

# MHBE Board Meeting

February 16, 2021

## IT Procurements

### **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 Exchange's 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.

# Salesforce Projects CY 21

## Q1

- Salesforce Spring 2021 Update
- Revamp Batches
- LMS Integration Revamp
- **Appeals Tracking Application**

## Q2

- Compliance Application Enhancements
- **Upgrade Call Center Integration with Cloud Telephony System**
- Salesforce Summer 2021 Update

## Q3

- **Inventory Management System**
- Migrate CRM application to Lightning Platform

## Q4

- Salesforce Winter 2022 Update
- Plan Management Preparations
- **PII Breach Tracker Application**

# 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	\$683,776.75
CRM	Enterprise Edition Government Cloud	-	-	\$221,994.20	\$220,169.27
CRM	Knowledge Add-On	5	2	\$3,554.40	\$1,563.88
CRM	Partner Community Members	60	35	\$13,668.00	\$7,973.00
CRM	Enterprise Edition Government Cloud	-	-	\$4,401.00	
CRM	Partner Community Members Government Cloud	-	-	-	\$2,567.22
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	\$5,712.24
Other	Customer Community Logins	4,000	4,000	\$10,483.20	\$10,483.20
Other	Enterprise Edition Government Cloud	-	-	\$3,375.60	\$3,375.48
Other	Sandbox (Full Copy)	1	1	\$207,375.00	\$202,548.57
CRM & Other	Data Storage (10GB)		1	-	\$11,088.94
<b>Total Salesforce License Renewal Cost</b>				<b>\$1,192,076.05</b>	<b>\$1,166,999.00</b>

# 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
- Cost of License (2021) : \$1,166,999.00

# Contract Award

## Procurement History

Fiscal Year	Cost of Licenses
2020	\$1,192,076.05
2021	\$1,166,999.00

## Procurement Status

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

# Request for Approval

MHBE requests the Board's approval to:

- I. Enter into the Intergovernmental Cooperative Purchasing Agreement (ICPA) with **Carahsoft Technology Corporation** for a base period of one year with two one-year renewal options.

**And;**

- I. Award contract to **Carahsoft Technology Corporation** in the amount of **\$1,166,999.00** to renew Salesforce licenses for the period of **March 2, 2021 - March 1, 2022.**