RESOLUTION NO. U-11625

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

Clerk

Chair

Secretary

Adopted

Resolution No.:	U-11625
Item No.:	1
Meeting Date:	SEPTEMBER 9, 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 & Communications
Megan Davis, Senior Manager Technology, Power UTS Network and Communications
COPY: Public Utility Board, Director of Utilities, Board Clerk, EIC Coordinator, LEAP Coordinator, and Brittany Riolo, Senior Contracting & Procurement Specialist, Finance/Purchasing
SUBJECT: Unified and Contact Center Telephony Software
Request for Proposal (RFP) Specification No. PI25-0054F, Contract Nos. CW2279572 and CW2281746 – September 9, 2026 Public Utility Board
DATE: August 14, 2026

RECOMMENDATION SUMMARY:
Tacoma Power/Utility Technology Services (UTS) recommends awarding two sub-contracts to Voxai Solutions Inc (Voxai), Coppell, TX; Contract No. CW2279572, in the amount of $754,560.00, plus a contingency of $100,000.00 plus applicable taxes, budgeted from the Power Fund 4700, for an initial contract term of one year with the option to renew for one additional one-year term, for implementation, and Contract No. CW2281746 in the amount of $1,506,048.60, plus applicable taxes, budgeted from the Power Fund 4700, for an initial term of three years,for software and usage services for a projected contract amount of $2,360,608.60, plus applicable taxes.

BACKGROUND:

As a result of RFP Specification No. PI25-0054F, UTS plans to execute the following contracts:

Effective July 9, 2026, City of Tacoma executed Contract No. CW2279924 to Voxai, for the Master Business Services Agreement, containing terms and conditions that govern business between the utility and supplier but without specific scope of work or associated spend.

Effective July 16, 2026, Contract No. CW2279328, containing the Genesys Cloud Services End User Agreement, was executed with Voxai. On July 8, 2026 the Public Utility Board approved execution of this contract, in the amount of $2,360,608.60, plus applicable taxes, however, this agreement does not contain details of ordered products or their associated costs. The purpose of this letter is to clarify the following two contracts that were intended to be approved under U-11611-2.

Pending Public Utility Board approval, Contract No. CW2281746, will be awarded to Voxai for Software and Usage Services Order, which contains the products and pricing the utility will be purchasing, for a projected total of $1,506,048.60, plus applicable taxes.

Pending Public Utility Board approval, Contract No. CW2279572, will be awarded to Voxai for Professional Services Statement of Work for implementation of the new platform, totaling

$754,560.00, plus a contingency of $100,000.00, for a projected total of $854,560.00, plus applicable taxes.

Project Details

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 contracts 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 May 27, 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

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

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Resolution No.: U-11625
Item No.: 2
Meeting Date: SEPTEMBER 9, 2026

TO: Board of Contracts and Awards
FROM: Keri Burchard-Juarez, Superintendent, Tacoma Water
Stuart Vaughan, Division Manager, Tacoma Water
Ruben Martinez-Barrientos, Engineer, Tacoma Water
COPY: Public Utility Board, Director of Utilities, Board Clerk, EIC Coordinator, LEAP Coordinator, and Brandon Snow, Senior Contracting & Procurement Specialist, Finance/Purchasing
SUBJECT: On-Call Water Infrastructure Engineering Services
Architectural and Engineering (A&E) Roster Contract No. CW2263428 – September 9, 2026, Public Utility Board
DATE: August 20, 2026

RECOMMENDATION SUMMARY: Tacoma Water requests approval to increase and extend Contract No. CW2263428, to RH2 Engineering Inc (RH2), Bothell, WA, by $650,000, budgeted from the 4600 Water Fund, for on-call water infrastructure engineering services. This increase will bring the contract to a projected total of $1,000,000, plus applicable taxes and extend the contract through December 31, 2028.

STRATEGIC POLICY PRIORITY:

- Strengthen and support a safe city with healthy residents.
- Ensure all Tacoma residents are valued and have access to resources to meet their needs.
- Assure outstanding stewardship of the natural and built environment.

BACKGROUND:
Tacoma Water Planning and Engineering is responsible for water infrastructure capital projects including water mains, buildings, treatment facilities, storage reservoirs, and pump stations. These projects require multidisciplinary engineering services covering structural, mechanical, and civil services to support ongoing and future efforts.

ISSUE: Comprehensive and diverse engineering services are required to support Tacoma Water's active and upcoming infrastructure projects.

ALTERNATIVES: Tacoma Water could let the current contract expire on December 31, 2026 and solicit a new contract for on-call services. Establishing a new contract will likely disrupt critical project schedules adding time so the consultant can familiarize themselves with the projects and Tacoma Water system operations.

