



City of Austin

Recommendation for Action

File #: 25-1247, **Agenda Item #:** 52.

7/24/2025

Posting Language

Authorize a contract for Salesforce software, maintenance, and support for all City departments with Carahsoft Technology Corp., for an initial term of one year with up to four one-year extension options in an amount not to exceed \$6,493,200. Funding: \$463,800 is available in the Operating Budgets of various City departments, and funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Financial Services Department.

Client Department(s)

All City Departments.

Fiscal Note

Funding in the amount of \$463,800 is available in the Fiscal Year 2024-2025 in the Operating Budgets of various City departments.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple contractors within this cooperative purchasing program were reviewed for these services. The Financial Services Department has determined this contractor best meets the needs of all the City departments to provide these services required for the City.

MBE/WBE:

Cooperative Agreement contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

This contract will provide subscription, software, maintenance, and support services for Salesforce, a customer relationship management platform that acts as a centralized place for communications with customers across work groups and applications. The implementation includes enhancement of data source integrations, automation of manual processes, and modernization of legacy solutions. Salesforce will provide a platform to accommodate secure public-facing interactions such as online applications or form submittal allowing the City to streamline existing methods of customer contact.

The Texas Department of Information Resources is a cooperative purchasing association recognized under Texas procurement statutes. Cooperative associations, themselves or using a lead government, competitively solicit and award contracts that are eligible for use by other qualified state and local governments. Due to their

substantial volumes, larger than any one government could achieve independently, cooperative contracts routinely include superior terms, conditions, and pricing. Use of cooperative contracts also results in lower administrative costs and time savings.