

**OIL INDIA LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
P.O. DULIAJAN: 7886602, ASSAM**

Expression of Interest (EOI) towards Mobile Dispensary services under CSR activities for Oil India Limited (OIL)

EOI NO: PR&CC/65(MB)-178/2014 dated 28.10.2014

FOR OUTSOURCING OF MOBILE DISPENSARY SERVICES IN TINSUKIA, DIBRUGARH & IN PART OF SIVASAGAR DISTRICTS OF ASSAM AND IN MIAO & MANABHUM AREAS OF 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 Medical service providers / Hospitals, / Agencies, etc. having requisite expertise, for providing Mobile Dispensary services 12 days a week (ie 48 days a month) in each of the districts of Tinsukia and Dibrugarh and 6 days a week (ie 24 days a month) in Sivasagar district and in Miao & Manabhum areas of Arunachal Pradesh in the locations identified by OIL.

The format 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 Head –PR, Public Relations Department, Oil India Ltd., Duliajan, Assam -786602 on any working days between **08:00 hrs to 15:00 hrs on or before 28.11.2014.**

1. Objectives:

OIL is intending to outsource Mobile Dispensary Services in its operational areas in Dibrugarh, Tinsukia and in part of Sivasagar Districts of Assam and in Miao & Manabhum areas of Arunachal Pradesh.

2. Scope of Work:

- a) Mobile Dispensary Camps to be carried out in Dibrugarh & Tinsukia Districts: Total 12 no. of camps per week, ie 48 per month per district.
Mobile Dispensary Camps to be carried out in part of Sivasagar District of Assam and Miao & Manabhum areas of Arunachal Pradesh: Total 6 no. of camps per week, ie. 24 per month separately in Sivasagar District of Assam and in Miao & Manabhum areas of Arunachal Pradesh.
- b) Primary Health Care services shall be provided to an average of 175 no. of patients per camp.
- c) The Mobile Dispensary shall function for 4 to 6 hours during daytime on weekdays excluding national and other relevant holidays.
- d) OIL shall earmark the locations and assist the party to identify the places beforehand and to liaise with district authority for the Mobile Dispensary camps. However, the locations may vary from time to time within the district. Party shall arrange temporary sheds, 'Shamianas' if required at site.

- e) The services of the Mobile Dispensary shall be provided equally to all people of the defined or adjusted locations whoever wants to avail it without any consideration of caste, religion, community, creed and social standing or discrimination of any nature whatsoever.
- f) The Mobile Dispensary service including medicines shall be provided to the people free of cost and no cash or kind shall be received from anybody in lieu of it.
- g) Through Mobile Dispensary only simple diseases/ailment which can be diagnosed clinically shall be treated besides providing first aid in accidents and emergencies and shall also provide 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 the 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.
- h) All cases requiring laboratory test, x-ray etc. or specialist consultation shall be arranged by the patient at his/her own cost.
- i) The mobile dispensary project will run in the name of "OIL 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 as per the sample provided in ANNEXURE I so as to earn maximum goodwill for the company. The party shall arrange for banners at their own cost.
- j) Doctors and paramedics engaged in the mobile dispensary project will wear white apron carrying badge on the left chest pocket of the apron as per sample provided in ANNEXURE II. The party shall arrange for apron & the badge at their own cost.
- k) **Data Bank:** 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 mobile team and shall be submitted to OIL every month. The records shall be the property of OIL and can never be used or published by the party without written permission from OIL.

The party shall provide a declaration as per the attached format with regards to Data Bank (Annexure III)

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

l) The party shall produce a hard as well as soft copy of the monthly report with 5 nos. of date-stamped still photographs of mobile dispensary camps in operation along with the progressive bills.

m) **Agency Profile:** Party shall have at least 1 year of experience of providing Mobile Dispensary services. The party shall have their own hospital facilities or a tie up with any hospitals in the operating districts of Assam and Arunachal Pradesh as under:

- 1) For Dibrugarh District in Dibrugarh District,
- 2) For Tinsukia District in Tinsukia District,
- 3) For Sivasagar District in Sivasagar District, preferably in or near Moran
- 4) For Arunachal Pradesh in or near Miao or Manabhum

In either case the hospital shall have the following minimum facilities:

- At least 20-bedded hospital,
- Pathology Laboratory,
- Emergency Outdoor Unit,
- Radiological Investigations.

n) **Ambulance:** A total of 2 (two) ambulances shall be required for 12 camps per week in Dibrugarh District and 2 (two) ambulances for 12 camps per week in Tinsukia District. 1 (one) ambulance would be required for 6 camps per week in Sivasagar District of Assam and 1 (one) ambulance for 6 camps per week for Miao and Manabhum areas of Arunachal Pradesh.

