



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 (Rounded)
Service Cloud Enterprise Edition and Government Cloud	475	475	\$903,946	\$903,946
Service Cloud Enterprise Edition Flex Users (OE and Emergencies)	100	100	\$23,453	\$23,453
Partner/Community Members	35	35	\$10,540	\$10,540
Customer Community Logins (Internal Apps - 2000 Logins/Month)	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)
Cost of Licenses (2022)	: \$1,167,000 (rounded)

Contract Award & NTE Increase History

Procurement History

Contract Year	Fiscal Year	Cost of Licenses	Cumulative NTE
Base Year 1	2021	\$1,166,999.00	\$1,166,999.00
Option Year 1	2022	\$1,166,999.06	\$2,333,998.06

Procurement Status

Quote Received : 12/13/2021
TORFQ to Carahsoft Sent : 01/28/2022
Issue Task Order : *In Progress*
Board Approval Request : 02/22/2022

Request for Approval

MHBE requests the Board's approval to:

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

And;

Award contract to **Carahsoft Technology Corporation** in the amount of **\$1,166,999.06** to renew Salesforce licenses for the period of **March 2, 2022 - March 1, 2023**.

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