



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: APRIL 12, 2021

SUBJECT: VOICE OVER IP TELECOMMUNICATIONS SYSTEM UPGRADE WITH A PUBLIC UTILITIES CONTRIBUTION AMOUNT OF \$133,467

ISSUE:

Consider approval of an expenditure in the amount of \$133,467 for the Riverside Public Utilities portion of the purchase of professional services, licenses, software, and year-one of maintenance for the citywide Voice Over IP Telecommunications System Upgrade, with a total project cost of \$500,818.

RECOMMENDATION:

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

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) for a 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 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.

On June 16, 2020, City Council approved the First Amendment to Professional Consultant Services Agreement with ConvergeOne for Avaya VoIP 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.

DISCUSSION:

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, the City Council will consider this item at their April 13, 2021 regularly scheduled meeting to achieve this deadline. The phone system upgrade will not be implemented on a Citywide basis if the Board of Public Utilities does not approve this expenditure and the City Council will not be asked to approve the project on April 13, 2021.

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 City's phone system must be uniformly upgraded throughout all departments. If RPU does not approve the expenditure, the citywide phone system will not be upgraded, due to common and shared phone system infrastructure. This will leave RPU (and the 311 call center) with a 10-year-old phone system with no ability to purchase new licenses to add new users, new functionality and are unable to get replacement parts to replace failed components. The Information Technology Department anticipates that this could result in a phone system failure that will disrupt 311 operations as well as inbound and outbound phone services due to the age of the equipment and outdated software. Restoring services may not be possible without an emergency purchase in the middle of an outage resulting in a very extended outage to perform what's being requested through this current request.

This critical upgrade is now fully funded as the Innovation & Technology Department has identified project and operational savings to fund the non-Riverside Public Utilities (RPU) portion of 73% of the upgrade, while Riverside Public Utilities funds the remaining 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 provides 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 also provides features requested by call center supervisors, such as Call Back

Assist, immediate supervisor rights to map out call flow to a Visio and 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% and will give the agent the ability to see Desktop Wallboards and allow for processing payments 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.

The Purchasing Manager concurs that the recommendation to approve is in compliance with Purchasing Resolution No. 23256.

FISCAL IMPACT:

The fiscal impact to Public Utilities is \$133,467, with a total project cost of \$500,818. There is sufficient funding available for this project in the following accounts:

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

Software maintenance costs for years two through five will be included as part of future fiscal year budgets.

Prepared by: George Khalil, Chief Innovation Officer
Approved by: Todd M. Corbin, Utilities General Manager
Approved by: Al Zelinka, FAICP, City Manager
Approved as to form: Kristi J. Smith, Interim City Attorney

Certifies availability

of funds: Edward Enriquez, Chief Financial Officer/City Treasurer

Attachments:

1. ConvergeOne Statement of Work
2. ConvergeOne Solution Summary Quote