

MHBE Board Meeting

May 16, 2022

IT Procurement

Presented by:

Venkat R. Koshanam, CIO, MHBE

Tony Armiger, CFO, MHBE

Agenda

1

Akamai Software License Renewal - Approval

2

FY 2023 IDIQ Option Year 2 & Task Order Awards - Approval

The image features a solid orange background with a faint, stylized graphic of four overlapping leaf-like shapes arranged in a cross pattern. The text "Akamai License Renewal" is centered in a bold, white, sans-serif font.

Akamai License Renewal

Akamai License Renewal

Background

MHBE utilizes Akamai product suite to protect its Web and Mobile platform, perform Security Optimization, implement Waiting Room, enhance Website Performance and Cloud Monitor functions for the secured and efficient operations of HBX (Health Benefit Exchange) systems.

Procurement Summary

- The current license period (2 years) is from **July 1, 2021 – June 30, 2023**
- The approved reseller is **Carahsoft Technologies, Inc.**
- The cost of licenses for 2 years is **\$915,032**
- The cost of licenses for the Year 1 (July 1, 2021 - June 30, 2022) is **\$457,516**
- The cost of licenses for the Year 2 (July 1, 2022 - June 30, 2023) is **\$457,516**

License Cost for 2 Years

Product	Function	Federal 75% (\$)	State 25% (\$)	Total Cost (\$)
Kona Site Defender	Protects websites and APIs against attacks	590,196	\$324,836	\$915,032
Visitor Prioritization Cloudlet	Provides Waiting Room function to reduce load and controls site traffic accessing resources			
Cloud Monitor	Is a real-time, push API service that delivers transaction data from Akamai to MHBEs monitoring environments			
Protect & Perform Service	Provides ongoing configuration assistance from Akamai for MHBE needs			
mPulse	A real user monitoring (RUM) solution that enables developers, admins, and performance engineers to see website performance problems and discover optimization opportunities			
mPluse Service	Akamai will provide ongoing assistance to MHBE to assess its real user monitoring solution and fine tune it further			
Client Reputation	Provides a reputation score for each IP address in respect to the potential risk it poses			
Edge DNS	A solution to ensure continuous DNS availability and high performance			

Request for Approval

MHBE requests the Board's approval to:

Renew the Akamai software licenses for the Contract Year 2, from July 1, 2022 to June 30, 2023, through the approved reseller Carahsoft Technology Corporation for the total amount of **\$457,516** with Federal Participation amount of **\$301,961** and State Participation amount of **\$155,555**.

The background is a solid teal color. In the center, there is a stylized graphic of a flower or a four-petaled star. Each petal is a lighter shade of teal and overlaps the center and the other petals. The text is centered over this graphic.

FY 2023 IDIQ Option Year 2 Task Orders Approval

IT IDIQ Contract Overview

IDIQ Procurement for IT Services

IT consulting and technical support services are procured through a streamlined, competitive and cost-effective procurement process utilizing the Indefinite Delivery, Indefinite Quantity (IDIQ) Master Contract.

Contract Highlights

- In April 2018, **98 Master Vendors** were approved for providing services under the IDIQ Master Contract for Five (5) Years from July 1, 2018 to June 30, 2023 under various Functional Areas and Labor Categories.
- Task Orders are awarded for a Base Period of Three (3) Years, with Two (2), One (1) year optional extensions. We are currently on Option Year 1 (FY22) and we intend to exercise Option Year 2 for FY23 (which will be the final year with this contract).
- Out of the **98** Master Vendors approved, **35** master vendors have active Task Orders.
- We currently average from 120-150 IT contract staff under various functional areas and labor categories covering all technology staffing requirements.

Functional Areas

Ten (10) Functional Areas			
1	Enterprise Service Provider (ESP)	6	Information System Security
2	Web and Internet Systems	7	Application Service Provider
3	Electronic Document Management	8	IT Auditing, Testing & Quality Assurance Services
4	Software Engineering	9	IT Management Consulting Services
5	Systems Management and Maintenance	10	Documentation/Technical Writing

IT Functions

PMO

- Project Management
- Release Management
- Requirements Management
- Change Management
- IT Policy Implementation
- IT Procurement Support
- IT Liaison with External Entities
- IT Audit and Compliance Support
- CMS Reporting

