



Committee of the Whole

Cynthia Foley

Council Initiated:

Yes

No

ECAF: 2026-0210

Motion: 26-052

Type:

- Contract
- Board Appt.
- Code Amendment
- Budget Action
- Other

Requested Handling:

- Normal
- Expedite
- Urgent

Fund Source:

- General Fund
- Other
- N/A

Executive Rec:

- Approve
- Do Not Approve
- N/A

Approved as to

Form:

- Yes
- No
- N/A

Subject: Amendment No. 1 to the Master Services Agreement with Civicplus

Scope: The Health Department is seeking to add services to its contract with CivicPlus to implement additional features on its website. Amendment 1 to the contract adds two services:

- AudioEye Managed, a reader technology that provides screen reading capability that voices the content using text-to-speech technologies, along with other capabilities that enables individuals with disabilities to navigate, interact, and complete website tasks.
- The CivicPlus Chatbot, an artificial intelligence (AI) tool which will assist with customer service interactions and helps customers to better self-serve locating information already available on the website.

Duration: Effective date for as long as the Scope of Work is in effect.

Fiscal Impact: Current Year Multi-Year N/A

Expenditures	Current Year	2027	2028	2029	2030	Total
Fund 125	\$11,237.19					\$11,237.19
Totals	\$11,237.19	0	0	0	0	\$11,237.19

Revenue	Current Year	2027	2028	2029	2030	Total
Fund 125	\$11,237.19					\$11,237.19
Totals	\$11,237.19	0	0	0	0	\$11,237.19

Authority Granted: Motion 26-052 authorizes the Executive to sign Amendment No. 1 to the Master Services Agreement with CivicPlus.

Background: Prior to integration into Snohomish County, the Snohomish Health District entered into a Master Services Agreement with CivicPlus for website development and hosting services.

Requested Action: Consider taking action.