



AGENDA ITEM ANALYSIS

Project/Issue Name: 22-R-44 A Resolution of the City Council Authorizing a Three-Year Agreement with Ring Central for Voice-Over Internet Phone Services for the City until 2025.

Submitted By: Chris Crosby, IT Director

Date: 8/16/2022

Issue Statement

Our current VOIP Phone provider Mitel was sold to Ring Central.

Discussion and/or Analysis

Our current contract will remain in place with Mitel until July/Aug of 2023 if we do nothing. The risk of waiting to migrate to Ring Central is due to Mitel having a 90% reduction in staff, and support if an event occurred will be close to zero. Ring Central is motivated to migrate clients with limited-time incentives. If we wait, the cost will go up.

Ring Central/Mitel covers the SOW of \$7800.

Mitel has provided physical phones, e911 service, and a mobile app. All this is managed through a web portal. There is limited customer support.

Ring Central will provide all these same features but also include MS Teams integrations and more robust administrator tools with advanced reporting. Analytics for real-time and historical reporting. Ring Central provides 24/7-tier customer support. We will also have call center features for call routing we did not have. This feature was requested but will be a higher cost through Mitel, but it comes standard with Ring Central. These features will greatly enhance the ability to provide higher levels of customer service and service response time. All current City VOIP phones are compatible with Ring Central through a firmware update.

Ring Central will honor the rates we established with Mitel. The City will have to agree to a three-year contract. Extending our rates and support to 2025.

No cost change to the city. If we went to bid, the cost to incur a new phone system would be much higher, not including the expense of downtime due to migration to a new system. The fees are based on the number of phones we have in the city. If no phones are added, the annual cost to the city will be \$35,589.72. Every additional phone will add \$21.14 per month or \$253.68 a year to the total cost.

Recommended Action

City Staff recommends City Council approve an Agreement with Ring Central for VOIP Phone services for the City, for a period of three (3) years, ending in 2025.