COOPERATIVE PURCHASING AGREEMENT FOR

Carahsoft Technology Corporation

This Cooperative Purchasing Agreement for **Cloud Solutions** (the "Agreement") is entered into, by, and between Snohomish County, a political subdivision of the State of Washington, and **Carahsoft Technology Corporation** a Virginia Corporation ("Contractor") registered to do business in Washington State and a reseller of FMX Solutions, Inc. services.

Recitals

1. On December 21, 2015, the **State of Utah** Division of Purchasing issued Request for Proposal ("RFP") #CH16012 to procure **Cloud Solutions**. The RFP included language to allow other government entities to cooperatively purchase off the contract awarded.
2. As a result of the competitive process, **Carahsoft Technology Corporation** was awarded a contract for **Cloud Solutions #AR2472** on October 13, 2016 by the National Association of State Procurement Professionals (NASPO) in conjunction with the State of Utah Division of Purchasing ("NASPO Agreement")**.**
3. Washington State Department of Enterprise Services has a Participation Addendum Agreement with NASPO for Cloud Solutions provided by **Carahsoft Technology Corporation.**
4. Snohomish County needs **Cloud Solutions**. The County has researched the availability of **Cloud Solutions** and believes this contract to be in the best interest of the County because of the discounted pricing and quality of the **Cloud Solutions** offered by **Carahsoft Technology Corporation.**
5. **Carahsoft Technology Corporation** has agreed to offer **Cloud Solutions** to Snohomish County based on the language in **the Participation Addendum Agreement between NASPO** and **Washington State** and **Washington State** and **Carahsoft Technology Corporation** Contract Number 05116 ("Cooperative Agreements").
6. Snohomish County has reviewed **Washington State** and **Carahsoft Technology Corporation's** contract documents:
   a. Snohomish County is requesting the ongoing purchases of **Cloud Solutions** from **Carahsoft Technology Corporation**
   b. The Snohomish County Office of Risk Management has reviewed and approved pertinent contract language related to indemnification and insurance.
   c. The Snohomish County Purchasing Department agrees that based on research, information, and belief, **the State of Utah** complied with its own statutory contract requirements for competitive solicitation and posted the RFP online in compliance with RCW 39.34.030(5)(b).
7. Snohomish County believes that taking advantage of the pricing and terms contained in the **Washington State** Contract is in the best interest of the County.

AGREEMENT

NOW THEREFORE, in consideration of the covenants, conditions, performances, and promises contained herein, the parties agree as follows:

1. Purpose: The purpose of this Agreement is to allow Snohomish County to purchase, and for **Carahsoft Technology Corporation** to provide, **Cloud Solutions**. The parties agree to the terms and conditions contained in the Contract for **Cloud Solutions** between **Washington State** and **Carahsoft Technology Corporation** executed on August 1, 2017 (05116), unless otherwise specified in this Agreement. The **Washington State** Contract is attached hereto and is hereby incorporated into this Agreement by reference.

2. Section 16. of the **NASPO Agreement** is amended for this Agreement to include the following additional language:

    g. Additional Insured, Endorsement, and Certificate of Insurance. All required insurance coverage, other than the workers' compensation and professional liability, shall name Snohomish County, its elected and appointed officials, officers, employees, and agents, as additional insureds and be properly endorsed for the full available limits of coverage maintained by the Contractor and its subcontractors. Endorsement is not required if the Contractor is a self-insured government entity or insured through a government risk pool authorized by Washington State.
    The Certificate of Insurance and endorsement shall identify the Contract number and shall require not less than thirty (30) days' prior notice of termination, cancellation, nonrenewal, or reduction in coverage. At the time of execution, the Contractor shall provide the Certificate of Insurance, Additional Insured Endorsement, and all insurance notices to: Snohomish County IT Department, 3000 Rockefeller Avenue, M/S 709, Everett, WA 98201.

3. For any statement of work or purchase related to this Cooperative Purchasing Agreement, the following Term & Termination language shall apply:

    Term of Agreement.

    The initial term of the Agreement shall commence upon contract execution (the "Effective Date") and continue for one (1) year, and may be extended by the County for one (1) additional one (1) year optional term, by providing thirty (30) days' written notice.

    Termination.

    A. **Termination for Convenience.** The County for its convenience may terminate this Agreement, in whole or in part, at any time by providing written notice to the Contractor. After receipt of a Notice of Termination, and except as directed by the County, the Contractor shall immediately stop work as directed in the notice, and

comply with all other requirements in the notice. Whenever the Agreement is terminated for convenience, the Contractor shall be entitled to payment for actual work satisfactorily performed up to the date of termination at unit contract prices for completed items of work and an equitable portion thereof for partially completed items, but shall not be entitled to payment for loss or anticipated profit on deleted or uncompleted work. The Contractor shall promptly submit its request for termination payment, together with detailed supporting documentation. If the Contractor has any property in its possession belonging to the County, the Contractor shall account for the same and dispose of it in the manner the County directs. All termination payment requests may be subject to review for reasonableness and compliance with the Agreement, applicable laws and regulations.

