

Expression of Interest

Introduction

This Expression of Interest (Eoi) is being floated by **Directorate General of Hydrocarbons (DGH)** for the purpose of gathering information/knowledge about solutions being offered by organizations/vendors/solution providers for facilitating Employee Assistance Programme/Wellness services for employees/family members in an innovative and cost effective manner.

The objective of this Expression of Interest (Eoi) is to identify effective services with a clear understanding of the scope, approach, methodology and estimated cost for starting Employee Assistance Programme/Wellness Services in DGH.

Background

The Directorate General of Hydrocarbons (DGH) was established in 1993 under the administrative control of Ministry of Petroleum & Natural Gas through Government of India Resolution. Objectives of DGH are to promote sound management of the oil and natural gas resources having a balanced regard for environment, safety, technological and economic aspects of the petroleum activity.

For further details please visit DGH's website: <https://www.dghindia.gov.in>

DGH is desirous of engaging a service provider for facilitating Employee Assistance Programme for its employees and their family members initially for a period of one year on pilot basis. DGH is envisaged to provide a support system that helps to improve employee health and wellbeing through multitude of methods.

Brief Scope

- i. **One on one Employee Counselling Services** (Personal, Professional and Psychological) and other wellness services like Physical wellbeing, Emotional Wellbeing, Financial Well-being, Social Wellbeing, Intellectual Wellbeing and Spiritual Wellbeing.
 - ii. One on One counselling modes- telephone, chat facility, online counselling and face to face through certified counsellors with varied experience and expertise should be available for different issues. The availability of the online services should be 24*7.
 - iii. Dedicated sessions/workshops and open webinars focusing lifestyle management/Cancer Prevention/Tobacco control/Substance Abuse/Women health concerns/Teenagers concerns and other customized programmes as per the requirement of DGH.
 - iv. 'Suicide Prevention Programme' for high risk cases and Crisis counselling for employees and family members.
 - v. Nutritionist expert Counselling and Yoga practitioner.
 - vi. Psychometric assessments and individual development plans for employee development.
 - vii. Legal & Financial Counselling.
 - viii. Promotional materials such as informational cards and brochure, required to promote EWP among target employees.
 - ix. Monthly reports / presentations on the trends of the program.
- Note: The above scope is indicative only.

Eligibility Criteria for participation in Eol:

- I. The interested party(s) must be a firm/ company /organization registered under Act / Law/ Regulatory Body of Indian Government.(Certificate of incorporation/partnership deed)
- II. The interested party(s) should not have any pecuniary liability nor any judicial proceedings or any restraint, restricting it in fulfilling the services. The interested party(s) should not have been blacklisted / debarred by any Government /Regulatory Bodies/ any Government Agency / Department in India / PSUs / Autonomous Body / Global Entity. (Undertaking to be submitted)
- III. The interested party(s) should have experience of providing similar Assistance/Wellness Programs through certified psychologists for a period of at least 05 years to CPSUs/Govt Bodies/Regulatory Bodies/MNCs (Relevant Work experience to be submitted)
- IV. The interested party(s) should necessarily have the technology/ digital platforms along with onsite counselling services-24 x 7 Helplines (toll-free number), Online chat rooms, Interactive app, Online portal for booking appointments. (Documentary evidence to be submitted)
- V. The interested party(s) should ensure that all the EAP counselors are licensed and certified professionals with relevant qualifications and experience. (Documentary evidence to be submitted)
- VI. The interested party(s) should be profitable in the last 2 financial years as evidenced by the audited P&L statements and or audited financial reports which need to be furnished along with the response to this for the purpose of this Eol evaluation.
- VII. The interested parties should be certified with relevant ISOs and other statutory certifications as applicable for providing the requisite services. (ISO certifications and other statutory certifications to be submitted)

Terms and conditions of participation in EOI

- The eligible and interested vendors may send the detailed response with EOI in the prescribed format on or before the prescribed date and submit their Eol online with required Eol documents confirming the eligibility criteria, along with the other documents as stated in this document, on or before the EOI submission closing date and time. No physical Eols would be accepted.
- The entire Details of EOI are available on DGH Website: www.dghindia.gov.in and Government of India's Public Procurement Portal <https://eprocure.gov.in/cppp/>.
- In exceptional circumstances and at its own discretion, DGH may extend the deadline for submission of proposals by issuing an amendment which will be made available on the DGH website. DGH reserves the right to amend/add further details in the Eol.
- All information contained herein and the enclosures are confidential information. By accepting this material, the recipient agrees that the information will be held in confidence and will not be reproduced, disclosed or used in whole or in part without prior permission of Directorate General of Hydrocarbons.
- During examination of the Eol, DGH may at its discretion, ask the Prospective Bidder/ Service Provider for any clarification on its EOI. The request for clarification and the response shall be through e-mail.
- DGH reserves the right to cancel this call for Eol and/or invite afresh with or without amendments, without any liability or any obligation and without assigning any reason.
- This Eol is in no way related to award of contract. Contract shall be awarded through a process of Tender/Bid/RFQ on Government e-marketplace or as deemed appropriate.

