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

F.No. 1 (97)/DDMA(HQ)/TENDER-EOC/2014/673

E-Tender Notice

Dated: 24/11/2014

E-Tender ID. NO. 2014_REV_71044_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 approximatelly Rs. 30 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 04.12.2014. Tender document received after the due date or incomplete in any respect shall be rejected.

(LALIT MOHAN)
SDM –II (HQ.)
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/doit_dm/DM/Home

F.1(97)/DDMA(HQ)/Tender-EOC/2014/ 672

Dated: 25-11-2014

Date of Closing : 04.12.2014 on 12.30 P.M.
Date of Opening : 04.12.2014 on 02.30 P.M.

The Delhi Disaster Management Authority/Revenue Department, Govt. of NCT of Delhi invites 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- 1
2. Supervisor -3
3. Call executives -12

for Emergency Operation Centre/Disaster Helpline Centre

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 approximately Rs. 30 Lacs per year. The lumpsum rate will be inclusive of wages, company charges, other admissible benefits to the employees as per the norms of the Government. However, the bidder must ensure that all the employees are paid as per the qualification, experience and minimum wages prescribed by the Government time to time.
Terms & Conditions:

1. Only online e-tendering bids addressed to the Secretary (Revenue/Disaster Management), Govt of NCT of Delhi, S- Sham Nath Marg, Delhi shall be submitted by 04.12.2014 on or before 12.30P.M. in two parts, a) Technical bid (As per annexure III) and b) Financial bid(s) (as per Annexure IV) as per the prescribed procedure in this tender.

2. Pre bid conference of prospective bidders, would be held on 28.11.2014 at 3.00 PM in the conference room of Divisional Commissioner, S Sham Nath Marg for clarifying the issue and clearing the details if any on the Technical and Financial issues of the documents.

3. The bids would be opened at 02.30P.M on 04.12.2014 in the Conference Hall of Secretary (Revenue/Disaster Management), in the presence of purchase committee members and bidders or their authorized representatives who may wish to be present there. In case last date for submission of bids happens to be a holiday the same will be received/opened on the next working day at the specified time as indicated above.

4. Procedure/documents/information for submission of Bids:

(i) Rs. 1,00,000/- (Rs. One lakh only) as earnest money (EMD) is to be deposited in the form of an account payee demand draft/banker cheques/Fixed Deposit Receipt/Bank Guarantee from a Commercial Bank in an acceptable form in favour of Secretary (Revenue/Disaster Management), Delhi. The EMD must be valid for a period of 45 days beyond the last date of submission of bids. Any firm registered with NSIC & DGSS&D is exempted from submission of EMD. However, in such a case submission of Documentary proof by the firm in this regard is mandatory.

(ii) The envelope containing Earnest Money Documents & duly subscribed as EMD for Emergency Operation Centre must be deposited in the office of SDM-I/Disaster Management, S Sham Nath Marg, Delhi -110054 before the closing time of the tender i.e. 12.30P.M. on 04.12.2014.

(iii) A Certificate shall be submitted by the bidding firm that all terms and conditions are acceptable to the bidder. Conditional bids shall not be accepted.

(iv) The firm must be registered with Service Tax Department (Please attach copy of service tax registration certificate duly attested by a Chartered Accountant ).

(v) The firm shall furnish Trading account, Profit and loss account and balance sheet for the last three years duly certified by the Chartered Accountant.
(vi) Only such firm having an annual turnover of Rs. 20 Lakh (Rs. Twenty lakh only) and above during the preceding three financial years are eligible to participate in the bid.

(vii) Only firm having at least 2 years of experience during the last 5 years in the operation and Management of 24x7 Emergency Call Centers/ Call centers are eligible to participate in the bid.

(viii) The firm shall apply solely and shall not form any consortium/Joint Venture with any other firm/organization/ institutions after submission of bid.

(ix) The firm shall disclose in writing all the relevant facts regarding the ownership of the firm and constitution of business. If it is a proprietary concern, the name of the proprietor, if it is a partnership firm/ joint venture/consortium names of all the partners and attested copy of the partnership deed and if it is a company, attested copy of the Memorandum and Articles of Association with certificate of incorporation and date of commencement of business be submitted on line along with a copy of the resolution authorizing one of the Directors to participate in the bid and the name of the Directors of Company shall also be disclosed.

