



STAFF REPORT

AGENDA NO: 9f

MEETING DATE: November 17, 2025

To: Honorable Mayor and City Council

Date: November 17, 2025

From: Helen Yu-Scott, Finance Director – (650) 558-7222

Subject: Adoption of a Resolution Authorizing the City Manager to Execute a Three-Year Professional Services Agreement with Packet Fusion, Inc. for Support and Maintenance of the RingCentral Telephone System for \$9,711, with the Option to Renew the Services Annually Thereafter, and Authorizing the City Manager or Her Designee to Execute Amendments to Add or the Change Scope of Services as Needed

RECOMMENDATION

Staff recommends that the City Council adopt a resolution authorizing the City Manager to execute a three-year Professional Services Agreement with Packet Fusion, Inc., for support and maintenance of the RingCentral telephone system for \$9,711, with the option to renew the services annually thereafter, and authorize the City Manager or her designee to execute amendments to add or change the scope of services as needed.

BACKGROUND

The City has been working with Packet Fusion since 2011 to support the City's legacy phone system – ShoreTel/Mitel Telephone system. On November 18, 2024, the City Council approved an agreement with RingCentral for a cloud-hosted telephone system. The City also engaged Packet Fusion to manage the implementation process of the new phone system due to its extensive knowledge of Burlingame's environment.

DISCUSSION

The City has migrated and fully utilized the RingCentral phone system since late April 2025. RingCentral offers a support portal that enables the City to submit tickets to resolve issues. The City currently utilizes its Managed Service Provider (MSP) for configuration and changes to the phone system; however, the MSP does not support the Police Department.

The Police Department, which receives a high volume of calls, needs an additional layer of expertise and assistance. If the sole person who has historically supported the phone system at the Police Department is not available, there may be delays in resolving issues. The department has experienced some issues over the past few months, and it is crucial that these issues are resolved in a timely manner. Police Department staff currently require additional assistance with requesting moves, adding changes, resolving issues, and providing additional layers of escalation with RingCentral.

The City of Burlingame requires a robust communication platform to deliver excellent customer service to the public and achieve its goals. The City's phone system serves as the backbone of the communication platform. Packet Fusion offers a service that provides both basic and advanced support to the Police Department and the City's MSP. Staff believes that to provide the best support, at a reasonable cost, the Packet Fusion services are needed.

Staff recommends executing a three-year support agreement with Packet Fusion, Inc. to ensure that a low-cost and reliable telephone system remains in place.

FISCAL IMPACT

The annual cost of the support agreement is \$3,500, and the City receives a 7.5% discount for signing a three-year agreement, totaling \$9,711. Sufficient funds have been appropriated in the IT Internal Services Fund to cover the cost of this agreement.

Exhibits:

- Resolution
- Agreement