



REQUEST FOR PROPOSAL

ACQUISITION & IMPLEMENTATION
OF
CENTRALIZED LOG MANAGEMENT SYSTEM

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1 - INTRODUCTION

Teleperformance is a leading CRM contact center aka Call Center.

Security is becoming increasingly important and Teleperformance is preparing to improve its log management system for all of its critical data environments and security perimeters. We are inquiring about information for a log management system. This implies we are interested in a log management solution; however we must first evaluate each solution to determine which will be best for our many environments.

Teleperformance has over 281 call centers throughout 45 different countries. Teleperformance has various Different security logging requirements including but not limited windows event log, CISCO, Netscreen, Check Point, Linux/Unix (various), Norton, CA, Trend, McAfee, RSA. This RFP solicitation intent is to identify the best solution(s) for the best price to use at our various call center locations.

Our initial project includes gathering information and determining the best possible log management solution to fit our needs. However, we are soliciting information to find the preferred solution based on a variety of requirements to meet the needs of our various locations, functionality and best price.

Teleperformance Reserves the right to do nothing in response to the proposal. We also reserve the right to award business to one or more vendors.

2 – STATEMENT OF PURPOSE

The purpose of this RFP is to solicit information for supplying a log management solution for Teleperformance. This solution must be flexible and satisfy the different needs of each location including but not limited to:

- Normalization of various different log formats.
- Ability to move log data events to remote locations including off-shore locations without causing bandwidth issues. This is due to our hub and spoke model.
- Identify a global solution provider(s) based on functionality and price.

We anticipate selecting vendor(s) who offers a variety of configurations accommodating different needs. Some of these needs are in the following areas:

1. Teleperformance requires a solution that can consolidate logs back to a central point with minimal network impact.
2. The solution should have the ability to push or pull events, agent or agent-less, based on our needs.
3. The solution needs to be compatible with the following source types out of the box or with minimal effort.

Source types	Windows Event Log	Syslog
	XML	SDEE
	SNMP	databases, and flat files

4. The solution needs the ability to collect logs from, but not limited to, the following vendor formats.

OS	Windows Server 2003 (32/64) (SP2/R2)	Windows Server 2008 (32/64)
	Windows Vista (32/64)	Windows XP (32/64)
	Windows 2000 Professional	Windows 2000 Server
	Solaris 8, 9, 10	BSD (open, free)
	Red Hat Linux	Mac OS X
	Cent OS	Debian
	HP-UX	AIX
Firewalls:	Cisco FWSM	Cisco ASA
	Barracuda Spam Firewall	Juniper Networks Secure Access
	Cisco PIX	Cisco VPN Concentrator
	Linux (IPTables/Netfilter) 2.4+	Check Point
	Net Screen	Microsoft Windows Firewall
	Microsoft ISA 2006	IP Filter
	Microsoft ISA 2000	Microsoft ISA 2004

	Citrix Secure Access Gateway	SecureGuard
	Nortel Switched Firewall	SonicWall
IDS/IPS:	Cisco ASA w/ AIP-SSM	Cisco IPS 4200 Series
	Cisco IDSM-2	Cisco NM-CIDS
	Juniper IDP	TippingPoint
	McAfee IntruShield	Tripwire
	SourceFire	Symantec Gateway IDS
	ISS Proventia	ISS RealSecure IDS
AV and Spyware	CA ITM	Clam AV
	Symantec AV	Trend Micro AV
	AVG AV	Windows Defender
	Mcafee AV	Kaspersky AV
Security apps:	CA access control	Microsoft's MBSA*
	CA Secure Content manager	Cisco Secure ACS
	RSA SecureID	HID access card systems
	Shavlik EnterpriseInspector*	Microsoft Identity Integration Server 2003
	Foundstone FoundScan	Microsoft Windows IAS
	RADIUS	eEye Retina
	Nessus	SAINT
Others (web server, SQL, custom logs):	Microsoft IIS	apache
	Cisco NAC	VMWare
	Citrix	Windows Terminal Server
	Microsoft Exchange	Microsoft SQL Server 2000
	Microsoft SQL Server 2005	Customized or in-house logs

5. The system must prevent loss of logs if the management system fails to work for whatever reason.
6. The solution should have high availability support.
7. The system must require access approval to view logs set policies and manage user rights to the solution.
8. The system must support various compliance acts for rules and reports. Most important would be PCI, HIPAA, and ISO 27001. It would also be recommended to support Safe Harbor (European Union).
9. The system must be scalable and have aggressive pricing.
10. The system will be installed, in most cases in our data centers and collect from those centralized sources as well as collect from sources based on our hub and spoke model.
11. The system must be easy to implement with education and training from the vendor, no professional service must be required.
12. Technical Support for the solution must be 24x7x365 to properly support our global requirements.

