

MHBE Board Meeting

September 18, 2017

IT Procurements

Presented by:

Venkat R. Koshanam, CIO, MHBE

Tony Armiger, CFO, MHBE

Andrew Ratner, CMO, MHBE

Michelle Compton, Procurement Officer, MHBE

- ✦ IDIQ FY2018 NTE Increase Request
- ✦ Salesforce ICPA NTE Increase Request
- ✦ Upcoming Procurement

MDH & MHBE Collaborative Initiatives

Background:

2/15/2017: MDH (DHMH) and MHBE entered into a Memorandum of Understanding (MOU) to implement *Salesforce CRM solution (Phase 1)* and *Legacy PROMIS replacement (Phase 2)* initiatives at the cost of **\$2,000,000** to be reimbursed to MHBE by MDH.

2/23/2017: MDH and MHBE entered into an MOU to implement *MCO Plan Shopping Solution (MCO)* at the cost of **\$1,450,000** to be reimbursed to MHBE by MDH.

In Process: MDH and MHBE are currently working to finalize an MOU to reimburse MHBE **\$1,176,000** to cover the costs related to Maintenance & Operations (M&O) of Salesforce CRM, PROMIS, LMS (Learning Management System) and MCO solutions in FY 2018.

Request:

MHBE requests the Board's approval to increase the Not-To-Exceed (NTE) Amount of the FY 2018 IDIQ budget by \$3,383,276.00 from \$18 million to \$21,383,276.00

FY 2018 IDIQ NTE Increase Request

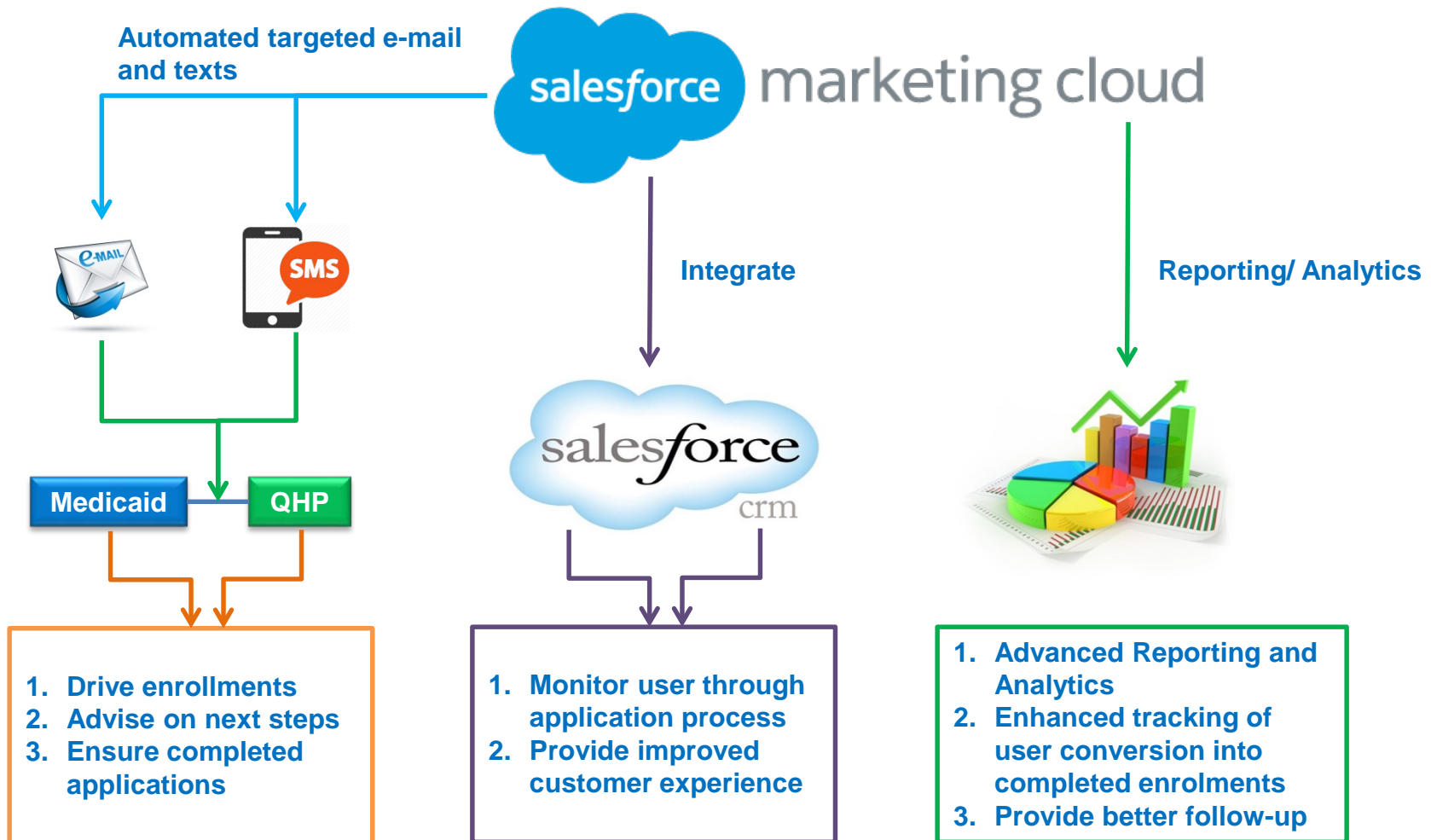
Collaborative Initiative	Amount Approved through MOU (\$)	Amount Expended in FY 2017 (\$)	Balance Amount (\$)
Salesforce CRM & PROMIS Design, Development and Implementation (DDI)	2,000,000	458,295	1,541,705
MCO Plan Shopping Integration	1,450,000	784,429	665,571
Amount to be allocated for the Maintenance & Operations of Salesforce CRM, PROMIS, LMS and MCO solutions			1,176,000
Total amount requested for allocation to FY 2018 IDIQ budget			3,383,276

