



Dated: 8th July 2011

Technology – Information Required

“RFP for Customer Service – Outbound Calling & Renewal Collection”

Dear Bidders,

We are in the process of evaluating your responses against the above quoted RFP; we realize that you have submitted partial information on Technology. We request you to please submit the responses for below required details by or before 1800 hrs on Tue, 12 Jul 2011.

Your responses must be addressed to **procurement@canarahsbclife.in**

Technology – Information Required	
S.No.	Description
1	Please mention the proposed Primary and DR operation center details with a copy of OSP Registration.
2	Please provide a response against each point mentioned in the TECHNOLOGY section of RFP.
3	Please confirm that you have/ comply with the Hardware, Software, Links, Security etc. requirements as mentioned in the TECHNOLOGY section of RFP.
4	Please a copy of ISO 27001 & BS 25999 certification, if applicable.
5	Please mention deviations clearly in the deviation sheet wherever they exist and how.