



Agenda Report

September 15, 2025

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZE THE CITY MANAGER TO AMEND CITY CONTRACT NO. 31790 WITH VOX NETWORK SOLUTIONS, INC. TO EXTEND THE CONTRACT TERM TO JUNE 30, 2026 FOR TELECOM SYSTEMS MAINTENANCE COVERAGE AND PROFESSIONAL SERVICES WITHOUT INCREASING THE AUTHORIZED TOTAL NOT TO EXCEED AMOUNT ON THE CONTRACT

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the recommended actions are exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines per Section 15061 (b) (3), the "common sense" provision that CEQA only applies to projects that may have an effect on the environment;
2. Authorize the City Manager to amend Contract 31790 with Vox Network Solutions, Inc., to extend the contract term by nine months from September 30, 2025 to June 30, 2026. Competitive bidding is not required pursuant to City Charter Section 1002(F) contracts for professional or unique services; and
3. Authorize the City Manager to approve no-cost amendments to the subject contract including durational extensions.

BACKGROUND:

The Department of Information Technology (DoIT) oversees the City's telecom voice systems including telephones, contact centers, voicemail, and Interactive Voice Response (IVR). These systems are available 24/7 providing critical communication services to every City department across forty-two locations including the Police Department, fire stations, libraries, community centers, and City Hall, among others.

In July 2020 City Council approved a three-year contract, 31790, with Vox Network Solutions, Inc. (Vox) through a competitive selection process. This contract provides remote and on-site maintenance and support for the legacy telecom systems, ensuring consistent reliability and availability, and supplying replacement parts for any failed

components. On September 11, 2023, Council approved an extension of this contract, and it is set to expire on September 30, 2025.

Over the past two years, DoIT staff has been replacing the legacy telephone system with Microsoft Teams Phone System and Five9 Contact Center through a contract with NWN Corporation (NWN) that was approved by Council on April 24, 2023. This transition is nearing completion with all contact centers completed, and a few departments remaining. Until the transition is completed, the legacy systems still need to be maintained and supported.

Staff therefore recommends amending contract #31790 with Vox to extend maintenance and support services for the legacy systems for an additional nine months, through June 30, 2026 when, during that time, it is expected the new systems will be fully implemented. No increase is needed on the contract authorized not to exceed amount.

There are no other active contracts with Vox Network Solutions, Inc.

COUNCIL POLICY CONSIDERATION:

This proposed contract extension with Vox Network Solutions, Inc. aligns with the City Council's goal to improve, maintain and enhance public facilities infrastructure by providing a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

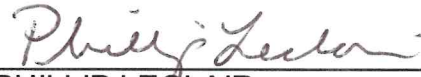
ENVIRONMENTAL ANALYSIS:

The actions proposed herein are exempt from the CEQA pursuant to State CEQA Guidelines Section 15061 (b)(3), the "common sense" provision of CEQA (formerly the general rule), which applies to projects which may have the potential for causing a significant effect on the environment. The approval to extend an existing contract for maintenance and support on an existing system will not have a significant effect on the environment.

FISCAL IMPACT:

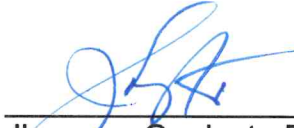
This time extension will not require an additional budget appropriation and there are no indirect or support costs anticipated as a result of this contract. The remainder of the funds on the contract will be spent in the current fiscal year.

Respectfully submitted,




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Approved by:



MIGUEL MÁRQUEZ
City Manager