



**COMMISSION
AGENDA MEMORANDUM**

Item No. 8v

ACTION ITEM

Date of Meeting December 14, 2021

DATE: December 3, 2021
TO: Stephen P. Metruck, Executive Director
FROM: Krista Sadler, Director Technology Delivery
SUBJECT: **Salesforce Technical Services Contract Authorization**

Contract Value: \$2,000,000

ACTION REQUESTED

Request Commission authorization for the Executive Director to execute an indefinite delivery, indefinite quantity (IDIQ) contract for Salesforce technical services as needed to support projects and operations for a total amount not-to-exceed \$2,000,000, with a contract ordering period not-to-exceed five years. There is no funding request associated with this authorization.

SUMMARY

In July 2020, Information and Communication Technology (ICT) deployed the first phase of a port wide Customer Relationship Management system (CRM) built on a Salesforce Platform. The system is currently in use by Aviation Customer Service, External Relations, and the Commission Office to manage customer communication from multiple channels and support outreach efforts. Per the original strategy for the system, several projects are planned to meet additional Port needs utilizing the platform over the next several years. These include support for Aviation call centers, integration with the Aviation Commercial Management reservation system, a communication subscription model for External Relations, and other enhancements to improve customer service and outreach communication.

The assistance of a firm with Salesforce configuration and development expertise, selected via a competitive procurement, is critical in delivering these important enhancements. IDIQ contracts provide the Port with the flexibility to meet business requirements as they arise by issuing individual service directives to accomplish tasks within a general, pre-defined scope of work on an as needed basis for a fixed period and a maximum contract amount. Funding for these services will be included in capital projects and organization operating budgets. ICT is working with the Diversity in Contracting Department to determine the appropriate women-and-minority-owned business enterprise (WMBE) aspirational goal.

There are no attachments to this memo.