



Reserve Bank of India
Consumer Education and Protection Cell
Kanpur
Notice Inviting E-Tender

Invitation for the publication of advertisement in newspapers regarding Redressal of complaints against entities regulated by RBI on July 21, 2024 – RBI Kanpur

Reserve Bank of India, Kanpur invites e-tender for the publication of advertisement in newspapers regarding 'Redressal of complaints against entities regulated by RBI'. The said advertisement (attachment of the specimen enclosed) will be published **on July 21, 2024 in Hindi daily, English daily & in Financial (English) Daily** in all the editions of the state of Uttar Pradesh. The list of newspapers in which advertisement may be published is detailed at [Annex](#).

The tendering process shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>) as per the annexed terms & conditions. All eligible and interested companies / agencies / firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process. The schedule of e-tender is as follows:

E-Tender No.	RBI/Kanpur Regional Office/Others/2/24-25/ET/125[Advertisement CEPC RBI KANPUR]
a) Estimated cost of the tender	Rs. 969/- per sq. cm (Nine hundred sixty nine rupees only per sq. cm) (including GST and all applicable charges)
b) Mode of e-tender	e-Procurement System Price Bid through www.mstcecommerce.com/eprochome/rbi
c) Type of e-tender	Limited
d) Date of NIT available to parties to download	July 02, 2024 at 12:00 PM

e) e-tender Fees	NIL
f) Date of Starting of e-tender for submission of on-line Price Bid at http://mstcecommerce.com/epochome/rbi	July 02, 2024 at 12:00 PM
g) Date of closing of online e-tender for submission of Price Bid.	July 15, 2024 at 03:00 PM
h) Date & time of opening of price bid	July 15, 2024 at 03:30 PM at Reserve Bank of India, Kanpur
i) Validity of the e-tender	90 days from the date of opening of Price bid
j) Date and Time of Pre-Bid meeting	July 08, 2024 from 03.00 PM to 04.00 PM
k) Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)	Rs 1180/- or 0.05% of estimated amount (including GST @18%) (whichever is more)

2. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.
3. No quotation will be accepted with any condition quoted by the vendor what so ever. Such quotation will be rejected at the discretion of the Bank.
4. Amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in newspapers.

Regional Director
Reserve Bank of India
Kanpur

नियम और शर्तें:

1. यह समाचार पत्रों में विज्ञापन के प्रकाशन के लिए आमंत्रण है। उक्त विज्ञापन 21 जुलाई 2024 को अंग्रेजी दैनिक, हिंदी दैनिक और वित्तीय (अंग्रेजी) दैनिक (जोकि हिन्दी भाषा में प्रकाशित होना है) में उत्तर प्रदेश के शहरों से प्रकाशित सभी संस्करणों में किया जाना है। प्रत्येक श्रेणी से संबंधित समाचार पत्र की सूची जिसमें विज्ञापन किया जा सकता है, नीचे विस्तृत है:

श्रेणी	समाचार पत्र
हिंदी दैनिक	शीर्ष दो सर्वाधिक प्रसार संख्या वाला समाचार पत्र
अंग्रेजी दैनिक	शीर्ष दो सर्वाधिक प्रसार संख्या वाला समाचार पत्र
अंग्रेजी (वित्तीय) दैनिक	शीर्ष दो सर्वाधिक प्रसार संख्या वाला समाचार पत्र

