



On Base: 113690

Date: May 11, 2026

To: Board of Acquisition and Contract

From: Belinda S. Miles
President

Re: Authority for the County of Westchester, acting by and through Westchester Community College to enter into an agreement with RingCentral Inc. for the provision of cloud-based phone service for Westchester Community College, for a period commencing on or about March 31, 2026, through March 31, 2031, for a total amount not to exceed \$658,844.15 with the College having the option to extend the agreement for an additional 2-year term at same rates and terms.

Authority is requested for the County of Westchester (the "County"), acting by and through Westchester Community College ("WCC" or the "College"), to enter into an agreement with RingCentral, Inc. ("RingCentral") whereby RingCentral will provide Cloud Phone Service to WCC for a period commencing on or about March 31, 2026, to March 31, 2031, for a total amount not to exceed \$658,844.15, with the College having the option to extend the agreement for an additional 2-year term, under same rates and terms, payable in accordance with an approved budget, (the "Agreement").

LightPath is currently providing the legacy Phone Service to WCC through the Westchester County Contract# IT-1376. RingCentral has been providing cloud-hosted VoIP and contact center services supporting the College's enterprise telephony environment for multiple years and has established extensive familiarity with the College's voice infrastructure, call routing requirements, operational telephony workflows, and service reliability standards. Their performance has been more than satisfactory and a cost-analysis report between RingCentral and Lightpath, prepared by WCC's IT Department, has evidenced that the compensation that would be paid to RingCentral over the five-year term is advantageous to the College and more than reasonable.

A separate resolution seeking the exemption of the procurement of this proposed agreement in accordance with Section 3 (a) xxi of the County's Procurement Policy has been submitted to your Honorable Board for approval.

Additionally, a cost-analysis report between RingCentral and Lightpath is attached as Schedule "A".

The public purpose of this agreement is to ensure the provision of cloud-based phone service at WCC for students and employees. Performance of this agreement will be tracked and monitored by WCC personnel.

I believe that it is in the best interest of the College to enter into this agreement and I therefore recommend that you act favorably on the annexed proposed resolution.

BSM:cm
Attachment

APPROVED BOARD OF ACQUISITION & CONTRACT - 05/21/2026 - RAYMOND SCULKY, SECRETARY

RESOLUTION

Upon a communication from the President of Westchester Community College, be it hereby

RESOLVED, that the County of Westchester, acting by and through Westchester Community College (“College”), is hereby authorized to enter into an agreement with RingCentral, Inc (“RingCentral”) for the provision of cloud phone service for Westchester Community College (“Service”), for a total amount not to exceed \$658,844.15, for a term commencing on March 31, 2026, through March 31, 2031, with the College having the option to extend the agreement for an additional 2-year term under same rates and terms, payable in accordance with an budget appropriation; and be it further

RESOLVED, that the County Executive or his authorized designee is hereby authorized to execute any and all instruments and take all actions reasonably necessary to implement this Resolution.

FY 25/26		Fund	Dept	Major Program, Program & Phase or Unit	Object/ Sub-Object	Trust Account	Dollars
25/26	College IT+ Extensions (Phone)	010	115		4160-01		\$ 102,578.30
25/26	College Technical Services (Migration)	10	115		4425-05		\$60,219.52
25/26	Capital Projects WCC91-03-S (Phone Hardware)	381	9999	WCC91-03	5619001		\$ 27,115.50
25/26	Capital Projects WCC90-04-S (Phone Hardware)	381	9999	WCC90-04	5619001		\$ 15,167.13
25/26	EOC (B.REF#0910)(Phone)	703	9997/9110		4160-01		\$ 7,232.00
25/26	EOC (B.REF#0910)(Phone Hardware)	703	9997/9110		52345-01		\$ 7,290.50
Total 25/26							\$ 219,602.95
FY 26/27							
26/27	College IT(Phone)	010	115		4160-01		\$ 102,578.30
26/27	EOC (B.REF#0910)(Phone)	703	9997/9110		4160-01		\$ 7,232.00
Total 26/27							\$ 109,810.30
FY 27/28							
27/28	College IT(Phone)	010	115		4160-01		\$ 102,578.30

27/28	EOC (B.REF#0910)(Phone)	703	9997/9110		4160-01		\$ 7,232.00
Total 27/28							\$ 109,810.30
FY 28/29							
28/29	College IT(Phone)	010	115		4160-01		\$ 102,578.30
28/29	EOC (B.REF#0910)(Phone)	703	9997/9110		4160-01		\$ 7,232.00
Total 28/29							\$ 109,810.30
FY 29/30							
29/30	College IT(Phone)	010	115		4160-01		\$ 102,578.30
29/30	EOC (B.REF#0910)(Phone)	703	9997/9110		4160-01		\$ 7,232.00
Total 29/30							\$ 109,810.30
TOTALS		Fund	Dept	Major Program, Program & Phase or Unit	Object/ Sub-Object	Trust Account	Dollars
25/30	College IT(Phone)	010	115		4160-01		\$ 512,891.50
25/30	College Technical Services (Migration)	10	115		4425-05		\$ 60,219.52
25/30	Capital Projects WCC91 03-S (Phone Hardware)	381	9999	WCC91-03	5619001		\$ 27,115.50
25/30	Capital Projects WCC90 - 04-S (Phone Hardware)	381	9999	WCC90-04	5619001		\$ 15,167.13
25/30	EOC (B.REF#0910)(Phone)	703	9997/9110		4160-01		\$ 36,160.00
25/30	EOC (B.REF#0910)(Phone Hardware)	703	9997/9110		52345-01		\$ 7,290.50
Total Amount							\$ 658,844.15

