



## RESOLUTION NO. U-11311

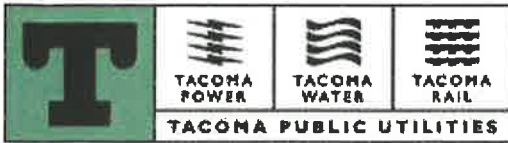
1 A RESOLUTION related to the purchase of materials, supplies, equipment and  
2 the furnishing of services; authorizing the City officials to enter into  
3 contracts and, where specified, waive competitive bidding requirements,  
4 authorize sale of surplus property, or increase or extend existing  
5 agreements.

6 WHEREAS the City of Tacoma, Department of Public Utilities, requested  
7 bids or proposals for the purchase of certain materials, supplies, equipment or  
8 the furnishing of certain services, or proposes to purchase off an agreement  
9 previously competitively bid and entered into by another governmental entity or  
10 a purchasing cooperative, or for the sales of surplus, or desires to increase or  
11 extend an existing agreement, all as explained by the attached Exhibit "A,"  
12 which by this reference is incorporated herein, and

13 WHEREAS in response thereto, bids or proposals (or prices from  
14 another governmental or cooperative agreement) were received, all as  
15 evidenced by Exhibit "A," and

16 WHEREAS the Board of Contracts and Awards or the requesting division  
17 have heretofore made their recommendations, which may include waiver of the  
18 formal competitive bid process because it was not practicable to follow said  
19 process, or because the purchase is from a single source, or there is an  
20 emergency that requires such waiver, or because a directly negotiated contract  
21 was determined to be in the best interest of the City, or waiver of minor  
22 deviations, and in the case of sale of surplus, a declaration of surplus has been  
23 made certifying that said items are no longer essential for continued effective  
24 utility service, as explained in Exhibit "A," Now, therefore,  
25  
26





RESOLUTION NO.: U-11311  
ITEM NO.: 1  
MEETING DATE: APRIL 13, 2022

**TO:** Board of Contracts and Awards  
**FROM:** Chris Mattson, Power Section Manager, Tacoma Power/Generation  
Matt Bleich, Power Section Assistance Manager II, Tacoma Power/Generation  
Teresa Loo, Power Supervisor II, Tacoma Power/Generation  
**COPY:** Public Utility Board, Director of Utilities, Board Clerk, EIC Coordinator, LEAP  
Coordinator, and Seth Hartz, Finance/Purchasing  
**SUBJECT:** Reservation Services for Tacoma Power's Campgrounds Increase, Direct  
Negotiation Waiver, Resolution No. 10977, Contract No. 4600013799  
April 13, 2022  
**DATE:** March 9, 2022

**RECOMMENDATION SUMMARY:**

Tacoma Power/Generation recommends an extension and an increase to Contract No. 4600013799 with Camis USA, Inc., Ann Arbor, MI, in the amount of \$875,000, sales tax not applicable, budgeted from the Power fund, to extend the contract term of up to five years for reservation services for Tacoma Power's campgrounds. This increase will bring the contract to a cumulative total of \$1,375,000, sales tax not applicable.

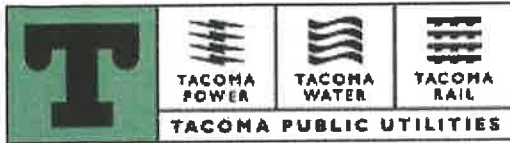
**BACKGROUND:**

Tacoma Power owns and operates four campgrounds at the Cowlitz and Nisqually Hydroelectric Projects (Projects). Providing these recreational opportunities for camping and day use is required by Tacoma Power's Federal Energy Regulatory Commission licenses for the Projects.

Camis USA, Inc. provides reservation services for Tacoma Power's campgrounds and has since 2005. The reservation system includes online and phone-based reservations, changes and cancellations, call center and help desk services, software, point-of-sale hardware, internet connectivity, financial reporting, training and inventory management. These services are instrumental to the success of the campgrounds, including their operation, revenue generation, and customer service.

