



BOB Financial
Credit reimagined

Sr.No.	Queries	BFSL Response
1	Whether Advocate in his own capacity can apply for this tender?	NO
2	Whether we have to submit our quote in a sealed envelope / through email attachment/ By hand as it is not clear from the tender?	Quote (in a prescribed form as given in the RFQ) needs to be submitted online @ rfp@bobfinancial.com email id in a password protected form on or before 4:00 pm.
3	Empanelled with other Banks / FI's for similar work - We Need clarification for this / this similar work has been done earlier for BFSL can be considered?	We would want the documentation to be earlier the date of RFQ
4	What kind of regulatory approval are required for executing the mentioned process?	The Agency should have a regulatory approval (necessary license, Certificate of Incorporation, DOT permission and such other Licenses) required to execute the mentioned process
5	Clarification needed in respect of "Proper Infrastructure"?	Proper infrastructure required to execute the mentioned process such as dedicated trained employees, computer systems, logistics tools and such other facilities.
6	Clarification needed in which manner password should be inserted for a commercial bid?	Commercial bid whether PDF or word file must be password protected, Only bidder must be aware of the password to OPEN the file. You can easily find it in the excel , word or PDF file.
7	Do we need to mention the RPAD charges that are typically disbursed to the postal office also in the Format for Commercial bid (Schedule I)?	No RPAD charges will be reimbursed on actual cost basis
8	Whether Draft of Legal Notice will be provided by BOB Financial OR Applicant needs to submit ?	The draft of legal notice shall be prepared and finalized by Agency's advocate in consultation with BFSL.
9	Whether the nature of Loan /Liability is different such as Default of Credit Card payment, Home Loan, Personal Loan, Business Loan ect.	The nature of notices will be for delinquent or NPA accounts or write off accounts of credit cards.
10	Whether every Legal Notice draft required to verify / Approved by BOB Financial ?	Yes, every legal notice draft format for different categories of customers needs to be verified by BFSL.
11	Whether every Notice is required to be sent by Digital Delivery and RPAD ?	As mentioned in the RFQ 1)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. 2) An MIS of digitally delivered notices will be provided to BFSL within 2-5 working days along with delivery status report. 3)On the basis of the MIS, BFSL may instruct the selected agency to send the legal notices physically (through RPAD).
12	Whether Draft of Digital Legal Notice and Physical Legal Notice are separate and different ? OR	There may or may not be a separate /different draft legal notice for digital and physical mode.
13	Whether on the Letterhead Physical Legal Notice can be sent by way of Scan for Digital Delivery as well as through RPAD ? (One and Same)	The agency's advocate needs to provide the draft legal notice on his letter head to be used for sending it through digitally mode/physical mode.
14	Whether Notice can be sent by Digital Signature of Advocate ?	Yes it can be sent through digital signature of Agency's Advocate.
15	What will be the Criteria / Time schedule of payment of professional fees.	30 days from the time invoice is received by BFSL.
16	Quotes of both the medium of notices may be given Jointly /Single. or Separate ?	Please refer Point III on Page Number 3 in the RFQ which clearly states the format in which quotes need to be submitted.
17	What will be the way of Providing data of Default Customers ? for preparing Notices	BFSL will provide the selected agency with all the information and data of the cases from time to time in an Excel Sheet.
18	Whether BOB Financial requires to submit a Hardcopy / Physical Legal Notice and Bill of Professional Fees OR Scan /Soft Copy will be sufficient ?	Scan soft / soft copy but if required BFSL can ask for hard copy of legal notice and bill.
19	Whether Bill of Professional fees of Legal Notice can be submitted in List /Excel form / Jointly / Collectively OR Separate Bill for each Notice need to be submitted	Collectively one invoice to be submitted to legal team for the notices published by bidder but Commercial's have to be submitted as per format mentioned in RFQ.
20	What is the way of submission of Acknowledgement along with Notice Delivery Status report and relevant MIS to BOB Financial ?	An MIS of digitally delivered notices will be provided to BFSL within 2-5 working days along with delivery status report through email and/or physical delivery.
21	What will be the time schedule of assignment of work and execution ?	It will be decided by BFSL with the selected agency in due course.