

# MHBE Board Meeting

April 19, 2021

## IT Procurement

### **Presented by:**

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Venkat R. Koshanam, CIO, MHBE

# Agenda

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Akamai Subscription Renewal - Preview

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IDIQ Contract Renewal - Preview

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# Akamai License Renewal

## Background

MHBE utilizes Akamai product suite to protect its Web and Mobile platform, perform Security Optimization, implement Waiting Room, enhance Website Performance and Cloud Monitor functions for the secured and efficient operations of HBX (Health Benefit Exchange) systems.

## Procurement Summary

- The current Akamai licenses expire on **June 30, 2021**
- The cost of Akamai for FY 21 for one year was **\$438,545.40**
- The License Renewal period (2 years) is from **July 1, 2021 – June 30, 2023**
- The projected cost of renewing Akamai licenses for 2 years is **\$915,031.68**
- Procurement Method: Invitation for Bid (IFB)
- Akamai IFB was advertised on **March 30, 2021** and will close **May 4, 2021**

# License Details

Product	Function	FFP - 75%(\$)	SFP - 25% (\$)	Total Cost (\$)
Kona Site Defender	Protects websites and APIs against attacks	<b>590,195.43</b>	<b>\$324,836.25</b>	<b>\$915,031.68</b>
Visitor Prioritization Cloudlet	Provides Waiting Room function to reduce load and controls site traffic accessing resources			
Cloud Monitor	API service to deliver transaction data from Akamai to MHBE monitoring environments in real-time			
Protect & Perform Service	Provides ongoing configuration assistance from Akamai for MHBE needs			
mPulse	A real user monitoring (RUM) solution that enables developers, admins, and performance engineers to see website performance problems and discover optimization opportunities			
mPluse Service	Akamai will provide ongoing assistance to MHBE to assess its real user monitoring solution and fine tune it further			
Client Reputation	Provides an additional layer of protection on top of Kona Site Defender. It provides a reputation score for each IP address in respect to the potential risk it poses			
Edge DNS	A solution to ensure continuous DNS availability and high performance			

# IT IDIQ Contract Overview

IT consulting and technical support services are procured through a streamlined, competitive and cost-effective procurement process utilizing the Indefinite Delivery, Indefinite Quantity (IDIQ) Master Contract.

## Contract Highlights:

- In April 2018, **98 Master Vendors** were approved for providing services under the IDIQ Master Contract for Five (5) Years from July 1, 2018 to June 30, 2023 under specific Functional Areas and Labor Categories.
- Task Orders are awarded for a **Base Period of Three (3) Years**, with **Two (2), One (1) year** optional extensions.
- Out of the 98 Master Vendors approved, **31** vendors were awarded Task Orders in the FY 2021.

# Functional Areas

Ten (10) Functional Areas			
1	Enterprise Service Provider (ESP)	6	Information System Security
2	Web and Internet Systems	7	Application Service Provider
3	Electronic Document Management	8	IT Auditing, Testing and Quality Assurance Services
4	Software Engineering	9	IT Management Consulting Services
5	Systems Management and Maintenance	10	Documentation/Technical Writing

# IT Functions

## PMO

- Project Management
- Release Management
- Change Management
- IT Policy Implementation
- PII Resolution
- IT Procurement Support
- IT Liaison with external entities
- IT Audit and Compliance Support
- CMS Reporting

## Enhancements

- Development
- System Enhancements
- Interface/Integration Initiatives
- Mobile App Enhancements
- UX Redesign and Enhancements
- Salesforce CRM and Internal Apps development
- Special Project Initiatives

