

**Metropolitan Transportation Commission
Administration Committee**

April 8, 2026

Agenda Item 2c-26-0342

**Purchase Order – Slalom, Inc (\$2,375,000) and Purchase Order - Carahsoft Technology Corp.
(\$413,600)**

Subject:

Request for authorization to negotiate and enter into a Purchase Order (PO) for Technical Salesforce Integration and Administration Services with Slalom, Inc. (Slalom) and a separate PO for Salesforce Licenses with Carahsoft Technology Corp. (Carahsoft).

Background:

The MTC Salesforce platform currently provides the management system for FasTrak® cases (escalations), the MTC/ABAG Contacts Center, the application and customer service systems for Clipper® START, Express Lanes START, and the Bay Area Toll Payment Plan, the discount card intake and verification system for Clipper Access (formerly “RTC”), and the employer registration database and portal for the Commuter Benefits Program. MTC contracts annually for Salesforce licenses, and for technical integration and administration services to support operations, management, and maintenance of the programs and services in the Salesforce platform.

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. **Salesforce Technical Integration and Administration Services – Slalom, Inc. (\$2,375,000)** 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 in Fiscal Year 2026-27. Slalom's services are being procured using a collaborative intergovernmental procurement vehicle--currently under the California Multiple Award Schedule (CMAS)--which satisfies MTC's competitive procurement requirements. Slalom provides Salesforce technical delivery and operations support, including development and enhancements.ch as backlog refinement and release support..
- ii. **Salesforce Licenses – Carahsoft Technology Corp. (\$413,600)** under the proposed PO Carahsoft will provide the annual renewal of Salesforce licenses for Fiscal Year 2026-27 for use in developing and operating the regional and internal customer account management programs in Salesforce. The Salesforce Licenses provided by Carahsoft were procured using the National Association of State Procurement Officials (NASPO), a collaborative intergovernmental procurement vehicle, which satisfies MTC’s competitive procurement requirements, to procure the annual

Salesforce licenses. Neither Slalom nor Carahsoft are a small businesses enterprise, 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 to Slalom for Salesforce integration and administration services in an amount not to exceed \$2,375,000, and to issue a PO to Carahsoft for Salesforce licenses in an amount not to exceed \$413,600.

Attachments:

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



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Purchase Order

Work Item No: 1161, 1222, 8900, 1311, 2783, 6854

Consultant: Slalom, Inc.
Seattle, WA

Work Project Title: Salesforce Technical Integration and Administration Services
Brief Scope of Work: Provide support for operations, security & governance, special projects, enhancements and development support for the various Salesforce Program teams.

Project Cost Not to Exceed: \$2,375,000

Funding Source: General Fund, CMAQ, BATA, STA, CLTO, BAIFA

Fiscal Impact: Funds to be included in the FY 2026-27 Operating Budget, including security and governance, development, and enhancements, subject to approval.

- Agency Customer Relationship Management (CRM): Security & Governance: \$400,000 – General Funds
- Agency CRM: Additional Applications & Services: \$200,000 – General Funds
- Agency CRM: Contacts Center: \$400,000 - General Funds
- Commuter Benefits Program (CBP): \$100,000 - CMAQ*
- Bay Area Toll Payment Plan: \$200,000 - BATA
- FasTrak Case Management: \$25,000 - BATA
- Clipper START: \$200,000 - STA
- Clipper Access: \$150,000 - CLTO
- Clipper Access Self Service Portal: \$500,000 - CLTO
- Express Lanes START: \$200,000 - BAIFA

*CBP is federally funded.

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 April 8, 2026, and the Chief Financial Officer is authorized to set aside \$2,375,000 for such purchase order, subject to approval of the FY 2026-2027 budgetary approvals referenced above.

Administration Committee:

Gina Papan, Chair

Approved:

April 8, 2026

Request for Committee Approval

Summary of Proposed Purchase Order

Work Item No: 6110, 1222, 8900, 7034, 2783, 6854

Consultant: Carahsoft Technology Corp. (Carahsoft)
Reston, VA

Work Project Title: Salesforce Licenses

Brief Scope of Work: Provide Salesforce licenses to operate the Salesforce platform for regional and internal customer account management program needs.

Project Cost Not to Exceed: \$413,600
Total authorized PO total after this PO: \$2,705,600
Total authorized PO amount before this PO: \$2,292,000

Funding Source: General Funds, CMAQ, BATA, STA, CLTO, BAIFA

Fiscal Impact: Funds to be included in the FY 2026-27 Operating Budget for licenses, subject to approval.

- Agency Customer Relationship Management (CRM) – Admin & Platform: \$90,200 - General Funds
- Agency CRM – Contacts Center: \$9,400 - General Funds
- Commuter Benefits Program(CBP) : \$30,000 - CMAQ
- Bay Area Toll Payment Plan: \$57,000 - BATA
- FasTrak Case Management: \$15,000 - BATA
- Clipper START: \$104,000 - STA
- Clipper Access: \$75,000 - CLTO
- Express Lane START: \$33,000 - BAIFA

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order amendment to Carahsoft for the Salesforce licenses described above in the Administration Summary Sheet dated April 8, 2026, and the Chief Financial Officer is authorized to set aside \$413,600 for such purchase order, subject to approval of the FY 2026-2027 budgetary approvals referenced above.

Administration Committee:

Gina Papan, Chair

Approved: April 8, 2026