Enhancements

- Development
- System Enhancements
- Interface/Integration Initiatives
- Mobile App Enhancements
- UX Design and Enhancements
- Salesforce CRM and Internal Apps
- Special Project Initiatives

System Support

- EDI Operations
- Testing & QA
- 8001/834 Processing
- Production support and workflow management
- Notice generation
- Reporting - IRS H36, H41, SBMI, 1095-A, 1095-B and data reconciliation
- Medicaid Redetermination, Renewals & OE

Maintenance

- System Operations
- AWS Infrastructure
- In-house Infrastructure
- Software licensing support
- System performance monitoring
- VPN & VoIP Network
- System security and maintenance
- Database Administration
- DevOps Integration

FY 2023 Focus Areas

- 1 Cybersecurity Enhancements**
Implement Zero-Trust Security Model framework.
- 2 Disaster Recovery & Business Continuity (Phase 1 & Phase 2)**
Build a disaster recovery capability for ensuring business continuity.
- 3 System Operations Overhaul**
Integrate DevOps processes into application deployment and test automation.
- 4 Special Project Initiatives**
More AI and Robotic Process Automation, consumer engagement through technology.

IAPD* Major Scope Items Comparison

#	Category	FFY 2022 (Oct 1, 2021 - Sep 30, 2022)	FFY 2023 (Oct 1, 2022 - Sep 30, 2023)
1	Eligibility & Enrollment	10	11
2	Special Projects	9	11
3	Integration & Interfaces	6	16
4	Technology Modernization & Security	10	22
Total Number of Proposed Initiatives		35	60

