



CITY OF ORLAND STAFF REPORT

MEETING DATE: October 15, 2024

TO: Honorable Mayor and City Councilmembers

FROM: Rebecca Webster, Director of Administrative Services/Assistant City Manager

SUBJECT: Upgrade to City Telephone Communication System **(Action)**

BACKGROUND:

The City has partnered with Gaynor Telesystems, Inc. for over a decade to manage its phone systems and, most recently, collaborated with them on installing new security cameras across various City facilities. In July 2024, staff were informed that the current phone service is being phased out, with support concluding later this year. Chief Vlach, Mica Alva and Rebecca Webster met with Gaynor representatives to review the new service being offered.

ANALYSIS:

Staff conducted a thorough evaluation of Gaynor's service offering in comparison with two additional providers, RingCentral and Nextiva. All three companies offer cloud-based communication solutions with similar recurring costs. While RingCentral and Nextiva propose standard 36-month contract terms, Gaynor distinguishes itself by offering a longer 60-month contract. Furthermore, the City's existing relationship with Gaynor provides confidence in their proven support services and established credibility.

RECOMMENDATION:

Staff recommends that the City of Orland approve Gaynor Telesystems' proposal, as it provides the optimal balance of cost-effectiveness, features, and dedicated implementation support. The new cloud-based platform will enhance communication efficiency across all City departments, and Gaynor's comprehensive training and installation services will ensure a seamless transition.

Attachment: Gaynor Telesystems, Inc. Quote

FISCAL IMPACT OF RECOMMENDATION:

The one-time cost will be \$14,395.61, with a recurring monthly cost of \$1,056.79 for a 60-month term. The cost will be allocated across the general, water and sewer funds.