

Metropolitan Transportation Commission
Regional Network Management Committee

April 12, 2024

Agenda Item 3c

**Purchase Order Amendment - Salesforce Licenses: Carahsoft Technology Corp
(Carahsoft) (\$624,000)**

Subject:

Purchase Order (PO) Amendment - Salesforce Licenses: Carahsoft Technology Corp (Carahsoft) (\$624,000).

Background:

The MTC Salesforce platform currently provides FasTrak® case escalation management, MTC/ABAG Contacts Center, MTC Help Desk system, Regional Transit Connection (RTC) discount card intake and verification system, and application and customer service systems for: Clipper START, Richmond San Rafael e-Bike Rebate, Express Lanes START, and Bay Area Toll Payment Plan.

Contract Actions:

Under this PO amendment, Carahsoft would provide the annual renewal of Salesforce licenses for Fiscal Year 2024-25 for use in developing and operating the regional and internal customer account management programs in Salesforce. Carahsoft's services were procured using California Multiple Award Schedule (CMAS). Carahsoft is an authorized vendor under CMAS and is Salesforce's Master Value Added Reseller and Aggregator in the US public sector. Carahsoft is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Issues:

None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to issue a PO amendment to Carahsoft Technology Corp. in an amount not to exceed \$624,000 to continue to provide Salesforce licenses.

Attachments:

- Request for Committee Approval – Summary of Proposed Purchase Order



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Purchase Order Amendment

Work Item No.:	1998, 1131, 1251, 6854, 2783
Consultant:	Carahsoft Technology Corp. Seattle, WA
Work Project Title:	Salesforce Licenses
Purpose of Project:	To provide Salesforce licenses.
Brief Scope of Work:	Provide Salesforce licenses to operate and enhance the Salesforce platform for regional and internal customer account management program needs.
Project Cost Not to Exceed:	\$624,000
Funding Source:	General Funds, BATA, BAIFA, CLTO, LCTOP
Fiscal Impact:	\$624,000 is subject to approval in the FY 2024-25 MTC budget, as follows: <ul style="list-style-type: none">• Agency CRM: \$375,000 – General Funds• Bay Area Toll Payment Plan - \$45,000 – BATA• FasTrak Case Management: \$17,000 – BATA• RSR Bridge E-Bike Rebate: \$15,000 – BATA• Express Lanes START: \$50,000 (\$12,500 budget is approved and \$37,500 is subject to approval of the FY 2024-25 BAIFA budget and extension of the Express Lanes START pilot) – BAIFA• RTC: \$72,000 – CLTO• Clipper START: \$50,000 – LCTOP

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order amendment to Carahsoft Technology Corp. for Salesforce licenses described above and in the Regional Network Management Committee Summary Sheet dated April 12, 2024, and that the Chief Financial Officer is authorized to set aside \$624,000 for such purchase order amendment, subject to the budgetary approvals referenced above.

Regional Network Management
Committee:

David Rabbitt, Chair

Approved: April 12, 2024