

MHBE Board Meeting

January 19, 2021

IT Procurement

Presented by:

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Salesforce License Renewal

Background

MHBE utilizes the Salesforce platform for managing some of its critical business functions including the *Customer Relationship Management (CRM)* solution utilized to support Call Center case management functions.

MHBE has been expanding the reach of its Salesforce platform in the last few years building several internal applications such as the *Timesheet Management, Compliance & Audit Tracking, Procurement Requisition, and Carrier Data Integration* systems.

License Costs Comparison

Application	Salesforce License	Quantity 2020	Quantity 2021	Cost 2020	Cost 2021
CRM	Lightning Service Cloud Enterprise Edition	485	475	\$689,500.25	\$685,401.25
CRM	Enterprise Edition Government Cloud	-	-	\$221,994.20	\$220,699.20
CRM	Knowledge Add-On	5	2	\$3,554.40	\$1,438.30
CRM	Partner Community Members	60	35	\$13,668.00	\$9,701.65
CRM	Enterprise Edition Government Cloud	-	-	\$4,401.00	
CRM	Partner Community Members Government Cloud	-	-	-	\$3,104.52
Other	Lightning Service Cloud Enterprise Edition (Flex Users)	200	100	\$28,526.40	\$17,740.45
Other	Enterprise Edition Government Cloud (Flex Users)	-	-	\$9,198.00	\$5,676.94
Other	Customer Community Logins	4,000	4,000	\$10,483.20	\$10,483.20
Other	Enterprise Edition Government Cloud	-	-	\$3,375.60	\$3,354.62
Other	Sandbox (Full Copy)	1	1	\$207,375.00	\$203,278.71
CRM & Other	Data Storage (10GB)		1	-	\$11,088.94
Total Salesforce License Renewal Cost				\$1,192,076.05	\$1,171,967.78

Procurement Summary

Procurement Summary

- License Renewal period (1 year) : March 2, 2021 - March 1, 2022
- Procurement method : Intergovernmental Cooperative Purchase Agreement
Task Order Request for Quote (TORFQ)
- Approved Reseller : Carahsoft Technology Corp
- Cost of License (2020) : \$1,192,076.05
- Anticipated cost of license (2021): \$1,171,967.78

Contract Award & NTE Increase

Procurement History

Fiscal Year	Cost of Licenses	Cumulative NTE
2018	\$904,853.99	\$1,607,480.24
2019	\$989,262.00	\$2,596,746.24
2020	\$1,192,076.05	\$3,788,722.29
2021	\$1,171,967.78	\$4,960,690.07

Procurement Status

- Quote Received – 01/08/2021
- TORFQ Sent to Carahsoft – 01/14/2021
- Task Order – In Progress
- Board Approval Request – 02/16/2021