

AGENDA ITEM: 26-14  
DATE OF MEETING: May 13, 2026  
ACTION:   
INFORMATION:

**APPROVE FIRST AMENDMENT WITH ACCENTURE, LLP FOR  
SALESFORCE TECHNICAL ASSISTANCE  
FROM AUGUST 5, 2025 – JUNE 30, 2027  
(CONTRACT NO. CF25127)  
[\$201,475.20 – PROP 10 FUNDS]**

**SUMMARY OF REQUEST**

Approve the First Amendment to Contract No. CF25127 with Accenture, LLP to extend the term through June 30, 2027 and increase the not-to-exceed amount by \$103,195.20, for a revised total of \$201,475.20. This amendment provides an additional year of managed services (480 hours) to sustain and enhance the Commission's Salesforce platform, including expanded automation, workflow optimization, and system performance monitoring. Services are delivered within defined monthly hour limits and not-to-exceed contract thresholds to ensure cost control and accountability.

**BACKGROUND**

In 2022, First 5 Riverside County transitioned from Persimmony to Salesforce as its Contracts Management Database. The Salesforce platform supports the Commission's contracts management and administrative processes and allows for ongoing system improvements through increased automation and enhanced workflow capabilities. This work supports the Commission's broader strategy to strengthen data infrastructure, improve operational efficiency, and enable integrated service delivery across programs.

This amendment will extend the contract term for one year and continue a managed services model for ongoing system support and enhancement. The amended scope remains within the original intent of the competitively procured services. Additional hours are required to support increased system utilization, expanded automation efforts, and ongoing optimization of workflows across contracts and program operations.

## **REFERENCES**

On May 14, 2025 (Action Item 25-19): The Commission approved Contract No. CF25127 with Accenture, LLP for a not-to-exceed amount of \$98,280 for the period July 1, 2025, through June 30, 2026, to continue providing technical assistance and system support for the Commission's Salesforce Contracts Management Database. The Contract was executed and became effective on August 5, 2025.

On May 14, 2025 (Action Item 25-24): The Commission approved the First Amendment to Contract No. CF22149 with Accenture, LLP, increasing the contract amount to \$739,275 for the term September 15, 2022, through June 30, 2025.

On March 12, 2025 (Action Item 25-10): The Commission approved an assignment agreement transferring Contract No. CF22149 from NaviSite LLC to Accenture, LLP for professional services. The assignment transferred the contract in its entirety to Accenture, LLP, effective November 1, 2024.

On September 14, 2022 (Action Item 22-27): The Commission approved Contract No. CF22149 with NaviSite LLC in an amount not to exceed \$731,085 for the period of September 15, 2022, through June 30, 2025, to implement and provide ongoing support for the Salesforce Customer Relationship Management (CRM) database platform.

## **RECOMMENDED ACTION**

That the Commission:

1. Approve the First Amendment to Contract No. CF25127 with Accenture, LLP to increase the not-to-exceed amount by \$103,195.20, for a revised total amount not to exceed \$201,475.20 for the term August 5, 2025 - June 30, 2027, and authorize the Executive Director to sign the Amendment on behalf of the Commission, subject to County Counsel approval as to form; and
2. Authorize the Executive Director, based on the availability of fiscal funding, to sign amendments that exercise the options of the executed Contract No. CF25127, on behalf of the Commission, including modifications of the statement of work that stay within the intent of said contract without requiring further action from the Commission.

## **BUDGET IMPACT**

Adequate appropriation is included in the budget for Fiscal Year 2026/2027 (525440-25800-938001-81250).

## **STRATEGIC PLAN RELEVANCE**

Goal Area 4 – Countywide - Evaluation (81250)

## **POTENTIAL CONFLICTS OF INTEREST**

None known.

## **ATTACHMENTS**

1. CF25127 A1-Accenture, LLP First Amendment.