

Smarteronix AWS for Contact Center (VOTE)

Health Connector Board of Directors Meeting

PATRICIA GRANT

Deputy Executive Director and Chief Operating Officer

December 12, 2024



Background

The Health Connector seeks approval to increase the total amount for Amazon Web Services (AWS) cloud services through the Commonwealth approved reseller, Smartronix, Inc.

- The contact center's Smartronix/AWS services are obtained through a Smartronix/AWS contract which was executed in 2016 through an Executive Office of Technology Services and Security (EOTSS) contract through RFR 16-21
- The Health Connector contracts with and pays Smartronix directly for the cost of the contact center Smartronix/AWS needs which allows the Health Connector to hold the licenses directly
- AWS offers a flexible and scalable suite of cloud-based technology services that best aligns with the Health Connector's strategic business goals and operational demands

Benefits of Single Agency Procured Contractor

- By leveraging RFR 16-21, the Health Connector receives the benefit of relying on a vendor procured through an open, fair and highly competitive process
- Smartronix was awarded RFR 16-21, and as a certified reseller for the Commonwealth, Smartronix offers a 16 percent discount off list cost for all Massachusetts state agencies

Yearly Forecasting

Each year, the Health Connector works with Smartronix to develop estimates for the upcoming fiscal year usage.

Current Utilization

- Amazon Connect telephony (inbound, outbound, connect charges, speech to text, call recording storage)
- Amazon Pinpoint SMS (SMS messages)
- Amazon Web Services Simple Email Service (cloud email)
- Security, VPN, firewall, servers, storage, enterprise support

FY2024 Costs and Overage

- The Health Connector notified the Board in June 2023 that for FY2024 the Health Connector was extending the contract with an estimated cost of \$916,583.62 based on previous fiscal year's usage
- In early FY2025, Health Connector was notified by Smartronix that there was an overage of \$357,297.88 for increased services
- The overage can be attributed to increased call volume and SMS messaging, which causes additional fees such as connect, email, call recording storage, etc.
- The Health Connector will be revisiting projections for FY2025 based on the final FY2024 calculations and may need to bring an adjustment back to the Board in early 2025

This adjustment will have no material impact on the Health Connector's FY2024 administrative budget.

VOTE

Health Connector staff recommend that the Board of Directors authorize the Executive Director to submit payment to Smartronix for additional AWS cloud services for the contact center for FY2024 for a total of \$357,297.88.