



**City Council Regular Meeting
AGENDA ITEM**

NUMBER: 15

SUBJECT: Service Agreement with Nextiva, Inc. for the Nextiva One Unified Communications System and Five9 Call Center Service for a 42-Month Term in a Total Amount Not to Exceed \$1,330,238.66. (Citywide) (For Possible Action; Recommendation - Approve)	
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REQUESTED BY: Dennis Moriarity, Director of IT
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WARD: (Citywide)

RECOMMENDATION OR RECOMMEND MOTION: Approve the Service Agreement with Nextiva, Inc.
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FISCAL IMPACT: Amount: \$1,330,238.66 Explanation: Accounted for in CIP 23054
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ACCOUNT NUMBER: 00408-180165-430626-000000
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STAFF COMMENTS AND BACKGROUND INFORMATION:

The City currently relies on an aging Mitel phone system, soon to reach its end of life, with carrier lines from TPx and Lumens for all voice communications, including the Customer Service Call Center for the City’s Utilities Department. This outdated setup has begun to experience reliability issues with several components and the carriers' transport services.

Nextiva, a voice-over-internet-protocol (VoIP) service, offers a modern solution by transitioning the City's phone system to the cloud. This change provides access from anywhere and a comprehensive set of features that the current Mitel system lacks. By eliminating the need for maintaining physical infrastructure and carrier lines, Nextiva simplifies operations and management, enhancing both efficiency and reliability for the City's communications.

CIP No. 23054

Related Item:

LIST CITY COUNCIL GOAL(S): Responsible Fiscal Management
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PREPARED BY: Dennis Moriarity, Director of IT

Respectfully Submitted Micaela R. Moore, City Manager

MEETING DATE: November 6, 2024
