



## **Carahsoft Technology Corporation- Renewal Salesforce Licenses January 2024**

**SUMMARY:** This request is for approval of the annual renewal of Salesforce software licenses provided by the Carahsoft Technology Corporation. The Salesforce Service Cloud software provided by Carahsoft is an integral IT component, which enables DC Health Benefit Exchange Authority (HBX) and Massachusetts Health Connector to provide customer service to the community. It is used to distribute issues to the right business and technical specialists, manage those issues from the initial call to their final resolution, and automate the management oversight of the support teams to ensure timely responses and appropriate handling of calls.

Currently, HBX and Massachusetts Health Connector have a combined total of 153 Salesforce licenses. HBX will be procuring the same number of licenses as last year. Of the licenses, 76 will be for HBX staff, 12 will be for Massachusetts Health Connector staff and dedicated CSRs, and 65 will be for Contact Center staff. Accordingly, this request is for approval to purchase and renew 153 licenses. The licenses are a cost-allocated expense that will be split pro-rata between HBX and the Massachusetts Health Connector.

Salesforce requires there to be a 1 to 1 ratio of restricted to unlimited licenses to allow for users to transition from less to more functionality as needed without requiring the procurement of new licenses (these are not different license types, restricted and unlimited are based on usage of each individual allocated license):

1. Restricted licenses allow users to create, edit, and update a maximum of 100 CSLs (Customer Service Logs) per month.
2. Unlimited licenses allow users access to Salesforce's full functionality.

An additional annual cost:

Government Cloud: Offers a critically necessary security measure by maintaining the servers in a FedRamp-Certified environment. This certification is required by the Federal Government for all vendors providing a service to government agencies utilizing government information, and certifies the servers used by the software vendor are compliant with the relevant regulations. Salesforce supplies the certification within the software. The cost of Government Cloud is a cost-allocated expense that will be split pro-rata between HBX and the Massachusetts Health Connector.

**THE COST OF 2024 ANNUAL SALESFORCE LICENSES:**

The total cost for 153 Salesforce licenses is \$394,793.01. HBX’s expense is \$367,498.40 and the Massachusetts Health Connector expense is \$27,294.61. HBX will be reimbursed by the Massachusetts Health Connector for their expenses through a MOA. The cost for 2024 is essentially the same as last year, it is \$17 less than last year.

The chart below details the breakdown of expenses.

<b>Salesforce License Renewal Breakdown 2024</b>			
Unlimited Licenses (UL) unit cost	\$ 2,723.68		
Restricted Licenses (R ) unit cost	\$ 1,414.22		
		Quantity	<b>Cost</b>
HBX Staff Full Cost Licenses	Unlimited	38	\$ 103,499.84
	Restricted	38	\$ 53,740.36
Government Cloud			\$ 15,625.73
		Subtotal	<b>\$172,865.93</b>
HBX – Massachusetts Health Connector Full Cost Licenses	Unlimited	6	\$ 16,342.08
	Restricted	6	\$ 8,485.32
Government Cloud			\$ 2,467.21
		Subtotal	<b>\$ 27,294.61</b>
Contact Center Cost	Unlimited	65	\$177,039.20
Government Cloud			\$17,593.37
		Subtotal	<b>\$ 194,632.47</b>
<b>TOTAL COSTS</b>			<b>\$ 394,793.01</b>

**APPROVAL OF RENEWAL:** This request is to fund the renewal of the Salesforce licenses for the performance period 2/28/2024 through 2/27/2025 in the total amount of \$394,794. The renewal breakdown is as follows:

HBX	\$367,498.40
MA	\$27,294.61
Total	<u>\$394,793.01</u>

**Approval request is rounded to \$395,794.**