

**LEGAL NOTICE
AND
REQUEST FOR PROPOSALS
P062-24**

The Brownsville Public Utilities Board (“BPUB”) is requesting Competitive Sealed Proposals (hereon styled “RFP”) for Call Center Support Services. BPUB’s Purchasing Office located at 1155 FM 511, Olmito, TX, will accept RFP’s from qualified firms **until 5:00 PM, August 14, 2024. RFP’s received after this time will not be considered.**

RFP’s will be acknowledged by BPUB on August 15, 2024 at 10:00 AM (CST). Firms are invited to listen to the opening via conference call, (956) 214-6020, at 10:00 AM, August 15, 2024.

BPUB RFP documents may be obtained from the BPUB website at https://www.brownsville-pub.com/rfp_status/open/

Please mark on the **outside of the envelope and on any carrier’s envelope: “Sealed Proposal for Call Center Support Services, P062-24, August 14, 2024, 5:00 PM”**, c/o Diane Solitaire, Purchasing Department, 1155 FM 511, Olmito, TX 78575.

BPUB will not be responsible in the event that the U.S. Postal Service or any other courier system fails to deliver the sealed proposal package to the BPUB Purchasing Office by the given RFP deadline above. **Electronic transmission or facsimile of RFP’s will not be acceptable.**

BPUB reserves the right to reject any or all responses and to waive irregularities contained therein and to accept any response deemed most advantageous to BPUB.

Diane Solitaire

Purchasing and Materials Manager
Brownsville Public Utilities Board
(956) 983-6366 - Phone

NOTE: TO REQUEST THE COMPLETE RFP DOCUMENT, COMPLETE AND RETURN THE ATTACHED ACKNOWLEDGEMENT FORM

Please submit this page upon receipt

ACKNOWLEDGEMENT FORM

P062-24

Call Center Support Services

For any clarifications, please contact Diane Solitaire at the BPUB Purchasing Department at (956) 983-6366 or via e-mail at dsolitaire@brownsville-pub.com.

Please email this page upon receipt of the RFP package or legal notice. If you only received the legal notice and you want the RFP package mailed please provide a method of shipment with account number in the space designated below.

Check one:

☐ **Yes, I will be able to send an RFP response and obtain the RFP package from website.**

☐ **Yes, I will be able to send an RFP response; please email the RFP package.**

Email: _____

☐ **Yes, I will be able to send an RFP response; please mail the RFP package using the carrier & account number listed below:**

Carrier: _____

Account: _____

☐ **No, I will not be able to send an RFP response for the following reason:**

If you are unable to send your RFP response, kindly indicate your reason above and return this form **via email to** dsolitaire@brownsville-pub.com. This will ensure you remain active on our vendor list.

Date _____

Company: _____

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Email: _____