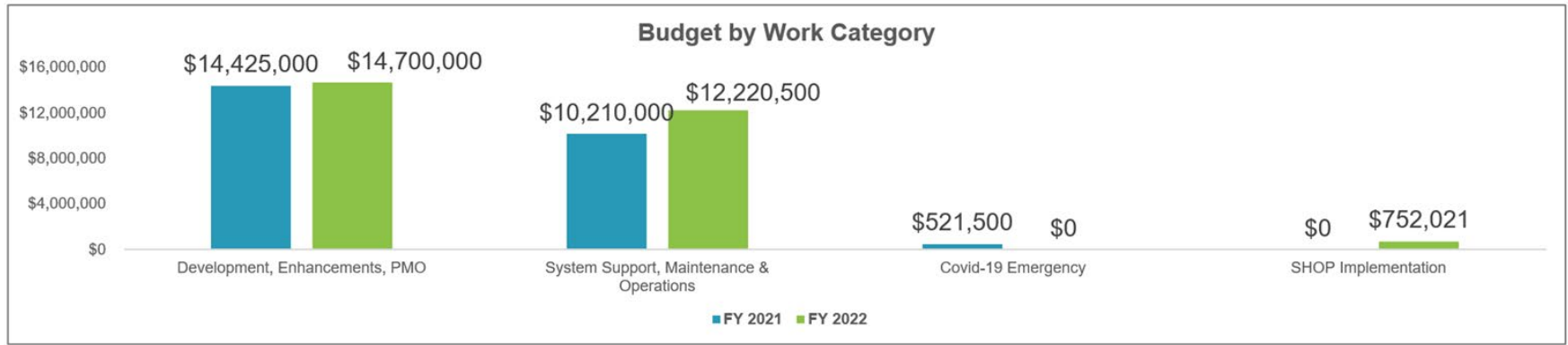
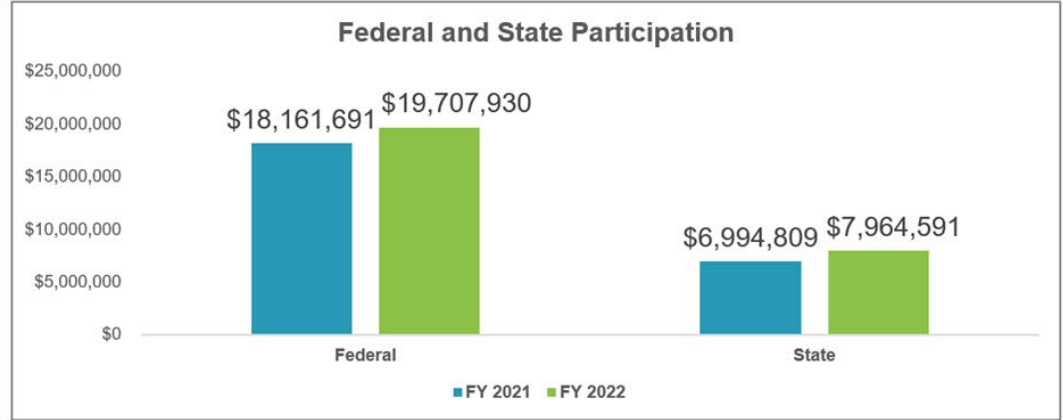
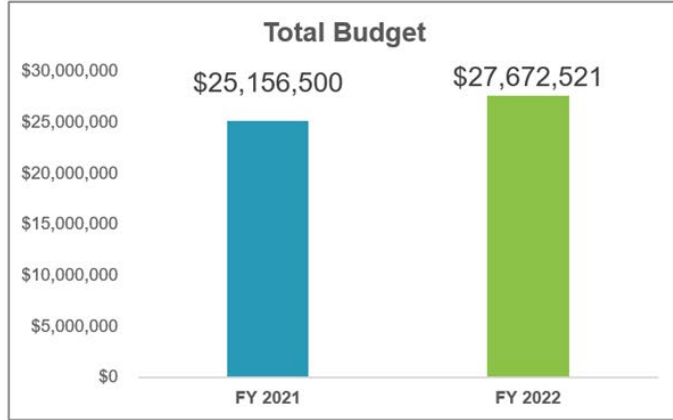
## System Support

- System and Application Fixes
- EDI Operations
- 8001/834 Processing
- Production support and workflow management
- Notice generation
- IRS H36, H41, CMS PLR, SBMI, 1095-A, 1095-B and data reconciliation
- Medicaid redetermination
- Renewals, OE
- Data/Reporting
- Testing & QA

## Maintenance

- **System Operations**
- In-house Infrastructure
- Software licensing support
- System performance monitoring
- VPN, tunnels, set-up and security
- VoIP network maintenance
- Content management
- System security and maintenance
- Database administration

# IDIQ Budget Comparison





# FY22 IDIQ Budget Details