B. Termination for Default. Either party may, at its option, terminate the agreement immediately upon written notice to the other party if the other party:

a. Breaches its confidentiality obligations under this Agreement;

b. Materially breaches this Agreement and fails to cure the breach or develop a plan to cure the breach within thirty (30) days after written notice of the breach from the other party;

c. Ceases conducting business in the normal course, admits its insolvency, or makes an assignment for the benefit of creditors;

d. Becomes the subject of any judicial or administrative proceedings in bankruptcy, receivership, or reorganization, and such proceeding is not dismissed within ninety (90) days after it is commenced.

4. Section 5 of the **Washington State Participating Addendum Agreement**, is amended to add the following Primary Contact for Snohomish County:

NOTICE AND CONTRACT REPRESENTATIVES

Any notices, demands, and other communications required by the Contract will be effective if personally served upon the other party or if mailed by registered or certified mail, postage prepaid, return receipt requested, to the other party's Contract Representative at the address below. Notice will be deemed to be given three (3) days following the date of mailing, or immediately if personally served. Each party will designate a "Contract Representative", which may be changed by providing fifteen (15) days prior notice to the other party.

       Snohomish County Contract Representative:
       Name: Dee White
       Title: Senior IT Contracts Specialist
       Address: 3000 Rockefeller Avenue, M/S 709
                       Everett, WA 98201
       Phone: (425) 388-3309 / DIS.Admin@co.snohomish.wa.us

5. The following attachments are hereby added as follows:

    a. Carahsoft Quotation Number 59730051
    b. FMX Statement of Work (SOW)

6. The parties agree that this Agreement is the complete expression of the terms hereto and any oral representations or understandings not incorporated herein are excluded. Both parties recognize that time is of the essence in the performance and the provisions of this Agreement.

7. Unless otherwise specified in this Agreement, all terms and conditions contained in the NASPO Agreement and Cooperative Agreements remain in full force and effect and bind the parties to this Agreement.

8. This Agreement may be executed in two or more counterparts, each of which shall constitute an original and all of which shall constitute one and the same Agreement.

Snohomish County   **Carahsoft Technology Corporation**

_____   _____ 10/07/2025
Snohomish County Executive Director   Date   Elaine Shadid, Service Contract Spcialist
                                                  Authorized Signature   Date

_____
Snohomish County Risk Management   Date

CARAHSOFT TECHNOLOGY CORP.'S

SOW for

Snohomish County

Q# 59730051

August 28, 2025

SOLUTION PROVIDED BY

FOR

1. PURPOSE

This SOW ("SOW") between Carahsoft Technology Corp. ("Carahsoft") and
Snohomish County ("Customer" or "Snohomish County") with services provided by FMX
Solutions US, Inc. ("Service Provider" or "FMX") is governed by the NASPO Cloud Solutions –
WA : 05116 Contract ("Agreement"). Nothing outside of the Agreement or this SOW shall be
considered binding. Any changes or additions to this SOW must be in writing, signed by all
parties, and added as an addendum to this SOW.

2. EXECUTIVE SUMMARY

FMX Solutions conducted an in-depth functional and technical assessment of Snohomish
County's EasyVista IT Service Management solution resulting in the Snohomish County Findings and
Recommendations V2 dated July 10, 2025 (the "Assessment") with four objectives:

1. **Stability** – Determine if the solution, as currently implemented and configured, will
   provide a stable base to enable expanding use of the system to other County
   departments.
2. **Scalability** – Determine if changes to the existing solution are required to facilitate
   scaling the system for use beyond the IT team. Expanding the solution to other
   County departments must be done without breaking anything that is working
   currently for IT and must not add significant new work to the existing EasyVista
   system administrators.
3. **Usability and Adoption** – Identify improvements that would enhance the user
   experience and useability of the system to make the system attractive to
   department admins and promote adoption.
4. **Measurement and KPIs** – Identify Key Performance Indicators and reports to enable
   management to adequately monitor and assess the performance of the Service Desk
   teams and the Incident, Request, and Configuration Management processes.

This SOW describes the process, implementation tasks, and level of effort required to
prepare the existing system for expansion and to successfully onboard the first non-IT
department which will be used as a prototype and a model for onboarding subsequent
departments.

**FMX experience configuring EasyVista for use beyond IT**
The EasyVista platform is designed to address enterprise needs, beyond and in addition to IT.
FMX proposes the following work to enable Snohomish County's EasyVista system to be
utilized in an Enterprise Service
Management (ESM) capacity to support expansion to other County non-IT departments.
Unifying around a single system is expected to provide operational efficiencies and cost

savings to the Snohomish County as opposed to continuing to use and maintain multiple, disparate systems.

This expansion effort is the focus of this SOW.

