

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington

MOTION NO. 26-052

MOTION AUTHORIZING THE EXECUTIVE TO SIGN AMENDMENT NO. 1 TO THE
MASTER SERVICES AGREEMENT WITH CIVICPLUS

WHEREAS, prior to its integration into Snohomish County, the Snohomish Health District entered into a Master Services Agreement with CivicPlus for website development and hosting services (the "Original Agreement"); and

WHEREAS, the Snohomish Health District assigned its interest in the Original Agreement to Snohomish County effective December 31, 2022; and

WHEREAS, the Health Department desires to acquire and implement AudioEye Managed, a reader technology that provides screen reading capability that voices the content using text-to-speech technologies, along with other capabilities that enable individuals with disabilities to navigate, interact, and complete website tasks; and

WHEREAS, the Health Department also 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, CivicPlus and the Snohomish County Health Department have a current need to enter into an amendment to add AudioEye Managed, and CivicPlus Chatbot, and increase the annual amount of the agreement by an additional \$11,237.19, for an annual agreement aggregate of \$19,054.85;

NOW, THEREFORE, ON MOTION, the County Council hereby authorizes the Executive to sign Amendment No. 1 to the Master Services Agreement with CivicPlus.

PASSED this 10th day of February 2026.

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington



Council Chair

ATTEST:



Clerk of the Council