



## Snohomish County Council

**Committee:** Public Works and Infrastructure

**ECAF:** 2022-0032

**Proposal:** Motion 22-031

**Analyst:** Deb Evison Bell

**Date:** February 1, 2022

### **Consideration:**

The proposed motion would authorize the County Executive to execute Amendment 1 to the software as a service (SaaS) agreement between Snohomish County and EasyVista, Inc., to expand the 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<sup>2</sup>).

The Information Technology Department desires to expand 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.

### **Current Proposal:**

*Scope:* The proposed motion would approve and authorize the County Executive to Execute Amendment 1 to the Software as a Service (SaaS) Agreement with EasyVista, Inc., for an Information Technology Service Management System (ITSM) to expand the functionality of the existing system.

*Duration:* The term of the original Agreement is for an initial five-years (2019 – 2023) and the Amendment is for an additional one-time service fee, that would allow the new modules to be deployed and function during the remainder of the contract.

*Fiscal Implications:* The total amount payable under this proposed Amendment is Fifty-four Thousand One Hundred Fifty Dollars (\$54,150.00) plus applicable sales tax.

**2022 Budget:** Funding for this expenditure was included in the 2022 adopted IT budget.

**Future Budget Impacts:** This is a one-time cost in addition to the existing contract.

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<sup>1</sup> [ch. 3.04 Purchases and Contracts | Snohomish County Code](#)

<sup>2</sup> [Operations Committee - Sep 10th, 2019 \(granicus.com\)](#)

ORIGINAL Motion 19-286	START	9/23/2019 RFP-51-18SB		Cost: \$132,218
		2020		\$48,099
		2021		\$48,099
<i>AMENDMENT 1</i>		2022 (\$54,150 + \$48,099)		\$102,249
		2023		\$48,099
<b>TOTAL Not to Exceed Amount</b>		<b>2024</b>	<b>END</b>	<b>\$378,764</b>

**Handling:** EXPEDITE (expedited processing is requested to have the agreement executed by 2/03/2022).

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

**Risk Management:** APPROVE

**Executive Recommendation:** APPROVE

**Requests:** Move to GLS on February 2, 2022, for consideration.