

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington

MOTION NO. 22-506

APPROVING AND AUTHORIZING THE EXECUTION OF AMENDMENT 2 TO THE
SOFTWARE AS A SERVICE (SaaS) AGREEMENT WITH EASY VISTA, INC., FOR AN
INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM

WHEREAS, Snohomish County and Easy Vista, Inc. are the parties to that certain Agreement executed on September 23, 2019, and amended on February 2, 2022, entitled "Software as a Service (SaaS) Agreement for an Information Technology Service Management System" (ITSM); and

WHEREAS, the ITSM has enabled Snohomish County to support its customers by providing a service desk ticketing system to track incidents and requests using Information Technology Infrastructure Library best practices; and

WHEREAS, Snohomish County has a need for consulting services to guide the County in the configuration and deployment of additional functionality of the ITSM; and

WHEREAS, the County published RFP-22-034BC to solicit proposals for consulting services; and

WHEREAS, Easy Vista, Inc. was selected by the County Evaluation Committee to provide consulting services to guide the County in the configuration and deployment of additional ITSM functionality; and

WHEREAS, to that end, the parties have agreed to an EasyAssist Custom Subscription package of professional services for Thirty-Three Thousand Dollars (\$33,000.00);

NOW, THEREFORE ON MOTION, the Snohomish County Council approves and authorizes the County Executive to execute Amendment 2 to the Software as a Service Master Agreement with Easy Vista, Inc., to provide an Information Technology Service Management System.

PASSED this 14th day of December, 2022.

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington



Council Chair

ATTEST:



Asst. Clerk of the Council