Keys to success
FMX shall implement a multi-phased approach as shown below:
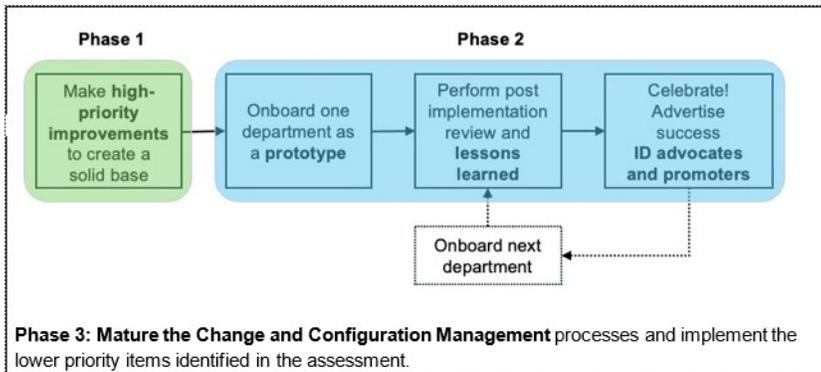
PHASE 1

Implement the *High Priority recommendations for Phase 1 before expanding* prior to onboarding additional departments.
This will provide a solid platform to work from and will ensure small issues are corrected first, while they're small and isolated to the IT team, before expanding to other departments and enlarging the issues.
New, non-IT departments will likely be frustrated if introduced to the system before these issues are addressed. Failing to address these items will likely have a negative impact on buy-in and willingness to adopt the system. One department's reluctance to buy in and become promoters will negatively impact onboarding additional departments.

PHASE 2
Onboard the first non-IT department as a prototype

Identify one department that is enthusiastic, willing, and ready to adopt using the new system and processes. Use onboarding this department as a prototype to trial and refine the onboarding process before attempting to onboard additional departments. FMX shall not onboard several or all departments all at once.

Onboarding each department will include creating several department-specific items that are important to create the user and staff experience required to make the system intuitive and easy to use, which is critical to buy-in and adoption. These include:

       Department-specific service catalog and services that use department-specific lingo and

associated **priority matrix**, **SLAs**, and **OLAs**
- **Easy-to-follow forms** to capture the right information on first contact and ensure faster resolution with less back and forth
- **Workflows and Approvals**
- **Dashboards and KPIs**
- **Queues** to show work to be done: Open requests | My requests | My Team's requests
- Automatic **task assignment**, **notifications**, and **deadline reminders**
- **Governance**
    - Implementing KPIs to **measure key parameters of performance specific to each department**
    - Implementing KPIs to **measure key parameters of performance for each department relative to others across the organization**
    - **Setting achievable targets** for each department and the organization as a whole
    - **Reporting** on and **making KPI targets and results visible** to all
    - **Driving improvement** based on performance against KPIs

Perform a post-implementation review or retrospective to identify lessons learned
Use this information to refine and improve the onboarding process for the next department(s) you'll onboard. Like any other process, you'll be continually improving this process as you learn from each iteration.

Celebrate successes when you onboard each department!
This is especially important after the first prototype department. Identify people in the department who will be promoters and advocates to other departments to help you gain buy-in from others who may be more reluctant. Let everyone know about your successes through meetings, newsletters, portals, and any other communications mechanisms you use.

PHASE 3
Mature the Change and Configuration Management processes and implement the lower priority items identified in the Assessment
- Implement recommended improvements in the Assessment to mature Change and Configuration Management
- Implement lower priority general system improvements recommended in the Assessment
- Implement lower priority measures and KPIs recommended in the Assessment to support the Change and Configurations Management processes

3. PROJECT SCOPE

Phase 1 – Implement the *High Priority recommendations for Phase 1 before expanding* as described in the Tasks section 6 below.

Phase 2 – Onboard the first non-IT department as a prototype as described in the Tasks section 6 below.

Phase 3 – Mature the Change and Configuration Management processes and implement the lower priority items as described in the Tasks section below.

