

**Joint Board Meeting
September 13, 2021**

Operations Action: Authorize Sound Transit to Execute Contract with Carahsoft Technology Corporation for Twilio SMS and Email Services.

Purpose: To authorize Sound Transit to execute a contract with Carahsoft Technology Corporation for Twilio SMS and email messaging services that will be used to send ORCA customers account transaction notifications.

This contract is a piggyback on the Washington State NASPO contract with Carahsoft Technology Corporation. Carahsoft is a reseller of Twilio SMS and email notification services that will be connected with the next gen ORCA system. The Twilio services will allow ORCA customers, who have opted in, to receive SMS and/or email notifications about transactions to their account.

Budget: Each ORCA Agency is obligated to reimburse Sound Transit on a monthly basis as costs are incurred for their share of the Carahsoft contract for Twilio SMS and email messaging services.

The services will be charged based on actual service usage, and the not-to-exceed contract amount is an estimate based on legacy ORCA messaging. As such, the ROOT will monitor ORCA customers' usage of transaction notifications after launch of the next gen ORCA system and may need to make adjustments to the not-to-exceed amount accordingly.

Actual usage will not be incurred until next gen ORCA system launch in early 2022. Charges in 2021 are for services activation and setup.

	2021	2022	2023	2024	2025
Carahsoft Contract (not-to-exceed)	\$26,150	\$100,133	\$100,133	\$100,133	\$100,133
Total Contract Amount (Not to exceed)				\$426,680	

All expenditures are allocated under the next generation ORCA Operating Budget.

Recommendation: The ORCA Director and Business Managers recommend this authorization.