

June 30, 2020

To: All Interested Respondents

Re: Proposal for Customer Relationship Management Software & Email Marketing Platform Provider

Addendum 1

This Addendum sets forth the Q&A for questions received by the CRDA website pursuant to section 1.5 of the Bid documents before the Q&A deadline of June 30, 2020 at 12:00 pm. Any questions received after the deadline will not be entertained.

Q1 How many users (partners, staff, external stakeholders) will use the proposed solution?

A1 10

Q2 Are you open to a solution on a secured cloud?

A2 Yes

Q3 Are you okay with the team supporting this from our offices outside your state with the consultant traveling for meetings as required?

A3 Yes

Q4 Our company is a US legal entity registered in Phoenix, Arizona, with development centers in Phoenix, India & Australia. Could you please confirm that this opportunity allows us to use our IT talent located outside the United States (for example, India or Australia)? Is there any restriction on out of New Jersey state registered company in United States?

A4 Outside IT services should fine as long as the contracted vendor is US based company. The company must be registered to do business in New Jersey. Refer section 5.0 required submittals and compliance information part B business registration.

Q5 This RFP states "Proposals submitted by facsimile or electronically will not be considered". Given the current mail system has been expecting delays, will you be accepting responses for this bid via email or an electronic portal?

A5 No, see proposal submission section 1.3 in RFP

Q6 What is your Data Source? Is it the website or collection of website or any other source; manual or digital?

A6 Mostly website and some manual

Q7 What are your standard parameters for your data?

A7 Name, address, cell phone and email

Q8 Please elaborate more on "Member Partner Extranet (Skinned)"

A8 The ability for our tourism partners to review documents, change their publication listings, add special offers and deals, etc.

Q9 What is your business organization structure?

The CRDA is a state agency that oversees the tourism district of Atlantic City and is responsible for leisure tourism.

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