**ISSUE:** Since May 2020, when outdoor recreation reopened during the COVID-19 pandemic, the number of reservations, changes, and cancellations have increased substantially. This increase could not have been anticipated during the creation of the existing contract. The high level of use at Tacoma Power's campgrounds continued in 2021 and is expected to continue in the future. The requested funds are needed to complete the existing contract, extend the contract with an amount that reflects the high level of use, and maintain continuity of reservation services for Tacoma Power's campgrounds with an initial three year contract and an option for two (2) one-year extensions for a total of five years.

**ALTERNATIVES:** We are unaware of service providers that provide the entire range of quality services that Camis USA, Inc. is able to provide, including point-of-sale hardware, its maintenance, and internet connectivity. Camis USA, Inc. is a stable company that has provided quality, long-term reservation services to Tacoma Power's campgrounds since 2005. Contracting with other reservation services appears to be high risk within the reservation service market at this time. For example, British Columbia (BC) Parks previously contracted with Camis USA, Inc. for reservation services and successfully completed that contract after two extensions. Following a



competitively bid process, BC Parks contracted with another vendor for two years and is returning to Camis USA, Inc. in 2022 under urgent circumstances due to the other vendor's significant system issues and customer outcry.

**COMPETITIVE ANALYSIS:**

This contract is awarded under a Direct Negotiation Waiver. There are no other known, qualified providers of this service. Additionally, Tacoma has been using this vendor as either a direct or third party vendor for more than 15 years. The associated efficiencies with vendor continuity are critical for customer satisfaction and maximizing cost effectiveness.

**CONTRACT HISTORY:** City of Tacoma Contract 4600013799 was originally awarded to Camis USA, Inc. as the result of a Direct Negotiation Waiver in January 2019, in the amount of \$300,000 which was approved by Resolution No. 10977. This contract added Amendment No. 1 dated October 2020 to increase contract value in the amount of \$50,000 and extend to October 31, 2021. Amendment No. 2, dated April 1, 2022, added required Payment Card Industry (PCI) language to the contract. The contract added Amendment No. 3, dated October 1, 2021, to extend to October 31, 2022, and increase contract target value in the amount of \$150,000 for a cumulative total of \$500,000.

Camis USA, Inc. hosts the current Washington State Parks reservation service, Washington State Contract No. 186282, under a competitively bid process. The six-year state contract with Camis USA, Inc. has provisions for three additional three-year terms for a total of 15 possible years. The needs of Washington State Parks and Tacoma Power's campgrounds are similar in scope.

Tacoma Power was a third party (City of Tacoma contract 4600005123) to a previous competitively-bid Washington State Contract No. 27183 with Camis USA, Inc., valid October 23, 2008 through October 31, 2018. Tacoma Power was involved in the original selection process as a partner to Washington State Parks.

**SUSTAINABILITY:** None of the City's sustainability-related resolutions, proclamations, or ordinances apply to this request/contract.

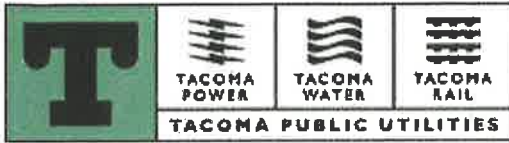
**EIC/LEAP COMPLIANCE:** Not applicable.

**FISCAL IMPACT:**

**EXPENDITURES:**

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
4700 - Power	10000062250	5330100	\$262,500
4700 - Power	10000062204	5330100	\$175,000
4700 - Power	10000062242	5330100	\$175,000
4700 - Power	10000062245	5330100	\$262,500
<b>TOTAL</b>			<b>\$875,000</b>

**REVENUES:**



FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
4700 - Power	10000062250	5330100	\$262,500
4700 - Power	10000062204	5330100	\$175,000
4700 - Power	10000062242	5330100	\$175,000
4700 - Power	10000062245	5330100	\$262,500
<b>TOTAL</b>			<b>\$875,000</b>

**FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$875,000**

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes**

**IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.**