MHBE Board Meeting

May 18, 2020

IT Procurements

Presented by:
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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 specific Functional Areas and Labor Categories.

- Out of the 98 Master Vendors approved, **36** vendors were awarded Task Orders in the FY 2020.

- Task Orders are awarded for a **Base Period** of **Three (3) Years,** with **Two (2), One (1) year** optional extensions.

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Functional Areas

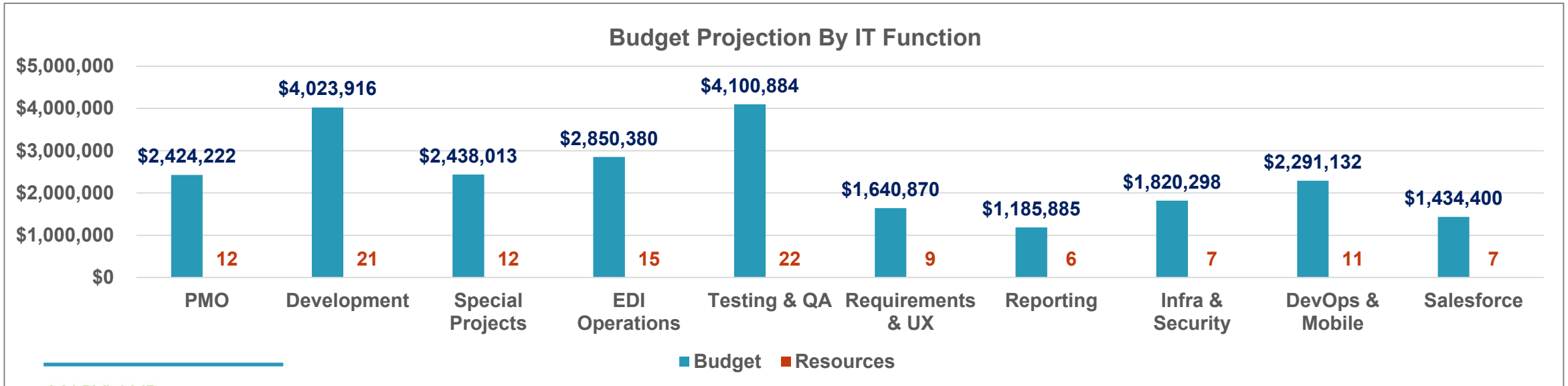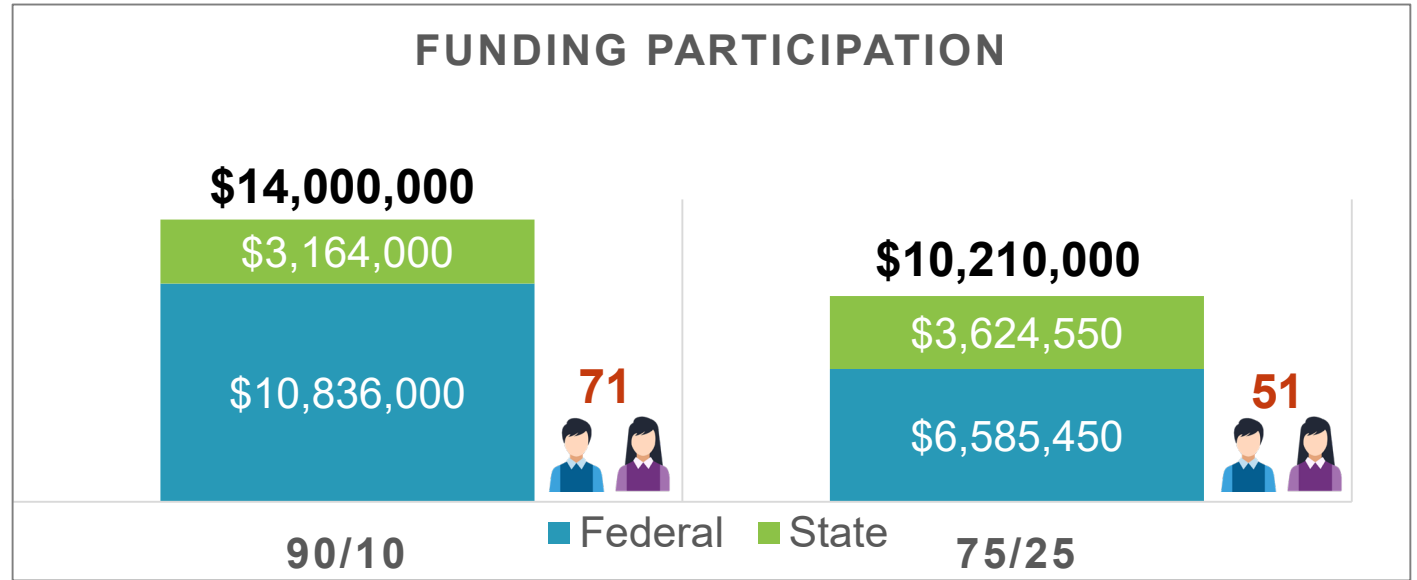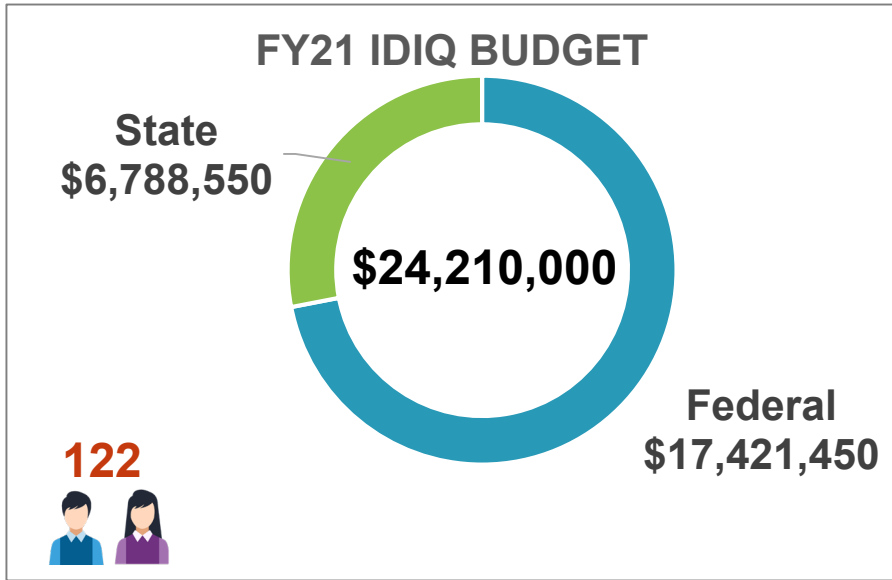| Ten (10) Functional Areas	
1. Enterprise Service Provider (ESP)	6. Information System Security
2. Web and Internet Systems	7. Application Service Provider
3. Electronic Document Management	8. IT Auditing, Testing and Quality Assurance Services
4. Software Engineering	9. IT Management Consulting Services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

