

# MHBE Board Meeting

**May 18, 2026**

## IT Software Procurements

### **Presented by:**

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Shirelle Green, Procurement Officer

# Agenda

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## **Akamai Software**

July 1, 2026 – June 30, 2027 | Subscription Renewal | Invitation For Bid (IFB)

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## **Corticon Business Rules Engine**

August 1, 2026 – July 31, 2027 | Maintenance Renewal | IFB

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## **MongoDB Enterprise**

July 19, 2026 – July 18, 2027 | Subscription Renewal | IFB

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## **Salesforce Licenses**

Marketing Cloud, Licenses for Reporting & Analytics | TORFQ

The background of the slide features a large, stylized logo consisting of four overlapping, rounded leaf-like shapes arranged in a cross pattern. The logo is rendered in a lighter shade of green than the background. The text is centered over the logo.

# Akamai Software

License Renewal | July 1, 2026 – June 30, 2027

# Akamai | Background

MHBE leverages the Akamai product suite to secure its web and mobile platforms, optimize security, enhance website performance, and conduct cloud monitoring functions for the secure and efficient operation of the Health Benefit Exchange (HBX) systems.

## **App & API Protector Advanced Security**

Websites and  
Application  
Programming  
Interface  
(APIs) protection

## **Protect & Perform Architecture Plus**

Expert  
assistance to  
configure and  
optimize  
security and  
performance

## **Edge Domain Name System (DNS)**

Protect against  
large-scale  
attacks targeting  
infrastructure

## **mPulse Real User Monitoring**

Real-time  
performance  
data collection,  
monitoring, and  
optimization

## **Cloud Monitor**

Log delivery and  
traffic visibility  
across network

# Akamai | Procurement Summary

<b>Licensing Period</b>	July 1, 2026 – June 30, 2027 (One Year)
<b>Licensing Model</b>	Subscription Renewal
<b>Procurement Method</b>	Competitive Sealed Bid – Invitation for Bids (IFB)
<b>IFB Issue Date</b>	March 17, 2026
<b>IFB Close Date</b>	April 16, 2026
<b>Bids Received</b>	18
<b>Qualified Bids</b>	14
<b>Selected Vendor</b>	Infoshare Systems, Inc.
<b>Award Amount</b>	\$335,224.44   Federal (66%): \$221,248.13   State (34%): \$113,976.31

# Akamai | Request for Approval

MHBE requests the Board to approve:

Contract award to Infoshare Systems, Inc. to renew Akamai license subscription for the period from July 1, 2026 to June 30, 2027, in the amount of \$335,224.44 with a Federal Funding Participation amount of \$221,248.13 and State Participation amount of \$113,976.31.



# Corticon Business Rules Engine

Maintenance/Support Renewal | August 1, 2026 – July 31, 2027

# Corticon | Background

MHBE leverages the Corticon Business Rules Engine to automate and manage end-to-end eligibility and enrollment decisions for the Health Benefit Exchange (HBX) system.

## Corticon Studio

Development environment for modeling, creating, and testing business rules. All business rules for eligibility and enrollment scenarios used in the HBX system are defined and developed here.



## Corticon Business Rules Server

Implements services for deploying business rules defined in Corticon Studio. Executes rules in real time, driving eligibility determinations and enrollment decisions.

# Corticon | Procurement Summary

<b>Licensing Period</b>	August 1, 2026 – July 31, 2027 (One Year)
<b>Licensing Model</b>	Maintenance Renewal
<b>Procurement Method</b>	Competitive Sealed Bid – Invitation for Bids (IFB)
<b>IFB Issue Date</b>	March 27, 2026
<b>IFB Close Date</b>	April 27, 2026
<b>Bids Received</b>	13
<b>Qualified Bids</b>	9
<b>Winning Vendor &amp; Amount</b>	Simplified Acquisitions Solutions, LLC
<b>Award Amount</b>	\$438,309.92   Federal (66%): \$289,284.55   State (34%): \$149,025.37

# Corticon | Request for Approval

MHBE requests the Board to approve:

Contract award to Simplified Acquisitions Solutions, LLC to renew Corticon maintenance support for the period from August 1, 2026 to July 31, 2027, in the amount of \$438,309.92 with a Federal Funding Participation amount of \$289,284.55 and State Participation amount of \$149,025.37.

