



Request for Quotes

AccelerateMS Contract for Customer Relationship Management Services

INTRODUCTION: The Office of Workforce Development, known commonly as Accelerate Mississippi (AccelerateMS), requests proposals from qualified firms or contractors (vendors) to provide a Customer Relationship Management and project management solution. The responding organization or entity must demonstrate that they possess the organizational, functional, and technical capabilities to provide a CRM solution that meets AccelerateMS's needs and have a quality product with a pre-existing website and mobile application.

BACKGROUND: AccelerateMS does not currently utilize a CRM application. Employees currently manage projects and record contact information and interactions with businesses, educational institutions, other state offices, partners, and employees in a variety of means, using different desktop applications.

OBJECTIVES AND SCOPE OF WORK: AccelerateMS is seeking a Software-as-a-Service (SaaS), cloud solution that will meet its core requirements out of the box with minimal modifications. AccelerateMS expects the Vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration, and report development) in a timely and professional manner. The desire is to phase into a centralized system to take advantage of workflow, reporting, project monitoring and improved customer interaction tools such as mobile and web forms and surveys.

The ideal Vendor(s) shall have experience in successfully implementing the proposed solutions at similar organizations to AccelerateMS and/or in larger organizations. The successful Vendor shall be responsible for the final AccelerateMS approved design, installation, implementation, and commissioning of the CRM system, including development of mobile and web forms, user acceptance testing, system integration and connectivity to existing resources.

AccelerateMS requests the following functions to be provided within the scope of the work.

1. Access to and ability to customize a web-based database platform specifically for government professionals to manage contacts and content derived from conversations and projects with organizations ranging from private industry to public education to state and federal government partners. Solution must be fully customizable within the scope of the quote and must be web-based (cloud) and accessible by laptop computer or general web-enabled cellular phone. Application must operate on Android or iPhone devices with adequate cyber security measures to protect sensitive information gathered.
2. 24/7 access to technical support for all users must be included in the quote.
3. System must be able to stratify access based on user roles to ensure organizational security measures are met.
4. System must have the ability to automate referrals, create 'tags', host reminders, capture notes and collaborate, store documents and associate with specific data points.
5. System must have the ability to integrate with Outlook and Constant Contact



TECHNICAL PROPOSAL:

AMOUNT: It is anticipated that the annual amount of the contract shall not exceed \$100,000 unless agreed and approved in writing by the Executive Director of AccelerateMS and the Office of the Attorney General.

TIMELINE: The timeline of this contract will be from date of signature by all parties until June 30, 2025, with the option to renew.

RESPONSE: Please provide a detailed quotation related to the items described above (at minimum), proposed work to be completed, and proposed budget for the scope of work. **Responses must be emailed to bwheeler@acceleratems.org on later than 12:00 noon CT on March 15, 2024.**