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IT Functions

PMO	Enhancements	System Support	Maintenance
1. Project Management 2. Deliverables Management 3. Release Management 4. Change Management 5. IT Policy 6. PII Resolution 7. IT Procurement Support 8. IT Liaison with external entities 9. IT Audit and Compliance Support 10. CMS Reporting	1. Application Development 2. System Enhancements 3. Interface/Integration Initiatives 4. Mobile App Enhancements 5. UX Redesign and Enhancements 6. Salesforce CRM and Internal Apps development 7. Special Project Initiatives	1. System and Application Fixes 2. EDI Operations 3. 8001/834 Processing 4. Production support and workflow management 5. Notice generation 6. IRS H36, H41, CMS PLR, SBMI,1095-A, 1095-B and data reconciliation 7. Medicaid redetermination 8. Renewals, OE 9. Data/Reporting 10. Testing & QA	1. In-house Infrastructure 2. Software licensing support 3. System performance monitoring 4. VPN, tunnels, set-up and security 5. VoIP network maintenance 6. Content management, Adobe and MPI 7. System security and maintenance 8. Database administration 9. System Operations (DevOps, Batch, Deployment)

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IDIQ Budget Comparison

Work Category	Federal/State (%)	FY 2020			FY 2021		
		Federal Amount ($)	State Amount ($)	Total Amount ($)	Federal Amount ($)	State Amount ($)	Total Amount ($)
Development, Enhancements, PMO	90/10	9,668,808	2,823,192	**12,492,000**	10,836,000	3,164,000	**14,000,000**
System Support, Maintenance & Operations	75/25	6,501,600	3,578,400	**10,080,000**	6,585,450	3,624,550	**10,210,000**
SHOP Implementation	100% State	N/A	1,500,000	**1,500,000**	N/A	-	-
HBX Migration to MD THINK	Pass-thru	N/A	N/A	**927,239***	N/A	N/A	-
Total Budget Amount		**$16,170,408**	**$7,901,592**	**$24,999,239**	**$17,421,450**	**$6,788,550**	**$24,210,000**

The Maryland Department of Human Services has fully reimbursed MHBE for the initial costs of migrating HBX to MD THINK platform.

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FY21 IDIQ Budget Details

FY21 IDIQ BUDGET

State
$6,788,550

$24,210,000

Federal
$17,421,450

122

FUNDING PARTICIPATION

$14,000,000
$3,164,000
$10,836,000
71

$10,210,000
$3,624,550
$6,585,450
51

■ Federal ■ State

90/10

75/25

Budget Projection By IT Function

Function	Budget	Resources
PMO	$2,424,222	12
Development	$4,023,916	21
Special Projects	$2,438,013	12
EDI Operations	$2,850,380	15
Testing & QA	$4,100,884	22
Requirements & UX	$1,640,870	9
Reporting	$1,185,885	6
Infra & Security	$1,820,298	7
DevOps & Mobile	$2,291,132	11
Salesforce	$1,434,400	7

■ Budget ■ Resources

Request for Approval

The MHBE requests the Board to approve a total Not-to-exceed (NTE) amount of **$24,210,000**, with Federal Financial Participation amount of **$17,421,450** and State Participation amount of **$6,788,550**, for the IT Consulting and Technical Support Services **IDIQ (Indefinite Delivery Indefinite Quantity) contracts** for the **Fiscal Year 2021**.

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 Akamai licenses expire on June 30, 2020
- The License Renewal period (1 year) is from **July 1, 2020 – June 30, 2021**
- MHBE spent **$456,507.24** to procure Akamai Licenses in FY 2020.
- The cost of Akamai license renewal is **$438,545.40**
- An IFB (Invitation for Bids) was issued in April to seek competitive bids from resellers. The IFB closed on May 15, 2020 at 11:00 a.m. MHBE received three competitive bids.
- MHBE found **Carahsoft Technology Corporation**'s bid of $438,545.40 to be the lowest responsive bid. MHBE intends to issue the Award to Carahsoft Technology Corporation upon Board approval.

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Akamai License Cost in FY 2021

Product	Function	Federal 75%	State 25%	Total Cost
Kona Site Defender	Protects websites and Application Program Interfaces (API) against attacks			
Visitor Prioritization Cloudlet	Provides Waiting Room function to reduce load and controls site traffic accessing resources			
Enhanced Support	Offers faster response times from Akamai			
Cloud Monitor	Is a real-time, push API service that delivers transaction data from Akamai to MHBEs monitoring environments	$ 282,861.78	$ 155,683.62	$ 438,545.40
Service Management	Provides ongoing configuration assistance from Akamai			
mPulse	Real user monitoring (RUM) solution that enables developers, admins, and performance engineers to see website performance problems and devise optimization			
Client Reputation	Provides a reputation score for each IP address in respect to the potential risk it poses			

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Request for Approval

MHBE requests the Board's approval to:

Award contract to **Carahsoft Technology Corporation** in the amount of **$438,545.40** with a Federal Participation of $282,861.78 and State participation of $155,683.62 to renew Akamai Licenses for the period from **July 1, 2020 to June 30, 2021**.

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