



Office of the City Manager

CONSENT CALENDAR
June 3, 2025

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 32000281 Amendment: ConvergeOne for Avaya Administration, Maintenance and Support

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32000281 to increase the spending authority with ConvergeOne (previously named Integration Partners) for Avaya telephone system administration, maintenance and support services increasing the amount by \$920,000 for a total not-to-exceed amount of \$2,638,633 from July 1, 2025 to June 30, 2027.

FISCAL IMPACTS OF RECOMMENDATION

Funding for maintenance and support services in the amount of \$920,000 is allocated for Fiscal Year (FY) 2026-2027 in the Department of Information Technology's ("IT") FY 2026 VoIP Replacement and IT Cost Allocation funds as outlined below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

FY26: Fund 502 - VoIP Replacement, Information Technology Department	\$470,000
FY27: Fund 502 - VoIP Replacement, Information Technology Department	\$450,000
Total FY 2025-2027	\$920,000

CURRENT SITUATION AND ITS EFFECTS

The City is currently contracted with ConvergeOne for administration, maintenance and support of its Avaya telephone system and seeks additional spending authority through FY2027. The City's current Voice Over IP ("VoIP") telephone system is operating on an outdated release and needs to be upgraded in order to be eligible for continued Avaya support. To accomplish this, the City requires a specialized, Avaya trained VoIP/telephony technician through ConvergeOne.

This contract amendment will extend administration, maintenance and support spending authority through June 2027 and will ensure the City's telephones and backend voice communications systems are administered and maintained consistent with their criticality to daily City operations and delivery of services to the Berkeley community.

The ConvergeOne contract amendment aligns with the City's strategic goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.

BACKGROUND

In December 2019, the City issued a Request for Proposals (RFP No. 20-11377-C) for Avaya system upgrades, support, and maintenance, receiving five qualified responses. Integration Partners (IPC) was selected based on its competitive pricing, responsiveness, and strong references.

In September 2022, ConvergeOne acquired Integration Partners and fully integrated IPC's operations into its own. The City's original contract with IPC, now ConvergeOne, extends through the end of fiscal year 2025 (FY25).

Between 2020 and 2021, the City completed significant upgrades to its Voice over IP (VoIP) telephony system. Since then, the Avaya software has undergone two major version updates. In December 2022, the contract was amended—via Council Resolution No. 70-583 N.S.—to include on-site staff augmentation by a dedicated telephony engineer/administrator.

Looking ahead to FY26–27, the City plans to continue utilizing the telephony engineer to support the integration of the current Avaya VoIP system with Microsoft Teams calling features, marking a strategic step toward a cloud-based VoIP infrastructure. In addition to this initiative, the telephony engineer continues to manage day-to-day VoIP operations, significantly alleviating the workload on internal IT staff and allowing them to focus on broader operational priorities.

The City has maintained a productive partnership with ConvergeOne for Avaya administration, maintenance, and support and now seeks to extend this contract to continue advancing its telephony services.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The Avaya solution was selected in part because of the energy-efficient handsets which consume fewer than four watts of energy for each handset. The staff augment technician is local and available to complete field work at all City sites. This resolution continues to support the goals of environmental sustainability.

RATIONALE FOR RECOMMENDATION

The City intends to stay on the Avaya platform for citywide phones through the end of FY 2027. As such, it is critical that we keep the Avaya platform up to date, and sufficiently administered and maintained as we do not want to risk having a gap in our maintenance and support in the event of a major outage of our enterprise phone system. Such an incident would result in significant disruption of services including the Berkeley community not being able to reach City offices via phone call, staff not being able to call each other,

and our community and staff not being able to leave voice messages.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered a number of options including not upgrading the Avaya software or renewing our contract for staff augmentation. However, given the criticality of the platform, we recommend proceeding with this recommendation to ensure continuity of critical City systems.

CONTACT PERSON

Kevin Fong, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT No. 32000281 AMENDMENT: CONVERGEONE FOR AVAYA UPDATE,
SUPPORT, AND MAINTENANCE

WHEREAS in December 2019, the City issued a Request for Proposals (RFP) for Avaya upgrade, support, and maintenance (Specification No. 20-11377-C) and received 5 qualifying bids; and

WHEREAS Integration Partners (IPC) provided the best combination of cost, responsiveness, and references to complete the necessary upgrades and provide ongoing support moving forward; and

WHEREAS in January 2022, ConvergeOne purchased Integration Partners and, effective September 12, 2022, IPC's operations were fully integrated into ConvergeOne; and

WHEREAS funding for Fiscal Year (FY) 2026 for software maintenance and miscellaneous professional services in the amount of \$470,000, is allocated in the Department of Information Technology's FY 2026 IT VoIP Replacement funds; and

WHEREAS funding for Fiscal Year (FY) 2027 for software maintenance and miscellaneous professional services in the amount of \$450,000, is allocated in the Department of Information Technology's FY 2027 IT VoIP Replacement funds; and

WHEREAS the City intends to maintain this critical Information Technology function – Voice Over IP (VoIP) telephone infrastructure and system.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 32000281 with ConvergeOne for Avaya update, administration, support and maintenance, increasing the amount by \$920,000 for a total not to exceed amount of \$2,638,633, from July 1, 2020 to June 30, 2027.