- Applicants are advised to visit DGH website regularly for any updates on this EOI.
- The applicant shall bear all costs associated with the preparation and submission of its response, including but not limited to preparation, copying, expenses associated with any demonstrations or presentations which may be required by the Company, site visits, studies, or any other costs incurred in connection with or relating to its response. All such costs and expenses will remain on the applicant and DGH shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the applicant in preparation or submission of the response, regardless of the conduct or outcome of the Process.
- Any assumptions made by the Bidder in response of this request for EOI will be their own risk and cost. DGH will not be liable for any such assumptions / representations made by the Vendors.
- The interested parties will have to make detail and indepth presentation of the services proposed in Eoi. The presentation should contain all the points mentioned in the proposed solution with budgetary estimates.
- The budgetary estimates shall be indicative of the assessment of current market prices and are not binding on DGH.
- Important Dates & Information of the Eoi shall be as below

Eoi No. & Date	DGH/HR/EOI-I/2024
Eoi Issuing entity	Directorate General of Hydrocarbons
Date of uploading Eoi	16.10.2024
Last date & Time of Eoi Submission	05.11.2024, 17:00 HRS at DGH, Noida
Venue of Eoi Submission & Eoi Opening	Online through mail only adminhr@dghindia.gov.in
Date & Time of Proposal Presentation	Shall be conveyed to shortlisted parties through email.
Venue of Proposal Presentation	Shall be conveyed to shortlisted parties through email.
Contact Person for any Further clarifications	Ms Kavita Rohilla Jain, Sr Manager (HR) Email Id- adminhr@dghindia.gov.in

For any queries regarding this Eoi, please contact person(s) as mentioned on or before last date of submission of queries. No queries would be entertained after this timeframe.

Annexure -1
Covering Letter for submission of EoI
(To be submitted on the letterhead of the interested party)

(Date)

To, Directorate General of Hydrocarbons (Ministry of Petroleum & Natural Gas)

Plot No.2, OIDB Bhawan,

Sector 73, Noida-201301

Reference: EoI for “Employee Assistance Program/Wellness Services solutions”

Ref: EoI No. xxxxx Dated: XXXX

Dear Sir/Madam,

We have examined the EoI document, we, the undersigned, herewith submit our EoI in response to your EoI no XXXXX Dated: XX12-2024 for “Employee Assistance Program/Wellness Services solutions”, in full conformity with the said EoI document.

- I. We have read the provisions of the EoI document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our EoI shall not be given effect to.
- II. We agree to abide by this EoI, consisting of this letter, the detailed response to the EoI and all attachments, for a period of 180 days from the date of submission of the EoI.
- III. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices
- IV. We would like to declare that there is no conflict of interest in the services that we would be providing under the terms and conditions of this EoI.
- V. We hereby declare that all the information and statements made in this EoI are true and accept that any misrepresentation contained in it may lead to our disqualification.
- VI. We understand you are not bound to shortlist / accept any EoI you receive.

Sincerely,

Signature of Authorized Signatory

Seal of the interested party

Name: Designation: Date:

Annexure-2

Interested party Profile

1	Name	
2	Address	
3	Telephone & Fax	
4	Email &Website	
Details of Authorized Person		
5	Name	
6	Address	
7	Telephone &Email	
Information About the Company		
8	Details of Registration of Firm (Provide Ref)	
9	Number of Professionals	
10	Location and Address of Offices (in India and Overseas, if any)	
11	Service Tax Registration Number	
12	Income Tax Registration Number (PAN)	
13	GST Registration Number	
14	ISO certifications	
15	Other certifications	
16	No. of Certified Counsellors and Minimum qualification	
17	No. of Counsellors with more than 20 years of experience	
Experience		
16	Experience of providing EAP/EWP	1. 2. 3. 4. 5.
Proposed Solutions		
17	i. Proposed EAP/EWP solution: ii. USP of the service provider:	

Signature of the Interested party