



**WAIVE THE SUNSHINE ORDINANCE TO CONSIDER
A PROFESSIONAL CONSULTANT SERVICES
AGREEMENT WITH CONVERGEONE FOR THE
RENEWAL OF TELEPHONE SERVICES
WITH AVAYA**

INNOVATION AND TECHNOLOGY DEPARTMENT

City Council
April 21, 2026

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AVAYA SERVICES

- Continued access to third-party support services is critical to maintaining the reliability and functionality of the City's Avaya VoIP Phone System
- Maintaining consistent support is essential to avoid service disruptions
- The City is in the process of renewing a five-year agreement with ConvergeOne, Inc. for the renewal of Avaya telephone services



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SUNSHINE WAIVER REQUEST

Request to waive Sunshine Ordinance under RMC 4.05.050(D)(1)(a):

1)The local body, by a two-thirds of those members present, adopts a motion determining that, upon consideration of the facts and circumstances, it was not reasonably possible to meet the additional notice requirements under this section and any one of the following exists: a) The need to take immediate action on the item is required to avoid a substantial impact that would occur if the action were deferred to a subsequent special or regular meeting

- Avaya telephone services have a significant impact to various citywide communications
- It is imperative we renew our contract before the expiration date of 4/30/2026 to ensure we can avoid any disruption of these crucial public-facing services



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RECOMMENDATION

That the City Council waive the Sunshine Ordinance by a two-thirds vote pursuant to Riverside Municipal Code Section 4.05.050(D)(1)(a) to consider a professional consultant services agreement with ConvergeOne for the renewal of telephone services with Avaya for a five-year term in the amount of \$1,111,361.33



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