

## Hydro One Networks Inc.

# Request for Proposal

Hydro One Networks Inc. invites qualified companies to submit a proposal for a High Volume Call Answering (HVCA) solution for its call centres in Ontario, Canada to be completed by April 1, 2010, all in accordance with Hydro One's Request for Proposal (RFP).

Complete details of this requirement are contained in the RFP. Prior to the RFP being released, interested companies must duly sign and return a [Confidentiality Agreement](#) available for download by clicking the link. Signed Confidentiality Agreements are to be returned via **fax# 416-345-5449**. **Please ensure the RFP# is referenced on your fax cover sheet.**

Once you have returned the Confidentiality Agreement, please contact the buyer via email at [requestinformation@hydroone.com](mailto:requestinformation@hydroone.com), using the subject line “**RFP# 1000096659 - (HVAC) High Volume Call Answering Solution**”. Please provide your complete courier mailing address, contact name, telephone number and e-mail address. Subsequently, the RFP will be e-mailed to you.

Proposal closes **Tuesday, January 12, 2010 at 3:00:00 PM EST.**

