



Invitation to Bid

ACQUISITION OF FIREWALL AND VPN SOLUTIONS

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1 - INTRODUCTION

Established in 1978, Teleperformance is the global leader in the contact center business. Teleperformance has the largest global footprint in the industry with 88.000 employees, 248 contact centers, presence in 46 countries, servicing over 75 markets and 16 Nearshore and Offshore locations.

Security is becoming increasingly important and Teleperformance is preparing to standardize all firewall and VPN systems for all of its call centers and security perimeters.

We are searching for a partner offering global/regional services for delivery, maintenance, and support of firewalls and VPN solutions.

This Invitation to Bid inquires for best and final prices for all firewall and VPN models offered by Cisco, Checkpoint, or Juniper including regional specialties regarding taxes and international delivery. Specifics on international delivery (delivery times and specific trade restrictions) must be concerned for each of the regions.

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

2 – REGIONS AND COUNTRIES

Teleperformance has over 248 call centers throughout 46 different countries. Additional information can be found at:

<http://www.teleperformance.com>

Teleperformance owns over 79000 workstations and 2300 servers in the following regions and countries:

Eastern Europe	Czech Republic
	Hungary
	Poland
	Russia
	Slovakia
	Ukraine
Northern Europe	Norway
	Denmark
	Finland
	Sweden
Western Europe	France
	Germany
	Switzerland
	Austria
	Belgium
	Netherlands
	UK
	Northern Ireland
Southern Europe	Greece
	Portugal
	Spain
	Italy
	Romania
Middle East	Lebanon
Africa	Egypt
	Tunisia
	South Africa
Americas	Argentina
	Brazil
	Canada
	Chile
	Dominican Republic
	El Salvador
	Jamaica
	Mexico
	United States

Asia Pacific	Australia
	China
	India
	Indonesia
	Philippines
	Singapore
	South Korea
	Vietnam

3 – FIREWALL AND VPN MODELS

3.1 Cisco

All Cisco firewall and VPN models, including all optional features, subscriptions, and licenses.

3.2 Checkpoint

All Checkpoint firewall and VPN models, including all optional features, subscriptions, and licenses.

3.3 Juniper

All Juniper firewall and VPN models, including all optional features, subscriptions, and licenses.

4 – SUPPLIER REQUIREMENTS & INSTRUCTIONS

4.1 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 christian.muus@teleperformance.de no later than April 17, 2009 5:00 p.m. CET. A copy of all questions and their associated responses will be emailed to all participants that submitted a question.

4.3 Response

Each supplier must provide a softcopy response. Responses must be submitted no later than April 24, 2009 5:00 p.m. CET.

Please submit softcopy responses to: christian.muus@teleperformance.de

4.4 Required Proposal 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	Detailed Pricing for Firewall/VPN Models	X
5	Detailed Pricing for Features and Licenses	X
6	Global/Regional Delivery	X
7	Invoicing 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 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.
- 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.

Detailed Pricing for Firewall and VPN models – please provide detailed pricing for firewall and VPN models for at least one of the vendors in 3.

Detailed Pricing for Features and Licenses – please provide detailed pricing for all available features, modules, subscriptions, and licenses.

Global/Regional Delivery – please provide information about your ability to distribute the offered products globally/regionally including information on regional specific delivery restrictions, delivery times, taxes etc.

4.5 Important Dates

Date to be received	Items to be returned
Apr 17, 2009 5:00 p.m. CET	Final Day to Submit Questions
Apr 24, 2009 5:00 p.m. CET	Completed Response

5 – TERMS AND CONDITIONS

5.1 Expenses

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

5.2 Pricing is Best and Final

Teleperformance is inquiring a supplier for global/regional delivery and support of firewall and VPN systems. Teleperformance plans to implement this solution globally. This will be heavily weighted to the supplier 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 supplier selected will become the standard 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” system and not a commitment to more than one. For example, Firm ABC bids to deliver systems to the Western Europe and Southern Europe Region; firm 123 bids to deliver systems to the Western Europe Region only. Teleperformance may award firm ABC with only the Southern Europe Region contract and original bid price.

Pricing shall include:

- Detailed costs for each model.
- Detailed maintenance costs.
- Any and all other costs must be explained in detail.

We can only consider offers in U.S. Dollars

5.3 Evaluation Criteria

This invitation 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.

Category	Weight
Financials	1
Customer references	1
Number of Regions Offered	3
Total price (incl. maintenance and support)	5

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.

5.4 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 invitation shall not, in any way, obligate Teleperformance to any contractual obligation. The supplier(s) with the highest score will be considered.

5.5 Customer References

Supplier must provide a list of three references that are customers in a global context. 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

5.6 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.

5.7 Note to Supplier

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

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 this invitation thoroughly and have completed the information request within the stipulated guidelines.