



ऑयल इंडिया लिमिटेड
OIL INDIA LIMITED
मानव संसाधन-स्थापना विभाग
HR-ESTABLISHMENT DEPARTMENT
Duliajan, Dibrugarh, 786602, Assam
E-mail: hredept@oilindia.in

EXPRESSION OF INTEREST (EOI) NO. OIL/FHQ/HRE/IND/EOI/2023-24/362
DATED 28.03.2024 for HIRING OF INTEGRATED FACILITY MANAGEMENT SERVICES
FOR VARIOUS OFFICE BUILDINGS, VVIP/VIP BUNGALOWS AND GUEST HOUSES AT
OIL INDIA LIMITED, FIELD HEADQUARTERS, DULIAJAN (ASSAM).

Oil India Limited invites Expression of Interest (EOI) from reputed Facility Management companies interested in providing services of HIRING OF INTEGRATED FACILITY MANAGEMENT SERVICES FOR VARIOUS OFFICE BUILDINGS, VVIP/VIP BUNGALOWS AND GUEST HOUSES. While the EOI responses may contain indicative commercially relevant information, it will not be construed to be a commercial bid. Interested parties are advised to carefully review and submit all relevant information with their EOI. The deadline for submission of the EOI bids is 17.04.2024 at 15:00 hours. The submission may be made to

CGM (HR ESTABLISHMENT)
HR ESTABLISHMENT DEPARTMENT
Oil India Limited, PO: Duliajan
Dist. Dibrugarh (Assam) - 786602
e-mail: gauranga@oilindia.in; pranjal_neog@oilindia.in

DISCLAIMER

OIL INDIA LIMITED (OIL) has prepared this document to give interested parties background information on the Project. While OIL have taken due care in the preparation of the information contained herein and believe it to be accurate neither OIL, nor any of its authorities or agencies nor any of their officers, employees, agents or advisors gives any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely on the information in submitting an EOI. The information is provided on the basis that it is not binding on OIL any of its authorities or agencies or any of their officers, employees, agents or advisors. OIL reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

SCHEDULE OF SUBMISSION OF EOI

EVENT	DATE
Sale of EOI document	
Last date for submission of completed EOI document	17.04.2024 at 15.00 hrs.
Last date of opening of completed EOI document	17.04.2024 at 15.00 hrs.

All Applications forms can be downloaded from OIL website www.oil-India.com and all the queries addressed to and completed Application forms have to be submitted before the date and time of submission to the following address:

CGM (HR ESTABLISHMENT)
HR ESTABLISHMENT DEPARTMENT
Oil India Limited, PO: Duliajan
Dist. Dibrugarh (Assam) – 786602
e-mail: gauranga@oilindia.in; pranjal_neog@oilindia.in

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1.0 ABOUT OIL INDIA LIMITED

OIL INDIA LIMITED (OIL), a Government of India “MAHARATNA” Category Enterprise under the Ministry of Petroleum and Natural Gas, is a premier up-stream Oil Company engaged in the business of Exploration, Production & Transportation of Crude Oil & Natural Gas as well as production of LPG. Its Field Head Quarter (FHQ) is at Duliajan, District - Dibrugarh (Assam), India and Corporate office is in Noida, UP, India. OIL has its operating fields in upper Assam. Over last decade OIL has ventured in different parts of globe and currently spanned over nine overseas countries. Its operations are largely based in the north-eastern parts of India particularly in Assam, Arunachal Pradesh, Mizoram, Tripura, Nagaland etc. but have also extended its activities in different parts of India and abroad.

2.0 BACKGROUND OF THE PROJECT

Oil India Limited, Duliajan is planning for “Hiring of Integrated Facility Management Services” for following office buildings, guest houses & VVIP/VIP Bungalows at Duliajan (Assam)”:

- i) **HR Building (G+5)** is consisting of Full height Cabin (26 Nos.), Low height Cabin (37 Nos.), Kitchen (1 No.), Workstation (112 Nos.), Conference Room (Capacity for 120 persons) & Meeting Room (Capacity for 60 persons), Gents Toilet (11 Nos.), Ladies Toilet (11 Nos.), Handicap Toilet (6 Nos.), Green Area (410 Sq.M) and Open Space/Parking Area (515 Sq.M).
- ii) **General Office Building and RCE Office Building** are consisting of:
 - a) **General Office Building:** Full height Cabin (82 Nos.), Tea Room (02 No.), Workstation/Hall (09 Nos.), Conference Room (03) & Meeting Room (01 No.), Gents Toilet (07 Nos.), Ladies Toilet (04 Nos.), Record Room (01 Nos.), Electrical Room (01 No.), Cash Office (01 No.).