2. विज्ञापन में प्रकाशित की जाने वाली सामग्री संलग्न है।
3. केवल पैनल में शामिल विक्रेताओं (empanelled vendors) को ही इस ई-निविदा प्रक्रिया में भाग लेने की अनुमति है।
4. विक्रेताओं को प्रति वर्ग सेमी के लिए अपनी बोली देनी है। समाचार पत्रों में प्रकाशित होने वाले विज्ञापन के आकार (size) की सूचना अलग से दी जाएगी।
5. एक विक्रेता किसी भी श्रेणी जैसे हिंदी दैनिक, अंग्रेजी दैनिक, वित्तीय (अंग्रेजी) दैनिक या एक से अधिक श्रेणी या सभी श्रेणियों के लिए मूल्य उद्धृत कर सकता है बशर्ते समाचार पत्र केवल उपरोक्त तालिका में दिये गए समाचार पत्रों की सूची से चुने गए हों।
6. विज्ञापन एजेंसी यह सुनिश्चित करे कि **विज्ञापन का स्थान आकर्षक होना चाहिए और समाचार पत्र के मुख्य भाग में दिखाई देना चाहिए** न कि पूरक में। फ्रॉन्ट का आकार ऐसा होना चाहिए कि वह आसानी से पढ़ा जा सके।
7. विज्ञापन के प्रति वर्ग सेमी के लिए कुल राशि को संख्यात्मक अंकों में उद्धृत किया जाना चाहिए। **कुल राशि में सभी लागू शुल्क शामिल होने चाहिए। इस संबंध में बैंक द्वारा कोई अतिरिक्त दावा स्वीकार नहीं किया जाएगा।**
8. बोली के मैनुअल विश्लेषण के बाद L1 बोली बताई जाएगी। प्रत्येक मद के लिए अलग L1 प्रदान किया जा सकता है।
9. विक्रेताओं द्वारा समान कोटेशन दिए जाने की स्थिति में निविदा उस विक्रेता को प्रदान की जाएगी जिसने मौजूदा निविदा के लिए अन्य विक्रेताओं की तुलना में पहले बोली प्रस्तुत की थी। (तुलना करने के लिए तिथि और समय दोनों का मूल्यांकन किया जाएगा)

10. निविदा उन निविदाकारों के अधिकृत प्रतिनिधियों की उपस्थिति में खोली जाएगी जो निविदा खुलने के समय एवं स्थान पर उपस्थित होंगे।
11. बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण व आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।
12. विभिन्न संस्करणों में प्रकाशित विज्ञापन की प्रति के साथ बिल जमा करने पर भुगतान किया जाएगा। इसके अलावा, भुगतान मौजूदा निर्देशों के अनुसार लागू शुल्कों/करों की कटौती के बाद किया जाएगा।
13. विज्ञापन की स्कैन/सॉफ्ट कॉपी 31 जुलाई 2024 तक cepc.kanpur@rbi.org.in पर हमारे पास पहुंच जानी चाहिए।
14. उपरोक्त नियमों और शर्तों से कोई विचलन (deviation) स्वीकार्य नहीं है। बोलीदाता को सभी लागू शुल्कों को शामिल करते हुए प्रति वर्ग सेमी के लिए विज्ञापन प्रकाशित करने के कुल लागत मूल्य की बोली/ उल्लेख करना चाहिए।

Annex

Terms and conditions:

1. This is an invitation for the publication of advertisement in newspapers. The said advertisement must be published on July 21, 2024 in English daily, Hindi daily, and in Financial (English) daily (in which advertisement is published in Hindi) in all editions published from cities in Uttar Pradesh. The list of newspaper corresponding to each category in which advertisement may be published is detailed below:

Category	Newspapers
Hindi Daily	In Top two leading newspapers
English Daily	In Top two leading newspapers
English Financial Daily	In Top two leading newspapers

2. The content to be published in advertisement is attached.
3. Only empanelled vendors are allowed to participate in this e-tendering process.
4. Vendors to provide their bids for per sq. cm. Size of the advertisement to be published in newspapers shall be informed separately.
5. A vendor may quote price for any of the categories like Hindi Daily. English Daily. Financial (English) daily or more than one category or all the categories provided the newspaper(s) is/are selected only from the list of the newspapers given in the table.
6. Advertising agency to ensure that placement of advertisement should be **eye-catching and should appear in the main part of the newspaper** and not in the supplement. Font size to be such that it is easily readable.
7. Total Amount should be quoted in numeric figures for per sq. cm of advertisement. **The total amount shall be inclusive of all applicable charges. No extra claim shall be entertained by the Bank in this regard.**
8. L1 Bid will be awarded after the manual analysis of bid quotes. For each item separate L1 may be awarded.
9. In case of same quotes by the vendors the tender will be awarded to the vendor who had submitted the Bid earlier than the other vendors for the extant tender. (Both date and time will be evaluated to compare).
10. Tender shall be opened in the presence of the authorised representatives of the tenderers who choose to be present at the time and place of opening of the tender.
11. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.
12. Payment shall be made on submission of bill along with the copy of advertisement published in the various editions. Further, payment shall be made after deduction of applicable charges/taxes as per extant instructions.
13. Scanned/soft copy of the advertisement should reach us by July 31, 2024, at cepc.kanpur@rbi.org.in.
14. **No deviation from the above terms & conditions is acceptable. Bidder should bid/mention total cost price of publishing advertisement for per sq. cm inclusive of all applicable charges.**