COMPETITIVE SOLICITATION:
Five firms from the City's A&E Roster were identified as qualified to perform the required services and were invited to submit an updated, project-specific Statement of Qualifications (SOQ). All five firms submitted SOQ's. The Selection Advisory Committee evaluated the received SOQs. Award recommendation is based on the ranked scores below:

Respondent	Location	Score
RH2 Engineering Inc	**Bothell, WA**	**321.00**
Consor North America Inc	Portland, OR	289.00
Stantec Consulting Services Inc	Bellevue, WA	249.65
Carollo Engineers Inc	Phoenix, AZ	234.65
HDR Engineering Inc	Bellevue, WA	153.55

CONTRACT HISTORY: This contract was originally awarded to RH2 in July 2024 for a not-to-exceed amount of $350,000, plus applicable taxes, and ends on December 31, 2026.

SUSTAINABILITY: In accordance with Resolution No. 40776, a commitment to reducing the City's carbon footprint, most project meetings will be conducted virtually and electric vehicles will be used for in-person meetings by City staff.

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
4600 Water Fund	WBS-00745	5330100	$650,000
TOTAL			**Up to $650,000**

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
4600-CAPTL Water Capital Reserve Fund	TBD	6311170	($650,000)
TOTAL			**Up to ($650,000)**

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: $650,000

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-11625
Item No.:	3
Meeting Date:	SEPTEMBER 9, 2026

TO:	Board of Contracts and Awards
FROM:	Alan Matheson, Superintendent, Tacoma Rail Kari Halliday, Chief Mechanical Officer, Tacoma Rail
COPY:	Public Utility Board, Director of Utilities, Board Clerk, EIC Coordinator, LEAP Coordinator, and Sara Bird, Senior Contracting & Procurement Specialist, Finance/Procurement
SUBJECT:	Purchase of Two Battery-Electric Locomotives and Charging Systems Request for Proposal Specification No.TR26-0005F, Contract No. CW2284662 – September 9, 2026 Public Utility Board
DATE:	August 17, 2026

RECOMMENDATION SUMMARY:
Tacoma Rail recommends awarding a contract to Medha Transportation LLC, Lewisville, TX, in the amount of $12,790,000, tax not applicable, budgeted from the Tacoma Rail Fund 4500, for an initial contract term of three years with the option to renew for an additional one year term, for a projected contract amount of $12,790,000, tax not applicable, for the purchase of two battery-electric locomotives and the associated charging systems.

STRATEGIC POLICY PRIORITY:
- Strengthen and support a safe city with healthy residents.
- Assure outstanding stewardship of the natural and built environment.

BACKGROUND:
Tacoma Rail is pursuing acquisition of zero-emission battery-electric locomotives to reduce diesel exhaust emissions in and around the Port of Tacoma, an area identified as having the highest level of diesel pollution and disproportionate health impacts. This effort aligns with the City's Climate Action Plan and other regional clean-air strategies aimed at improving air quality.

Tacoma Rail included a scoring criterion in the specification stating that any proposing company able to perform the required work within Washington State would receive additional evaluation points. Medha Transportation LLC, Lewisville, TX, was able to partner with a locomotive shop within Washington State, utilizing in-state employees to perform the work.

ISSUE: The neighborhoods surrounding Tacoma Rail's operations experience high levels of diesel emissions, contributing to environmental-justice concerns.

ALTERNATIVES: Tacoma Rail will continue the traditional approach of rebuilding older diesel engines and upgrading them to cleaner-diesel technologies. However, not moving forward with this project will delay progress toward climate and environmental-justice objectives and will not achieve the substantial air-quality improvements associated with zero-emission locomotives.

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COMPETITIVE SOLICITATION:
Request for Proposal Specification No. TR26-0005F, was opened July 21, 2026. Twenty-three companies were invited to bid in addition to normal advertising of the project. Three submittals were received. Submittals were evaluated and scored by a Selection Advisory Committee (SAC) and below are the resulting scores of the submittals. Vendor scores were weighted based on each criteria's percentage of total points. After weighting was applied, all scores were calculated and averaged, resulting in the ranking of the three vendors.

Medha Transportation LLC submitted a bid that resulted in the highest evaluated submittal. The table below reflects the amount of the total award.

Respondent	Location	Score
Medha Transportation LLC	**Lewisville, TX**	**96.5**
Innovative Rail Technologies	Frankfort, IL	90.0
Voltify Inc.	Cerritos, CA	54.6

Pre-bid Estimate: $14,000,000
The recommended award is 8.64 percent below the pre-bid estimate.

CONTRACT HISTORY: New contract.

SUSTAINABILITY: Tacoma Rail remains focused on progressing toward carbon neutrality, enhancing environmental justice, and ensuring a sustainable and resilient future for Tacoma and surrounding area residents.

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

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

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FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Tacoma Rail	Fund 4500		$12,790,000
TOTAL			**Up to $12,790,000**

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
WA Climate Commitment Act (CCA)	Fund 4500		($4,950,000)
WA Dept. of Ecology, VW Consent Decree	Fund 4500		($3,300,000)
USDOT - Congestion Mitigation and Air Quality (CMAQ)	Fund 4500		($3,600,000)
TOTAL			**Up to ($11,850,000)**

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: $940,000

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

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