



City Council Memorandum

City of Arts & Innovation

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

FROM: INNOVATION & TECHNOLOGY DEPARTMENT WARDS: ALL

**SUBJECT: APPROVE THE SUBSCRIPTION, MAINTENANCE, AND SUPPORT RENEWAL
FOR AVAYA WITH CONVERGEONE, INC. FOR A FIVE-YEAR TERM IN THE
AMOUNT OF \$1,111,361.33**

ISSUE:

Approve the subscription, maintenance, and support renewal for Avaya with ConvergeOne, Inc. for a five-year term in the amount of \$1,111,361.33.

RECOMMENDATIONS:

That the City Council:

1. Approve the subscription, maintenance, and support renewal for Avaya with ConvergeOne, Inc. for the five-year term of May 1, 2026, through April 30, 2031, in the amount of \$1,111,361.33; and
2. Authorize the City Manager, or designee, to execute all documents, purchase orders, renewals, and minor non-substantive changes necessary to effectuate the renewal.

BACKGROUND:

In January 2012, the City issued a Request for Proposal (RFP) for a Voice over IP (VoIP) phone solution to replace the City's aging Ericsson analog phone system. A committee of 10 City employees selected the Avaya solution from eight different respondents to the RFP 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 was 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 June of 2017, and the City sought bids to renew the service agreement for an additional three years.

On March 27, 2012, the City Council approved the purchase and initial five-year service agreement for the Avaya VoIP system.

In March 2012, the City Council approved the purchase of the Avaya 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 minimized the need for additional cabling and other components. The VoIP system also provided call routing features that allowed for better call flow options improving the customer call experience.

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.

On June 27, 2017, the City Council awarded Bid No. 7480 to ConvergeOne for renewal of service for the term June 1, 2017, through May 31, 2020.

On April 13, 2021, City Council approved a major Avaya upgrade and extended the support agreement through the cooperative purchasing.

The current renewal period requires a multiyear subscription and is being processed in accordance with the renewal exception permitted under the City's Purchasing Resolution.

DISCUSSION:

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.

The City previously utilized a cooperative purchasing agreement through the National Cooperative Purchasing Alliance (NCPA), now operating as OMNIA Partners. At the time of its original use, staff reviewed the cooperative and determined that it met all City requirements for competitive procurement, and the award was approved by the City Council on April 13, 2021.

Because the technology system was originally awarded to a vendor selected in accordance with the City's procurement standards, the current agreement remains consistent with the requirements of the Purchasing Resolution for both goods and maintenance services.

This action is pursuant to Purchasing Resolution No. 24101, Section 602 which states, "Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: (r) When the Procurement is for the renewal of maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items procured are from a vendor/reseller that was originally selected based on the City's procurement standards, provided that 1) the contractor has been used continuously since such selection and 2) if there are not any non-substantive changes to the

Procurement and 3) when it is determined by the Manager to be in the best interests of the City to do so."

This action is also pursuant to Purchasing Resolution No. 24101, Section 702 which states, "Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: (u) When the Procurement is for the renewal of maintenance, licenses, support, or a similar need for existing technology systems, including hardware, and the items are procured from a vendor/reseller that was originally selected based on the City's procurement standards, provided that 1) the vendor has been used consecutively since then and 2) if there are any non-substantive changes to the procurement, the Manager is satisfied that the best price, terms and conditions have been negotiated."

The Purchasing Manager concurs that the recommendations to authorize the purchases are in compliance with Purchasing Resolution 24101.

FISCAL IMPACT:

The total fiscal impact of this action is \$1,111,361.33 over the five-year term of the agreement. Funds for Fiscal Year 2025-26 are budgeted in the General Fund, Innovation & Technology Department – Network Division Software Maintenance and Support account number 2405000-424310. Costs for Fiscal Years 2026-2028 are included in the proposed budget that will be brought forward for adoption to City Council in June 2026. Future year's amounts will be included in future year's budgets submitted for approval by City Council. Annual costs of the agreement are listed in the table below.

Table 1. Annual Costs

Year	Amount
1	\$209,000.00
2	\$217,100.00
3	\$223,613.00
4	\$230,321.00
5	\$231,327.33
Total	\$1,111,361.33

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
 Approved by: Edward Enriquez, Assistant City Manager/Chief Financial Officer/City Treasurer
 Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

- Attachments:
1. ConvergeOne Solution Summary Quote
 2. Presentation