



ConvergeOne – Avaya Renewal

Innovation and Technology Department

City Council
April 21, 2026

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BACKGROUND

- The City installed the Avaya VoIP phone system in 2012 after a formal bidding process
- The first contract included five years of monitoring and technical support
- The City renewed the agreement in 2017, with ConvergeOne selected as the lowest qualified bidder
- In 2021, the City approved a major system upgrade and extended support through a cooperative purchasing program



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AVAYA SERVICES

Avaya services supports major City communications:

- 311
- Police non-emergency
- Utilities outage reporting
- Overall phone system stability

311



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AVAYA RENEWAL

Five-year renewal agreement with ConvergeOne for Avaya services covers:

- Avaya software subscriptions for City communication systems
- 24/7 maintenance and technical support for phone infrastructure
- Manufacturer support for hardware and software reliability
- User licensing for Citywide voice, UC, and call-center functions
- One-time setup and configuration services



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FISCAL IMPACT

Total cost: \$1,111,361.33 over 5 years

Annual Billing Schedule	
Year 1	\$209,000
Year 2	\$217,100
Year 3	\$223,613
Year 4	\$230,321
Year 5	\$231,327.33
TOTAL	\$1,111,361.33



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RECOMMENDATIONS

That the City Council:

- Approve the subscription, maintenance, and support renewal for the Avaya system from May 1, 2026 – April 30, 2031;
- Authorize the City Manager, or designee, to execute all documents, purchase orders, renewals, and minor non substantive changes necessary to effectuate the renewal.



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