

## **Request for Proposals Overview**

Sealed responses for Delaware State University's **RFP for Call Center Services - Contract No. 18-04-23-04** will be received by the Delaware State University by the deadline listed below. Bidder bears the risk of late delivery or delivery at wrong location of the University than specified herein. Any response received after the stated time and place will not be entertained. Sealed responses shall be addressed to the Delaware State University Attention: Zafar Chaudhry, Associate Vice President of Contracts and Data Administration, Facilities Management Building, Room 103, Dover, DE 19901-2277. The outer envelope should clearly indicate: "**DSU RFP for Call Center Services - Contract No. 18-04-23-04 - SEALED BID - DO NOT OPEN.**"

### **Summary of Events and Dates:**

The proposed schedule of events subject to the RFP is outlined below. **Time mentioned below is the State of Delaware local time.**

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|--|---|
| • <b>Deadline for Questions</b>            | <b>June 13, 2018 at 10:00 AM (Local Time)</b> |
| • <b>Response to Questions Posted by</b>   | <b>June 20, 2018</b>                          |
| • <b>Deadline for Receipt of Proposals</b> | <b>June 28, 2018 at 3:00 PM (Local Time)</b>  |
| • <b>Contractor Selection Date</b>         | <b>TBD</b>                                    |
| • <b>Anticipated Contract Start</b>        | <b>August 01, 2018</b>                        |

**\* Each date 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 at [zchaudhry@desu.edu](mailto:zchaudhry@desu.edu) prior to the deadline including time and date listed above.

**In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly including but not limited to all attachments, bid submission form, etc.**

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal (RFP).

**Bidder bears the risk of incomplete response, late delivery or delivery at wrong location of the University other than specified in this RFP.**

The term of the contract between the successful bidder and the University shall be for **three (3) years**. There is an **option** to renew the contract for **two (2) one year extension by negotiation**.

**Each proposal must be submitted with one original paper copy and one electronic copy on USB memory stick.**

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**