

MHBE Board Meeting

January 20, 2026

Salesforce License Renewal

Presented by:

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The Salesforce Platform

The Salesforce platform is utilized for managing several business critical functions. In 2026, MHBE will be enhancing and integrating more applications.

- ✓ **Customer Relationship Management (CRM) Solution**
- ✓ Consultant Time Management
- ✓ Producers Operations Application
- ✓ Computer Telephony Integration (CTI)
- ✓ Procurement Requisition Application
- ✓ Carrier Data Integration Systems
- ✓ Live Chat Integration
- ✓ Appeals Portal
- ✓ Inventory & Asset Management System
- ✓ Automated Escalated Ticket Management process
- ✓ AI Agent Integration



License Costs Comparison

Salesforce License Category	2025 Quantity	2026 Quantity	2025 Cost	2026 Cost (Estimated)*
Service Cloud Enterprise Edition and Government Cloud	425	384	\$1,102,531.08	\$956,222.21
Service Cloud Enterprise Edition Flex Users	100	120	\$27,899.77	\$36,190.48
Partner/Community Members	55	55	\$22,546.71	\$37,697.87
Customer Community Logins	2,000	2,000	\$11,889.33	\$13,929.71
Knowledge Enterprise Edition	2	2	\$2,170.14	\$1,862.73
Sandbox (Full Copy)	1	1	\$218,953.59	\$218,763.40
Data Storage	6	6	\$86,806.40	\$74,509.88
CRM Analytics Plus (New)	5	6	\$12,093.34	\$15,125.53
Lightning Platform Starter & Plus (New)	170	170+49	\$37,544.37	129,508.57
Salesforce Integration User License (New)	-	25	-	\$2,801.00
Total Salesforce License Renewal Cost			\$1,522,434.73	\$1,486,611.38

New Line Items

Adding two lower-cost Salesforce license types to move some users and system integrations from Service Cloud Enterprise licenses, reducing ongoing costs.

New Line Items	Quantity	Purpose & Benefits
Lightning Platform Plus - Enterprise Edition	49	Supports users who only need internal Salesforce apps, allowing them to move off higher-cost Service Cloud licenses and reduce ongoing costs
Salesforce Integration User License - Enterprise Edition	25	Provides API access for reporting, automation, and backups without using full-cost user licenses, lowering cost and improving security for system accounts

Funding for Software

IT software is federally funded at a rate of 66% of the total cost. This funding has been allocated in the FY 2026 IT budget.

Funding Source	2025	2026	Difference
Federal (66%)	\$1,004,806.92	\$981,163.51	(\$23,643.41)
State (34%)	\$517,627.81	\$505,447.87	(\$12,179.94)
Total	\$1,522,434.73	\$1,486,611.38	(\$35,823.35)

Procurement Summary

License Period (1 year)	: March 2, 2026 - March 1, 2027
Procurement Method	: Intergovernmental Cooperative Purchase Agreement Task Order Request for Quote (TORFQ)
Approved Reseller	: Carahsoft Technology Corp
Cost of Licenses (2025)	: \$1,522,435 (rounded)
Cost of Licenses (2026)	: \$1,486,611 (rounded)

Procurement Dates

Quote Received from Reseller	: 08/25/2025
Approval Received from CMS	: 12/01/2025
Board Approval Request	: 01/20/2026
Issue Task Order (upon Board approval)	: 01/22/2026
Complete Procurement	: 01/31/2026

Request for Approval

MHBE requests the Board to:

Exercise the Intergovernmental Cooperative Purchasing Agreement (ICPA) second option year renewal with Carahsoft Technology Corporation for the period from April 1, 2026, to April 1, 2027.

And;

Award contract to Carahsoft Technology Corporation in the amount of \$1,486,611.38, with a Federal Participation of \$981,163.51 and State Participation of \$505,447.87 to procure the Salesforce licenses for the period of March 2, 2026 to March 1, 2027.