



CISCO CALL MANAGER AND FLEX

RS-20-058

June 23, 2020

Background

- The City purchased its current phone system Cisco Call Manager in 2004 and performed the last software upgrade in 2015
- The current system is nearing its end of life and will no longer be supported for security patches and upgrades or hardware replacements
- The Cisco Enterprise Flex agreement provides support for hardware and software for the Call Manager for three years

Background continued

- Netsync is a certified Cisco partner and pricing is through the Texas Department of Information Resources DIR-TSO-4167
- Cost of the Call Manager hardware expenses are not to exceed \$95,797.95
- Cost of the Flex Agreement is \$30,736.75 per year for three years; total not to exceed \$92,210.24
- Total first year expense for hardware and software support is not to exceed \$126,534.70 and reoccurring cost is \$30,736.75 for next 2 years

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 \$126,534.70

Recommendation

- 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 \$ 126,534.70