

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DELHI DISASTER MANAGEMENT AUTHORITY
DEPARTMENT OF REVENUE(HQ)
5, SHAMNATH MARG, DELHI-110054
TEL: NO. 011-23982164
http://delhi.gov.in/wps/wcm/connect/doiit_dm/DM/Home_

F.No. 1 (97)/DDMA(HQ)/TENDER-EOC/2014/ 328
E-Tender Notice

Dated: 26/06/2014

E-Tender ID. NO. 2014_REV_59955_1

The Delhi Disaster Management Authority/Revenue Department, Govt. of NCT of Delhi invites e-tender from eligible firms for running the operation of One (1) Emergency Operation Centre/Disaster Helpline Centre (EOC) 24x7 of Delhi Disaster Management Authority. The Centre will be operative at 5 Shamnath Marg, Delhi-54 by outsourcing of manpower.

The details of the total number of personnel to be deployed is as follows:

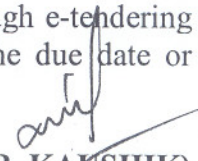
1. Team Leader – 01 Nos.
2. Supervisor – 03 Nos.
3. Call Executives – 12 Nos.

The centre will be operational in three Shifts manned by four call executives and one supervisor in each shift. There will be one overall team leader responsible for the operation of this centre (Helpline) at headquarters. The agency will provide aforementioned trained man power for handling both inbound and outbound calls related to disaster situation and performing duties related to disaster management.

Period of award of work will be two years from the date of award of work. The estimate value of tender is apporixamtely Rs. 24 Lacs per year. .

The details of the tender & other related information could be viewed and filed at <https://govtprocurement.delhi.gov.in>

Interested agencies / firms may download the tender documents and apply through e-tendering not later than **12.30PM by 14.07.2014.** Tender document received after the due date or incomplete in any respect shall be rejected.


(P.R. KAUSHIK)
SDM -I (H.Q.)/DDMA

Copy to :-

1. ✓ The System Analyst for uploading at site of Revenue Department and DDMA
2. P.A. to the Divisional Commissioner-cum-Pr. Secretary Revenue