



LAWRENCEVILLE

GEORGIA

AGENDA REPORT

MEETING: WORK SESSION, OCTOBER 8, 2025

AGENDA CATEGORY: GENERAL CITY BUSINESS

Item:	Cloud-Based Phone System
Department:	Information Technology
Date of Meeting:	Wednesday, October 8, 2025
Fiscal Impact:	Not-to-exceed \$130,377.72 for Year 1 (\$377,233.56 over five years)
Presented By:	Kyle Parker, Information Technology Director
Action Requested:	Approval to award RP004-25 Cloud-Based Phone System to High Country Workplace Technologies, utilizing RingCentral as the service provider, in an amount not to exceed \$130,377.72 for Year 1 (\$377,233.56 over five years), and to authorize the Mayor to execute any necessary agreements with High Country Workplace Technologies and/or RingCentral, pending the City Attorney's review and approval.

Summary: Approval of a contract award to High Country Workplace Technologies for implementation of a new Citywide Cloud-Based Phone System (5-Year Subscription) using RingCentral. The system will serve City Hall, Public Works, and Police Headquarters, replacing the City's aging Avaya and IPECS systems. The upgrade will improve reliability, support remote work, enhance mobility, and ensure continuity of operations.

Background: The City's current Avaya and IPECS phone systems are aging, hardware-dependent, and increasingly vulnerable. By moving to a cloud-based RingCentral platform, the City gains geo-redundant hosting across multiple U.S. data centers, automatic failover, and the ability for staff to continue working from mobile devices or remote locations during power or internet disruptions. These continuity features ensure the City's communications remain operational in disasters or outages while also modernizing daily collaboration through Microsoft Teams integration.

Purpose

The City seeks to modernize its phone systems to a unified, cloud-based solution that integrates with Microsoft Teams, supports remote work, and ensures uninterrupted communication during disasters or outages.

Project Work Scope

RFP RP004-25 solicited proposals for a turnkey solution including design, installation, training, and support. The system will provide unified voice, video, messaging, contact center, paging, fax, and gate/door control functions. It will also replace legacy PRIs and POTS lines, which are being phased out by carriers.

Evaluation and Selection Process

Proposals were reviewed under the City's established evaluation criteria, including system specifications, vendor qualifications, experience, and implementation readiness. High Country Workplace Technologies, implementing RingCentral, was selected as the highest-scoring and most cost-effective vendor.

Conclusion

Awarding the contract ensures the City can deploy a modern, secure, and scalable communications system to meet current and future operational needs.

Fiscal Impact: The bid submitted by High Country Workplace Technologies totals \$82,530.48 for the first year or \$306,944.88 over five years. To provide three headset options for users, staff recommends adding \$35,994.72, plus a 10% contingency. This brings the total not-to-exceed amount to \$130,377.72 for the first year or \$377,233.56 over five years. Funding will be provided by IT Department Capital Project 02-0112.