



Snohomish County Council

Legislation Text

File #: 2022-0032, Version: 1

Executive/Council Action Form (ECAF)

ITEM TITLE:

Motion 22-031, approving and authorizing the execution of Amendment 1 to the Software as a Service (SaaS) agreement with EasyVista, Inc., for an Information Technology Service Management System

DEPARTMENT: Information Technology

ORIGINATOR: Dee White

EXECUTIVE RECOMMENDATION: Approve

PURPOSE: Approve and authorize execution of Amendment 1 to the Software as a Service (SaaS) Agreement with Easy Vista for an Information Technology Service Management System (ITSM) in order to expand the functionality of the system.

BACKGROUND: In November, 2018, RFP 051-18SB was published to obtain proposals for an IT Service Management 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 Information Technology Department desires to expand the functionality of the ITSM through the purchase of additional design and configuration services for Asset License and Contract Management and Phase 1 enhancements for an additional one-time service fee of \$54,150.00 plus applicable sales tax. Approval of this ECAF and Motion will allow the Department of Information Technology to implement additional functionality of the system. Expedited handling is requested to execute contract by 2/3/2022 in order to begin implementation of critical configuration to EasyVista's contract management and asset tracking modules. Project is anticipated to begin in early February.

FISCAL IMPLICATIONS:

EXPEND: FUND, AGY, ORG, ACTY, OBJ, AU	CURRENT YR	2ND YR	1ST 6 YRS
505-514888-4801 Maintenance	54,150		54,150
Plus applicable sales tax			
TOTAL	\$54,150		\$54,150

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

TOTAL			

DEPARTMENT FISCAL IMPACT NOTES: Funds for this expenditure are included in the approved 2022 Information Technology Department budget.

CONTRACT INFORMATION:

ORIGINAL	X	CONTRACT#	RFP-51-18SB	AMOUNT	\$363,044.00
AMENDMENT	1	CONTRACT#		AMOUNT	\$54,150.00 plus applicable sales tax

Contract Period

ORIGINAL	START	9/23/19 Motion 19-286	END	9/30/2024
AMENDMENT 1	START	Upon execution	END	9/30/2024

OTHER DEPARTMENTAL REVIEW/COMMENTS: Approved as to form by PA Rebecca Wendling 1/20/2022/ Approved- Risk, Sheila Barker 1/21/22 / Approved-Finance, Nathan Kennedy 1/21/22.