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# MongoDB Enterprise

License Renewal | July 19, 2026 – July 18, 2027

# MongoDB | Background

MHBE utilizes the MongoDB database management system to efficiently manage and retrieve large volumes of semi-structured and unstructured data, such as consumer documents. MongoDB's ability to handle high volumes of data ensures scalability, allowing the HBX System to grow with increasing data demands without compromising performance.

**Total Documents**



~93 million

**Notices**



~83 million

**Consumer Documents**



~10 million

**99.9%** **Uptime for Document Retrieval**

Consistent performance maintained during peak Open Enrollment periods, supporting millions of notice generations and document uploads yearly.

# MongoDB | Procurement Summary

<b>Licensing Period</b>	July 19, 2026 – July 18, 2027
<b>Licensing Model</b>	Subscription Renewal
<b>Procurement Method</b>	Competitive Sealed Bid – Invitation for Bids (IFB)
<b>IFB Issue Date</b>	March 30, 2026
<b>IFB Close Date</b>	April 30, 2026
<b>Bids Received</b>	21
<b>Qualified Bids</b>	12
<b>Winning Vendor &amp; Amount</b>	Arif International Corporation dba Numeriksoft
<b>Award Amount</b>	\$206,809.94   Federal (66%): \$136,494.56   State (34%): \$70,315.38

# MongoDB | Request for Approval

MHBE requests the Board to approve:

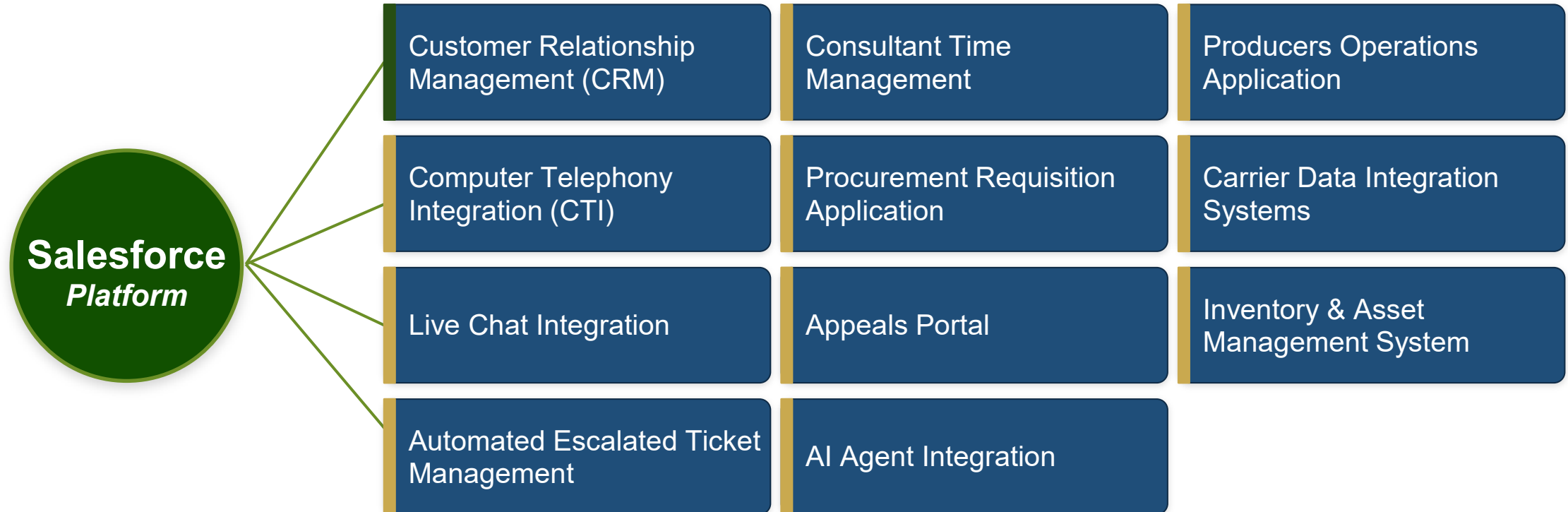
Contract award to Arif International Corporation dba Numeriksoft to renew MongoDB license subscription for the period from July 19, 2026 to July 18, 2027, in the amount of \$206,809.94 with a Federal Funding Participation amount of \$136,494.56 and State Participation amount of \$70,315.38.

