



Teleperformance

GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS

REQUEST FOR PROPOSAL

ACQUISITION & IMPLEMENTATION OF A CORPORATE WIDE BOX STYLED STANDARD LOCKERS

Proposal Release Date: March 25, 2008

Proposal Due Date: April 25, 2008

TABLE OF CONTENTS

Topic	Page
1 – INTRODUCTION	3
2 – STATEMENT OF PURPOSE	4
3 – SUPPLIER REQUIREMENTS & INSTRUCTION	4
3.1 RFP Instructions.....	4
3.2 Questions	3
3.3 RFP Response Format	4
3.4 RFP Required Proposal Outlines	5
3.5 Important Dates	6
4 – TERM & CONDITIONS	6
4.1 Contract Durations	6
4.2 Bid Expenses	6
4.3 Pricing is Best & Final	6
4.4 Evaluation Criteria	7
4.5 Award of Bid	7
4.6 Responsibility as Independent Contractor	8
4.7 Bonding & Insurance	8
4.8 Customer Reference	8
4.9 Invoicing	9
4.10 Note to supplier	9

1 - INTRODUCTION

Teleperformance USA, with its headquarters in Salt Lake City, Utah is a leading CRM contact center aka management company.

Security is becoming increasingly important and Teleperformance USA is improving the physical security at all call centers. As an integral part of the security system and management care for its employees, we are contemplating to install lockers on the designated area. Each employee will have a locker to deposit there personnel belongings.

While each facility is unique and may have different security system it is for the best interest of the company to establish centralize secure storage outside of the call center floor. In this proposal the site would be integrated in the access entrance of the employees. It is the intent of this RFP to solicit the best solution and best price for the various call center facilities.

The initial project for installation will be at our Headquarters in Salt Lake City. We will be soliciting bids to find out the preferred vendor base on the type, specifications and the best price.

This RFP will serve as intent to identify the best “global” supplier of locker for the initial purchase and all other future global locker purchases. The decision for best supplier will be made primarily on best price of quality lockers.

2 – STATEMENT OF PURPOSE

The purpose of the RFP is to solicit proposal from various suppliers of lockers for bidding and find out the best price in accordance to specification required for various locations. The vendors will be required to offers solution to the type of lockers that would accommodate the number of employees and size of the designated locker room.

1. Lockers must be box style with door with support for lock
2. Each locker should measure at least 12” wide x 12” high x 18” deep
3. Lockers should be modular “stackable on top of one another and beside one another” to conserve space

3 – SUPPLIERS REQUIREMENTS AND INSTRUCTIONS

3.1 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 the disqualification from consideration.

3.2 QUESTIONS

All suppliers must submit questions to byron.tabangay@teleperformance.com not later than April 11, 2008 5:00 p.m. MST. A copy of all question and their associated responses will be emailed to all participants that submitted a question.

3.3 RFP RESPONSE FORMAT

Each supplier must provide one (1) hard copy response and one (1) softcopy response. RFP responses (both hard copy and softcopy) must be submitted no later than April 25, 2008 5:00 p.m. MST.

Please submit responses to:

BYRON D TABANGAY

Teleperformance, Philippines

EDSA Central IT Center 2, United St. corner EDSA

Mandaluyong City, Philippines 1554

3.4. REQUIRED PROPOSAL OUTLINE

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

Section	Section Title
1	Executive Summary
2	Suppliers Background & Company Financials
3	Customer References
4	Pricing Structure
5	Implementation services & Pricing
6	Technology specifics & compatibility
7	Invoicing Requirements
8	Detailed system requirements

Executive summary – please provide your standard corporate executive summary.

Suppliers Background & company Financials – 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 lockers.
- Provide the names, role, telephone, fax and e-mail addresses of primary point of contact with your company.
- Disclose fully all your relationships with any and all security system providers for Teleperformance USA.
- 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, provide audited financial statements for the past 2 years, and include annual reports if available. If you are a subsidiary of another corporation, include the holding company annual report. If you are 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 percentage of this number.

- Any additional information the supplier deems useful for Teleperformance USA's evaluation of the suppliers qualifications.

3.5 IMPORTANT DATES

Date to be received	Items to be returned
April 11, 2008 5:00 p.m. MST	RFP Questions
April 25, 2008 5:00 p.m. MST	Complete RFP Response

4 TERMS AND CONDITIONS

4.1 CONTRACT DURATIONS

For purpose of this RFP, prices quoted for the solutions and services are to be valid for minimum period of six months from the award of the contract.

4.2 BID EXPENSES

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

4.3 PRICING IS BEST AND FINAL

Teleperformance USA is soliciting a solution for all its locations. The initial purchase will be at Teleperformance USA headquarters located in Salt Lake City as a pilot project and will be escalated and implemented to other locations. The award 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 purchase the first solution for Salt Lake City headquarters. We plan to install the lockers at other "World Wide" facilities when budget is available. The selected vendor will become the preferred supplier 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 equipment costs
- Detailed installations costs (we reserve the right to install the lockers on our own)
- Detailed shipping cost
- Any and all other costs must be explained in detail.

4.4 EVALUATION OF CRITERIA

This request for proposal is designed to provide Teleperformance USA with the ability to determine which supplier will best satisfy the requirements 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 the highest 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 Score</u>
Financials	1
Customer references	1
Compatibility with our facilities	4
Ability to meet our requirements	4
Additional features of value not specific in RFP	2
Total price (solution, implementation and maintenance)	5

4.5 AWARDING OF BID

Teleperformance USA at its sole discretion, reserve the right to either accept or reject any and all proposals. The existence of the request for proposal shall not, in any way, obligate Teleperformance USA to any contractual obligation. The supplier with the highest score will win the bid. Teleperformance USA reserves the right to identify the winning bidder and still cancel the RFP if our budget does not support the purchase.

4.6 RESPONSIBILITIES AS INDEPENDENT CONTRACTOR

If your company intend to utilize a third party company to perform any of the tasks associated with any aspect of the proposal, this intent must be disclosed as part of the proposal. For example, if it is your intent to have a company other than your own to perform implementation as part of the proposed engagement, you must indicate this as part of the proposal. In addition, responsibility for any items or activities provided by any subcontracting or third party entity must be assumed/liability by your organization. For purposes of this engagement, Teleperformance USA intends to contract exclusively with your organization for the purchase, implementation and on-going maintenance.

4.7 BONDING & INSURANCE

Supplier warrants that it will maintain sufficient insurance coverage to enable to meet its obligations and by law. In addition, supplier shall require each subcontractor that may perform work of supplier or enter upon the work site to maintain the same coverage and limits listed in this section. Before the start of Work under this RFP, Supplier will provide certificates of insurance indicating the following coverage;

1. Workers' compensation insurance with benefits afforded under the laws of the state in which the work is to be performed.
2. Employer's Liability insurance with minimum limits of \$1 million.
3. Commercial General Liability insurance with maximum limit of \$2 million general and products/completed operations aggregate and \$1 million each occurrence.
4. Automobile Liability insurance with minimum limits of \$1 million.
5. Any required performance bond under the laws of the state in which the work is to be performed.

4.8 CUSTOMER PREFERENCES

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

Include for each reference:

- Company name
- Contact person
- Company address

- Contact telephone number
- Contact e-mail address

4.9 INVOICING

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

4.10 NOTE TO SUPPLIER

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

Once you have completed your proposal, 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 proposal within the stipulated guidelines.