



SAN FRANCISCO
DEPARTMENT OF
TECHNOLOGY

2nd Amendment to Agreement with CarahSoft for Salesforce Products

To: Budget and Finance Committee
May 15, 2024

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Overview

2nd Amendment to the agreement with Carahsoft for Salesforce products

- ❑ Increases the not-to-exceed amount by \$10.9M (est. expenditure for six years)
- ❑ Extends the contract term by five years (total term: July 2016 – June 2030)
- ❑ No other major change to the existing agreement

Agreement for all City departments to use Salesforce products

- ❑ Scope: cloud-based software to digitalize public service workflows, automate public service tasks, and manage public service data for service improvement.
- ❑ # of participating departments: 19
- ❑ Annual spend: \$1.4 – 1.6M per year in the past three years



Benefits of Agreement

Saving

- ❑ Extends the 35% discounts on all major products for five additional years
- ❑ Avoids a 50% cost increase

Efficiency

- ❑ Maintains one master agreement for the entire City
- ❑ Removes duplicative procurement efforts by departments

Other Benefits

- ❑ Creates greater transparency on expenditure across the City
- ❑ Enables more effective vendor management
- ❑ Aligns with COIT's strategic goals to use technology to improve efficiency



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Any Questions?