



# CISCO CALL MANAGER AND FLEX

RS-23-095

June 20, 2023

# Background

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- ❑ The Cisco Call Manager last software upgrade was in 2022
- ❑ The current maintenance agreement will expire on July 22, 2023.
- ❑ The Cisco Collaboration Flex agreement provides:
  - ▣ Security patches and upgrades or hardware replacements
  - ▣ Call Manager hardware and software support for three years

# Background continued

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- Netsync is a certified Cisco partner and pricing is through the Texas Department of Information Resources DIR-TSO-4167
- Cost of the Flex Agreement is \$38,880 per year for three years; total not to exceed \$116,640

# Alternatives

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- Do not authorize the purchase of Cisco Call Manager hardware and Cisco Flex support agreement
- Authorize the purchase of Cisco Call Manager hardware and Cisco Flex support agreement not to exceed \$116,640

# Recommendation

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- Staff recommends that the City Manager or his designee be authorized to execute the purchase of the Cisco Call Manager hardware and Cisco Flex 3-year support agreement with NetSync a Cisco certified vendor utilizing DIR-TSO-4167 contract not to exceed \$ 116,640.