



**IT Consulting and Technical Support Services  
Indefinite Delivery, Indefinite Quantity (IDIQ)  
Request for Proposal (RFP)**

**Presented by:**

Shirelle Green, Procurement Officer

Venkat R. Koshanam, Chief Information Officer

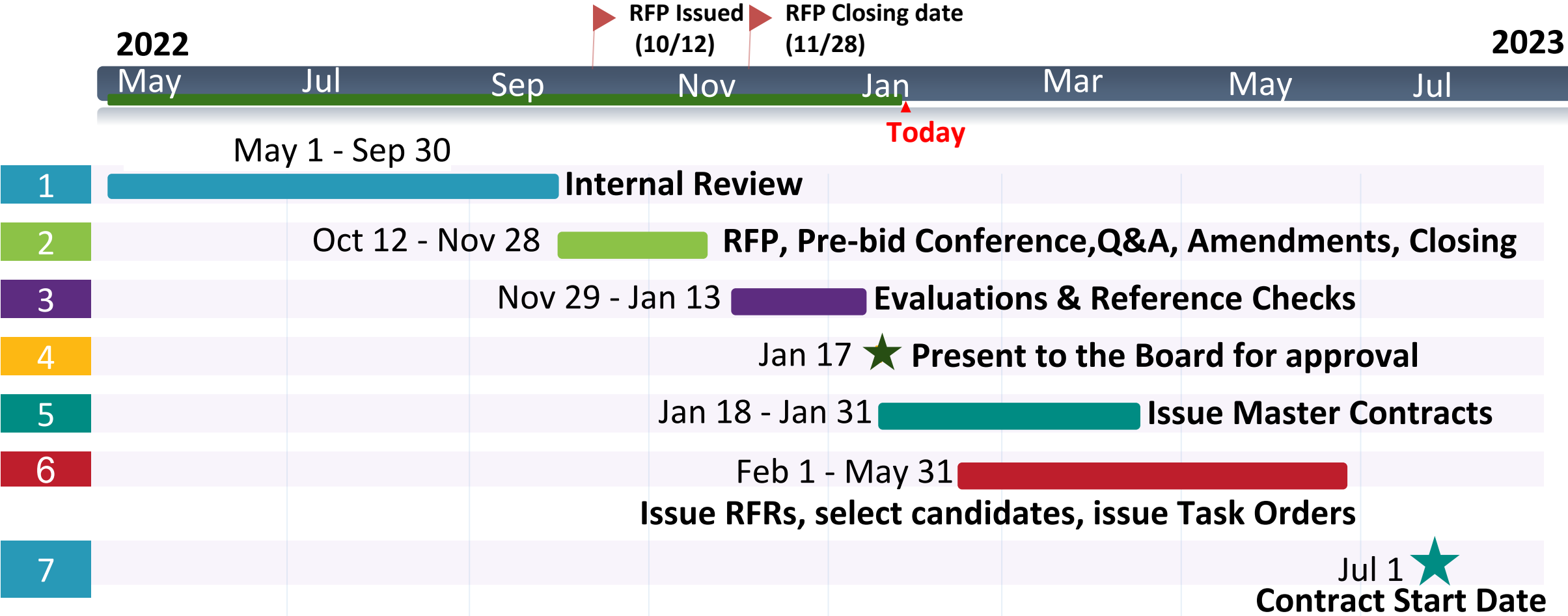
# IT IDIQ Contract

- The IT consulting and technical support services resources are procured through the Indefinite Delivery, Indefinite Quantity (IDIQ) Master Contract.
- The current IDIQ master contracts expire on June 30, 2023.
- We currently have 151 IT consultants under the current IDIQ contract providing various technology services.
- MHBE issued a Request for Proposal (RFP) to select master vendors to provide IT services starting July 1, 2023 under the new IDIQ contract.

# IDIQ Contract 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

# Procurement Timeline



# Procurement Details

## Key Information

**Procurement ID:** BPM031490 RFP

**Description:** IT Consulting and Technical Support Services Indefinite Delivery, Indefinite Quantity (IDIQ) Request for Proposal

**Contract Term:**

Base Period : July 1, 2023-June 30, 2026

Option Year 1 : July 1, 2026-June 30, 2027

Option Year 2 : July 1, 2027-June 30, 2028

**Procurement Method :** Competitive Sealed Proposals

## RFP Response & Selection

- Number of Offerors responded to the RFP: **144**
- Number of Offerors rejected due to non-compliance with RFP requirements: **29**
- Number of Offerors determined to be eligible for the Master Contractor Award: **115**

# Request to Approve

## **MHBE Requests the Board To Approve:**

The proposed Master Contractor awardees to provide IT Technical and Support Services under the IDIQ (Indefinite Delivery, Indefinite Quantity) contract for the **base period** from **July 1, 2023 to June 30, 2026**, and for the two **option years** from **July 1, 2026 to June 30, 2027** and **July 1, 2027 to June 30, 2028**.

# MHBE Board Meeting

January 17, 2023

## Salesforce License Renewal Preview

**Presented by:**

Venkat R. Koshanam, CIO, MHBE

Tracey Gamble, Procurement Manager, MHBE

# The Salesforce Platform

The Salesforce platform is utilized for managing several business critical functions. In 2023, MHBE will be expanding to add more integrated applications.

- ✓ Customer Relationship Management (CRM) Solution
- ✓ Consultant Time Management
- ✓ Producers Operations Application
- ✓ Compliance & Audit Tracking System
- ✓ Computer Telephony Integration (CTI)
- ✓ Procurement Requisition Application
- ✓ Carrier Data Integration Systems
- ✓ Live Chat Integration
- ✓ Appeals Portal
- ✓ Inventory Management System
- ✓ Privacy Incident Management System (2023)





# License Costs Comparison

Salesforce License Category	2022 Quantity	2023 Quantity	2022 Cost (Rounded)	2023 Cost (Estimated)
Service Cloud Enterprise Edition and Government Cloud	475	435	\$903,946	\$826,794
Service Cloud Enterprise Edition Flex Users (OE and Emergencies)	100	100	\$23,453	\$23,424
Partner/Community Members	35	35	\$10,540	\$10,527
Customer Community Logins (Internal Apps - 2000 Logins/Month)	4,000	4,000	\$13,859	\$14,342
Knowledge Enterprise Edition	2	2	\$1,564	\$1,564
Sandbox (Full Copy)	1	1	\$202,549	\$190,003
Data Storage	1	4	\$11,089	\$44,356
<b>Total Salesforce License Renewal Cost</b>			<b>\$1,167,000</b>	<b>\$1,111,010</b>

# Procurement Summary

License Renewal period (1 year)	: March 2, 2023 - March 1, 2024
Procurement Method	: Intergovernmental Cooperative Purchase Agreement (ICPA) Task Order Request for Quote (TORFQ)
Approved Reseller	: Carahsoft Technology Corp
Cost of Licenses (2022)	: \$1,167,000 (rounded)
Anticipated Cost of Licenses (2023)	: \$1,111,010

# Procurement Summary

## Contract History (1 Base Year and 2 Option Years)

Contract Year	Cost of Licenses	Cumulative NTE
2021	\$1,166,999.00	\$1,166,999.00
2022	\$1,166,999.06	\$2,333,998.06
2023	\$1,111,009.89	\$3,445,007.95

## Procurement Status

Quote Received	:	10/11/2022
TORFQ sent to Carahsoft	:	12/16/2022
Presentation to the Board for approval:		02/20/2023
License renewal effective date :		03/02/2023