



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: APRIL 8, 2025

FROM: INNOVATION & TECHNOLOGY DEPARTMENT WARDS: ALL

SUBJECT: APPROVE THE PURCHASE OF HARDWARE AND PROFESSIONAL SERVICES NECESSARY FOR SIP TRUNKING INSTALLATION AND MAINTENANCE THROUGH CONVERGEONE OF ONTARIO, CALIFORNIA, IN THE AMOUNT OF \$123,559.79.

ISSUES:

Approve the purchase of hardware and professional services necessary for SIP trunking installation and maintenance through ConvergeOne of Ontario, California, in the Amount of \$123,559.79.

RECOMMENDATIONS:

That the City Council:

1. Approve the purchase of hardware and professional services necessary for SIP trunking installation and maintenance through ConvergeOne of Ontario, California, in the Amount of \$123,559.79; and
2. Authorize the City Manager, or designee, to execute all necessary documents including, but not limited to, quotes, agreements, change orders, and amendments with the ability to make minor non-substantive changes.

DISCUSSION:

Session Initiation Protocol (SIP) trunking is a technology that enables voice over IP (VoIP) calls to be made through the internet, instead of using traditional phone lines. It provides significant cost savings by eliminating the need for traditional phone lines and reducing costs associated with long-distance or international calling. SIP trunking will also allow the City to easily increase or decrease the number of phone lines needed based on operational demands without changes to infrastructure.

SIP trunking will also enhance the flexibility and resilience of the City's business communications by allowing calls to be routed to any device or location, making remote work setups easier and supporting continuity during power or connectivity issues. In the event of a network failure, calls

can be redirected to alternative devices, ensuring minimal disruption to business operations. It also supports a wide range of communication formats, such as voice, video, and messaging - allowing the City to unify its communication tools within a single, manageable platform. This flexibility enables a more integrated, responsive, and efficient communication system, aligning well with modern business needs.

ConvergeOne of Ontario, California, can provide competitive pricing for the software and services through OMNIA Partners Cooperative Purchasing Agreement NCPA-01-169. This cooperative agreement is in line with the City's Purchasing Resolution No. 24101, Sections 602(f) and 702(f).

Purchasing Resolution No. 24101, Article Six: Acquisition of Goods, Section 602 Exceptions states, "Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: ... (f) When Cooperative Purchasing is available and undertaken or when Goods can be obtained through Federal, State and/or other public entity pricing contracts or price agreements."

Purchasing Resolution No. 24101, Article Seven: Acquisition of Services, Section 702 Exceptions states, "Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: ... (f) When Cooperative Purchasing is available and undertaken or when Services can be obtained through Federal, State and/or other public entity pricing contracts or price agreements."

The Purchasing Manager concurs that the recommendations to authorize the purchases are in compliance with Purchasing Resolution 24101, Sections 602(f), and 702(f).

The Chief Innovation Officer concurs with staff's recommendations and confirms that this item is in accordance with the City's technology standards, guidelines and policies.

STRATEGIC PLAN ALIGNMENT:

This item contributes to Strategic Priority 6 - Community Well-Being and Goal Infrastructure, Mobility & Connectivity and Goal No. 6.2 - maintain, protect and improve assets and infrastructure within the City's built environment to ensure and enhance reliability, resiliency, sustainability, and facilitate connectivity.

This item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – SIP trunking modernizes the City's communication systems by transmitting voice and data over the internet, reducing reliance on traditional phone lines. This upgrade ensures more reliable and scalable communication channels, facilitating better connectivity among City departments and with residents.
2. **Equity** – All City employees and the community at large benefit from IT making research driven decisions based on industry trends and the City's specific needs. SIP trunking allows the City to continue to provide reliable and consistent technology-based services.
3. **Fiscal Responsibility** – Implementing SIP trunking can lead to cost savings through reduced maintenance of outdated infrastructure and lower communication expenses.
4. **Innovation** – SIP trunking exemplifies innovation through its flexibility to scale up or down

in real-time, allowing the City to efficiently adjust their communication capacity based on demand without requiring physical infrastructure changes. This agility fosters a more responsive and resilient communication framework that not only meets current organizational needs but also prepares the City for future technological advancements and operational scalability, making it a forward-thinking choice for innovative communication solutions.

5. **Sustainability & Resiliency** – SIP trunking demonstrates sustainability by reducing the need for traditional physical phone infrastructure, which often requires extensive resources for manufacturing, installation, and maintenance. By transmitting voice and data over the internet, SIP trunking minimizes the reliance on traditional copper wires and hardware, cutting down on material waste and the energy demands associated with operating legacy telecommunications networks. It also provides robust backup and failover options that make communication systems more reliable in emergencies.

FISCAL IMPACT:

The total fiscal impact of the action is \$123,559.79. Sufficient funding is budgeted and available in the General Fund, IT-Network, Software Maintenance & Support account number 2405000-424310.

Prepared by:	Angela Morales, Interim Administrative Services Manager
Approved by:	George Khalil, Chief Innovation Officer
Certified as to availability of funds:	Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by:	Edward Enriquez, Assistant City Manager/ Chief Financial Officer/City Treasurer
Approved as to form:	Jack Liu, Interim City Attorney

Attachment:

1. Quote
2. Statement of Work
3. Cooperative Agreement