

CITY OF BELLEVUE, WASHINGTON

RESOLUTION NO. 10252

A RESOLUTION authorizing the execution of a 5-year Software as a Service agreement with Freshworks Inc., to implement and provide an ongoing cloud-based platform for IT Service Management and Customer Service Management software, in an amount not to exceed \$618,090.00, plus all applicable taxes.

THE CITY COUNCIL OF THE CITY OF BELLEVUE, WASHINGTON, DOES RESOLVE AS FOLLOWS:

Section 1. The City Manager or his designee is hereby authorized to execute a 5-year Software as a Service agreement with Freshworks Inc., to implement and provide an ongoing cloud-based platform for IT Service Management and Customer Service Management software, in an amount not to exceed \$618,090.00, plus all applicable taxes, a copy of which agreement has been given Clerk's Receiving No. _____.

Passed by the City Council this _____ day of _____, 2023, and signed in authentication of its passage this _____ day of _____, 2023.

(SEAL)

Lynne Robinson, Mayor

Attest:

Charmaine Arredondo, City Clerk