RESOLUTION NO. U-11611

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

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

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

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

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:

/s/
Chief Deputy City Attorney

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Clerk

____
Chair

____
Secretary

Adopted______________________

CITY OF Tacoma

PUB Resolution No.: U-11611
City Council Resolution No.: 1

Contract and Award Letter
Purchase Resolution – Exhibit "A"

TO:	Board of Contracts and Awards
FROM:	Andy Cherullo, Director, Finance Patsy Best, Procurement and Payables Division Manager, Finance
COPY:	Public Utility Board, Director of Utilities, Board Clerk, City Council, City Manager, City Clerk, EIC Coordinator, LEAP Coordinator, and Aaron Bratton, Senior Buyer, Finance/Procurement.
SUBJECT:	Citywide Janitorial Services Request for Proposals (RFP), Specification No. CT20-0151F, Contract No. CW2241654 – July 8, 2026 Public Utility Board and July 21, 2026 City Council
DATE:	June 16, 2026

RECOMMENDATION SUMMARY:
The Finance Department requests approval to increase Contract No. CW2241654, to American Custodial Inc, Tacoma, WA, by $800,000, plus any applicable taxes, budgeted from various funds, for janitorial services at City and Tacoma Public Utility facilities. This increase will bring the contract to a projected total of $5,000,000, plus applicable taxes.

STRATEGIC POLICY PRIORITY:
- Strengthen and support a safe city with healthy residents.
- Foster a vibrant and diverse economy with good jobs for all Tacoma residents.
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

This contract was bid to include a large number of facilities to ensure highly competitive pricing, and, for the sake of future efficiency, the subsequent contract was intentionally structured to allow for expansion of the services to other facilities.

BACKGROUND:
This contract provides janitorial services at many City facilities, replacing individually held contracts that did not take advantage of the economy of scale included in this contract. The original solicitation included services at the Municipal Complex, all Fire and Police Facilities, Solid Waste Management buildings, the Green River Headworks and McMillin Reservoir, and several other Utility and City facilities. Since execution the services have been expanded to include other facilities and new services at originally included facilities. Due to the excellent performance of the supplier and the consistently competitive pricing, the contract was extended beyond its originally anticipated term through February 2028.

ISSUES: As a result of expanded services, the extended term, and increases to applicable prevailing wage rates, the contract is running short of funds and needs an amendment to allow services to continue to be rendered. The proposed amendment will also make newly established facility rates contractual obligations.

ALTERNATIVES: The alternative to approving this amendment would be to resolicit the services either as a citywide effort or with separate facility specific solicitations.

COMPETITIVE ANALYSIS: Throughout the term of the contract, price increases have been modest and focused on required increases to applicable prevailing wage rates. As a result, the pricing against the contract has remained very competitive. This is evidenced by the fact that despite having been extended beyond the original term and despite having services expanded to new facilities, the originally projected spend carried the contract past its originally conceived term.

CONTRACT HISTORY: This contract was originally awarded to American Custodial Inc as a result of RFP, Specification No. CT20-151F in March 2021, with a not to exceed contract value of $3,500,000 and initial term of three years with two, one-year options to extend.

Amendment No. 1, effective July 1, 2023, was executed to extend the time for performance and termination date of the contract from February 29, 2024 to February 28, 2025 and amend the pricing to conform with the pricing set forth in Exhibit A to the contract; and

Amendment No. 2, effective February 28, 2024, was executed to extend the time for performance and termination date to February 28, 2026, and amend the pricing as set forth in Exhibit A-2 to the contract; and

Amendment No. 3, effective September 23, 2024, was executed to supplement the Scope of Work to include the additional services for Tacoma Police Department set forth in Exhibit A-3, payable at the rates set forth in Exhibit A-3; and

Amendment No. 4, effective June 1, 2025, was executed to supplement the Scope of Work to include additional services and rates for the Beacon Center location only as is shown in Exhibit A-4; and

Amendment No. 5, effective February 27, 2026, was executed to extend the time for performance and termination date to February 28, 2028, and amend the pricing as set forth in Exhibit A-5; and

Amendment No. 6, effective May 15, 2026, was executed to increase the compensation under the contract by $700,000 from $3,500,000 for a new not to exceed amount of $4,200,000.

SUSTAINABILITY: Per the Sustainable Procurement policy in section XXIV. A. of the Purchasing Policy Manual, the specification included requirements to use environmentally preferable cleaning products as designated by Green Seal and the EPA. Additionally, five percent (5%) of the scoring was awarded based upon review of respondents' statements on the firm's efforts toward sustainability.

EQUITY IN CONTRACTING (EIC) COMPLIANCE: The recommended contractor is in compliance with the Equity in Contracting (EIC) Regulation requirements per memorandum dated February 2, 2021. The EIC requirements for this project are (MBE 31 percent, WBE 23 percent, and SBE 23 percent) The EIC utilization levels of the recommended contractor American Custodial Inc are (MBE 100 percent, WBE 100 percent, and SBE 100 percent).

LOCAL EMPLOYMENT AND APPRENTICESHIP TRAINING PROGRAM (LEAP) COMPLIANCE: The Local Employment and Apprenticeship Training Program (LEAP) requirements are for 15 percent local employment utilization and 15 percent apprentice utilization.

FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Various			$ 800,000
TOTAL			**Up to $ 800,000**

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
N/A			($800,000)
TOTAL			**Up to ($800,000)**

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: $600,000

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

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

Resolution No.:	U-11611
Item No.:	2
Meeting Date:	JULY 8, 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: Unified and Contact Center Telephony Software
Request for Proposal (RFP) Specification No. PI25-0054F, Contract No. CW2279328 – July 8, 2026 Public Utility Board

DATE: June 22, 2026

RECOMMENDATION SUMMARY:
Tacoma Power/Utility Technology Services (UTS) recommends awarding a contract to Voxai Solutions Inc, Coppell, TX, in the amount of $2,260,608.60, plus a contingency of $100,000.00 plus applicable taxes, budgeted from the Power Fund 4700, for an initial contract term of three years with the option to renew for two additional one-year terms, for a projected contract amount of $2,360,608.60, plus applicable taxes,

BACKGROUND:

Tacoma Public Utilities (TPU), through UTS, provides the voice and workforce management platform supporting customer contact. This platform is utilized by Customer Experience & External Affairs, Tacoma Power, and Tacoma Water.

TPU's current environment is primarily supported by a legacy on-premises telephony platform that has reliably served the organization for many years. However, evolving customer expectations, increased demand for flexible work capabilities, system resiliency requirements, and the need for modern digital engagement channels have created the need to modernize the customer contact environment.

The recommended solution will transition TPU's customer contact operations to a modern cloud-based Contact Center as a Service (CCaaS) platform, providing improved scalability, enhanced reporting and analytics, stronger business continuity capabilities, and expanded options for future customer engagement channels such as chat, Short Message Service (SMS), email, and AI-enabled self-service.

ISSUE: TPU's current customer contact telephony environment is supported by legacy on-premises technology that is becoming increasingly difficult and costly to sustain long term. While the existing platform continues to provide core functionality, it relies on aging infrastructure, specialized support resources, multiple vendor dependencies, and ongoing maintenance efforts to preserve current service levels.

Continuing with the existing environment will require additional future investment for hardware replacement, software support, extending maintenance agreements, and pursuing incremental upgrades where possible, while offering limited improvement in resiliency, reporting capabilities, remote workforce enablement, and modern customer engagement channels.

Maintaining the status quo also increases operational risk associated with aging systems, support continuity, and reduced flexibility to respond to demand, changing workforce models, and evolving customer expectations.

ALTERNATIVES:

Alternative 1 – Maintain Existing On-Premises Environment
TPU could continue operating the current legacy telephony and customer contact environment. While this option would avoid near-term implementation efforts, it would require continued investment in aging infrastructure, software support, maintenance agreements, and specialized support resources, while providing limited improvement in resiliency, reporting, scalability, or modern customer engagement capabilities.

Alternative 2 – Partial Modernization / Hybrid Approach
TPU could pursue incremental upgrades or a hybrid model by modernizing selected components while retaining portions of the existing legacy environment. While this may reduce initial transition impacts, it would continue reliance on multiple systems and vendors, increase integration complexity, and likely delay realization of full operational efficiencies and customer experience benefits.
This approach may also create duplicative costs where TPU would pay for capabilities included within a modern CCaaS platform, such as call recording, reporting, analytics, or workforce tools, while simultaneously continuing to fund legacy on-premises systems that provide similar functionality. Over time, maintaining parallel environments could increase total cost of ownership and administrative complexity.

Awarding the modernization contract is considered the most effective, sustainable, and cost-beneficial approach to meeting TPU's current and future customer contact needs.

COMPETITIVE SOLICITATION:
Request for Proposal Specification No. PI25-0054F was opened May27, 2025. Eleven companies were invited to bid in addition to normal advertising of the project. Eleven submittals were received.

A competitive evaluation process was conducted in accordance with City procurement requirements. Proposals were reviewed by a cross-functional evaluation committee representing business, operational, and technical stakeholders. Evaluation criteria included solution qualifications, implementation methodology, experience of key personnel, cost, and overall ability to meet TPU's business and technical requirements.

TPU also engaged E Source Companies LLC (E Source) as a trusted advisor to assist prior to and throughout the RFP development, evaluation, and vendor selection process. E Source provided independent industry perspective, market knowledge, and advisory support to help inform TPU's decision-making process. TPU elected to proceed with a contract for a contract center solution only at this time. Implementation of a unified communications solution will be addressed in future projects and under separate contracts.

Following review of written proposals, scoring, demonstrations, reference consideration, and finalist discussions, Voxai Solutions Inc was determined to provide the best overall value to TPU for contact center as as service. The table below reflects all responding integrators, the solution they proposed and final score.

Integrator (vendor)	Proposed Solution	Score
Voxai	**Genesys**	77.6
Connex	Genesys	66.7
Inoria CallTower	Genesys	64.6
Lumen	Genesys	63.7
I3 Verticals	Amazon	62.4
Cerium Networks (Genesys Cloud)	Genesys	61.6
World Wide Technology	Cisco/Webex	59.5
Mitel (Unify)	Mitel CX (MCX)	59.2
ConnX	Webex/Cisco	58.2
Presidio	Five9/Verint	54.9
SPAR	Verint	50.6
TTEC	TTEC Digital/Amazon	50.1
Total Communications Solutions (TCS)	Zoom	48
DecisiveEdge (NICE)	CXOne/NICE	47
Centucom (Goto Communications)	GoToConnect	36.6
RingCentral	RingEX/RingCX	35.6
FirstFire	Zoom	35.3
Continuant	Continuant Connect	31.9
CTI (GoTo Communications)	GoToConnect	30.6
Grupo NGN	NGNCloudComm	22.3

Pre-bid Estimate: No Estimate Provided

CONTRACT HISTORY: New Contract.

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

TACOMA POWER TACOMA WATER TACOMA RAIL
TACOMA PUBLIC UTILITIES

FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Power 4700	10000185889		$2,360,608.60
TOTAL			**Up to** $2,360,608.60

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Power 4700	10000185889		($2,360,608.60)
TOTAL			**Up to** ($2,360,608.60)

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: $ 1,000,000

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

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