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बिहार राज्य सहकारी बैंक लि० The Bihar State Co-operative Bank Ltd.

ASHOK RAJPATH, PATNA - 800 004

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Ref. No. ...BSCB/Loan/Non-Farm/23/2024/1719

Date ...14-11-2024.....

To Whom It May Concern,

We are pleased to announce that The Bihar State Co-operative Bank Ltd., Patna is seeking proposals for an advanced software solution focused on credit status monitoring, Regular Follow-up Intimation with Loanees for collection, and recovery. This initiative aims to enhance the financial operations and improve our service delivery at the doorstep of the customer.

Requirements: We are looking for a comprehensive software solution that includes, but is not limited to:

- **Real-time Credit Monitoring:** To track customer credit status such as overdue and NPA effectively and regularly.
- **Automated Collection Processes:** To streamline collection efforts through automated reminders, follow-ups, and payment options.
- **Tracking of Follow-ups and Responses:** To have a dashboard with respect to intimations, responses, and collections.
- **Data Analytics:** To analyse customer behaviour and optimize recovery strategies.
- **User-Friendly Interface:** An intuitive, agile, and robust design for easy navigation and access to critical information

Proposal Submission: Interested vendors are invited to submit their proposals including:

- Detailed software features and functionalities.
- Implementation plan and timeline.
- Cost estimates and service terms.

Submission Deadline: Till 25-11-2024.

Please send your proposals to loan@biharscb.co.in or deliver by post or in personal at below address:

The Bihar State Co-operative bank Patna
Ashok Rajpath, Opposite B N College
Patna (800004) Bihar

We look forward to your innovative solutions and thank you for your interest in partnering with us.

Sincerely,

Managing Director

BSCB *au*

14/11/2024