Request for Proposals (RFP) Overview

Sealed responses for **RFP for Call Center Software - Contract No. 20-06-15-14** will be received electronically through email to contracts@desu.edu The email subject must have RFP name and contract number. If you need to abbreviate the RFP name, you can do so. Electronic response should have only one file in total. File name must start with vendor's name. Aggregate size of your response without compressing the file must not be more than 5 megabytes. Deviation from this limit will be an automatic cause for rejection of your response. Do not send any unnecessary messages to this email address. Otherwise, your emails will be marked as spam thus you will fully assume the risk/ liability of no response from the University to your email messages.

Bidder bears the risk of incomplete response, late delivery or delivery at wrong email address of the University other than specified in this RFP. Bidder must make sure they receive confirmation stating their bid has been received. University is not responsible if bid goes into spam or is not delivered by the system whatsoever until University confirms its receipt.

Summary of Events and Dates:

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

- **Deadline for Questions** — **July 07, 2020 at 10:00am local time**
- **Response to Questions Posted by** — **July 28, 2020**
- **Deadline for Receipt of Proposals** — **August 06, 2020 at 03:00pm local time**
- **Contractor Selection Date** — **TBD**
- **Anticipated Contract Start** — **September 01, 2020**

*** Each date listed above 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 contracts@desu.edu Questions should be submitted in the following format. Deviations from this format will not be accepted and entertained.

- Section number
- Paragraph number
- Page number
- Text of passage being questioned

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 and bid submission form.

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

There will be NO mandatory pre-bid meeting.

Bid bond requirement for this RFP has been waived.

The term of the contract between the successful bidder and the University shall be for Three (3) years. There is an option (if needed) to renew the contract for additional terms of one to three years each.

This RFP will use institutional funds.

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