



Request for Information

IR Human Body Temperature Scanning Systems

RFI Release Date: July 2st, 2009

RFI Due Date: July 23nd, 2009

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1 – Introduction

Teleperformance is the global expert in contact center management. We have over 281 call centers throughout 45 different countries.

Teleperformance puts high priority on both information and physical security. We run call centers with large amounts of contact agents. As having contact agents available to receive and make contacts is always a priority, we are concerned with their security as well as well being.

With recent diseases spreading quickly, such as H1N1, we are looking into ways of identifying and stopping the spread of the threats. One way we would like to look into is the use of IR equipment to identify people who have high temperatures.

Teleperformance reserves the right to do nothing in response to the provided information.

2 – Statement of Purpose

The purpose of this RFI is to solicit information about what technologies are available to assist in identifying and alerting when human temperature is above normal.

The following are parameters and/or requirements:

1. Detection of irregular human body temperatures through IR technology, or the like.
2. Less than 2% variance in temperature accuracy
3. Ability to identify a body with irregular fever in a crowd.
4. Alerting based on temperature threshold
5. Ability for alerts to be sent to local console/station, as well as off site.

3 – Existing Environment

3.1 Teleperformance Group Overview and Existing Locations

Teleperformance has over 281 call centers throughout 45 different countries. Additional information can be found at: <http://teleperformance.com>

4 –Requirements and Instructions

4.1 Questions

All suppliers must submit questions to [lleishman\[at\]teleperformance\[dot\]com](mailto:lleishman@teleperformance.com) no later than July 16th, 2009 5:00 p.m. MST. A copy of all questions and their associated responses will be emailed to all participants that submitted a question.

4.2 RFI Response Format

Each vendor should provide one hard copy response and one softcopy response. RFI responses (both hard copy and softcopy) must be submitted no later than July 23rd, 2009 5:00 p.m. MST.

PLEASE SUBMIT HARDCOPY TO:

Lance Leishman
1991 South 4650 West
Salt Lake City, Utah
84104

PLEASE SUBMIT SOFTCOPY TO:

[lleishman\[at\]teleperformance\[dot\]com](mailto:lleishman@teleperformance.com)

4.3 Important Dates

Date to be received	Items to be returned
July 16 th , 2009 5:00 p.m. MST	Final Day to Submit Questions
July 22 nd , 2009 5:00 p.m. MST	Completed RFI Response

5 – Terms and Conditions

5.1 Contractual Obligation

Teleperformance is not looking to get into any contractual agreement. This RFI's purpose is to solicit information about what technologies/solutions are available to fulfill our goal.

5.2 RFI Expenses

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