



Snohomish County Council

Legislation Text

File #: 2022-1205, Version: 1

Executive/Council Action Form (ECAF)

ITEM TITLE:

Motion 22-506, approving and authorizing the execution of Amendment 2 to the Software as a Service (SaaS) Agreement with Easy Vista, Inc., for an Information Technology Service Management System

DEPARTMENT: Information Technology

ORIGINATOR: Dee White

EXECUTIVE RECOMMENDATION: Ken Klein (11/18/22)

PURPOSE: Approve and authorize execution of Amendment 2 to the Software as a Service (SaaS) Agreement with Easy Vista for an Information Technology Service Management System (ITSM) to include consulting services to guide the County in the configuration and deployment of additional functionality of the ITSM.

BACKGROUND: In November 2018, RFP 051-18SB was published to obtain proposals for an IT Service Management (ITSM) tool to manage IT customer service that will support the Information Technology Infrastructure Library (ITIL) processes, including incident, Service Request, Problem, Change and Asset Management. The system supports the County IT staff, through this help desk ticketing system based on ITIL processes: a set of detailed practices for IT service management that focuses on aligning IT services with the needs of the business and customers. Easy Vista was selected by the RFP evaluation committee as the highest-ranking proposer to provide this new ITSM system and a five-year agreement was executed with Easy Vista on September 23, 2019. The agreement was amended in February 2022 to include the purchase of additional design and configuration services for Asset License and Contract Management and Phase 1 enhancements. The County currently has a need for consulting services to guide the County in the configuration and deployment of additional functionality of the ITSM. RFP-22-034BC was published to obtain proposals for consulting services, and the evaluation committee selected Easy Vista, Inc., to guide the County in the configuration and deployment of additional ITSM functionality. Approval of this ECAF and Motion will allow the Department of Information Technology to proceed with configuration and implementation of additional ITSM functionality implement additional functionality of the system.

FISCAL IMPLICATIONS:

EXPEND: FUND, AGY, ORG, ACTY, OBJ, AU	2022	2023	1ST 6 YRS
505-514888-4801 Maintenance	0	\$33,000	\$33,000
Plus applicable sales tax			

TOTAL	0	\$33,000	\$33,000
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REVENUE: FUND, AGY, ORG, REV, SOURCE	CURRENT YR	2ND YR	1ST 6 YRS
TOTAL			

DEPARTMENT FISCAL IMPACT NOTES: This software solution has been funded since 2021, and sufficient appropriation is included in the 2023 IT recommended budget.

CONTRACT INFORMATION:

ORIGINAL	<u>X</u>	CONTRACT#	<u>RFP-51-18SB</u>	AMOUNT	<u>\$363,044</u>
AMENDMENT	<u>1</u>	CONTRACT#	_____	AMOUNT	<u>\$54,150 plus applicable sales tax</u>
AMENDMENT	<u>2</u>	CONTRACT#	<u>RFP-22-034BC</u>		<u>\$33,000</u>

Contract Period

ORIGINAL	START	<u>9/23/19 Motion 19-286</u>	END	<u>9/30/2024</u>
AMENDMENT 1	START	<u>2/22/22 Motion 22-031</u>	END	<u>9/30/2024</u>
AMENDMENT 2	START	<u>Upon execution</u>	END	<u>9/30/2024</u>

OTHER DEPARTMENTAL REVIEW/COMMENTS: Reviewed/approved by Risk Management (Sheila Barker 11/18/22), Finance (Nathan Kennedy 11/18/22) and Prosecuting Attorney as to form only (Rebecca Wendling 11/17/22)