

**Metropolitan Transportation Commission**  
**Administration Committee**

**September 10, 2025**

**Agenda Item 4i-25-1131**

**Purchase Order – Annual Salesforce Licenses: Carahsoft Technology Corp (\$559,000)**

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**Subject:**

Committee approval to issue a Purchase Order to renew the annual Salesforce licenses with Carahsoft Technology Corporation via the National Association of State Procurement Officials (NASPO) procurement vehicle. Due to recent term changes from the California Department of General Services (CA DGS) the Salesforce product is no longer available on the CMAS authorized product list.

**Background:**

The MTC Salesforce platform supports several systems: FasTrak® case escalation, Clipper® START application and customer service, MTC/ABAG Contacts Center, MTC Help Desk, RTC discount card intake and verification, Express Lanes START application and customer service, and Bay Area Toll Payment Plan application and customer service.

Staff originally obtained Administration Committee approval for the annual Salesforce license for Fiscal Year 2025-26 at the Committee's May 2025 meeting. However, since that time, Carahsoft has informed staff that it is no longer on the CMAS authorized product list. As such, staff requests approval of the Committee to use another group purchasing vehicle, the National Association of State Procurement Officials (NASPO), to procure the annual Salesforce licenses, which would comply with MTC's procurement policies.

Carahsoft is neither a small nor disadvantaged business and does not use subcontractors.

**Next Steps:**

- MTC will issue a purchase order to Carahsoft Technology Corp (\$559,000) under which 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 to be procured using National Association of State Procurement Officials (NASPO).

**Issues:**

None identified.

**Recommendations:**

Staff recommends that the Administration Committee authorize the Executive Director or designee to issue a purchase order to Carahsoft for Salesforce licenses in an amount not to exceed \$559,000.00.



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Andrew B. Fremier

**Request for Committee Approval**

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**Summary of Purchase Order – Carahsoft Technology Corp**

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 FY 2025-26 TSS, Budget, subject to approval. <ul style="list-style-type: none"><li>• Agency CRM: \$270,000.00 – General Funds</li><li>• FasTrak Case Management: \$17,000.00 – BATA</li><li>• Bay Area Toll Payment Plan - \$47,000.00 – BATA</li><li>• Clipper START: \$65,000.00 – STA</li><li>• Express Lanes START: \$85,000.00 - BAIFA</li><li>• RTC: \$75,000.00 – CLTO</li></ul>
Motion by Committee:	That the Executive Director or designee is authorized to issue a Purchase Order to Carahsoft for Salesforce Licenses described above and in the Administration Committee Summary Sheet dated September 10, 2025 and that the Chief Financial Officer is authorized to set aside \$559,000.00 for such purchase order.
Administration Committee:	<hr/> Gina Papan, Chair
Approved:	September 10, 2025