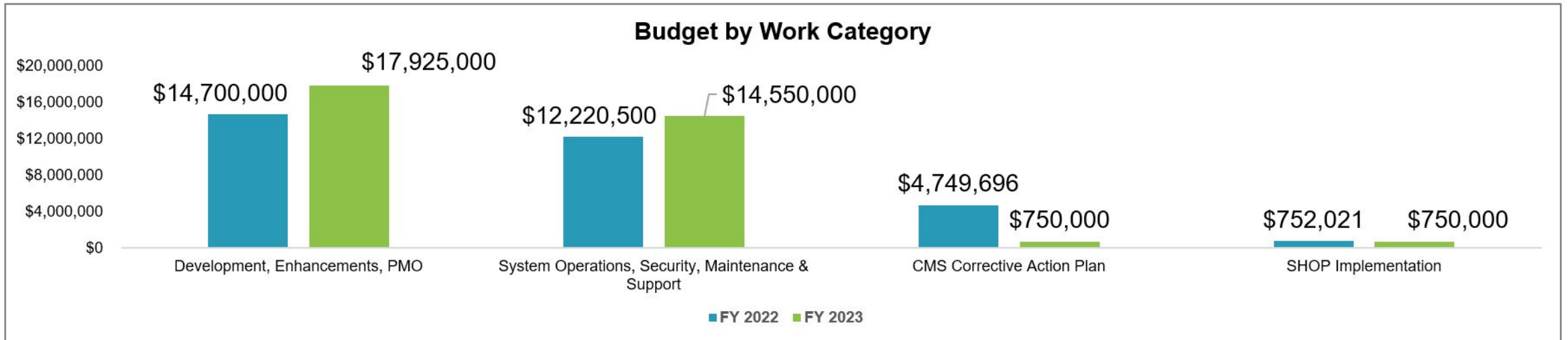
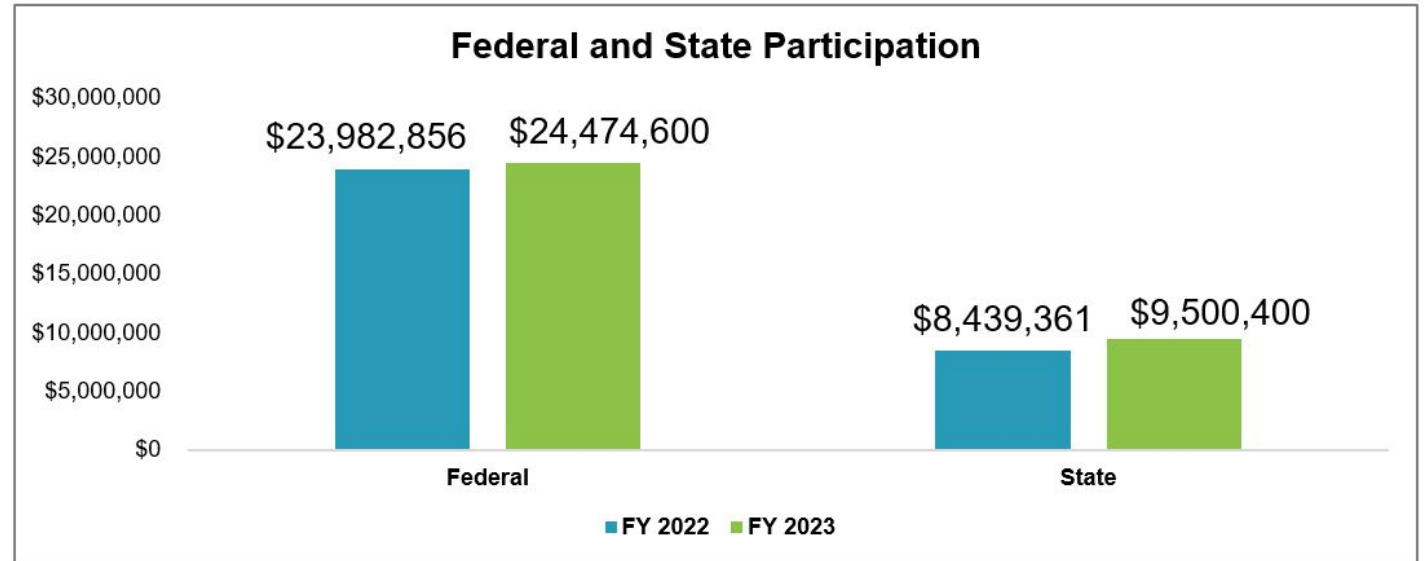
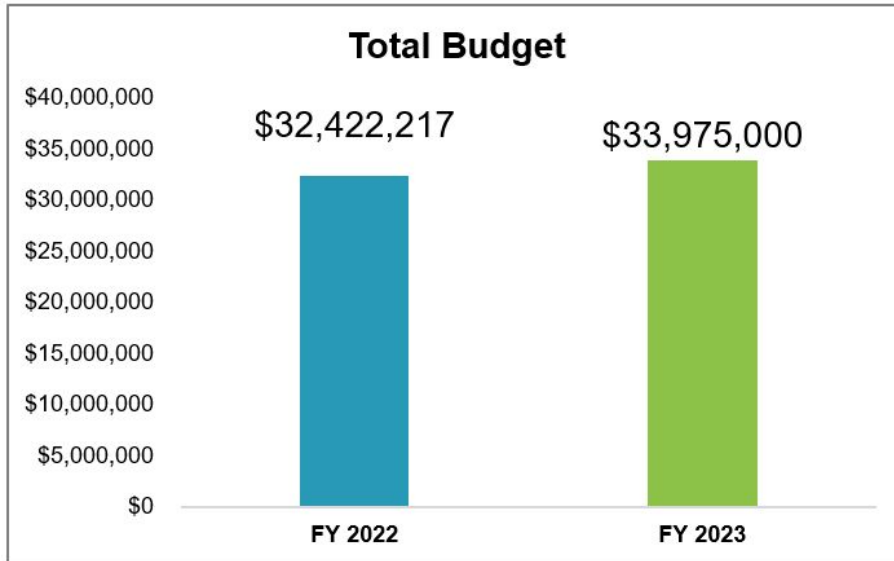
**IAPD: Implementation Advanced Planning Document submitted to CMS annually seeking federal funding for MHBE IT functions*