(x) Bidder(s) shall submit an affidavit on Non Judicial Stamp paper of Rs. 10/- (Rs. Ten Only) duly attested by Notary Public/ Oath commissioner declaring therein that the statements made by him/her/them and all the facts stated in connection with the Tender document submitted are true and correct to the best of his/her/their knowledge and nothing has/have been concealed therein.

(xii) Bid validity period will be 90 days after closing date of bidding.

5. The Technical Bid must include the following documents:

(a) Earnest Money Deposit of Rs. 1 lakh in the form of an account payee Demand Draft/Banker Cheques/Fixed Deposit Receipt/Bank Guarantee from a Commercial Bank in an acceptable form in favour of Secretary (Revenue/Disaster Management), Delhi or self attested copy of proof of registration with NSIC/DGS&D with EMD superscribed on the envelope. Bids without proof of registration with NSIC/DGS&D shall be rejected out rightly.

(b) Self Attested Copy of PAN card number issued under Income Tax Act.

(c) Self attested copy of proof of Two years experience of works in the operation and management of running 24x7 Emergency Call center / Call centers during the last 5 years.
(d) Annual Turnover supported by audited balance sheet with profit and loss account of last 3 years duly attested by Chartered Accountant.

(e) Proof of Ownership and constitution of business. (Please attach copy duly certified by the Chartered Accountant).

(f) Affidavit on Non Judicial Stamp Paper of Rs. 10/- duly attested by Notary Public/ Oath Commissioner as mentioned in para 3 (ix).

(g) Undertaking as per Performa. As given in Annexure –I (on plain paper)

(h) Certificate to the effect that all term and conditions are acceptable to the bidder. As given in Annexure –II (on the letter head of firm/agency)

(i) The bidder should submit scanned copy of CV of all employees to be deputed (Annexure VII)

(j) Proof of Registration with NSIC/DGS&D

6. Bids received after the specified date and time shall not be eligible and shall stand rejected.

7. Financial bids of only the technically qualified bid shall be opened by the Tender Committee.

8. Important Information:

(I) EMD of unsuccessful bidder would be returned to them after finalization of the Tender, and that of the successful bidder(s) after receipt of the performance security as prescribed in Clause 9.

(II) EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, the EMD of the firm will be forfeited and the firm/agency shall stand disqualified for award of work and further action will be taken as per rules. The firm will also be liable to be blacklisted.

(III) The rates quoted by the firm must be exclusive of service tax.

Delivery period will be one week after award of the order and for two years.
Availability of Key Personnel: The Applicant firm shall offer and make available all Personnel meeting the requirements. Further, leave replacement shall be provided by bidder with personnel having same qualifications and experience under all the three categories.

9. Performance Security- The successful bidder shall be required to furnish Performance Security equivalent to 7.5% of the estimated contract value in the form of a Demand draft/Pay Order/Bank Guarantee payable to the Secretary (Revenue/Disaster Management), Delhi within a week of the receipt of the acceptance of the contract. The performance Security shall have to remain valid for sixty days after the completion of all contract period including warranty obligation.

10 Terms & Conditions of Financial bid(s):

(i) Hypothetical and conditional bid shall not be entertained.
(ii) Tender is not transferable. The successful bidder shall not further subcontract the work to any other contractor(s) under any circumstances. Violation of this term shall invoke the same penalty as prescribed above.
(iii) The tenderer shall safeguard the Government property and in case of damage/loss, the same shall be recoverable from the contractor in any form as decided by the Secretary (Revenue/Disaster Management), Delhi.
(iv) Any controversy or dispute arising out of this instrument shall be referred for resolution to Secretary (Revenue/Disaster Management Authority), Delhi who will be entitled to conciliate and resolve amicably the same as far as possible and if the same is not resolved then the matter shall be referred to the Arbitrator as per the provisions of Arbitration and Conciliation Act.
(v) Payment will be made monthly after submission of bills. Bills must be supported with duty chart of the month, attendance sheets of the staff deployed as per duty chart. These documents should be authenticated by Director of the firm/agency under his signature and seal.
(vi) Legal dispute, if any, arising out of the bids, shall be subject to the jurisdiction of the courts of Delhi only.
11. Qualification and experience of the employees deputed in EOC.

1. Successful bidder shall submit educational qualification certificate(s) along with police verification report of all employees deputed for the operation of EOC.

