

OFFICE OF ELECTRICITY OMBUDSMAN

B-53, Paschimi Marg, Vasant Vihar

New Delhi – 110057

TENDER NOTICE

For Outsourcing Services of

(3) Stenographers, (1) IT Assistant &

(3) MTS Staff

Submission deadline: 13th JANUARY, 2025 at 14:00 hrs.

1. The Office of the Electricity Ombudsman (EO) has been established under section 42 (6) of the Electricity Act, 2003. Any electricity consumer aggrieved by non-redressal of grievance by the Forum appointed by the Distribution Licensee under section 42 (5) of the Electricity Act, may make a Representation to the Electricity Ombudsman.
2. Bids are invited for "providing services of 03 nos. Stenographers, 01 no. IT Assistant & 03 nos. MTS on outsourcing basis in the Office of Electricity Ombudsman. The salary of these employees will be as per the minimum rates of wages prescribed by Delhi Government from time to time.
3. **Schedule of Requirements**

Upon award of the Contract, the successful bidder, referred below as Outsourcing Service Provider (OSP), shall provide the following services in O/o Electricity Ombudsman and deploy resources with Essential Qualifications, Experience / Desirable Qualification, as under:

Name of Post & Salary	Essential Qualification	Desirable Qualification
Stenographer No.1	<ol style="list-style-type: none"> 1. Graduate degree from a recognized university. 2. Well versed in computer operations. 3. Proficient in short hand & typing in English. Typewriting Higher/ Senior Grade in English [45 words per minute] Shorthand Higher/ Senior Grade in English [80 words per min]. 4. Should have seven years of working experience as stenographer in a Govt., Semi-Govt., PSU or private organization having annual turnover of Rs.2.0 crores or more. 	<ol style="list-style-type: none"> 1. Experience of working as Personal Assistant to HOD for 5 years in Central/ State Govt. OR any PSU/ Corporation under Govt. OR any other organization of repute. 2. Diploma in Office Management & Secretarial procedure. 3. The persons having experience of working in any Electricity Consumers redressal system will be given preference & considered first among equals. 4. Hindi Typing

Stenographer No.2 & 3	<ol style="list-style-type: none"> 1. Graduate degree from a recognized university. 2. Must have proficiency in shorthand (80 wpm) in English & typing in English atleast 45 wpm. 	<ol style="list-style-type: none"> 1. 3 years service in a Central / State Govt. OR any PSUs of Central / State Govt. OR any other organization of repute involving exposure to computer operations. Out of this, the experience of handling consumer grievances for at least twelve months. 2. Diploma in Office Management & Secretarial Practice or equivalent from recognized institute. 3. Hindi Typing
IT Assistant - No. of Post: 1	<ol style="list-style-type: none"> 1. Graduate degree from a recognized university with an appropriate course in Information Technology. 2. Minimum two years experience in IT field. 	Skill of developing new website.
MTS No. of Post: 3	1. 12 th Pass	1. Seven years of experience of duties in Housekeeping, Office and Garden Management.

4. General guidelines

- Before forwarding the resumes to this Office, the agency/firm shall carry out a preliminary skill test of the candidates and forward a certificate to this effect.
- The Outsourcing Service Provider has to ensure the verification of the antecedents of deployed manpower from their Ex-employer and police verification conducted through Police.

- iii. The Outsourcing Service Provider shall supply a copy of confirmation from their employees regarding acceptance of employment in advance at agreed wages which will be as prescribed by Govt Of Delhi NCT from time to time (the copy of current rates of payments is attached for ready reference).
- iv. The outsourced manpower deployed in this Office shall be the employee of the Outsourcing Service Provider. They will have no claim, of whatsoever nature, including either regular employment or monetary claims or any other claim or benefits from this Office.
- v. The outsourced manpower provided shall be under the direct control and supervision of the Outsourcing Service Provider. However, they shall comply with the oral and written instructions given to them on day to day basis, by the officer(s) authorized by Secretary, O/o Electricity Ombudsman from time to time. They will be bound by office timings, duty etc., as decided by this Office.
- vi. The selected outsourced manpower will be allowed to remain absent from duty with prior permission @ 2.5 days per month. This Office shall deduct proportionate amount for absence during the month of outsourced manpower beyond this limit while making payment to the Outsourcing Service Provider each month.
- vii. This Office shall have the right to increase/decrease the number of outsourced manpower to be hired as per administrative requirements in future which may be in the range of 1 to 3.
- viii. The Outsourcing Service Provider will be responsible for compliance of all the applicable laws and obligations for the satisfactory performance of the contract. The Outsourcing Service Provider shall not sub-contract the services covered in this contract.
- ix. The Outsourcing Service Provider shall comply with all acts, laws and other statutory rules, regulations, bye-laws, etc., as applicable or which might become applicable to the N.C.T. of Delhi with regard to performance of the work included
- x. The Bidder should have valid ESI, EPF, PAN and GST Registration number. It will be the sole liability of the Outsourcing Service Provider to pay the wages and or to extend benefit of provident fund, ESI, etc., to its employees as applicable under the relevant rules.