4. PLACE OF PERFORMANCE

All work will be performed remotely from FMX Solutions office locations.
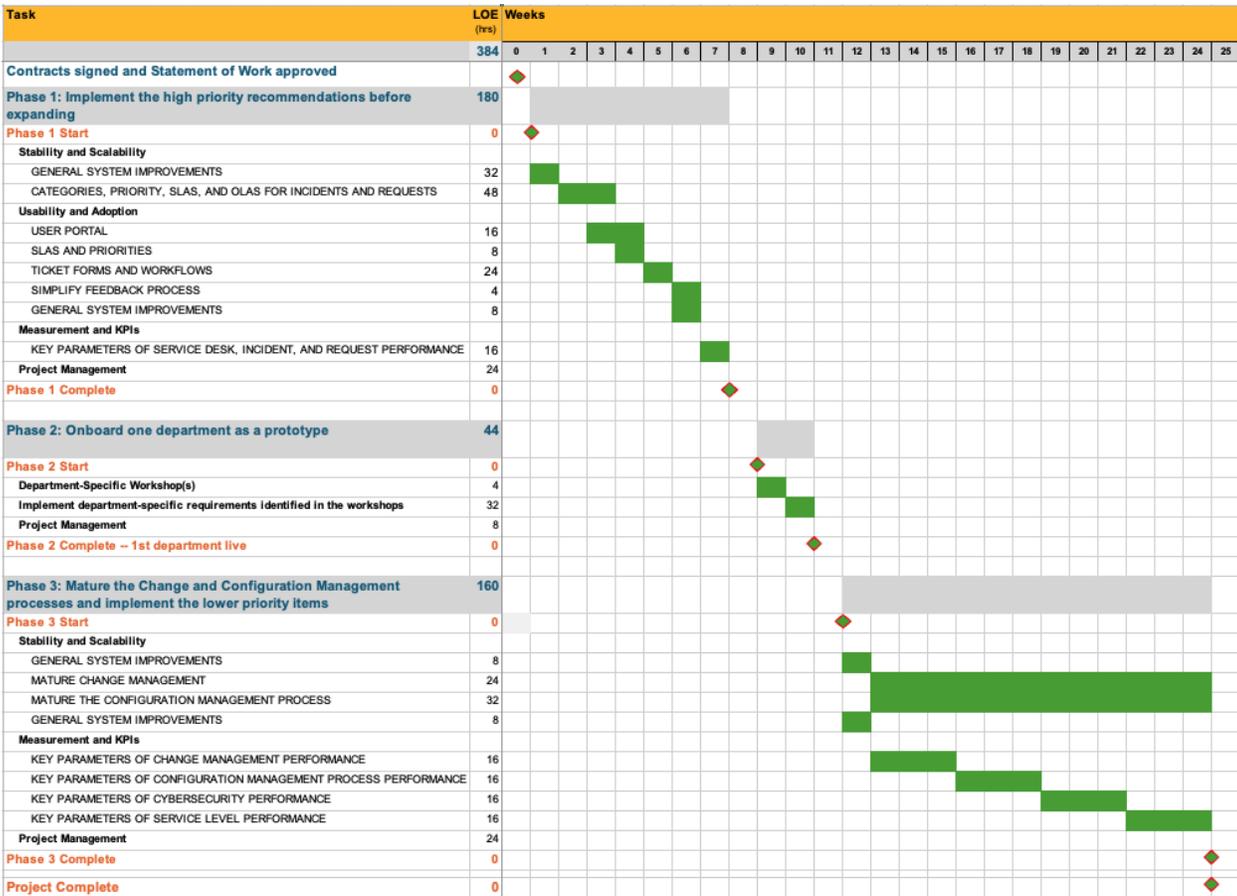
5. MAJOR MILESTONES AND TIMELINE

MAJOR MILESTONES
- Contracts signed and SOW approved - TBD
- Phase 1 start - TBD
- Phase 1 complete - TBD
- Phase 2 start - TBD
- Phase 2 complete -- 1st department live - TBD
- Phase 3 start - TBD
- Phase 3 complete - TBD
- Project complete - TBD

TIMELINE

The sample project plan pictured below provides a high-level overview of the major tasks and the ordering of those tasks. The FMX project team will work with Customer after project initiation to create a specific plan based on Customer and FMX resource availability, holidays, etc.

Any changes to the project schedule, once an actual schedule is developed and agreed to by both parties, must be agreed upon in a writing signed by both parties.

Task	LOE (hrs)
	384
Contracts signed and Statement of Work approved	
Phase 1: Implement the high priority recommendations before expanding	180
Phase 1 Start	0
Stability and Scalability	
GENERAL SYSTEM IMPROVEMENTS	32
CATEGORIES, PRIORITY, SLAS, AND OLAS FOR INCIDENTS AND REQUESTS	48
Usability and Adoption	
USER PORTAL	16
SLAS AND PRIORITIES	8
TICKET FORMS AND WORKFLOWS	24
SIMPLIFY FEEDBACK PROCESS	4
GENERAL SYSTEM IMPROVEMENTS	8
Measurement and KPIs	
KEY PARAMETERS OF SERVICE DESK, INCIDENT, AND REQUEST PERFORMANCE	16
Project Management	24
Phase 1 Complete	0
Phase 2: Onboard one department as a prototype	44
Phase 2 Start	0
Department-Specific Workshop(s)	4
Implement department-specific requirements identified in the workshops	32
Project Management	8
Phase 2 Complete -- 1st department live	0
Phase 3: Mature the Change and Configuration Management processes and implement the lower priority items	160
Phase 3 Start	0
Stability and Scalability	
GENERAL SYSTEM IMPROVEMENTS	8
MATURE CHANGE MANAGEMENT	24
MATURE THE CONFIGURATION MANAGEMENT PROCESS	32
GENERAL SYSTEM IMPROVEMENTS	8
Measurement and KPIs	
KEY PARAMETERS OF CHANGE MANAGEMENT PERFORMANCE	16
KEY PARAMETERS OF CONFIGURATION MANAGEMENT PROCESS PERFORMANCE	16
KEY PARAMETERS OF CYBERSECURITY PERFORMANCE	16
KEY PARAMETERS OF SERVICE LEVEL PERFORMANCE	16
Project Management	24
Phase 3 Complete	0
Project Complete	0

6. TASKS

The level of effort and associated time estimates are provided based on the results of the functional and technical assessment completed in July 2025 with results documented in the Assessment.

