

MHBE Board Meeting

February 21, 2023

Salesforce License Renewal

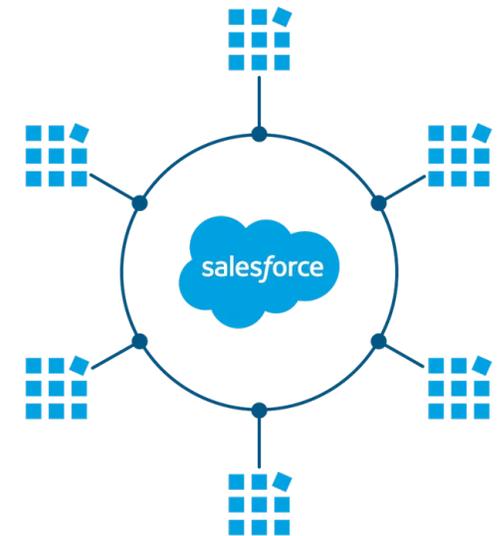
Presented by:

Tracey Gamble, Procurement Manager, MHBE
Venkat R. Koshanam, CIO, 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
Total Salesforce License Renewal Cost			\$1,167,000	\$1,111,010

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)
Cost of Licenses (2023)	: \$1,111,010 (rounded)

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
Preview presented to the Board	:	01/17/2023
License renewal effective date	:	03/02/2023

Request for Approval

MHBE requests the Board's approval to:

Exercise the Intergovernmental Cooperative Purchasing Agreement (ICPA) Second Option Year with **Carahsoft Technology Corporation**.

And;

Award contract to **Carahsoft Technology Corporation** in the amount of **\$1,111,009.89** to renew Salesforce licenses for the period of **March 2, 2023 - March 1, 2024**.

Appendix

License Costs Details

Salesforce License	Qty. 2022	Cost (\$) 2022	Salesforce License	Qty. 2023	Cost (\$) 2023
Service Cloud Enterprise Edition	475	683,776.75	Service Cloud Enterprise Edition	435	626,195.55
Service Cloud Enterprise Edition Government Cloud	1	74,401.74	Government Cloud Plus	1	68,400.48
Premier Success Plan	1	145,767.53	Premier Success Plan	1	132,198.37
Service Cloud Enterprise Edition Flex Users	100	17,740.45	Service Cloud Enterprise Edition Flex Users	100	17,740.45
Service Cloud Enterprise Edition Government Cloud Flex Users	1	1,930.33	Government Cloud Plus	1	1,937.82
	1	3,781.91	Premier Success Plan	1	3,745.24
Partner Community Members (100 Members)	35	7,973.00	Partner Community Members (100 Members)	35	7,973.00
Partner Community Members (100 Members) Government Cloud	1	867.54	Government Cloud Plus	1	870.90
	1	1,699.68	Premier Success Plan	1	1,683.20
Customer Community Logins (2000 Logins/Month) Enterprise Edition	4000	10,483.20	Customer Community Logins (2000 Logins/Month) Enterprise Edition	4000	10,483.20
Customer Community Logins (2000 Logins/Month) Government Cloud	1	1,140.67	Government Cloud Plus	1	1,315.93
	1	2,234.81	Premier Success Plan	1	2,543.31
Knowledge Enterprise Edition	2	1,563.94	Knowledge Enterprise Edition	2	1,563.94
Sandbox (Full Copy)	1	202,548.57	Sandbox (Full Copy)	1	190,002.74
Data Storage (10GB)	1	11,088.94	Data Storage (10GB)	4	44,355.76
Total		\$1,166,999.06	Total		\$1,111,009.89