The same vehicles will be used to carry out transportation in total 48 camps per month each in Dibrugarh & Tinsukia Districts and 24 camps per month each in Sivasagar District & Arunachal Pradesh. (One vehicle will be used for 24 camps per month). In general average transportation per camp per day will be approx. 90 km, to & fro. (a few camps may be less / more than 90 km). An operational base will have to be made by the service provider in the district of operation.

o) **Equipment Requirement:**

i) **Medical Equipment (1 set of the following for each Ambulance)**

Medical equipments as given below will be procured by the party as one time Medical equipments for each ambulance. OIL shall make a onetime payment for the same and these will be property of

OIL. Party shall procure these equipments only after signing of MoU and mark/emboss these with OIL Logo.

- ECG Machine : 1no.
- BP Machine : 2 nos.
- Thermometer: 2 nos.
- AMBU Bag (Adult): 2 nos.
- AMBU Bag (Child): 2 nos.
- ENT Set : 1 no.
- Foreign Body Hook: 2 nos.
- Weighing Scale: 1 no.
- Height Meter: 1 no.
- Eye Charts: 1 no.
- Teaching Aids: 1 set
- Torch lights with batteries: 2 nos.

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

The equipments shall be returned to OIL after completion of the MoU.

ii) Stationery (1 set of the following for each Ambulance for each year)

Paper, suture set, register, soap, flask, cups, plates, dishes, glasses, etc.

p) Manpower Requirement: (Refer Annexure IV)
(For Dibrugarh & Tinsukia Districts each)

- Doctors : 4 (Professionally qualified)
- Nurses : 4 (Professionally qualified)
- Paramedic : 2 (For assisting doctors & nurses at camps)
- Volunteers : 4 (From vicinity of camp site for publicity & coordination of local arrangements)
- Base Coordinator : 1 (For conducting activities at party's base camp)
- Field Coordinator : 2 (For conducting activities at camps)

(For Sivasagar District & Arunachal Pradesh each)

- Doctors : 2 (Professionally qualified)
- Nurses : 2 (Professionally qualified)
- Paramedic : 1 (For assisting doctors & nurses at camps)
- Volunteers : 2 (From vicinity of camp site for publicity & coordination of local arrangement)
- Base Coordinator : 1 (For conducting activities at party's base camp)
- Field Coordinator : 1 (For conducting activities at camps)

q) Payment Terms:

- i) One time payment will be made for the medical equipment & software as per actuals against party's bill & relevant documents. For stationery items payment will be made each year as per actuals against party's bills.
- ii) The party shall raise two running bills separately for each month: (1) medicine used as per actual and (2) all other running items.

iii) Party must provide a copy of PAN Card and Service Tax Registration Certificate.

r) Termination Clause:

OIL reserves the right to terminate the MoU if the service level is found unsatisfactory with a notice period of three months.

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.

3. Methods of Implementation

OIL would like to work with a partner for Mobile Dispensary Services in its operational areas of Dibrugarh, Tinsukia and a part of Sivasagar Districts in Assam and in Miao and Manabhum areas of Arunachal Pradesh. To this effect, OIL would like to choose one or more agencies having relevant experience in providing mobile Dispensary Services. **OIL will follow a diligent process for selection of partner / partners for the services.**

The partner / partners will be chosen based on the experience, no. of mobile dispensary services conducted, capacity of the firm to deliver the Mobile Dispensary Services, Geographical presence and Key Staff for the services.

The validity of the selection shall be initially for a period of 3 (Three) years, which may be extended with mutual agreement with the first right of refusal by OIL. This is at the sole discretion of OIL.

4. Conditions to Selection

- i) The participants will be evaluated first on the basis of assessments to be made for the fulfillment of mandatory conditions (marked as M under qualifying Criteria) as per the Qualifying Criteria. Responses submitted by the participant which do not fulfill all the mandatory conditions as per qualifying criteria, will be summarily rejected.
- ii) An agency shall be qualified if they meet all the mandatory conditions listed in the qualifying criteria.
- iii) All proposals/ documents received shall be evaluated for acceptability.

- iv) Short Listed agencies shall be invited to present the proposed work plan for undertaking the Mobile Dispensary Services, and subsequently to submit financial offers
- v) OIL shall have rights to select or reject an agency on the basis of the above selection criteria and shall be the sole discretion.

