



DATE: April 27, 2026

TO: Honorable Mayor and City Council

FROM: Tina Olson, Administrative Services Director

SUBJECT: Resolution authorizing the execution of an agreement with RingCentral, Inc. for a five-year term for Unified Communications Services (RingEX) in an amount not-to-exceed \$750,000

RECOMMENDED ACTION

Staff recommends the City Council adopt a resolution authorizing an agreement with RingCentral, Inc. for unified communications services (RingEX) for a five-year term, in an amount not-to-exceed \$750,000.

DECISION TYPE

Administrative

SUMMARY

The City's current telecommunications system, Mitel, is outdated and does not support Enhanced 911 (E911), which provides accurate caller location information to emergency responders. Enhanced 911 (E911) is mandatory in California to reduce response times in large buildings and remote workplaces. RingCentral, Inc. will replace the City's Mitel telecommunications system with a modern, E911 compliant, cloud-based unified communications system.

The proposed five-year agreement will provide improved reliability, enhanced functionality, and E911 compliance. The total contract amount is not-to-exceed \$750,000 over the term, including equipment, services, taxes, and fees. The agreement is procured through OMNIA Partners Cooperative Contract No. R241104.

DISCUSSION

RingCentral, Inc. will replace the City's existing Mitel telecommunications system with a modern, cloud-based unified communications platform that integrates voice, messaging, and collaboration tools. This transition addresses critical deficiencies in the current system, most notably the lack of E911 capability, which is essential for providing accurate caller location information to emergency responders and

improving public and employee safety. In addition to achieving E911 compliance, the new system will modernize the City's communications infrastructure, improve reliability by reducing dependence on aging on-premises equipment, and provide greater flexibility to scale services as operational needs evolve.

Staff evaluated the following three telecommunications systems: Zoom, RingCentral, and GoTo Meeting, based on their ability to integrate with the City's existing systems. Staff assessed the three platforms for functionality, compatibility, and total cost of ownership. Based on that evaluation, staff concluded RingCentral provides the best overall value, offering the most robust features at the lowest total cost over time.

FISCAL AND ADMINISTRATIVE IMPACTS

The proposed agreement with RingCentral, Inc. includes both one-time and ongoing costs associated with the implementation and operation of a new unified communications system. Initial costs include approximately \$55,474 for equipment and setup, along with ongoing monthly service costs of approximately \$6,934; applicable taxes will be added to these amounts. Over the five-year term, the total contract amount is not-to-exceed \$750,000, which includes services, equipment, taxes, fees, and allows for future expansion. The one-time and annual costs for the RingCentral system are included in the City's IT Fund budget.

From an administrative perspective, the transition to a cloud-based system is expected to reduce the City's reliance on aging on-premise infrastructure, lower maintenance demands, and improve overall system reliability and scalability. The upgrade will also ensure compliance with Enhanced 911 (E911) requirements, improving emergency response capabilities, and reducing operational risk.

COMMUNITY PILLAR

5: A City That Works

GOAL

11: Modernize key business systems and processes to increase efficiency and improve transparency

ATTACHMENTS

1. [Resolution](#)
2. [Exhibit A - RingCentral Initial Order Form](#)

Prepared by: Paul Galick
Acting IT Manager

Approved by:



Marianna A. Burch
City Manager

Fiscal Review by:



Tina Olson
Administrative Services Director