for Mobile Dispensary Services including hardwares, servers, data operators, etc. which shall be flexible to accommodate current and future needs and shall have the following minimum but not limited facilities, to create a 'DATA BANK'. The Data Bank shall be maintained by the agency and shall be submitted to OIL at regular intervals as per OIL's requirement. The records shall be the property of OIL and can never be used or published by the party without written permission from OIL.
- ii. **Data bank fields / features**
 - Patient's name & address
 - Place & Date
 - Unique ID for individual and family
 - medical history
 - Comprehensive health baseline data
 - Captured Time series, and disease specific data
 - Medicine consumption
 - Medicines provided
 - Cost of medicine
 - Module based approach so that refinement and improvements are made easy
 - Integrated – patient services and drug inventory management systems
 - Web- based and multi-centric data coordination and sharing
- iii. The performance of the service provider/agency will be reviewed by OIL on regular intervals as per OIL's requirement. Formative or mid-term changes, if any suggested by OIL and based on experiential learning of both OIL and the service provider/agency will be discussed and implemented with agreement of both the parties.
- iv. The agency must ensure proper monitoring of the project during its implementation phase. The agency must also document the feedback of the beneficiaries and other related stakeholders.
- v. The agency is required to generated qualitative & quantitative Monthly, quarterly, annually project progress reports in a format which is as per OIL requirement. However, the agency must have data related to the project at all time and it must be able to share necessary data/information as and when required by OIL.
- vi. The agency must also document successful case studies and share the same with OIL.
- vii. Based on the data collection, monitoring, feedback from beneficiaries, other surveys, etc, the agency must prepare a project impact report.

- viii. All reports/compendiums shall be made and sent to OIL with colorful photographs, newspaper clippings (if any related to the project), feedback, etc. for records. All photographs shall be properly captioned with the program name and date.
- ix. The agency should also submit periodical health surveys reports of the service locations/areas which will also help district administration/Govt. agencies to address the local health challenges of that area.

i. Fixation of Annual targets: Annual targets for subsequent financial years will be fixed by OIL towards the end of the preceding financial year, based on several factors like performance of the implementing agency (fulfilment of MoU clauses), availability of budget under OIL's CSR, review of the market trends etc. and any other factor as per the discretion of OIL Management.

j. Payment Terms:

- i. Bills will be raised by the agency depending upon the actual number of camps held. Frequency of raising the bills can be mutually agreed at a later stage.
- ii. Payments are subject to completion of work as per OIL's satisfaction and necessary submission of Documents.
- iii. Details of Document required to be submitted along with every invoice/bill is as below:
 - Registered CA audited utilization certificate (on the letter head of the CA) and detailed break-up of the funds received from OIL.
 - Detailed Project Progress Report as mention the point no. (h) above and as per OIL's requirement.
- iv. The agency shall be liable to bear GST and all applicable taxes as per the prevailing rates.
- v. **Annual Cost Escalation:** OIL will bear a price escalation not to exceed 7% @ per annum on the total cost.
- vi. **OIL is not liable to make any advance payments.**
- vii. **OIL will not bear any expenditure towards capital items.**

s) Jurisdiction & Dispute Resolution:

a. Any Disputes / Claim arising out of this Memorandum of Understanding are subject to Arbitration and sole Jurisdiction of Dibrugarh Courts and High Court of Gauhati.

b. In case of any dispute or differences arising out of this Memorandum of Understanding, each party may as soon as practicable give to other party notice in writing of the existence of such questions or disputes specifying its nature and the point of issue. If the parties cannot resolve the matters by a mutually acceptable solutions within 30(Thirty) business days, the said dispute or difference shall be referred to and settled by arbitration under the provisions of the Arbitration & Conciliation Act, 1996 or any re-enactments or modifications thereof.

c. The sole Arbitrator to be appointed by the Oil India Limited shall enter upon the reference immediately and within 60 working days from its constitution pass the final award. The time of 60 days contemplated may be extended by mutual consent of both the parties in writing.

d. The venue of the Arbitration shall be Duliajan or any other place mutually agreed upon and the arbitration shall be carried out in English language only.

e. The arbitration decision shall be final, irrevocable and binding on all parties. The decision shall also determine the expenses of the arbitration and the Party shall bear them or the proportion of such expenses to be borne by each party.

VII. Qualifying Conditions

a. Pre-Conditions to Selection

- (i) The participants will be evaluated first on the basis of fulfillment of mandatory conditions (marked as M in the table below under VII-c) as per the Qualifying Criteria. Responses submitted by the participant which do not fulfill all the mandatory conditions as per qualifying criteria, will be rejected.
- (ii) All proposals/ documents received shall be evaluated for acceptability.
- (iii) Short Listed agencies shall be invited to present the proposed work plan for undertaking the Mobile Dispensary Services along with financial offer as per the scope of work mentioned above at OIL's registered office in Duliajan, Assam.
- (iv) At the time of presentation, the shortlisted agencies may also like to offer some unique solutions in the area of Mobile Dispensary Services which has not been covered as scope of work above. However, acceptance of the same will be as per OIL's discretion.
- (v) The shortlisted parties should be in position to meet the scope of work and service level commitments in full when sought for by OIL.
- (vi) OIL shall have the rights to select a firm or reject on the basis of the above selection criteria and shall be the sole discretion of OIL.

b. Agency Profile (Mandatory):

1. It is mandatory for the Agency to have their physical presence in North East India with at least one Head or Regional offices/centres in Assam or Arunachal Pradesh established in or before 2012.
2. It is mandatory that the agency shall have implemented a project on Mobile Dispensary Services for either a Public Sector Undertakings/GOI Enterprises (Central or State) or a Public Limited Company in India's North East Region.

