

**RESOLUTION NO. 2023 – \_\_\_\_**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN CARLOS  
AUTHORIZING THE CITY MANAGER TO EXECUTE A FIVE-YEAR CONTRACT, WITH THE  
OPTION TO RENEW SUBSCRIPTION SERVICES ANNUALLY, WITH RINGCENTRAL FOR A  
CLOUD HOSTED PHONE SYSTEM IN THE AMOUNT OF \$152,631.57; AUTHORIZING THE  
CITY MANAGER TO EXECUTE AMENDMENTS TO ADD, CHANGE, OR REMOVE  
LICENSES AS NEEDED, AND AUTHORIZING A CONTINGENCY BUDGET NOT TO  
EXCEED \$5,000 FOR THE INSTALLATION OF THE NEW SYSTEM.**

---

**WHEREAS**, the current Mitel phone system provided by Packet Fusion, Inc. will reach end of technical support and overall end of life on June 30, 2026 and the current support agreement with Packet Fusion is set to expire March 26, 2024; and

**WHEREAS**, after a request for proposals was released on September 1, 2023, RingCentral was selected to replace the existing ShoreTel phone system; and

**WHEREAS**, implementation, first-year subscription services, and contingency costs up to \$90,000 will be covered by fund C2315. The first-year cost is expected to be \$33,214.05, not including contingency costs. The annual cost for years 2 through 5 is \$29,854.38, not including taxes, and will be covered by the Information Technology Division's budget; and

**WHEREAS**, the City Manager is authorized to execute amendments for additional hardware, services, licenses and/or phone lines when needed; and

**WHEREAS**, the solution proposed is a Unified communications as a service (UCaaS) system that includes call, chat, video, and audio conferencing into one cloud-based platform.

**NOW, THEREFORE, IT IS HEREBY RESOLVED**, that the City Council hereby authorizes:

- the City Manager to execute an agreement with RingCentral to provide cloud hosted phone system in the amount of \$152,631.57 (not including applicable taxes which are subject to change) for a five-year contract with the option to renew the annual subscription services until the system needs to be replaced;
- the City Manager to execute amendments to add/change/remove licenses as needed; and
- a contingency budget not to exceed \$5,000 for the installation of the new system.

\* \* \* \* \*

I, City Clerk Crystal Mui, hereby certify that the foregoing Resolution was duly and regularly passed and adopted by the City Council of the City of San Carlos at a scheduled meeting thereof held on the 13<sup>th</sup> day of November 2023, by the following vote:

**AYES, COUNCILMEMBERS:** \_\_\_\_\_

**NOES, COUNCILMEMBERS:** \_\_\_\_\_

**ABSENT, COUNCILMEMBERS:** \_\_\_\_\_

---

**CITY CLERK** of the City of San Carlos

APPROVED:

---

**MAYOR** of the City of San Carlos