

IDAPA RULE                       IDAPA FEE                       BOARD ACTION REQUIRED  
 BOARD POLICY                       INFO ONLY, NO ACTION REQUIRED

**AGENDA ITEM**  
**Idaho Park and Recreation Quarterly Meeting**  
**April 8, 2024**  
**Boise, ID 83716**

**AGENDA ITEM: Recreational Management System**

**ACTION REQUIRED: Authorize IDPR Director to Enter into SaaS Contract**

**PRESENTER: Seth Hobbs, Reservation & Registration Program Manager**

**PRESENTATION**

**BACKGROUND INFORMATION:**

IDPR uses a Software as a Service (SaaS) contractor to manage operational items including camping reservations, moorage reservations, permit sales, and point of sale services. IDPR started with the current SaaS contract in 2008 and has continued renewing the contract without a new price negotiation. The latest contract renewal in 2019 included the addition of online permit/sticker sales and a five-year contract term. The current contract will expire on December 31<sup>st</sup>, 2024.

With the improvements in technology and greater number of SaaS providers in the market, IDPR determined that it was well past time to explore other SaaS options. IDPR staff started working on the Request for Proposal (RFP) in 2022 and opened it up for bid on December 19<sup>th</sup>, 2023.

There were four companies that submitted a bid for the contract Aspira, Brandt, Camis, and Tyler Technology. The RFP evaluation team consisted of Seth Hobbs, Rebecca Honsinger, Steve Martin, Stephanie Page, Travis Taylor, and Alex Ernst.

On February 27<sup>th</sup> the evaluation team reviewed and graded the technical proposals for all four companies with Brandt being awarded the most points.

On March 4<sup>th</sup>-5<sup>th</sup> the evaluation team evaluated the SaaS demonstrations for Aspira, Brandt, and Camis and again Brandt was awarded the most points.

Tyler Technology rescinded their bid after their request for material modifications to the contract terms were denied by IDPR.

Camis has a good reservation platform but does not currently have a registration solution. Their proposal was to work with IDPR to build the registration system. This is not feasible for IDPR currently.

Aspira, being our current SaaS contractor, meets the basic requirements to be awarded the contract. IDPR has been utilizing this SaaS for 16 years. Our staff, vendors, and customers know how to work within the system. Aspira is intending to significantly upgrade their software in the future.

Brandt has a noticeably better customer and staff interface for their system. Brandt's dynamic pricing capability meets the board's intent. Brandt's proposal also solves some financial backend issues and smaller operational issues that staff currently address. This is the same SaaS contractor used by the Idaho Department of Fish and Game.

At the end of the demonstrations, the Division of Purchasing sent out a best and final offer and clarification request to get the best price from the bidders and clarify how each defined the transaction fee would be charged.

Aspira's clarification proposal is to charge for each permit/sticker in the transaction for the registration side and charge for each reservation, modification, and cancellation. IDPR would save approximately \$265,409.80 per year from what we are paying now.

Brandt's clarification proposal is to charge per transaction regardless of the number of permits/stickers in the transaction for the registration side and charge for each reservation. There is no charge for modifications or cancellations of the reservation. IDPR would save approximately \$331,906.50 per year from what we are paying now.

The Letters of Intent to award were sent to all offerors on April 2<sup>nd</sup>. The LOI appeal period ends on April 9<sup>th</sup> at 5pm.

### **STAFF RECOMMENDATIONS:**

IDPR staff are aware that there are many challenges with changing to a new SaaS both on the side of IDPR staff and our customers. There will be disruptions as we transition but IDPR staff will do all we can to mitigate them.

Overall, the significant technological improvements and cost savings being offered by Brandt far outweigh the challenges we will face implementing this SaaS.

Staff recommend that the board authorize the IDPR director to move forward with awarding a three-year initial contract with two possible yearly extensions to Brandt Information Services, LLC.