

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

**NAVAJO TRIBAL UTILITY AUTHORITY
REQUEST FOR PROPOSAL**

**CUSTOMER SERVICE - FACE TO FACE
DEVELOPMENT PROJECT**

Navajo Tribal Utility Authority (NTUA) is hereby contacting qualified consultants to provide strategic and business services to support the continuity of implemented Customer Service processes across nine District Offices and its Headquarters' Contact Center. Business plans should include customized training programs to benefit NTUA through improved satisfaction of its customer service experience through telephone and face to face interactions.

Instructions and Scope of Work can be obtained from Avis Jimm, Contract Administrator, at (928) 729-6243 or by email 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 SERVICE - FACE TO FACE DEVELOPMENT PROJECT (PROPOSAL)**” and for the Cost “**DO NOT OPEN – CUSTOMER SERVICE - FACE TO FACE DEVELOPMENT PROJECT (COST)**” and received by April 6, 2022 at 5:00 p.m. (DST). 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.