- b) **RCE Office Building:** Full height Cabin (45 Nos.), Tea Room (02 Nos.), Workstation/Hall (08 Nos.), Conference Room (02 Nos.), Gents Toilet (02 Nos.), Ladies Toilet (02 Nos.), Storeroom (01 No.) Electrical Room (01 No.).
- c) **Area of General Office Building and RCE Office Building:** Open area within the boundary (22093.27 Sq.M), Total area occupied by building (4977.66 Sq.M), Total concrete area (10496.52 Sq.M), and Total Green Area (6619.09 Sq.M).
- iii) **North Block Admin Building (G+1))** is consist of Full height Cabin (47 Nos.), Tea Room (06 Nos.), Workstation/Hall (08 Nos.), Conference Room (01 No.), Gents Toilet (03 Nos.), Ladies Toilet (01 No.), Gents Wash Room (02 Nos.), Ladies Wash Room (01 No.)
Area: Open area within the boundary (5150.50 Sq.M), Total area occupied by building (1150.50 Sq.M), Total concrete area (4000.00 Sq.M), and Total Green Area (1270.90 Sq.M).
- iv) **Zaloni Annexe Guest House, VIP Bungalow No. F-1, Eocene House, VIP Guest House (F-34) and VIP Guest House (Percy Evans House)** are consisting of:
- a) **VVIP Guest House (F-1):** VVIP Room with attached toilet (05 Nos.), Dinning Hall (01 No.), Drawing/Sitting Room (03 Nos.), Conference Hall (01 No.), Kitchen (01 No.), Storeroom (03 No.), Security Hut (01 No.), Toilet (01 No.), Garage (8 Nos.).
Area: Open area within the boundary (5683.01 Sq.M), Total area occupied by building (525.50 Sq.M), Total concrete area (1820.25 Sq.M), and Total Green Area (3862.76 Sq.M).
- b) **Eocene House:** VVIP Room with attached toilet (03 Nos.), Drawing-cum-Dinning Hall (01 No.), Portico/Lounge (01 No.), Kitchen (02 No.), Pantry (1 No.), Storeroom (01 No.), Car Garage (1 No.).
Area: Open area within the boundary (3505.19 Sq.M), Total area occupied by building (348.96 Sq.M), Total concrete area (735.32 Sq.M), and Total Green Area (2769.87 Sq.M).
- c) **VIP Guest House (Percy Evans House):** VIP Room with attached toilet (04 Nos.), Drawing-cum-Dining Hall (01 No.), Bar (01 No.), Kitchen (01 No.), Storeroom (01 No.), Gents Toilet (01 No.), Ladies Toilet (01 No.), Washroom Area (01 No.), Back Veranda (01 No.), Security Hut (01 No.)

Area: Open area within the boundary (2986.08 Sq.M), Total area occupied by building (236.42 Sq.M), Total concrete area (828.75 Sq.M), and Total Green Area (2157.33 Sq.M).

- d) **VIP Guest House (F-34):** VIP Room with attached toilet (03 Nos.), Drawing-cum-Dining Hall (01 No.), Portico/Lounge (01 No.), Kitchen (01 No.), Pantry (1 No.), Car Garage (1 No.), Storeroom (01 No.), Security Hut (01 No.).

Area: Open area within the boundary (2748.00 Sq.M), Total area occupied by building (281.51 Sq.M), Total concrete area (885.59 Sq.M), and Total Green Area (1862.41 Sq.M).

- e) **Zaloni Annexe Guest House:** VIP Room with attached toilet (02 Nos.), Normal Room with attached toilet (28 Nos.), Gents Toilet (01 Nos.), Ladies Toilet (01 Nos.), Office Room (01 No.), Kitchen (01 Nos.), Conference Room (01 Nos.), Seating Hall (1 No.) Dining Hall (01 No.), Lounge (01 No.), Staircase (02 Nos.), Security Hut (01 No.), Store Room (01 No.).

Area: Open area within the boundary (6314.36 Sq.M), Total area occupied by building (830.86 Sq.M), Total concrete area (2014.80 Sq.M), and Total Green Area (4299.56 Sq.M).

