



REQUEST FOR PROPOSAL

ACQUISITION & IMPLEMENTATION OF A CORPORATE WIDE SECURITY TURN STILE OR EQUIVILENT SYSTEM

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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 preparing to improve the physical security at all call centers. The first step in this process includes turn stile “type” access systems for employees. We are soliciting bids for turn stile “type” systems. This implies we are interested in a turn stile type system but will consider true turn stile systems or optical eye systems or a combination of both.

Teleperformance USA and its affiliates have over 50 call centers throughout the Americas. While each facility is unique and may have different security systems including but not limited to card key, bio-metrics, etc, 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 purchase and installation of a system at our headquarters in Salt Lake City. However, we are soliciting bids to find the preferred vendor based on variety of solutions to meet the needs of our various locations, functionality and best price.

2 – STATEMENT OF PURPOSE

The purpose of this RFP is to solicit proposals for supplying security turn stile “type” systems for Teleperformance USA. This solution must be flexible and satisfy the different needs of each location including but not limited to foot print, manageability and integration with the various employee security systems presently used.

While we describe this solution as a turn stile “type” security system, we anticipate selecting a vendor who offers a variety of configurations accommodating different needs. Some of these needs are in the following areas:

1. Some sites may require turn stile systems.
2. Some sites may require optical eye systems.
3. Some sites may require both turn stile or optical eye systems.
4. The system must support the needs of disabled people in wheel chairs.
5. The system must integrate with the current security access systems used at Teleperformance USA and most if not all commercial available security systems.
6. The system must prevent tail gating.
7. The system must require access approval both directions prior to allowing pass thru and be flexible to allow time programmed exit authentication (example – only require authentication to exit after 6:00 p.m.).
8. The system must support a programmed delay period before allowing the same person to authenticate and pass thru the system to prevent one employee from authenticating for another.
9. The system must be accommodate emergency exit needs and not endanger employees who must exist in the event of an emergency.
10. The system will be installed at employee entrance locations. These areas may be large or narrow locations. The supplier proposal must include access denial solutions to prevent employees from simply walking around the proposed solution. This denial solution must **not** be a roped off area as it can be bypassed easily in unsupervised areas. We are expecting this solution to be functional and pleasant to look at such as a half height glass wall with metal protected edging etc. Please consider proposing different module sizes and the related costs or a cost per foot approach.
11. The system must trigger a notification or alarm system in the event of a breach.
12. The system must fail “secure”.
13. The system must support emergency exit situations.

Our primary objectives in implementing this security system are as follows:

1. We require a automated check point to enable employees to pass thru the check point only if they successfully authenticate to the building security system without additional human intervention.
2. We need to stop the practice of employees tailgating thru security checkpoints.
3. We must be able to require all employees to authenticate prior to entering or leaving the security checkpoint.
4. We must accommodate disabled people in wheel chairs.
5. We must be able to quickly identify a security breach.

3 – EXISTING ENVIRONMENT

3.1 Teleperformance USA overview and locations

Teleperformance USA and its affiliates have 50 call centers throughout the United States, near shore and offshore destinations. Additional information can be found at:

<http://teleperformance.com/USA/AboutUs/AboutUs.aspx?id=2850>

Each facility may support 150 – 5000 or more employees. The average facility has less than 1000 employees.

3.2 Current Security Systems

Most security systems are card key systems however some sites utilize finger bio-metrics systems. The proposed system must be compatible with the following card key access application systems used at our facilities. And in addition the proposed system must support most if not all commercially available card key, bio-metric and other forms of employee physical authentication systems. Below are just some of the card key application systems we utilize today at various call center locations. The card keys themselves are usually HID.

- WIN-PAK PRO 2005
- Millenium Expert
- Kronos
- Kantect
- Intercom Access
- Keri Systems Doors

3.3 Specifics on Teleperformance USA headquarters in Salt Lake City

We intend to install the first security access system in an employee entrance hall way at our Salt Lake City headquarters. Specifics on this site are listed below.

- The width of the hallway where we intend to install the system is 6 feet 4 inches wide
- The card key system is a system from ADP and uses WIN-PAK PRO 2005 as the application with HID card keys.

- The proposed solution must accommodate disabled employees.

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 darrel.schildnecht@teleperformance.com no later than February 18, 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 3 hard copy responses and one softcopy response. RFP responses (both hard copy and softcopy) must be submitted no later than February 25, 2008 5:00 p.m. MST.

Please submit responses to:

Darrel Schildnecht
1991 South 4650 West
Salt Lake City, Utah
84104

4.4 RFP REQUIRED PROPOSAL OUTLINE

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

Section	Section Title	Page
1	Executive Summary	X
2	Suppliers Background & Company Financials	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 & 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 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 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: 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 USA.
- 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 USA's evaluation of the suppliers qualifications.

4.5 IMPORTANT DATES

Date to be received	Items to be returned
Feb 18, 2008 5:00 p.m. MST	RFP Questions

Feb 25, 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 six months from the award of the contract.

5.2 BID 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 USA is soliciting a solution for all Teleperformance USA locations. The first purchase will only include the Teleperformance USA headquarters location in Salt Lake City. Teleperformance USA plans to implement these solutions at many of the Teleperformance USA 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 do plan to install these security solutions at other facilities when budget is available. The vendor selected will become the preferred vendor 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 installation costs.
- Detailed integration into current security access system costs.
- Detailed maintenance plan and related costs.
- Any and all other costs must be explained in detail.

5.4 Evaluation Criteria

This request for proposal is designed to provide Teleperformance USA with the ability to determine which supplier will best satisfy the requirements of Teleperformance USA 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.

Category	Weight
Financials	1
Customer references	2
Compatibility with our facilities	3
Compatibility with our existing security systems	3
Ability to meet our requirements	3
Additional features of value not specified in RFP	1
Total price (solution, implementation and maintenance)	5

Teleperformance USA will reduce the potential suppliers to one or two based upon the evaluation scoring. Teleperformance USA expects to invite the one or two top suppliers on site to make a formal presentation regarding their proposal to a team of Teleperformance USA representatives. This team will consist of Facilities Management, CISO and CFO.

5.5 AWARDING OF BID

Teleperformance USA, at its sole discretion, reserves the right to either accept or reject any and all proposals. The existence of this 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.

5.6 RESPONSIBILITIES AS INDEPENDENT CONTRACTOR

If your organization intends to utilize a third party organization 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 an organization other than your own 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 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.

5.7 BONDING & INSURANCE

Supplier warrants that it will maintain sufficient insurance coverage to enable it to meet its obligations and by law. In addition, Supplier shall require each subcontractor that may perform Work for Supplier or enter upon the Work Site to maintain the same coverage and limits listed in this Section. Before beginning any 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 minimum limits 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 bonds under the laws of the state in which the Work is to be performed.

5.8 CUSTOMER REFERENCES

Supplier must provide a list of three references that use the proposed solution. Teleperformance USA 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 USA 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

5.9 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 USA's standard payment term is net 45 days.

5.10 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 are 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.