2. Team leader should have bachelor's degree or equivalent from any recognized university with minimum working experience of 5 years of which 3 years of experience in the field of Disaster Management. The Team Leader should also have adequate knowledge of information technology (IT). The candidate should preferably have experience in working with the government agencies and have good communication skills. The Team Leader will be responsible for managing the telecom link, with other IT hardware and software and will be the focal point in case of any emergency situation(s).

3. Supervisors should have 3 years' working experience with good Information Technology knowledge with bachelor degree and desirable diploma/degree in the field of Information Technology.

4. All call executives must have bachelor's degree or equivalent from any recognized university and good working knowledge of IT.

5. All employees should have quality communications skill in Hindi and English and have minimum 40WPM speed of typing in English.

6. All employees should have excellent knowledge in Microsoft Office (Word, Excel, PowerPoint)

7. The Emergency Operation Centre/Disaster Helpline Centre (Helpline) shall operate in 3 shifts and each shift of 8 hours with the following timings.
   i. Shift 1 – 6 AM to 2 PM
   ii. Shift 2 – 2 PM to 10 PM
   iii. Shift 3 – 10 PM to 6 AM
   iv. In case of any emergency situation and mockdrills the employees may have to work for long hours till the emergency situation is resolved. In such cases no extra payment will be made by DDMA.
   v. The team leader, supervisor and the call executive shall intimate DDMA well in advance before proceeding on leave and after providing suitable substitute.

Company can replace the employee(s) with prior permission from DDMA.

IMP:- Technical Bid and Financial Bid must be uploaded online on the given link.
12. **JURISDICTION:**

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceedings arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at Delhi/New Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

13. **Arbitration**

Disputes and differences if any arising out of, or in any way, concerning this instrument (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any officer of Govt. of NCT of Delhi, who shall not be below the rank of Secretary, Govt. of NCT of Delhi, to be nominated by the Delhi Disaster Management Authority/Revenue Department, Govt. of NCT of Delhi. The award of the arbitrator so appointed shall be final and binding on both the parties. The Arbitration and Conciliation Act shall be applicable to such arbitral proceeding and the law of the land shall govern the dispute so referred to the arbitrator.

The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract. The venue of the arbitration shall be Delhi, India.

14. **NOTICES**

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the Purchaser or Bidder.

15. **TERMINATION**

The Delhi Disaster Management Authority/Revenue Department, Govt. of NCT of Delhi may terminate the Contract, by not less than thirty(30) days' written notice of termination to
the Bidder, to be given after the occurrence of any of the events specified in paragraphs (i) to (v) of this Clause and sixty (60) days in the case of the event referred to in (v) below:

i. if the Bidder does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Department may have subsequently approved in writing;

ii. if the Bidder becomes insolvent or bankrupt;

iii. if as a result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or

iv. if the Bidder, in the judgment of the Delhi Disaster Management Authority/Revenue Department, Govt. of NCT of Delhi has engaged in corrupt or fraudulent practices in competing or in executing the Contract.

For the purpose of this clause:

a. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.

b. "Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Purchaser.

v. If the Purchaser, at its sole discretion, decides to terminate this Contract.

16. **Exclusive Right of the Secretary, Revenue**

The Delhi Disaster Management Authority/Revenue Department, Govt. of NCT of Delhi has full and exclusive right to accept or reject any bid or tender and/or withdraw the Purchase Order without assigning any reasons, whatsoever.

Addl. Secretary (Revenue)
UNDERTAKING

To

The Secretary (Revenue/Disaster Management)
Delhi Disaster Management Authority
Govt. of NCT of Delhi
Revenue Department
5-Sham Nath Marg, Delhi

1. I/we, the undersigned, certify that I/we have gone through the terms and conditions as given in the Tender form and hereby undertake to comply the same. I/we shall abide by the rates quoted in the Financial bid.

2. I/we, the undersigned, hereby bind myself/ourselves to the Lt. Governor, Delhi in respect of supply work assigned by the Revenue Department, Delhi and to indemnify the Govt. of NCT of Delhi/Revenue Department, of any loss.

3. The manpower supplied by me/us would be trained as per kind and requirement of the department. The decision of the Secretary (Revenue/Disaster Management), Delhi (hereinafter called the said officer) as regard the quality and kind of articles shall be final and binding upon me/us.