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं, के विरुद्ध शिकायतों का निवारण

रिज़र्व बैंक - एकीकृत लोकपाल योजना (आरबी-आईओएस)

- रिज़र्व बैंक ने अपनी सभी विनियमित संस्थाओं (आरई) को उनके ग्राहकों से प्राप्त शिकायतों का समाधान करने हेतु अपने स्तर पर एक व्यवस्था बनाए रखने का आदेश दिया है, जिसे आरई का आंतरिक शिकायत निवारण तंत्र माना जाता है।
- रिज़र्व बैंक ने, रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021 (आरबी-आईओएस) के माध्यम से अपनी आरई द्वारा प्रदान की गई सेवाओं में कमियों से संबंधित ग्राहक शिकायतों के समाधान के लिए एक त्वरित और लागत-मुक्त वैकल्पिक शिकायत निवारण तंत्र भी स्थापित किया है।
- बैंकों, गैर-बैंकिंग वित्तीय कंपनियों (एनबीएफसी), भुगतान प्रणाली प्रतिभागियों (पीएसपी) और साख सूचना कंपनियों (सीआईसी) को शिकायत निवारण तंत्र के तहत आरई के रूप में माना जाता है।
- किसी भी विनियमित संस्था के विरुद्ध सभी शिकायतों के लिए आरबी-आईओएस "एक राष्ट्र एक लोकपाल" दृष्टिकोण अपनाता है। अतः शिकायतकर्ता के लिए अब यह जानना आवश्यक नहीं है कि उसे किस लोकपाल योजना/कार्यालय के तहत लोकपाल के पास शिकायत दर्ज करनी चाहिए।
- आरबी-आईओएस के अंतर्गत नहीं आने वाली विनियमित संस्थाओं के विरुद्ध शिकायतों का समाधान भारतीय रिज़र्व बैंक के उपभोक्ता शिक्षण और संरक्षण कक्षाओं (सीईपीसी) द्वारा किया जाता है।
- आरबी-आईओएस और सीईपीसी के दायरे में आने वाली संस्थाओं की सूची <https://cms.rbi.org.in> पर देखी जा सकती है।

अगर आपको शिकायत हो तो क्या करें?

शिकायत निवारण हेतु शिकायत के विवरण के साथ संबंधित आरई से संपर्क करना होगा।

आरबीआई लोकपाल से कब संपर्क करें?

आप निम्नलिखित मामलों में आरबीआई लोकपाल से संपर्क कर सकते हैं :

- कोई उत्तर प्राप्त नहीं होने पर - आरई को की गई **आपकी शिकायत की तारीख से एक वर्ष और एक महीने के भीतर** कभी भी।
- असंतोषजनक उत्तर प्राप्त होने पर- **संबंधित आरई से उत्तर प्राप्त होने के एक वर्ष के भीतर** कभी भी।

ध्यान दें:

- आरबी-आईओएस, 2021 में उल्लिखित सभी अपेक्षित विवरण/जानकारी शिकायत में शामिल होनी चाहिए।
- शिकायत किसी अन्य मंच (जैसे न्यायालय) में निपटाई गई /लंबित नहीं होनी चाहिए या आरबीआई लोकपाल द्वारा पहले निपटाई नहीं गई हो।

शिकायत कैसे दर्ज करें?

