



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: APRIL 13, 2021**
FROM: INNOVATION AND TECHNOLOGY DEPARTMENT **WARDS: ALL**
SUBJECT: MEASURE Z - VOICE OVER IP TELECOMMUNICATIONS UPGRADE – SUPPLEMENTAL APPROPRIATION

ISSUE:

Professional Services Agreement with ConvergeOne to provide an Avaya Voice Over IP Phone system upgrade, software maintenance, and support services for a three-year term with the option to extend for two additional one-year terms for a total not to exceed \$1,295,889.32; supplemental appropriation to accommodate project accounting requirements.

RECOMMENDATIONS:

That the City Council:

1. Approve a Professional Services Agreement with ConvergeOne to provide an Avaya Voice Over IP Phone system upgrade, software maintenance, and support services for a three-year term with the option to extend for two additional one-year terms;
2. With at least five affirmative votes, authorize the Chief Financial Officer or his designee to record the required interfund transfers; interdepartmental transfers; and related supplemental appropriations to move available funds to the Voice Over IP Phone Upgrade Project accounts in the Capital Outlay and Measure Z Capital Projects funds, resulting in a net zero citywide budget impact; and
3. Authorize the City Manager, or designee, to execute all documents pursuant the Professional Services Agreement with ConvergeOne, including extensions based on the cooperative agreement extensions, and to make minor and non-substantive changes.

BOARD RECOMMENDATIONS:

This report is published on April 1, 2021, for the April 13, 2021, City Council meeting.

On April 12, 2021, the Board of Public Utilities will hear this item for consideration:

1. That the Board of Public Utilities approve an expenditure in the amount of \$133,467 for the Riverside Public Utilities portion of the total project cost of \$500,818 for the purchase of professional services, licenses, software, and year-one of maintenance for the citywide Voice

Over IP Telecommunications System Upgrade.

To avoid paying another year of software maintenance on an antiquated system, and to allow for the reallocation of the \$95,000 annual software maintenance cost towards the upgrade, the phone system upgrade needs to be approved and encumbered prior to May 31, 2021. Therefore, if the Board of Public Utilities approves the expenditure, staff requests that the City Council approve this item at the April 13, 2021, City Council meeting.

BACKGROUND:

In March 2012, the City Council approved the purchase of the Avaya Voice Over IP (VoIP) and Call Center solutions, including a five-year service agreement. The City chose a VoIP system to be able to utilize the City's existing wired computer network infrastructure and cabling thus allowing both phone and data capabilities over the same medium. This minimizes the need for additional cabling and other components. The VoIP system also provides call routing features that allow for better call flow options improving the customer call experience.

Initial Purchase

In January 2012 the City issued a Request for Proposal (RFP) No. 1318 for a VoIP phone solution to replace the City's aging Ericsson analog phone system. A committee of ten City employees selected the Avaya solution from eight different respondents to the RFP No. 1318 and City Council approved the purchase on March 27, 2012.

The initial purchase of the system included a five-year service agreement that provided the City with the capability to call for advanced assistance and support when the system is not working properly. The agreement also provided real time monitoring and notifications in the event of system failures or other reported issues. That initial agreement expired in June of 2017 and the City sought bids to renew the service agreement for another three years.

Service Agreement

On March 30, 2017, the City posted Request for Bid No. 7480 for the renewal of the Service Agreement for the Avaya VoIP Phone system. The bid closed on April 17, 2017. The City received three bids and ConvergeOne was deemed the lowest responsive bidder. On June 27, 2017, City council awarded Bid No. 7480 to ConvergeOne for the renewal of the Service Agreement for Avaya VoIP Phone System for the term June 1, 2017 through May 31, 2020, in the amount of \$280,158.12.

DISCUSSION:

On June 16, 2020, City Council approved the First Amendment to Professional Consultant Services Agreement with ConvergeOne for Avaya Voice Over IP Phone system to extend coverage for one additional year through May 31, 2021, in the amount of \$96,906.72 for a cumulative amount of \$377,064.84.

The City's Avaya VoIP Phone System is nearing its end-of-life. Throughout the past year, staff has been working on a plan to address the City's aging phone system infrastructure and service plans. The requested one-year extension provided staff necessary support while working towards another updated solution, given available funding.

This critical upgrade is now fully funded as the Innovation & Technology Department managed to identify project and operational savings to fund the non-Riverside Public Utilities 73% of the upgrade

while partnering with the Riverside Public Utilities funding 27%.

The VoIP Phone System upgrade will add phone call encryption, allow for system upgrades, and replaces the call center manager core that is at end of life, end of sale and end of support. It adds system high availability and implements an improved system for inter-departmental usage chargebacks for phone system usage. It gives the City entitlements to add burstable SIP trunking for call overflow during times of high call volume with the purchase of a Session Border Controller (Security device). It provides call center supervisors requested features such as Call Back Assist, immediate supervisor rights to map out call flow to a Visio, gives Call Management System (CMS) reporting more accuracy as well as mobile capabilities and control of announcements on the fly.

The system will also restore screen capture and audio recordings back to 100%. It will provide the agent the ability to see Desktop Wallboards and allow for payment processing under full PCI compliance. The upgrade will grant and maintain the ability to purchase additional licensing including agent and station counts which are currently unattainable due to the system being at end of sale. The upgrade will allow for monthly Windows security patching which is also currently unavailable due to the system being at end of support. By virtualizing the platform, it will eliminate the possibility of downtime due to hardware failures as well as provide energy savings and much larger disaster recovery capabilities.

NCPA (National Cooperative Purchasing Alliance) is a valid cooperative that offers a recently established agreement from Avaya for Software and Software as a Service (SaaS) Solutions. Purchasing Resolution No. 23256, Section 702(e) provides for an exception to competitive procurement for services "When Cooperative Purchasing is available and undertaken." The cooperative agreement executed on December 8, 2020 currently remains valid until December 31, 2023 with two one-year extensions valid until December 31, 2025.

The Purchasing Manager concurs that the recommendations to approve the purchases are in compliance with Purchasing Resolution No. 23256.

FISCAL IMPACT:

The total fiscal impact of this action over the five-year term is \$1,295,889.32. The five-year software maintenance support is being paid in five-equal annual payments of \$198,767.88, totaling \$993,839.40. Licensing costs for the following four years totaling \$795,071.52 will be requested in budget submissions for the applicable fiscal years. Sufficient funding for the FY 2020/21 cost is available in the following accounts for software, hardware, professional services, and year-one of software maintenance costs totaling \$500,818.

Account	Amount
Fund 101, IT Software Maintenance/Support, 2410000-424310	\$100,000
Fund 101, IT Software Maintenance/Support, 2405000-424310	\$95,000
Fund 110, IT Technology Replacement Program, 8003301-462310	\$172,351
Fund 510, Computer System Upgrades, 6004000-462305	\$133,467
Total	\$500,818

Accounting for projects requires the transfer of certain project funds to applicable capital project funds (Capital Outlay Fund and Measure Z Capital Fund). Charter Article XI Section 1103 requires that affirmative vote of at least five members of City Council to authorize a supplemental appropriation. The City Council is requested to authorize the necessary interfund, interdepartmental, and related

supplementals in Transfer Out accounts for the transfers to the capital project funds. The transfers will have a net zero effect on the City budget, with Transfers In fully offsetting Transfers Out.

Prepared by: George Khalil, Chief Innovation Officer
Certified as to
availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer
Approved by: Lea Deesing, Assistant City Manger
Approved as to form: Kristi J. Smith, Interim City Attorney

Attachments:

1. ConvergeOne Professional Services Agreement
2. ConvergeOne Solution Summary Quote