The following tasks will be completed as deliverables for each phase of work. FMX shall be responsible for delivering all work product. Customer will advise, review, test and may select portions of tasks they choose to complete, but FMX shall remain primarily responsible for the full delivery of configuration.

6.1 PHASE 1: IMPLEMENT THE HIGH PRIORITY RECOMMENDATIONS BEFORE EXPANDING

6.1.1 STABILITY AND SCALABILITY

Description	Effort (hours)
GENERAL SYSTEM IMPROVEMENTS Resources: County / Consultant Acceptance criteria: Workshops & discussions (if any) and configuration complete	32
- Remove or restrict "All Actions" view (1M+ rows = system freeze). - Eliminate SC Last Done By; replace with group-based roles. - Simplify self-service filtering query. - Consolidate catalog entries (cables, displays, software). - Migrate SOAP-based automation to REST. - Set asset discard logic (e.g., last check-in > 6 mo = archive). - Audit and fix ticket-to-CI linkage errors. - Consolidate redundant workflows using conditions. - Increase TSA polling interval to 5+ minutes. - Clean up duplicate roles and profiles. - Replace or remove unused logistics references. - Enable review cadence for knowledge articles. - Expand field-level auditing (SLA, category, status changes). - Disable Quick Call title pop-up for cleaner UX. - Review and revise ticket actions to improve clarify and eliminate duplicative actions. - Standardize data entry processes to improve data quality - Implement a process to ensure regular auditing and workflow validation.	
CATEGORIES, PRIORITY, SLAS, AND OLAS FOR INCIDENTS AND REQUESTS Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	48

We need to build a solid foundational model of clear and reasonable categories, priorities, SLAs, and OLAs before we expand the system to other departments. We will establish a solid standard model that works well for all departments, with minimal new configuration required to support department-specific requirements when a new department is brought into the EasyVista system.

- Utilize FMX templates and guidance based on best practices and experience with other EasyVista customers.
- Promote clarity and enforceability for SLA/OLA assignments — especially in cross-team workflows.

Categories		
Simplify Categorization - Revise the categorization system to be more intuitive and user-friendly, with user-oriented descriptions. - Run a category report from highest ticket count to lowest for each category currently in use to identify categories that are seldom used and may be eliminated or clarified. **Turn on Child Ticket Category Inheritance**: Enable child tickets to inherit the parent's category.	24	

Priorities & SLAs
 	
• **Review and revise the priority matrix based on severity and impact.**
 	
• **Review with IT and network admins, FMX's sample priority matrix and descriptions. Revise as needed to ensure clarity.**
 	
• **Provide clear guidelines and communication regarding ticket priorities and expected resolution times – ideally visible inside the system or portal, not buried in documents.**
     ○ **Make expectations clear to teams and implement accountability measures.**
     ○ **Ensure we're able to provide constructive, productive feedback to the groups that are impacting the services.**
 	
• **Review existing SLAs and create clear SLAs based on the service type and priority matrix, not catalog default.**
 	
• **Review with IT and network admins, FMX's sample SLA matrix and descriptions. Revise as needed to ensure clarity.**
 	
• **Review and analyze historical Time to First Response and Time to Resolution data to set reasonable, achievable SLA targets.**
 	
• **Correct situations where SLA may not start until categorization due to meta status = "before being taken into account."**
	16	

OLAs • **Design and standardize OLAs for workflows that span multiple teams or departments.** • **Create clear OLAs that fit with SLAs without conflicting with SLAs.**	8	

6.1.2 USABILTY AND ADOPTION

	16
USER PORTAL Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete The user portal is the primary interface departmental users will engage with as they use the system. **Failing to address issues identified here will have a negative impact on adoption and buy-in by other departments.**	
• Improve the self-service portal's user interface to make it more intuitive and accessible. • Provide a more intuitive portal layout and category tile grouping. • Provide a more visible and accessible "Submit a Request" button on the portal. • Ensure self-service filtering and sorting of tickets by status, category, user, date. • Ensure ability to change ticket severity or flag urgency after submission. • Ensure auto-surfacing frequently used requests or saved favorites. • Provide better error prevention for accidental submissions (e.g., miss clicks starting a request). • Provide training for network admin submitters - Provide training to submitters on providing complete information. • Ensure ability to open tickets in new windows without losing search results. • Ensure portal users are not required to select a category tile if it is not passed along to IT in the ticket.	

	8
SLAS AND PRIORITIES Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	
• Improve SLA Visibility - Make SLA targets and time remaining explicitly visible on tickets to technicians, network admins, and submitters.	