आरई के विरुद्ध कोई भी शिकायत निम्न किसी भी माध्यम द्वारा दर्ज की जा सकती है:

- आरबीआई के शिकायत प्रबंध प्रणाली (सीएमएस) पोर्टल के माध्यम से <https://cms.rbi.org.in> → पर ऑनलाइन शिकायत दर्ज करें।
- आरबी-आईओएस के अनुबंध 'ए' में निर्दिष्ट फॉर्म में भौतिक शिकायत (पत्र / डाक) "केंद्रीकृत प्राप्ति और प्रसंस्करण केंद्र, चौथी मंजिल, भारतीय रिज़र्व बैंक, सेक्टर -17, सेंट्रल विस्टा, चंडीगढ़ - 160017" को प्रेषित की जा सकती है।

आरबीआई के पास शिकायत दर्ज करने के बारे में अधिक जानकारी कैसे प्राप्त करें?

- कोई भी व्यक्ति आरबीआई के शिकायत निवारण तंत्र पर जानकारी/स्पष्टीकरण के लिए और शिकायत दर्ज करने में मार्गदर्शन प्राप्त करने/पहले से दर्ज शिकायतों की स्थिति को ट्रैक करने के लिए आरबीआई के संपर्क केंद्र से संपर्क कर सकता है।
- संपर्क केंद्र कर्मियों से अंग्रेजी और हिंदी में बात करने की सुविधा पूर्वाह्न 8:00 बजे से अपराह्न 10:00 बजे तक और दस क्षेत्रीय भाषाओं (असमिया, बंगाली, गुजराती, कन्नड़, मराठी, मलयालम, ओडिया, पंजाबी, तेलुगु और तमिल) में बात करने की सुविधा पूर्वाह्न 9:30 बजे से अपराह्न 5:15 बजे तक उपलब्ध है।
- इंटरएक्टिव वॉयस रिस्पॉन्स सिस्टम सुविधा के माध्यम से टोल-फ्री नंबर (14448) 24x7x365 भी उपलब्ध है।

अधिक जानकारी के लिए

कृपया देखें :

भारतीय रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021 पर अक्सर पूछे जाने वाले प्रश्न -

<https://www.rbi.org.in/hindi/Scripts/Faqs.aspx?did=56>

या

निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी)

(डीआईसीजीसी के विरुद्ध शिकायतों के लिए कोई भी व्यक्ति निम्नलिखित पते/ ईमेल आईडी पर शिकायत दर्ज कर सकता है)

निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी)

महाप्रबंधक

डीआईसीजीसी, शिकायत निवारण कक्ष

भारतीय रिज़र्व बैंक भवन, दूसरी मंजिल

मुम्बई सेंट्रल रेलवे स्टेशन के सामने

मुम्बई - 400 008

शिकायतकर्ता, श्री राज कुमार, उप महाप्रबंधक से टेलीफोन नं. 022-2302 8000, विस्तार सं. 8000 अथवा जेनेरिक ई-मेल dicgc.complaints@rbi.org.in के माध्यम से भी संपर्क कर सकता/सकती है।



RESERVE BANK OF INDIA

www.rbi.org.in

Redressal of complaints against entities regulated by RBI

Reserve Bank – Integrated Ombudsman Scheme (RB-IOS)

- The Reserve Bank has mandated all its regulated entities to have a mechanism at their end to resolve the complaints received by them from their customers, which is considered as the Internal Grievance Redress Mechanism of regulated entities.
- The Reserve Bank has also put in place an expeditious and cost-free Alternate Grievance Redress Mechanism for resolution of customer complaints relating to deficiencies in services rendered by its regulated entities through the Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOS).
- Banks, Non-Banking Financial Companies, Payment System Participants and Credit Information Companies are considered as regulated entities under the Grievance Redress Mechanism.
- The RB-IOS adopts a “One Nation One Ombudsman” approach for all complaints against any regulated entities. It is therefore no longer necessary for a complainant to identify under which Ombudsman scheme/office, he/she should file a complaint with the Ombudsman.
- The complaints against regulated entities not covered under the RB-IOS are handled at Consumer Education and Protection Cells (CEPCs) for resolution.
- The list of regulated entities covered under the ambit of RBI-OS and CEPC can be accessed by visiting <https://cms.rbi.org.in>

What to do if you have a complaint?

You can lodge complaint against the regulated entity at its branch or through online in the grievance redressal portal or any other mode as mentioned in its website. Get acknowledgement or save the reference number of the complaint.

