



REQUEST FOR INFORMATION

ACQUISITION OF A CORPORATE WIDE SECURITY ASSESSMENT FIRM

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1 - INTRODUCTION

Teleperformance, with its International headquarters in Paris, France, is a leading CRM contact center aka management company. Teleperformance has the largest global footprint in the industry with 281 contact centers, presence in 45 countries, servicing over 75 markets and 15 Nearshore and Offshore locations. While each facility is unique and may have different services and technologies, this RFI solicitation intent is to identify the best solution(s) for the best price to use at our various call center locations. All Teleperformance regions and companies act independently of one another therefore assessments/services will be specific to those regions/companies. Some companies have a hub and spoke environment with a central data center that connects to multiple call center locations. It is the expectation of Teleperformance that the assessor firm in these instances would focus on the hub location and rotate reviews of spoke locations annually and as defined by the assessment standard.

Security is becoming increasingly important and Teleperformance is preparing to standardize the security assessments/certifications at all call centers. The first step in this process includes identification of assessment firm/s which can provide standardized security assessments at the various Teleperformance locations. We are soliciting bids for various assessments and services including: SAS70, ISO27001, Visa PCI, HIPAA, Vulnerability Scanning, and Annual Penetration Testing. Multiple companies can provide multiple assessments/services to multiple Teleperformance companies. Assessments/services should be layered when possible with little or no additional cost.

The Security Department begins with the Security Analysts which are assigned to each Teleperformance company/region. These individuals are responsible for ensuring security policies and procedures are followed for their area. The Security Analysts report to the Director of Security Analysts who ensures policies are implemented across all Teleperformance companies/regions. There are two Directors of IT Security Compliance & Auditing; one for the Americas and the other for Europe. These individuals perform annual internal audits for each company/region and will work directly with the assessor firms to provide initial documentation needed for any and all assessments. All assessor firms will work with the internal auditing team to obtain any documentation which can be reviewed remotely to decrease the time spent onsite. Assessors will limit the time needed onsite to no more than 5 days.

Teleperformance reserves the right to select multiple assessment firms across regions and/or services. We reserve the right to cancel this RFI and take no action. It is the intent of Teleperformance to identify a global strategy to the various security assessments/certifications required by our internal best practices and our clients.

2 – STATEMENT OF PURPOSE

The purpose of this RFI is to solicit proposals for supplying security assessments/certifications for all Teleperformance regions. Multiple firms may be selected for separate regions or services. We encourage firms to offer multiple services and leverage other assessments from other vendors where services have been provided in the same region.

The following assessments/services can be provided individually or as bundled packages. Provide quotes for all or any combination of these services:

- a. To perform ISO 27001 Certification
 - i. Globally across all Teleperformance companies worldwide
 - ii. Specifically US, Canada, Mexico, Brazil, Argentina, India, Philippines, Jamaica, Europe, Tunisia, Egypt, and Cape Town)
- b. To perform ISO 27001 Recommendation of Compliance – Providing guidance in building the ISMS
 - i. Globally across all Teleperformance companies worldwide
 - ii. Specifically US, Canada, Mexico, Brazil, Argentina, India, Philippines, Jamaica, Europe, Tunisia, Egypt, and Cape Town)
 - iii.
- c. To perform Visa PCI Certification (Visa Certified QSA)
 - i. Globally across all Teleperformance companies worldwide
 - ii. Specifically US, Canada, Mexico, Brazil, Argentina, India, Philippines, Jamaica, Europe, Tunisia, Egypt, and Cape Town)
- d. To perform HIPAA Recommendation of Compliance
 - i. Globally across all Teleperformance companies worldwide
 - ii. Specifically US, Canada, Mexico, Brazil, Argentina, India, Philippines, Jamaica, Europe, Tunisia, Egypt, and Cape Town)
- e. To perform SAS 70(Statement on Auditing Standards) Type 1