IDIQ Budget Comparison

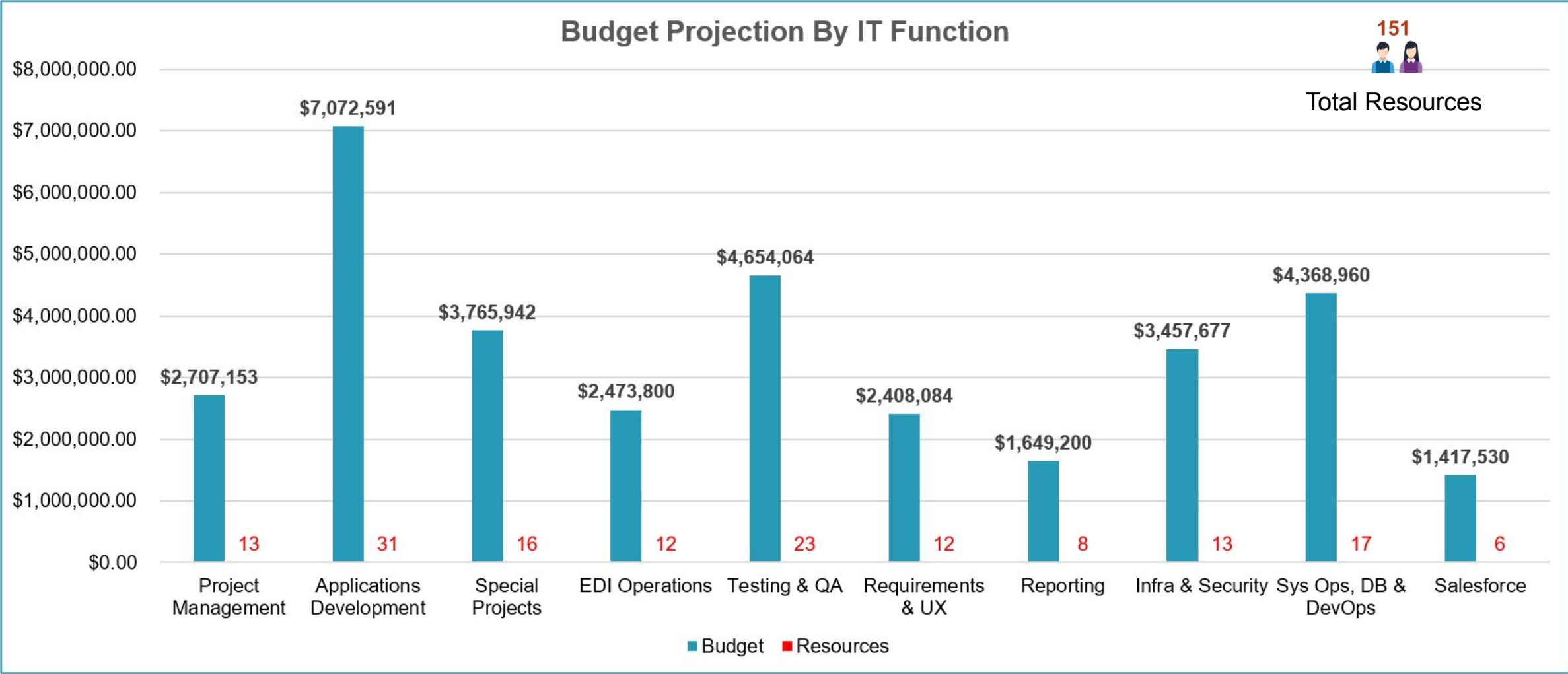
Work Category	Federal/ State	FY 2022 (Not-to-Exceed Amount)			FY 2023 Estimation		
		Federal Amount (\$)	State Amount (\$)	Total Amount (\$)	Federal Amount (\$)	State Amount (\$)	Total Amount (\$)
Development, Enhancements, PMO	90/10	11,642,400	3,057,600	14,700,000	14,196,600	3,728,400	17,925,000
System Support, Maintenance, Operations & Security	75/25	8,065,530	4,154,970	12,220,500	9,603,000	4,947,000	14,550,000
SHOP Implementation	100% State	N/A	752,021	752,021	-	750,000	750,000
CMS Corrective Action Plan Implementation	90/10	4,274,926	474,770	4,749,696	675,000	75,000	750,000
Total Amount		23,982,856	8,439,361	32,422,217	24,474,600	9,500,400*	33,975,000

**Note: State funding requested for the total IT Budget in FY 2023 is \$645,000 more than FY 2022*

IDIQ Budget Comparison



FY23 Projection by IT function



Request for Approval

MHBE requests the Board to:

Exercise Option Year 2 of the IT Consulting and Technical Support Services IDIQ (Indefinite Delivery Indefinite Quantity) contracts for the Fiscal Year 2023;

Approve a total Not-to-exceed (NTE) amount of \$33,975,000, with Federal Financial Participation amount of \$24,474,600 and State Participation amount of \$9,500,400 for the IDIQ contracts for the Option Year 2, subject to the availability of Federal and State funds;

Renew Task Orders under this contract for the Option Year 2; And

Approve NTE Amount increases for certain Task Orders in the Option Year 2.