When to approach the RBI Ombudsman?

You can approach the RBI Ombudsman, in case:

- **No reply is received from the regulated entity within 30 days** - Anytime within one year and 30 days from the date of your complaint to regulated entity.
- **Reply received from the regulated entity is unsatisfactory** - Anytime within one year of receipt of reply from the concerned regulated entity.

Note:

- The complaint should contain all requisite details / information as per the complaint form prescribed in the RB-IOS.
- The complaint should not have been dealt with / pending with any other forum (like Courts) or dealt earlier by the RBI Ombudsman.

How to lodge a complaint with RBI?

Complaint against the regulated entity can be filed through any of the following modes:

- Online through the Complaint Management System (CMS) portal of RBI at <https://cms.rbi.org.in>
- Physical complaint (letter / post) in the form as specified in Annexure in the RB-IOS to “Centralized Receipt and Processing Centre, 4th floor, Reserve bank of India Sector-17, Central Vista, Chandigarh – 160017”

How to know more about lodging a complaint with RBI?

For more information, you can approach RBI Contact Centre facility with Toll-free Number: 14448. The contact center with Interactive Voice Response System (IVRS) is available 24x7, while the facility to connect to Contact Centre personnel is available from Monday to Friday except National Holidays, between 8:00 AM to 10:00 PM for English, Hindi and ten regional languages (Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Telugu and Tamil).

For more information

Please Visit:

FAQs on RB- IOS, 2021 - https://www.rbi.org.in/scripts/FS_FAQs.aspx?fn=2745

Or

CMS Portal - <https://cms.rbi.org.in/>

(For complaints against DICGC, members of public can lodge the complaint at following address/ e-mail Id)

Deposit Insurance and Credit Guarantee Corporation

The General Manager

DICGC, Complaint Redressal Cell,

Reserve Bank of India, 2nd Floor,

Opp. Mumbai Central Railway Station,

Byculla, Mumbai – 400008

E-mail: dicgc.complaints@rbi.org.in

Contact No. 022-23028000, Ext No- 8000,

Important instructions for E-procurement

Bidders are requested to read the terms & conditions of this e-tender before submitting your online tender.

1.	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi</p> <p>1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/ Govt depts → Select RBI Logo → Register as Vendor -- Filling up details and creating own user id and password →</p> <p>Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).</p> <p>Contact person (RBI Kanpur):</p> <p>Shri Anil Kumar Srivastava (Assistant Manager)</p> <p>Ph. No.- 9935407739 / Email: (anilsrivastava@rbi.org.in)</p> <p>Contact person (MSTC Ltd):</p> <ol style="list-style-type: none">1. Shri Rohit Kumar Singh, Assistant Manager, 0522-42447022. Shri Nitin Anand, Manager, 0522-4240445 <p>B) System Requirement:</p> <ol style="list-style-type: none">i) Windows 7 or above Operating Systemii) IE-7 and above Internet browser.iii) Signing type digital signatureiv) Latest updated JRE 8 (x86 Offline) software to be downloaded and
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	<p>installed in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p>
	<p>Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>Other Settings:</p> <p>Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2.	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbj. E-tenders will be opened electronically on specified date and time as given in the E-tender.</p>
3.	<p>All entries in the e-tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4.	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular e-tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>Note:</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>

5.	Information about e-tenders /corrigendum uploaded shall be sent by email only during the process till finalization of e-tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6.	E-Tender cannot be accessed after the due date and time mentioned in NIT.
7.	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary e-tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. E-Tender fees and Transaction fees are non-refundable.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU / Government departments. → Login under RBI → my menu→ Auction Floor Manager→ live event →Selection of the live event.</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they must fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of.</p> <p>k) It is mandatory that all the bids are submitted with digital signature</p>

	<p>certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.</p>
8.	Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
9.	No deviation to the technical and commercial terms & conditions are allowed
10.	The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof
11.	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding. For technical assistance, MSTC officials may be contacted at 0522-4244702/0522-4240445 well in advance and bidders are advised to avoid any last-minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one-day prior before the e-tender closing day and get all their queries resolved.