c. Other Qualifying Criteria

Sl. No.	Qualifying Criteria	Maximum marks	Mandatory conditions (M)	Marks to be allotted
I	Average Annual Turnover in last three years (2017-18, 2016-17 & 2015-16) (Ref Annexure 1)	50	M	
a.	Average Annual Turnover of the agency above Rs 1.2 Crore			30
b.	Annual Turnover of the agency above Rs 66 Lakh			50
II	Past Experience: Numbers of Projects conducted related to Mobile Dispensary Services in preceding 7 years and not earlier to year 2011 (Note: Value of each Completed Contract/MoU/Work order till the date of EOI should be minimum 30 lakhs for either a Public Sector Undertakings/GOI Enterprises (Central or State) or a Public Limited Company in India's North East Region. Completion Certificate/last certificate of payment/any relevant document certified by the client is mandatory for certifying the value of work. (Ref Annexure 2)	50	M	
a.	No. of Mobile Dispensary MOU / Contract/ Work order- 1 no.			30
b.	No. of Mobile Dispensary MOUs / Contracts / Work order - 2 nos.			40
c.	No. of Mobile Dispensary MOUs / Contracts / Work order - More than 2 nos.			50
	TOTAL	100		
	QUALIFYING MARKS	60		

Note: A party must obtain the mandatory marks (total mandatory marks: 60) in each of the above categories. In case a party fails to score against any one of the above points, party shall be summarily rejected. Only a maximum number of four parties (based on highest scores obtained) will be shortlisted and invited for a detailed presentation to OIL at Filed Headquarters, Duliajan, Assam.

Annexure 1: Average Annual turnover (last three preceding years):

Sl. No.	Financial Year	Turnover (Rs. In lakh)	Audited statement of accounts certified by registered chartered accountant enclosed (Yes/No)
1	2017-18		
2	2016-17		
3	2015-16		

Please Note: It is mandatory to Attach audited statement of accounts certified by registered chartered accountant. Non Submission of the same will result in rejection of the entire EOI submitted by the agency.

Annexure 2: Past Experience

S No	Project Start Date	Organization worked with	Brief Description of Project	Date of Project Completion	Value of the Work Completed	Relevant Documentary proof like copy of MoU/Contract/Work order/Completion Certificated enclosed (Yes/No)

Please Note: It is mandatory to enclosed Relevant Documentary proof as highlighted above. Non Submission of the same will result in rejection of the entire EOI submitted by the agency.

VIII. General Conditions of the EOI

- (i) For each category of Eligibility criteria, documentary evidence is to be submitted after being duly self-attested, serially numbered and enclosed with the EOI. If the documentary proof is not enclosed for any criteria, the EOI is liable to be rejected. The decisions of OIL shall be final in all cases.
- (ii) Nature of documentary evidence should be clearly mentioned. (Like MoU Copy/Contract Copy/ Work Order Copy, etc.)
- (iii) OIL shall have the right to postpone, modify or cancel the aforesaid process at any stage at its sole discretion without assigning any reason and shall bear no liability whatsoever consequent upon its decision.
- (iv) OIL reserves the right to reject any or all applications without assigning reason thereof. Conditional, erroneous and incomplete EOIs shall be rejected out rightly.
- (v) The evaluations of the proposals would be done by a Committee of OIL which may seek clarifications from bidders if felt necessary and the bidders shall clarify such aspects.

IX. EOI Submission Format

- a. Forwarding letter on Organization’s letter head duly signed by the authorized signatory
- b. Documents Illustrating
 - Organizational Profile with relevant Experience and capacity to undertake the task
 - Relevant Experience details
 - List of Mobile Dispensary Services (documentary proof like Mou/Contract/Work Order/letter of completion, etc)
 - List of Mobile Dispensary Services undertaken for the Central / State Government /PSUs (documentary proof such as Mou/Contract/Work Order/letter of completion, etc)
 - Geographical presence in Assam / Arunachal Pradesh or other parts of North East.
 - Annexures
 - CV of manpower to be engaged
 - Certificate of incorporation/registration

- Pan No./ ITRs
- Service Tax Registration No.
- Organizational Structure
- Audit Statements for last three Financial Years - 2010-11, 2011-12 and 2012-13
- List of Key Staff

X. Note:

- All the sealed envelopes shall indicate the name and address of the participant to enable OIL to return the same unopened to the participants in case it is received later than the specified time period.
- OIL shall not be responsible for any delay in transit when offers are sent through post. Offers received after the due date and time or unsealed will be summarily rejected and/or returned unopened to the participant.
- OIL shall intimate each of the short listed parties and specify the due date for making their presentations and submission of financial offer. No formal communication will be made to the parties who do not qualify.

XI. Mandatory Enclosures

1. Name and Location:

Sl. No.	Description	
	Name of the Registered Company / Registered Consultancy Firm / Registered Non-Government Organization / Registered Non-Profit Organization / Reputed registered trust or societies /Academic Institution	
	Year of Establishment	
	Head office address	
	Parent State of the organization	
	Name of the Chairperson/ CEO/Managing Director and telephone number	
	Name of the Director and telephone number	
	Office Phone number(s)	
	Fax	
	Email	
	Web	
	Government Registration Number of the organization (Attach Proof)	
	Other Registration, if any (with details)	
	Income Tax clearance certificate for last three years	
	Tax Certificates of 80G/35AC under Income Tax Act if applicable	
	VAT Registration No.	
	Service Tax /TAN no./ PAN No. or any other applicable taxes	

(Attach relevant documents)

2. Details of Regional Offices/ Field Units:

Sl. No.	Location of Regional Offices and Address	

3. Refer Annexure 1 under point VII (c): Average Annual turnover (last three preceding years)

4. Refer Annexure 2 under point VII (c): Past Experience