

MHBE Board Meeting

January 22, 2019

IT Procurement Update

Presented by:

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Background

MHBE utilizes the **Salesforce** platform for managing some of its critical business functions such as the *Customer Relationship Management (CRM)*, *Learning Management System (LMS)*, and the *Timesheet Management System*.

MHBE plans to expand the reach of its Salesforce platform to build other functions to support *Escalated Case Management*, *Finance*, *Inventory Management*, *Incident Management* and *Audit & Compliance Tracking Systems*.

Procurement Summary

- The current Salesforce licenses expire on **March 1, 2019**
- The License Renewal period (1 year) is from **March 2, 2019 – March 1, 2020**
- The cost of renewing Salesforce licenses for 1 year is **\$946,862**
- The anticipated cost of 90 days '**Flex Licenses**' for Open Enrollment is **\$42,400**
- Total increase in Not-to-exceed (NTE) Amount to procure all Salesforce licenses, including the Flex Licenses, in CY 2019 is **\$989,262**

Salesforce Licenses

Salesforce Licenses up for Renewal in March, 2019:

Application	Salesforce License	Quantity	Cost
CRM	Lightning Service Cloud Enterprise Edition	440	\$625,526.00
CRM	Enterprise Edition Government Cloud	440	\$201,401.20
CRM	Knowledge Add-On	10	\$7,108.80
CRM	Partner Community Members	20	\$4,567.60
CRM	Enterprise Edition Government Cloud	20	\$1,470.80
LMS/Other	Lightning Service Cloud Enterprise Edition	20	\$28,433.00
LMS/Other	Enterprise Edition Government Cloud	20	\$9,154.60
LMS/Other	Customer Community Logins	20,000	\$52,400.00
LMS/Other	Enterprise Edition Government Cloud	20,000	\$16,800.00
Total Salesforce License Renewal Cost (March 2, 2019 through March 1, 2020)			\$946,862.00

Request to increase NTE and Award Contract

MHBE requests the Board's approval to:

(i) Increase the Not-to-exceed (NTE) amount of the Salesforce license procurement contract with **Carahsoft Technology Corp from \$1,607,484.24 by **\$989,262.00** to \$2,596,746.24.**

And;

(ii) Award contract to **Carahsoft Technology Corp in the amount of **\$946,862.00** to renew Salesforce Licenses for the period from March 2, 2019 through March 1, 2020.**