- i. Globally across all Teleperformance companies worldwide
 - ii. Specifically US, Canada, Mexico, Brazil, Argentina, India, Philippines, Jamaica, Europe, Tunisia, Egypt, and Cape Town)
- f. To perform SAS 70(Statement on Auditing Standards) Type 2
 - i. Globally across all Teleperformance companies worldwide
 - ii. Specifically US, Canada, Mexico, Brazil, Argentina, India, Philippines, Jamaica, Europe, Tunisia, Egypt, and Cape Town)
- g. Perform Annual Penetration Test
 - i. Penetration Test must follow PCI guidelines
 - ii. Penetration test must be coordinated through Teleperformance change management
 - iii. A detailed report of penetration test results must be provided within 10 business days of the test. Vulnerabilities should be assigned a risk level.
 - iv. Provide guidance on remediation of risk items
 - v. Run additional penetration tests as needed to close risk items and obtain a clean report without additional cost.
- h. Perform/Provide solution for Quarterly Network Scan (MasterCard Authorized Scanning Vendor)
 - i. Network Scans must follow PCI guidelines
 - ii. Network Scans must be coordinated through Teleperformance change management
 - iii. A detailed report of network scan results must be provided within 5 business days of the test. Vulnerabilities should be assigned a risk level.
 - iv. Provide guidance on remediation of risk items
 - v. Run additional network scans as needed to close risk items and obtain a clean report without additional cost.
- i. Audits should leverage and accept audit results from other assessor firms where the audit being performed has controls that overlap another audit completed within the prior 6 months. This will decrease the scope/cost of audits and avoid redundancy.

- i. For Example, If Auditing Firm Inc performs a PCI Certification for a region, Auditing Firm XYZ should leverage this report and only test missing controls for and Assessment they are contracted for (HIPAA).
 - ii. Assessor firms will be provided with the audit documentation from previous audits to leverage those results. If you are the original vendor, you will provide all documentation used and provided as part of the assessment.
- j. Assessor firms will work directly with Teleperformance Internal Auditors to:
- We expect all auditors to audit based on Teleperformance policies and procedures which follow security standards. The vendor must define the format in which Teleperformance will gather evidence for initial review remotely and a list of what evidence is required by the vendor. Teleperformance will provide all evidence to the assessor via PGP encrypted file.
- i. Accept audit documents and perform initial review remotely to decrease time needed onsite.
 - 1. Identify and remediate issues needed for compliance prior to onsite assessment.
 - ii. Schedule final review onsite. (Limited to 5 days or less)
 - 1. Provide a list of items to be reviewed onsite.
 - 2. Teleperformance Compliance team will create a schedule for the assessors with the appropriate individuals.
 - ii. Provide any remediation items and define documentation that can be provided remotely for final acceptance.
- a. Assessor firm will provide guidance as needed towards required controls and options to mitigate based on the environment for an individual location.

3 – EXISTING ENVIRONMENT

3.1 Teleperformance overview and locations

Teleperformance has the largest global footprint in the industry with 281 contact centers, presence in 45 countries, servicing over 75 markets and 15 Nearshore and Offshore locations. Additional information can be found at:

<http://www.teleperformance.com/MapLocator.aspx>

Region	Company	Total Onshore Locations	Offshore/ Nearshore Locations	Total Workstations
Eastern Europe	Czech Republic	2		267
	Hungary	1		175
	Poland	4		663
	Russia	2		600
	Slovakia	1		70
France	Cash Performance	1		46
	Comminicator France	1		368
	PGS Progisoftware	1		18
	Services Telecom	5		1553
	Synerfil	1		82
	East France	1		48
	France	12	Tunisia	5749
	Midi Aquitaine	4		1483
	North France	1		248
	Rhones Alpes	1		116
	West France	1		131
Northern Europe	Denmark	1		140
	Finland	2		229
	Norway	6		308
	Sweden	3		467
Central Europe	Germany	3	South Africa	784
	Switzerland	3		466
	Austria	1		124
	Belgium- Techmar	1		97
	Belgium	1		82
	Netherlands	2		530

Region	Company	Total Onshore Locations	Offshore/ Nearshore Locations	Total Workstations
Southern Europe	Greece	4		1938
	Portugal	2		875
	Spain	6		2451
	Italy	3		1825
	Romania	2		297
	Lebanon	1		59
	Egypt	1		300
UK	TP UK	5		2667
	BPS Contact Center	2		297
Americas	USA	18	Chihuahua, Philippines, India	15000
	USA- Interactive (IVR)	5		300
	AllianceOne	11	Jamaica, Canada, India	2200
	Americall	10		400
	Canada	9	Tunisia	2860
	TP Mexico	5		1110
	Mexico HTC	4		1845
	Brazil	1		4438
	Argentina	1	Chile	3100

4 – SUPPLIER REQUIREMENTS & INSTRUCTIONS

4.1 RFI 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 complianceRFI@teleperformance.co.uk no later than September 19, 2008 12:00 p.m. GMT. A copy of all questions and their associated responses will be emailed to all participants that submitted a question.

4.3 RFI RESPONSE FORMAT

Each supplier must provide a softcopy response. RFI responses must be submitted no later than September 26, 2008 5:00 p.m. GMT.

