



# City of Smyrna

City of Smyrna  
A.Max Bacon City Hall /  
Council Chambers  
2800 King Street  
Smyrna, GA 30080  
770-434-6600  
www.smyrnacity.com

## Issue Sheet

File Number: AGR2022-23

Agenda Date: 7/18/2022

Version: 1

Status: Consent Agenda

In Control: City Council

File Type: Agreement

Agenda Number: F.

### Agenda Title:

Authorization for retroactive emergency approval to enter into an agreement with RingCentral (Ring Central, Inc., 20 Davis Drive, Belmont, CA, 94002) to provide phone service for the City of Smyrna in the amount of \$47,142.00 to be covered by the IT expense budget and \$42,370.00 to be funded from CIP budgeted phone replacement funds for an initial term of 60 months with 12-month annual renewals and authorize the Mayor to execute all related documents.

**Ward / Citywide**

### ISSUE AND BACKGROUND:

In May we were informed by our current provider, Windstream, that they would no longer provide the type of service we needed for our on premise Cisco CallManager. They gave us until August 2, 2022 to move our phone numbers off their system to another provider. We already had a project scheduled in the FY2023 capital budget to replace the current system which was no longer supported by Cisco. We had already been evaluating alternatives and found that they all were now using a subscription model, and most of them provided the service as a cloud based service. The short time frame given us by Windstream did not allow for a full multi-vendor test program. The IT department narrowed the potential replacement vendors to RingCentral and Zoom Phone. Querying our peers, many said they used and recommended RingCentral. We did not get any feedback from the group on Zoom Phone.

**RECOMMENDATION / REQUESTED ACTION:** The IT department recommends authorization for retroactive emergency approval to enter into an agreement with RingCentral (Ring Central, Inc., 20 Davis Drive, Belmont, CA, 94002) to provide phone service for the City of Smyrna in the amount of \$47,142.00 to be covered by the IT expense budget and \$42,370.00 to be funded from CIP budgeted phone replacement funds for an initial term of 60 months with 12-month annual renewals and authorize the Mayor to execute all related documents.