



BOARD OF SUPERVISORS AGENDA ITEM REPORT (BOSAIR)

All fields are required. Enter N/A if not applicable. For number fields, enter 0 if not applicable.

Record Number: SC PO SC2400001816

Award Type: Contract

Is a Board Meeting Date Requested? Yes

Requested Board Meeting Date: 04/21/2026

Signature Only: NO

Procurement Director Award / Delegated Award: • N/A

Supplier / Customer / Grantor / Subrecipient: Kaizen Laboratories, Inc.

Project Title / Description: Point-of-Sale and Reservation Management System

Purpose: Amendment of Award: Supplier Contract No. SC2400001816, Amendment No. 01. This amendment extends the contract term for three years, effective May 7, 2026, through May 6, 2029; expands the scope of services to include a platform for CLR and adjusts processing fees; increases the contract amount by \$135,000, resulting in a cumulative not-to-exceed amount of \$225,000; raises the estimated annual revenue by \$950,000, from \$750,000 to \$1,700,000; and incorporates the Heat Injury and Illness Prevention and Safety Plan language in accordance with Pima County Procurement Code 11.40.30. Administering Department: Information Technology, on behalf of Parks and Recreation and Conservation Lands and Resources.

Procurement Method: Other

Insert additional Procurement Method info, if applicable: Pursuant to Pima County Procurement Code 11.12.020, Competitive sealed proposals, on 05/07/2024, the Board of Supervisors approved an award of contract for an initial term of two (2) years with three (3) one-year renewal options and an annual award amount of \$45,000.00 and an estimated annual revenue amount of \$750,000.00.

PRCUID: 511099

Attachment: Contract Amendment No. 01.

Program Goals/Predicted Outcomes: To provide Pima County Parks and Recreation and Conservation Lands and Resources Departments with a functional software interface to help power the County's advanced Recreation Management needs.

Public Benefit and Impact:	The software features intuitive navigation, meets aesthetic standards, and enhances efficiency for the residents of Pima County in pursuing the utilization of resources.
Budget Pillar	<ul style="list-style-type: none"> Improve the quality of life
Support of Prosperity Initiative:	<ul style="list-style-type: none"> N/A
Provide information that explains how this activity supports the selected Prosperity Initiatives	N/A
Metrics Available to Measure Performance:	Continuity and consistency of business operation to be reviewed annually.
Retroactive:	NO

Amendment / Revised Award Information

Record Number: SC PO SC2400001816	
Document Type:	SC
Department Code:	PO
Contract Number:	SC2400001816
Amendment Number:	01
Commencement Date:	05/07/2026
Termination Date:	05/06/2029
Is the Termination Date new?	YES
Classification:	Expense
Adjust Level:	Increase
Prior Contract Number (If Applicable):	MA-PO-24-162
Amount This Amendment:	
\$135,000.00	
Funding Source(s) required:	General Fund
Funding from General Fund?	YES
If Yes Provide Total General Funds:	

\$135,000.00

Percent General Funds 100

Contract is fully or partially funded with Federal Funds?

NO

Department: Procurement

Name: Dawn Dargan

Telephone: 520-724-9071

Add GMI Department Signatures

No

Division Manager/Procurement Officer Signature: Ana Wilber Digitally signed by Ana Wilber
Date: 2026.04.01 16:25:38 -07'00' Date: _____

Procurement Director Signature: Bruce D Collins Digitally signed by Bruce D Collins
Date: 2026.04.02 09:35:56 -07'00' Date: _____

Department Director Signature: Javier Baca Digitally signed by Javier Baca
DN: cn=Javier Baca, o=Pima County, ou=Information
Technology Department, email=javier.baca@pima.gov,
c=US
Date: 2026.04.02 13:16:47 -07'00' Date: _____

Deputy County Administrator Signature:  Date: 4-2-2026

County Administrator Signature: _____ Date: 4/3/2026

Pima County Procurement Department

Administering Department: Information Technology, on behalf of Parks and Recreation and Conservation Lands and Resources

Project: Point-of-Sale and Reservation Management System

Contractor: Kaizen Laboratories, Inc.
50 W 17th St Fl 10
New York, NY 10011

Contract No: SC2400001816

Contract Amendment No.: 01

Original Contract Term	5/7/2024 – 5/6/2026	Original Contract Amount:	\$	90,000.00
Prior Termination Date	5/6/2026	Prior Amendments Amount:	\$	0.00
New Termination Date	5/6/2029	This Amendment Amount:	\$	135,000.00
		Revised Total Amount:	\$	225,000.00

CONTRACT AMENDMENT

1. Parties, Background and Purpose.

1.1. Background.

On May 7, 2024, County and Contractor entered into the above referenced agreement to provide cloud-based point-of-sale and scheduling software to manage the reservations of Park and Recreation (formally NRPR) facilities by County guests and residents.

1.2. Purpose.

County is extending the term of the contract, expanding the scope of services to include the County's Conservation Lands and Resources Department with their own separate Platform, deployment, adjusting payment processing fees, incorporate payment processing, clarification on transaction fees, and adding heat ordinance language required by Pima County Procurement Code 11.40.030.

2. Term.

County is exercising the extension option to renew the contract for three years commencing on May 7, 2026 and terminating on May 6, 2029. If the commencement date is before the Effective Date of this amendment, the parties will, for all purposes, deem the amendment to have been in effect as of the commencement date.

3. Scope of Services.

3.1. Provide a separate platform, deployments, and fee structures for Parks and Recreation and Conservation Lands and Resources Department as described in Exhibit G: Order Form (1 page).