# **Salesforce Additional Licenses for HR1**

NTE Amount Increase Request

# The Salesforce Platform

MHBE's Salesforce platform serves as our enterprise CRM hub, connecting consumer-facing operations, producer management, call center, and back-office functions across 10+ integrated business applications.



# Salesforce | Additional Licenses Overview

To meet HR1 federal compliance requirements for community engagement, MHBE is procuring additional Salesforce licenses to support timely multi-channel communications, improve stakeholder engagement, and enhance data-driven operational transparency.



## Marketing Cloud

Enterprise platform for high-volume, dynamic, and compliant consumer communications.



## Agentforce

AI-driven Case Management support to reduce handling time and ensure policy accuracy.



## Data Cloud

Unified data engine integrating CRM, HBX, and Carrier data for real-time reporting.



## Flex User

Surge capacity licenses for Call Center staffing during peak periods post HR1 operations.



## CRM Analytics Plus

Advanced predictive insights and executive dashboards for leadership oversight.



## Premier Success

24/7 technical support and expert guidance to maintain critical system uptime.

# Salesforce | NTE Amount History & New Request

## PREVIOUSLY APPROVED — Jan 20, 2026

<b>Procurement Method</b>	ICPA – TORFQ*
<b>Approved Reseller</b>	Carahsoft Technology Corp.
<b>License Period</b>	Mar 2, 2026 – Mar 1, 2027
<b>Board-Approved NTE</b>	<b>\$1,486,611.38</b>

## ADDITIONAL LICENSES — May 2026 Ask

Flex User, CRM Analytics Plus, Agentforce & Data Cloud <i>Jul 1, 2026 – Mar 1, 2027</i>	<b>\$45,391.06</b>
Marketing Cloud <i>Aug 2, 2026 – Mar 1, 2027</i>	<b>\$228,340.85</b>

## NTE Summary

Category	Amount	Federal (66%)	State (34%)
Board-Approved NTE — Jan 20, 2026	\$1,486,611.38	\$981,163.51	\$505,447.87
Additional Licenses — May 2026	\$273,731.91	\$180,663.06	\$93,068.85
<b>New Total NTE</b>	<b>\$1,760,343.29</b>	<b>\$1,161,826.57</b>	<b>\$598,516.72</b>

# Salesforce | Request for Approval

## MOTION

I move to **[approve / defer / reject]** an increase of **\$273,731.91** to the Not-to-Exceed (NTE) amount of the Salesforce contract with Carahsoft Technology Corp., to a new NTE amount of **\$1,760,343.29**, to procure additional Salesforce licenses **[as presented / as amended]**, with additional Federal Funding Participation amount of **\$180,663.06** and State Participation amount of **\$93,068.85**.



# Appendix

# Salesforce | Additional License Costs

#	Part No.	Description	Start Date	End Date	Unit Price	Qty	Extended Price
1	200012648	Service Cloud - Flex User - Enterprise Edition	07/01/2026	03/01/2027	\$127.7966	100	<b>\$12,779.66</b>
2	200000464	CRM Analytics Plus - Enterprise Edition	07/01/2026	03/01/2027	\$1,240.3787	10	<b>\$12,403.79</b>
3	200005869	Flex (100k) - Annual	07/01/2026	03/01/2027	\$538.2979	5	<b>\$2,691.49</b>
4	200007023	Customer Data Cloud - Data Services Card (100K Credits)	07/01/2026	03/01/2027	\$538.2979	10	<b>\$5,382.98</b>
5	8200000942	Government Cloud Plus - Fee	07/01/2026	03/01/2027	\$3,022.0100	1	<b>\$3,022.01</b>
6	8200001427	Premier Success Plan - Fee	07/01/2026	03/01/2027	\$6,044.0200	1	<b>\$6,044.02</b>
7	8200000512	Sandbox (Full Copy) - Fee	07/01/2026	03/01/2027	\$3,067.1100	1	<b>\$3,067.11</b>
8	200004312	Salesforce Marketing Cloud License	08/01/2026	03/01/2027	\$228,340.85	1	<b>\$228,340.85</b>
<b>Total Cost of Salesforce Licenses</b>							<b>\$273,731.91</b>