Please submit soft copy responses to: complianceRFI@teleperformance.co.uk

4.4 RFI 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	Matrix of Licensed Locations and Services	X
5	Matrix of Onsite Schedule	X
6	Matrix of Price per Assessment/Service	X
7	Pricing Structure	X
8	Implementation Services & Pricing	X
9	Technology Specifics & Compatibility	X
10	Invoicing Requirements	X
11	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 RFI 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.
- Disclose fully all your relationships with any and all security system providers for 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 evaluation of the suppliers qualifications.

Matrix of Licensed Locations and Services- Complete ‘Appendix 1’ to reflect any and all locations in which you are licensed to perform services/assessments.

Matrix of Onsite Schedule- Complete ‘Appendix 2’ to reflect the estimated time needed to complete the onsite portion of any assessment for each Teleperformance Company.

Matrix of Price per Assessment/Service- Complete 'Appendix 3' to reflect the estimates cost needed to complete each assessment type your organization is available to provide per engagement.

4.5 IMPORTANT DATES

Date to be received	Items to be returned
Sept 26 th 2008 12:00 p.m. EST	RFI Questions
Oct 3 rd 2008 5:00 p.m. EST	Completed RFI Response

5 – TERMS AND CONDITIONS

5.1 CONTRACT DURATION

For purposes of this RFI, prices quoted for solutions and services are to be valid for a minimum period of three years from the award of the contract.

5.2 BID EXPENSES

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

5.3 PRICING IS BEST AND FINAL

Teleperformance is soliciting an assessor firm/firms for services at all Teleperformance locations. The first purchase will be determined by the region as assessments/certifications are required and budgeted. The award will be heavily weighted to the assessor firm/firms who provide an acceptable package with the most attractive pricing. Expect to share assessment results and leverage results of other assessments where controls are similar. 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 service provider at the best price and. The assessor firm/firms selected will become the preferred firm for all future services and regions quoted. 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” service and not a commitment to more than one. For example, Firm ABC bids to perform ISO 27001 assessments for Teleperformance UK and Teleperformance France; firm 123 bids to perform ISO27001 assessments for Teleperformance UK. Teleperformance may award firm ABC with only the Teleperformance France contract and original bid price.

Pricing shall include:

- Hourly Rate- Consultation Costs.

- All assessments should include at minimum 10hrs consultation for questions and discussions around mitigating controls per engagement at no cost. This does not include hours worked as part of remote assessment review.
- Additional hours above 10 should be billed at an hourly rate with detailed invoicing.
- Detailed Travel Costs.
 - Teleperformance will not pay for travel time.
 - Flights and hotel will be booked by Teleperformance and coordinated through the compliance team.
 - Teleperformance will not pay for First or Business class flight upgrades.
 - Meals will be reimbursed at a per diem as defined by the location.
- Assessment/Service Costs
 - ISO 27001 Certification
 - Detailed audit costs, single or joint audits.
 - Detailed surveillance audit costs.
 - ISO 27001 Recommendation of Compliance
 - Detailed audit costs, single or joint audits
 - PCI
 - Detailed audit costs, single or joint audits
 - HIPAA
 - Detailed audit costs, single or joint audits
 - SAS 70 Type 1
 - Detailed audit costs, single or joint audits
 - SAS 70 Type 2
 - Detailed audit costs, single or joint audits
 - Quarterly External Scanning
 - Annual Penetration Test
- Any and all other costs must be explained in detail.

5.4 Evaluation Criteria

This request for information is designed to provide Teleperformance with the ability to determine which supplier(s) 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. Please note that due to the diverse geographical locations and differing services being sought we may award multiple suppliers. I.e. companies may not be able to offer both PCI compliance and ISO27001 certification.

Category	Weight
Financials	3
Customer references	3
The number of services offered	3
Number of Teleperformance locations.	3
Compatibility with our existing certifications ¹	4
Relevant industry experience	2
Delivery time of audit report post audit	2
Ability to meet our requirements ²	5
Additional features of value not specified in RFI	1
Total price (solution, travel, Scanning etc)	5

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

¹ – When providing audit services and once you have an idea of how our business works, that our existing certificates can be taken into consideration, i.e. Having a PCI ROC in place for a site, would limit the cost and time of an ISO27001 audit, as the controls would already be in place for the PCI. Taking into consideration the scope of each. This would mean taking into consideration other auditing firms reports and certificates.

