

### Section II – Items for Executive Action

**TO:** Chair and Members of the Executive Committee  
Meeting #9/19, Friday, November 01, 2019

**FROM:** Derek Edwards, Director, Parks and Culture

**RE:** **REQUEST FOR QUOTATION FOR CAMPGROUND RESERVATION SOFTWARE**  
RFQ NO. 10022239

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#### KEY ISSUE

Award of Request for Quotation (RFQ) No. 10022239 for campground reservation software system for January 1, 2020 to December 31, 2025.

#### RECOMMENDATION

**WHEREAS** Toronto and Region Conservation Authority (TRCA) requires a campground reservation system for the successful operation of the Albion Hills, Indian Line, and Glen Rouge campgrounds;

**AND WHEREAS** TRCA solicited a quotation through a Limited Tendering procurement process;

**THEREFORE LET IT BE RESOLVED** Request for Quotation No. 10022239 for campground reservation software, hardware, licensing, support, updates, configuration and call centre services be awarded to CAMIS Inc. at a total cost not to exceed \$69,500 per year for a total of \$347,500 for the period of January 1<sup>st</sup>, 2020 to December 31<sup>st</sup>, 2025, plus applicable taxes to be expended as authorized by Toronto and Region Conservation Authority (TRCA) staff;

**THAT** TRCA staff be authorized to approve additional expenditures to a maximum of \$34,750 (10% of the project cost) plus applicable taxes, in excess of the contract cost as a contingency allowance if deemed necessary;

**AND FURTHER THAT** authorized staff be directed to take the necessary action to implement the award of contract including the signing and execution of documents.

#### BACKGROUND

TRCA is the operator of Albion Hills, Indian Line and Glen Rouge campgrounds. Successful campground operations and annual revenues depend on an online reservation and call centre service that allows clients to reserve their sites ahead of time and staff to manage site availability and client information. The current reservation software and call-centre provider agreement expires on December 31, 2019.

The current software and call-centre provider supports the following requirements:

- allows clients to make online, mobile device, call centre and in-park reservations, changes and cancellations;
- allows staff to check in and process clients when they arrive on site;
- manages campground site inventory;

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- data and analytical reporting and analysis;
- sells point-of-sale items, vehicle permits and additional visitor permits at the campground;
- produces comprehensive sales, inventory and statistical reports; and
- markets additional products and service to existing clients via email and online advertising;

The contract will include a software upgrade from CAMIS to CAMIS 5.

Key improvements include:

- a new user interface including an informative dashboard;
- more granular reporting functions;
- expanded equipment rental functionality;
- ability to configure promotion codes and create and sell event tickets; and
- the interface is fully compliant with Accessibility Standards WCAG 2.0

The annual contract pricing also includes a fully managed system from CAMIS Inc., which includes all hardware and hardware support. Using this fully managed system, TRCA's Information and Technology (IT) staff will be responsible for providing internet service to the three campground locations and CAMIS Inc. would be responsible for all issues related to the campground reservation software and hardware. This will provide our customers with a higher level of service as staff will be able to have any campground reservation related issues resolved by CAMIS Inc. without any assistance from TRCA IT staff.

At Authority Meeting #11/15, held on January 8, 2016, Resolution #A246/15 was approved as follows:

*THAT Contract #10000443 for Supply of Campground Reservation Software and Call Centre Services for 2016 be awarded to Camis Inc. for a cost of \$58,000.00, plus \$7,000 contingency, with an option to renew for 2017 under the same terms and conditions, pending approval by both parties, for a total two -year cost of \$116,000.00 plus \$14,000.00 contingency, it being the highest ranked proposal meeting Toronto and Region Conservation Authority (TRCA) requirements;*

*AND FURTHER THAT authorized staff be directed to take the necessary action to implement the contract including the signing and execution of documents.*

Subsequently, the Term of agreement was extended to December 31, 2018, with an option to renew for an additional term from January 1, 2019 to December 31, 2019 under the same terms and conditions, if mutually agreed upon by both parties at a cost of \$62,060 per year.

### **RATIONALE**

A Request for Quotation was issued to CAMIS Inc. on a limited tendering basis as additional services are required to be provided by the original vendor due to interchangeability and interoperability with existing software and services. TRCA has been using CAMIS Inc. software and services for the past four (4) years with positive results.

Highlights of the CAMIS Inc. software and call-centre service are:

- CAMIS Inc. provides a call-centre feature which is not available from most other providers;
- CAMIS Inc. is used by Parks Canada, Ontario Provincial Parks and a number of other Ontario Conservation Authorities;
- CAMIS Inc. is a leader in the market for camping reservation software and services;

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- TRCA staff are already fully trained on the CAMIS software;
- CAMIS Inc. has all necessary training information for call-centre staff;
- CAMIS Inc. will provide a fully managed system including hardware, reducing downtime and expenses relating to hardware failure;
- Based on past Request for Proposals (RFPs), CAMIS Inc., is significantly cheaper than other vendors.

Therefore, it is recommended that contract No. 10022239 be awarded to CAMIS Inc. at an annual cost of \$69,500 for a total five-year cost of \$347,500 plus contingency allowance including applicable taxes for the period of January 1, 2020 to December 31, 2025.

In the case that TRCA will only be operating its two owned campground locations (Albion Hills and Indian Line) for the full duration of the five-year term. CAMIS Inc. has agreed to renegotiate the annual cost at that time. TRCA is only locked in for an annual cost of \$69,500, if we continue to manage Glen Rouge Campground on behalf of Parks Canada in addition to our own. TRCA staff are currently in negotiations with Parks Canada staff regarding future management of the Glen Rouge campground that is now owned by Parks Canada as part of the Rouge National Urban Parks.

### **Relationship to Building the Living City, the TRCA 2013-2022 Strategic Plan**

This report supports the following strategies set forth in the TRCA 2013-2022 Strategic Plan:

**Strategy 7 – Build partnerships and new business models**

**Strategy 9 – Measure performance**

**Strategy 10 – Accelerate innovation**

### **FINANCIAL DETAILS**

Funds are allocated in the 2020 to 2025 operating budgets for Albion Hills, Glen Rouge and Indian Line campgrounds. TRCA charges users a reservation fee that in turn pays for the entire cost of the CAMIS Inc. software and hardware.

### **DETAILS OF WORK TO BE DONE**

Once the contract has been awarded, TRCA staff will work with CAMIS Inc. to install hardware upgrades with the CAMIS 5 software by March 9<sup>th</sup> of 2020. Staff will continue to work with Parks Canada regarding our role in managing the Glen Rouge campground to inform this contract.

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**Date: October 4, 2019**