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?