



Committee of the Whole

Deb Bell

Council Initiated:

Yes

No

ECAF: 2024-0631

Motion: 24-210

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: Authorizing the approval and execution of Software as a Service Agreement with Cerium Networks, Inc. for a call center software system.

Scope: The proposed Agreement is for the acquisition and implementation of a replacement call center software solution that will include design, development, integration, delivery, installation, training, and support. Expedited review is requested as the Teams Telephony project is currently awaiting the software to move forward before Microsoft Skype reaches end of life.

Duration: Initial term of the Agreement shall commence upon mutual execution and continue for 5-years from the date of acceptance of Phase 1 (Milestone 6), and maybe extended by the County for five additional 2-year terms.

Fiscal Impact: Current Year Multi-Year N/A

Funding is authorized in the 2024 adopted IT budget and ongoing support is included in the IT Department 2025-2026 rates.

EXPEND	2024	2025	2026	2027	2028	TOTAL
505-5148614801 Annual Support	\$164,822	\$164,822	\$164,822	\$164,822	\$164,822	\$824,112
505-5148614101 Implementation	\$55,767					\$55,767
505-5148614101 Ad hoc Hours	\$80,000	\$80,000	\$80,000	\$60,000	\$50,000	\$350,000
505-5148614101 Additional Items	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$250,000
<i>Subtotal</i>	<i>\$350,589</i>	<i>\$294,823</i>	<i>\$294,823</i>	<i>\$274,823</i>	<i>\$264,823</i>	<i>\$1,479,879</i>
Sales Tax	\$34,708	\$29,187	\$29,187	\$27,207	\$26,217	\$146,508
TOTAL	\$385,298	\$324,010	\$324,010	\$302,030	\$291,040	\$1,626,387

Authority Granted: Approve and authorize the Executive to execute the Software as a Service Agreement for a call center software system, and associated amendments between Snohomish County and Cerium Networks, Inc., under SCC 3.04.140(8).

Background: The County currently uses Clarity Connect for automated call center management with over 100 licensed users across eight separate call center groups. The County is moving away from Skype for Business and transitioning to Microsoft Teams for Voice. The County published RFP-23-014BC-S to solicit proposals, and Cerium Networks, Inc. was selected by the evaluation committee as submitting the highest-ranking proposal for consulting and migration services.

Requested Action: For Council to consider the motion.