



RESOLUTION NO. U-11595

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,
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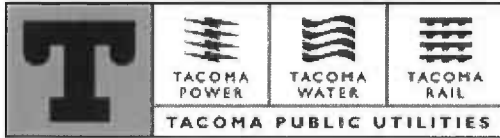
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BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

That the Public Utility Board of the City of Tacoma hereby concurs and approves the recommendations of the Board of Contracts and Awards or the requesting division, and approves, as appropriate: (1) the purchase or furnishing of those materials, supplies, equipment or services recommended for acceptance; (2) the sale of surplus materials, supplies or equipment recommended for acceptance; (3) the purchase from a cooperative or another governmental entity contract; and (4) the increase or extension of an existing agreement, and said matters may include waiver of the formal competitive bid process or waiver of minor deviations, all as set forth on Exhibit "A," and authorizes the execution, delivery and implementation of appropriate notices, contracts and documents by the proper officers of the City for said transactions.

Approved as to form:

_____	_____
<i>/s/</i>	Chair
Chief Deputy City Attorney	_____
	Secretary
_____	Adopted _____
Clerk	



Resolution No.: 0-11595

Item No.: 1

Meeting Date: MARCH 25, 2026

TO: Board of Contracts and Awards
FROM: Chris Robinson, Utilities Deputy Director/Power Superintendent, Tacoma Power
Kalyan Kakani, Section Manager, Power Utility Technology Services (UTS)
Joy Sage, Division Manager, Technology, Power UTS Network and Communications
Megan Davis, Sr Manager Technology, Power UTS Network and Communications
COPY: Public Utility Board, Director of Utilities, Board Clerk, EIC Coordinator, LEAP Coordinator, and Brittany Riolo, Senior Buyer, Finance/Purchasing
SUBJECT: Technology Support Upgrade Bench Contract
Waiver for Direct Negotiation, Specification No. SR2650910716, Contract No. C1595, CW2239100 – March 25, 2026 Public Utility Board
DATE: February 23, 2026

RECOMMENDATION SUMMARY:

Tacoma Power UTS Network and Communications requests approval to increase Contract No. C1595, to Unify Inc., Boca Raton, FL, by \$220,778, plus applicable taxes, budgeted from the Power Fund 4700, for Application and Server Upgrades, Interactive Voice Response (IVR) SAP and eSole Integration and other associated upgrades. This increase will bring the contract to a projected total of \$604,439, plus applicable taxes.

BACKGROUND:

The contract was set up in 2020 to provide bench services over a three year period for products and services to Tacoma Utilities Telephony System. The system supported by Mitel US Holdings, Inc. includes multiple applications to meet various business needs. These systems as a whole encompass Tacoma Public Utilities' (TPU) telephony system.

ISSUE: During the City's SAP upgrade process, it became necessary to update the eSole application supported by Mitel. ESole provides the interface between OpenScape Contact Center, the Genesys Voice Platform (GVP) IVR application and SAP, providing Customer Service Agents access to customer data. In addition to that work, there are system upgrades planned over the next biennium to keep our current telephony applications upgraded and supported.

ALTERNATIVES: Tacoma Power has utilized Unify for its Telephony solution since 2017. Support and maintenance of the current platform is proprietary. Tacoma Power recently awarded a new Telephony Request for Proposal (RFP) to replace our current Telephony system. That project has just begun and is anticipated to go-live at the end of 2027. We will maintain our current solution, including applications such as OpenScape Contact Center and our Genesys GVP solution until the new platform goes live, allowing us to continue to provide the exceptional service our customers have come to expect.



COMPETITIVE ANALYSIS:

Back in 2020, TPU was already committed to the Unify Telephony system. The purpose of the Bench contract was to provide on-call support of any needed products and services as well as upgrades to the current system. Conducting a competitive bid is not feasible as Telephony replacements and/or support is proprietary and takes multiple years to implement.

CONTRACT HISTORY: This contract was originally awarded to Unify Inc., previously Atos IT Solutions and Services, Inc., as a result of a Waiver for Direct Negotiation Specification No. SR2650910716 in October 2020. In October 2023, the contract was acquired by Mitel US Holdings, Inc. under the name of Unify Inc. In October 2024, the contract was extended to December 31, 2025. In April 2025, the contract was increased by \$91,161 to support the SAP Integration. In November 2025, the contract was extended to December 31, 2027.

SUSTAINABILITY: Not Applicable

EQUITY IN CONTRACTING (EIC) COMPLIANCE: Not applicable - Service contract - EIC Regulations are not yet established

LOCAL EMPLOYMENT AND APPRENTICESHIP TRAINING PROGRAM (LEAP) COMPLIANCE: Not Applicable

FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Power Fund 4700	CC568000		\$220,778
TOTAL			Up to \$220,778

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Power Fund 4700	CC568000		(\$220,778)
TOTAL			Up to (\$220,778)

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$110,500.

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED. N/A