



Meeting Date: August 28, 2025 **Agenda Type:** Consent Items for Action

From: Jeffrey Jones **Reviewed by:** Greg Brown
Information Technology Chief Technology Officer
Manager

Submitted by: Greg Brown **Approved by:** Ryan Kelso
Chief Technology Officer Chief Executive Officer

RECOMMENDED ACTION: Authorize the CEO or His Designee to Negotiate and Execute a Cooperative Agreement for Maintenance and Support for the Hosted Unified Communication System with RingCentral, Inc., Entering into the Agreement through its Agent, Avaya LLC

BACKGROUND

On October 25, 2022, New Braunfels Utilities (“NBU”) executed a Master Support and Maintenance Agreement with RingCentral Inc. (“RingCentral”) for Phone System and Contact Center software (the “Original Agreement”). RingCentral solutions are NBU’s Hosted Unified Communication System used for our Customer Service department and the rest of the organization. These systems are utilized to track customer calls, monitor the call queue, as well as provide phone lines and online meeting capabilities for NBU staff.

NBU now seeks a separate additional agreement to upgrade and add functionality to its Master Support and Maintenance Agreement with RingCentral. This upgrade will give NBU access to a new suite of products and services that will improve our Customer Service processes while allowing NBU to procure more phone lines required for our different functional areas. Keeping current with the applications and software is essential to support our customer experience initiatives. With this upgrade, we will have access to extended licensing options and new functionality required by our operational teams.

The total amount of the original Ring Central agreement in 2022 was \$933,639.32. The total amount of this separate additional agreement will be \$851,954.28, which exceeds the board approval level of \$250,000. The RingCentral solution is offered through a cooperative contract via The Interlocal Purchasing System (TIPS) contract number 240303. The TIPS contract provides NBU with professional services for initial configuration and phased migration, licensing, and service subscription required to establish the telephone solution. TIPS satisfies the competitive bidding requirements under Texas law.

NBU Staff requests that the Board of Trustees approve the Cooperative Agreement with RingCentral for the Phone System and Contact Center Solution.

This item is being presented to the Board because the total amount of the agreement exceeds \$250,000.00.

FINANCIAL IMPACT

The total financial impact for the Agreement is \$851,954.28. These funds for this system are budgeted within our Board approved Fiscal Year 2026 O&M and Capital budgets.

LINK TO STRATEGIC PLAN

Infrastructure and Technology

EXHIBITS

1. 24-0048 RingCentral Contract