

NOTICE INVITING GLOBAL EXPRESSION OF INTEREST (EOI)
(OIL/BD (G)/05/06/EOI/2021/199 Dated 22nd April 2021)

LAST DATE OF SUBMISSION: 14:00 HRS (IST) OF 13th May , 2021

Sub: Engagement of Agency for providing comprehensive cover for Medical and Security Emergencies to OIL Expats & Travelers.

- 1.0 Oil India limited (OIL) is a premier National Oil Company engaged in the business of Exploration, Production and Transportation of Crude Oil and Natural gas. A Navratna Company under the Ministry of Petroleum and Natural gas, Government of India.
- 2.0 Currently, the Company has established its presence in Libya, Gabon, Nigeria, Yemen, Venezuela, USA, Bangladesh, Myanmar, Mozambique and Russia. In 2013 OIL made commercial discovery of crude oil in Gabon where the Company is the Operator.
- 3.0 OIL (referred to as Company in the EOI) hereby invites Expression of Interest (EOI) from experienced and reputed prospective agencies for shortlisting for providing Comprehensive Cover for Medical & Security Emergencies for twenty OIL (20) Executives-ten (10) expatriates and ten (10) travellers for a period of three (3) years with a provision of another one years based on satisfactory performance.
- 4.0 Scope of work:

The Agency shall perform the following services during the Term of this engagement, which broadly includes but not limited to:

A. The scope of services required round the clock is as under:-

(i) Corporate Comprehensive Access Membership:-

- (a) 24 X 7 X 365 access to Doctor & Security Specialist online, On-call and on the ground for Medical and Security referrals and advices.
- (b) Coordination of Medical and Security Evacuation / Repatriation.
- (c) Membership card and communication material.

(ii) An dedicated and identified single station contact with a centralized control room/ assistance center, in collaboration and or in individual capacity, for medical and security assistance 24x7x365, through relevant experts/ Doctors(for medical assistance). In case of collaboration, the agency identified should be clearly spelt out with supporting documents confirming the mitigating source to be attached with the proposal.

(iii) To provide credible, proactive, brief and actionable advance alerts, advice, intelligence related to security on daily and weekly forecast for all locations of OIL and while on travel for global travelers. Advance alerts with **Travel Tracking on daily based information. Specific inputs for Strategic locations, in crisis situations like Law & Order, Political**

unrest, Natural disaster and any epidemic breakout, etc. which requires immediate shifting of OIL expats to safe haven.

- (iv) OIL and successful bidder will work together to prepare specific operating procedures in terms of medical, Security and operational aspects.
- (v) Regular and robust Risk monitoring with likely risk scenario, in short, medium and long terms with wide range of timely information covering transportation, travel warnings, civil disorder, natural disorder, terror/armed conflict, health warning, Geo political-commerce & crime and corruption.
- vi) Access to 24/7/365 medical & security assistance with a centralized emergency response center, globally with capability to provide real time medical advice, assistance, referral and or evacuation services at a global level.

B. Travel tracking Solution and Pre-trip advisories:-

- (i) Travel tracking facility to all global travelers of OIL suitably through travel document or any other platform which is able to accurately, credibly and precisely locate for single point monitoring and is useful during any emergencies in strategic locations.
- (ii) Dedicated Dial- in with direct Access.
- (iii) Pre-trip advisory email with travel, security and medical information.
- (iv) Travel tracker website with SMS/ E-mail communication platform and location check-in and other relevant safety and distress/ emergencies situation sharing facilities.
- (v) Help employees with their travel plan, including providing information, referrals on how to get new passport, where to get vaccinations, or referrals to lawyers, interpreters, logistics, hotels, safe havens, Do's and Dont's etc.
- (vi) Medical and Dental case Management and referrals to vetted hospitals and doctors.
- (vii) Cashless experiences for medical fees and other expenses as well as the payment of all costs associated with outpatient medical care, where possible.
- (viii) To create Awareness among employees of OIL through Awareness series, Presentations, Mails, etc., provided under the contract at OIL Corporate office, Noida.
- (ix) OIL shall provide necessary information regarding travel of its employees.

C. Commitment to be provided by agency:-

- (a) To fulfill its "Duty of Care obligation" for OIL expats, their dependents and other global travelers.
- (b) Fulfill its commitment towards HSE policies of OIL, of zero loss of life.
- (c) Ensure business continuity at all times.
- (d) Ensure safe evacuation of OIL employees, their dependents and global travelers by fastest means.

- (e) Extend its operations in Wider Global Areas through Comprehensive Risk Management, on ground solution.
- (f) And maintain Global Brand reputation of OIL.

D. Office in India and tie ups with medical and Security agencies in foreign countries:-

- (i) The Bidder must have and maintain an office in India along with telephone No., tele-fax, e-mail ID, etc. to facilitate round the clock contact throughout the entire duration of the contract.
- (ii) Bidder should either have or establish contracts with the local Service provider for Medical and Security emergency services in countries where OIL is presently operating. In future if OIL operations extend to new countries it will provide Security and Medical services in those countries also.

E. The scope for Add-on services required on demand as per emergency and need by OIL are defined under:-

(a) Evacuation and Repatriation:-

- (i) Air / surface transportation from country of assignment to home country or to any other country as decided by OIL INDIA LTD. The evacuation has to start from venue of crisis.
- (ii) The evacuation has to start by the Agency within shortest possible time on receipt of information provided by OIL INDIA LTD ltd.
- (iii) Arrangement for family members/Companion tickets.
- (iv) Repatriation of mortal remains if any, to home country.
- (v) Evacuation during any natural or man-made disaster(s) at any given location(s).

