REQUEST FOR QUOTES #2017-86
CONTENT MANAGEMENT SYSTEM AND CUSTOMER RELATIONS
RESPONSE TO CLARIFYING QUESTIONS
October 30, 2017

Note that these are questions submitted by interested firms to the above referenced solicitation. The below answers are for clarification purposes only and in no way alter or amend the RFQ as published.

1. You are requesting CRM and CMS which are two systems by all providers. Is it an option to respond to one or the other, or does it need to be both?

   Answer: It needs to be both, in order to consolidate services to one company.

2. Does the CRM need to integrate with other systems such as Kiosks? If so, is it a requirement and I would assume you want anything to include associated pricing?

   Answer: Yes, the CRM should be able to provide some way to access the website data either through a web services (such as SOAP) or XML feed. We provide data to three (3) kiosks placed in various locations in Clackamas County and potential future kiosks in Partner hoteliers. Current kiosks are managed by Ionescu Technologies and currently using a web service SOAP call to get the data needed to populate their kiosks. If there is an additional service fee, fee will need to be included in the cost estimates. If Ionescu Technologies needs to do additional programming to allow that data interface, Oregon's Mt. Hood Territory will work directly with Ionescu Technologies to address the costs associated with needed programing.

3. Does the CVB need to be able to create, distribute, and track leads or partner responses within the CRM system?

   Answer: No, since we do not have a group sales team, nor do we have a plan to have one we do not have a need for lead distribution and tracking, and due to technical issues related to governmental email rules and technical requirements, tracking partner responses in the system is not something we can project using at this time. We do need a system for tracking accounts and communications with travel trade tour operators, but not pushing out leads to our partners.

4. What budget allocation has been set aside for CRM and CMS systems?

   Answer: The Tourism Department has allocated sufficient funds to cover the cost associated with the Scope of Work outlined in the RFQ. We are not publishing the budget amount since we do not want to influence the response to only fit within a specific budget, but we want to know actual costs for these services by each Quoter.

End of Clarifying Questions