



Snohomish County Council

Legislation Details (With Text)

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Title: Motion 24-210, approve and authorize execution of the Software as a Service (SaaS) Agreement with Cerium Networks, Inc. for a call center software system

Sponsors:

Indexes:

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Attachments: 1. Motion 24-210, 2. Staff Report, 3. Agreement - SIGNED, 4. Worksheet, 5. Certificate of Insurance, 6. Motion Assignment Slip

Date	Ver.	Action By	Action	Result
5/14/2024	1	Administrative Session	Approved	Pass

Executive/Council Action Form (ECAF)

ITEM TITLE:

Motion 24-210, approve and authorize execution of the Software as a Service (SaaS) Agreement with Cerium Networks, Inc. for a call center software system

DEPARTMENT: IT

ORIGINATOR: Dee White

EXECUTIVE RECOMMENDATION: Ken Klein 5/6/24

PURPOSE: The purpose of this ECAF is to approve and execute a Software as a Service (SaaS) Agreement for implementation services and acquisition of a new call center software system to replace Clarity Connect.

BACKGROUND: Snohomish County currently uses Clarity Connect for automated call center management with just over 100 licensed users across eight (8) separate call center groups, and is planning a transition to Microsoft Teams for Voice (from Skype for Business) in 2024. Current software is not compatible with Microsoft Teams and has limitations in a modern workplace, and additional features are desired by the County. The County published RFP-23-076BC-S to solicit proposals for call center software and Cerium Networks, Inc. was selected by the Snohomish County evaluation committee as submitting the highest-ranking proposal to provide the services. The cost for implementation, licenses, and annual support and maintenance over the initial five-year contract term is expected to not exceed One Million, Four Hundred Seventy-Nine Thousand Eight Hundred Seventy-Nine Dollars and Twenty-Three Cents (\$1,479,879.23) plus applicable sales tax. The Agreement may be extended for five two-year optional terms by written notice from the County to the Contractor. **Expedited handling is requested. The Teams Telephony project is currently awaiting this software in order to move forward and be completed before Microsoft Skype reaches its end of life.**

FISCAL IMPLICATIONS:

