

**Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited  
Augusta Point, DLF Golf Course Road, Sector 53, Gurgaon 122002 (Haryana)  
Tel: - 0124-4535500**

## **ADDENDUM/ CORRIGENDUM**

### **RFP for Contact Center Solution**

With reference to the RFP uploaded on our Website dtd 06 Jun 2011 inviting Tenders for Contact Center Solution, please note the following amendments to the said RFP: -

(i) Clause 3.5 of Currency, Taxes & Payment terms is modified as :

“Prices quoted are to be:

- In Indian rupees or US Dollars
- Exclusive of all taxes.

Payment Terms:

50% of PO value after 100% delivery of components.

40% of PO value after successful implementation as per Scope of Work.

Balance 10% of PO value post final sign-off of Business User Acceptance”

The above said schedule shall stand modified and substituted in this RFP

Please visit [www.canarahlife.com](http://www.canarahlife.com) for Tender document.