Oil India Limited, FHQ, Duliajan invites interested contractors with proven credential and capabilities and demonstrated performance in similar requirement to express their interest in pre-qualification to participate in the Competitive Bidding Process for the HIRING OF INTEGRATED FACILITY MANAGEMENT SERVICES FOR VARIOUS OFFICE BUILDINGS, VVIP/VIP BUNGALOWS AND GUEST HOUSES AT OIL INDIA LIMITED, FIELD HEADQUARTERS, DULIAJAN (ASSAM) on long term basis.

3.0 SCOPE OF WORK BROADLY INCLUDES:

3.1 HR Building (G+5):

(i) Housekeeping including regular glass area cleaning (inside & outside), cleaning of cabins/workstations/conference rooms/toilets, cafeteria/pantry and common areas like lifts, staircases, lobbies, passages, terraces (including removal of deposits/debris), balconies, internal roads, pavements, security cabins, etc. and all related works, and special cleaning e.g. carpet/chair/sofa cleaning/polishing, floor cleaning, curtain/venetian blinds cleaning, window and facade cleaning, etc. and all related works, with qualified/certified manpower.

(ii) Canteen/Cafeteria Service

- (iii) In-room Tea/Snacks Service
- (iv) Guest Relation management- Reception/Telephone operator
- (v) Services of Photocopier & Scanner Machine
- (vi) Sewer and storm water management.
- (vii) Horticulture/ Gardening work, Flower/Indoor-Outdoor plant Arrangement
- (viii) Services for State-of-the-Art Metal Detector & Scanner at entry of the building with attendant
- (ix) Waste management: Collection of waste at designated area for further disposal.
- (x) Operation & maintenance of DTH Services along with installation of 43" smart TV and TATA Play DTH Connection each cabin (HT Cabin), Common seating Area/Lounge/Reception Areas
- (xi) CCTV Camera Service for the entire building and WIFI Services
- (xii) Pest Control Services
- (xiii) Supply, Installation & Services of Purifiers equipment.
- (xiv) Gardening & green belt maintenance work

3.2 General Office Building:

- (i) Housekeeping including regular glass area cleaning (inside & outside), cleaning of cabins/workstations/conference rooms/toilets, cafeteria/pantry and common areas, staircases, lobbies, passages, terraces (including removal of deposits/debris), balconies, internal roads, pavements, security cabins, etc. and all related works, and special cleaning e.g. carpet/chair/sofa cleaning/polishing, floor cleaning, Curtain/venetian blinds cleaning, window and facade cleaning, etc. and all related works, with qualified/certified manpower.
- (ii) In-room Tea/Snacks Service
- (iii) Sewer and storm water management.
- (iv) Waste management: Collection of waste at designated area for further disposal.
- (v) Pest Control Services
- (vi) Green area maintenance with flower gardening in entire premises

3.3 RCE Office Building:

(i) Housekeeping including regular glass area cleaning (inside & outside), cleaning of cabins/workstations/conference rooms/toilets, cafeteria/pantry and common areas, staircases, lobbies, passages, terraces (including removal of deposits/debris), balconies, internal roads, pavements, security cabins, etc. and all related works, and special cleaning e.g. carpet/chair/sofa cleaning/polishing, floor cleaning, Curtain/venetian blinds cleaning, window and facade cleaning, etc. and all related works, with qualified/certified manpower.

(ii) In-room Tea/Snacks Service

(iii) Pest Control Services

(iv) Gardening & green belt maintenance work

3.4 North Block Admin Building:

(i) Housekeeping including regular glass area cleaning (inside & outside), cleaning of cabins/workstations/conference rooms/toilets, cafeteria/pantry and common areas, staircases, lobbies, passages, terraces (including removal of deposits/debris), balconies, internal roads, pavements, security cabins, etc. and all related works, and special cleaning e.g. carpet/chair/sofa cleaning/polishing, floor cleaning, Curtain/venetian blinds cleaning, window and facade cleaning, etc. and all related works, with qualified/certified manpower.

