



MHBE Board Meeting

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Salesforce License Renewal Preview

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The Salesforce Platform

The Salesforce platform is utilized for managing several business critical functions. In 2022, MHBE will be expanding to add more integrated applications such as the *Asset Management System* and *Privacy Incident Management System*.

- ✓ 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



License Costs Comparison (Summary)

| Salesforce License Category | 2021 Quantity | 2022 Quantity | 2021 Cost (Rounded) | 2022 Cost (Estimated) |
|---|---------------|---------------|---------------------|-----------------------|
| Service Cloud Enterprise Edition and Government Cloud | 475 | 475 | \$903,946 | \$903,946 |
| Service Cloud Enterprise Edition Flex Users | 100 | 100 | \$23,453 | \$23,453 |
| Partner/Community Members | 35 | 35 | \$10,540 | \$10,540 |
| Customer Community Logins (2000 Logins/Month for Open Enrollment) | 4,000 | 4,000 | \$13,859 | \$13,859 |
| Knowledge Enterprise Edition | 2 | 2 | \$1,564 | \$1,564 |
| Sandbox (Full Copy) | 1 | 1 | \$202,549 | \$202,549 |
| Data Storage | 1 | 1 | \$11,089 | \$11,089 |
| Total Salesforce License Renewal Cost | | | \$1,167,000 | \$1,167,000 |

Procurement Summary

| | |
|-------------------------------------|---|
| License Renewal period (1 year) | : March 2, 2022 - March 1, 2023 |
| Procurement Method | : Intergovernmental Cooperative Purchase Agreement Task Order Request for Quote (TORFQ) |
| Approved Reseller | : Carahsoft Technology Corp |
| Cost of Licenses (2021) | : \$1,167,000 (rounded) |
| Anticipated Cost of Licenses (2022) | : \$1,167,000 |

Contract Award & NTE Increase History

Procurement History

| Fiscal Year | Cost of Licenses | Cumulative NTE |
|-------------|------------------|----------------|
| 2018 | \$904,853.99 | \$1,607,480.24 |
| 2019 | \$989,262.00 | \$2,596,746.24 |
| 2020 | \$1,192,076.05 | \$3,788,722.29 |
| 2021 | \$1,166,999.06 | \$4,955,721.35 |

Procurement Status

Quote Received : 12/13/2021
Send TORFQ to Carahsoft : 01/14/2022
Issue Task Order : *In Progress*
Board Approval Request : 02/21/2022

Appendix

License Costs Details

| Salesforce License | Qty. 2021 | 2021 Cost | Salesforce License | Qty. 2022 | 2022 Cost |
|--|-----------|-----------------------|--|-----------|-----------------------|
| Service Cloud Enterprise Edition | 475 | \$683,776.75 | Service Cloud Enterprise Edition | 475 | \$683,776.75 |
| Service Cloud Enterprise Edition Government Cloud | 1 | \$220,169.27 | Government Cloud Plus | 1 | \$74,401.74 |
| | | | Premier Success Plan | 1 | \$145,767.53 |
| 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 | \$5,712.24 | Government Cloud Plus | 1 | \$1,930.33 |
| | | | Premier Success Plan | 1 | \$3,781.91 |
| 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 | \$2,567.22 | Government Cloud Plus | 1 | \$867.54 |
| | | | Premier Success Plan | 1 | \$1,699.68 |
| 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 | \$3,375.48 | Government Cloud Plus | 1 | \$1,140.67 |
| | | | Premier Success Plan | 1 | \$2,234.81 |
| Knowledge Enterprise Edition | 2 | \$1,563.88 | Knowledge Enterprise Edition | 2 | \$1,563.94 |
| Sandbox (Full Copy) | 1 | \$202,548.57 | Sandbox (Full Copy) | 1 | \$202,548.57 |
| Data Storage (10GB) | 1 | \$11,088.94 | Data Storage (10GB) | 1 | \$11,088.94 |
| Total | | \$1,166,999.00 | Total | | \$1,166,999.06 |