5. Terms and Conditions:

- a. **Effective Date:** The contract shall be effective from the date as stipulated in the Letter of Award to the lowest Bidder;
- b. **Contract Period:** The contract will be initially for a period of 3 (three) years, extendable by one year plus one year, subject to satisfactory performance of the contract as decided by this office;
- c. **Cost Details & Validity:** The OSP is to QUOTE his service charges only. Estimated Cost Value for the outsourcing staff based on the current rates of minimum rates of Govt. of NCT of Delhi is as under:

	Particulars	Amount (Rs.)
i)	(3) Stenographers + (1) IT Assistant @ Rs.23,082 each	= 11,07,936/-
ii)	(3) MTS @ Rs.17,494/-	= 6,29,784/-
	Total	<u>17,37,720/-</u>

The quoted Rate/Cost should be inclusive of applicable taxes except service tax. The Bid submitted against this Tender should remain valid for not less than 180 days from the last date of submission of bid. The lowest quotation, subject to meeting other criterion, shall be awarded the contract;

- d. The tender document shall be accompanied by a Demand Draft / Bankers' Cheque of Rs.1,75,000/- (Rupees One Lakh Seventy Five Thousand only) as performance / security amount and EMD.
- e. **Payment Terms:** No advance payment shall be made under any circumstances. Payment will be made on submission of bill on the first day of each month. Service tax shall be paid at the prevailing rate at the time of raising bills; TDS will be deducted as per applicable rates.
- f. **Indemnity:** The successful bidder will be required to furnish the Indemnity Bond, duly indemnifying this Office to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. due to any violation.
- g. **Termination:** This office reserves the right of continuation of the OSP's services to the satisfaction of the O/o Electricity Ombudsman. This office shall be free to terminate the agreement before expiry date by giving minimum 30 (Thirty) days notice.

In addition, this Office reserves the right to accept or reject any or all the bids without assigning any reason whatsoever. In case of any confusion in the interpretation of any of the terms & conditions of this bid document and agreement signed thereof for, the interpretation of the Electricity Ombudsman shall be considered final & binding.

- h. **Particulars:** The Outsourcing Service Provider will furnish to this Office, the full particulars of the candidates, sponsored, including details like Name, Father's / Husband's Name, Age, Photograph, Permanent Address, Aadhar Card No. etc. and also ensure that they possess the requisite academic / technical qualifications and experience for rendering the requisite services to this Office. The essential and desirable qualifications of the candidates may be tempered down realistically in view of the fact outsourced staff through service providers may not meet these requirements.
 - i. **Skill Test:** The number of resume to be forwarded to this Office shall be minimum three times & preferably five times of the number of requirements. Before forwarding the resume to this Office the agency/firm shall carry out a preliminary skill test of the candidates and forward a certificate to this effect also.
 - j. **Wages:** The Successful Bidder will follow all the statutory laws in relation to services tax, wages etc.
6. Interested Company / Firm may submit their bids in sealed envelope as per the details given to this Office latest by 13th January 2025 at 14.00 Hours, addressed to the Secretary, Office of Electricity Ombudsman, B-53, Paschimi Marg, Opposite Tagore International School, Vasant Vihar, New Delhi – 110057, either, in person, or through Registered / Speed Post of Indian Postal Department / Registered Courier Service only. The quotation/tender shall be opened on the same day at 15.00 Hours. in the Court Room of the Office of the Electricity Ombudsman. Interested firms may attended themselves or send their representative with authority letter to witness the opening of the quotations / tenders.

(A. C. Mishra)
Secretary