

Appendix

L'ORÉAL PARIS

Managed Service Provider Request for Proposal

RFP COORDINATOR:

Alice Johnson

L'Oréal Procurement Office

Phone: +1-555-987-6543

Address: 41 Rue Martre, Clichy Cedex, 92117, France

Email: alice.johnson@loreal.com

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Introduction

L'oreal is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to L'oreal.

1.1 About L'oreal

L'Oréal is the world's leading beauty company, driven by a mission to create beauty that moves the world. With a vision of sustainable and inclusive beauty, it embraces innovation, technology, and excellence. Rooted in passion, entrepreneurial spirit, and responsibility, L'Oréal serves diverse consumers across 150+ countries through luxury, dermatological, consumer, and professional beauty solutions.

1.2 Purpose

With this RFP, L'oreal is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for L'oreal.

This RFP is issued solely for information and planning purposes. This document does not commit L'oreal to contract for any service, supply, or subscription whatsoever. L'oreal will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

1.3 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to L'oreal Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

2. Environment Overview

The information below outlines the general demographics of **L'oreal** and our current technical environment.

Office Locations:

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
AZZARO MUGLER BEAUTÉ FRANCE	14 rue Royale 75008 Paris	France
AZZARO MUGLER BEAUTÉ UK LIMITED	255 Hammersmith Road W6 8AZ Londres	United Kingdom
BEAUTÉ, RECHERCHE & INDUSTRIES	Route de Noyon 60310 LASSIGNY	France
BEAUTYCOS INTERNATIONAL COMPANY LIMITED	Jinjihu Road - Zi Teng Jie China-Singapore Suzhou Industrial Park 215021 SUZHOU Chine (86 512) 763 0085	China
BEAUTYLUX INTERNATIONAL COSMETICS (SHANGHAI) CO LTD	1028 Yunqiao Road Jin Qiao Export-oriented processing area New Pudong District Shanghai	China
BIOOTHERM	1 rue du Ténac Roc Fleuri, Bloc A, 1er Sous-Sol, Local A1 98000 MONACO	Monaco
BOLD BUSINESS OPPORTUNITIES FOR L'ORÉAL DEVELOPMENT	41, rue Martre 92117 Clichy Cedex	France
CANAN KOZMETIK SANAYI VE TICARET A.S.	Osmangazi Mahallesi 2660.Sok., No. 2 Esenyurt Istanbul	Turkey
CENTRE LOGISTIQUE D'ESSIGNY OU CLOE	Chemin de la Marnière 02690 ESSIGNY-LE-GRAND	France
CENTRE THERMAL DE LA ROCHE-POSAY	4 cours Pasteur 86270 La Roche Posay	France
COBELSA COSMETICOS, S.A	Poligono Industrial Banuelos Ctra. Alcala a Daganzo Km 3,870 Alcala de Henares 28806 Madrid	Spain

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
COMPAGNIE THERMALE HOTELIERE ET FINANCIERE – C.T.H.F.	Avenue René Levayer 86270 LA ROCHE POSAY	France
COMPTOIR LAINIER AFRICAÏN	17 rue d'Aman CASABLANCA	Morocco
COSBEL S.A. DE C.V.	Avenida Real de Mayorazgo No. 130 Torre M, Piso 28, Colonia Xoco, Benito Juárez 03330 Ciudad de México	Mexico
COSMELOR LTD	1-20-2 Yoyogi Shibuya-ku Tokyo	Japan
COSMEPHIL HOLDINGS CORPORATION PHILIPPINES	23/F Robinsons Equitable Tower ADB Avenue cor. Poveda Street, Ortigas Pasig City MANILA	The Philippines
COSMETIL	17 rue du Soldat Raphaël Mariscal CASABLANCA	Morocco
COSMETIQUE ACTIVE INTERNATIONAL – CAI	28 rue du Président Wilson 03200 VICHY	France
COSMETIQUE ACTIVE PRODUCTION – C.A.P.	Z.I. de Vichy-Rhue 03300 CREUZIER LE VIEUX	France
EGYPTELORELL	Millenium Building Plot 69, Street 90, 1st Sector Fifth District New Cairo	Egypt
ELEBELLE (PROPRIETARY) LIMITED	Building 17, The Woodlands Office Park Woodlands Drive 2191 Woodmead	South Africa
EPISKIN	4 rue Alexandre Fleming 69366 LYON	France
EPISKIN BRASIL BIOTECNOLOGIA EIRELI	Ilha do Fundão,S/N Via Projetada 1 do PAL 48212, número 2100 Área Episkin, Cidade Universitária CEP 21941-972 RIO DE JANEIRO	Brazil
ERWITON S.A.	Avda Italia 4273 11400 MONTEVIDEO	Uruguay
FAPAGAU & CIE	4, rue Jules Vercruysse 02430 GAUCHY	France

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
FAPROREAL	Route de l'Etang d'Or - Le Bois de la Droue 78120 RAMBOUILLET	France
FINVAL	41 rue Martre 92117 Clichy Cedex	France
FITNE GESUNDHEIT UND WELLNESS GMBH	Zur Kräuterwiese 31020 Salzhemmendorf	Germany
FRABEL S.A. DE C.V.	Avenida Real de Mayorazgo No. 130 Torre M, Piso 28 Colonia Xoco, Benito Juárez 03330 Ciudad de México	Mexico
GEMEY PARIS – MAYBELLINE NEW YORK	20, rue du Paradis 45140 ORMES	France
GUANGZHOU L'ORÉAL BUYCOOR INTERNET SCIENCE & TECHNOLOGY CO., LTD	Floors 12-14 and 15, Building B2 #23 Yuexuan East Street Haizhu District Guangzhou	China
HELENA RUBINSTEIN ITALIA S.P.A.	Via Primaticcio 155 20147 Milan	Italy
HOLDIAL	41 rue Martre 92117 Clichy Cedex	France
INTERBEAUTY COSMETICS LTD	1 Hazoran Street P.O. Box 8460 42504 Netanya	Israel
INTERBEAUTY PRODUCTS LIMITED	Plot N° L.R. 15131, Nice & Lovely House Mombasa Road, P.O. Box 19558 00202 KNH Nairobi	Kenia
JSC L'ORÉAL	1/8 4ème Golountvinsky Pereoulouk bat 1-2 109180 MOSCOU	Russia
KOSMEPOL SP. Z.O.O.	ul. Warszawska 21 5 805 KANIE	Poland
L & J RE	41 rue Martre 92117 Clichy Cedex	France
LA ROCHE-POSAY LABORATOIRE DERMATOLOGIQUE	Avenue René Levayer 86270 LA ROCHE POSAY	France
LABORATOIRE SANOFLORE	Route de Lozeron 26400 GIGORS ET LOZERON	France
LABORATORIOS DE COSMETICOS VOGUE S.A.S.	KM 7 VIA AUT. MEDELLIN PARQUE INDUST. INTERPARK. Funza	Colombia

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
LIBRAMONT ENERGIES VERTES – LEV	Rue de Tibétême 130 6800 Libramont-Chevigny	Belgium
LOA3	41 rue Martre 92117 Clichy Cedex	France
LOA6	41 rue Martre 92117 Clichy Cedex	France
LOGISTICA 93 S.R.L.	Strada Provinciale 123, Km 2,12 27019 Villanterio	Italy
LOGO-BAU VERWALTUNGSGESELLSCHAFT GMBH	Zur Kräuterwiese 6 31020 Salzhemmendorf	Germany
LOGOCOS NATURKOSMETIK AGL=	Salzhemmendorf	Germany
L'ORÉAL (CHINA) CO. LTD	11th Floor, Park Place Office Building N° 1601 Nanjing Road (W) 200040 Shanghai	China
L'ORÉAL (THAILAND) LIMITED	179/25-31 Bangkok City Tower, 8th Floor South Sathorn Road, Khweng Thung Mahamek Khet Sathorn 10120 BANGKOK Métropolis	Thailand
L'ORÉAL (UK) LIMITED	255 Hammersmith Road W6 8AZ LONDON	United Kingdom
L'ORÉAL ADRIA	Podružnica v Sloveniji, Letališka cesta 29c, Ljubljana 1000	Slovenia
L'ORÉAL ADRIA D.O.O.	1c, Slavonska Avenija 10000 Zagreb	Croatia
L'ORÉAL ARGENTINA SOCIEDAD ANONIMA	Av. del Libertador 7208, piso 8 C1429 CIUDAD AUTONOMA DE BUENOS AIRES	Argentina
L'ORÉAL AUSTRALIA PTY LTD	564 St Kilda Road 3004 Melbourne Victoria	Australia
L'ORÉAL BALKAN D.O.O.	Bulevar Zorana Djindjica 64A 11070 Belgrade Serbie	Serbia
L'ORÉAL BALTIC SIA	Citadeles Street 12 LV-1010 Riga	Letonia

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
L'ORÉAL BANGLADESH LIMITED	Crystal Palace, 3rd Floor House N° SE(D) 22, Road 140 Gulshan South Avenue, Gulshan 1 1212 Dhaka	Bangladesh
L'ORÉAL BELGILUX S.A.	Bâtiment Bridge Avenue Charles Quint 584 1032 Berchem-Sainte-Agathe	Belgium
L'ORÉAL BRASIL COMERCIAL DE COSMÉTICOS LTDA	Avenida Barao de Tefé 27 Loja 201 Gamboa CEP 20.220-460 RIO DE JANEIRO Brésil	Brazil
L'ORÉAL BRASIL PESQUISAS E INOVACAO LTDA	Ilha do Fundão, S/N, Via Projetada 1 do PAL 48212, número 2100, Ilha do Bom Jesus, Cidade Universitária, CEP. 21.941-972, Rio de Janeiro/ RJ	Brazil
L'ORÉAL BULGARIA EOOD	Lozenetz Municipality 55 Nikola Vaptzarov Blvd Complex Expo 2000 1407 SOFIA	Bulgaria
L'ORÉAL CANADA, INC.	1500 boulevard Robert Bourassa Bureau 600 H3A 3S7 MONTREAL QC	Canada
L'ORÉAL CENTRAL AMERICA S.A.	Calle Villanueva, Edificio Panamá Design Center (PDC), piso 11, Costa del Este, Ciudad de Panamá, República de Panamá.	Panama
L'ORÉAL CENTRAL WEST AFRICA LTD	2nd Floor, Etiebet's Place 21 Mobolaji Bank Anthony Way Ikeja Lagos	Nigeria
L'ORÉAL CESKA REPUBLIKA S.R.O.	Plzenska 213/11 150 00 PRAGUE 5	Czech Republic
L'ORÉAL CHILE S.A.	Las Condes Av. Apoquindo 3885, Piso 2 Santiago	Chile
L'ORÉAL COLOMBIA S.A.S.	Ak 45 # 123 - 60 Edificio Sapiencia Piso 9. Bogotá	Colombia

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
L'ORÉAL COSMETICS INDUSTRY S.A.E.	Industrial zone 7 (A) 10th Ramadan, Cairo Ismaila Road El Sarekeya	Egypt
L'ORÉAL COTE D'IVOIRE	Centre d'Affaires Regus - Immeuble Plein Ciel - Marcory 6ème étage porte 126 Bd Valéry Giscard D'Estaing 23BP1377 26 ABIDJAN	Ivory Coast
L'ORÉAL DANMARK A/S	Havneholmen 25 1561 COPENHAGEN V	Denmark
L'ORÉAL DEUTSCHLAND GMBH	Hertzstrasse 175 D76187 KARLSRUHE	Germany
L'ORÉAL EAST AFRICA LIMITED	L'Oreal House Mombasa Road P.O. Box 35765 00101 Nairobi	Kenya
L'ORÉAL EGYPT LLC	Millenium Building Plot 69, Street 90, 1st Sector Fifth District New Cairo	Egypt
L'ORÉAL ESPANA S.A.	Calle Josefa Valcárcel núm. 48 28027 MADRID	Espana
L'ORÉAL FINLAND OY	Keilaranta 13 B.P. 39 02201 ESPOO	Finland
L'ORÉAL GUATEMALA S.A.	Segunda Calle 24-00, Zone 15 Vista Hermosa II Edificio Domani, Nivel 17, Oficina 1701 Guatemala City	Guatemala
L'ORÉAL HELLAS S.A.	39A Avenue Ethnikis Antistaseos NEA IONIA - ATTIQUE	Greece
L'ORÉAL HONG KONG LIMITED	35/F., Sun Hung Kai Centre, 30 Harbour Road, Wan Chai,	Hong Kong
L'ORÉAL INDIA PRIVATE LIMITED	"A" Wing, 8th Floor, Marathon Futurex N.M. Joshi Marg Lower Parel 400 013 BOMBAY	India
L'ORÉAL ITALIA S.P.A.	Via Primaticcio, 155 20147 MILANO	Italy

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
L'ORÉAL KAZAKHSTAN LIMITED LIABILITY PARTNERSHIP	77, Kunaev Street Medeu District 50000 Almaty 050000 Almaty	Kazakhstan
L'ORÉAL KOREA LIMITED	31 Fl, World Trade Center Asem Tower 517 Yeongdong-daero, Gangnam-gu 06164 SEOUL	South Korea
L'ORÉAL LIBAN SAL	Immeuble HOLDAL Face Galerie Matta El-Metn Dekwaneh Beyrouth	Libanon
L'ORÉAL LIBRAMONT	Route de Saint Hubert 6800 Recogne	Belgium
L'ORÉAL MAGYARORSZAG KOZMETIKAI KFT	Arpad Fejedelem utja 26-28 1023 BUDAPEST	Hungary
L'ORÉAL MALAYSIA SDN BHD	Crown Penthouse 1Powerhouse No. 1, Persiaran Bandar Utama, Bandar Utama 47800 Petaling Jaya Selangor Darul Ehsan	Malaysia
L'ORÉAL MANUFACTURING MIDRAND (PROPRIETARY) LIMITED	Building 17, The Woodlands Office Park Woodlands Drive 2191 Woodmead	South Africa
L'ORÉAL MAROC	17 rue d'Aman 20090 CASABLANCA Maroc	Morroco
L'ORÉAL MEXICO S.A. DE C.V.	Avenida Real de Mayorazgo No. 130 Torre M, Piso 28 Colonia Xoco, Benito Juárez 03330 Ciudad de Mexico	Mexico
L'ORÉAL AMERICA LATINA S.A. DE C.V.	Avenida Real de Mayorazgo No. 130 Torre M, Piso 28 Colonia Xoco, Benito Juárez 03330 Ciudad de Mexico	Mexico
L'ORÉAL MIDDLE EAST	Office N° LB14 500-501 & 539-541 Jebel Ali Free Zone DUBAI	United Arab Emirates
L'ORÉAL NEDERLAND B.V.	Scorpius 1 2132 LR Hoofddorp	Nederland

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
L'ORÉAL NEW ZEALAND LIMITED	Level 2, Building B, Millenium Centre 600 Great South Road Ellerslie 1051 AUCKLAND	New Zealand
L'ORÉAL NORGE A/S	35 Lysaker Torg Mail box 404 N-1366 Lysaker	Norway
L'ORÉAL ÖSTERREICH GMBH	Wiedner Gürtel 9 (ICON Turm 9) 1100 WIEN	Austria
L'ORÉAL PAKISTAN PRIVATE LIMITED	The Forum, Floor 6 Office No. 603 & 604 G-20, Block 9, KDA Scheme No.5, Clifton Karachi Pakistan	Pakistan
L'ORÉAL PANAMA COMERCIAL S.A.	Calle Villanueva, Edificio Panamá Design Center (PDC), piso 11, Costa del Este, Ciudad de Panamá, República de Panamá.	Panama
L'ORÉAL PANAMA S.A.	Calle Villanueva, Edificio Panamá Design Center (PDC), piso 11, Costa del Este, Ciudad de Panamá, República de Panamá.	Panama
L'ORÉAL PERU S.A.	C. Manuel Ugarte y Moscoso 991, San Isidro 15076. Lima	Peru
L'ORÉAL PHILIPPINES, INC.	23/F Robinsons Equitable Tower ADB Avenue cor. Poveda Street Ortigas - Pasig City METRO MANILA	The Philippines
L'ORÉAL POLSKA SP. Z.O.O.	Grzybowska 62 00-844 Warsaw	Poland
L'ORÉAL PORTUGAL UNIPessoal, LDA	7 rue Antonio Loureiro Borges Miraflores, Carnaxide OEIRAS	Portugal
L'ORÉAL PRODUITS DE LUXE INTERNATIONAL	62, quai Charles Pasqua 92300 LEVALLOIS PERRET	France
L'ORÉAL PRODUKTION DEUTSCHLAND BETEILIGUNGS GMBH	Hertzstrasse 175 KARLSRUHE	Germany
L'ORÉAL PRODUKTION DEUTSCHLAND GMBH & CO KG	Hertzstrasse 175 KARLSRUHE	Germany

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
L'ORÉAL ROMANIA SRL	Rue 169a, Calea Floreasca, 6e étage Sector 1 BUCAREST	Romania
L'ORÉAL SAIPO INDUSTRIALE S.P.A.	Strada Sebrosa 52/56 10036 Settimo Torinese	Italy
L'ORÉAL SAUDI ARABIA	AlMurjana BLDG Prince Sultan Street AlRawdah District, 7th Floor P.O. Box 10113 23435 Jeddah	SaoudSaudi Arabia
L'ORÉAL SINGAPORE PTE LTD	10 Collyer Quay, # 10-01 ocean Financial Centre 049315 Singapore	Singapore
L'ORÉAL SLOVENSKO SRO	Nam. 1 mája 18 811 06 BRATISLAVA	SLOVAKIA
L'ORÉAL SLP S.A. DE C.V.	Avenida Shangai No. 107 Lote 208 Manzana 2, Parque Industrial Logistik II Laguna de San Vicente - Municipio Villa de Reyes 79525 San Luis Potosi	Mexico
L'ORÉAL SOUTH AFRICA HOLDINGS (PROPRIETARY) LIMITED	Building 17, The Woodlands Office Park Woodlands Drive 2191 Woodmead	South Africa
L'ORÉAL SUISSE S.A.	Chemin de Blandonnet 10 1214 VERNIER	Switzerland
L'ORÉAL SVERIGE AB	Gustavslundsv. 22 Box 15 222 167 15 BROMMA	Sweden
L'ORÉAL TAIWAN CO., LTD.	22&23F, No. 7, Hsin Yin Road, Section 5 Taipei	Taiwan
L'ORÉAL TRAVEL RETAIL SNC	62, quai Charles Pasqua, 92300 Levallois Perret	France
L'ORÉAL TÜRKİYE KOZMETİK SANAYİ VE TİCARET ANONİM ŞİRKETİ	Saray Mah. Dr. Adnan Buyukdeniz Cad. N°4 - Blok 2 - Section 15/16 Ümraniye 34768 İSTANBUL	Turkey
L'ORÉAL UAE GENERAL TRADING LLC	Dubai Emirats arabes unis	United Arab Emirates

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
L'ORÉAL UKRAINE	139, Velyka Vasylkivska street 03150 Kyiv	Ukraine
L'ORÉAL URUGUAY S.A.	Avda Italia 4273 11400 MONTEVIDEO	Uruguay
L'OREAL USA, INC.	10 Hudsons Yards NY 10001 New York	United State
L'ORÉAL VERWALTUNGS GMBH		Oréal
L'ORÉAL VIETNAM CO. LTD	10th Floor, Vincom Center, 45A Ly Tu Trong Street and 72 Le Thanh Ton Street, Ben Nghe Ward, District 1 Ho Chi Minh City	Vietnam
L'ORÉAL WEST AFRICA LIMITED	P.O. Box C2876 Cantonments Accra Ghana 233 21 810970	Ghana
MAGIC HOLDINGS	41 rue Martre 92117 Clichy Cedex	France
MASRELOR LLC	Third Floor, Plot 211, Second Sector Fifth District New Cairo	Egypt
MATRIX DISTRIBUTION GMBH	Hertzstrasse 175 76187 Karlsruhe	Germany
MODIFACE INC.	6011 Yonge Street M2M 3W2 Toronto	Canada
MUGLER FASHION	14, rue Royale 75008 PARIS	France
NANDA CO. LTD	Seogyo-dong, Seomun Building, 3rd and 4th Floor 32, Jandari-ro, Mapo-gu Seoul	South Korea
NANDA JAPAN K.K.	1-6-9 Jingumae Shibuya-ku Tokyo	Japan
NIHON L'OREAL KABUSHIKI KAISHA	16F, Shinjuku Park Tower 7-1 Nishishinjuku 3-chome, Shinjuku-ku 1631071 Tokyo	Japan
NLO KABUSHIKI KAISHA	7-1 Nishi-Shinjuku 3-chome Shinjuku-ku Tokyo	Japan
NOVÉAL	16 rue Maurice Berteaux 95500 LE THILLAY	France

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
NYX PROFESSIONAL MAKEUP SPRL/BVBA	Avenue Charles Quint 584 1032 Berchem-Sainte-Agathe	Belgium
P.T. L'ORÉAL INDONESIA	DBS Bank Tower, Level 29, Ciputra World 1 Jl. Prof. Dr. Satrio Kav 3-5 12940 Jakarta	Indonesia
P.T. YASULOR INDONESIA	Jl. Jababeka IV Blok V10-33 & 44-63, Kecamatan Cikarang Utara Kawasan Industri Jababeka I Desa Pasir Gombong 17530 BEKASI	Indonesia
PRESTIGE ET COLLECTIONS INTERNATIONAL	16 place Vendôme 75001 PARIS	France
PROCOSA PRODUCTOS DE BELEZA LTDA	Av. Barão de Tefé, nº 27, sala 2101 Parte, Saúde, CEP: 20.220-460, Rio de Janeiro/ RJ	Brazil
PRODUCTOS CAPILARES L'ORÉAL S.A.	Calle Lopez Bravo nº78 Poligono Industrial Villalonquéjar 09001 BURGOS	Spain
REAL CAMPUS BY L'ORÉAL	41 rue Martre 92117 Clichy Cedex	France
RETAIL EXCELLENCE 4		Retail
SCENTAL LIMITED	35/F., Sun Hung Kai Centre, 30 Harbour Road, Wan Chai	Hong Kong
SHANGHAI EPISKIN BIOTECHNOLOGY CO. LTD	Room 302, Building # 2, 1299 Zheng Heng Road Zhangilang Hi-Tech Park Pudong Area Shanghai	China
SHANGHAI L'ORÉAL INTERNATIONAL TRADING CO. LTD	Room B17, 2nd Floor, No 473, Futexiyi Road China (Shanghai) Pilot Free Trade Zone Shanghai	China
SHU UEMURA COSMETICS INC.	3-7-1 Nishi-Shinjuku Shinjuku-ku 107 Tokyo	Japan
SICOS & CIE	Avenue Henri Lefebvre 59540 CAUDRY	France

Entity	Address	Country
ATELIER COLOGNE	8 rue Saint Florentin 75001 Paris	France
SOCIETE HYDROMINERALE DE LA ROCHE-POSAY	Avenue René Levayer 86270 LA ROCHE POSAY	France
SOPROCOS	Route de Chauny 02430 Gauchy	France
SOPRORÉAL	137 rue Jacques Duclos 93600 AULNAY SOUS BOIS	France
SPARLYS	41 rue Martre 92117 Clichy Cedex	France
TAKAMI CO., LTD	6-10-1 Ginza Chuo-ku Tokyo	Japan
THERMES DE SAINT-GERVAIS-LES-BAINS LE FAYET	355 allée du Docteur Lepinay Parc Thermal Le Fayet 74190 Saint Gervais Les Bains	France
YICHANG TIANMEI INTERNATIONAL COSMETICS CO LTD	Xi Hu Road, Xi Ling Economic Development Zone Yichang City	China
YIGAOMEILAN SHNGHAI COSMETICS CO., LTD	Room 37, 26th Floor No. 222 Huai Hai Middle Road Shanghai	China

Number of Employees:

Europe: Approximately 70–110 employees

Americas: Approximately 50–70 employees

Asia Pacific: Approximately 40–60 employees

Africa & Middle East: Approximately 10–30 employees

Disclaimer: Based on industry averages and L'Oréal's reported volume of 100,000–170,000 tickets per month, we can make a rough estimate. Assuming an IT helpdesk agent resolves around 30–40 tickets per day over approximately 20 working days, this would require roughly 125–212 agents handling these requests. Including support roles like supervisors, technical specialists, and administrative staff, the total headcount might reasonably be in the range of 150–250 people. This is an estimate and actual numbers could vary based on operational practices and ticket complexity.

Remote Employees: 0

• Current Technical Environment:

[Below is a sampling of technology you might have in your environment. Add/remove/edit as appropriate, or attach a spreadsheet of your inventory.]

- **Core Hardware** *[Servers, switches, firewalls, routers, etc.]*
 - HP Enterprise servers and blade systems

- Cisco switches, firewalls, and wireless controllers
- Juniper and Cisco routers for global connectivity
- Redundant data center hardware for high availability
- **Software Systems** *[Email platform, security programs, other software used.]*
 - Microsoft Office 365 (Exchange Online) for email and collaboration
 - McAfee and Trend Micro for comprehensive security
 - SAP ERP for financial and operational management
 - Additional business applications for workflow and process management
- **Connectivity** *[Internet information]*
 - High-speed broadband with multiple redundant circuits
 - Multiple ISP partnerships for failover and load balancing
 - SD-WAN solutions for optimized global network performance
 - Fiber-optic links to ensure high data throughput
- **Remote Access / VPN**
 - Cisco AnyConnect VPN for secure, encrypted remote connectivity
 - Multi-factor authentication integrated into VPN access
 - Robust endpoint security and remote monitoring tools
 - Scalable remote access solutions to support a global workforce
- **Applications** *[Make note if they are on-premise or in the cloud, as well as if you have third-party support for them.]*
 - SAP ERP – Hybrid deployment (on-premise/cloud) with third-party support
 - Salesforce CRM – Cloud-based with dedicated vendor support
 - ServiceNow for IT helpdesk and service management – Cloud-based platform
 - Microsoft Dynamics 365 for customer relationship and business analytics – Cloud-based
 - Modi Face Try on - Cloud based
 - Third Party risk assessment (Amaris Consulting)- On premise
- **Backups, Antivirus and Remote Support Software**
 - Veeam Backup & Replication for reliable data backup and recovery
 - Commvault as an alternative for critical systems backup
 - Symantec Endpoint Protection for antivirus, anti-spam, and antispyware
 - TeamViewer and BeyondTrust for remote support and troubleshooting
 - Regular vulnerability scanning and patch management software
- **Workstations and other Device**
 - HP laptops for corporate, remote, and field use
 - HP and Dell desktops for office environments
 - Mobile devices (smartphones and tablets) managed through enterprise mobility management
 - Peripheral devices such as printers, scanners, and collaborative hardware for conference rooms

3. Service Requirements, Outsourcing Scope

As part of this RFP, L'oreal has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond

regardless.

- **Help Desk Support** - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **PC Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – L'Oréal is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy/system recommendation should be considered and included in response to this RFP.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Account Management** – The MSP must offer an internal escalation process in tandem with L'Oréal to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to L'Oréal on their ability to meet these agreements or objectives.

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

4.2 Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the Intent to Respond and Questions Due date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

4.3 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

John Doe
RFP Coordinator, L'Oréal
Email: john.doe@loreal.com
Phone: +1-555-123-4567

4.4 Response Delivery Instructions

L'oreal requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than **June 30, 2025, 5:00 PM EDT** to:

Jane Smith

Director of Procurement, L'Oréal

Email: jane.smith@loreal.com

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

5. Selection Criteria & Process

5.1 Selection Criteria

L'oreal will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. L'oreal is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

[Edit these selection criteria to align with your organization's requirements.]

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

5.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
- Conducting site visits and/or reference calls as deemed appropriate by the evaluation team.

5.3 Finalist Presentations

Our intention is to hold presentations/demonstrations with one or more firms as indicated in the *Key Dates* table. The presentations will be held at L'oreal at 14, rue Royale, 75008 in Paris-France and we will try to provide the finalist firms with as much advance notice as possible.

Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Distributed to MSPs	June 10, 2025
Intent to Respond & Questions Due from MSPs	June 17, 2025
Responses Due from MSPs	June 24, 2025
Response Analysis / Finalists Selection	June 28, 2025
Finalist Presentations	July 5, 2025
MSP Selection / Award Contract	July 10, 2025
MSP "Go Live"	August 1, 2025

Thank You

L'oreal looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for L'oreal. We appreciate and value your input, expertise, and feedback.

Attachment A

[The MSP's completing the RFP will fill out this section.]

RFP Response Form: Corporate Information

Please provide the following information about your company.

1.0 Company Profile		
1.1	Company Name	Vendor X
1.2	Company Address	123 Innovation Drive, Tech Park, New York, NY, 10001, USA
1.3	Contact Information (Party responsible for responding to this RFP)	Name: John Doe Title: Director of Strategic Partnerships Email: john.doe@vendorx.com Phone: +1 (555) 123-4567

1.4	Company Webpage	www.vendorx.com
1.5	Main Products / Services	IT Infrastructure Management (Cloud Services, Data Center Operations) Cybersecurity Solutions (Threat Detection, Compliance, Risk Management) AI & Automation (Process Automation, AI-driven IT Support) Application Development & Maintenance Helpdesk & Technical Support (24/7 Global Service Desk)
1.6	Main Market / Customers	Large multinational corporations in beauty, retail, finance, and healthcare Key clients include Fortune 500 brands and global enterprises
1.7	Number of years in the Market	23 years
1.8	When did you first start providing similar solutions?	Vendor X has been offering IT outsourcing, managed services, and consulting solutions for over 15 years.
1.9	Company location(s)	Headquarters: New York, USA Global Offices: London, Paris, Berlin, Dubai, Singapore, Tokyo Delivery Centers: India, Poland, Mexico, Philippines
1.10	Number of Employees	12,325
1.11	Number of Employees in Account Management	505
1.12	Number of Employees in Technical Support	6,320
1.13	Notable Acquisitions	CloudSecure Inc. (2020) – Strengthened cloud and cybersecurity offerings AI Tech Solutions (2022) – Enhanced AI-driven automation and IT process optimization
1.14	Key Business Partnerships	IBM: AI & cloud computing solutions Microsoft: Azure cloud services and enterprise applications Google Cloud: Scalable infrastructure for global clients ServiceNow: IT service management automation Cisco: Enterprise networking and cybersecurity solutions

2.0 Financial Information

2.1	Previous year gross revenue	\$4.2 billion
2.2	Previous year net income	\$680 million
2.3	Return on investment	18.5%

Attachment B

[The MSP's completing the RFP will fill out this section.]

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

[Example questions listed below. Add/remove/edit as appropriate.]

1.0 General

- | | |
|------|--|
| | Q. What are the general types of organizations your clients represent? |
| 1.1 | A.Our clients are primarily large multinational corporations across various industries, including beauty, retail, finance, and healthcare. We serve numerous Fortune 500 brands and global enterprises, providing tailored IT solutions to meet their unique business needs. |
| | Q. Why do you believe that you are a good fit with our organization? |
| 1.2 | A.We have over 15 years of experience in IT outsourcing and managed services, offering solutions tailored to large-scale enterprises, making us a strong fit for your needs. |
| | Q. Describe your onboarding/implementation process and approach if you were selected? |
| 1.3 | A.Our process includes discovery, solution design, implementation, training, and continuous support, ensuring seamless integration with your systems and minimal disruption. |
| | Q. Do you conduct QBRs and what is the nature of those meetings? |
| 1.4 | A.Yes, we conduct QBRs to review service performance, align with business objectives, and identify areas for improvement through transparent, data-driven discussions. |
| | Q. How do you typically work with IT Management at clients who have staff members? |
| 1.5 | A.We collaborate closely with IT teams, providing expertise in areas like cloud migration and cybersecurity, while ensuring clear communication and alignment on strategic initiatives. |
| | Q. What do you feel your overall strengths and differentiators are? |
| 1.6 | A.Our global presence, comprehensive service offering, and focus on innovation and AI-driven automation set us apart, ensuring tailored solutions for our clients. |
| | Q. Do you serve clients with 24 X 7 requirements? |
| 1.7 | A.Yes, we offer 24/7 support through our global service desk to meet the needs of clients with round-the-clock operational requirements. |
| | Q. What services do you offer besides the core services of a Managed Service Provider? |
| 1.8 | A.We provide cybersecurity solutions, AI-driven automation, cloud services, application development, and strategic IT consulting. |
| | Q. What type of training do you offer either during onboarding or ongoing? |
| 1.9 | A.We offer comprehensive onboarding training and ongoing resources, including certifications, workshops, and access to a knowledge base for continuous learning. |
| | Q. What do you feel are your biggest hurdles to a successful relationship? |
| 1.10 | A.Misalignment of expectations, cultural differences, and integration challenges are potential hurdles, but we manage them with clear communication and thorough planning. |
| | Q. What training resources are available for team members? |
| 1.11 | A.We provide in-house training, external certifications, and access to a knowledge-sharing platform for continuous development. |
| | Q. What type of general expertise can you provide in key technology areas? |
| 1.12 | A.We offer expertise in cloud solutions, cybersecurity, AI automation, enterprise IT, and software development and maintenance. |
| | Q. What type of general expertise can you provide in key technology areas? |
| 1.13 | A.Our innovative use of AI, global service delivery, client-centric approach, and 15+ years of successful enterprise service delivery differentiate us in the market. |

2.0 Processes

2.1	Q. Do you use in-house or contracted resources for services? A. We use in-house expertise. Our organisation has enough expertise to meet the requirements. We have experts in IT help desk services and in the development of AI powered platforms. All the services will be managed in-house.
2.2	Q. Describe your process for migrating L'oreal to your organization? A. The migration process begins with an assessment of L'Oréal's IT environment, followed by a structured knowledge transfer. A parallel operations phase ensures a smooth transition before full implementation. Once complete, we optimize workflows and monitor performance for continuous improvement.
2.3	Q. What L'oreal resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis? A. During migration, we require IT documentation, access to existing systems, and a dedicated transition team. Ongoing collaboration with IT managers and access to service performance data would be essential. Regular feedback and system logs help optimize service quality.
2.4	Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.). A. Clients can reach us through an online ticketing portal, 24/7 phone support, and email. We also provide live chat assistance and AI-powered chatbots for quick issue resolution.
2.5	Q. Describe the escalation and account management process. A. Support issues follow a four-tier escalation model, from frontline agents to subject matter experts and IT leadership. A dedicated account manager oversees service delivery and reports directly to L'Oréal's IT leadership.
2.6	Q. Where is/are your support center(s) located? A. Our support centers are strategically located in Europe for nearshore alignment with L'Oréal HQ and in Asia and Latin America for cost-efficient, 24/7 support.
2.7	Q. How involved is your team with creating project plans/testing during technical projects? A. Our team actively collaborates in project planning, feasibility studies, and testing. We work closely with L'Oréal's IT teams to validate integrations and ensure smooth deployment.
2.8	Q. Do you follow ITIL or other processes aligned with industry standard practices? A. Yes, we follow ITIL best practices for incident, problem, and change management, ensuring operational efficiency and service quality.
2.9	Q. Do you participate in drills or tests i.e. DR, IRP, etc.? A. We regularly conduct Disaster Recovery (DR) and Incident Response Plan (IRP) drills to ensure system resilience and business continuity.
2.10	Q. How do you notify users of maintenance windows or system outages? A. Notifications are sent via email alerts, ServiceNow announcements, dashboard status updates, and SMS for critical downtime events.
2.11	Q. What types of diagrams would you typically create/maintain? A. We maintain network topology diagrams, system architecture flowcharts, incident resolution workflows, and data security compliance frameworks.
2.12	Q. Do you offer knowledge bases for common issues and how are they utilized? A. Yes, we provide a comprehensive knowledge base with self-service articles, troubleshooting guides, and FAQs accessible via the IT portal.
	Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

2.13	A. We offer full support for security infrastructure, VoIP systems, and AV integrations, ensuring seamless communication and data protection.
2.14	Q. How often do you conduct DR testing? <p>A. We conduct Disaster Recovery (DR) testing on a bi-annual basis to ensure the resilience and reliability of our IT infrastructure. Our DR tests include full failover simulations, data restoration procedures, and validation of business continuity plans. Additionally, we conduct ad-hoc DR tests as required by our clients' regulatory and operational needs</p>

3.0 Technology

3.1	Q. What types of monitoring agents would you use for end user devices? <p>A. We utilize industry-leading monitoring agents such as Microsoft Endpoint Manager, Nexthink, and SolarWinds to provide real-time visibility into device performance, security, and compliance. These tools enable proactive detection of issues, automated remediation, and enhanced user experience.</p>
3.2	Q. What is the back-end help desk system you use? <p>A. Our help desk operates on a robust IT Service Management (ITSM) platform such as ServiceNow, Freshservice, or BMC Remedy. These platforms support ticketing, automation, self-service portals, and advanced analytics to streamline IT support operations.</p>
3.3	Q. Do you offer managed firewalls or other managed technology? <p>A. Yes, we offer managed firewall solutions, including next-generation firewalls (NGFW) from vendors such as Cisco, Palo Alto, and Fortinet. Our managed security services also include intrusion detection and prevention systems (IDS/IPS), VPN management, and endpoint protection.</p>
3.4	Q. Do you offer MDM or other mobile management technology? <p>A. We provide comprehensive MDM solutions leveraging platforms such as Microsoft Intune, VMware Workspace ONE, and MobileIron. These solutions ensure secure device enrollment, application management, remote troubleshooting, and data protection.</p>
3.5	Q. Do you offer a SIEM or other security-based technology? <p>A. Yes, we offer Security Information and Event Management (SIEM) solutions through platforms such as Splunk, IBM QRadar, and Microsoft Sentinel. These solutions provide real-time security monitoring, threat detection, and compliance reporting.</p>
3.6	Q. Do you have tools to provide system uptime metrics? <p>A. We use tools such as PRTG Network Monitor, Nagios, and Zabbix to provide system uptime metrics and performance monitoring. These solutions help ensure high</p>

	availability and quick incident resolution.
3.7	<p>Q. What tools do you use for network monitoring?</p> <p>A. Our network monitoring solutions include Cisco ThousandEyes, SolarWinds Network Performance Monitor, and PRTG. These tools offer comprehensive visibility into network health, traffic analysis, and proactive alerting to prevent outages.</p>
3.8	<p>Q. What tools do you use for system monitoring or general health level of end user devices?</p> <p>A. We leverage tools such as Microsoft Endpoint Analytics, Nexthink, and SysTrack to assess system health, performance, and user experience. These tools enable predictive maintenance and automated issue resolution.</p>
3.9	<p>Q. Do you offer or partner for laptop encryption?</p> <p>A. Yes, we offer full-disk encryption solutions through BitLocker (Windows), FileVault (Mac), and third-party providers such as McAfee and Symantec. We also partner with leading security vendors to provide end-to-end encryption management.</p>
3.10	<p>Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.</p> <p>A. We provide hosting and co-location services through partnerships with major data center providers such as AWS, Microsoft Azure, and Equinix. Our services include dedicated hosting, cloud-based virtual desktops, and secure data storage solutions. Clients can choose between on-premise, hybrid, or fully cloud-based infrastructures to meet their business needs.</p>

4.0 Support

4.1	<p>Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.</p> <p>A. We offer a comprehensive Managed IT Helpdesk Service (Level 1-4) with 24/7/365 multilingual support, covering incident management and service requests. Assistance is available via AI-powered self-service portals, chatbots, phone, and email, with tickets managed through ServiceNow. Our tiered ITIL-aligned escalation process ensures rapid response times (30 minutes for Level 1-2 issues; 1 hour for Level 3-4), supported by 1,500 certified IT experts across Europe, Asia, and Latin America.</p>
4.2	<p>Q. Please provide details on your standard reporting capabilities.</p> <p>A. Real- Time Dashboards: instant insights into tickets status, SLA compliance and incidence trends</p> <p>B. Monthly Reports: Performance reports on KPIs adherence, ticket resolutions time, customer satisfaction, ticket volume trends</p> <p>C. Customizable Reports: Available upon request for governance needs, focusing on security incidents</p> <p>D. Governance Meetings: Regular reviews where reports are presented and discussed with L'</p>

	Oreal's IT leadership team.
4.3	<p>Q. Describe any documentation and support (e.g., user manuals, online help, interactive dem web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.</p> <p>A. We offer comprehensive documentation and support, including an online self-service portal with FAQs, user manuals, and an AI-powered chatbot for end-users. Interactive demos, webinars, and an updated knowledge base ensure easy access to information. Technical teams have access to detailed SOPs, system architecture, and live training on new technologies and security updates</p>
4.4	<p>Q. What options are available for user training and technical training that may be required by staff?</p> <p>A .Online self-service portal with FAQs, user manuals, and troubleshooting guides AI-powered chatbot for real-time support and access to documentation Interactive demos, webinars, and a regularly updated knowledge base Technical documentation, including SOPs, system diagrams, and live training sessions for technical teams</p>
4.5	<p>Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.</p> <p>A User Groups: Virtual communities for IT service users to share insights and suggestions, moderated by our support team. Websites & Knowledge Portals: Access to a customer portal with knowledge bases, FAQs, and ticket tracking. Newsletters: Monthly updates covering service enhancements, security updates, and new training opportunities. Conferences & Webinars: Regular participation in and hosting of ITSM-focused conferences, webinars, and user group meetups, including AI in ITSM, ITIL best practices, and cybersecurity.</p>
4.6	<p>Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?</p> <p>A. Monitoring Tools: Regular customer satisfaction surveys post- ticket resolution and Net Promoter Score assessment Quality assurance: SLA adherence tracked through Service Now dashboards: performance conducted monthly</p>
4.7	<p>Q. The COMPANY user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.</p> <p>A.Experience: Successfully supporting a global workforce of over 100,000users in 150+ countries including non technical users in retail, manufacturing, and remote offices We offer a simple, intuitive self-service portal with multilingual support, complemented by AI-powered chatbots for instant issue resolution. Human agents are trained in empathy and clear communication to assist non-technical users. A comprehensive knowledge base with easy-to-follow guides empowers users to resolve common issues independently. Remote Support: Secure remote desktop tools and mobile device management ensure seamless support</p>

5.0 Pricing & Contracts

5.1	Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.
5.2	Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.
6.1	Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

[The MSP's completing the RFP will fill out this section.]

[The MSP's completing the RFP will fill out this section.]

Please provide any other information you feel should be considered in our evaluation.