



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: APRIL 21, 2026

FROM: INNOVATION & TECHNOLOGY DEPARTMENT WARD: ALL

SUBJECT: WAIVE THE SUNSHINE ORDINANCE PURSUANT TO RIVERSIDE MUNICIPAL CODE SECTION 4.05.050(D)(1)(A) AND IF THE SUNSHINE ORDINANCE IS WAIVED, 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

ISSUE:

Request to waive the Sunshine Ordinance pursuant to Riverside Municipal Code Section 4.05.050(D)(1)(a) to consider a five-year agreement with ConvergeOne for the renewal of Avaya telephone services for a five-year term in the amount of \$1,111,361.33.

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 present for approval a five-year agreement with ConvergeOne for the renewal of Avaya telephone services for a five-year term in the amount of \$1,111,361.33.

BACKGROUND:

Continued access to third-party support services is critical to maintaining the reliability and functionality of the City's Avaya VoIP Phone System. The Innovation and Technology (IT) staff rely on vendor support for advanced troubleshooting and timely resolution of system issues. As the system approaches end-of-life, maintaining consistent support is essential to avoid service disruptions.

Over the next year, staff will evaluate options and develop a comprehensive plan to address the City's aging telecommunications infrastructure and future service needs. The proposed five-year agreement will ensure continuity of support services while staff works toward implementing a long-term replacement solution, subject to available funding.

DISCUSSION:

The City is in the process of renewing a five-year agreement with ConvergeOne, Inc. for the renewal of Avaya telephone services. These services have a significant impact to various citywide communications, including the 311 call center, Police non-emergency dispatch, utilities power-line reporting and the overall stability of the City's telephone system. The current contract is scheduled to expire on April 30, 2026.

SUNSHINE WAIVER REQUEST:

To prevent a complete disruption of these crucial public-facing services, staff is requesting to waive the Sunshine Ordinance to allow the City Council to consider for approval an agreement with ConvergeOne for the renewal of Avaya telephone services for a five-year term in the amount of \$1,111,361.33.

Riverside Municipal Code Section 4.05.050 provides that the Sunshine Notice Requirement may be excused if the minimum notice requirements of the City Charter and the Brown Act have been met and one of the excuses set forth in that section applies. Section 4.05.050(D)(1) provides for the excuse of the Sunshine Notice Requirements if the following applies: 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.

In this case, deferring consideration of this report until the May 5, 2026 City Council meeting would result in the termination of services as provided by the City’s existing contract with ConvergeOne. No extension has been granted. As a result, critical citywide communication services—including the 311 call center, police non-emergency dispatch, and utility power-line reporting—would be interrupted. The loss of these services would have a significant adverse impact on residents who rely on them. Accordingly, immediate action to renew the contract before its expiration date is necessary to ensure continuity of these essential services.

FISCAL IMPACT:

There is no fiscal impact associated with this action.

Prepared by: Dyana Yanez Martinez, Senior Administrative Analyst
Approved by: George Khalil, Chief Innovation Officer
Certified as to
availability of funds: Julie Nemes, Interim Finance Director/Assistant Chief Financial Officer
Approved by: Edward Enriquez, Assistant City Manager/Chief Financial Officer/City
Treasurer
Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

Attachment: Presentation