

## CITY COUNCIL REGULAR SESSION

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.

Sabra Schneider, Chief Information Officer, 452-4890

Jason Hale, ITD Manager, 452-7956

*Information Technology*

## EXECUTIVE SUMMARY

This Resolution authorizes the execution of a purchasing agreement with Freshworks Inc. to provide a cloud-based platform for IT Service Management and Customer Service Management. The agreement licenses the City to utilize Freshworks products and services on desktops and laptops in order to serve employees for ticket, asset, incident, service, problem, and change management. Freshworks will replace an on-premise solution that is end-of-life.

Implementation services and annual fee total for the first year is \$183,567.00, plus all applicable taxes.

This resolution authorizes the City to purchase services for 5 years, for a total additional cost of \$434,527.00, plus all applicable taxes.

The total five-year expenditure of this Software as a Service agreement with Freshworks Inc. is \$618,094.00, plus all applicable taxes.

## RECOMMENDATION

Move to adopt Resolution No. 10252

## BACKGROUND/ ANALYSIS

There is a need for IT Service Management Software which provides the software and support for ITD service desk, asset management, problem management, and incident management. The current system is out of support and requires staff to work with several systems to complete tasks. Freshworks provides a cloud platform solution for IT service management requests, as well as Customer Service Management. This service will serve city employees by allowing access to knowledge articles and streamlining the request process. This software was chosen to scale to meet the current and potential future service management needs of the city.

A competitive process was conducted in January 2023. Multiple proposals were received and Freshworks Inc was selected.

## POLICY & FISCAL IMPACTS

### Policy Impact

Bellevue City Code 4.28 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award the bid where the cost exceeds \$350,000.

## **Fiscal Impact**

The first two years of the agreement is funded in the IT Fund as part of the 2023-2024 biennium budget. Subsequent years of the agreement will be addressed through future budget processes. The estimated total cost for 5 years of service will be approximately \$618,094.00, plus all applicable taxes.

## **OPTIONS**

1. Adopt the 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.
2. Do not adopt the Resolution and provide alternative direction to staff.

## **ATTACHMENTS**

Proposed Resolution No. 10252

## **AVAILABLE IN COUNCIL LIBRARY**

2023 Freshworks Software as a Service Contract

Freshworks Quote # 23231007

Freshworks Quote # 23231172