4. Earnest money deposited by me/us in the form of Banker Cheque/demand draft/ Fixed deposit receipt from a commercial bank / Bank Guarantee from a Commercial Bank has been pledged in the name of the Secretary (Revenue/Disaster Management), Delhi and can be retained according to the defined terms & conditions of the tender.

5. If the said officer deem it necessary to change manpower made available by me/us the same shall be changed in time at my / our own cost to prevent inconvenience.

6. I/we hereby undertake to supply the manpower in accordance with the terms and conditions of the contract.

Signature of Bidder
Certificate on the letter head of the firm/agency that

All the conditions mentioned in the tender document are acceptable to the firm agency.

Signature of Bidder
Technical bid for Operation of Emergency Operation Centres

1. Detail of earnest money deposit:
   i) Amount (in figure) __________________________
   ii) Amount (in words) __________________________
   iii) DD/Pay Order No/ Bank Guarantee no. __________
   iv) Dated __________________________
   v) Name of the Bank & Branch __________________________
   vi) Valid upto __________________________

2. Certificate to the effect that all terms and conditions are acceptable to the bidder.

3. PAN Card No. __________________________

4. Service Tax registration No.

5. Trading account, Profit and Loss account & Balance sheet for the last three years. (Attach copy duly certified by the Chartered Accountant).

6. Ownership and constitution of business. Attach copy duly certified by the Chartered Accountant.

7. Affidavit on Non Judicial Stamp Paper of Rs. 10/- duly attested by Notary Public/ Oath Commissioner declaration about the veracity of all of facts given in the bid.

8. Undertaking as per Performa enclosed

9. Experience certificate as per clause 4(c)

   (Signature)

   Name of firm __________________________

   Name of proprietor/partner/Director __________________________

   Address __________________________

   PAN No __________________________

   Telephone no __________________________

   Mobile no __________________________
FINANCIAL BID FOR OPERATION OF EMERGENCY OPERATION CENTRE

<table>
<thead>
<tr>
<th>S.No</th>
<th>Particular</th>
<th>Rate per Person/per month</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1 Team Leader</td>
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<tr>
<td>2.</td>
<td>3 Supervisor (1 per shift)</td>
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<tr>
<td>3.</td>
<td>12 EOC Call Executives (4 per shift)</td>
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</tbody>
</table>

*Rates to be quoted per month

*The above rate is exclusive of service tax

(Signature)

Name of Firm: ........................................

Name of proprietor/partner/Director: ........................

Address: ........................................

PAN No.: ........................................

Ph. No.: ........................................

(Mobile no.): ........................................
Form-1
Financial Capacity of the Applicant

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Financial Year</th>
<th>Annual Revenue (Rs.)</th>
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<tr>
<td>1.</td>
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<td>2.</td>
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(Signature of the Authorized Signatory)
Seal of the Firm
Form-2

<table>
<thead>
<tr>
<th>S. No</th>
<th>Detail of works/work orders</th>
<th>Name of company/organizations</th>
<th>Project of work/work order</th>
<th>Value of work/work orders</th>
</tr>
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<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
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# The Applicant should provide details of only those projects that have been undertaken by it under its own name.
Form -3
Curriculum Vitae (CV) of Professional Personnel

1. Proposed Position:
2. Name of Personnel:
3. Date of Birth:
4. Nationality:
5. Educational Qualifications:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Qualification</th>
<th>Name of School/College /Institutions</th>
<th>Board /University</th>
<th>% of marks obtained</th>
<th>Division</th>
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6. Employment Record:
   (Starting with present position, list in reverse order every employment held.)

7. List of projects on which the Personnel has worked
   Project Name Description of assignment performed

8. Details of the current assignment and the time duration for which services are required for the current assignment.

Certification:
1. I am willing to work on the Project and I will be available for entire duration of the Project assignment as required.
2. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications and my experience.

(Signature and name of the Professional)
Place...

(Signature and name of the Authorized Signatory of the Applicant)

Notes: Use separate form for each Professional Personnel

Each page of the CV shall be signed in ink by both the Personnel concerned and by the Authorized Representative of the Applicant firm along with the seal of the firm. Photocopies will not be considered for evaluation.

Validity unknown
Digitally signed by Sparsh Sandeep
Date: 2014.11.25 12:13:16 IST
Location: NCT of Delhi