

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington

MOTION NO. 26-012

APPROVE AND AUTHORIZE THE COUNTY EXECUTIVE TO EXECUTE AMENDMENT 9
TO THE WEBSITE DEVELOPMENT AND HOSTING AGREEMENT WITH ICON
ENTERPRISES INC. D/B/A CIVICPLUS

WHEREAS, the County and CivicPlus are parties to that certain Website Development and Hosting Agreement dated July 22, 2013, as amended by Amendment 1 dated May 4, 2015; Amendment 2 dated October 19, 2016; Amendment 3 dated May 22, 2019, Amendment 4 dated December 22, 2021, Amendment 5 dated May 12, 2022, Amendment 6 dated 7/14/2022, Amendment 7 dated July 14, 2022, and Amendment 8 dated January 25, 2023 (together hereafter the "Agreement"); and

WHEREAS, Civic Resident and Community Engagement is a core priority for Snohomish County government and thus a key strategic initiative for Snohomish County IT; and

WHEREAS, the County desires to acquire and implement CivicPlus Chatbot, an artificial intelligence (AI) tool, which will enable the County to better communicate with the customers during customer service interactions, and helps customers to better self-serve locating information already available on the website; and

WHEREAS, the annual maintenance and support cost for Chatbot is Twelve Thousand Five Hundred Dollars (\$12,500.00) and the one-time implementation fee is Twenty-Five Hundred Dollars (\$2,500.00) plus applicable sales tax; and

WHEREAS, increased cost to the Agreement for CivicPlus Chatbot implementation and subscription fees from January 1, 2026 through July 31, 2028 shall not exceed Thirty-Five Thousand Nine Hundred Twenty-Seven Dollars and Sixty-Seven Cents (\$35,927.92) plus applicable sales tax;

NOW, THEREFORE, ON MOTION, the County Council approves and authorizes the County Executive to execute Amendment 9 to the Website Development and Hosting Agreement with CivicPlus.


PASSED this 7th day of January, 2026.

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington



Council Chair

ATTEST:



Deputy Clerk of the Council