



भारतीय रिज़र्व बैंक, गुवाहाटी/ RESERVE BANK OF INDIA, GUWAHATI
भा.रि.बैं.लोकपाल कार्यालय/ Office of the RBI Ombudsman

**09 मार्च, 2025 (रविवार) को उत्तर-पूर्व क्षेत्र के प्रमुख समाचार पत्रों में भा.रि.बैं.लोकपाल कार्यालय,
गुवाहाटी द्वारा विज्ञापन का प्रकाशन**

निविदा सूचना

भा.रि.बैं.लोकपाल कार्यालय, गुवाहाटी द्वारा उपर्युक्त कार्य के लिए दो बोली प्रणाली (तकनीकी-वाणिज्यिक और वित्तीय बोली) के तहत ई-निविदाएं आमंत्रित करता है। यह बंद निविदा पूछताछ है। हालाँकि, केवल सूचीबद्ध बोलीदाता/विक्रेता/एजेंसियाँ ही इस निविदा में भाग लेने के लिए पात्र हैं। निविदा फॉर्म 10 फ़रवरी, 2025 को 17:00 बजे से आरबीआई की वेबसाइट www.rbi.org.in और एमएसटीसी ई-पोर्टल www.mstcecommerce.com पर देखने/डाउनलोड करने के लिए उपलब्ध होंगे।

आपकी निविदा, विधिवत भरी हुई और ई-हस्ताक्षरित, केवल <https://www.mstcecommerce.com> के माध्यम से ई-टेंडरिंग मोड द्वारा प्रस्तुत की जानी चाहिए।

ई- निविदा नं: आर.बी.आई/गुवाहाटी/अन्य/2/24-25/ईटी/894

1. अनुमानित लागत: ₹ 12,00,000/-
2. बयाना: ₹ 24,000/-
3. इवेंट दृश्य होने की तारीख और समय: 10.02.2025 को 17:00 बजे से।
4. बोली प्रारंभ होने की तारीख और समय: 10.02.2025 को 17:00 बजे से।
5. बोली बंद होने की तारीख और समय: 03.03.2025 को 17:00 बजे ।
6. बोली खोलने की तारीख और समय: 04.03.2025 को 11:00 बजे से।

इस निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल वेबसाइट/ई-पोर्टल पर अपलोड किया जाएगा।

बैंक किसी भी या सभी निविदाओं को बिना कोई कारण बताए अस्वीकार करने का अधिकार सुरक्षित रखता है।

**भा.रि.बैं.लोकपाल
भारतीय रिज़र्व बैंक
गुवाहाटी**



भारतीय रिज़र्व बैंक
Reserve Bank of India
भारतीय रिज़र्व बैंक लोकपाल कार्यालय
Office of the RBI Ombudsman
गुवाहाटी / Guwahati

e-Tender for release of Advertisement relating to Redressal of complaints against entities regulated by RBI in Daily News Papers in all the seven States of North East Region

E-Tender No. RBI/Guwahati/ Others/2/24-25/ ET/894

Part I - Terms & Conditions

Name of Bidder: _____

Address: _____

Note:

All Tenderers are required to refer the items given in Part II of this document for details of the work under each item before quoting.

Rate of each item is to be quoted inclusive of GST

Due Date and time of Submission of e-Tender: March 03, 2025, upto 17:00 hours



भारतीय रिज़र्व बैंक लोकपाल कार्यालय, गुवाहाटी / Office of the RBI Ombudsman, Guwahati

Terms and conditions:

1. The Advertisement should be released on **March 09, 2025 (Sunday)**.
2. Placement of Advertisement should be eye-catching and the same should appear in the main part of the newspaper and not in the supplement.
3. The rates should be indicated per sq cm, Newspaper wise. Rates should be inclusive of GST in the quotation.
4. The rates for Assamese, Bengali, Khasi, Garo, Manipuri, Mizo, Hindi & English languages should be shown separately in Newspaper wise in the quotation as per items mentioned in Part II of the Tender.
5. The Advertisement in Hindi language should be published in the size 480 sq cm (30 cms height x 16cm width) and in Assamese, Bengali, Khasi, Garo, Manipuri, Mizo & English language the size is 240 sq cm (20cm height x 12cm width)- in all seven States of North-East Region editions of the newspapers mentioned in SOT below.
6. It may be noted that the lowest quotation will be selected based on amount quoted for all the newspapers put together. It may please be noted that the quotations have to be submitted in the MSTC portal not later than March 03, 2025 by 17:00 hours
7. It may also be noted that the Part-I of the Tender will be opened on March 04, 2025, 11:00 hrs. Further, Part-II of the Tender will be opened on March 04, 2025, 11:30 hrs.
8. ORBIO, Guwahati reserve all the rights to all or anyone.