13. The solution must be able to trigger notifications via email, sms, script execution, and integrate with help desk ticketing systems.
14. The solution rule and correlation engine must have:
 - a. Out of the box rules for supported formats must be available.
 - b. Wizards to create new rules must be comprehensive, yet not complicated.
 - c. Correlation rules should not take a lot of time to write and test.
 - d. All rule building components must be easy to identify and understand.
15. The solution's reports must have:
 - a. Various types of reports based on compliance, and business needs out of the box.
 - b. Reports need to have the ability to be customized, and create new reports based on the needs of the business.
 - c. Generating and scheduling reports needs to be easy to understand and implement for Teleperformance administrators of the preferred solution.
 - d. Reports systems should have built in functions to be sent to email of various groups that need to review these reports.
16. The solution must ensure encryption of data in transit and at rest.
17. The solution must ensure tamper control during capture, transfer, and storage.
18. The storage area, data warehouse, for the logs must meet the ability to store logs online for at least 90 days.
19. The solution should have some kind of storage compression ability for archiving and backup.
20. The solution provider must provide resources, testing, training, and well defined documentation to ensure that all installations are completed quickly and that our staff can manage, maintain, and implement future installments.
21. Teleperformance is based upon a hub and spoke design where one centralized location is capable of controlling several satellite offices. Each satellite office could contain up to as many as 300 devices in need of monitoring. Furthermore, each location is required to maintain a log collection device capable of storing the audit logs. These locations should be capable of being controlled by one separate site, but may be controlled locally in the event of network connectivity issues. Please provide us with architecture examples of how your solution would integrate into this type of infrastructure.
 - a. Be as detailed as possible with your answer to this question.
 - b. If possible, provide a diagram of this example with the response given.
 - c. Provide an inventory listing of devices and/or software used in your architecture examples required for your solution.
 - d. Please explain how your example provides best practices in logging for compliance and regulations.

Our primary objectives in implementing this log management system are as follows:

1. We Require that the solution have the ability to support our log management needs related to PCI, HIPAA, ISO, and best practices.
2. We need to increase the ability to get alerts out to system owners and others faster. We need to ensure that these alerts are unique and can be customized to the situation.
3. We must be able to deploy solutions to mission critical servers and networking devices with minimal system impact. Having the ability to use agents and agent less solutions would be recommended.
4. We must be able to bring reports out faster, and more readily available.
5. We must have support for all countries that we deploy the solution to.

3 – EXISTING ENVIRONMENT

3.1 TELEPERFORMANCE GROUP INTERNATIONAL OVERVIEW AND LOCATIONS

Teleperformance has over 281 call centers throughout 45 different countries. Additional information can be found at:

<http://teleperformance.com>

Teleperformance owns over 73000 workstations and 2300 servers worldwide.

4 – SUPPLIER REQUIREMENTS & INSTRUCTIONS

4.1 RFP INSTRUCTIONS

All vendors are required to follow the instructions in order to be considered in the final evaluation. Failure to comply with these instructions may result in disqualification from consideration.

4.2 QUESTIONS

All suppliers must submit questions to TPRFP@teleperformance.com no later than September 9, 2008 5:00 p.m. MST. A copy of all questions and their associated responses will be emailed to all participants that submitted a question.

4.3 RFP RESPONSE FORMAT

Each supplier must provide 1 hard copy response and one softcopy response. RFP responses (both hard copy and softcopy) must be submitted no later than September 16, 2008 5:00 p.m. MST.

PLEASE SUBMIT HARDCOPY TO:

Gavin Bailey

1991 South 4650 West

Salt Lake City, Utah

84104

PLEASE SUBMIT SOFTCOPY TO:

TPRFP@teleperformance.com

4.4 RFP REQUIRED OUTLINE

The following table summarizes the mandatory information contents and format requirements of your proposal.

Section	Section Title	Page
1	Executive Summary	X
2	Suppliers Background	X
3	Customer References	X
4	Pricing Structure	X
5	Implementation Services & Pricing	X
6	Technology Specifics & Compatibility	X

7	Invoicing Requirements	X
8	Detailed System Requirements	X

Executive Summary – please provide your standard corporate executive summary.

