

MHBE Board Meeting

May 17, 2021

IT Procurement

Presented by:

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Agenda

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Akamai Subscription Renewal

2

IDIQ Contract Option Year 1 Exercise

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.

License Details

Product	Function
Kona Site Defender	Protects websites and APIs against attacks
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
mPulse 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

Akamai Plus Service and Support

Technical Advisory

- *Monthly service reports*: advanced reporting intended to inform MHBE about its technical risks, feature gaps, and best practices related to its configuration files
- *Programmatic health checks*: periodic examination of MHBE's critical configuration files to identify gaps, uncover problems, and discover opportunities for optimization.

Technical Support

- 24/7 response time of less than 60 minutes for technical support related to severity one issues
- Also, MHBE will be entitled to unlimited support requests

Professional Services

- *Named Akamai Solution Expert*: Akamai shall provide to the MHBE context based Professional Services to configure, maintain and optimize its configurations

Education

- Provides 1 virtual seat per year to MHBE to educate its staff on Akamai best practices

Gartner's Assessment



Source: Gartner (October 2020)



Akamai Vs Cloudflare



Akamai is in the Leaders quadrant.

Suitability: Well-suited to protect business-critical, web-scale applications, especially for organizations such as the MHBE that want to deploy several high-quality, adjacent security capabilities.

Product Capabilities: Full spectrum of anti-DDoS (Distributed Denial-of-Service) services, and Authoritative DNS (Domain Name System).

Customer Experience: High quality, managed security operations center (SOC).

Pricing Strategy: Though Akamai's contracting model can be complex, we get detailed cost estimates early in the evaluation process.

Cloudflare is in the Challengers quadrant.

Suitability: Emerging as a viable solution, especially for international organizations with multiple offices.

Product Strategy: A “move fast and experiment” approach to product development. This creates a challenge for organizations with little risk appetite.

Capabilities: At this time, the Web Application Firewall (WAF) lacks an automated positive security model and the ability to schedule aggregated reports. Role-based management has certain limitations, lacks some vertical-specific features, such as malware inspection to protect file upload services, or fraud detection capabilities that are sometimes desired by smaller organizations such as the MHBE.

Procurement Details

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 was closed on **May 4, 2021**

Federal - 75%	State - 25%	Total Cost
\$ 590,195.43	\$324,836.25	\$915,031.68

Request for Approval

MHBE requests the Board's approval to:

Award contract to Carahsoft Technology Corporation in the amount of **\$915,031.68** with a Federal Participation of \$590,195.43 and State participation of \$324,836.25 to renew Akamai Licenses for the period from July 1, 2021 to June 30, 2023.

