



Customer Relationship Management System

Issued by

Multi-State Lottery Association

Issue Date: January 10, 2024

Proposals to the RFP are Due on JULY 26, 2024, no later than 3:00 P.M. CT

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

D. 2024 TIMELINE FOR THE RFP REVISED FEBRUARY 12, 2024

January 10 – RFP issued

February 2 – Questions from Interested Vendors (email only: 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)

AUGUST 20 - 22 – Vendor interviews and demonstrations (at the discretion of MUSL)

SEPTEMBER - OCTOBER – Selection

SEPTEMBER – OCTOBER - Contract Negotiation

NOVEMBER – Project Kick-off Meeting