Budget Funding Year(s)
(must match resolution)

Start Date: 03/31/2026

End Date: 03/31/2031

Funding Source: Tax Dollars \$136,056.27
State Aid \$185,454.77
Federal Aid \$277,781.54
Other \$59,551.57 Revenue

\$658,844.15
(must match resolution)

APPROVED BOARD OF ACQUISITION & CONTRACT - 05/21/2026 - RAYMOND SCULKY, SECRETARY

SCHEDULE "A"

Cost-Analysis Report

Consolidated Request for Approval

Unified Communications & Network Modernization—Move from County Vendor (Lightpath) to (1) RingCentral + (2) FirstLight SD-WAN (Separate Resolution)

1 - COST ANALYSIS LIGHTPATH - RINGCENTRAL

Decision Requested

Approve a combined, 5-year modernization program to:

1. Migrate telephony from the FORERUNNER on-premises system (and County-recommended alternatives) to **RingCentral Unified Communications**.
2. Replace Lightpath Internet services with **FirstLight dual-Internet SD-WAN** at extension sites to modernize connectivity, support the EOC relocation, and reduce long-term cost and complexity.

Strategic Outcome: Retire aging on-prem telephony, improve reliability and user experience, increase site bandwidth/redundancy, reduce vendor sprawl, and exit dependency on the County-suggested Lightpath stack (Lightpath Internet + Ascend voice).

Executive Summary

Phones: FORERUNNER on-prem (installed 2004) requires capital upgrades of \$131,000 to remain supportable—no new features. We have had five years of successful RingCentral use; moving fully to RingCentral reduces costly system upgrade, eliminates obsolete hardware risk, and locks predictable pricing for five years.

Internet/SD-WAN: EOC relocation triggers significant Lightpath cost exposure under the current MSA and raises the opportunity to modernize. Moving to FirstLight SD-WAN at extension sites provides major bandwidth upgrades, redundancy, and

\$508,100 in 5-year savings vs Lightpath while reducing load on the main campus and simplifying operations.

Business Rationale

A. Phone System Modernization (FORERUNNER → RingCentral)

Current State & Risk

- FORERUNNER on-prem (2004) sustained via incremental upgrades solely to remain supportable (incl. rectifier powering the oldest components).
- FORERUNNER ended on-prem maintenance in 2024; successor support requires major component replacements across campus and extension sites (rectifier + more) costing \$100k–\$150k with no user feature gains—just basic dial tone.
- Hardware replacements are outside software-only maintenance; parts/labor billed separately → increased financial risk and operational fragility.

Future State

- RingCentral Unified Communications (already in use for 5 years) has become the enterprise standard.
- Consolidates five cost components into a single cloud contract: Current annual cost, Forerunner ≈ \$95,000; **RingCentral annual ≈ \$110,000**; Lightpath annual ≈ \$182,000; Avoided System Upgrades ≈ \$131,000

Components of Phone System	(Cloud) RingCentral	(Hybrid) Lightpath	(Legacy) Forrunner
NEC Yearly Maintenance Service	N/A	N/A	\$ 33,595.00
NEC Phone System Upgrades	N/A	N/A	\$ 131,356.49
- SV9500 Virtualize	N/A	N/A	\$ 55,443.18
- SV9500 Geographic Redundancy	N/A	N/A	\$ 27,739.64
- SIP Trunk Gateway	N/A	N/A	\$ 48,173.67
CallxPress Voicemail	N/A	N/A	\$ 20,448.00
Tapit Call Accounting	N/A	N/A	\$ 995.00
Lightpath Service	N/A	\$ 119,292.00	\$ 13,595.64
RingCentral Service	\$ 122,586.00	N/A	\$ 26,521.00
Phones	\$ 49,573.13	\$ 62,784.00	\$ 186,421.00
Installation	\$ 49,573.13	N/A	
Total Cost for First Year	\$ 232,378.65	\$ 182,076.00	\$ 412,932.13
Discounts (RingCentral 5 Month Credit)	\$ (12,775.70)		
Total Yearly Cost (Service) - Discount	\$ 109,810.30	\$ 182,076.00	\$ 95,154.64
Five Year Cost (Service, Phones, Installation)	\$ 658,844.15	\$ 910,380.00	
* Phones for Lightpath Hybrid configuration are \$5,232 per month			

Procurement & Timing

- 5-year term, billed annually.
- Current RingCentral term: 03/31//2025–3/31/2026 → Need the new 5-year agreement in place ASAP to maintain continuity and pricing.

RingCentral over Lightpath/Ascend (County vendor path)

- The College has been using RingCentral for several years and Students and Faculty have become familiar with its service offerings.
- Pilot feedback from IT Helpdesk Team on Lightpath/Ascend indicates material operational risk: inconsistent outbound calling, unreliable agent status enforcement, unpredictable queue routing, inflated/incorrect missed-call metrics, limited admin controls (forced auto-updates), and missing features (e.g., voicemail-to-text, no fax per user, or multilingual support).
- Users rate RingCentral higher for maturity, configurability, and reliability.
- RingCentral has broader ecosystem & APIs, deeper analytics/AI, flexible tiering, global PSTN footprint, and a 99.999% uptime SLA.

APPROVED BOARD OF REGISTRATION CONTRACT - 05/21/2026 - RAYMOND SCUKY SECRETARY