



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 / any Department of RBI on June 20, 2022

Reserve Bank of India, Kanpur invites e-tender for the publication of advertisement in newspapers regarding '**Redressal of complaints against entities regulated by RBI / any Department of RBI**'. The said advertisement (attachment of the specimen enclosed) will be published on **June 20, 2022 (Monday) in one Hindi, one English and one 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](#). Further, to participate in the tender, additional terms and conditions are also to be adhered to, the details of which are provided 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/HRMD/13/22-23/ET/93
a) Estimated cost of the tender	Rs 2244/- per sq. cm (Two thousand two hundred and forty-four 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	May 25, 2022 at 03:00 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	May 25, 2022 at 03:00 PM
g) Date of closing of online e-tender for submission of Price Bid.	June 15, 2022, 2022 at 03:00 PM
h) Date & time of opening of price bid	June 15, 2022, 2022 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) 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 (Excluding 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

अनुलग्नक

नियम और शर्तें:

1. यह समाचार पत्रों में विज्ञापन के प्रकाशन के लिए आमंत्रण है। उक्त विज्ञापन 20 जून, 2022 (सोमवार) को एक अंग्रेजी दैनिक, एक हिंदी दैनिक और एक वित्तीय (अंग्रेजी) दैनिक में उत्तर प्रदेश के शहरों से प्रकाशित सभी संस्करणों में किया जाना है। प्रत्येक श्रेणी से संबंधित समाचार पत्र की सूची जिसमें विज्ञापन प्रकाशित किया जा सकता है, नीचे विस्तृत है:

श्रेणी	समाचार पत्र
हिंदी दैनिक	दैनिक जागरण
अंग्रेजी दैनिक	द टाइम्स ऑफ इंडिया
अंग्रेजी (वित्तीय) दैनिक	द इकोनॉमिक टाइम्स

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. निविदा उन निविदाकारों के अधिकृत प्रतिनिधियों की उपस्थिति में खोली जाएगी जो निविदा खुलने के समय एवं स्थान पर उपस्थित होंगे।

10. बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या 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।
11. 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।
12. विज्ञापन की स्कैन/सॉफ्ट कॉपी 20 जून, 2022 तक cepc.kanpur@rbi.org.in पर हमारे पास पहुंच जानी चाहिए।
13. 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 **June 20, 2022 (Monday)** in one English daily, one Hindi daily, and in one Financial (English) daily 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	Dainik Jagran
English Daily	The Times of India
English Financial Daily	The Economic Times

2. The content to be published in advertisement is attached.
3. Only empaneled 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 above 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. 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.
10. 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.
11. 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.
12. Scanned/soft copy of the advertisement should reach us by June 20, 2022, at cepc.kanpur@rbi.org.in.
13. **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.**

SPECIMEN OF ADVERTISEMENT



RESERVE BANK OF INDIA

www.rbi.org.in

Redressal of complaints against entities regulated by RBI/ any Department of RBI

Entities regulated by Reserve Bank of India (RBI) are required to provide expeditious resolution to complaints received from their customers.

Complaints not resolved to the satisfaction of the customers or complaints not responded to within 30 days of lodgment can be filed on the **RBI's Complaint Management System (CMS) Portal** at <https://cms.rbi.org.in>. Complaints can also be filed at "Centralised Receipt and Processing Centre (CRPC), 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh – 160017 through physical means or by email at crpc@rbi.org.in.

All the maintainable complaints are taken up for resolution under the "Reserve Bank – Integrated Ombudsman Scheme, 2021" (RB-IOS) if the entity complained against falls under the ambit of RB-IOS. Complaints against entities outside the ambit of RB-IOS are handled by Consumer Education and Protection Cells (CEPCs). The RB-IOS, list of entities falling under RB-IOS and those outside its ambit and the addresses of CEPCs are available on the CMS Portal.

Information on grievance redress mechanism of RBI can also be obtained 24X7 at 14448, a toll-free number. The facility to speak to our executives is available from 9:30 AM to 5:15 PM from Monday to Friday (except bank holidays).