3.2. Parks and Recreation (PR): Effective July 1, 2026. all Transaction Fees and Payment Processing Fees associated with transactions processed through the PR platform deployment shall be passed through to and paid by the End User. The County shall bear no direct responsibility for such fees with respect to PR transactions.

3.3. Conservation Lands and Resources (CLR): Effective July 1, 2026, all Transaction Fees and Payment Processing Fees associated with transactions processed through the CLR platform

deployment shall be absorbed by and paid by the County. End Users of the CLR platform shall not be charged any additional processing fees.

3.4. Payment Processing.

The Payment Processing Schedule sets forth the applicable rates for credit card, debit card, ACH, invoice, and other payment methods processed through the Platform. These rates are subject to change in accordance with the terms and conditions of the Contractor's third-party payment processor, with at least thirty (30) days' written notice to the County prior to any material change in fees. Payment Processing Schedule dated February 1, 2026, published at <https://www.kaizenlabs.co/payment-processing-schedule/> (the "Payment Processing Schedule").

3.5. Non-Refundability of Transaction Fees.

Contractor's Platform transaction fees, as described in Section 5.1 of the Agreement, are earned at the time of processing and are non-refundable, regardless of whether the underlying payment is later refunded, reversed, canceled, or disputed by the County or any End User. Refunds of the underlying service amount may be issued for any reason, including service cancellations, schedule changes, or participant withdrawals; however, such refunds do not alter or reverse the Transaction Fees assessed by the Contractor in connection with the original transaction. Where the Contractor manages or administers the underlying payment processing account on the County's behalf, the Contractor may process refunds or disbursements of County-held funds only upon written instruction from the County. In all cases, the Contractor's Transaction Fees will remain due and payable and will not be refunded, offset, or credited.

4. Maximum Payment Amount.

The maximum amount County will spend under this Contract, as set forth in Section 5.2, is increased by \$135,000.00. County's total payments to Contractor under this Contract, including any sales taxes, will not exceed \$225,000.00.

5. Heat Injury and Illness Prevention and Safety Plan.

Pursuant to Pima County Procurement Code 11.40.030, Contractor hereby warrants that if Contractor's employees perform work in an outdoor environment under this Contract, Contractor will keep on file a written Heat Injury and Illness Prevention and Safety Plan. At County's request, Contractor will provide a copy of this plan and documentation of heat safety and mitigation efforts implemented by Contractor to prevent heat-related illnesses and injuries in the workplace. Contractor will post a copy of the Heat Injury and Illness Prevention and Safety Plan where it is accessible to employees. Contractor will further ensure that each subcontractor who performs any work for Contractor under this Contract complies with this provision.

SIGNATURE PAGE TO FOLLOW

IN WITNESS WHEREOF, the parties have approved this Amendment and agree to be bound by the terms and conditions of the Contract on the dates written below.

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

Pima County

Kaizen Laboratories, Inc.

Chair, Board of Supervisors

 _____
Nikhil Reddy, CEO
Authorized Officer Signature

Date

04/01/2026


Date

ATTEST

Clerk of the Board

Date

Pima County Attorney's Office – As To Form

 _____
Andrew Donnellan
Deputy County Attorney

3/31/2026

Date

Exhibit G Order Form

CUSTOMER INFORMATION

Bill to: Pima County PO Box 791 Tucson, AZ 85701	Contract No.: SC2400001816 Extension Term: May 7, 2026 – May 6, 2029 Contract Type: Transaction (Revenue Share) Amendment: #1
PR Primary Contact: Robert Padilla Title: Deputy Director, PR Email: robert.padilla@pima.gov CLR Primary Contact: Alix Rogstad Title: Deputy Director, CLR Email: alix.rogstad@pima.gov	Payment Terms: Transaction – Contractor manages remittance & invoicing via Platform

PARTICIPATING DEPARTMENTS

Division	Deployment	Fee Responsibility
Parks and Recreation (P&R)	Separate site	End User pays all fees
Conservation Lands and Resources (CLR)	Separate site	County absorbs all fees

SUMMARY OF SERVICES

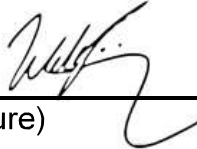
Services	Qty	Unit Cost	Total Fees
Software Services Modules: Facility Reservations Point of Sale (POS) Memberships Programming / Registration Ticketing Payment Processing	2	\$0.00	\$0.00 annually
Support and Implementation: Software Maintenance Data Hosting Technical Support & Customer Service Recurring Staff Training Design Updates & User Improvements	1	\$0.00	\$0.00

COMPENSATION

Transaction Fee Rate	5% of each payment collected through the Platform (per Section 5.1 of the Agreement)
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Not-To-Exceed Amount	\$45,000 per year (5% of each CLR transaction payment collected through Platform)
Estimated Annual Revenue	\$1,700,000.00 (combined across both Participating Departments)
Payment Processing	Per the Payment Processing Schedule dated February 1, 2026 (https://www.kaizenlabs.co/payment-processing-schedule/)

SIGNATURES

<p>PIMA COUNTY</p> <p>Bruce D Collins</p> <p>Digitally signed by Bruce D Collins Date: 2026.04.02 09:34:29 -07'00'</p> <hr/> <p>(Signature)</p> <hr/> <p>(Print Name)</p> <hr/> <p>(Title)</p> <p>Date: _____</p>	<p>KAIZEN LABORATORIES, INC.</p>  <hr/> <p>(Signature)</p> <p>Nikhil Reddy</p> <p>(Print Name)</p> <p>CEO</p> <p>(Title)</p> <p>Date: <u>04/01/2026</u></p>
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