

## RESOLUTION 2019-045

RESOLUTION AUTHORIZING A SINGLE SOURCE PURCHASE ORDER IN ACCORDANCE WITH BOARD POLICY NO. 110 II.H WITH CARAHSOFT TECHNOLOGY CORP. FOR SALESFORCE ENTERPRISE APPLICATIONS PLATFORM LICENSING IN AN AMOUNT NOT TO EXCEED \$1,739,000, AND RESOLUTION AUTHORIZING AGREEMENT WITH DELOITTE CONSULTING, LLP IN AN AMOUNT NOT TO EXCEED \$1,500,000 FOR SALESFORCE IMPLEMENTATION SERVICES WITH A FIVE-YEAR TOTAL COST OF OWNERSHIP OF \$4,439,000. FUNDS REQUIRED FOR THIS PURCHASE ARE BUDGETED. FUTURE FISCAL YEARS WILL BE BUDGETED IN THE APPROPRIATE FISCAL YEAR, SUBJECT TO BOARD APPROVAL UPON THE ADOPTION OF EACH FISCAL YEAR'S BUDGET

**WHEREAS**, the San Diego Unified Port District (District) is a public corporation created by the legislature in 1962 pursuant to Harbors and Navigation Code Appendix 1, (Port Act); and

**WHEREAS**, striving to support the District's vision of becoming a *21<sup>st</sup> Century Port*, the District's Information Technology Department engaged in a review of technology to address three current solution needs while simultaneously establishing a strategic software platform that can fulfill future needs; and

**WHEREAS**, three pressing needs that encompass District business centers and public engagement are:

1. Grants Management: comply with Federal grant requirements; resolve identified limitations to the District's grant-funded equipment tracking and project financial reporting.
2. Park Permits and Event Registration: modernize, streamline and improve access by the public.
3. Citizen Relationship Management (CRM): replace the existing end-of-life solution; enhance District business processes and provide easy access, integrated communication and consistent user experience for the public.

**WHEREAS**, the District assessed various best-of-breed solutions, employed a Request for Proposals process, and assessed solutions in use by partner organizations; and

**WHEREAS**, Staff learned of an implementation underway at the City of San Diego using a software applications platform, Salesforce.com, with implementation services

delivered by leading integrator, Deloitte Consulting; and

**WHEREAS**, further review and engagement with City counterparts revealed that project was performing to existing District requirements under a competed services agreement; and

**WHEREAS**, Salesforce.com is a software application development and delivery platform that is fully hosted and secured in the Cloud; and

**WHEREAS**, Salesforce was recommended as the application platform by the two preferred respondents to the District's CRM Request for Proposals prior to learning about the City's implementation; and

**WHEREAS**, Salesforce has the benefits of a proprietary platform, fully managed and meeting Federal security standards, while enjoying a vast developer community akin to an open source standard – a combination that has resulted in rapid and widespread adoption by government; and

**WHEREAS**, Salesforce is recognized by the two top technology research firms, Gartner and Forrester, as a leader in the application platform industry; and

**WHEREAS**, multiple solutions, such as the three listed above – and replacing and improving outdated systems in the future, such as lease management – can be fulfilled on Salesforce's single application platform while reducing the need to install more hardware and maintain disparate software; and

**WHEREAS**, in accordance with Board Policy No. 110 IID, staff recommends purchasing Salesforce software from Carahsoft Technology Group, the exclusive master reseller and aggregator for Salesforce; and

**WHEREAS**, Staff recommends leveraging a pre-competed agreement between the City of San Diego and Deloitte Consulting, LLP for Salesforce implementation services; and

**WHEREAS**, Deloitte Consulting, LLP has demonstrated their ability to perform substantially similar work at the City and has delivered outcomes that meet District requirements; and

**WHEREAS**, as proposed, FY 2019 expenditures are estimated at \$490,000 while FY 2020 expenditures are estimated at \$1,605,000; and

**WHEREAS**, this investment will deliver applications to service grants management, permitting, and customer relationship management, inclusive of solution licensing for use within the District and by the public; and

**WHEREAS**, continued annual licensing is expected to increase with expanded use


to \$370,000 annually thereafter; and

**WHEREAS**, additional applications for District, public and tenant use may be developed beyond FY 2020, such as a Real Estate lease tracking and related services, public records request management, for example; and

**WHEREAS**, while funding was not planned for this purpose in FY 2019, progress on other technology capital projects was affected by circumstances throughout the year resulting in an availability of funds to proceed within the current budget.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Port Commissioners of the San Diego Unified Port District hereby approves a single source purchase order with Carahsoft Technology Group for enterprise solutions platform licensing in an amount not exceed \$1,739,000, and authorizes an Agreement with Deloitte Consulting, LLP in an amount not to exceed \$1,500,000 for Salesforce implementation services with a five-year total cost of ownership of \$4,439,000.

APPROVED AS TO FORM AND LEGALITY:  
GENERAL COUNSEL


  
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By: Assistant/Deputy

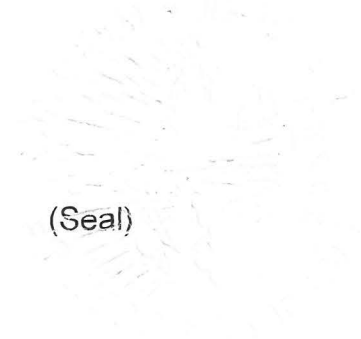
PASSED AND ADOPTED by the Board of Port Commissioners of the San Diego Unified Port District, this 14<sup>th</sup> day of May, 2019, by the following vote:

- AYES: Bonelli, Castellanos, Malcolm, Merrifield, Moore, Valderrama, and Zucchet
- NAYS: None.
- EXCUSED: None.
- ABSENT: None.
- ABSTAIN: None.

  
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Garry J. Bonelli, Chairman  
Board of Port Commissioners

ATTEST:

  
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Donna Morales  
District Clerk



(Seal)