

July 17, 2019

To: All Interested Respondents

Re: Proposal Customer Relationship Management Software

Addendum 1

This Addendum sets forth the Q&A for questions received by the CRDA website pursuant to section 1.5 of the RFP documents before the Q&A deadline of July 17, 2019 at 12:00 pm. Any questions received after the deadline will not be entertained.

Q1 What system are you currently using for CRM?

A1 Simpleview

Q2 Which of your current system(s) will the new CRM integrate with?

A2 Website, Mailing Program-Distribion, downloads of data to window based programs-excel, word, access

Q3 How many concurrent user licenses are required?

A3 Currently we are using 21 of the 25 we have.

Q4 When do you anticipate issuing an award for this initiative?

A4 Ideally September

The respondent is responsible to ensure that all changes necessitated by Addenda are accounted for and incorporated into the respondent's response to the Solicitation. All instructions, terms and conditions of the Contract Documents shall remain unchanged, unless expressly modified by the Authority.

