


City Council Regular Meeting

DEPARTMENT: Information Technology
FROM: James Grommersch, Chief Technology Officer
MEETING: June 15, 2026

SUBJECT:

Consider and take possible action on 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 for \$311,753.25. (Staff Contact: James Grommersch, Chief Technology Officer)

STRATEGIC PRIORITY AND GOAL(S):

Strategic Priority	Strategic Goal
 <p>High Performing City Organization Providing Exceptional, People Focused Services</p>	<p>1.2 Continue to improve the efficiency and productivity of operations 1.3 Deliver high-quality service and communications to external and internal customers</p>

SUMMARY:

As part of the broader BTX-IT modernization efforts previously presented to Council, one of the systems identified for review and potential upgrade was the City’s telecommunications platform. Discussions regarding the current phone system began after CMO’s request to reduce technology costs across the City. BTX-IT identified that the City’s existing Avaya environment is now past end-of-life and no longer adequately supports the operational needs of City staff and replacement to a modernized solution will reduce the overall communications cost for the City.

As BTX-IT was reviewing operational requirements, it became clear that the current system no longer aligned with the City’s operational needs. The existing environment limits workforce mobility, remote operational capabilities, continuity planning efforts, and the City’s ability to modernize communications and service delivery.

In response, BTX-IT evaluated multiple telecommunications platforms against the City’s communication needs. The review included departmental requirements, current pain points, platform capabilities, supportability, and communications management features. As part of the

evaluation process, BTX-IT also spoke with municipalities and agencies that are utilizing new phone systems to better understand their operational experience, long-term value, and overall satisfaction. Based on that evaluation and our operational requirements, BTX-IT identified RingCentral as the recommended platform for the City's phone system upgrade.

Why the Upgrade Is Needed

The current phone system heavily relies on physical desk phones and building-based infrastructure, limiting the ability to effectively support remote operations, mobile staff, and continuity of operations during emergency events, weather incidents, or facility disruptions.

Currently, the City's phone and digital fax systems operate as separate platforms requiring additional support, administration, and vendor management. The proposed upgrade creates the opportunity for improved consolidation, simplified management, operational consistency, and more efficient long-term support through a centralized solution.

Additionally, the current system provides limited support for modern communications capabilities such as mobile softphones, centralized reporting, department-level administrative management, integrated messaging capabilities, enhanced call routing functionality, and scalable remote operational support for citizen services such as 311.

Proposed Solution

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

The proposed upgrade transitions the City from a primarily location-based phone system to a modern communications solution capable of supporting office, mobile, and remote operations. Staff will have the ability to utilize softphones on City-issued computers, approved mobile devices, and traditional desk phones where operationally necessary.

The upgraded system also improves continuity of operations by reducing dependency on physical telecommunications infrastructure located within City facilities. This allows the City to better support remote operational groups, maintain communications during disruptive events, and expand services such as 311 operations during weather-related incidents without requiring staff to report to a centralized facility.

Additional operational improvements include:

- Standardized call routing and call tree management
- Increased reporting and operational visibility
- Department-level management of greetings, schedules, and routing updates under BTX-IT governance oversight

Collectively, these improvements enhance internal operations, communications management, and the overall citizen communication experience.

Financial Overview

BTX-IT completed a financial analysis comparing the City's current telecommunications-related costs against the proposed RingCentral solution.

The review included existing AT&T telecommunications costs, Avaya support and maintenance costs, FaxFinder costs, and proposed RingCentral licensing and implementation costs.

Current annual telecommunications-related 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.

Additionally, if approved prior to the end of June, the City would receive an implementation credit of approximately \$18,903.75, resulting in an 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 through consolidated services and locked-in pricing while also improving communications capabilities, operational resiliency, and long-term supportability.

RECOMMENDATION:

Approve as presented

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

REFERENCE:

N/A

FISCAL IMPACT:

Proposed Expenditure/Revenue: \$311,753.25
Account Number(s): 6108001-63506
Fund: Support Services Fund
Account Description: Computer Software M & R
Procurement Method : TIPS Cooperative Contract

STAFF CONTACT:

James Grommersch
Chief Technology Officer

JGrommersch@burlesontx.com
817-426-9672