

# Metropolitan Transportation Commission

## Administration Committee

May 14, 2025

Agenda Item 3b-25-0628

### **Purchase Order – Slalom LLC (\$1,565,000.00) and Purchase Order Amendment - Carahsoft Technology Corp (\$559,000.00)**

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#### **Subject:**

A request for Committee approval to enter into a Purchase Order (PO) contract for Technical Salesforce Integration and Administration Services with Slalom LLC and execute a PO amendment for annual Salesforce Licenses with Carahsoft Technology Corporation (Carahsoft).

#### **Background:**

The MTC Salesforce platform currently provides the FasTrak® case escalation management system, Clipper® START application and customer service system, the MTC/ABAG Contacts Center, the MTC Help Desk system, Regional Transit Connection (RTC) discount card intake and verification system, the Express Lanes START application and customer service system, and the Bay Area Toll Payment Plan application and customer service system.

#### **Contract actions:**

Staff recommends that the Administration Committee authorize the Executive Director or his designated representative to issue the following PO (i) and PO amendment (ii):

- i. Technical Salesforce Integration and Administration Services: Slalom, LLC (\$1,565,000.00) Under the proposed PO, and based on their proven experience under prior agreements, Slalom will continue to operate, maintain and further extend the Salesforce platform to support both regional mobility means-based initiatives and internal MTC business operations. Slalom's services are procured using the California Multiple Award Schedule (CMAS), a collaborative intergovernmental procurement vehicle, which satisfies MTC's competitive procurement requirements.

- ii. Salesforce Licenses – Carahsoft Technology Corp (\$559,000.00) under the proposed PO Carahsoft will provide the annual renewal of Salesforce licenses for Fiscal Year 2025-26 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).

Neither Slalom nor Carahsoft are small businesses or disadvantaged business enterprises, and neither utilize subcontractors for their services.

**Issues:**

None identified.

**Recommendations:**

Staff recommends that the Administration Committee authorize the Executive Director or designee to issue a PO for services in support of Slalom, LLC in an amount not to exceed \$1,565,000.00 and to issue a PO amendment to Carahsoft for Salesforce licenses in an amount not to exceed \$559,000.00 for a total new PO not to exceed amount of \$2,124,000.00 subject to approval of the FY25-26 agency budget.

**Attachments:**

- Request for Committee Approval – Summary of Proposed Purchase Order for Slalom
- Request for Committee Approval – Summary of Proposed Purchase Order Amendment for Carahsoft



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Andrew B. Fremier

### Request for Committee Approval

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#### Summary of Proposed Purchase Order

Work Item No.:	1161, 1162, 8900, 1311, 2783, 6854
Consultant:	Slalom LLC Seattle, WA
Work Project Title:	Salesforce
Purpose of Project:	Salesforce operations, security governance & development
Brief Scope of Work:	Provide support for operations, security & governance, special projects as well as O&M development support for the various Salesforce Program teams.
Project Cost Not to Exceed:	\$1,565,000.00 General Funds, BATA, LCTOP, CLTO, BAIFA
Funding Source:	Funds to be included in the FY 2025-26 TSS Salesforce
Fiscal Impact:	Operating Budget, subject to approval. <ul style="list-style-type: none"><li>• Salesforce Operations, Support &amp; Security: \$300,000.00 — General Funds<ul style="list-style-type: none"><li>• Agency CRM O&amp;M: \$325,000.00 - General Funds</li><li>• Agency CRM Enhancement: \$250,000.00 - General Funds</li><li>• Funds<ul style="list-style-type: none"><li>• Bay Area Toll Payment Plan O&amp;M: \$200,000 – BATA</li><li>FasTrak Case Management O&amp;M: \$25,000 – BATA</li><li>Clipper START O&amp;M: \$200,000.00 – LCTOP</li><li>RTC O&amp;M: \$100,000.00 - CLTO</li><li>Express Lane START O&amp;M: \$165,000.00 – BAIFA</li></ul></li></ul></li></ul>
Motion by Committee:	That the Executive Director or designee is authorized to issue a purchase order to Slalom LLC for the services described above and in the Administration Summary Sheet dated May 14, 2025, and the Chief Financial Officer is authorized to set aside \$1,565,000.00 for such purchase order, subject to approval of the FY 2025-2026 budgetary approvals referenced above.

Administration Committee:

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Gina Papan, Chair

May 14, 2025

**Request for Committee Approval**

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**Summary of Proposed Purchase Order  
Amendment**

Work Item No.: 1998, 1131, 1251, 6854, 2783

Consultant: Carahsoft Technology Corp (Carahsoft)  
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: \$559,000.00

Funding Source: General Funds, BATA, BAIFA, CLTO, LCTOP

Fiscal Impact: Funds to be included in the FY 2025-26 TSS, Budget, subject to approval.

- Agency CRM: \$270,000.00 – General Funds
- FasTrak Case Management: \$17,000.00 – BATA
- Bay Area Toll Payment Plan - \$47,000.00 – BATA
- BATA  
Clipper START: \$65,000.00 – LCTOP  
Express Lanes START: \$85,000.00 BAIFA  
RTC: \$75,000.00 – CLTO

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order amendment to Carahsoft Technology Corp. for the Salesforce licenses described above in the Administration Summary Sheet dated May 14, 2025, and the Chief Financial Officer is authorized to set aside \$559,000.00 for such purchase order, subject to approval of the FY 2025-2026 budgetary approvals referenced above.

Administration Committee:

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Gina Papan, Chair

May 14, 2025