5. Qualifying Criteria

Sl. No.	Qualifying Criteria	Maximum marks	Mandatory conditions (M)	Marks to be allotted
I	Past Experience of executing Mobile Dispensary Services	20	M	
a.	Past Experience (1-3 years)			10
b.	Past Experience (above 3-5 years)			15
c.	Past Experience (above 5 years)			20
II	Average Annual Turnover in last three years (2010-11, 2011-12 & 2012-13)	10	M	
a.	Average Annual Turnover of the agency above Rs 1.2 Crore			10
b.	Annual Turnover of the agency above Rs 66 Lakh			8
III	Total Numbers of Mobile Dispensary Services Conducted.	20	M	
a.	No. of Mobile Dispensary MOU / Contract – 1 no.			10
b.	No. of Mobile Dispensary MOUs / Contracts – 2 nos.			15
c.	No. of Mobile Dispensary MOUs / Contracts – More than 2 nos.			20
IV	No. of Mobile Dispensary Services conducted for Central/State Governments/PSUs	20	M	
a.	Mobile Dispensary Services with Central/State Governments/PSUs – 1 no.			10
b.	Mobile Dispensary Services with Central/State Governments/PSUs - 2 nos.			15
c.	Mobile Dispensary Services with Central/State Governments/PSUs - 3 nos.			20
V	Geographical Presence	10	M	
a.	Hospital / Agency in operational districts in Assam / Arunachal Pradesh			10
b.	Tie up with Hospital / Agency in operational districts in Assam / Arunachal Pradesh			5
VI	Key Staff	20	M	
a.	Proposed Team Personnel to be involved (As per Annexure IV)			20
	TOTAL	100		
	QUALIFYING MARKS	63		

Note: A participant must score marks in each of the above categories. In case a participant fails to score against any one of the above points, the participant shall be summarily rejected.

6. General Conditions of the EOI

- (i) For each category of Qualifying criteria, documentary evidence is to be submitted after being duly attested by the participant's authority, serially numbered and enclosed with the offer. If the documentary proof is not enclosed for any criteria, the offer is liable to be rejected. The decisions of OIL shall be final in all cases.
- (ii) OIL shall have the right to postpone, modify, cancel, or annul the aforesaid process at any stage at its sole discretion without assigning any reason and shall bear no liability what so ever consequent upon its decision.

- (iii) OIL reserves the right to reject any or all applications without assigning reason whatsoever. Conditional and erroneous and incomplete offer shall be rejected out rightly.

Note: Nature of documentary evidence should be clearly mentioned. (Like MoU Copy/Contract Copy/Work Order Copy, etc.)

7. EOI Submission Format

- a. Forwarding letter on Organization's letter head signed duly 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 operating districts of Assam / Arunachal Pradesh
 - Annexures
 - 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

8. 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.



OIL SPARSHA

Mobile Dispensary Project

Of

OIL INDIA LIMITED

Under its CSR Initiative

Through

<Name of the Hospital / Agency, etc>

"Your Good Health is Our Happiness"



ऑयल इंडिया लिमिटेड

(भारत सरकार का उद्यम)

Oil India Limited

(A Government of India Enterprise)

CIN : L11101AS1959GOI001148

OIL SPARSHA

Mobile Dispensary Project

Of

OIL INDIA LIMITED

Through

<Name of the Hospital / Agency, etc>

OIL CIN : L11101AS1959GOI001148

Annexure III

Sample declaration letter from Participant

(To be typed on the letterhead of the Organisation and shall be signed by an Authorized person)

Ref. No. _____

Date _____

The Head (PR)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Declaration of Assurance

Ref: Your EOI No. _____ Dated _____.

We hereby declare that if we are allocated the service we shall be providing a complete package for Comprehensive database for Mobile Dispensary Services including required hardware, servers, data operators, etc. The databank (Name to be specified) shall have the following minimum 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

02. The details would be put-up to OIL for approval before installation.

03. We do hereby also declare that if any part of the package (hardware / software) is not acceptable to OIL, we will replace as per OIL's requirement.

Yours faithfully,
 For (type name of the Organisation here)

Signature of Authorized Signatory

Name:

Designation:

Phone No.:

Place:

Date: (Affix Seal of the Organization)

Annexure IV**Team Personnel to be involved (For each Districts of Dibrugarh & Tinsukia in Assam)**

- Doctors : 4 (Professionally qualified)
- Nurses : 4 (Professionally qualified)
- Paramedic : 2 (For assisting doctors & nurses at camps)
- Volunteers : 4 (From vicinity of camp site for publicity & coordination of local arrangements)
- Base Coordinator : 1 (For conducting activities at party's base camp)
- Field Coordinator : 2 (For conducting activities at camps)

Team Personnel to be involved (For Sivasagar District of Assam and Miao & Manabhum areas of Arunachal Pradesh each)

- Doctors : 2 (Professionally qualified)
- Nurses : 2 (Professionally qualified)
- Paramedic : 1 (For assisting doctors & nurses at camps)
- Volunteers : 2 (From vicinity of camp site for publicity & coordination of local arrangements)
- Base Coordinator : 1 (For conducting activities at party's base camp)
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