

Request for Proposals (RFP) Overview

Sealed responses of **RFP - Customer Relationship Management (CRM) System - DSU260612-CRMSYSTEMS** 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. **Aggregate size of your response without compressing the file must not be more than 5 megabytes. Response must be in pdf format, should not be protected with any password and should be only one file instead of multiple files.** 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 subject to the RFP is outlined below. **Time mentioned below is the State of Delaware local time.**

- | | |
|---|---------------------------------------|
| • Deadline to Receive Questions | August 05, 2026, at 10:00 AM |
| • Responses to Questions Posted by | September 02, 2026 |
| • Bid Opening | September 09, 2026, at 3:00 PM |
| • Contractor Selection Date | TBD |
| • Projected Contract Start Date | October 01, 2026 |

*** Each of the above date is subject to change. Local time means the State of Delaware local time.**

Note: All questions shall be in writing (in MS Word format, written in a paragraph form and numbered.) No table or Ms. Excel spreadsheet, etc. should be inserted. These questions should be submitted via email to contracts@desu.edu. Questions must 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____, Question: _____.

Answers will be published at www.bids.delaware.gov in the form of an addendum next to the RFP.

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

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 Three (3) years. There is an option to renew the contract for Two (2) one-year extensions by negotiation or a Five (5) year contract.

This RFP will use non-State 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