



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
OFFICE OF THE DIRECTOR

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Award Summary

M4027- Citizen Engagement Platforms

Bid Solicitation # KM21-47

August 21, 2025

I. Purpose and Intent

The purpose of this Participating Addendum (PA) is to provide versatile online Citizen Engagement Platforms. While this PA is not for a specific solution, the State has identified a need for online platforms where citizens can access government applications and services available on the web, mobile, and screen-less devices.

This PA is a solutions-based solicitation; meaning Using Agencies may be seeking equipment, products, and/or services that meet the requirements of the PA and Master Agreement and that are commonly desired or are required by law or industry standards. Given the cooperative nature of this PA, it is expected that the Contractor shall provide a wide array of solutions, equipment, products, and/or services at lower prices and with better value than what they would ordinarily offer to the public or to a single government entity.

II. Definitions

Category 1 – Platform Management - A software solution that will offer a variety of applications to help customers (i.e., public entities) manage systems across platforms. Platform management will answer questions and contain solutions that remember, remind, and respond to users.

Category 2 – Master Data Management - A software solution that will provide the means to associate various records pertaining to an individual. Includes technology to ensure uniformity and accuracy of master data assets and coordination of data across all platforms. Allows a public entity to create and manage a central, persistent system of record or index of record for master data. Solution supports ongoing master data stewardship and governance requirements through workflow-based monitoring and corrective-action techniques.

Category 5 – Social Listening – A software solution that allows entities to view the “voice of the customer” across all input channels such as through email, web forms, social media, and inbound calls. Solution utilizes a dashboard to effectively identify issues, satisfaction, and needs.

III. Contract Term and Extension Option

The term of the Contract will be from the time the Participating Addendum (PA) is fully executed through September 14, 2026. The Participating Addendum allows the Contract to be extended for an

additional two (2) one-year periods, based upon an extension of the NASPO Master Agreement, which can be executed through September 14, 2028.

IV. Awarded Contracts

The State has awarded the following Contracts :

Contractor	Contract #	Category	Contact
Tyler Technologies, Inc.	26-TELE-114629	Category 1 – Platform Management Category 2 – Master Data Management	Name: Michael LeBlanc Email: Michael.leblanc@tylertech.com Phone: (609)-422-5957
Maximus US Services, Inc.	26-TELE-115813	Category 1 – Platform Management Category 5 – Social Listening	Name: Carol Anne Thatcher Email: carolannethatcher@maximus.com Phone: (703)-785-4444

V. Engagement Process

Using Agencies and Cooperative Purchasing Partners seeking Citizen Engagement Platform solutions should consult each individual Contract on NJSTART for services and pricing to select the contract that best meets their needs. Questions about this information shall be directed to the Contractor.

Using Agencies and Cooperative Purchasing Partners shall develop a comprehensive Scope of Work (SOW) that clearly defines the project's objectives, requirements, deliverables, timelines, and any other pertinent details. Once the SOW is completed, the Agency shall provide a copy to the Contractor. The Contractor shall review the SOW and prepare a detailed Quote based on the requirements outlined therein.

Purchasing Partners that are subject to the Local Public Contracts Law (N.J.S.A. 40A:11-1 et seq.) or the Public School Contracts Law (N.J.S.A. 18A:18A-1 et seq.) shall comply with N.J.S.A. 40A:11-12 or 18A:18A-10, as applicable, along with N.J.A.C. 5:34-7.29 and such other regulations as may be promulgated by the Director of the Division of Local Government Services or the Department of Treasury concerning the entity's use of State contracts. Therefore, the terms and conditions of this contract and any purchases made by a local government or school district must follow any procedures specified in the Bid Solicitation, such as a mini-bid or other selection process for contracts awarded to one or more Contractors. Please contact lpcl@dca.nj.gov for assistance.

VI. Restrictions and Conditions

The procurement of any products and services under this Contract must be part of an integrated solution. Using Agencies are prohibited from purchasing products or services as standalone items if they are currently available under another State Contract; such items must be procured through the applicable State Contract.

VII. Guidelines for Executive Branch Use

Any new service, or significant change to an existing service requested by an Executive Branch Agency, requires a Technology Initiation Proposal (TIP) for review through the New Jersey Office of

Information Technology (OIT) System Architecture Review (SAR) prior to activating a 30-day trial period. The TIP workflow may be initiated on the SAR webpage: <https://nj.gov/it/whatwedo/sar/>

A completed TIP is evidenced by either:

- 1) The TIP RECAP email – contains the TIP PDF document as well as the RECAP notes Excel document from the TIP review meeting; or
- 2) If OIT determined that no TIP meeting needed to be held, an email from the SAR team stating that the TIP meeting was bypassed.

VIII. State Contract Manager

The State Contract Manager is available to address questions associated with the Contract.

Name: Barbara Aspeling

Agency: Department of Information Technology

Email: Barbara.Aspeling@tech.nj.gov

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