

Phone System Upgrade

City Council Regular Session

June 15th, 2026



Telecommunications Modernization

As part of BTX-IT's broader modernization efforts previously presented to Council, the City's telecommunications platform was identified for review following CMO direction to reduce technology-related operational costs.

BTX-IT identified that the City's existing Avaya phone system is now past end-of-life and no longer aligns with the City's operational, mobility, and continuity of operations needs.

Why the Upgrade Is Needed

The current phone environment relies heavily on physical desk phones and building-based infrastructure, limiting the City's ability to support remote operations, mobile staff, and continuity planning during emergency events or facility disruptions.

The existing environment also requires separate management of phone and digital fax systems while providing limited support for modern communications capabilities and scalable support for services such as 311.

Platform Evaluation and Recommendation

BTX-IT evaluated multiple telecommunications platforms against the City's operational and communications requirements, including platform capabilities, supportability, management features, and long-term sustainability.

As part of the review process, BTX-IT also engaged with municipalities and agencies currently utilizing modern telecommunications platforms to better understand operational experience and long-term platform value.

Based on the evaluation and the City's operational requirements, BTX-IT identified RingCentral as the recommended platform for the City's telecommunications upgrade.

Proposed Solution

BTX-IT is recommending replacement of the legacy Avaya system with the RingCentral cloud communications platform.

The proposed solution transitions the City from a primarily location-based phone system to a modern communications environment capable of supporting office, mobile, and remote operations while reducing dependency on physical telecommunications infrastructure located within City facilities.

Operational Improvements

- Mobile softphone capabilities for approved devices
- Improved continuity of operations during disruptive events
- Consolidated phone and digital fax management
- Standardized call routing and call tree management
- Increased reporting and operational visibility
- Department-level management under BTX-IT governance oversight
- Improved scalability for citizen services such as 311

Financial Overview

Current telecommunications-related operating costs are approximately \$140,753. Under the proposed RingCentral solution, projected annual operating costs are estimated at approximately \$75,615 with a one-time equipment cost of up to \$28,197.

If approved prior to the end of June, the City would also receive an implementation credit of approximately \$18,903.75, resulting in estimated first-year savings of approximately \$55,768.75.

Based on current costs and projected increases associated with existing services, the proposed solution is estimated to save the City approximately \$333,285 over four years while improving communications capabilities, operational resiliency, and long-term supportability.

Long-Term Strategic Value

The proposed RingCentral platform modernizes the City's communications environment while improving operational resiliency, mobility, and long-term supportability.

The solution reduces dependency on physical telecommunications infrastructure and better positions the City to support remote operations, continuity planning, and scalable citizen communication services moving forward.

This upgrade aligns with BTX-IT's broader modernization strategy focused on reducing operational costs, consolidating technology platforms, and improving long-term operational sustainability.

Recommendation

Approval of a contract with RingCentral for the purchase of Ring Central RingEX VoIP solution, physical phones and ATA Equipment, staff training, and four years of services and support through a TIPS purchasing contract (#240303) for \$311,753.25



