

**Inviting quotes for empanelment of Agency for Legal Notice Management (Digital and/or Physical).**

**Date: 09/09/2022**

**BOB Financial Solutions Limited.**

15th Floor, 1502/1503/1504,  
DLH Park, S.V. Road, Goregaon (West),  
Mumbai – 400104.

**Important Details (Schedule of Events, contact & communication details etc.)**

<b>Schedule and Due Dates</b>	<b>Date</b>
Release of the request for Proposal Document	09.09.22
share list of queries / clarifications	14.09.22
Response to queries	19.09.22
Commercial & Technical Bid Submission	23.09.22 by 4:00pm
Commercial Bid Opening	Will be informed to Eligible Bidders
Award Letter	27.09.22

**I. Scope of Work: -**

In your capacity as empanelled agency for BOB Financial Solutions Limited ("BFSL"), we invite your quotes in a sealed envelope for issuance of legal notices on behalf of BFSL to delinquent or NPA accounts or write off accounts. Please note that quote is to be submitted in a prescribed format (as per schedule I) on or before 23 /09/2022 (Before 4:00 pm at Corporate Office). Kindly note that Duration of service will be for 3 years (without any price escalation)

**Roles & Responsibilities: -**

- i) On BFSL's instructions, the selected agency will engage a competent advocate and shall prepare the legal notice as per the approved format of BFSL.
- ii) On BFSL's instructions the selected agency shall digitally send legal notices to delinquent / NPA/write off Customers through E-mail, SMS, WhatsApp. Number of notices may vary from time to time.
- iii) An MIS of digitally delivered notices will be provided to BFSL within 2-5 working days along with delivery status report.
- iv) On the basis of the MIS, BFSL may instruct the selected agency to send the legal notices physically (through RPAD).
- v) BFSL will provide the selected agency with all the information and data of the cases from time to time.

**II. Bidder Credentials:-**

- Should be empanelled with other reputed banks/financial institutions for similar work.
- The agency must have all due regulatory approval for executing the mentioned process.
- The agency should have proper infrastructure in place for executing the mentioned process.

Current volume need is approximately 5k-10k notices each month. The figures are purely tentative based on certain variable parameters and not binding. They are subject to change. BFSL does not commit to any minimum volume.

Please note that this is simply an invitation to offer and does not create any legal or financial relationship with BFSL. Please feel free to email us for any clarifications.

Commercial bid must be submitted in a sealed envelope.

### III. Format for Commercial bid (Schedule I):

Particulars	*Rate per Notice (Exclusive of taxes)
Digital Delivery of legal notice on the letter head of Advocate (Email, Whatsapp, SMS) along with the delivery status report and relevant MIS.	
Physical Delivery of the legal notice on the letter head of the advocate (through RPAD) **	

\* Rate should be a total cost (including but not limited to advocate fees and excluding RPAD charges) exclusive of taxes.

\*\* Physical delivery includes notice / communication in a sealed envelope by registered post with acknowledgment due along with the delivery status report and relevant MIS.

**RPAD charges will be reimbursed on actual cost basis.**

### IV. Proposal submission: -

- i) Technical & Commercial bid must be submitted Online at [rfp@bobfinancial.com](mailto:rfp@bobfinancial.com). Commercial Bid Only must be password protected.
- ii) Bidder will be finalized on L1 basis( lowest commercial )
- iii) Any queries to be emailed at below ID:-

[legal.support@bobfinancial.com](mailto:legal.support@bobfinancial.com)  
[rfp@bobfinancial.com](mailto:rfp@bobfinancial.com)

### Terms & Conditions:

BFSL reserves the right to at any point:

- Reject any and all proposal received in response to the Terms of Reference.
- Waive or Change any responsibility in the proposal.

- Negotiate any aspect of proposal with final shortlisted proposer.
- Extend the time for submission of all proposals.
- Select the most responsive proposer as deemed suitable.
- Share the information/ clarifications provided in response to the Terms of Reference by any proposer, with any other proposer(s) /others, in any form.
- Cancel the Terms of Reference at any stage, without assigning any reason whatsoever.
- Bidders will be selected basis commercial (documents submitted) proposed.

S/d  
Authorized Signatory

**ANNEXURE -I**

**UNDERTAKING FOR NON- BLACKLISTED  
(To be provided on letter head of the Bidder's Company)**

AVP Procurement  
DLH Park, S.V. Road,  
Goregaon (West),  
Mumbai – 400104.

Dear Sir,

We, M/s\_\_\_\_\_, do hereby confirm that we have not been blacklisted/banned/ declared ineligible for corrupt and fraudulent practices by any Govt. Financial Institutions/Banks/ Government/ RBI/ ICAI/ Semi Government Departments/ PSUs in India and have no disciplinary proceedings pending against the applicant firm or any of the partners.

This declaration is been submitted and limited to, in response to the tender reference mentioned in this document

Dated at \_\_\_day of\_\_\_\_\_2018.

Thanking You,

Yours faithfully,

Signature of Authorized Signatory  
Name of Signatory:  
Designation:  
Seal of Firm/LLP