FY 2018 IDIQ NTE Increase Request

Current IDIQ Not-To-Exceed (NTE) Amount	\$ 18,000,000.00
Requested increase in NTE Amount	\$ 3,383,276.00
Total Amount requested for IDIQ budget in FY 2018	\$ 21,383,276.00

MHBE requests the Board's approval to increase the Not-To-Exceed (NTE) Amount of the FY 2018 Indefinite Delivery Indefinite Quantity (IDIQ) budget by **\$3,383,276.00** from **\$18 million** to **\$21,383,276.00**.

Salesforce Marketing Cloud



License Cost for 6 months: \$ 176,191.68

Salesforce Licenses Procurement

Background:

6/19/2017: The MHBE Board of Trustees approved the Inter-governmental Cooperative Purchasing Agreement (ICPA) to Carahsoft Technology Corporation for the purchase of Salesforce Licenses.


6/19/2017: the MHBE Board of Trustees approved the first Task Order Award (MD78SalesforceCRMLicensesTORFQ001) for the purchase of Salesforce licenses for the Customer Resource Management (CRM) for a total NTE of **\$526,434.57**.

9/01/2017: the MHBE issued a Task Order Request for Quote (TORFQ) for the services and licenses associated with the **SalesForce Marketing Cloud**. This second task order (MD78SalesForceMarketingCloudTORFQ002) is anticipated to cost **\$176,191.68** for the period from September 2, 2017 through March 1, 2018.

Motion:

Increase the Not-to-exceed (NTE) Amount of the Salesforce ICPA with Carahsoft Technology Corporation from **\$526,434.57** by **\$176,191.68** to **\$702,626.25**.

Upcoming Procurement

Product	Function	Licensing Model	FFP -75% (\$)	SFP - 25% (\$)	Anticipate d Cost (\$)
 <ul style="list-style-type: none"> 1. Dynamic Site Accelerator 2. Kona Site Defender 3. Visitor Prioritization Cloudlet 4. Service Management Package 2.0 	<ul style="list-style-type: none"> 1. Reduces web infrastructure load 2. Protects websites and APIs against attacks 3. Provides Waiting Room function to reduce load and controls site traffic accessing resources 4. Maintenance & Support for the above products 	Maintenance and Support	325,080.00	178,920.00	\$504,000.00

License Period

November 1, 2017 – June 30, 2018

Procurement Method

Invitation For Bid (IFB)

Planned Procurement Date

09/19/2017