Supplier Background – we are seeking information regarding the background of your organization in order to assess the ability of your organization to fulfill the requirements of this RFP in a timely and efficient manner. Please include answers to the following:

- Provide, company name and headquarters location.
- Provide length of time of which you have been offering these security technology solutions and services.
- Provide the names, role, telephone, fax and email addresses of primary points of contact within your company.
- Disclose fully all your relationships with any and all security system providers for Teleperformance.
- Indicate whether your company is currently in litigation with any organization regarding fulfillment of contractual obligations, performance, or copyright and patent infringement.
- Conflict of Interest Certification: certify that your firm has no real or potential conflicts of interest which would prevent the supplier from acting in the best interests of Teleperformance.
- If you are a public company, provide audited financial statements for the past 2 years. Include annual reports if available. If you are a subsidiary of another corporation, include the holding company annual report. If you are a privately held company and will not disclose any financial information, provide the information indicated using either true dollars or percentage information. If you are providing data on a percentage basis, make sure that you scale everything to total sales. That is, assume total sales represents 100% and scale all sales and cost items as a percentage of this number.
- Any additional information the supplier deems useful for Teleperformance's evaluation of the supplier's qualifications.

4.5 IMPORTANT DATES

Date to be received	Items to be returned
Sept 9, 2008 5:00 p.m. MST	Final Day to Submit Questions
Sept 16, 2008 5:00 p.m. MST	Completed RFP Response

5 – TERMS AND CONDITIONS

5.1 CONTRACT DURATION

For purposes of this RFP, prices quoted for solutions and services are to be valid for a minimum period of 3 years if contract is awarded.

5.2 RFP EXPENSES

Any costs incurred by you in preparing and providing a response to this RFP are solely the responsibility of your organization.

5.3 PRICING IS BEST AND FINAL

Teleperformance is soliciting a solution to identify a global log management solution(s) and provider(s). Teleperformance plans to implement these solutions globally. This will be heavily weighted to the vendor who provides an acceptable solution with the most attractive pricing. We are looking for “global” capacity pricing but are not committing to any single purchase or any number of purchases. Our intent is to identify the best solution at the best price, and a global provider or channel partner that offers us the ability to purchase that solution anywhere at that set price. The solution(s) selected will become the standard for all future purchases. Your pricing should include aggressive discounts to be considered as the vendor of choice. Your best and final pricing should be based on the purchase of one “1” solution and not a commitment to more than one.

Pricing shall include:

- Detailed solution costs.
- Detailed education and training pricing, and availability.
- Detailed maintenance costs.
- Any and all other costs must be explained in detail.

5.4 EVALUATION CRITERIA

This request for proposal is designed to provide Teleperformance with the ability to determine which supplier will best satisfy the requirements of Teleperformance with the most attractive pricing. The evaluation scoring criteria are listed below. Each category will receive a score in the range of 1-5 with 5 as a high score. Each category will be multiplied by the weight factor to identify the total category score. The total category scores will be added together to determine the vendor solution final score.

<u>Category</u>	<u>Weight</u>
Financials (vendors financial stability)	2
Customer references	2
Scalability	5
Compatibility with our existing security systems, meeting our requirements	5
Additional features of value to us not specified in RFP	2
Total price (solution, implementation and maintenance)	5
Global delivery/sales distribution	4

Teleperformance will reduce the potential suppliers to one or two based upon the evaluation scoring. Teleperformance expects to invite the one or two top suppliers on site to make a formal presentation regarding their proposal to a team of Teleperformance representatives.

5.5 AWARDING OF POTENTIAL BIDS

Teleperformance, at its sole discretion, reserves the right to either accept or reject any and all proposals, and do nothing. The existence of this request for information shall not, in any way, obligate Teleperformance to any contractual obligation. The supplier(s) with the highest score will be considered. Teleperformance reserves the right to identify the correct solution and still cancel the RFP if our budget does not support the purchase.

5.6 CUSTOMER REFERENCES

Supplier must provide a list of three references that use the proposed solution. Teleperformance will contact these references only at the end of the selection process as part of the due diligence phase of supplier selection. In addition, Teleperformance will only contact these references after the supplier has specifically been asked to arrange for such contact. It is expected that if the supplier lists a reference in their proposal they will have the ability to arrange for a reference call.

Include for each reference:

- Company name
- Contact name
- Company address
- Contact telephone number
- Contact email address

5.7 INVOICING

Supplier must include your proposed fee schedule and terms in the proposal. Indicate payment terms in regard to any available percentage discount for early payment. Teleperformance standard payment term is net 45 days.

5.8 NOTE TO SUPPLIER

It is expected that all information submitted would be in accordance with what has been clearly outlined in the RFP. Once information has been submitted it is final. The time for questions is clearly detailed in this RFP.

Once completed, your signature or that of a duly authorized individual of your company must be affixed, in order for us to acknowledge the fact that you have read the RFP thoroughly and have completed the information request within the stipulated guidelines.