	24
TICKET FORMS AND WORKFLOWS Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	

- Ensure automated notifications for requests - Send automated notifications to requesters when their request is awaiting approval.
- Streamline repetitive tasks - Develop a streamlined process for handling multiple related request workflows that encompass all tasks for processes like onboarding/offboarding to reduce the need for multiple requests.
- Ensure questionnaire details on ticket description
  - Create an automation to copy questionnaire details into the ticket description.
  - Prototype Different Views: Chris to prototype different views for the questionnaire details.
- Implement a system to clearly delineate updates from different technicians. Show who made updates, and when.
  - FMX shall implement a modification that has been successful with other clients where new comments are pasted into a text field or using a sidebar Contextual App where the sidebar shows a distilled comment history if the user wants to see it.
- Make the UI more intuitive.
  - FMX shall make configuration changes to forms to accomplish this.
- Consolidate ticket information into a single, easily accessible area.
  - FMX shall make configuration changes to forms to accomplish this.
- Ensure review / Audit existing workflows
  - Print existing workflows and review with team to determine if each is still valid and required. If so, review to determine if any changes are needed.
    - Incident, Request, and Problem have 85 workflows
    - Change has 6 workflows
- Streamline Incident Workflow
  - Allow technicians to assign incidents to themselves during categorization.
  - Explore options for consolidating multiple related requests into a single workflow.

• Ensure a mobile-friendly submission interface with streamlined dropdowns for network admins use in the field. 　　o Consider using FMX's Mobile Technician Pro app • Ensure better timestamping for quick actions (e.g., "left voicemail") 　　o FMX staff shall demo an FMX solution for this. 　　o AI Summarize functionality will do this in the 2025 version of EasyVista Service Manager	
SIMPLIFY FEEDBACK PROCESS Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	4
• Enhance the feedback mechanism to make it quicker and easier for users to provide input and increase adoption. • Implement quick and easy feedback options, such as a thumbs up/down or a star rating system.	
GENERAL SYSTEM IMPROVEMENTS Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	8
• Implement a simple, quick way to open a high-priority ticket to address a public safety issue. • Change default for asset tag search - Change the default setting for the asset tag search to keep "no results found" unchecked. • Eliminate single threaded approvers leading to situations where some network admins can't self-approve tickets which creates a bottleneck if the approver is out of office. • Ensure quick Actions for Activity Log - Implement quick log activity actions for common tasks.	

6.1.3 MEASUREMENT AND KPIS

KEY PARAMETERS OF SERVICE DESK, INCIDENT, AND REQUEST PERFORMANCE	**16**
Resources: County / Consultant	
Acceptance criteria: Workshops and discussions (if any) and configuration complete	

- FMX will provide guidance, informed by experience with other EasyVista customers, on optimal approaches for integrating EasyVista data with Power BI. FMX recommends leveraging the EasyVista Report API to enable secure and efficient data extraction for Power BI, rather than creating a direct reporting database connection, due to added costs and limited additional benefit. FMX's consulting services will be limited to building EasyVista reports for Power BI consumption and advising on data modeling; support for Power BI configuration or troubleshooting is out of scope.

- Review current real-time dashboard(s) such as the landing page. Revise and make improvements as required to ensure they provide actionable information managers need.

- Implement measurement and reporting of KPIs that measure the key parameters of performance for the Service Desk function and the Incident and Request processes.

- Ensure critical information is available in real-time.

- **Time-to-Resolution & Time-to-First-Response trend**
  - By priority, SLA, team, department, or group, product or service
- **Time-to-Resolution & Time-to-First-Response SLA achievement**
  - By priority, SLA, team, department, or group, product or service
- **Reopen Rate trend**
  - By team, department, or group
- **Customer Satisfaction trend**
  - By team, department, or group
- **Volume Trend**
  - By team, department, or group, product or service
- **Tickets resolved by group or department trend**
- **All open tickets**
  - By priority, SLA, team, department, or group, product or service
- **Almost late (about to breach SLA) tickets**
  - By priority, SLA, team, department, or group, product or service
- **Late (SLA breached) tickets**
  - By priority, SLA, team, department, or group, product or service
- **Labor hours Detail and Trend**
  - FMX shall work with Customer to understand requirements and guide implementation of appropriate KPIs.
- **Ticket Actions**

- FMX shall work with Customer to understand requirements and guide implementation of appropriate KPIs.
- EasyVista shall confirm all actions are reportable – FMX shall work with Customer to confirm.

6.1.4 PROJECT MANAGEMENT

PROJECT MANAGEMENT	24
Creation of the project plan, follow-up meetings, allocation of resources (based on a maximum duration of 4 months)	
Phase 1 Totals Final Acceptance Criteria for Phase1: All Workshops and discussions have occurred and configuration is complete	**180 hrs** **NTE $43,549.20**

6.2 PHASE 2

6.2.1 ONBOARD ONE DEPARTMENT AS A PROTOTYPE

Description	Effort (hours)
DEPARTMENT-SPECIFIC WORKSHOP(S) **Conduct workshop(s) with key department stakeholders to identify department specific requirements.** Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	**4**
Services and Service Catalog	
Priority matrix, SLAs, OLAs	
Forms	
Workflows and approvals	
Dashboards and KPIs • ID KPIs required to measure key parameters of performance specific to the department • ID KPIs required to measure key parameters of performance of the department relative to others across the organization	
Identify queues required by the department beyond the standard queues: Open requests | My requests | My Team's requests	
Identify requirements for automatic task assignment, notifications, and deadline reminders	
Implement department-specific requirements identified in the workshops Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	**32**