²-Requirements include but are not limited to acceptance of Teleperformance workflow utilizing the compliance team to provide the majority of documentation for initial review remotely. Leveraging assessments from other assessment firms and limiting the time scheduled onsite.

5.5 AWARDING OF BID

Teleperformance, at its sole discretion, reserves the right to either accept or reject any and all proposals. The existence of this request for information shall not, in any way, obligate Teleperformance to any contractual obligation. Teleperformance reserves the right to identify the winning bidders and still cancel the RFI 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 performs vulnerability scanning 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.

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 RFI, 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 will contact these references only at the end of the selection process as part of the due diligence phase of supplier selection. 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 standard payment term may vary by region however is generally net 60 days.

5.10 NOTES TO SUPPLIER

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

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 RFI thoroughly and have completed the proposal within the stipulated guidelines.

Appendix 1: Matrix of Licensed Locations and Services

Region	Company	Offshore/ Nearshore Locations	ISO 27001	PCI	HIPAA	SAS70 Type 1	SAS70 Type 2	Penetration Test	PCI Quarterly Scans
Eastern Europe	Czech Republic								
	Hungary								
	Poland								
	Russia								
	Slovakia								
France	Cash Performance								
	Comminicator France								
	PGS Progisoftware								
	Services Telecom								
	Synerfil								
	East France								
	France	Tunisia							
	Midi Aquitaine								
	North France								
	Rhones Alpes								
	West France								
Northern Europe	Denmark								
	Finland								
	Norway								
	Sweden								
Central Europe	Germany	South Africa							
	Switzerland								
	Austria								
	Belgium-Techmar								
	Belgium								
Southern Europe	Netherlands								
	Greece								
	Portugal								
	Spain								
	Italy								
	Romania								
	Lebanon								

	Egypt								
UK	TP UK								
	BPS Contract Center								
Americas	USA	Chihuahua, Philippines, India							
	USA- Interactive (IVR)								
	AllianceOne	Jamaica, Canada, India							
	Americall								
	Canada	Tunisia							
	TP Mexico								
	Mexico HTC								
	Brazil								
	Argentina	Chile							

Appendix 2: Matrix of Onsite Schedule

Region	Company	Offshore/ Nearshore Locations	Time Onsite (days)
Eastern Europe	Czech Republic		
	Hungary		
	Poland		
	Russia		
	Slovakia		
France	Cash Performance		
	Comminicator France		
	PGS Progisoftware		
	Services Telecom		
	Synerfil		
	East France		
	France	Tunisia	
	Midi Aquitaine		
	North France		
	Rhones Alpes		
	West France		
Northern Europe	Denmark		
	Finland		
	Norway		
	Sweden		
Central Europe	Germany	South Africa	
	Switzerland		
	Austria		
	Belgium-Techmar		
	Belgium		
	Netherlands		
Southern Europe	Greece		
	Portugal		

	Spain		
	Italy		
	Romania		
	Lebanon		
	Egypt		
UK	TP UK		
	BPS Contract Center		
Americas	USA	Chihuahua, Philippines, India	
	USA- Interactive (IVR)		
	AllianceOne	Jamaica, Canada, India	
	Americall		
	Canada	Tunisia	
	TP Mexico		
	Mexico HTC		
	Brazil		
	Argentina	Chile	

Appendix 3: Cost per Assessment/Service

Region	Company	Offshore/ Nearshore Locations	ISO 27001	PCI	HIPAA	SAS70 Type 1	SAS70 Type 2	Penetration Test	PCI Quarterly Scans
Eastern Europe	Czech Republic								
	Hungary								
	Poland								
	Russia								
	Slovakia								
France	Cash Performance								
	Comminicator France								
	PGS Progisoftware								
	Services Telecom								
	Synerfil								
	East France								
	France	Tunisia							
	Midi Aquitaine								
	North France								
	Rhones Alpes								
	West France								
	Denmark								
	Finland								
Northern Europe	Norway								
	Sweden								
Central Europe	Germany	South Africa							
	Switzerland								
	Austria								
	Belgium-Techmar								
	Belgium								
	Netherlands								
Southern Europe	Greece								
	Portugal								
	Spain								
	Italy								
	Romania								

	Lebanon								
	Egypt								
UK	TP UK								
	BPS Contract Center								
Americas	USA	Chihuahua, Philippines, India							
	USA- Interactive (IVR)								
	AllianceOne	Jamaica, Canada, India							
	Americall								
	Canada	Tunisia							
	TP Mexico								
	Mexico HTC								
	Brazil								
	Argentina	Chile							