



RECOMMENDATION REPORT

MEETING DATE: 6/17/2024	REPORT DATE: 5/15/24
TO: Cannabis Regulatory Commission Board	
FROM: Christopher Riggs, Acting Executive Director	

BACKGROUND

To further its mission to safely and equitably regulate New Jersey’s legal cannabis market, the New Jersey Cannabis Regulatory Commission (herein referenced as “Commission” or “CRC) is in the first stages of building an enterprise scale workflow, process automation, and stakeholder management system.

The CRC currently has pieced together workflow and database solutions in a variety of tools to serve the existing applicants and licensees. As the number of approved licensees grows and the number of operational licensees expands as well, the ability to automate functions and create systems of record is crucial.

While some CRC processes are handled using the NIC USA licensing system, Metrc Seed-To-Sale tracking system, and the MMP Registry, all remaining processes are completed using tools like MS Excel for both workflows and data collection and storage. This is not considered best practice in any organization, but for an agency operating in a highly regulated and litigious industry, it would present a variety of problems in the future. The use of MS Excel has already hindered data collection and enterprise data sharing in many areas and made them impossible in others. MS Excel is not a database tool; rather it is a fungible tool, often with arbitrary inputs, that is easily altered by mistake and not easily linked with other data.

For example, the CRC’s Office of Compliance & Investigations requires the ability to complete and record the results of inspections in a consistent and repeatable fashion, and in a manner that is not capricious or arbitrary given the ability of licensees to appeal fines and other enforcement action. The CRC therefore requires a solution to accurately track violations, fines, and the entire investigative process from incoming complaints to final resolution.

Similarly, the Office of Diversity and Inclusion (“ODI”) and Communications require the ability to share data collected from licensees and external stakeholders with key internal stakeholders in a streamlined manner. It will allow ODI to collect data via guided experience/surveys and share the results via dashboards. The CRC’s ability to efficiently and effectively serve a variety of key stakeholders is greatly hampered by the current system.

RECOMMENDATION AND JUSTIFICATION

The new solution once built, will allow the CRC to automate processes across IT systems and bring disparate systems and data sources together in seamless workflows. This will provide efficient and effective interactions among CRC employees, as well as with key internal and external stakeholders. The system will use both guided workflows that enhance the user experience and guided interactions among employees across departments to enhance productivity and agility.



In addition, the new system will allow the CRC to track and report on key data points for processes and outcomes in a timely fashion. This will allow for the development and sharing of Key Performance Indicators (KPIs), which are vital for process improvement.

There are two main components to the attached Statement of Work (“SOW”). The first is from Salesforce and the second is from the implementation vendor, Kyra Solutions. In addition, the quote is provided by the reseller, Carahsoft.

Salesforce, the SAS vendor, is already contracted by many state agencies. We have chosen Salesforce because of its reputation in this area, and the successful deployments it has achieved with sister agencies with similar operational needs to the CRC. The company’s deep experience as a cloud-based customer relationship management solution (“CRM”) has helped organizations manage, automate, and easily track workflows, processes, stakeholder support, to save costs and time. This has in turn built stronger stakeholder relationships in both the private and government sectors.

The implementation partner, Kyra Solutions, has deep experience with deploying Salesforce solution in the government sector as well as specific expertise developing Cannabis related applications in other states. As not many companies possess such a depth of experience, the CRC staff feel that Kyra Solutions would be most capable of achieving the requirements as outlined in the Mini-Bid.

Carahsoft, Salesforce, and Kyra Solutions have satisfied each essential characteristic identified in the Mini-Bid document because they have addressed all critical elements and requirements set forth therein.

The estimated value of this purchase is: \$1,493,064.31.

The Office of Management and Budget’s (OMB) approval was received on 05/07/2024. The Office of Information Technology’s (OIT) approval was received on 04/17/2024.

RECOMMENDATION SUMMARY

It is recommended that the CRC make an award to Carahsoft Technology Corporation for the use of Salesforce, to be implemented by Kyra Solutions, in accordance with M4002 – NASPO ValuePoint Cloud Solutions.

Approved by:

A handwritten signature in blue ink, appearing to read 'Chris Riggs', written over a horizontal line.

Acting Executive Director
Chris Riggs