**Organizational Assessment of CRM Readiness Question & Answer 1**

The Question & Answer period remains open until January 4, 2019. Email questions to [sarah.champion@commerce.wa.gov](mailto:sarah.champion@commerce.wa.gov).

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

**Commerce answer: The successful vendor must be licensed to do business in Washington or must become licensed within thirty days of being announced the Apparent Successful Vendor (ASV).**

1. Whether we need to come over there for meetings?

**Commerce answer: It is expected that your proposal will address how the work will be accomplished.**

1. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**Commerce answer: It is expected that your proposal will address how the work will be accomplished.**

1. Can we submit the proposals via email?

**Commerce answer: All proposals must be submitted via email.**

1. Is a formal competitive procurement the most likely method to be used for the Customer Relationship Management Software System?

**Commerce answer: While that decision has not yet been made, a formal competitive procurement is our preferred method of acquiring goods and services.**

1. If not, which procurement method is anticipated?

**Commerce answer: See question 5.**

1. When is the procurement for the CRM likely to take place?

**Commerce answer: Undetermined at this time, however it will be some time after the end of the period of performance for any contract issued as a result of this RFP.**

1. Has funding already been allocated for the CRM? If so, from which source (budget, grant, etc.)?

**Commerce answer: This is also undetermined at this time.**

1. Does the Department have an estimated cost, or cost threshold for the CRM that can be shared?

**Commerce answer: Also undetermined.**

1. Will the CRM replace any existing technology systems? If so, can you share which ones and which vendor(s) provided them?

**Commerce answer: The CRM software would not replace any existing technology.**

1. Who within the agency is the project manager for the CRM effort?

**Commerce answer: This staff member has not yet been identified.**