2. Deposit Insurance and Credit Guarantee Corporation (DICGC)

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

Deposit Insurance and Credit Guarantee Corporation (DICGC)

The General Manager

DICGC, Complaint Redressal Cell

RBI Building, 2ndFloor, Opp. Mumbai Central Railway Station

Mumbai - 400 008.

Complainant can also approach Smt. Sangita E, Deputy General Manager on Telephone No. 022- 23026400 Ext. No. 8205 or through generic e-mail dicgc@rbi.org.in.

Important Information

Note 1: Before lodging any complaint under the RB-IOS/CEPC, the complainant must approach the concerned regulated entity (viz. his bank, NBFC and /or the payment system participant, etc.) with the grievance. If the grievance is not redressed within 30 days or if complainant is not satisfied with the reply given by the regulated entity, he/she can approach the RBI-Ombudsman / CEPC anytime **within one year of receipt of such reply from the concerned bank / NBFC / system participant**. In case no reply is received from the bank / NBFC / system participant, RBI-Ombudsman can be approached anytime within one year and one month from the date of representation to the entity.

Note 2- For written/email complaints, the complainant MUST necessarily indicate his/her name, address and present contact number along with full details of the complaint.

Appeal against decision of RBI-Ombudsman

Appeal against the decision of RBI-Ombudsman **can be filed online on CMS Portal** or sent to the **Appellate Authority, Reserve Bank of India, Consumer Education and Protection Department, Central Office, 1st Floor, Amar Building, Sir P M Road, Fort, Mumbai 400 001 (E-mail aaos@rbi.org.in)** within **30 days** of receipt of the communication of the RBI-Ombudsman's decision, only if the complaint is closed under the appealable Clauses of the Scheme.

विज्ञापन का नमूना



भारतीय रिज़र्व बैंक

www.rbi.org.in

भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं / भारतीय रिज़र्व बैंक के किसी विभाग के विरुद्ध शिकायतों का निवारण

भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं से अपेक्षित है कि वे अपने ग्राहकों से प्राप्त शिकायतों का शीघ्र समाधान करें।

शिकायतों का समाधान यदि ग्राहकों की संतुष्टि के अनुरूप नहीं है या 30 दिन के भीतर शिकायतों का जवाब नहीं दिया गया है, तो **आरबीआई के शिकायत प्रबंध प्रणाली (सीएमएस) पोर्टल** <https://cms.rbi.org.in> पर शिकायत दर्ज की जा सकती है। शिकायतें "केंद्रीकृत प्राप्ति और प्रसंस्करण केंद्र (सीआरपीसी), चौथी मंज़िल, भारतीय रिज़र्व बैंक, सेक्टर -17, सेंट्रल विस्टा, चंडीगढ़ - 160017 पर भौतिक माध्यम या crpc@rbi.org.in पर ईमेल द्वारा भी दर्ज की जा सकती हैं।

यदि वह संस्था जिसके विरुद्ध शिकायत की गई है, आरबी-आईओएस के दायरे आती है तो सभी स्वीकार्य शिकायतों को "रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021" (आरबी-आईओएस) के तहत निपटाया जाता है। आरबी-आईओएस के दायरे से बाहर की संस्थाओं के विरुद्ध शिकायतों को उपभोक्ता शिक्षण और संरक्षण कक्ष (उशिसं कक्ष) द्वारा निपटाया जाता है। रिज़र्व बैंक- एकीकृत लोकपाल योजना, आरबी-आईओएस के तहत आने वाली संस्थाओं और इसके दायरे से बाहर की संस्थाओं की सूची तथा उशिसं कक्षों के पते सीएमएस पोर्टल पर उपलब्ध हैं।

भारतीय रिज़र्व बैंक के शिकायत निवारण तंत्र के बारे में जानकारी टोल-फ्री नंबर 14448 के माध्यम से 24x7 प्राप्त की जा सकती है। हमारे अधिकारियों से बात करने की सुविधा सोमवार से शुक्रवार (बैंक छुट्टियों को छोड़कर) सुबह 9:30 बजे से शाम 5:15 बजे तक उपलब्ध है।

2. निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी)

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

निक्षेप बीमा और प्रत्यय गारंटी निगम (डीआईसीजीसी)

महाप्रबंधक

डीआईसीजीसी, शिकायत निवारण कक्ष

भारतीय रिज़र्व बैंक भवन, दूसरी मंज़िल

मुंबई सेंट्रल रेलवे स्टेशन के सामने

मुंबई – 400 008

शिकायतकर्ता श्रीमती संगीता ई., उप महाप्रबंधक से टेलीफोन नं. 022-23026400, विस्तार सं. 8205 अथवा जेनेरिक ई-मेल dicgc@rbi.org.in के माध्यम से भी संपर्क कर सकता/ सकती है।

महत्वपूर्ण सूचना

टिप्पणी 1: रिज़र्व बैंक- एकीकृत लोकपाल योजना/ उशिसं कक्ष के अंतर्गत शिकायत दर्ज करने से पहले शिकायतकर्ता अपनी शिकायत संबंधित विनियमित संस्था (अर्थात, उनके अपने बैंक/ एनबीएफसी/ भुगतान प्रणाली सहभागी) के पास दर्ज करें। यदि शिकायत का निवारण 30 दिनों के भीतर नहीं होता है, अथवा यदि शिकायतकर्ता विनियमित **संस्था द्वारा दिए गए उत्तर से संतुष्ट नहीं है, तो वह संबंधित बैंक/ एनबीएफसी/ प्रणाली सहभागी से उत्तर प्राप्त होने के एक वर्ष के भीतर** किसी भी समय आरबीआई-लोकपाल/ उशिसं कक्ष से संपर्क कर सकता/ सकती है। बैंक/ एनबीएफसी/ प्रणाली सहभागी से कोई उत्तर प्राप्त न होने की स्थिति में शिकायतकर्ता संस्था को अभ्यावेदन देने की तिथि से एक वर्ष और एक माह के भीतर किसी भी समय आरबीआई- लोकपाल से संपर्क कर सकता/ सकती है।

टिप्पणी 2: लिखित/ ईमेल शिकायत में शिकायत के संपूर्ण विवरण के साथ-साथ शिकायतकर्ता अपना नाम, पता और वर्तमान संपर्क नंबर अवश्य लिखें।

आरबीआई- लोकपाल के निर्णय के विरुद्ध अपील

आरबीआई- लोकपाल द्वारा दिए गए निर्णय के विरुद्ध अपील **सीएमएस पोर्टल पर ऑनलाइन दर्ज की जा सकती है** या आरबीआई- लोकपाल के निर्णय की सूचना प्राप्त होने के **30 दिन के भीतर** अपील प्राधिकारी, भारतीय रिज़र्व बैंक, उपभोक्ता शिक्षण और संरक्षण विभाग, केंद्रीय कार्यालय, अमर भवन, सर पी.एम. रोड, फोर्ट, मुंबई 400001 (ईमेल- aaos@rbi.org.in) को भेजी जा सकती है, बशर्ते कि शिकायत को योजना के अपील-योग्य खंडों के तहत बंद किया गया हो।

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 Apurva Kumar (Manager)</p> <p>Ph. No.- 9938122873 / Email: (apurvakumar@rbi.org.in)</p> <p>Smt. Rashma Thukral (Manager)</p> <p>Ph. No.- 9205006179 / Email: (rashmathukral@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
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	<p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System</p> <p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and 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>
<p>2.</p>	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprchome/rbi. E-tenders will be opened electronically on specified date and time as given in the E-tender.</p>
<p>3.</p>	<p>All entries in the e-tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
<p>4.</p>	<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</p>

	<p>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.	<p>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).</p>
6.	<p>E-Tender cannot be accessed after the due date and time mentioned in NIT.</p>
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</p>

	<p>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 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.