



Snohomish County Council

Legislation Text

File #: 2024-0631, Version: 1

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:

EXPEND: FUND, AGY, ORG, ACTY, OBJ, AU	CURRENT YR	2ND YR	1ST 5 YRS
505-5148614801 annual support	\$164,822.40	\$164,822.40	\$824,112
505-5148614101 Implementation	\$55,767.23		\$55,767.23
505-5148614101 Ad hoc hours	Est. \$80,000	Est. \$80,000	NTE \$350,000
505-5148614101 Additional Items	Est. \$50,000	Est. \$50,000	NTE \$250,000
Plus applicable sales tax			
TOTAL	Est. \$350,589.63	Est. \$294,822.40	NTE \$1,479,879.23

REVENUE: FUND, AGY, ORG, REV, SOURCE	CURRENT YR	2ND YR	1ST 6 YRS

TOTAL			

DEPARTMENT FISCAL IMPACT NOTES: The funding required for these implementation and support fees is authorized in the 2024 adopted IT budget and ongoing support is included in the IT Department 2025-2026 rates.

CONTRACT INFORMATION:

ORIGINAL	X	CONTRACT#	AMOUNT	NTE \$1,479,879.23 plus applicable sales tax
AMENDMENT	_____	CONTRACT# _____	AMOUNT _____	_____

Contract Period

ORIGINAL	START	Upon execution	END	5 years from execution date
AMENDMENT	START	_____	END	_____

OTHER DEPARTMENTAL REVIEW/COMMENTS: Reviewed/approved by: Risk Management (Sheila Barker 5/3/24), Finance (Nathan Kennedy 5/3/24) and Prosecuting Attorney’s Office (Rebecca Wendling 5/2/2024)