



## **Customer Relationship Management System**

Issued by

Multi-State Lottery Association

**RFP Issue Date: January 10, 2024**

**THE MULTI-STATE LOTTERY ASSOCIATION HAS REVISED THE TIMELINE FOR THE CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM REQUEST FOR PROPOSAL.**

### **D. 2024-2025 TIMELINE FOR THE RFP**

#### **REVISED AUGUST 15, 2024**

~~January 10 – RFP issued~~

~~February 2 – Questions from Interested Vendors (email only: [Procurement@MUSL.com](mailto:Procurement@MUSL.com))~~

~~APRIL 26 – Answers to Vendor Questions (Anonymized, and posted to MUSL.com)~~

~~JULY 26 – Proposals Due by 3:00 pm CT (email only: [Procurement@MUSL.com](mailto:Procurement@MUSL.com))~~

**SEPTEMBER 23 - 27** – Vendor interviews and demonstrations (at the discretion of MUSL)

**OCTOBER - DECEMBER** – Selection and Contract Negotiation

**JANUARY - MARCH** – Project Kick-off Meeting