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

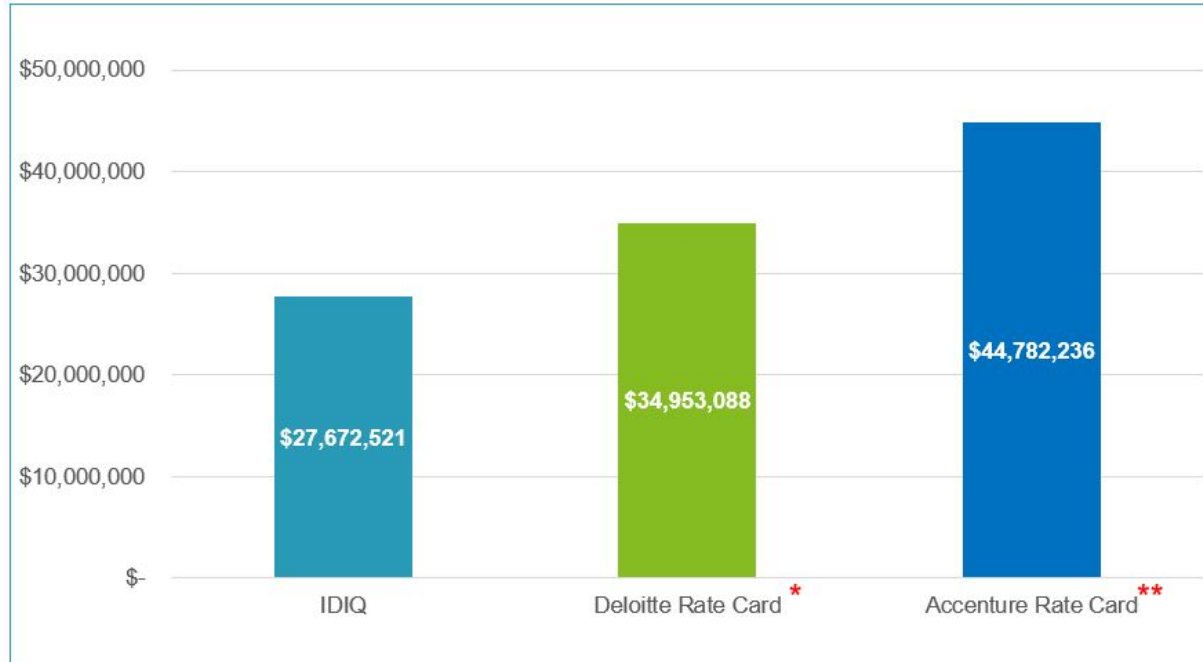
System Support

- 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

IT Resources Costs



***Deloitte Rate Card**

<https://www2.deloitte.com/content/dam/Deloitte/us/Documents/public-sector/us-fed-contractor-site-hourly-rates-10172014.pdf>

****Accenture Rate Card**

<https://www.accenture.com/us-en/support/us-federal-government/mas-consolidated-gsa-schedule-gs-35f-540ga>

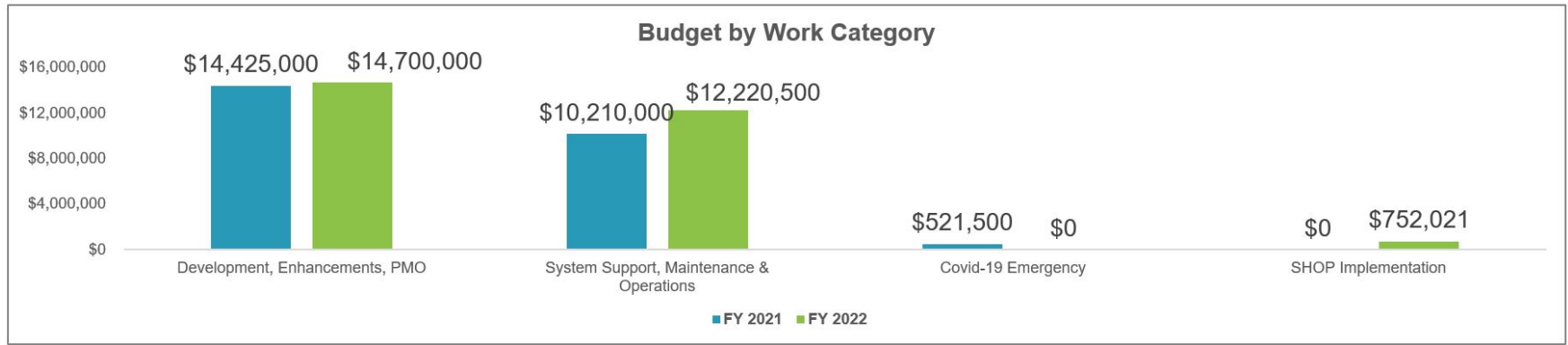
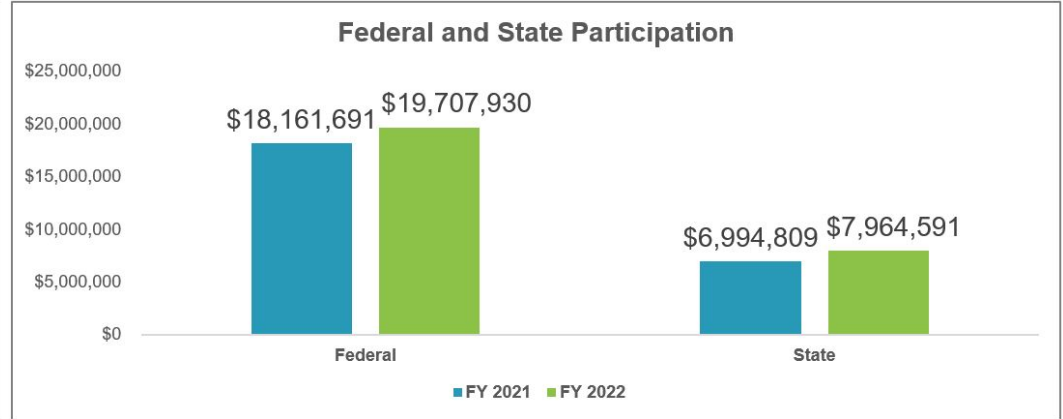
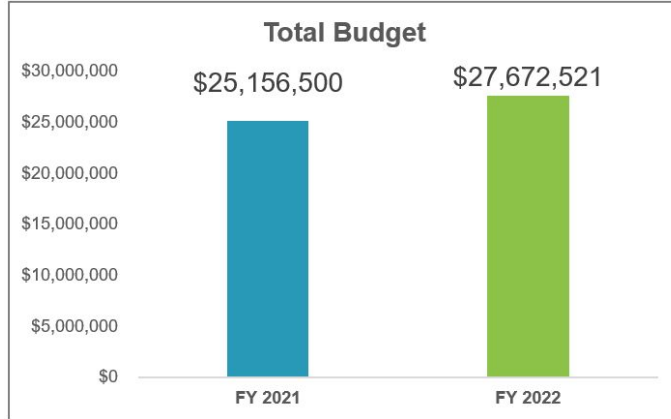
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Comparison with other SBMs

