

MHBE Board Meeting

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Salesforce License Procurement

Presented by:

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The Salesforce Platform

The Salesforce platform is utilized for managing several business critical functions. In 2024, MHBE will be enhancing and integrating more applications.

- ✓ Customer Relationship Management (CRM) Solution
- ✓ Consultant Time Management
- ✓ Producer 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



License Costs Comparison (Summary)

Salesforce License Category	2023 Quantity	2024 Quantity	2023 Cost	2024 Cost (Estimated)*
Service Cloud Enterprise Edition and Government Cloud	435	450	\$826,794.40	\$1,086,227.83
Service Cloud Enterprise Edition Flex Users	510	200	\$63,391.47	\$56,593.11
Partner/Community Members	35	35	\$10,527.10	\$13,351.67
Customer Community Logins (2000 Logins/Month for Open Enrollment)	4,000	4,000	\$14,342.44	\$17,724.95
Knowledge Enterprise Edition	2	2	\$1,563.94	\$1,828.99
Sandbox (Full Copy)	1	1	\$190,002.74	\$208,316.52
Data Storage	4	6	\$44,355.76	\$66,873.48
Total Salesforce License Renewal Cost			\$1,150,977.85	\$1,450,916.55

**Cost increase is largely due to the Salesforce Shield security license option to encrypt and protect critical data*

Salesforce Shield

Salesforce Shield security option is used to encrypt and protect critical data



- Monitor and act on unauthorized activity
 - Help create real-time security policies to prevent security risk events and reduce risk.
- Comply with regulations better
 - Identify the state of sensitive data to enhance compliance.
- Protect critical information at scale
 - Identify, categorize and encrypt data to mitigate threats.

Procurement Summary

Procurement Method	: Intergovernmental Cooperative Purchase Agreement Task Order Request for Quote (TORFQ)
Contract Period	: Base period of one year with two one year renewal options
License Period (1 year)	: March 2, 2024 - March 1, 2025
Approved Reseller	: Carahsoft Technology Corp
Cost of Licenses (2023)	: \$1,150,978 (rounded)
Cost of Licenses (2024)	: \$1,450,916 (rounded)

Request for Approval

MHBE requests the Board's approval to:

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;

Award contract to **Carahsoft Technology Corporation** in the amount of **\$1,450,915.90** to procure Salesforce licenses for the period of **March 2, 2024 to March 1, 2025**.