(ii) In-room Tea/Snacks Service

(iii) Pest Control Services

(iv) Gardening & green belt maintenance work

3.5 Zaloni Club Annex Main Guest House, VVIP/VIP Bungalow No. F-1, F-14 (Eocene House), F-34 and Percy Evans House:

(i) Housekeeping including regular glass area cleaning (inside & outside), cleaning of guest rooms, cabins/office room/conference rooms, lounge, toilets, kitchen & dining area, store area and common areas like staircases, lobbies, passages, terraces (including removal of deposits/debris), balconies, internal roads, pavements, security cabins, etc. and all related works, and special cleaning e.g. carpet/chair/sofa cleaning/polishing, floor cleaning, Curtain/venetian blinds cleaning, window and facade cleaning, hand rails, mosquito nets etc. and all related works, with qualified/certified manpower.

(ii) Pest/Rodent Control Services (Eco friendly agents including all required machineries)

(iii) Cleaning/upkeepment of the premises of the guest houses & VVIP/VIP bungalows.

(iv) Green area/lawn maintenance & flower gardening at all the above guest houses/bungalows.

4.0 CRITERIA TO BE FULFILLED BY INTERESTED PARTIES TO RESPOND TO EoI

4.1 Contractor shall have a minimum of three (03) years' experience (in preceding Five (05) years) in providing Integrated Catering, facility management and housekeeping services at State/Central Govt. departments, institutes, organizations, PSUs or Corporates.

4.2 Positive net worth in each of the immediately preceding financial year.

5.0 PRE-QUALIFICATION DOCUMENTS TO BE SUBMITTED BY INTERESTED PARTIES

Qualified parties are requested to submit the following pre-qualification documents:

- i) Letter of interest clearly indicating the project reference
- ii) Detailed Company Information with Organization structure, CVs of key personnel proposed for managing the contract. Details of Support agencies and other facilities & resources.
- iii) Details of completion of similar type of services undertaken in the last Three years under headings:
 - a) Brief scope of work
 - b) Value of work in INR
 - c) Contractual Duration
 - d) Clients' names
 - e) Contact details of the Client (OIL may approach the client directly for the feedback)
 - f) Safety Certification. Bidder shall provide contract copies of major contracts executed (integrated facility management, catering and housekeeping services) in each of the preceding five years.
- iv) HSE policy & manual.
- v) HSE statistics for last Three years indicating Lost Time Incidents (if any).
- vi) Quality assurance & Quality control practices currently in place for the execution of similar work /services.
- vii) Quality Manual and Food Testing Procedures.
- viii) In house training and development of capability for catering and housekeeping staff.
- ix) Details of current commitments – List of all jobs under execution with the value of the Job and percentage completion.
- x) Service Completion Certificates, Client Feedback etc of similar contracts executed in the last five years.
- xi) Quality assurance & quality control practices currently in place for the execution of similar work.
- xii) Copies of ISO 9001, 14001, OHSAS 18001 or any other certification as applicable.

xiii) Company's financial performance documents (Audited Balance sheets and Profit and Loss statements, Auditors Report and Notes to Accounts etc.) for last 2 (two) years. Latest financial statement should not be older than 18 months on the date of submission of response to Expression of interest.

xiv) Documents in support of Health & Safety

xv) Detailed work plan / presentation on their strategy for management of HR Building, General Office Building, RCE's Office Building, North Block Admin Building and Zaloni Club Annex Main Guest House, VVIP/VIP Bungalow No. F-1, F-14 (Eocene House), F-34 and Percy Evans House.

6.0 SUBMISSION OF EOI

Interested vendors are requested to submit their intent on or before **17.04.2024 at 15:00 Hrs.** towards providing the services as mentioned above to the following address.

CGM (HR ESTABLISHMENT)
HR ESTABLISHMENT DEPARTMENT
Oil India Limited, PO: Duliajan
Dist. Dibrugarh (Assam) - 786602
e-mail: gauranga@oilindia.in; pranjal_neog@oilindia.in

It is advisable for all interested parties to physically visit the office of the HR Establishment Department, Oil India Limited, Duliajan for better understating before submission of EOI. A meeting will be held to discuss various issues related to the project with the parties who submitted their intent for provision of Integrated Facility Management Services for various office buildings, VVIP/VIP Bungalows and Guest Houses at Oil India Limited, Field Headquarters, Duliajan (Assam). This EOI is a "Non-committal" EOI floated to identify possible solutions for facility management and vendors providing the services. OIL does not commit to award a contract to any vendor submitting their interest against this EOI. All Corrigenda, addenda, amendments, time extensions to the EOI will be hosted on the website and no separate notification shall be issued in the press. Prospective participants against the EOI are requested to visit the website regularly to keep themselves updated.