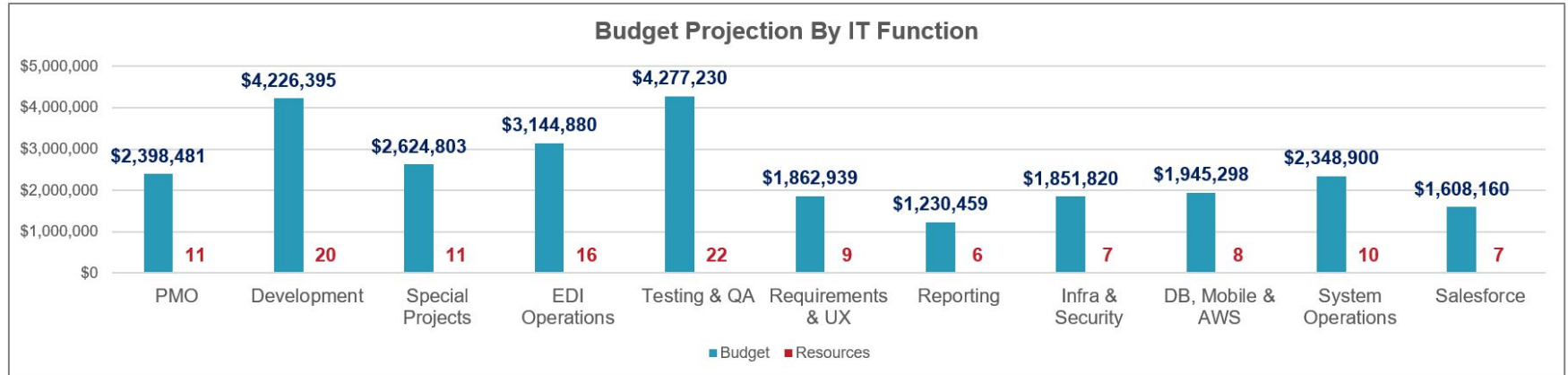
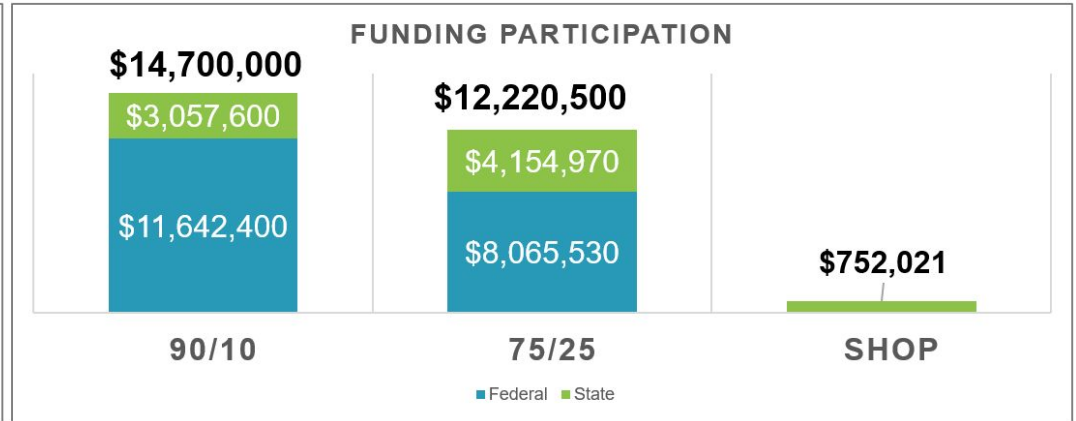
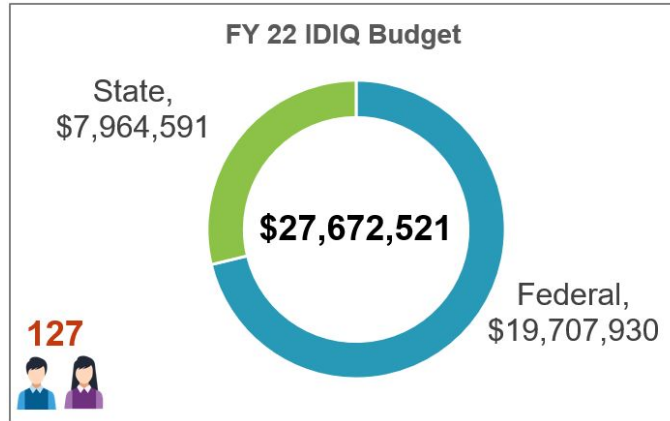
Functionality	MHC	Covered CA	Colorado	DC Link	Washington
Consumer Portal	✓	✓	✓	✓	✓
Broker Portal	✓	✓	✓	✓	☐
Chatbot	✓	✓	☐	☐	☐
Live Chat	Aug 2021	Partial	✓	☐	☐
Integrated MA Platform	✓	Partial	Partial	Partial	Partial
SHOP Platform	Partial	Partial	☐	✓	☐
HIX Integrated CRM	✓	✓	<i>Planned</i>	Partial	Partial
Mobile App	✓	☐	☐	Partial	Partial
Presumptive Eligibility	✓	☐	☐	☐	☐