6.2.2 PROJECT MANAGEMENT

PROJECT MANAGEMENT	8
Creation of the project plan, follow-up meetings, allocation of resources (based on a maximum duration of 4 months)	
Phase 2 Totals **Final Acceptance Criteria for Phase1: All Workshops and discussions have occurred and configuration is complete**	**44 hrs** **NTE $10,645.36**

6.3 PHASE 3

6.3.1 STABILITY AND SCALABILITY

Description	Effort (hours)

GENERAL SYSTEM IMPROVEMENTS Resources: County / Consultant Acceptance criteria: Workshops & discussions (if any) and configuration complete	**8**
- Apply Snohomish County branding to email templates. - Consider auto-expiring stale approvals. - Create front-office default category flag. - Review equipment status list for clarity and merge overlap. - Remove unused Financial Management access in profiles.	
MATURE CHANGE MANAGEMENT Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	**24**
- Utilize FMX templates and guidance based on best practices and experience with other EasyVista customers to improve compliance with change management policies and processes to prevent issues like the recent change that resulted in the support portal losing visibility to history. - Implement supporting KPIs to monitor and measure the process.	
MATURE THE CONFIGURATION MANAGEMENT PROCESS Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	**32**
- Establish a clear, written policy and processes for Configuration Management. - Utilize FMX templates and guidance based on best practices and experience with other EasyVista customers to define and document roles and responsibilities required to support the policy and process. - Define and reduce the scope of the CMDB and the level of attributes to be tracked for CIs to make the CMDB more manageable.	

○   Consider the components that support or provide critical services that have SLAs that would be negatively impacted if those services were degraded or unavailable.
 	
      ○   Include license and contracts tracking in scope.
 	
      ○   Relate CI attributes like data sensitivity (e.g., HIPAA) and understand nested relationships for breach analysis.
 	
• Improve CMDB governance (remove duplicate CIs, guide CI selection).
 	
• Identify the source of truth for where CI data will come from.
 	
• Investigate automated discovery and dependency mapping and select a tool, or build manageable manual process into the Change, Incident, and Request workflows as other customers have done.
 	
• Improve CMDB data entry and updates to improve consistency and improve the value of business intelligence provided by the CMDB.
 	
• Implement auditing or alerting to detect broken relationships due to CIs being removed or archived	

6.3.2 USABILTY AND ADOPTION

GENERAL SYSTEM IMPROVEMENTS Resources: County / Consultant Acceptance criteria: Workshops and discussions (if any) and configuration complete	8
• **Formalize Informal Channels:** Consider integrating informal request channels into the formal system to ensure all requests are tracked and addressed efficiently. • **Investigate Timeout Grace Period:** Investigate the grace period for exceeding license limits. • **Get Average Number of Logged-In Users:** Extract the average number of logged-in users from Easy Vista. • **AI Representative:** Implement an AI representative for the support portal. • **AI Integration:** Explore AI-powered suggestions and automation for ticket resolution. • **Train teams on SLA bars** so they understand the information being conveyed and the expectations for time to fulfill or resolve.	

6.3.3 MEASUREMENT AND KPIS

KEY PARAMETERS OF CHANGE MANAGEMENT PERFORMANCE	16

- **Change Efficiency Rate**

  - **Total changes implemented / Total changes in the pipeline**

- **Change Success Rate**

  - **1 – (Number of failed changes / Total changes implemented)**

- **Emergency Change Rate**

  - **Number of Emergency changes / Total changes in the pipeline**

- **Change Reschedule Rate**

  - **Number of changes rescheduled / Total changes in the pipeline**

- **Average Process Time per Change (in days)**

  - **Average Process Time per Change (in days)**

- **Unauthorized Change Rate**

  - **Number of unauthorized changes detected / Total changes implemented**

- **Change Incident Rate**

  - **Number of changes resulting in incidents / Total changes implemented**

KEY PARAMETERS OF CONFIGURATION MANAGEMENT PROCESS PERFORMANCE	16

- **CMDB Accuracy**

  - **1 - (number of CI errors discovered / Total number of CIs in the CMDB)**

- **CMDB completeness**

  - **1 - (Number of services operating with incomplete CI information / Number of services in the Service Catalog)**

- **CI ownership rate**

  - **1 – (Number of CIs without assigned ownership / Total number of CIs in the CMDB**

- **Number of Incidents related to inaccurate CI information**

  - **Count of Incidents flagged as related to inaccurate CI information**

- **Number of Change failures related to inaccurate CI information**

  - **Count of Changes flagged as related to inaccurate CI information**

KEY PARAMETERS OF CYBERSECURITY PERFORMANCE	16

FMX shall work with the Customer's cybersecurity team to understand requirements and guide implementation of appropriate KPIs.	

