



Empanelment & Selection of Vendor for Legal Support to Collections Unit.

RFP Dated: 30th August, 2024.

Addendum 01, Dated 17th September, 2024.

1. **For Part A** (legal notices) – any firm bidding should have capabilities to send notices through WhatsApp, email and SMS in large volumes as well as RPAD (where required) on a lawyer’s letter-head. Thus, the bidding entity must have a pre-existing formal agreement with BCI (Bar Council of India) enrolled advocate(s) on whose letter head the legal notices would be sent. Additionally, the firm should have capabilities to provide delivery reports maximum within 48-72 hours as well as another MIS’s as required. Additionally, it should provide/forward on a timely basis any cardholder replies/reverts received to BOB Card
2. **For Part B (Online Arbitration)** – list of institutions offering Alternative Dispute Resolution (“ADR”) services including through Online Dispute Resolution (“ODR”) and is empaneled as a Mediation Institution by various Courts in India. Empanels independent, qualified neutrals with the required competence, knowledge and expertise on its panel. Additionally, it should feature in the list of such vendors as mentioned by Department of Justice for such purposes.
3. **For Part C** – (S25, Lok Adalat or any other legal action) – only registered law firms with extensive experience in such matters (especially pertaining to legal action for recovery on credit card overdues) and dealing with Banks/NBFC’s. Also, should preferably have a Pan India presence and be competent to file cases across cities and states in India.
4. **Importantly – No OEM and no sub-letting.**

S/d

Authorized Signatory