(b) Security:-

- (i) Emergency Evacuation Assistance.
- (ii) Providing of Escort Services (Armed guards, bullet proof vehicles, pilot vehicle (with local language and English known drivers, Armed guards, interpreters etc.) to OIL executives at overseas locations.
- (iii) Preparation and periodical up-dation of Emergency Rescue Plan (ERP). Preparation and updating of Standard operating procedures (SOPs) for Evacuation in concerned countries in consultation with the Security section, OIL.
- (iv) Mock drill for Evacuation as per ERP/ SOP as and when required.
- (v) Location of missing OIL person if any at any given location.
- (vi) Security awareness training and briefings as and when required.

(c) **Travel Security:-**

- (i) Customized operation procedure – Subscribers specific call handling, Case management protocols.
- (ii) Incident activation monitoring system for critical situation other than evacuation.
- (iii) Provision of Escorts, suitable/ safe vehicle for mobilization of expats to any given locations during hostile conditions or job related.
- (iv) Emergency message transmission.
- (v) Emergency translation and interpreter services.
- (vi) Lost document advice and assistance
- (vii) Assistance with lost passport, travel documents and missing wallet, etc.
- (viii) Providing Interpreter services

(d) **Medical:-**

- (i) Medical evacuation from the point of accident/ sickness with medical escort if required to a suitable medical facility and treatment from international accredited medical facilities.
- (ii) Dispatch of medication and medical supplies.
- (iii) Provide cashless emergency medical services to patients.
- (iv) Medical and dental referrals.
- (v) Repatriation of mortal remains to home country, if any.
- (vi) Out-patient case management.
- (vii) Assistance and documentation for insurance claim, if any.
- (viii) Arrangements of medical professionals to accompany OIL INDIA LTD expat and or family members, if required.

(e) **Training and Mock Drills on demand:-**

- (ii) Personal travel and Security awareness.
- (iii) Advance Security training.
- (iv) Travel Risks awareness.
- (v) Periodical Mock Drills.
- (vi) Preparation of ERP/SOP.
- (vii) Providing Armed/ unarmed escort services to OIL expats in any country
- (viii) Any other Medical and Security requirement.

5.0 **Minimum Qualifying Criteria for EOI**

The following minimum criteria should be met by the Agencies /Applicant, failing which their EOI may be liable for rejection:

Technical Criteria

- i. The bidder should have experience of successfully executing at least 1 (one) **Similar Works** for not less than **Rs. 13.18 Lakhs (Rupees Thirteen Lakhs Eighteen Thousand only)** in preceding **07 (Seven)**

years. Period in this regard shall be reckoned from the original stipulated EOI submission date.

Similar Works means providing membership for medical and security emergency services to International Companies / International Oil and Gas sector Companies.

In support of above experience criteria, bidders are required to submit documentary evidences like relevant pages of contracts/work orders along with completion certificate/payment certificate issued by the clients or any other documents showing details of work carried out to complete the full scope of work as enumerated in the Scope of Work etc.

- ii. Bidder should have global presence and must have offices/ establishments in minimum **40 countries** worldwide. This can be substantiated through (1) Annual Report (2) Audit Report or (3) List of offices/ establishments with their address, contacts nos. etc. on the Company letter head.
- iii. Bidder must have an office in India to facilitate 24/7 contact throughout the entire duration of the contract.
- iv. Bidder must be **ISO 9001:2015** certified in its operations globally.

6.0 Bidders must submit the details of above with relevant supporting documents in **PROFORMA – I attached as Annexure-I**. Any change / replacement shall be with prior approval of Oil India Limited and meeting the respective eligibility criteria. Agency not meeting the minimum pre-qualifying criteria stands disqualified and no correspondence shall be issued by the Company in this regard.

7.0 Submission of EOI

7.1 Interested Agencies are requested to visit our website www.oil-india.com for further details on the above and submit their Expression of Interest with PROFORMA-I latest by **13th May 2021 till 14:00 Hrs (IST)** to the following email address:

dulalcnath@oilindia.in

8.0 For any contractual clarifications, you may contact:

Mr. D. C. Nath
Deputy General Manager (Contracts-BD)
Oil India Limited
Plot No.19, Sector-16A, Noida-201301
Email: dulalcnath@oilindia.in

9.0 **OIL INDIA LIMITED** reserves the right to accept or reject response to this Expression of Interest for shortlisting the Agencies.

ELIGIBILITY CRITERIA CHECKLIST
(To be filled in by the Bidder and submitted as part of the EOI)

EOI No and Date: OIL/BD (G)/05/06/EOI/2021/199 Dated 22nd April 2021

Name of the Bidder:

I. BRIEF DESCRIPTION :

a.	Name of the Party	
b.	Brief description of the party	
c.	Name of the Contact person	
d.	Mobile No. & Email Id of Contact person	
e.	Ability to deliver as per the Scope of Work	Yes/No

II. ELIGIBILITY CRITERIA

(i) Experience in providing membership for medical and security emergency services to International Oil and Gas sector Companies.

Sl No	Brief Description of Services	Duration of services provided	Company to which service has been provided	Remarks
1				
2				
3				

(ii) Global presence and offices/establishment in the world:

S.N.	Name of the country where the agency has presence	Office Address	Remarks
1			
2			

(iii) Office in India

S.N.	Office in India (Yes / No)	Office Address in India
1		

(iv) ISO Certification

S.N.	ISO Certificate 9001:2015 available (Yes / No)
1	
2	

Note: In case the party is not able to disclose details of any eligible deal due to any non-disclosure restrictions, a certificate must be provided to the effect that the deal is qualifying in all respect as per the provisions of the EOI for consideration of the qualifying criteria.

Signature of Bidder/Authorized Signatory

Date:

Name:

Designation: