

## Request for Proposals Overview

Sealed responses for Contract Number **17-03-24-04 – Call Center Services** will be received by the Delaware State University, in the reception area of the Contract Administration Office in the Administration Building (Third Floor), Room 321, 1200 N. DuPont Highway, Dover, DE 19901-2277 by the due date and local time listed below in the “Summary of Events and Dates”. Bidder bears the risk of late delivery or delivery at any other location of the University. Any response/ responses received after the stated time or received at any other location of the University than specified herein will not be entertained. Sealed responses shall be addressed to the Delaware State University Attn: Zafar Chaudhry, Associate Vice President of Contract Administration, Administration Building, Room 321 (Third Floor), Dover, DE 19901-2277. The outer envelope should clearly indicate: “**DSU CONTRACT NO. 17-03-24-04 – Call Center Services - SEALED BID - DO NOT OPEN.**”

This Request for Proposals involves **Call Center Services**.

**There will not be any pre-bid meeting. Pre-bid meeting requirement has been waived.**

### Summary of Events and Dates:

The proposed schedule of events subject to the RFP is outlined below:

- |                                      |                                                         |
|--------------------------------------|---------------------------------------------------------|
| • <b>Questions due to University</b> | <b>March 29, 2017 at 10:00 AM (Delaware Local Time)</b> |
| • <b>Answers due to Contractor</b>   | <b>April 06, 2017</b>                                   |
| • <b>Bid Opening</b>                 | <b>April 13, 2017 at 3:00 PM (Delaware Local Time)</b>  |
| • <b>Contractor Selection Date</b>   | <b>TBD</b>                                              |
| • <b>Anticipated Contract Start</b>  | <b>TBD</b>                                              |

**\* Each of the above date is subject to change. Times listed above are local time in the State of Delaware.**

**Note:** All questions shall be in writing and submitted via email to Zafar Chaudhry, Associate Vice President at [zchaudhry@desu.edu](mailto:zchaudhry@desu.edu)

Bidders will not be subject to discrimination on the basis of race, creed, color, sex, sexual orientation, gender identity or national origin in consideration of this award, and Minority Business Enterprises, Disadvantaged Business Enterprises, Women-Owned Business Enterprises and Veteran-Owned Business Enterprises will be afforded full opportunity to submit bids on this contract. Delaware State University reserves the right to reject any or all bids and to waive any informalities therein.

**END OF ADVERTISEMENT FOR BIDS**