KEY PARAMETERS OF SERVICE LEVEL PERFORMANCE	16
• **SLA Coverage Rate**	

- o 1 – (Number of IT business-facing services without SLAs / Total number of IT business-facing services)

- OLA Coverage Rate

  - o 1 – (Number of IT support services without OLAs / Total number of IT support services)

- Percentage of vendor services delivered without agreed service targets

  - o Number of vendor services without agreed service targets / Total number of services delivered by vendors

6.3.4 PROJECT MANAGEMENT

PROJECT MANAGEMENT	24
Creation of the project plan, follow-up meetings, allocation of resources (based on a maximum duration of 4 months)	

Phase 3 Totals	160 hrs
Final Acceptance Criteria for Phase1: All Workshops and discussions have occurred and configuration is complete	NTE $38,710.04

7. PROJECT INFORMATION

BILLING MODEL

FMX will execute this project on a Time & Materials basis.

IN-SCOPE

The Tasks section of this SOW contains an itemized list of components that are considered IN SCOPE for this engagement. All items not listed in the Project Scope and Tasks section 6 of this SOW must be considered a modification or change to the project scope and must be documented as a change request. All change orders approved by the Customer and Carahsoft in writing, because of the defined change process, shall be considered IN SCOPE.

OUT OF SCOPE

Anything that is not defined in the IN-SCOPE section of this document will be considered OUT OF SCOPE

RESOURCE(S)

Only FMX resources, fully certified on EasyVista will be assigned to Customer.

SCHEDULE CHANGES, CANCELLATIONS, AND DELIVERY

Hours booked by Customer will be billed if canceled less than 2 business days prior to the set date.

Hours for work performed between 6:00 PM ET and 8:00 AM ET on weekdays will be billed at

1.5 times the hourly rate upon Customer approval via a Change Order.

Hours booked between 6:00 PM ET on Friday and 8:00 AM ET on Monday will be billed at 2 times the hourly rate upon Customer approval via a Change Order.

8.   **ASSUMPTIONS & TERMS**

1.   **Unless otherwise noted within this SOW, a single FMX technical resource will be assigned to this effort. The technical resource may change based upon required skill set and resource availability. FMX makes every effort to maintain the same assigned resource throughout the duration of the engagement.**

2.   **Work performed by the FMX technical resource will be directed and monitored by the Customer point of contact.**

3.   **Customer agrees to make Customer's system administrator available to FMX Consultant to help with access to IT resources, software installation, security policy compliance validation, etc. FMX consultant will make every effort to advise Customer, in advance, regarding any firewall settings, port requirements, etc. that may need to be adjusted. If there is an approval process required for system or network changes, FMX should be made aware of these prior to project initiation.**

4.   **Customer agrees to provide FMX Consultant with access to its platform.**

5.   **If multiple environments exist and Customer wishes to work in a development environment, production environment and development environment should be synchronized prior to start of work.**

6.   **FMX shall ensure configuration changes made to the development environment are exported into the production environment. Any configuration changes made that cannot be exported shall be added into the production environment by FMX upon direction by Customer.**

7.   **Customer or EasyVista CMC are responsible for performing all data backups necessary to protect themselves from data loss prior to start of work. Best practice recommends that development work be done in a non-production, development environment whenever possible.**

8.   **FMX requires a minimum of one (1) consecutive hour of services when assistance is delivered remotely. Hours will therefore be billed in increments of one (1) hour.**

9.   **Customer shall pay Carahsoft for services completed and accepted at the rates specified in the SOW. Unless otherwise specified in an applicable SOW, invoices shall be due and payable thirty (30) days after receipt of the invoice by Customer. Customer's Payment of the invoice constitutes its Acceptance. Acceptance shall occur monthly upon timesheet receipt and acceptance by Customer.**

10.   **In the event of a dispute over the amounts invoiced, Customer shall pay all undisputed amounts invoiced and shall provide Carahsoft with a written explanation of any disputed amounts on or before the due date. If Customer is required to pay any sales, use, property, value-added, or other federal, state or local taxes based on the services provided under this SOW, then such taxes shall be billed to and paid by Customer.**

11.   **Electronic signatures: The parties agree that transmission of this SOW to the other party with its facsimile or other electronic signature shall suffice to bind the party transmitting this SOW in the same manner as if such party's original signature had been delivered. All such counterparts together shall constitute but one agreement. Facsimile, PDFs, or other electronic format signatures shall be deemed to be original.**

carahsoft.

9. PRICING

Carahsoft proposes the following Time & Materials bid. FMX shall deliver the services described in this SOW in three phases at an hourly rate of $241.94 not to exceed $92,904.96 USD.

Phase 1   180 hours $43,549.20 USD

Phase 2   44 hours $10,645.36 USD

Phase 3   160 hours $38,710.04 USD

This is a good faith estimate of the effort required to accomplish the tasks listed in the Task section 6. If work is completed in less time than is estimated, Customer will only be billed for actual work performed. If additional time is required, a fully executed change order will be required, and the associated work will be billed at the daily rate indicated on the change order.

10. PAYMENT TERMS

Carahsoft will provide monthly invoices for services incurred during the previous month. All invoices shall include the appropriate purchase order number provided by Customer. Payment from Customer is expected no later than 30 days from the receipt of the invoice date.

Snohomish County   **Carahsoft**

Signature_____   **Signature** _Elaine Shaduis_

Date_____   **Date** 10/07/2025