

RESOLUTION NO. _____

**RESOLUTION OF THE CITY COUNCIL OF THE CITY OF BURLINGAME
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;
AUTHORIZING THE CITY MANAGER OR HER DESIGNEE TO EXECUTE
AMENDMENTS TO ADD OR CHANGE SCOPE OF SERVICES AS NEEDED**

WHEREAS, the City has been working with Packet Fusion since 2011 to support the City's legacy phone system; and

WHEREAS, the City also engaged Packet Fusion to manage the implementation process of the new cloud-hosted RingCentral phone system due to its extensive knowledge of Burlingame's environment; and

WHEREAS, the City has migrated and fully utilized the RingCentral phone system since late April 2025; and

WHEREAS, the Police Department, which receives a high volume of calls, needs an additional layer of expertise and assistance; and

WHEREAS, a reliable telephone system is critical for employees to deliver high-level services to residents; and

WHEREAS, Packet Fusion offers a service that provides both basic and advanced support to the Police Department and the City's Managed Service Provider.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF BURLINGAME
DOES HEREBY RESOLVE AND ORDER AS FOLLOWS:**

The City Manager is hereby authorized to execute the Professional Services Agreement with Packet Fusion, Inc., in the form attached hereto, for a three-year term at a cost of \$9,711, with the option to renew the service annually thereafter. The City Manager or her designee is also authorized to amend the agreement with Packet Fusion to add or change the scope of services as needed.

Peter Stevenson, Mayor

I, Meaghan Hassel-Shearer, City Clerk of the City of Burlingame, do hereby certify that the foregoing Resolution was introduced at a regular meeting of the Burlingame City Council held on November 17, 2025, and was adopted thereafter by the following vote:

AYES: Councilmembers:
NOES: Councilmembers:
ABSENT: Councilmembers:

Meaghan Hassel-Shearer, City Clerk