

SNOHOMISH COUNTY COUNCIL  
Snohomish County, Washington

MOTION NO. 24-210

APPROVE AND AUTHORIZE EXECUTION OF THE SOFTWARE AS A SERVICE (SAAS)  
AGREEMENT WITH CERIUM NETWORKS, INC. FOR A  
CALL CENTER SOFTWARE SYSTEM

WHEREAS, the County currently uses Clarity Connect for automated call center management with just over 100 licensed users across eight (8) separate call center groups; and

WHEREAS, the County is planning a transition to Microsoft Teams for Voice (from Skype for Business) in 2024; and

WHEREAS, current software is not compatible with Microsoft Teams and has limitations in a modern workplace, and additional features are desired by the County; and

WHEREAS, the County published RFP-23-014BC-S to solicit proposals for a call center software system; and

WHEREAS, Cerium Networks, Inc. was selected by the Snohomish County evaluation committee as submitting the highest-ranking proposal to provide the consulting and migration services; and

WHEREAS, the Software as a Service (SaaS) Agreement term is for five (5) years from acceptance of the system and allows five (5) additional two (2) year extensions; and

WHEREAS, the cost for the implementation, licenses, and annual support and maintenance is expected to not exceed One Million Four Hundred Seventy-Nine Thousand Eight Hundred Seventy-Nine Dollars and Twenty-Three Cents (\$1,479,879.23) over the initial five-year contract term;


NOW, THEREFORE, ON MOTION, the Snohomish County Council approves and authorizes the County Executive to Execute the Software as a Service (SaaS) Agreement for a call center software system, and associated amendments between Snohomish County and Cerium Networks, Inc.

PASSED this 14<sup>th</sup> day of May, 2024.

SNOHOMISH COUNTY COUNCIL  
Snohomish County, Washington

  
\_\_\_\_\_  
Chairperson

ATTEST:

  
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Deputy Clerk of the Council