



Contra  
Costa  
County

To: Board of Supervisors  
From: David Twa, County Administrator  
Date: January 23, 2018

Subject: Purchase Order with Carahsoft Technology Corp. for Salesforce Database for AB 109 Community Programs

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Purchasing Agent, on behalf of the County Administrator's Office, to (1) execute a Purchase Order with Carahsoft Technology Corp. in an amount not to exceed \$41,447.81 for the purchase of a Salesforce database instance and its support for the AB 109 Community Programs, for the period from January 30, 2018 through January 29, 2019, and (2) agree to the terms and conditions of the Salesforce Master Subscription Agreement. (100% AB 109 Public Safety Realignment)

**FISCAL IMPACT:**

100% of the cost is covered by AB 109 Public Safety Realignment funding.

**BACKGROUND:**

Since 2015, the Reentry Success Center, by and through Rubicon Programs, Inc., has worked to develop a database to track and facilitate reentry service related information for its members. It has developed what it calls "SAFE," in collaboration with Exponent Partners, a consultant it retained to develop the database utilizing a Salesforce platform. The Office of Reentry & Justice (ORJ) has directed all AB 109 Community Partner contractors to utilize

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/23/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 23, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: L. DeLaney,  
925-335-1097

cc:



### BACKGROUND: (CONT'D)

the Salesforce database for activity and outcome reporting, effective July 1, 2017.

The County is migrating the Salesforce database instance from Rubicon to the County so that the County owns the data in the database. The data in the SAFE database will not include “personal information” as that term is defined in California Civil Code section 1798.29. Salesforce requires its customers to agree to the terms and conditions of its Master Subscription Agreement (MSA) by clicking agreement to the MSA when the database instance is created. Carahsoft is a Salesforce-authorized reseller partner.

Under the terms of the MSA the County would be subject to, Salesforce will maintain administrative, physical and technical safeguards for the protection and security of the data in the database. Salesforce is not obligated to (1) notify the County of a breach of data in the database hosted by Salesforce, or (2) defend or indemnify the County for a breach of data in the database. Salesforce’s liability under the MSA is limited to the dollar amount paid by the County in the prior 12 months. In addition to the foregoing terms, the County is obligated to indemnify Salesforce against claims that the data violates laws or infringes on third party rights.

### CONSEQUENCE OF NEGATIVE ACTION:

The County's AB 109 Public Safety Realignment Community Programs will not have an operational database to track and facilitate service referral and delivery information.