Contact Persons (ORBIO):

S.No	Name	Designation	Phone Number
1	Ms. Kangkan D. Pegu	Assistant Manager	0361-2730955

Contact person (MSTC Ltd):

S.No	Name	Email	Phone Number
1	Shri Prashant Chitranjan	pchitranjan@mstindia.co.in	0361-2221199/85928 88286
2	Shri Soukat Das	sdas@mstindia.co.in	09883727679



भारतीय रिज़र्व बैंक लोकपाल कार्यालय, गुवाहाटी / Office of the RBI Ombudsman, Guwahati

DISCLAIMER

Office of the RBI Ombudsman (ORBIO), Guwahati, has prepared this document to give background information for Tender for Issue of Advertisement by ORBIOs at seven states of North East Region to the empanelled agencies. While ORBIO, Guwahati has taken due care in the preparation of the information contained herein and believe it to be in order, neither ORBIO, Guwahati nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Empanelled agencies are required to make them own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by ORBIO, Guwahati in submitting the Tender. The information is provided on the basis that it is non-binding on ORBIO, Guwahati or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

ORBIO, Guwahati reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



भारतीय रिज़र्व बैंक लोकपाल कार्यालय, गुवाहाटी / Office of the RBI Ombudsman, Guwahati

Name of Work: E- Tender for Publication of advertisement by Office of the Ombudsman, Guwahati in leading Newspapers of North- East region on **March 09, 2025 (Sunday)**

Important instructions for E-procurement

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

Process of e-Tender:

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/her/their bids electronically. Electronic Bidding for submission of Technical 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. It may be noted that bids will not be recorded without Digital Signature.

SPECIAL NOTE:

THE TECHNICAL BID HAS TO BE SUBMITTED ONLINE at

www.mstcecommerce.com/eprochome/rbi

- 1) Vendors are required to register themselves online with www.mstcecommerce.com → e- Procurement → MSTC new common portal → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact RBI/MSTC, before the scheduled time of e-Tender.
Contact Persons (ORBIO):

S.No	Name	Designation	Phone Number
1	Ms. Kangkan D. Pegu	Assistant Manager	0361-2730955

Contact person (MSTC Ltd):

S.No	Name	Email	Phone Number
1	Shri Prashant Chitranjan	pchitranjan@mstindia.co.in	0361-2221199/85928 88286
2	Shri Soukat Das	sdas@mstindia.co.in	09883727679

B) System Requirement:

I. Windows 7 or above Operating System
II. IE-7 and above Internet browser.
III. Signing type digital signature.
IV. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
V. Kindly ensure that TLS 1.2 is enabled on your Internet Explorer browser to access the website.

Please check through Tools --> Internet Options --> Advanced tab on Internet Explorer browser. For better browsing of the website, please use Internet Explorer version 10 or above

To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.

☐ Tools => Internet Options => Security => Disable protected Mode if enabled- i.e., Remove the tick from ☐ the tick box mentioning “Enable Protected Mode”.

Other Settings:

☐ Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

☐ 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)

3) The Technical Bid and the Financial Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi Bids will be opened electronically on specified date and time as given in the Tender.

4) All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction fee:

5. 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 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.

6. Transaction fee is non-refundable. A vendor will not have the access to online e-Tender without making the payment towards transaction fee.

NOTE: 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.

7. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of 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).

8. E-Tender cannot be accessed after the due date and time mentioned in NIT.

9. Bidding in e-Tender:

a) Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority. Micro and Small enterprises having Udyam Registration Number (Udyog Aadhar Memorandum Number) are however exempt from submission of EMD.

b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

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 → MSTC new common portal → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to 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.

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 be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid has been saved, the vendor can click on the "Final submission" button to register their bid.

f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.

h) During the entire e-Tender process, the vendors will remain completely anonymous to

one another and also to everybody else.

- i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. 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 supply.
- j) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.
- k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions of the tender.
- m) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- n) The 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.
- o) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprchome to familiarize them with the system before bidding.
- p) No deviation to the technical and commercial terms & conditions are allowed.

Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprchome to familiarize them with the system before bidding.



भारतीय रिज़र्व बैंक
Reserve Bank of India

भारतीय रिज़र्व बैंक लोकपाल कार्यालय
Office of the RBI Ombudsman
गुवाहाटी / Guwahati

e-Tender for release of Advertisement relating to Redressal of complaints against entities regulated by RBI in Daily News Papers in all the seven States of North East Region

E-Tender No. RBI/Guwahati/Others/2/24-25/ET/894

Part II - Price Bid

Rate for each item to be quoted inclusive of GST

Publication of advertisement on March 09, 2025 (Sunday) by Office of the Reserve Bank of India, Guwahati in some newspapers as mentioned below:

Sl. No.	State	Name of the Newspaper	Language of the Advertisement	Size of the Advertisement	Rate per sq. cm.in ₹	Amount in ₹ (Inclusive of GST)
1	Assam	The Assam Tribune	English	240 sq cm (20cm height x 12cm width)		
2	Assam	Dainik Assam	Assamese	240 sq cm (20cm height x 12cm width)		
3	Assam	Dainik Assam	Hindi	480 sq cm (30cm height x 16cm width)		
4	Assam	The Sentinel	Hindi	480 sq cm (30cm height x 16cm width)		
5	Arunachal Pradesh	Arunachal Times	Hindi	480 sq cm (30cm height x 16cm width)		
6	Arunachal Pradesh	Arunachal Times	English	240 sq cm (20cm height x 12cm width)		

7	Manipur	The Sangai Express	Hindi	480 sq cm (30cm height x 16cm width)		
8	Manipur	The Sangai Express	English	240 sq cm (20cm height x 12cm width)		
9	Manipur	The Sangai Express	Meiteilon (Manipuri)	240 sq cm (20cm height x 12cm width)		
10	Meghalaya	Meghalaya Times	English	240 sq cm (20cm height x 12cm width)		
11	Meghalaya	Meghalaya Times	Khasi	240 sq cm (20cm height x 12cm width)		
12	Meghalaya	Meghalaya Times	Garo	240 sq cm (20cm height x 12cm width)		
13	Meghalaya	The Meghalaya Guardian	Hindi	480 sq cm (30cm height x 16cm width)		
14	Mizoram	Mizoram Post	English	240 sq cm (20cm height x 12cm width)		
15	Mizoram	Mizoram Post	Mizo	240 sq cm (20cm height x 12cm width)		
16	Mizoram	Mizoram Post	Hindi	480 sq cm (30cm height x 16cm width)		
17	Nagaland	Nagaland Post	English	240 sq cm (20cm height x 12cm width)		
18	Nagaland	Eastern Mirror	Hindi	480 sq cm (30cm height x 16cm width)		
19	Tripura	Dainik Sambad	English	240 sq cm (20cm height x 12cm width)		
20	Tripura	Dainik Sambad	Bengali	240 sq cm (20cm height x 12cm width)		
21	Tripura	Dainik Sambad	Hindi	480 sq cm (30cm height x 16cm width)		
Total (₹)						

Section I
Commercial Terms and Conditions
Form of Tender

The Chief General Manager & ORBIO
Reserve Bank of India,
Guwahati

Dear Sir,

We hereby confirm the Publication of advertisement by Office of the Ombudsman, Guwahati in leading Newspapers of North- East region on September 15, 2024 (Sunday) and execute the works specified in the said memorandum, within the time specified in the memorandum, at the rates mentioned in the attached schedule of quantities and in all respects with the specifications, referred to in conditions of tender, the Articles of 'Agreement, Special Conditions, Schedule of Quantities and conditions of Contract and with such materials as are provided for by us, and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	:	Publication of advertisement in local Newspaper on March 09, 2025 in 240 sq.cm. (20cm height x 12cm width) in Assamese, Bengali, Khasi, Garo, Meiteilon, Mizo & English languages & 480 sq.cm. (30cm height x 16cm width) in Hindi Language.
(b)	Estimated cost (inclusive of GST)	:	Rs 12.00 lakhs
(c)	Time allowed for completion of the work	:	March 09, 2025 (Sunday)

2. Should this tender be accepted, we hereby agree to abide by and fulfil the terms and provisions of the said Condition of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
3. We have deposited a sum of Rs.24,000/- as earnest money with the Reserve Bank of India, which amount is not to bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank of India.

Name of the partner of the firm authorized to sign (or)

Name of person having power of Attorney to sign the contract. (Certified true copy of the Power of Attorney should be attached.)

Yours faithfully

Signature of Contractor

(Signatures and addresses of witnesses)

SCHEDULE OF TENDER (SOT)

a. Mode of Tender	e-Procurement System (Online Part I –Terms & Conditions and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
b. E-tender No.	<u>RBI/Guwahati/Others/1/24-25/ET/</u>
c. Date of NIT available to parties to download	From 17:00 hours on February 10, 2025
d. Earnest Money Deposit only via NEFT	₹24,000/- as per following details Beneficiary Name: RESERVE BANK OF INDIA Beneficiary Ac No: 8692299 IFSC -- RBIS0GWPA01
e. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	From 17:00 hours on February 10, 2025 (New Tenderers will have to register themselves on MSTC website for taking part in tender process, they must also send an email with required documents at boguwahati@rbi.org.in for allowing them to view RBI tenders (if not visible).
g. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	March 03, 2025 at 17:00 hours.
h. Date & time of opening of Tender Part I	From 11:00 hours on March 04, 2025 (Part-II of the tender shall be opened after due scrutiny of Part- I and Pre-Qualification Documents. Part- II will be opened on MSTC, only of the respective tenderers who are found eligible after the said scrutiny)
i. Transaction Fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway /NEFT/RTGS in favour of MSTC LIMITED