

**LEGAL ADVERTISEMENT  
Fort Defiance, Apache County  
Arizona**

**NAVAJO TRIBAL UTILITY AUTHORITY  
REQUEST FOR PROPOSAL**

**CUSTOMER EXPERIENCE –  
LEARNING & DEVELOPMENT PLAN**

Navajo Tribal Utility Authority (NTUA) is hereby contacting qualified consulting firms to provide strategic and business services to assist NTUA with development and delivery of role-based learning and development programs to benefit NTUA through formalized and scale training to support long-term performance and consistency.

Instructions and Scope of Work can be obtained from Avis Jimm, Contract Administrator, at (928) 729-6243 or by email [avisj@ntua.com](mailto:avisj@ntua.com) or at NTUA Purchasing Department, North Navajo Route 12, Fort Defiance, Arizona.

Proposal and Cost shall each be submitted in separate sealed envelopes clearly marked: for the Proposal “**DO NOT OPEN – CUSTOMER EXPERIENCE - LEARNING & DEVELOPMENT PLAN (PROPOSAL)**” and for the Cost “**DO NOT OPEN – CUSTOMER EXPERIENCE - LEARNING & DEVELOPMENT PLAN (COST)**” and received by August 14, 2025 at 5:00 p.m. (MDT). No late, facsimiled, or electronic mailed proposals will be accepted.

To ensure delivery by the due date and time, all proposals should be addressed to:

PHYSICAL ADDRESS: Navajo Tribal Utility Authority  
*ATTN: Avis Jimm, Purchasing Department*  
North Navajo Route 12 (Fed Ex/UPS/Hand-Deliver)  
Fort Defiance, Arizona 86504

Preference will be applied in accordance with the Navajo Business and Procurement Act (12 N.N.C. § 1501 et seq.); the Navajo Nation Procurement Act (12 N.N.C. § 301 et seq.); the Navajo Nation Business Opportunity Act (5 N.N.C. § 201 et seq.) and other applicable statutory and regulatory requirements. Proposers must submit evidence of their Preference Priority Certification if applicable.