



## State of New Jersey

### CANNABIS REGULATORY COMMISSION

P.O. BOX 216  
TRENTON, N.J. 08625-0216

PHILLIP D. MURPHY  
*Governor*

SHEILA Y. OLIVER  
*Lt. Governor*

DIANNA HOUEYOU, *Chair*  
SAMUEL DELGADO, *Vice Chair*  
KRISTA NASH, *Commissioner*  
MARIA DEL CID-KOSSO, *Commissioner*  
CHARLES BARKER, *Commissioner*  
CHRIS RIGGS, *Acting Executive Director*

### **RESOLUTION 2024-243** **APPROVING SALESFORCE SOFTWARE FOR CUSTOMER RELATIONSHIP AND CASE MANAGEMENT SERVICES**

**WHEREAS**, pursuant to N.J.S.A. 24:6I-24(c)(2), the Commission is authorized to contract for the services of professional, technical, and operational personnel and consultants as may be necessary for the performance of its responsibilities; and

**WHEREAS**, pursuant to N.J.S.A. 24:6I-24(c)(3), the Commission is authorized to incur additional expenses within the limits of funds available to it in order to carry out its duties, functions and powers under P.L.2009, c.307 (C.24:6I-1 et al.) and P.L.2021, c.16 (C.24:6I-31 et al.); and

**WHEREAS**, the Commission has a need to acquire professional software services for customer relationship and case management services system to be utilized by the Commission to carry out the Commission's duties, functions, and powers; and

**WHEREAS**, Commission staff have explored available options for acquiring professional software services offered by various companies; and

**WHEREAS**, Commission staff have verified New Jersey State Contract Number 19-COMP-00601 (M4002) for provision of relationship and case management services awarded to Salesforce; and

**WHEREAS**, as current contractors to the State of New Jersey for various applications, Salesforce as the System as a Service vendor, Kyra Solutions as the implementation vendor, and Carahsoft as the reseller, have undergone reviews for security and compliance from both the Department of the Treasury and the Office of Information Technology, and the State of New Jersey has confirmed the system is HIPAA compliant and securely hosted; and

**WHEREAS**, the Commission has determined that Salesforce offers a platform that addresses a wide array of customer service and regulatory needs of the Commission; and

**NOW, THEREFORE, BE IT RESOLVED**, by the New Jersey Cannabis Regulatory Commission, that:

1. The project for acquiring Salesforce for internal operational purposes is hereby approved.

2. The Executive Director is hereby authorized to execute a statement of work between the Commission and Salesforce for the purpose of software and professional services, said contract meeting the Commission’s requirements to create and implement a communication platform for the Commission to enhance its operations in the medicinal and personal-use sectors of the cannabis industry in the state of New Jersey.
  
3. The Executive Director is hereby authorized to execute any related agreements with Salesforce that fall within the scope of the approved project. Any enhancements or modifications to the project that fall outside the scope of the approved statement of work, including any change that would result in an increase in the annual contractual costs to the Commission as defined in approved Government Price Quotation, shall be presented to the Commission for consideration.

Submitted by:




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Dianna Houenou, Chair

**CERTIFICATION**

I hereby certify that the foregoing is a true copy of the Resolution adopted by the Cannabis Regulatory Commission at its meeting held on the 17th day of June 2024.




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Dave Tuason, Chief Counsel

<b>Vote on the Approval of This Resolution</b>	<b>Motion</b>	<b>Second</b>	<b>Yes</b>	<b>No</b>	<b>Abstain</b>	<b>Absent</b>
Commissioner Barker			X			
Commissioner Del Cid-Kosso			X			
Commissioner Delgado	X		X			
Chairwoman Houenou			X			
Commissioner Nash		X	X			