

Entity Name: South Dakota State Government
Event Number: 9279
Event ID: 23RFP9279
Event Name: Call Center Services
Requested By: Missy Schuetzle
Created By: Missy Schuetzle
Due By Date: 12/01/2023 05:00 PM Central Time
Q&A Cutoff Date: 11/03/2023 4:17 PM Central Time
Invitation Type: Invitation Only
Assigned Commodities: 915-20 Call Center Services
Allow Supplier Terms and Conditions: No
Public Responses: No
Display Awardee: Display
Posting Board Status: Published
Event Status: Event Under Review

Section #: Name:

1 Section 1 - 23RFP9279

An "UPDATED Response to Offeror Questions" document attached.

"Response to Offeror Questions" document attached.

Do not submit responses through ESM Sourcing as this is for informational purposes only. Please download the attached RFP document and follow submittal instructions.

1.0 GENERAL INFORMATION

1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

To contract for call center services to handle incoming and/or outgoing calls with persons interested in relocating to South Dakota for employment opportunities.

The Governor's Office of Economic Development is running a workforce recruitment initiative branded as Freedom Works Here. Advertisements direct interested individuals to a website where they can sign up to receive additional information about relocating to and working in South Dakota. The responsibility of the call center will be to contact the interested persons, gauging their overall level of seriousness, and then referring them to appropriate resources for further assistance. Additional details are discussed in the Scope of Work section 3.0.

1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER

The Governor's Office of Economic Development is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Governor's Office of Economic Development. The reference number for the transaction is RFP #23RFP9279. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

1.3 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication: November 3, 2023
Deadline submission for written inquiries: November 17, 2023
Responses to Offeror Questions: November 22, 2023
Proposal Submission: December 1, 2023
Interviews/Oral Presentations: December 11, 2023
Anticipated Award Decision/Contract Negotiation: December 15, 2023

1.4 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received in the Governor's Office of Economic Development by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original and two (2) identical copies of the proposal shall be submitted.

All proposals must be signed, in ink, by an officer of the responder, legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope should be marked with the appropriate RFP Number and Title. Proposals should be addressed and labeled as follows:

REQUEST FOR PROPOSAL #23RFP9279

PROPOSAL DUE December 1, 2023 by 5:00PM CST

Missy Sinner, Marketing Director
South Dakota Governor's Office of Economic Development
4901 S. Isabel Pl. Ste. 200
Sioux Falls, SD 57108

No proposal shall be accepted from, or no contract or purchase order shall be awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

Terms and Conditions

ESM Sourcing Terms

None

General Terms and Conditions

None

Event Specific Terms and Conditions

See attached RFP Document