



## Snohomish County Council

**Committee:** Public Works and Infrastructure  
**ECAF:** 2022-1205  
**Proposal:** Motion 22-506

**Analyst:** Deb Evison Bell  
**Date:** December 6, 2022

### **Consideration:**

The proposed motion would authorize the County Executive to execute Amendment 2 to the software as a service (SaaS) agreement between Snohomish County and EasyVista, Inc., to include consulting services to guide the County in the configuration and deployment of additional functionality of the Information Technology Service Management System (ITSM), pursuant SCC 3.04.140(8)<sup>1</sup>.

### **Background:**

In November 2018 Snohomish County selected, EasyVista, Inc, through RFP-051-18SB, following established Federal, State and County policies to provide an IT Service Management tool to manage IT customer service that would support Information Technology Infrastructure Library processes, including help desk ticketing, service requests, problem, change and asset management. This new ITSM system agreement was executed on September 23, 2019 ([Motion 19-286](#)).

The Information Technology Department expanded the functionality of the existing ITSM through the purchase of additional design and configuration services for Asset License and Contract Management and Phase 1 enhancements on February 2, 2022 ([Motion 22-031](#)).

The county published RFP-22-034BC to solicit proposals for consulting services. EasyVista, Inc. was selected by the County Evaluation Committee following all Federal, State and County policies to provide consulting services to guide the County in the configuration and deployment of additional ITSM functionality.

### **Current Proposal:**

*Scope:* The proposed motion would approve and authorize the County Executive to Execute Amendment 2 to the Software as a Service (SaaS) Agreement with EasyVista, Inc., for an EasyAssist Custom Subscription package to include consulting services to guide the County in the configuration and deployment of additional functionality of the existing Information Technology Service Management System (ITSM).

*Duration:* The term of the original Agreement is for an initial five-years and the Amendment does not change the original term date of September 30, 2024.

*Fiscal Implications:* The total amount payable under this proposed Amendment is Thirty-three Thousand Dollars (\$33,000.00) plus applicable sales tax.

**2023 Budget:** Sufficient appropriation was included in the 2023 adopted IT budget.

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<sup>1</sup> [ch. 3.04 Purchases and Contracts | Snohomish County Code](#)  
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**Future Budget Impacts:** This is a one-time cost in addition to the existing contract.

ORIGINAL Motion 19-286	START	9/23/2019 RFP-51-18SB		\$363,044
AMENDMENT 1 Motion 22-031				\$54,150
AMENDMENT 2 Motion 22-506		RFP-22-034BC		\$33,000

**Handling:** Normal

**Approved-as-to-form:** YES

**Risk Management:** APPROVE

**Executive Recommendation:** APPROVE

**Requests:** Move to GLS on December 14, 2022, for consideration.