IT Resources	<u>\$ 27,672,571</u>	\$106,360,000	\$10,338,000	<u>\$5,027,360</u>	<u>\$ 23,760,000</u>
MA Enrollment	<u>1,151,090</u>	<u>12,313,086</u>	<u>1,453,384</u>	<u>25,891</u>	<u>1,881,545</u>
QHP Enrollment	<u>166,709</u>	1,625,546	179,607	16,947	222,731
State Staff	13	94	Data Unavailable	29	38

MHBE IDIQ Budget Comparison



FY22 IDIQ Budget Details



Request for Approval

The MHBE requests the Board to approve:

1. Not-To-Exceed (NTE) amount of **\$27,672,521** with Federal Financial Participation amount of \$19,707,930 and State Participation amount of \$7,964,591 for the IT Consulting and Technical Support Services IDIQ (Indefinite Delivery Indefinite Quantity) contracts for the Fiscal Year 2022.
2. Renewal of Task Orders under this contract for the Option Year 1.
3. NTE increases for the 39 Task Orders submitted to the Board.

Appendix

References

Data	Source
DC Link Budget	https://hbx.dc.gov/sites/default/files/dc/sites/hbx/event_content/attachments/DRAFT%20FY22%20Budget%20Presentation%2011.12.2020%20standing%20advisory%20board.pdf
Covered CA Budget	https://hbex.coveredca.com/financial-reports/PDFs/2020/fy-2020-21-annual-report-final.pdf
Colorado H4C Budget	https://c4-media.s3.amazonaws.com/wp-content/uploads/2021/01/14122333/C4HC_2020AnnualReport_WEB.pdf
WA HBEX Budget	https://www.wahbexchange.org/wp-content/uploads/2020/12/HBE_Annual-Financial-Report_2021.pdf
Medicaid Enrollment	https://www.medicaid.gov/medicaid/program-information/medicaid-and-chip-enrollment-data/report-highlights/index.html
QHP Enrollment	https://www.cms.gov/files/zip/2021-oep-state-level-public-use-file.zip

Cost Calculation

Functional Area	Resources	Hours	Deloitte Rate/hour for FY2021	Description for Deloitte Position	Deloitte Projected Cost	Accenture Rate/hour for FY2021	Accenture Projected Cost
PMO	12	22,980	\$ 250.42	Level 3 PM	\$ 5,754,651.60	\$ 267.73	\$ 6,152,435.40
Development	21	39,520	\$ 129.56	Level 3 App Programmer	\$ 5,120,211.20	\$ 194.85	\$ 7,700,472.00
Special Projects	12	23,400	\$ 129.56	Level 3 App Programmer	\$ 3,031,704.00	\$ 194.85	\$ 4,559,490.00
EDI Operations	15	28,680	\$ 98.85	EDI Specialist	\$ 2,835,018.00	\$ 175.13	\$ 5,022,728.40
Testing & QA	22	43,060	\$ 144.25	Test Eng.	\$ 6,211,405.00	\$ 157.41	\$ 6,778,074.60
Requirements & UX	9	17,360	\$ 155.37	BA Level 3	\$ 2,697,223.20	\$ 233.73	\$ 4,057,552.80
Reporting	6	11,400	\$ 172.52	Database Management Specialist – Level III	\$ 1,966,728.00	\$ 177.44	\$ 2,022,816.00
Infra & Security	7	12,880	\$ 236.02	Computer Security System Specialist – Level III	\$ 3,039,937.60	\$ 157.41	\$ 2,027,440.80
DevOps & Mobile	11	19,860	\$ 129.56	Not found	\$ 2,573,061.60	\$ 194.85	\$ 3,869,721.00
Salesforce	7	13,300	\$ 129.56	Not found	\$ 1,723,148.00	\$ 194.85	\$ 2,591,505.00
Total	122	223,050			\$ 34,953,088.20		\$ 44,782,236.00